



Director Training

Journey

Click Link to listen to [recorded session](#) (45 min)

Nebraska WIC
April 9th, 2024

Brief Description of Journey

- "The Journey application system (MIS) serves as an electronic benefit issuance system, facilitating the distribution of benefits to eligible participants. This application streamlines the administration process, making it more efficient for both agencies and those receiving WIC benefits across the state. In addition to benefit issuance, the Journey application plays a crucial role in determining eligibility for the WIC program. It includes features that assess and verify the eligibility of participants based on income, nutritional need, and other qualifying criteria. This comprehensive functionality ensures that assistance is directed to those who meet the program's requirements. "

Basic WIC Definitions

- Participation – *“Participating is defined as having received food benefits (at least one paper Food Instrument (FI) or issued food benefits) or had been exclusively breastfeeding and mom received food benefits within the date range or had been a breastfeeding mom whose infant(s) received food benefits.”*
- Enrollment – *“those with active certifications”*
- Prevalence – *“the proportion of a population who have a specific characteristic in a given time period”*
(NIH)
- Risk – A condition that may have a negative impact on the health of a participant.
- Risk Code – An identifying number given to each risk.
- Referrals – Made to or from WIC to give the participant/family an opportunity for improved health by contacting other programs/individuals about varying needs.

Essential Journey Reports

- Participation with Benefits
- No Show
- No Food Benefit Pickup
- Enrollment
- Missed Appointment
- Breastfeeding Prevalence
- Referral Summary
- BFPC Contacts Summary
- Formula and Medical Food Issuance
- Breastfeeding Equipment Due
- Outreach
- ZIP Code

Participation with Benefits

- Where is it found – Under Reports > Clinic Services Reports > Administrative Reports



Participation with Benefits

- How to run the report – Select the Local Agency, the Month/Year, and whether the State Totals should be included (Yes/No)

Participation with Benefits

Month	January	Year	2019
Local Agency	5 CENTRAL NEBRASKA COMML	State Totals	Yes

1 of 13 100% Find | Next

View Report

Participation with Benefits

- Purpose as described in Journey:
 - This report is used to review WIC participation by participant category.
- Purpose as described by Local Agency directors:
 - Local agencies can use this report to track participation and enrollment each month.
 - As the local agency tries various outreach and retention efforts, this report can be used to see if there is a fluctuation of participation and enrollment from month to month.
 - If the local agency is targeting a certain participant category in outreach and retention efforts, this report can be used to see changes in participation and enrollment of that participant category each month.
 - Local agencies can use this report to review participation and enrollment with local agency staff at staff meetings to keep outreach and retention a priority at the agency, gain buy in for outreach and retention efforts, and brainstorm new strategies.

Participation with Benefits

Participation with Benefits

Month: Year:

Local Agency: State Totals:

- Running the report for January 2020 as shown above, we see the count of people who are participating by category in the time frame. The grand total participation is 32,807.
- Participation numbers will be less than the Enrollment.

Participation with Benefits Report
January 2020

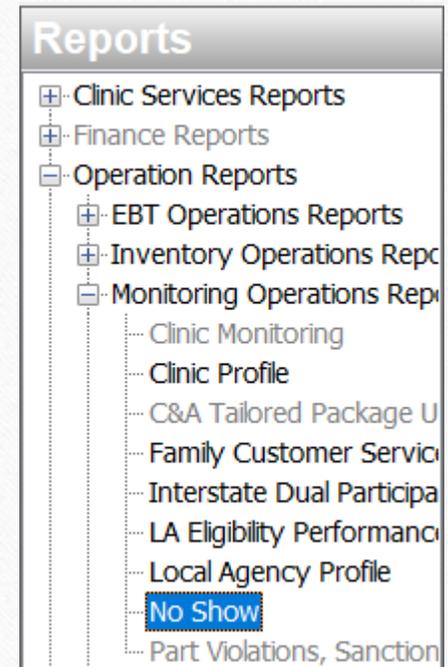
Print Date: 01/23/2024

State Totals	Pregnant	Fully BF	Part BF with FB	Part BF No FB	Not BF	Total Women	Excl BF	Excl BF/ Comp	Not Excl BF	Formula	Total Infants	Child	Special Child	Total Child	Grand Total	Enrolled	% of Enrolled with Benefits
	2403	975	1321	213	2434	7346	521	375	1767	5109	7772	16978	711	17689	32807	37547	87.38%

Local Agency/ Clinic	Pregnant	Fully BF	Part BF with FB	Part BF No FB	Not BF	Total Women	Excl BF	Excl BF/ Comp	Not Excl BF	Formula	Total Infants	Child	Special Child	Total Child	Grand Total	Enrolled	% of Enrolled with Benefits
5 - CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP	64	40	4	3	46	157	16	20	11	85	132	542	33	575	864	956	90.38%
15 - SPENCER	0	1	0	0	1	2	0	1	0	0	1	12	1	13	16	19	84.21%
16 - AURORA	4	3	0	1	1	9	1	1	1	6	9	24	3	27	45	51	88.24%
20 - AINSWORTH	3	3	0	0	1	7	0	2	1	4	7	36	0	36	50	59	84.75%
26 - BROKEN BOW	13	9	0	2	12	36	2	6	2	17	27	101	7	108	171	192	89.06%
30 - BURWELL	3	1	1	0	2	7	0	1	1	3	5	16	6	22	34	34	100.00%

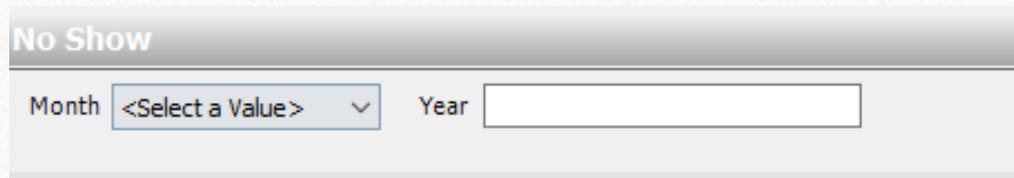
No Show

- Where is it found – Under Reports > Operation Reports > Monitoring Operations Reports

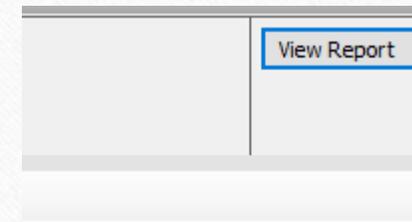


No Show

- How to run the report – Select the Month and the Year, select View Report



The screenshot shows a form titled "No Show". It contains two input fields: a dropdown menu for "Month" with the placeholder text "<Select a Value>" and a text box for "Year".



The screenshot shows a button labeled "View Report" located in the bottom right corner of the form area.

No Show

- Purpose as described in Journey:
 - This report identifies no-show rates by appointment types in a roll-up fashion from clinic to local agency to statewide.
- Purpose as described by Local Agency directors:
 - This report could be used by local agencies to see what their no show rate is and to see if there are drastic changes to their “no show” rate each month as they strive to reduce the number of no shows at their local agency.

No Show

No Show

Month Year

- Running the report for January 2020, the No Show report shows how many appointments were reported as a “no show” where the participant(s) were not present.

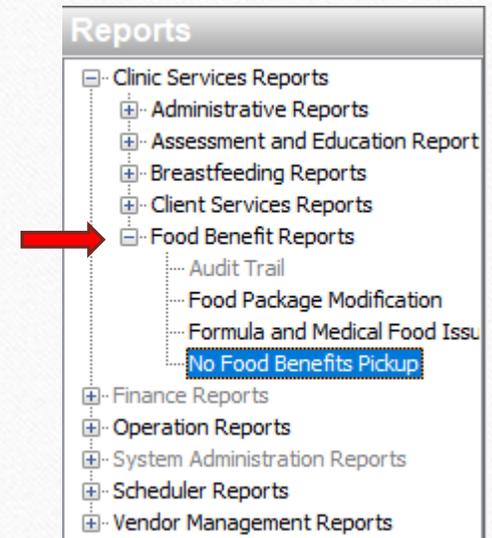
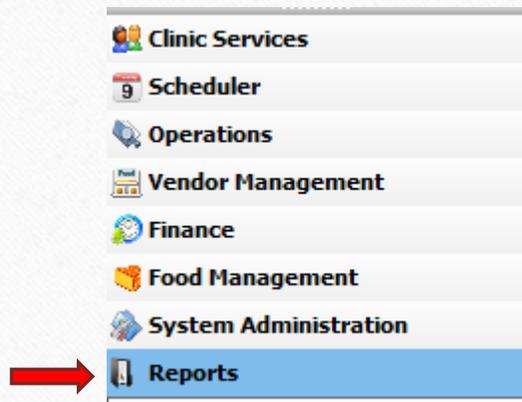
No Show Report Print Date: 01/23/2024

January 2020

State Totals	Appointment Type	Appointments	No Shows	Percent
	Totals	16,862	2,844	16.9%
	Add Baby	189	40	21.2%
	Breast Pump	40	7	17.5%
	Certification	2,175	298	13.7%
	Clinic Breastfeeding Education	592	87	14.7%
	Clinic High Risk Nutr Ed	24	5	20.8%
	Clinic Midcert Mom	891	131	14.7%
	Clinic Nutrition Education	6,599	1,027	15.6%
	Custody Change	10	0	0.0%
	Food Benefits	928	121	13.0%
	Food Package Change	287	30	10.5%
	Foster	7	3	42.9%
	Lost/Stolen Cards	137	8	5.8%
	Nutrition Education Class	53	30	56.6%
	Recertification	4,384	977	22.3%
	Transfer	89	8	9.0%
	Weight Check	457	72	15.8%

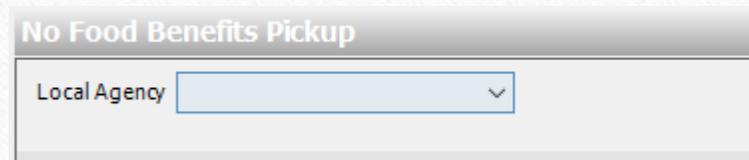
No Food Benefits Pickup

- Where is it found – Under Reports > Clinic Services Reports > Food Benefit Reports

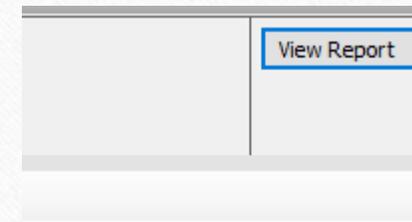


No Food Benefits Pickup

- How to run the report – Select Local Agency, then select View Report



A screenshot of a software interface titled "No Food Benefits Pickup". Below the title is a dropdown menu labeled "Local Agency" with a downward-pointing arrow on the right side.



A screenshot of a software interface showing a button labeled "View Report" in a blue box. The button is located in the top right corner of a grey rectangular area.

No Food Benefits Pickup

- Purpose as described in Journey:
 - Local agencies can use this report to identify participants who have missed or haven't scheduled their nutrition education visits and have not been issued food benefits. Local agencies can call those participants to schedule their appointments so they can continue to receive WIC food benefits.

No Food Benefits Pickup

No Food Benefits Pickup

Local Agency: 5 CENTRAL NEBRASKA COMML

(Select All)

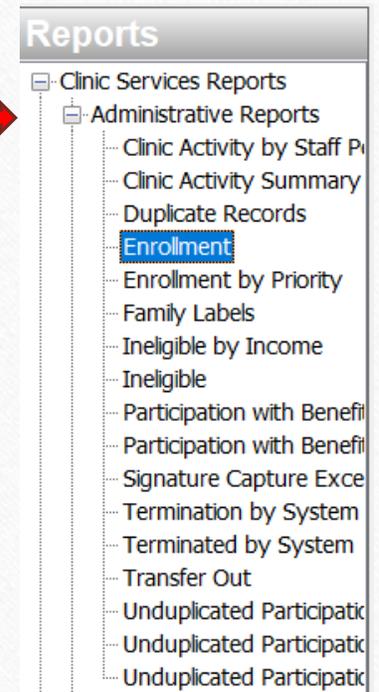
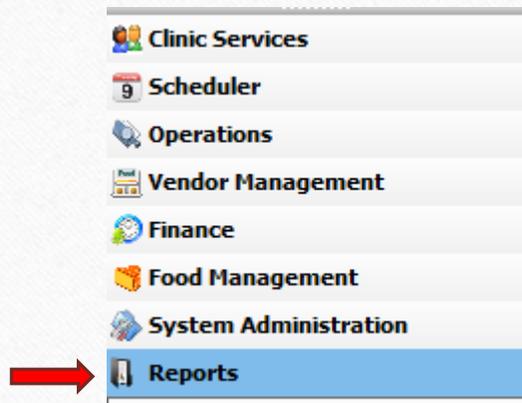
- Running the report for all Local Agencies, the report identifies participants that have not received food benefits for a period of time, are about to be terminated for non-participation, and do not have an appointment scheduled.

No Food Benefits Pickup Report Print Date: 02/06/2024

Local Agency/Clinic	Family ID	Auth Rep Name	Participant Name	Primary Phone	Most Recent FDTU	Categorical Eligibility End Date	Category
10 DOUGLAS COUNTY HEALTH DEPARTMENT							
101 Midtown WIC							
	1111111	Toucan Sam	Honey Monster	123-456-7890	03/01/2023	02/28/2026	Child
104 Nebraska Medicine Olson Center							
					03/01/2023	02/29/2024	Breastfeeding
135 West Omaha WIC							
					11/01/2021	09/30/2024	Child
333 One World - Main Clinic							
					02/01/2023	02/28/2027	Child
					03/01/2023	02/28/2027	Child

Enrollment

- Where is it found – Under Reports > Clinic Services Reports > Administrative Reports



Enrollment

- How to run the report – Select the Local Agency, the Month, the Year, and whether the State Totals should be included (Yes/No)

Enrollment			
Local Agency	<input type="text"/>	Month	<Select a Value>
Year	<input type="text"/>	State Totals	Yes

	View Report
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Enrollment

- Purpose as described in Journey:
 - This report is used to review WIC enrollment (those with active certifications) by participation category.
- Purpose as described by Local Agency directors:
 - Can use this report to determine if outreach efforts were worth it, or if we need more outreach efforts.
- Participation categories are seen as Women, Infants, and Children. There are further breakdowns of each category within the report.

Enrollment

Enrollment

Local Agency: 5 CENTRAL NEBRASKA COMMML Month: January

Year: 2020 State Totals: Yes

- Running the report for January 2020 we can see all the enrollment information. The grand total for state enrollment was 37,547 participants.
- Enrollment numbers will be greater than Participation. Total enrollment can also be viewed in the Participation with Benefits report.

Enrollment Report Print Date: 01/23/2024

January 2020

State Totals	Pregnant	Breast-feeding	Not Breast-feeding	Total Women	Excl Breast-feeding	Excl BF/Comp	Not Excl Breast-feeding	Formula	Total Infants	Child	Special Child	Total Child	Grand Total
	2,668	2,953	3,040	8,661	593	389	1,929	5,644	8,555	19,489	842	20331	37,547
Local Agency/Clinic	Pregnant	Breast-feeding	Not Breast-feeding	Total Women	Excl Breast-feeding	Excl BF/Comp	Not Excl Breast-feeding	Formula	Total Infants	Child	Special Child	Total Child	Grand Total
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP	72	50	57	179	17	20	11	95	143	599	35	634	956
15 SPENCER	0	1	1	2	0	1	0	0	1	15	1	16	19
16 AURORA	4	4	1	9	1	1	1	6	9	29	4	33	51
20 AINSWORTH	4	4	1	9	0	2	1	4	7	43	0	43	59
26 BROKEN BOW	13	12	16	41	3	6	2	24	35	109	7	116	192
30 BURWELL	3	2	2	7	0	1	1	3	5	16	6	22	34
35 GREELEY	0	0	1	1	0	0	0	1	1	12	0	12	14
40 ATKINSON	1	1	0	2	1	0	0	0	1	19	1	20	23
41 O'NEILL	25	8	21	54	3	2	2	33	40	119	4	123	217
45 ST. PAUL	4	1	1	6	0	1	1	2	4	36	3	39	49
60 CENTRAL CITY	2	2	2	6	1	0	1	2	4	43	1	44	54
85 LOUP CITY	3	5	4	12	3	2	0	8	13	43	3	46	71
90 ORD	8	5	4	17	3	2	2	8	15	59	3	62	94
95 VALENTINE	5	5	3	13	2	2	0	4	8	56	2	58	79

Missed Appointment

- Where is it found – Under Reports > Scheduler Reports



Missed Appointment

- How to run the report – Select the Local Agency, the Start and End Date, Appointment Type, Participant Category, and the Column. Then, select View Report.

Missed Appointment

Local Agency	<input type="text"/>	Start Date	<input type="text"/>
End Date	<input type="text"/>	Appointment Type	<input type="text"/>
Participant Category	<input type="text"/>	Column	<input type="text"/>

Missed Appointment

- Purpose as described in Journey:
 - This report identifies participants who do not keep their appointments or who cancel without rescheduling, especially pregnant women.
- Purpose as described by Local Agency directors:
 - This report could be used by local agencies to call participants if they have missed an appointment or cancelled their appointment without scheduling a new one and see if they would like to make a new appointment.

Missed Appointment

- Running the report for the shown filters, we see participants who have missed certain appointment types and reasons within the time frame.

Missed Appointment

Local Agency: 5 CENTRAL NEBRASKA COMM L
 Start Date: 1/1/2020
 End Date: 12/31/2020
 Appointment Type: Certification, Recertification
 Participant Category: Pregnant, Breastfeeding, Not I
 Column: 00 Food Benefits/Nutrition Ed.

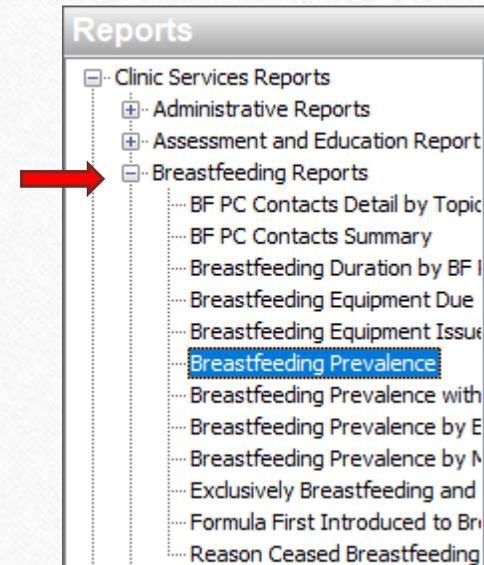
Missed Appointment Report Print Date: 01/23/2024

01/01/2020 - 12/31/2020

Agency/Clinic	Participant Category	Column	Auth Rep Name	Participant Name	Family ID	Appt Type	Appt Dt	Primary Phone	Alternate Phone	Preferred Lang	Cert End Dt
40-BLUE VALLEY COMMUNITY ACTION											
5-DAVID CITY											
	Child	00 Food Benefits/Nutrition Ed.	Cap'n Crunch	Tony Tiger	111111	Recertification	07/22/2020	Do Not Call	Do Not Call	English	07/31/2024
						Recertification	07/22/2020				01/31/2022
						Recertification	07/22/2020				11/30/2023
16-CRETE											
	Child	00 Food Benefits/Nutrition Ed.				Recertification	12/04/2020		Do Not Call	Spanish	
21-SEWARD											
	Child	00 Food Benefits/Nutrition Ed.				Recertification	05/19/2020	Do Not Call	Do Not Call		05/31/2020

Breastfeeding Prevalence

- Where is it found – Under Reports > Clinic Services Reports > Breastfeeding Reports



Breastfeeding Prevalence

- How to run the report – Select Local Agency, Ending Month, Ending Year, and State Totals (Yes/No)

Breastfeeding Prevalence

Local Agency	<input type="text"/>	Ending Month	<Select a Value>
Ending Year	<input type="text"/>	State Totals	Yes

[View Report](#)

Breastfeeding Prevalence

- Purpose as described in Journey:
 - This report is used to evaluate the number and proportion of infants/children who exclusively breastfed ...[at different ages]... It is used to evaluate the age to which breastfeeding continued during infancy and childhood and to track trends. There are three categories of columns, Exclusively Breastfed, Ever Breastfed, and Breastfeeding Duration. Durations are dependent upon when the last nutrition interview was recorded. A participant may be counted in more than one age category based on age reached by/on their date of visit.
 - The data for the report is gathered from all the interviews that were conducted during the 12 months prior to the report end date parameter. If an infant/child was not interviewed during this period, the infant/child is not counted. In order to be calculated in the numerator or the denominator, the child must have reached the age of the column title by the time of the interview.
- Purpose as described by Local Agency directors:
 - Evaluate the number and proportion of infants/children who exclusively breastfed and partially breastfed at different points in time as well as the age to which breastfeeding continued during infancy and childhood and to track trends.

Breastfeeding Prevalence

Breastfeeding Prevalence

Local Agency: 5 CENTRAL NEBRASKA COMMML Ending Month: January

Ending Year: 2020 State Totals: Yes

- Running the report for the above filters, we can see the prevalence of breastfeeding (%) for younger participants up to 24 months.

Breastfeeding Prevalence Print Date: 01/23/2024

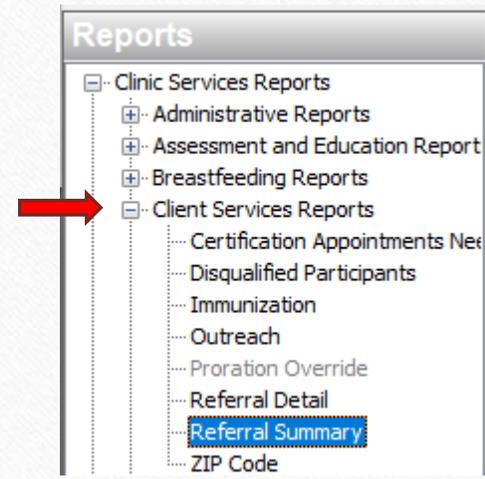
February 2019 - January 2020

State Totals	Excl BF 1 Wk	Excl BF 3 mo	Excl BF 6 mo	Ever BF	1Wk	2Wk	3Wk	4Wk	5Wk	6Wk	2M	3M	6M	9M	12M	18M	24M
	42%	20%	12%	80%	68%	68%	66%	60%	60%	58%	54%	47%	37%	33%	33%	17%	10%
	3326	997	549	27086	5459	4739	4148	3571	3375	3088	2692	2384	1725	1078	814	440	230

Local Agency/Clinic	Excl BF 1 Wk	Excl BF 3 mo	Excl BF 6 mo	Ever BF	1Wk	2Wk	3Wk	4Wk	5Wk	6Wk	2M	3M	6M	9M	12M	18M	24M
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP	67%	38%	28%	83%	69%	63%	60%	56%	58%	57%	53%	49%	47%	43%	31%	17%	6%
	97	41	32	741	100	82	77	64	63	56	52	53	55	40	28	12	4
15 SPENCER	100%	100%	100%	74%	100%	100%	100%	100%	100%	100%	100%	100%	50%	0%	0%	0%	0%
	1	1	2	14	1	1	1	1	1	1	1	1	1	0	0	0	0
16 AURORA	75%	36%	38%	89%	75%	75%	88%	75%	75%	63%	63%	55%	50%	67%	67%	0%	0%
	6	4	3	42	6	6	7	6	6	5	5	6	4	2	2	0	0
20 AINSWORTH	71%	67%	30%	83%	86%	75%	71%	71%	75%	75%	67%	67%	70%	55%	33%	20%	0%
	5	6	3	50	6	6	5	5	3	3	4	6	7	6	2	1	0

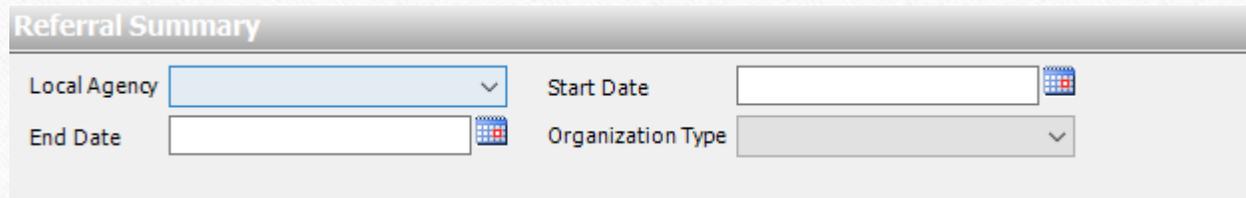
Referral Summary

- Where is it found – Under Reports > Clinic Services Reports > Client Services Reports

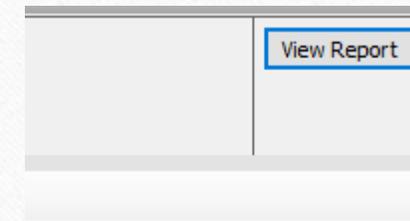


Referral Summary

- How to run the report – Select Local Agency, Start Date, End Date, and Organization Type. Then, select View Report.



The screenshot shows a form titled "Referral Summary" with four input fields: "Local Agency" (a dropdown menu), "Start Date" (a text box with a calendar icon), "End Date" (a text box with a calendar icon), and "Organization Type" (a dropdown menu).



The screenshot shows a button labeled "View Report" in a blue box, located in the bottom right corner of a grey panel.

Referral Summary

- Purpose as described in Journey:
 - This report supports the analysis of outreach and referral program effectiveness by reporting the number of referrals from each organization to WIC and the number of participants referred from WIC to each organization type.
- Purpose as described by Local Agency directors:
 - This report could be used by local agencies to see how well an outreach effort is working to refer new participants to the program.

Referral Summary

Referral Summary

Local Agency: 5 CENTRAL NEBRASKA COMM L
 Start Date: 1/1/2020
 End Date: 12/31/2020
 Organization Type: Immunizations, Dental, Health

- Running the report for the shown filters, we can see what types of referrals were sent “To” and “From” different organizations and types.

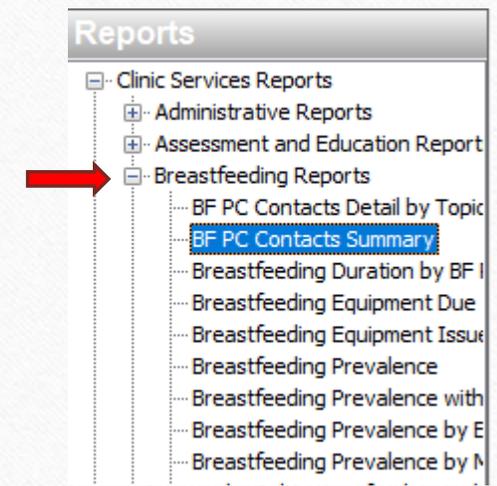
Referral Summary Report Print Date: 01/23/2024

01/01/2020 - 12/31/2020

Local Agency/Clinic	Count	From/To	Organization Type	Organization Name
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP				
15 SPENCER				
	1	From	Health Care Provider	
	1	To	Breastfeeding Peer Counselor	
	6	To	Dental	
	1	To	Early Development Network	EDN- O'Neill Region #8
16 AURORA				
	1	From	Early Development Network	Sixpence St. Paul
	1	From	Medicaid	
	1	To	Breastfeeding Peer Counselor	
	1	To	Breastfeeding Support	
	4	To	Dental	
				Reichardt Dental - Aurora
	1	To	Food Resources	Access Nebraska - SNAP
	3	To	Health Care Provider	
	3	To	Immunizations	
				Central District Health Dept.

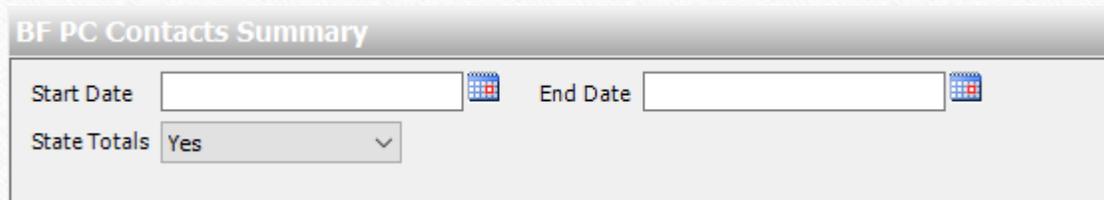
BF PC Contacts Summary

- Where is it found – Under Reports > Clinic Services Reports > Breastfeeding Reports

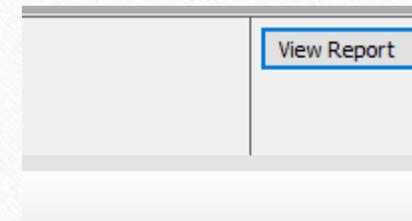


BF PC Contacts Summary

- How to run the report – Select Start Date, End Date, and State Totals (Yes/No). Then, select View Report.



The screenshot shows a web form titled "BF PC Contacts Summary". It contains three input fields: "Start Date" and "End Date" are text boxes with calendar icons to their right; "State Totals" is a dropdown menu currently set to "Yes".



The screenshot shows a button labeled "View Report" in a blue box, positioned in the top right corner of a form area.

BF PC Contacts Summary

- Purpose as described in Journey:
 - This report summarizes detailed information about the type (telephone, support, no answer, home visit, clinic visit, etc.) and frequency of contacts made by the breastfeeding peer counselor (BF PC) during a selected date range. It is used to help management staff understand the utilization of the BF PC. This is a monitoring and management tool that may show areas where additional training is needed.
- Purpose as described by Local Agency directors:
 - Way to keep make sure BFPC are reaching out to those on their caseload [scheduling and FTE].

BF PC Contacts Summary

BF PC Contacts Summary

Start Date: End Date:

State Totals:

- Running the report for one year and including State Totals we see the ways that the BF PC have interacted with participants through the type and frequency of contacts to monitor and manage BF PCs.

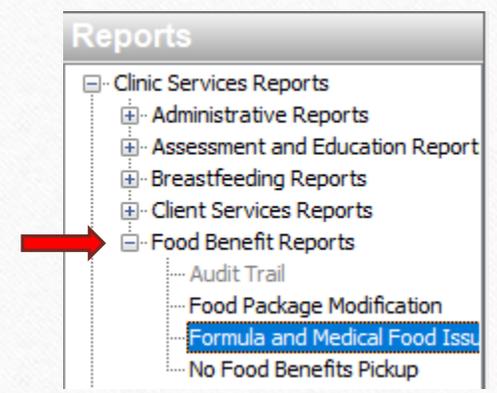
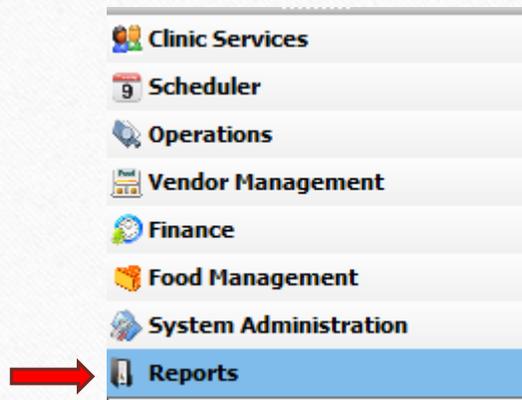
BF PC Contacts Summary Report Print Date: 01/23/202

01/01/2020 - 12/31/2020

State Totals		No Answer	Telephone Support	Clinic Visit	Peer Support Group	Home Visit	Hospital Visit	Mailing	Other	Prenatal	Postpartum
		4027	4894	319	44	10	11	778	8257	6028	12312
Local Agency/Clinic	BF PC Name	No Answer	Telephone Support	Clinic Visit	Peer Support Group	Home Visit	Hospital Visit	Mailing	Other	Prenatal	Postpartum
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP		379	193	1	0	1	0	176	637	573	814
15 SPENCER		11	4	0	0	1	0	15	48	33	46
	Snap	11	4	0	0	1	0	15	48	33	46
16 AURORA		12	3	0	0	0	0	5	20	9	31
	Crackle	2	0	0	0	0	0	0	8	0	10
	Pop	10	3	0	0	0	0	5	12	9	21

Formula and Medical Food Issuance

- Where is it found – Under Reports > Clinic Services Reports > Food Benefit Reports



Formula and Medical Food Issuance

- How to run the report – Select Local Agency, Formula/Medical Food, Start Date, End Date, and State Totals (Yes/No).

Formula and Medical Food Issuance

Local Agency	<input type="text"/>	Formula/Medical Food	<input type="text"/>
Start Date	<input type="text"/>	End Date	<input type="text"/>
State Totals	<input type="text"/>		

Formula and Medical Food Issuance

- Purpose as described in Journey:
 - This report identifies participants who are on a specific formula or medical food so information about specific products can be routed to a target audience. Uses of this report include viewing participants with special formulas and producing a list of formulas for use in processing recalls.
- Purpose as described by Local Agency directors:
 - Used to look for who is on a specific formula or medical food. Best to run for specific formulas.

Formula and Medical Food Issuance

- Running the report for the above filters, we can see the participants who have used specific formulas as well as participants category and reason for specific formulas or food.

Formula and Medical Food Issuance

Local Agency: 5 CENTRAL NEBRASKA COMM L
 Start Date: 1/1/2020
 State Totals: Yes

Formula/Medical Food: Alfamino Infant Powder 14.1 o
 End Date: 12/31/2020

Formula and Medical Food Issuance Report

01/01/2020 - 12/31/2020

State Totals	# Participants
Alfamino Infant Powder 14.1 oz	29
Alfamino Junior Powder 14.1 oz	19
Boost Breeze 8 oz	12

Formula and Medical Food Issuance Report

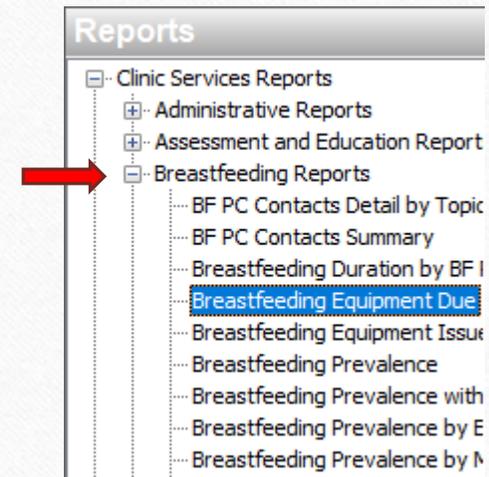
Print Date: 01/23/2024

01/01/2020 - 12/31/2020

Local Agency/Clinic	Formula or Medical Food	Person ID	Participant Name	Category	Risk Factors	FDTU	Rx Renewal Dt	Spec Form Reason
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP								# Participants = 114
	Similac Alimentum Powder 12.1 oz	111111	Boo Berry	Child	359	05/01/2020	05/31/2020	Milk Soy Protein Intolerance
			Count Chocula	Infant		05/01/2020	10/30/2020	Other Qualifying Medical Condition
			Trix Rabbit	Infant		05/01/2020	11/30/2020	Other Qualifying Medical Condition
			Yummy Mummy	Infant		06/01/2020	11/30/2020	Other Qualifying Medical Condition

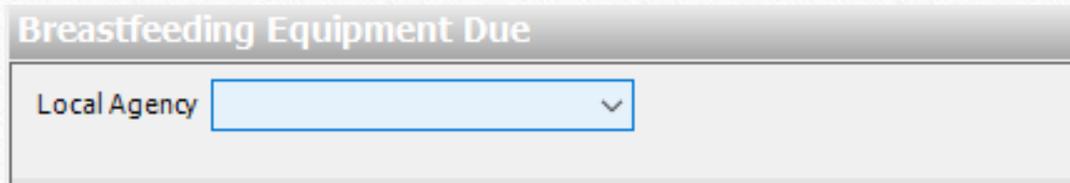
Breastfeeding Equipment Due

- Where is it found – Under Reports > Clinic Services Reports > Breastfeeding Reports



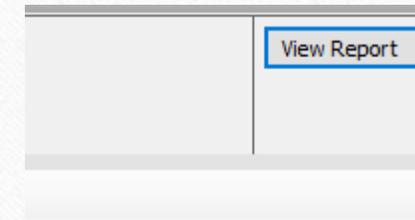
Breastfeeding Equipment Due

- How to run the report – Select Local Agency, then select View Report.



Breastfeeding Equipment Due

Local Agency



View Report

Breastfeeding Equipment Due

- Purpose as described in Journey:
 - This report is used to identify participants that currently have serialized breastfeeding equipment assigned to them. It contains contact/return date, date issued, type of equipment, serial number and reason issued. It is used by lactation staff to make follow up counseling contacts/call to promote breastfeeding, assist with pumping needs, and to retrieve pumps timely. The report shows all serialized breastfeeding equipment due within the current calendar month or equipment that is past due.
- Purpose as described by Local Agency directors:
 - Making sure clients are returning their equipment.

Breastfeeding Equipment Due

Breastfeeding Equipment Due

Local Agency

- Running the report for all LA's we see the identifying information of the family and when the equipment needs to be returned.

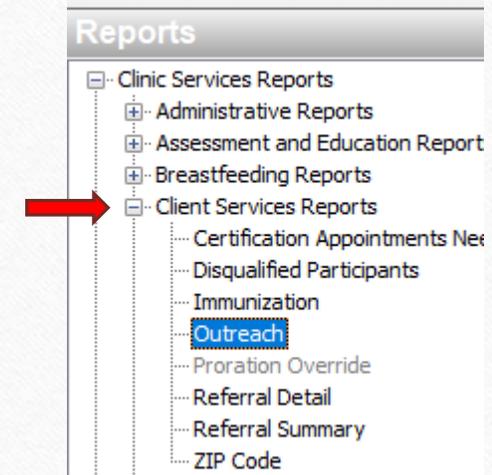
Breastfeeding Equipment Due Report

Print Date: 01/23/2024

Local Agency/Clinic	Contact/Return Date	Date Issued	Auth Rep Name	Family ID	Primary Phone	Equip Type	Serial #	Reason Issued
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP								
26 BROKEN BOW								
	12/31/2019	09/18/2019	Woody Woodpecker	11111	111-222-3333	Lactina Electric Pump	686440	Increase Milk Supply
41 O'NEILL								
	09/10/2022	08/10/2022				Lactina Electric Pump	686450	Engorgement
85 LOUP CITY								
	02/01/2019	12/04/2018				Symphony Electric Pump	E-000273	Mom & Baby Separated
	05/01/2020	02/05/2020				Lactina Electric Pump	686440	Return to Work

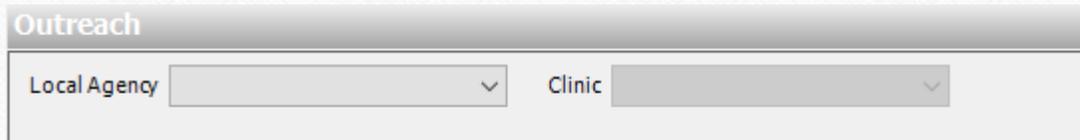
Outreach

- Where is it found – Under Reports > Clinic Services Reports > Client Services Reports

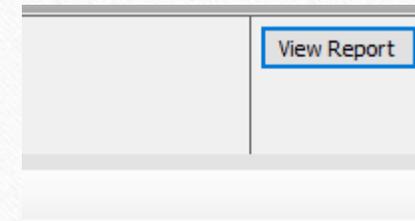


Outreach

- How to run the report – Select Local Agency and Clinic. Then, select View Report.



A screenshot of a software interface titled "Outreach". Below the title bar, there are two dropdown menus. The first is labeled "Local Agency" and the second is labeled "Clinic". Both dropdown menus have a small downward-pointing arrow on their right side, indicating they are currently empty or showing a default selection.



A screenshot of a button labeled "View Report". The button is rectangular with a blue border and is positioned in the top right corner of a light gray panel. The text "View Report" is centered on the button in a blue font.

Outreach

- Purpose as described in Journey:
 - This report is used by local agencies to share WIC information with other agencies to support their outreach to people in need. The data is reported by participant name, DOB, endorser name, address, and telephone number. It is sorted by clinic. LAs may want to dump data to Excel for mail merge. The distribution of this information should be only to programs that the state has a Memorandum of Agreement in place (listed on the Rights and Responsibilities document). The distribution is controlled by policy adherence, not the system.
- Purpose as described by Local Agency directors:
 - Use this all the time, but mostly because it has a lot of information. I will use it to find all pregnant moms on our caseload and filter them, then delete extra info we don't need. I use it to do a mass text to all pregnant moms to invite them to our baby shower. This particular report has their phone numbers AND their addresses (if we wanted to send a targeted mailer to them). But, we use it to send a text message. We don't want to invite ALL Clients to the baby showers, so this helps us filter them out. [Can be used to see which agencies are referring their clients to WIC].

Outreach

Outreach

Local Agency Clinic

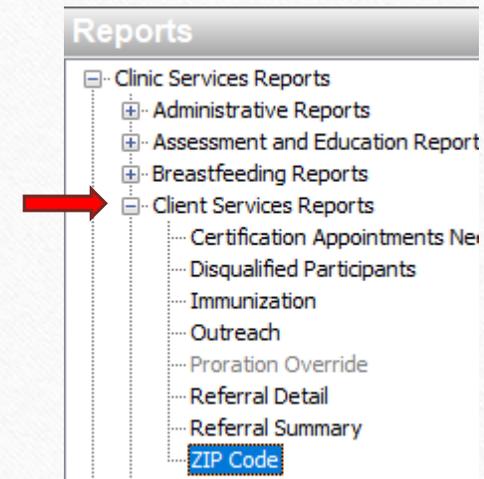
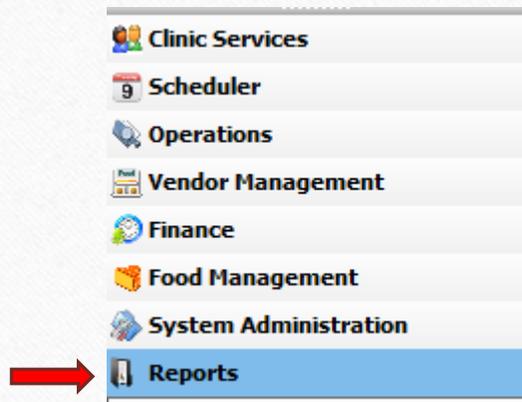
- Running the report for all LA's and their clinics, we can see the contact information for families and use this for further communication with WIC participants.

Print Date: 01/23/2024

5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP							
Clinic	Participant Name	Auth Rep Name	Primary Phone	Alternate Phone	Birth Date	Category	Address
15 SPENCER							
	Thing 1	Dr. Seuss	987-654-3210	Do Not Call	06/07/2019	Child	123 Who St. Whoville, Somewhere
	Thing 2	Dr. Seuss		Do Not Call	01/13/2022	Child	
				Do Not Call	03/30/2020	Child	
				Do Not Call	12/03/2023	Infant	
				Do Not Call	09/22/1997	Breastfeeding	
				Do Not Call	02/06/2022	Child	
				Do Not Call	02/02/2023	Infant	

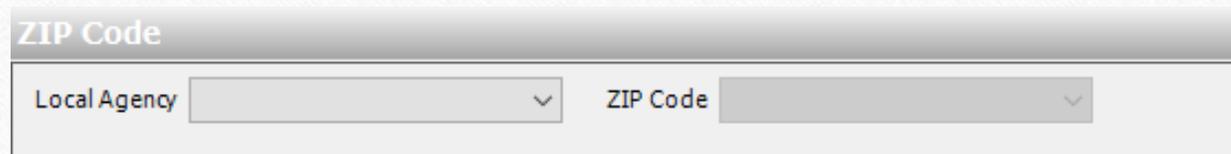
ZIP Code

- Where is it found – Under Reports > Clinic Services Reports > Client Services Reports

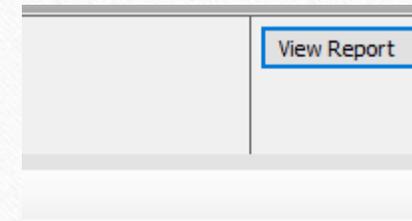


ZIP Code

- How to run the report – Select the Local Agency, ZIP Code, then select View Report.



A screenshot of a web interface for generating a ZIP Code report. The interface has a light gray background. At the top, there is a header bar with the text "ZIP Code" in a bold, sans-serif font. Below the header, there are two dropdown menus. The first dropdown is labeled "Local Agency" and the second is labeled "ZIP Code". Both dropdowns have a small downward-pointing arrow on the right side of their respective boxes.



A screenshot of a button labeled "View Report". The button is rectangular with a blue border and the text "View Report" in a blue, sans-serif font. It is positioned in the upper right corner of a light gray panel.

ZIP Code

- Purpose as described in Journey:
 - This report identifies the number of participants in a ZIP Code.
- Purpose as described by Local Agency directors:
 - Used to determine the number of participants in a ZIP code. Can be used to manage clinic sites. Most useful to enter specific ZIP code areas. Totals may be of interest to community partners.

ZIP Code

ZIP Code

Local Agency ZIP Code

- Running the report for the above filters, we see what ZIP codes are covered by each clinic/LA and how many participants live in that ZIP code.

ZIP Code Report Print Date: 01/23/2024

Local Agency/Clinic	ZIP Code	Family ID	Participant Name	Auth Rep Name	Primary Phone
5 CENTRAL NEBRASKA COMMUNITY ACTION PARTNERSHIP					
15 SPENCER					
	68713	11111	Strawberry Shortcake	Lemon-berry Shortcake	123-456-7890
	ZIP Total: 1				
	68755				
	ZIP Total: 2				
	68763				
	ZIP Total: 2				

Before Moving On!!

- Before moving on to the application section, please know that in Journey there is a section called “Help” where further information about reports can be read.
- Select “Help” at the top of the Journey page and then select “User Help”. For help on Reports select “Reports” then find the report you are needing assistance with.

How to Read and Understand Data

- Data can be presented in different ways
 - Numbers, percentages, fractions, graphs, and even in sentences!
- While being able to calculate data is important, understanding and practicing what has been learned is important too!
- Let's look at some examples using Journey reports...

Data Analysis Example #1

- Please run the Participation with Benefits report using May 2017, all local agencies, and include state totals.
 - For the month of May 2017, what were the participation numbers for Total Women, Total Infants, and Total Child in the state totals?
 - What percent of those enrolled participated in the state totals (received benefits)?

Data Analysis Example #2

- Now run the Participation with Benefits report for May 2022 including all local agencies and the state totals.
 - For May 2022, what was the percent of those enrolled that had received benefits in the state totals?
 - How did that change from May 2017? Did it increase, decrease, stay the same?

Data Analysis Example #3

- Please run the No Show Report for March 2022.
 - Look at the **State Totals** section.
 - What was the total number of appointments for March 2022?
 - What was the total number of No Shows for March 2022?
 - What percentage of appointments were No Shows?

Data Analysis Answers

- Example 1)
 - W – 8,231
 - I – 8,642
 - C – 19,322
 - 85.16%
- Example 2)
 - 89.32%
 - Increase
- Example 3)
 - 18,625
 - 1,873
 - About 10%