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**330.50**

**Operation Reports**

**Overview**

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**Introduction** This policy describes the characteristics and suggested uses for data system Operation Reports.

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**In this policy** A description of the Operations Reports is located on the following pages.

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## Operations Reports

<b>Report Location</b>	<b>Report Name</b>	<b>Description</b>	<b>Comments</b>
EBT Operations	EBT Card LA/Clinic Adjustments	This report contains counts and details regarding eWIC card inventory adjustments made by inventory points. These inventory adjustments track cards that were accepted into their inventory, but were not available for use because something happened (lost, stolen, damaged).	
EBT Operations	EBT Card Local Agency Count Summary	This report contains counts regarding the use of the eWIC cards (cards issued, adjusted, replaced).	
EBT Operations	EBT Cards Issued Disposition	This report shows the eWIC cards issued.	
EBT Operations	EBT Replacement Cards	This report shows the details of replaced eWIC cards with a comparison summary of active cards against issued and replaced based on selection parameters.	
EBT Operations	Received Not Verified Card Inventory	This report is used to show the State Office what shipments were not verified by users at the eWIC card inventory points.	
EBT Operations	Vault Snapshot	This report contains counts and details regarding the cards that are found in an inventory point's vault.	There are two sections to this report. The first section contains the inventory points unassigned eWIC card inventory. The second section contains the outside cards that have been placed in the vault until they are removed according to state procedures.

<b>Report Location</b>	<b>Report Name</b>	<b>Description</b>	<b>Comments</b>
Inventory Operations	Non-Serialized Inventory Order Received Summary	This report is used to track the amount of non-serialized inventory received at the clinic.	
Inventory Operations	Non-Serialized Inventory Order Received Detail	This report is used to track the total amount of serialized inventory received at the clinic.	
Inventory Operations	Serialized Inventory	This report shows the type and serial number of all the serialized inventory (breast pumps) items in the local agency/clinic and when they were added into Compass.	May be used to view the total number, serial number and date the pump was added to Compass.  Serialized Inventory is maintained through Operations – Non-Serialized Inventory-Serialized Inventory.
Monitoring Operations	Clinic Monitoring	This report is used to determine state and local agency information regarding the percentage of participants not receiving nutrition education contacts, participants receiving no income, the percentage of infants, the percentage of multiple births, the percentage of certification appointments, the percentage of no shows, and the percentage of outside hours.	
Monitoring Operations	Clinic Profile	This report calculates: -Ratio of FTE (professional and paraprofessional) to participants. -Ratio of FTE (professional and paraprofessional) to High Risk participants	This report is using participation not enrolled data.

<b>Report Location</b>	<b>Report Name</b>	<b>Description</b>	<b>Comments</b>
		-Ratio of FTE (professional and paraprofessional) to Low Risk participants	
Monitoring Operations	C&A Tailored Package Usage Report	This report shows the names of participants that were issued a tailored food packages that used combine and average food items.	Iowa is not using the Combined and Average feature.
Monitoring Operations	Family Customer Service Log	This report provides a detailed list of the customer services and civil rights complaints and their resolutions.	Policy 320.40 still must be followed.
Monitoring Operations	Interstate Dual Participation	Show a list of possible dual from other states on an MPSC system.	
Monitoring Operations	LA Eligibility Performance	This report shows the number of women, infant and children that are eligible and the number of women, infant and children that are participating on WIC.	
Monitoring Operations	Local Agency Profile	This report provides the number of FTE and staff type to participant ratios, clinic and local agency participants, percentage of participants to enrolled and the cost per participant.	
Monitoring Operations	No Show	This report shows the total number of appointment types, the number of no shows and the percentage of no shows to total appointments.	
Monitoring Operations	Part Violations, Sanctions and Claims	This report shows the last 12 months of participant violations, sanctions and claims.	
Time Study Operations	Time Study FTE	This report shows the number of FTEs and hours spent within Client	

<b>Report Location</b>	<b>Report Name</b>	<b>Description</b>	<b>Comments</b>
		Services, Nutrition Education, Breastfeeding and Administrative operations. Report also lists out individual staff names and their hours spend in each area.	
Time Study Operations	Time Study Payroll	This report shows the percentage of hours per staff member for each of the time study areas (client services, nutrition education, breastfeeding, administration)	
Time Study Operations	Non Scheduled Activity	This report shows the variety of nonscheduled activities that consume staff time.	
WIC Outreach Operations Reports	WIC Outreach Activity	This report shows the outreach activities that were completed over the last 12 months.	A local agency must enter information into the Outreach Log in Operations in order to generate this report.
WIC Outreach Operations Reports	WIC Outreach Mailing Labels	This report formats outreach agency addresses so that it can be saved to an Excel Spreadsheet.	The address listed is the physical address and not the mailing address if one is listed in the Contact/Address panel.
WIC Outreach Operations Reports	WIC Outreach Organization Listing	This report lists all your agency's outreach organizations.	