

**Food Instrument
Functionality
and
Food Package
Implementation**

Revised: 08/31/09

Food Instrument Functionality and Food Package Implementation

The items to be discussed related to food instrument functionality include:

- **Overview of Food Instrument Functionality**
 - View of new food instruments for a child food package

- **Void and Reissue Food Instruments**
 - Void and reissue food instruments printed on or after October 1, 2009
 - Void and reissue process for food instruments printed prior to October 1, 2009

- **Void and No Reissue of Food Instruments**
 - Void and no reissuing of food instruments

- **Change Prescription**
 - Change prescription – new food package to another new food package
 - Change prescription – unconverted food package to new food package

- **Change Issued Food Packages**
 - Change issued food package – new food package to new food package
 - Change issued food package – old food package to new food package

Overview of Food Instrument Functionality

The California WIC Program currently issues paper food instruments for participant food benefits. A participant's nutrition assessment determines the appropriate food prescription, and specific food instruments are assigned to the various food packages according to the prescription. As highlighted in the "Transition to New Food Packages" training module, the new California WIC food packages contain food instruments with a different array of WIC foods. And, since there needs to be a 'clean break' between the prescriptions issued prior to October 1st and the new food package prescriptions that will be issued to participants on and after October 1st, there are important details regarding a few of the food instrument processes that are reviewed in this module.

The printing of the new food packages on the new WIC checkstock is the same process as currently exists in ISIS. The food instrument functionality that is impacted due to the transition from existing or "old" food packages to new food packages has to do with voiding and reissuing, changing prescriptions and changing issued food packages. Each of these topics will be addressed in this module.

View of new food instruments for a child food package

The new food packages have been designed such that the food instruments typically have several foods on each food instrument instead of the more common occurrence in the existing food packages in which most food instruments are for single food items. Below is a view of the older child food package, the CP4 (Standard Child \geq 24 months, Lower Fat Milk). The CP4 food package has a total of four food instruments.

INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
994921809MG	DINAH GOLDEN	AUG 25 09	SEPT 24 09	298343055



700-298343055

Pay to the order of: WIC Authorized Vendor

90-1342
1211

EXACT PURCHASE PRICE:

*MUST NOT EXCEED MAXIMUM ALLOWABLE DEPARTMENT REIMBURSEMENT RATE

FOOD ITEM NUMBER
2004

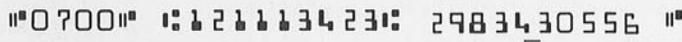
NON-NEGOTIABLE

AUTHORIZED SIGNATURE (SIGN AT PURCHASE)

What to buy:
\$6 (SIX DOLLARS) FRUITS AND VEGETABLES COMBINATION OF FRESH, FROZEN, AND CANNED
PARTICIPANT MAY PAY AMOUNT OVER \$6 (SIX DOLLARS)

State of California WIC Program
VOID IF NOT DEPOSITED WITHIN 45 DAYS OF "FIRST DAY TO USE." NOT VALID IF ALTERED.

VALID ONLY FOR FOOD ITEMS SPECIFIED IN THE CALIFORNIA WIC AUTHORIZED FOOD LIST.



INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
994921809MG	DINAH GOLDEN	AUG 25 09	SEPT 24 09	298343056



700-298343056

Pay to the order of: WIC Authorized Vendor

90-1342
1211

EXACT PURCHASE PRICE:

*MUST NOT EXCEED MAXIMUM ALLOWABLE DEPARTMENT REIMBURSEMENT RATE

FOOD ITEM NUMBER
6003

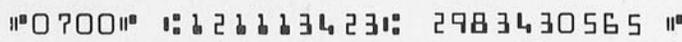
NON-NEGOTIABLE

AUTHORIZED SIGNATURE (SIGN AT PURCHASE)

What to buy:
1 (GALLON) MILK, LOWER FAT
1 (16 OZ) WHOLE GRAINS
36 OZ BREAKFAST CEREAL

State of California WIC Program
VOID IF NOT DEPOSITED WITHIN 45 DAYS OF "FIRST DAY TO USE." NOT VALID IF ALTERED.

VALID ONLY FOR FOOD ITEMS SPECIFIED IN THE CALIFORNIA WIC AUTHORIZED FOOD LIST.



INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
994921809MG	DINAH GOLDEN	AUG 25 09	SEPT 24 09	298343057

	Pay to the order of: WIC Authorized Vendor	700-298343057
		<small>90-1342 1211</small>
What to buy: 1 (GALLON) AND 1 (HALF GALLON) MILK, LOWER FAT 1 DOZEN EGGS 1 (16 OZ) CHEESE 1 (16 OZ) DRY BEANS, PEAS OR LENTILS OR 1 (16-18 OZ) PEANUT BUTTER	<small>EXACT PURCHASE PRICE:</small> <div style="border: 1px solid black; width: 100px; height: 30px; margin: 5px auto;"></div> <small>*MUST NOT EXCEED MAXIMUM ALLOWABLE DEPARTMENT REIMBURSEMENT RATE</small> <small>FOOD ITEM NUMBER</small> 6006	
State of California WIC Program <small>VOID IF NOT DEPOSITED WITHIN 45 DAYS OF "FIRST DAY TO USE." NOT VALID IF ALTERED.</small>	<small>VALID ONLY FOR FOOD ITEMS SPECIFIED IN THE CALIFORNIA WIC AUTHORIZED FOOD LIST.</small>	NON-NEGOTIABLE <small>AUTHORIZED SIGNATURE (SIGN AT PURCHASE)</small>

⑈0700⑈ ⑆121113423⑆ 2983430574 ⑈

INDIVIDUAL NO.	PARTICIPANT / PARENT / GUARDIAN	FIRST DAY TO USE	LAST DAY TO USE	SERIAL NO.
994921809MG	DINAH GOLDEN	AUG 25 09	SEPT 24 09	298343058

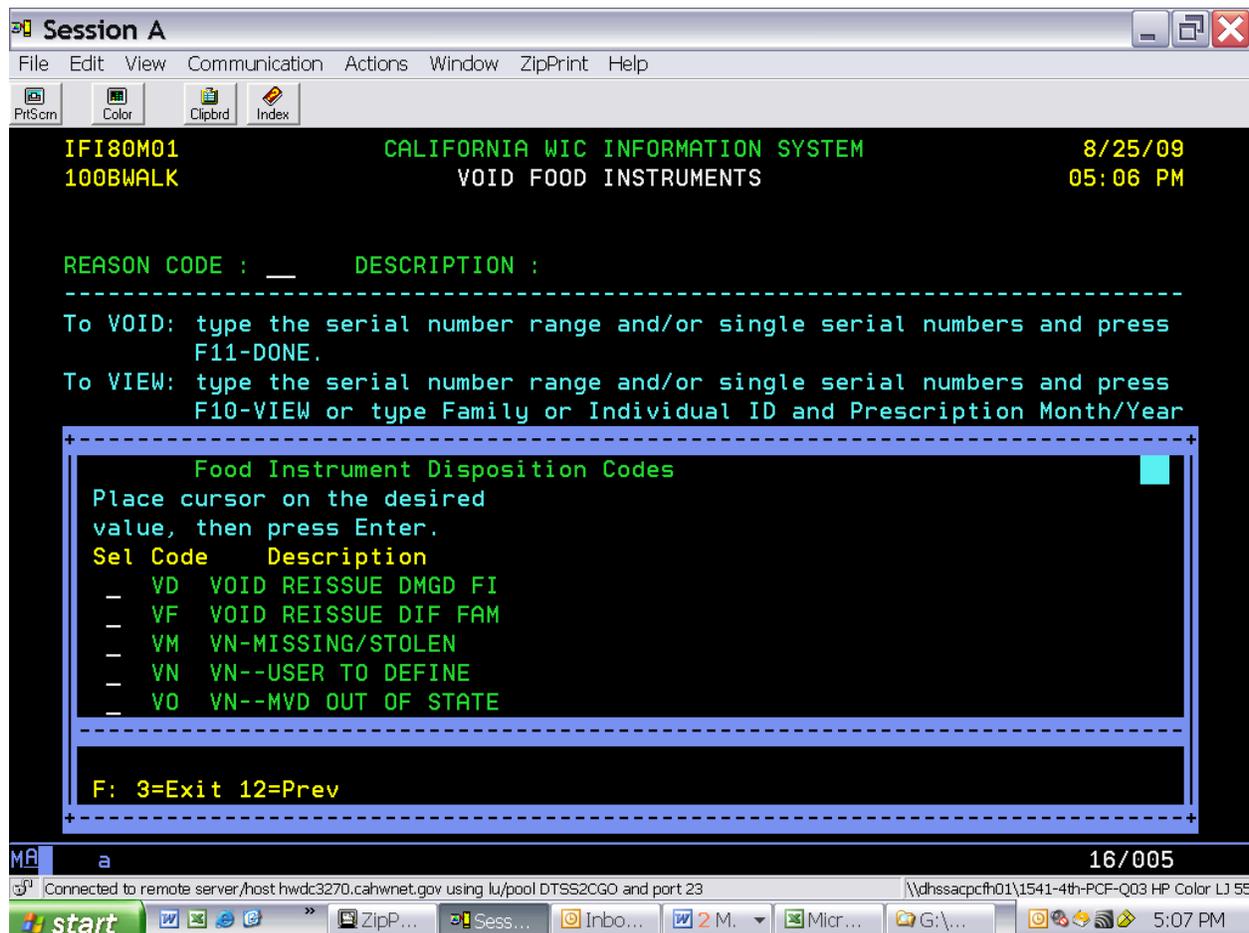
	Pay to the order of: WIC Authorized Vendor	700-298343058
		<small>90-1342 1211</small>
What to buy: 1 (GALLON) MILK, LOWER FAT 1 (16 OZ) WHOLE GRAINS 2 (64 OZ) BOTTLE JUICE OR 2 (11.5 OR 12 OR 16 OZ) CONCENTRATE JUICE	<small>EXACT PURCHASE PRICE:</small> <div style="border: 1px solid black; width: 100px; height: 30px; margin: 5px auto;"></div> <small>*MUST NOT EXCEED MAXIMUM ALLOWABLE DEPARTMENT REIMBURSEMENT RATE</small> <small>FOOD ITEM NUMBER</small> 6011	
State of California WIC Program <small>VOID IF NOT DEPOSITED WITHIN 45 DAYS OF "FIRST DAY TO USE." NOT VALID IF ALTERED.</small>	<small>VALID ONLY FOR FOOD ITEMS SPECIFIED IN THE CALIFORNIA WIC AUTHORIZED FOOD LIST.</small>	NON-NEGOTIABLE <small>AUTHORIZED SIGNATURE (SIGN AT PURCHASE)</small>

⑈0700⑈ ⑆121113423⑆ 2983430583 ⑈

Void and Reissue Food Instruments

The void and reissue process in ISIS allows food instruments to be voided and the same food instruments reissued. There are two void and reissue codes in ISIS – VD for void and reissue a damaged food instrument, and VF for void and reissue to a different family (e.g., foster child moving to different family). The screen print below shows the list of reason codes for the void process. This section of the module discusses the first two reason codes in the ISIS pop-up list.

Void Food Instrument Screen with Disposition Code Pop-Up List



Void and reissue food instruments printed on or after October 1, 2009

If food instruments are issued and printed on or after October 1, 2009, the void and reissue processes for VD (Void and Reissue Damaged Food Instrument) and VF (Void and Reissue to a Different Family) will function the same as staff is accustomed to prior to October 1st. Food instruments from the new food packages that are printed on the new checkstock can be voided with either of these two reason codes, and reissued. In essence, there is no change to the void and reissue process for food instruments printed on or after October 1st.

Void and reissue process for food instruments printed prior to October 1, 2009

If food instruments are issued and printed before October 1, 2009 and any of these food instruments need to be voided and reissued, the process is different. Essentially, a void and reissue of an “old” FI cannot be done once transition occurs. The void and reissue process has been turned off for these food instruments since “old” food instruments cannot be printed after close of business on September 28.

Instead, staff will be directed to the Change Issued Food Package (CIFP) pathway, and be automatically led through the screens to select the appropriate food package for the participant in the new environment. Staff will be encouraged to use their best judgment in cases when only a partial “old” food package is voided as to whether the entire new food package (with several food items on fewer checks) is appropriate to issue.

If staff attempt to void and reissue an “old” food instrument on or after October 1st, ISIS will display an error message, “Cannot void and reissue FI prior to 10/01/09. Use CIFP instead.” The screen print below displays this message for a VD.

Void Food Instruments Screen with Error Message

Session A

File Edit View Communication Actions Window ZipPrint Help

PrtScrn Color Clipbrd Index

IFI80M01 CALIFORNIA WIC INFORMATION SYSTEM 8/25/09
100BWALK VOID FOOD INSTRUMENTS 05:08 PM
CANNOT VOID AND REISSUE FI PRIOR TO 10/01/2009. USE CIFP INSTEAD.

REASON CODE : VD DESCRIPTION : VOID REISSUE DMGD FI

To VOID: type the serial number range and/or single serial numbers and press F11-DONE.

To VIEW: type the serial number range and/or single serial numbers and press F10-VIEW or type Family or Individual ID and Prescription Month/Year and press F10-VIEW.

	BEGINNING	TO	ENDING
SERIAL NUMBER RANGE:	_____		_____
SINGLE SERIAL NUMBERS:	298342976		_____
	_____		_____
	_____		_____

FAMILY OR INDIVIDUAL ID: _____ FOR MONTH AND YEAR: __ / __

Command ==>

F: 1=Help 2=Clear 3=Exit 4=Options 10=View 11=Done 12=Prev

MA a 05/016

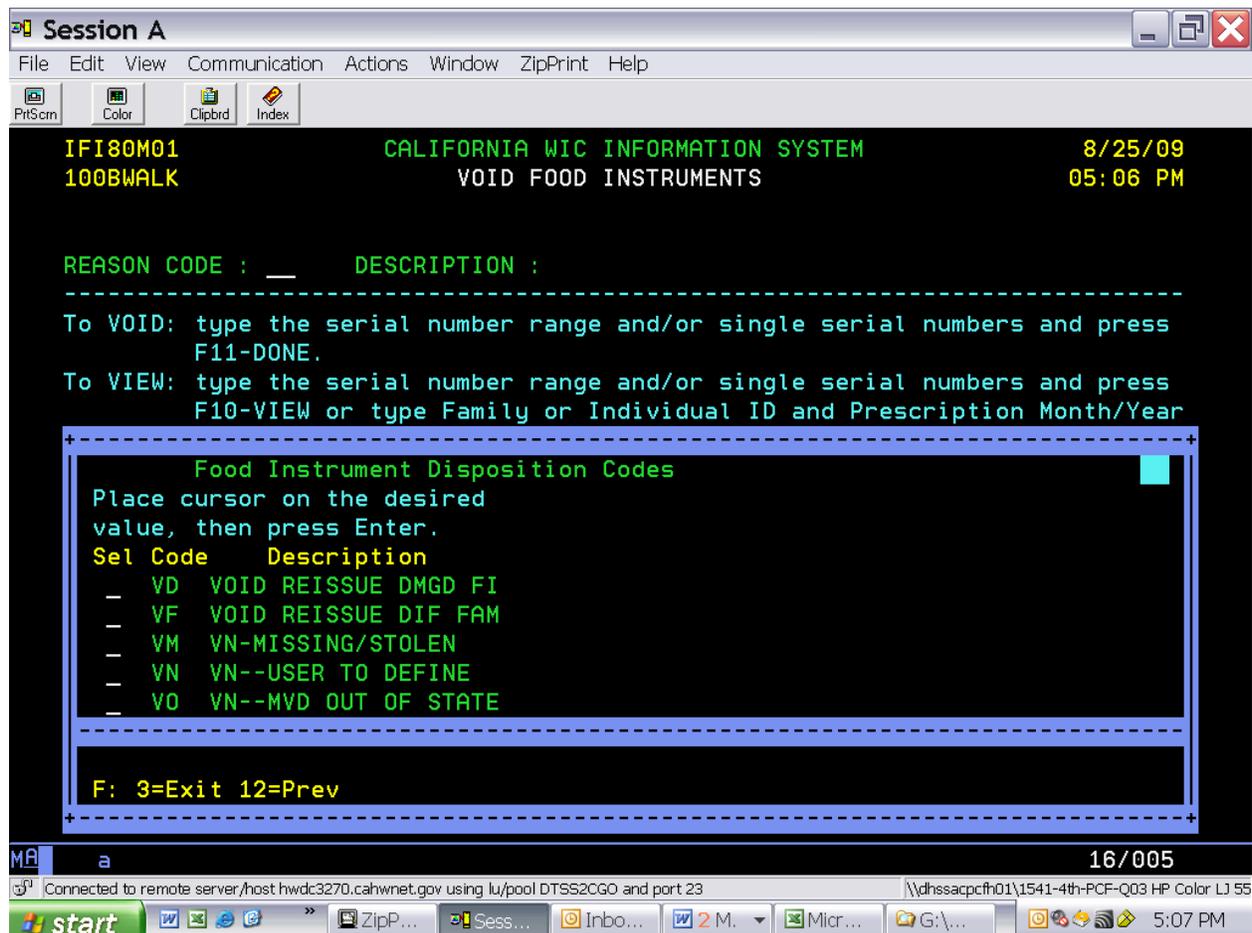
Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23 \\dhssacpcf01\1541-4th-PCF-Q03 HP Color LJ 55

start ZipP... Sess... Inbo... 2 M. Micr... G:\... 5:08 PM

Void and No Reissue of Food Instruments

The void and no reissue process in ISIS allows food instruments to be voided and not reissued. There are three void and no reissue codes in ISIS – VM for missing or stolen food instruments; VN for void and no reissue in which staff define the reason; and VO for void and no reissue due to participant moving out of state. The screen print below shows the list of reason codes for the void process. This section of the module discusses the last three reason codes in the ISIS pop-up list.

Void Food Instrument Screen with Disposition Code Pop-Up List



Void and no reissuing of food instruments

Regardless whether food instruments are issued and printed before, on or after October 1, 2009, the void and no reissue processes for VM, VN and VO will function the same as staff are accustomed to prior to October 1st. Both “old” and new food instruments can be voided with no reissue.

Change Prescription

Another important food instrument function is that of changing a participant's food prescription. Once a food prescription is set up in a participant's record, there are many reasons that arise for which the food prescription may need to be changed during the course of the certification period (e.g., need for a low lactose package). With the introduction of the new soy and tofu packages, the need to change the prescription for the participant may increase.

Due to the transition from "old" environment prior to October 1st to the new environment, there is a distinction in the change prescription pathway depending on whether or not there is a new prescription in the participant's record. A majority of the participant food packages are being converted to the new food package IDs during transition. For those participants with a converted food package, the Change Prescription process is described as changing a 'new food package to another new food package'. For those participants whose food package has not been converted, the Change Prescription process is described as changing an 'unconverted food package to a new food package.' This module reviews both pathways.

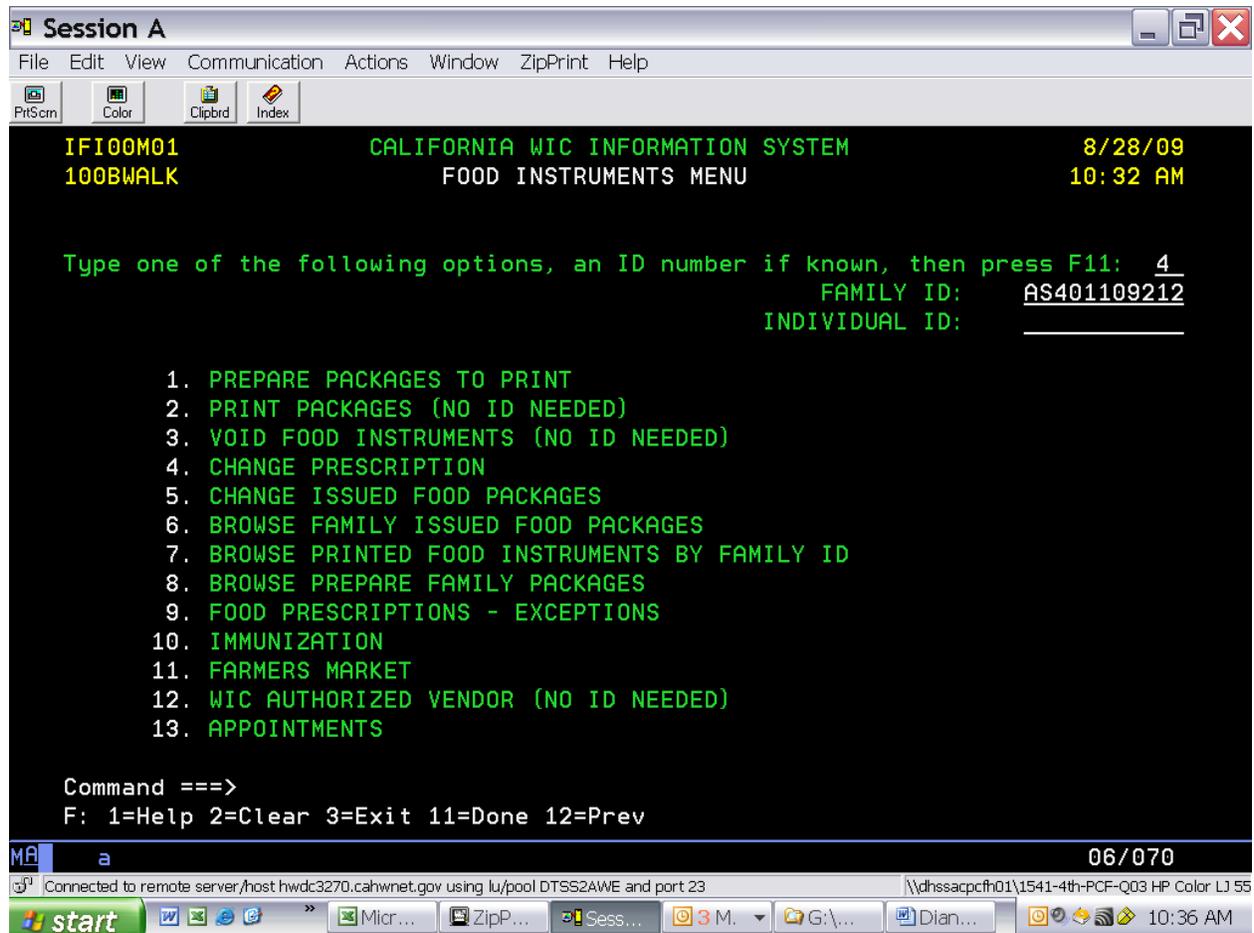
Change prescription – new food package to another new food package

Changing a prescription from a new food package to another new food package is the same process as exists in the current ISIS environment. Screen prints of this process are displayed below, using the example as explained in the scenario.

Scenario: Amy, a fully breastfeeding woman with a BE7 Standard Fully Breastfeeding food package, learns about the new soy and tofu food package and would like to receive that food package from WIC. Staff needs to change the prescription for Amy.

Select the Change Prescription, option #4, from the Food Instruments Menu.

Food Instruments Menu



The correct participant is chosen from the Select Individual screen.

Select Individual Screen

Session A
File Edit View Communication Actions Window ZipPrint Help

IIS10M01 CALIFORNIA WIC INFORMATION SYSTEM 8/26/09
100BWALK SELECT INDIVIDUAL 03:46 PM

Type an S next to the individual you want to view, then press F11.

Act	FIRST NAME	LAST NAME	DOB	CERT END DATE	CATEGORY/	STATUS
—	MARY	SMITH	08/20/2004	08/31/2009	C	A
—	DANNY	SMITH	07/25/2007	12/31/2009	C	A
—	ADAM	SMITH	06/09/2005	12/31/2009	C	A
—	MELINDA	SMITH	08/01/2007	08/31/2009	C	A
—	LARRY	SMITH	06/05/2006	12/31/2009	C	A
—	JOHN	SMITH	10/01/2007	12/31/2009	C	A
—	JENNY	SMITH	08/15/2004	08/31/2009	C	A
S	AMY	SMITH	05/15/1988	10/31/2009	B	A

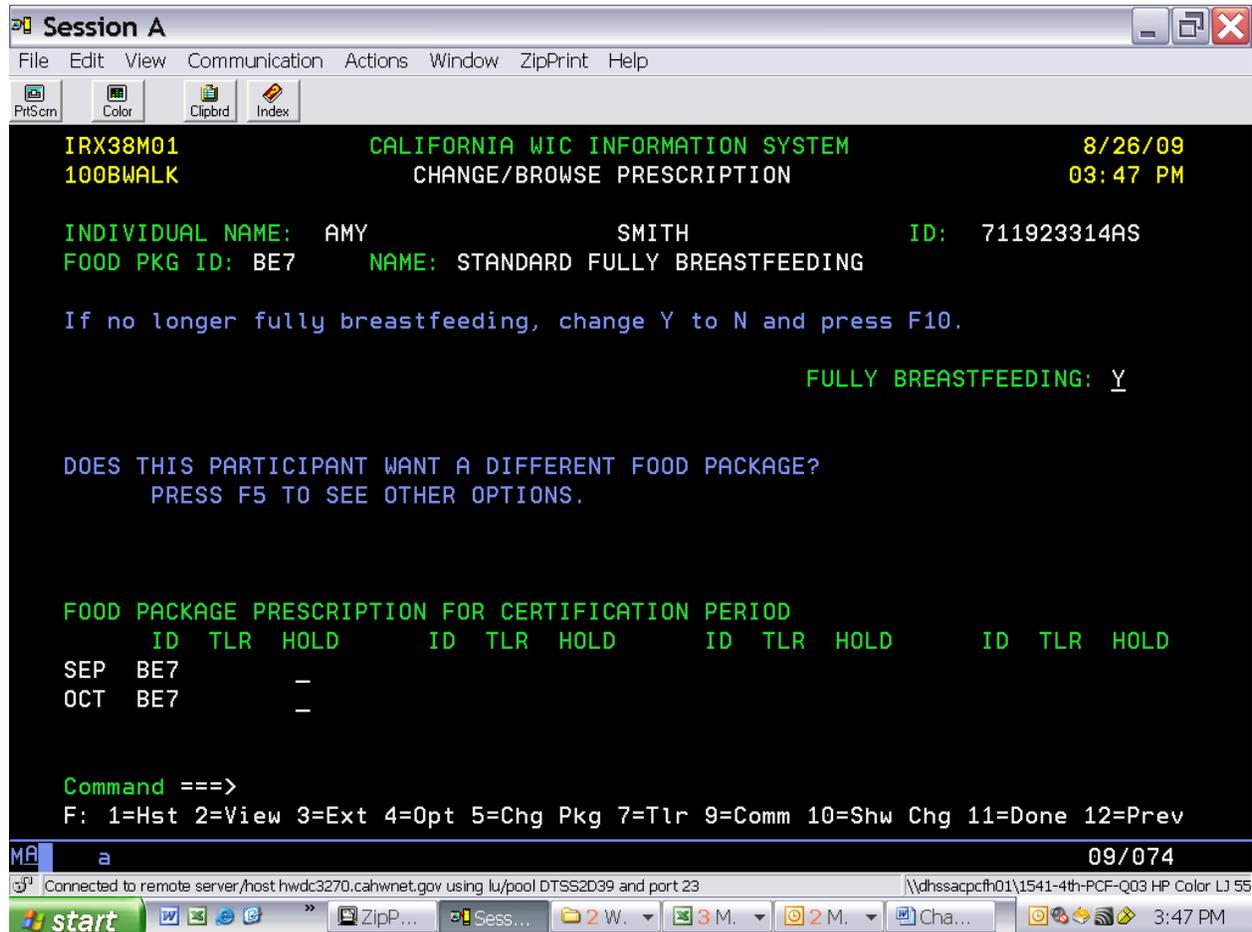
Command ==>
F: 1=Help 3=Exit 5=Refresh 11=Done 12=Prev

MA a 23/015
Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2D39 and port 23 \\dhssacpctf01\1541-4th-PCF-Q03 HP Color LJ 55

start ZipP... Sess... 2 W. 3 M. 2 M. Cha... 3:47 PM

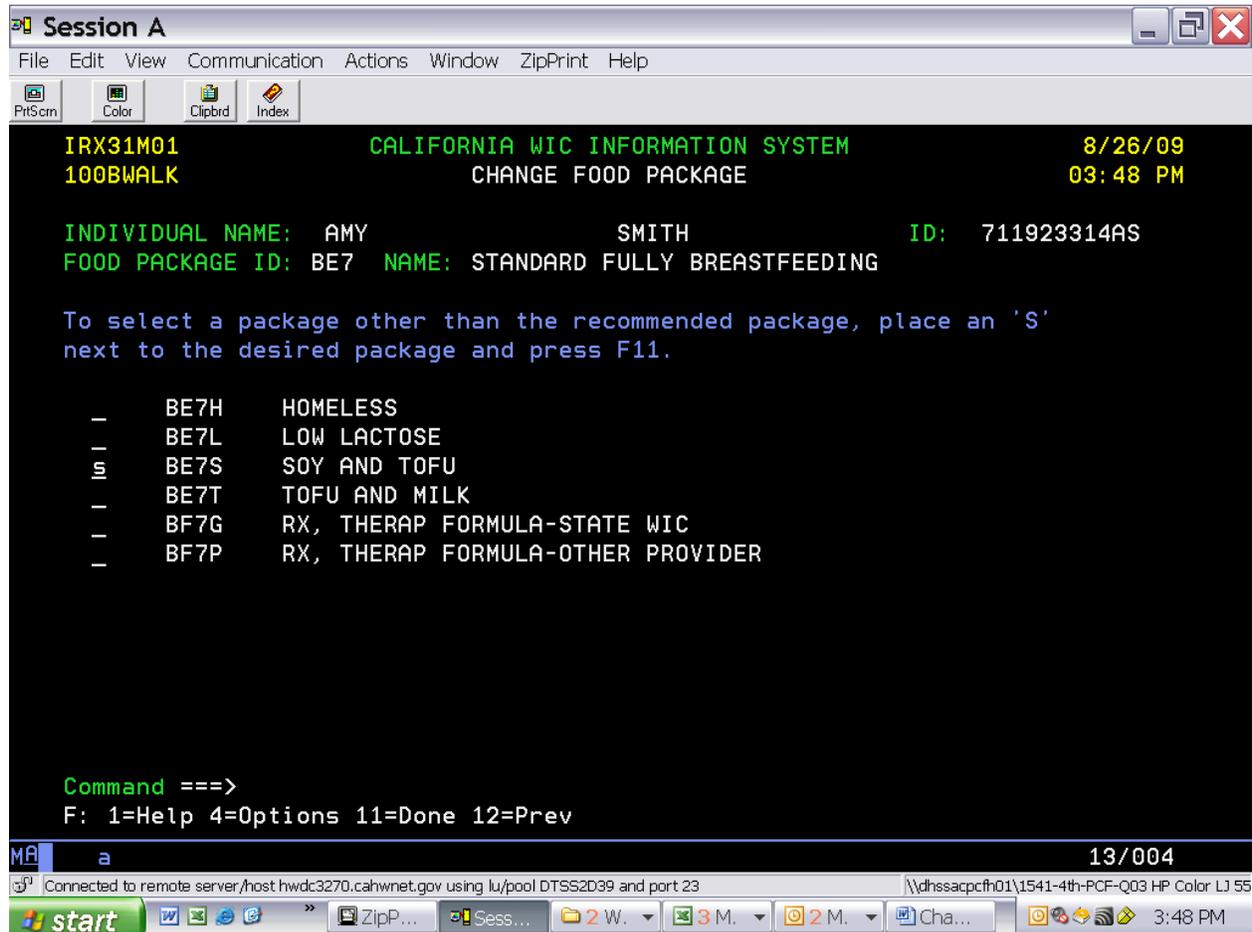
The current prescription for Amy is displayed, the BE7, on the Change/Browse Prescription screen. Amy would like the soy and tofu package instead of the standard fully breastfeeding package. Select F5 Change Package key.

Change/Browse Prescription Screen



The Change Food Package screen displays the food package options for a fully breastfeeding woman. The BE7S, Soy and Tofu food package is selected and F11 is pressed.

Change Food Package Screen



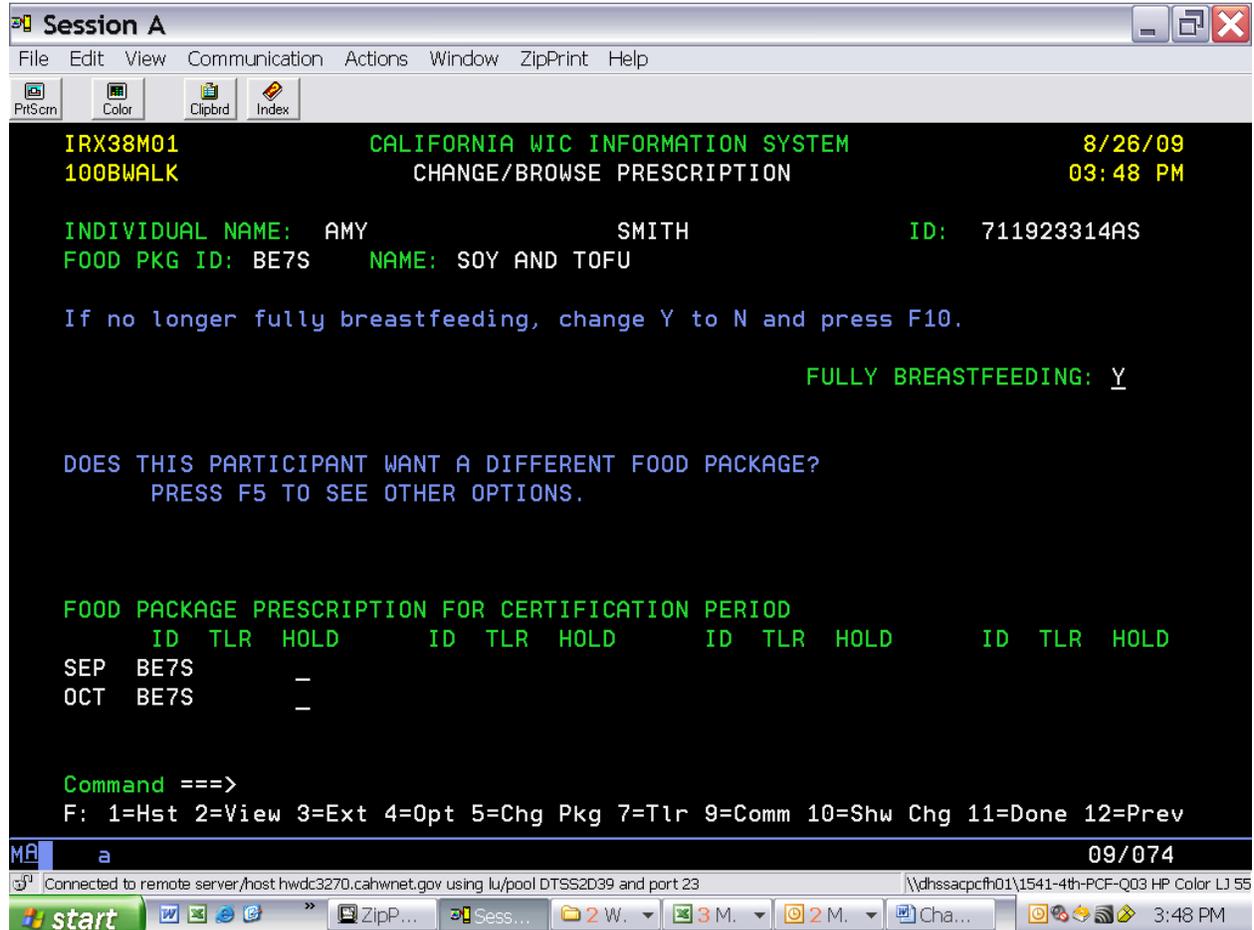
The View Food Package screen is displayed for the BE7S, Soy and Tofu package.
Press F11 to move forward.

View Food Package Screen



The Change/Browse Prescription screen is now displayed with the BE7S food package selected. Amy's prescription is now changed. Pressing F11 completes the process and brings staff back to the Food Instruments Menu.

Change/Browse Prescription Screen



Change prescription – unconverted food package to new food package

For those participants whose food package has not been converted, the Change Prescription process is described as changing an 'unconverted food package to a new food package.' As explained in the "Transition to New Food Packages" module, if a food prescription has not been converted, a red "P" will be displayed on the WIC Family Profile screen. Staff will need to select an ISIS pathway to obtain a prescription for the participant. The Change Prescription pathway is one way to pull a new prescription in for the participant who does not have a prescription in place on October 1, 2009. (The other pathway is through the Change option on the WIC Family Profile screen in Prepare Packages to Print and was described in the "Transition to New Food Packages" module.) Screen prints of this process for the Change Prescription pathway are displayed below, using the example in the scenario.

Scenario: A red "P" is displayed for infant Mark on the WIC Family Profile screen, indicating there is no food prescription for this infant. Staff may F3 out to Food Instruments Menu to select the Change Prescription option.

WIC Family Profile Screen

The screenshot shows a terminal window titled "Session A" displaying the WIC Family Profile screen. The screen shows the following information:

IFI30M01 CALIFORNIA WIC INFORMATION SYSTEM 8/30/09
 100BWALK WIC FAMILY PROFILE 03:01 PM
 INDICATED INDIVIDUALS DO NOT HAVE A PRESCRIPTION.

FAMILY ID: JW451409242 CLINIC: 001 LAST FAM COMM: 08/30/09
 FAMILY NAME: FIRST JENNIFER MI LAST WILLIAMS
 HOME/MAILING ADDRESS SAME: Y ADDR DOC: A CONSENT: Y UPDATED: 08/30/2009
 HOME:

MAILING: NUMBER DIR STREET NAME TYPE DIR UNIT NUMBER
 CITY: SACRAMENTO STATE: CA ZIP: -

MAILING: NUMBER DIR STREET NAME TYPE DIR UNIT NUMBER
 CITY: STATE: CA ZIP: -

TELEPHONE NUMBER 1: () - TYPE 1: PREFERRED LANGUAGE:
 TELEPHONE NUMBER 2: () - TYPE 2: -

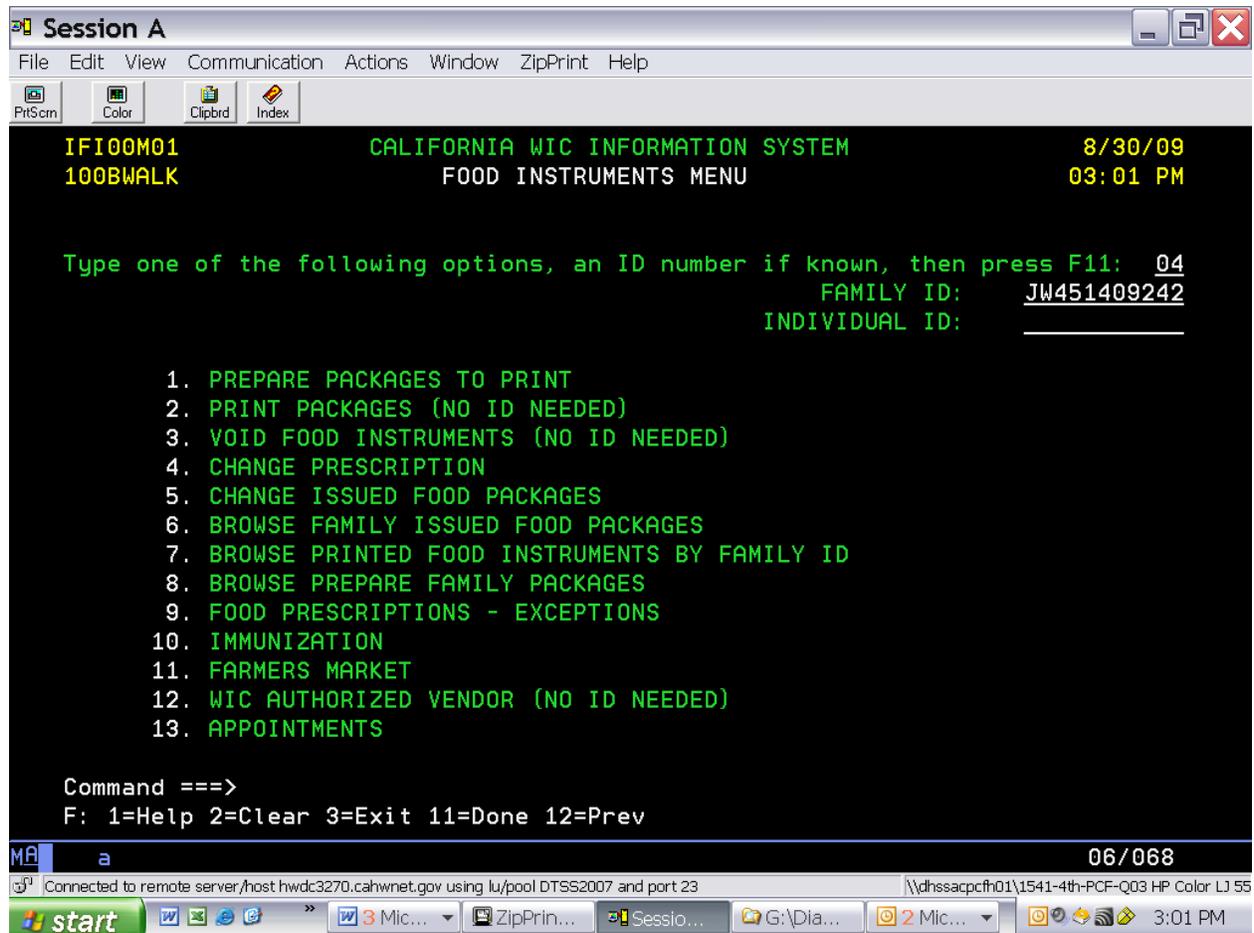
TYPE	'C' TO CHG OR 'D' TO DISQ	IN 'ACT'	AND PRESS F10.	CERT END DATE	CATEGORY/STATUS
Act	FIRST NAME	LAST NAME	DOB	DATE	STATUS
-	JENNIFER	WILLIAMS	05/15/1989	05/18/2010	P A
-	P MARK	WILLIAMS	05/05/2009	05/31/2010	I A

Command ==>
 F: 1=Help 3=Exit 4=Opt 5=Fam Lst 9=Comm 10=Chg/Disq 11=Done 12=Prev

The terminal window also shows a taskbar at the bottom with the start button and several open applications, including "2 Mic...", "ZipPrin...", "Sessio...", and "G:\Dia...". The system clock shows 3:01 PM.

Select the Change Prescription, option #4, from the Food Instruments Menu.

Food Instruments Menu Screen



The correct participant is chosen from the Select Individual screen.

Select Individual Screen

Session A

File Edit View Communication Actions Window ZipPrint Help

PrtScrn Color Clipbrd Index

IIS10M01 CALIFORNIA WIC INFORMATION SYSTEM 8/30/09
100BWALK SELECT INDIVIDUAL 03:02 PM

Type an S next to the individual you want to view, then press F11.

Act	FIRST NAME	LAST NAME	DOB	CERT END DATE	CATEGORY/	STATUS
-	JENNIFER	WILLIAMS	05/15/1989	05/18/2010	P	A
S	MARK	WILLIAMS	05/05/2009	05/31/2010	I	A

Command ==>
F: 1=Help 3=Exit 5=Refresh 11=Done 12=Prev

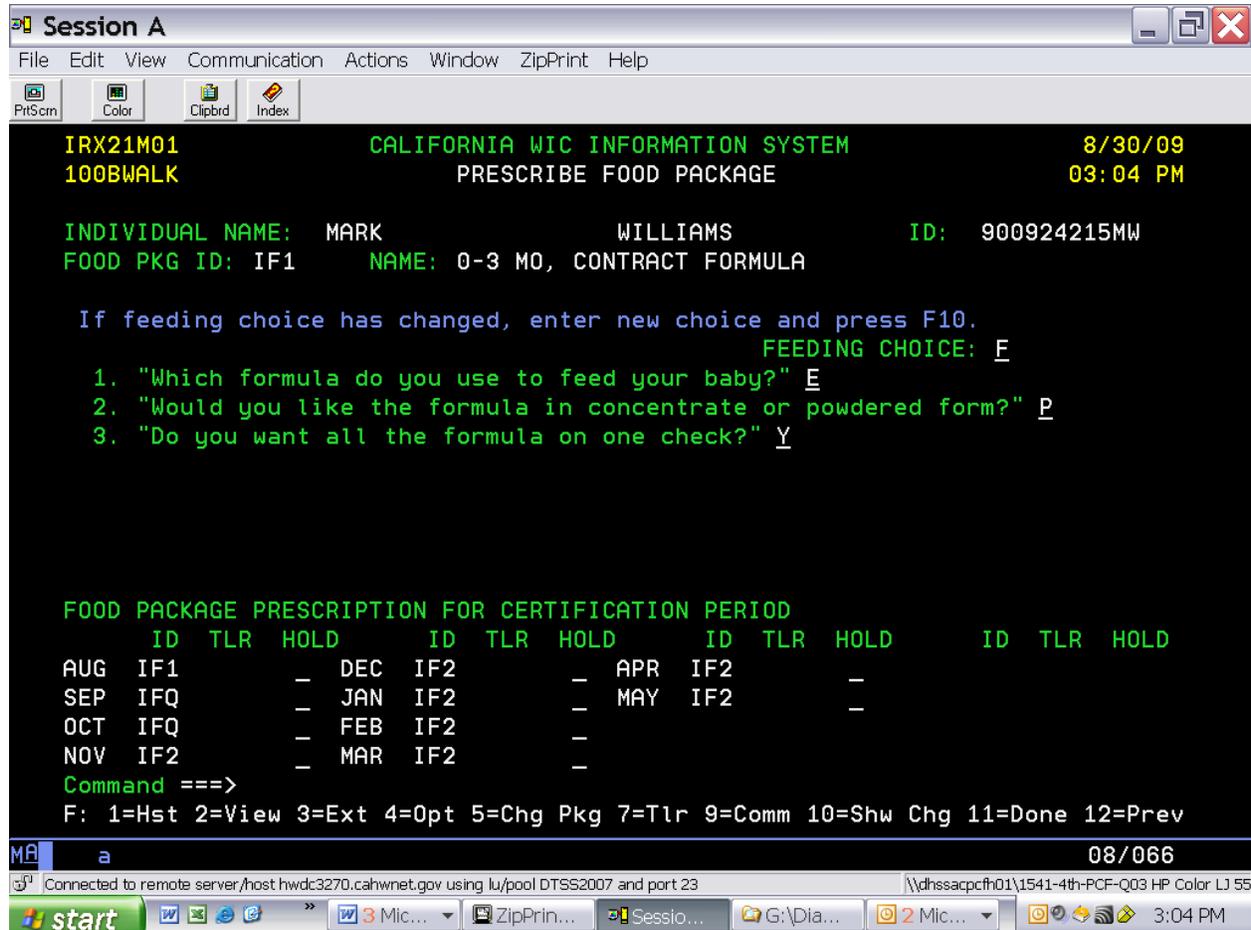
MA a 23/015

Connected to remote server /host hwdc3270.cahwnet.gov using lu/pool DTSS2007 and port 23 \\dhssacpcf01\1541-4th-PCF-Q03 HP Color LJ 55

start 3 Mic... ZipPrin... Sessio... G:\Dia... 2 Mic... 3:02 PM

ISIS pulls in a new prescription for the infant, based on the feeding choice from the infant record and the age of the infant. In this case, prior to conversion, this infant was formula feeding. Select the F1 History key to see what food package the infant received previously. (Please note: these are test records that show the process, so the months displayed are not what will be seen after transition. In the screen below, pretend August is really October.).

Prescribe Food Package Screen



Select the F1 History key to view the infant’s food package prior to transition.

In this case, the IFC package indicates a formula feeding infant.

Browse Family Issued Food Packages Screen

```
IRI90M01          CALIFORNIA WIC INFORMATION SYSTEM          08/30/09
100BWALK          BROWSE FAMILY ISSUED FOOD PACKAGES          03:45 PM
BOTTOM OF LIST REACHED.
FAMILY NAME: JENNIFER          WILLIAMS          FAMILY ID: JW451409242

To browse issued food items, type 'S' in the ACT field and press F11.

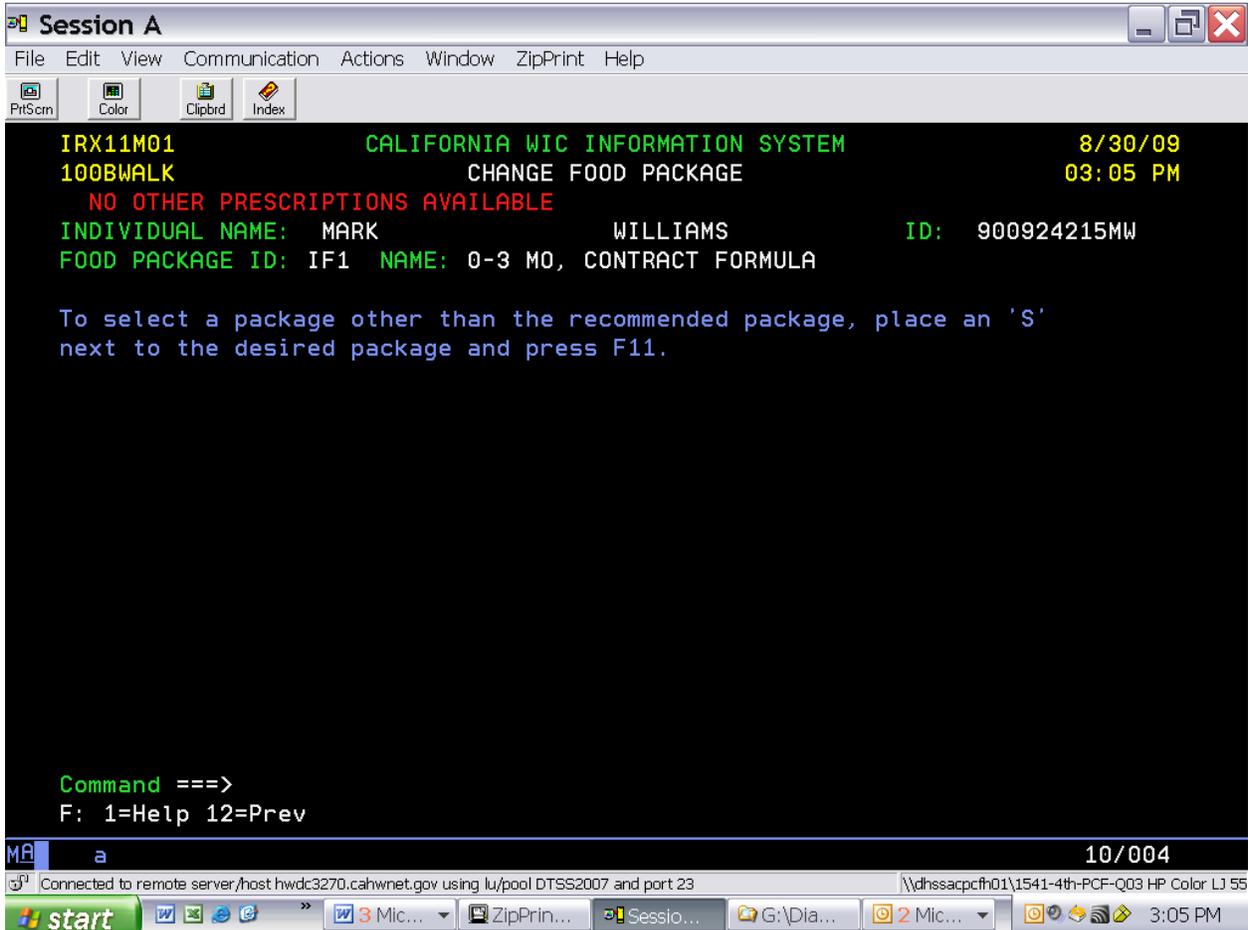
ACT  NAME          DOB          MO/YR RX          PKG ID          USER ID
-    MARK          05/05/2009   07/09          IFC          100BWALK
-    JENNIFER       05/15/1989   07/09          PS          100BWALK
-    MARK          05/05/2009   06/09          IFC          100BWALK
-    JENNIFER       05/15/1989   06/09          NS          100BWALK
-    MARK          05/05/2009   05/09          IFC          100BWALK
-    JENNIFER       05/15/1989   05/09          NS          100BWALK
-    JENNIFER       05/15/1989   04/09          PS   T       100BWALK
-    JENNIFER       05/15/1989   03/09          PS   T       100BWALK
-    JENNIFER       05/15/1989   02/09          PS   T       100BWALK
-    JENNIFER       05/15/1989   01/09          PS   T       100BWALK

Command ==>
F: 1=Help 3=Exit 4=Options 11=Done 12=Prev
```

Select the F12 key to return to the Prescribe Food Package screen.

This same logic exists for other participant categories in specific situations in which the standard food package is the only option available. The screen print below displays this message.

Change Food Package Screen



Change Issued Food Packages

Another important food instrument function is that of changing a participant's issued food instruments. There are instances that arise that require a different prescription for a participant than the one that was issued and for which food instruments were printed. Change Issued Food Packages (CIFP) is the option in ISIS to change the prescription and reissue food instruments with the new prescription.

Due to the transition from "old" environment prior to October 1st to the new environment, there is a distinction in the CIFP pathway depending on the print date of the food instruments. If the print date of the food instruments is on or after October 1, 2009, the CIFP pathway is described as 'new food package to new food package'. If the print date of the food instruments is before October 1, 2009, the CIFP pathway is described as 'old food package to new food package'. This module reviews both pathways.

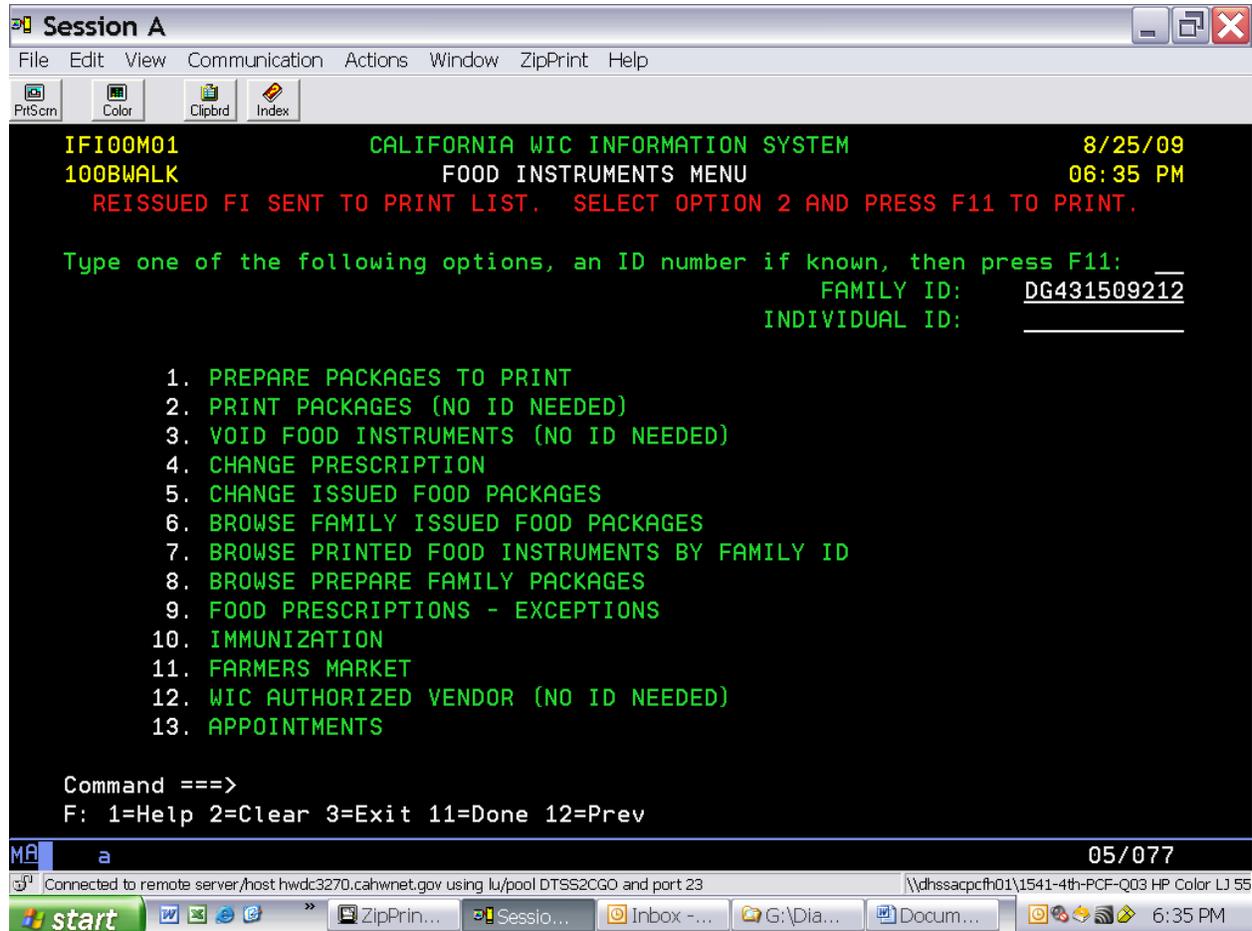
Change issued food package – new food package to new food package

Changing an issued food package for a new food package (printed on or after October 1st) to another new food package is the same process as exists in the current ISIS environment. Screen prints of this process are displayed below, using the example in the scenario.

Scenario: An older child, Margie Golden, was issued a CP4 Standard Child \geq 24 months, Lower Fat Milk food package in early October 2009. The child's mother comes into the WIC office the last week in October, saying that her child cannot tolerate the cow milk and needs low lactose milk.

Select the Change Issued Food Packages, option #5, from the Food Instruments menu.

Food Instruments Menu Screen



Select the correct individual for the CIFP from the Select for Change screen.

Select for Change Screen

Session A

File Edit View Communication Actions Window ZipPrint Help

Print Color Clipbrd Index

IFI85M01 CALIFORNIA WIC INFORMATION SYSTEM 8/25/09
100BWALK SELECT FOR CHANGE 06:16 PM

Type an S next to the individuals you want to change issued FI's,
then press F11

Act	FIRST NAME	LAST NAME	DOB	CERT END DATE	CATEGORY/	STATUS
-	DAISY	GOLDEN	12/21/2007	01/31/2010	C	A
-	STEVE	GOLDEN	07/01/2007	12/31/2009	C	A
-	HALE	GOLDEN	06/01/2007	12/31/2009	C	A
-	EDWARD	GOLDEN	05/15/2007	12/31/2009	C	A
-	JASMINE	GOLDEN	06/22/2006	01/31/2010	C	A
S	MARGIE	GOLDEN	01/15/2006	01/31/2010	C	A
-	BETTE	GOLDEN	07/09/2005	12/31/2009	C	A
-	IRENE	GOLDEN	09/15/2004	09/30/2009	C	A
-	WHITNEY	GOLDEN	08/10/2004	08/31/2009	C	A

Command ==>
F: 1=Help 3=Exit 11=Done 12=Prev

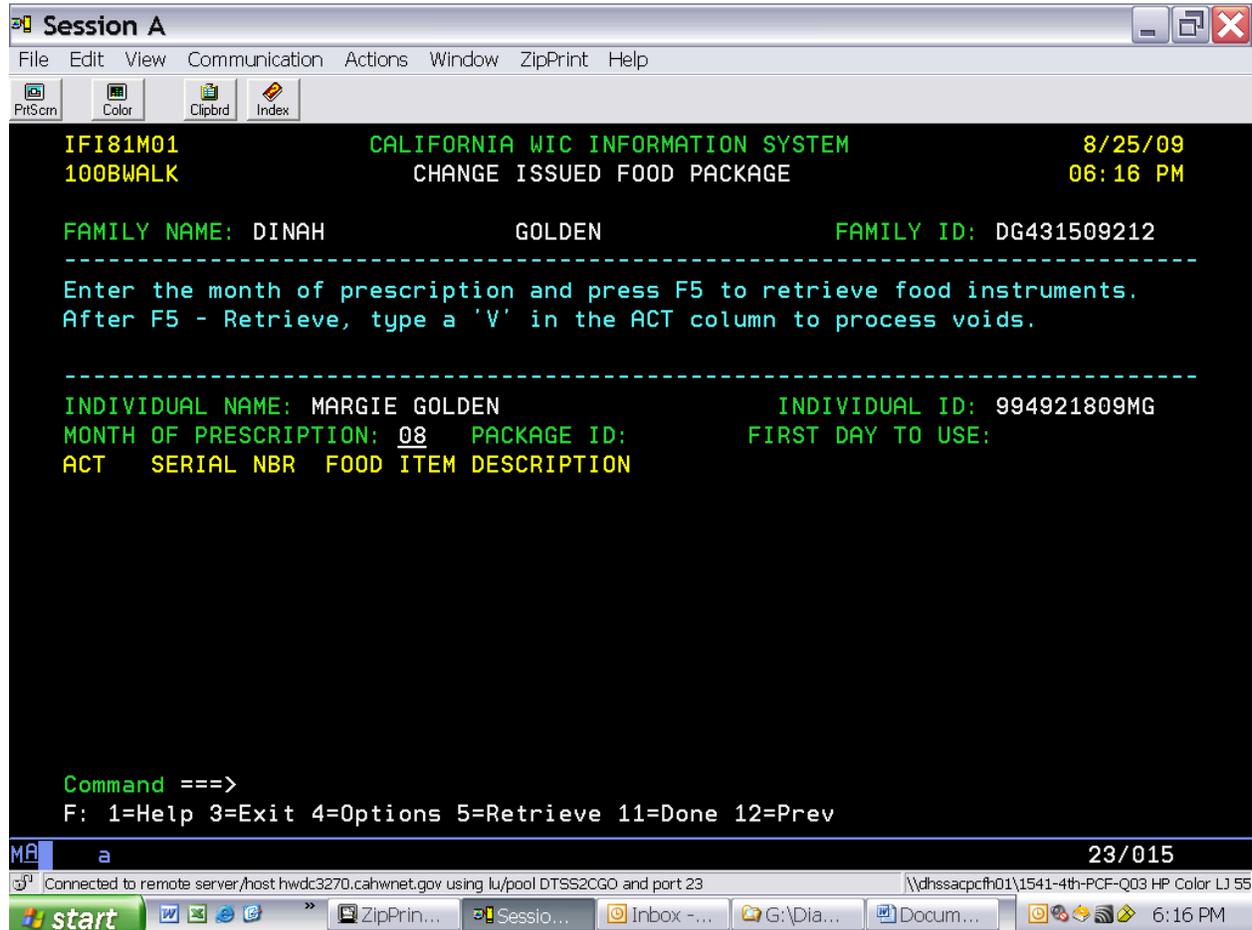
MA a 14/003

Connected to remote server /host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23 \\dhssacpcfh01\1541-4th-PCF-Q03 HP Color LJ 55

start ZipPrin... Sessio... Inbox -... G:\Dia... Docum... 6:16 PM

The Change Issued Food Package screen is displayed for Margie. Enter in the month of issued food instruments that needs to be changed. (Please note: these are test records that show the process, so the months displayed are not what will be seen after transition. In the screen below, pretend August is really October.)

Change Issued Food Package Screen



Once the month of prescription is entered, press the F5 Retrieve key. The CP4 food package is displayed.

Change Issued Food Package Screen

Session A

File Edit View Communication Actions Window ZipPrint Help

PrintScreen Color Clipboard Index

IFI81M01 CALIFORNIA WIC INFORMATION SYSTEM 8/25/09
100BWALK CHANGE ISSUED FOOD PACKAGE 06:32 PM

FAMILY NAME: DINAH GOLDEN FAMILY ID: DG431509212

Enter the month of prescription and press F5 to retrieve food instruments.
After F5 - Retrieve, type a 'V' in the ACT column to process voids.

INDIVIDUAL NAME: MARGIE GOLDEN INDIVIDUAL ID: 994921809MG
MONTH OF PRESCRIPTION: 08 PACKAGE ID: CP4 FIRST DAY TO USE: 08/25/09

ACT	SERIAL NBR	FOOD ITEM DESCRIPTION
-	298343055	\$6 FRUIT AND VEGETABLE
-	298343056	LF MILK, WHOLE GRAINS, CEREAL
-	298343057	1G 1H LF MILK, EGG, CHSE, BEAN/PB
-	298343058	LF MILK, GRAINS, 128 OZ JUICE

Command ==>
F: 1=Help 3=Exit 4=Options 5=Retrieve 11=Done 12=Prev

MA a 23/015

Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23 \\vhssacpcfh01\1541-4th-PCF-Q03 HP Color LJ 55

start ZipPrin... Sessio... Inbox -... G:\Dia... Docum... 6:32 PM

In this example, the entire CP4 food package is intact. Void the food instruments, in preparation to changing to a different food prescription.

Change Issued Food Package Screen

Session A [Close] [Maximize] [Print]

File Edit View Communication Actions Window ZipPrint Help

PrintScreen Color Clipboard Index

IFI81M01 **CALIFORNIA WIC INFORMATION SYSTEM** **8/25/09**
100BWALK **CHANGE ISSUED FOOD PACKAGE** **06:32 PM**

FAMILY NAME: DINAH **GOLDEN** **FAMILY ID: DG431509212**

Enter the month of prescription and press F5 to retrieve food instruments.
After F5 - Retrieve, type a 'V' in the ACT column to process voids.

INDIVIDUAL NAME: MARGIE GOLDEN **INDIVIDUAL ID: 994921809MG**
MONTH OF PRESCRIPTION: 08 **PACKAGE ID: CP4** **FIRST DAY TO USE: 08/25/09**

ACT	SERIAL NBR	FOOD ITEM DESCRIPTION
V	298343055	\$6 FRUIT AND VEGETABLE
V	298343056	LF MILK, WHOLE GRAINS, CEREAL
V	298343057	1G 1H LF MILK, EGG, CHSE, BEAN/PB
V	298343058	LF MILK, GRAINS, 128 OZ JUICE

Command ==>
F: 1=Help 3=Exit 4=Options 5=Retrieve 11=Done 12=Prev

MA **a** **23/015**

Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23 \\dhssacpcfh01\1541-4th-PCF-Q03 HP Color LJ 55

start [Taskbar icons: ZipPrin..., Sessio..., Inbox -..., G:\Dia..., Docum...] 6:32 PM

On the screen below, staff may change the prescription by selecting the F5 Change Package key.

Change Issued Food Package Screen

Session A [Close] [Maximize] [Refresh]

File Edit View Communication Actions Window ZipPrint Help

PrtScrn Color Clipbrd Index

IRX55M01 **CALIFORNIA WIC INFORMATION SYSTEM** **8/25/09**
100BWALK **CHANGE ISSUED FOOD PACKAGE** **06:32 PM**

INDIVIDUAL NAME: MARGIE GOLDEN **ID:** 994921809MG
FOOD PACKAGE ID: CP4 **NAME:** STANDARD CHILD => 24 MONTHS, LOWER FAT MILK

DOES THIS PARTICIPANT WANT A DIFFERENT FOOD PACKAGE?
PRESS F5 TO SEE OTHER OPTIONS.

FOOD PACKAGE PRESCRIPTION FOR CERTIFICATION PERIOD
ID TLR
AUG CP4

Command ==>
F: 1=Hst 2=View 3=Ext 4=Opt 5=Chg Pkg 7=Tlr 9=Comm 11=Done 12=Prev

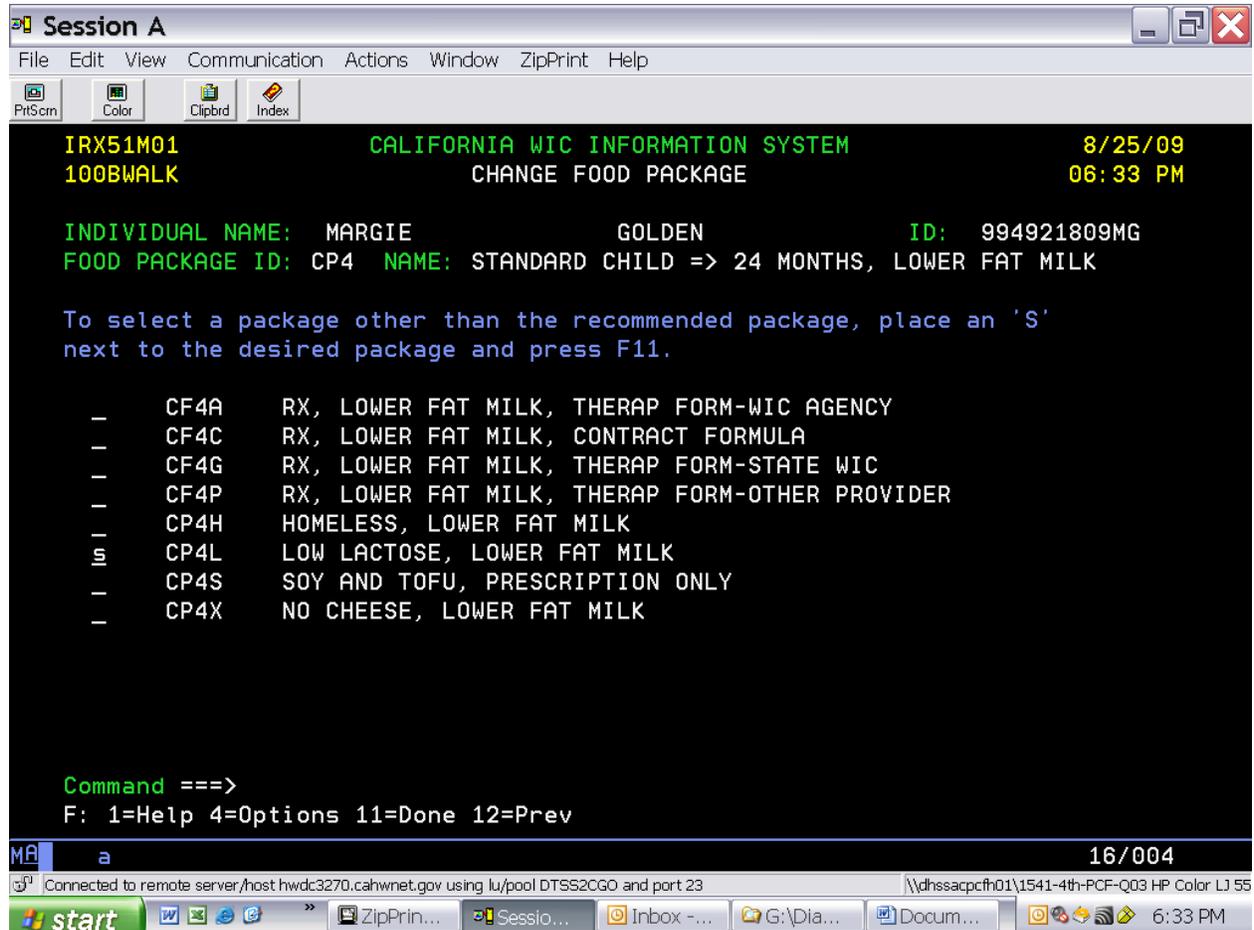
MA **a** **23/015**

Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23 \\dhssacpcf01\1541-4th-PCF-Q03 HP Color LJ 55

start [Taskbar icons: ZipPrin..., Sessio..., Inbox -..., G:\Dia..., Docum..., 6:32 PM]

The Change Food Package screen shows the entire list of food package options for this child. The CP4L, Low Lactose, Lower Fat Milk food package is selected.

Change Food Package Screen



The View Food Package screen displays the contents of the CP4L food package.

View Food Package Screen

The screenshot shows a remote session window titled "Session A" with a menu bar (File, Edit, View, Communication, Actions, Window, ZipPrint, Help) and a toolbar (PrintScreen, Color, Clipboard, Index). The main content area is black with green and yellow text. It displays the following information:

IRX52M01 CALIFORNIA WIC INFORMATION SYSTEM 8/25/09
100BWALK VIEW FOOD PACKAGE 06:33 PM

FOOD PACKAGE ID: CP4L NAME: LOW LACTOSE, LOWER FAT MILK

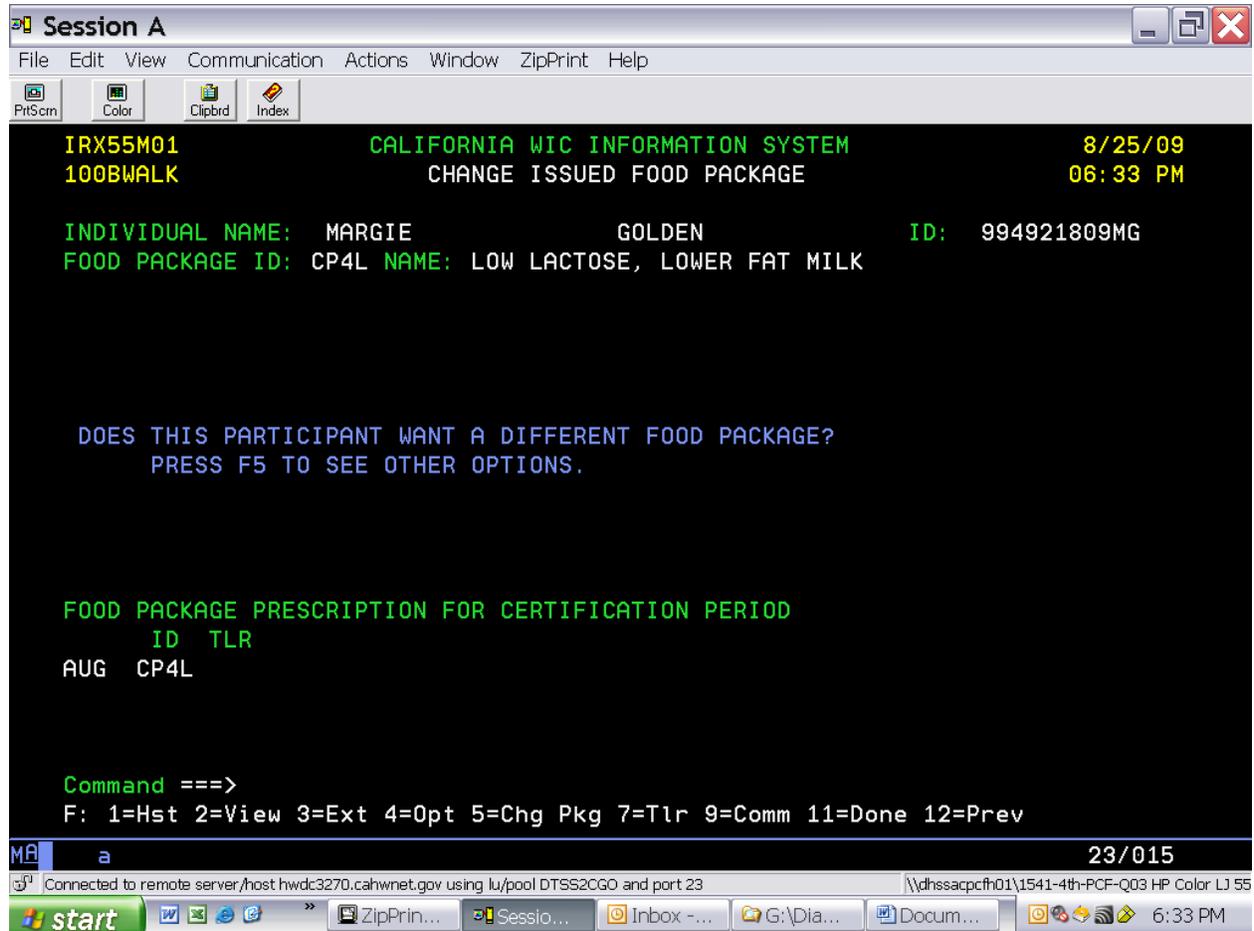
ITEM	QUANTITY	DESCRIPTION
2004 - 01	FOOD INSTRUMENT	\$6 FRUIT AND VEGETABLE
6213 - 01	FOOD INSTRUMENT	3H LF LAC MLK, EGG, CHS, BN/PB
6231 - 01	FOOD INSTRUMENT	LF LACFRE MLK, GRAINS, 128OZ JUC
6232 - 01	FOOD INSTRUMENT	LF LACTFREE MLK, GRAIN, CEREAL

Command ==>
F: 1=Help 11=Done 12=Prev

The bottom of the window shows a taskbar with the Windows start button, several application icons (ZipPrint, Session A, Inbox, G:\Dia..., Docum...), and a system tray with the time 6:33 PM. The session title bar shows "MA a" and "23/015". The status bar at the bottom indicates the connection details: "Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23" and the printer path "\\dhssacpcfh01\1541-4th-PCF-Q03 HP Color LJ 55".

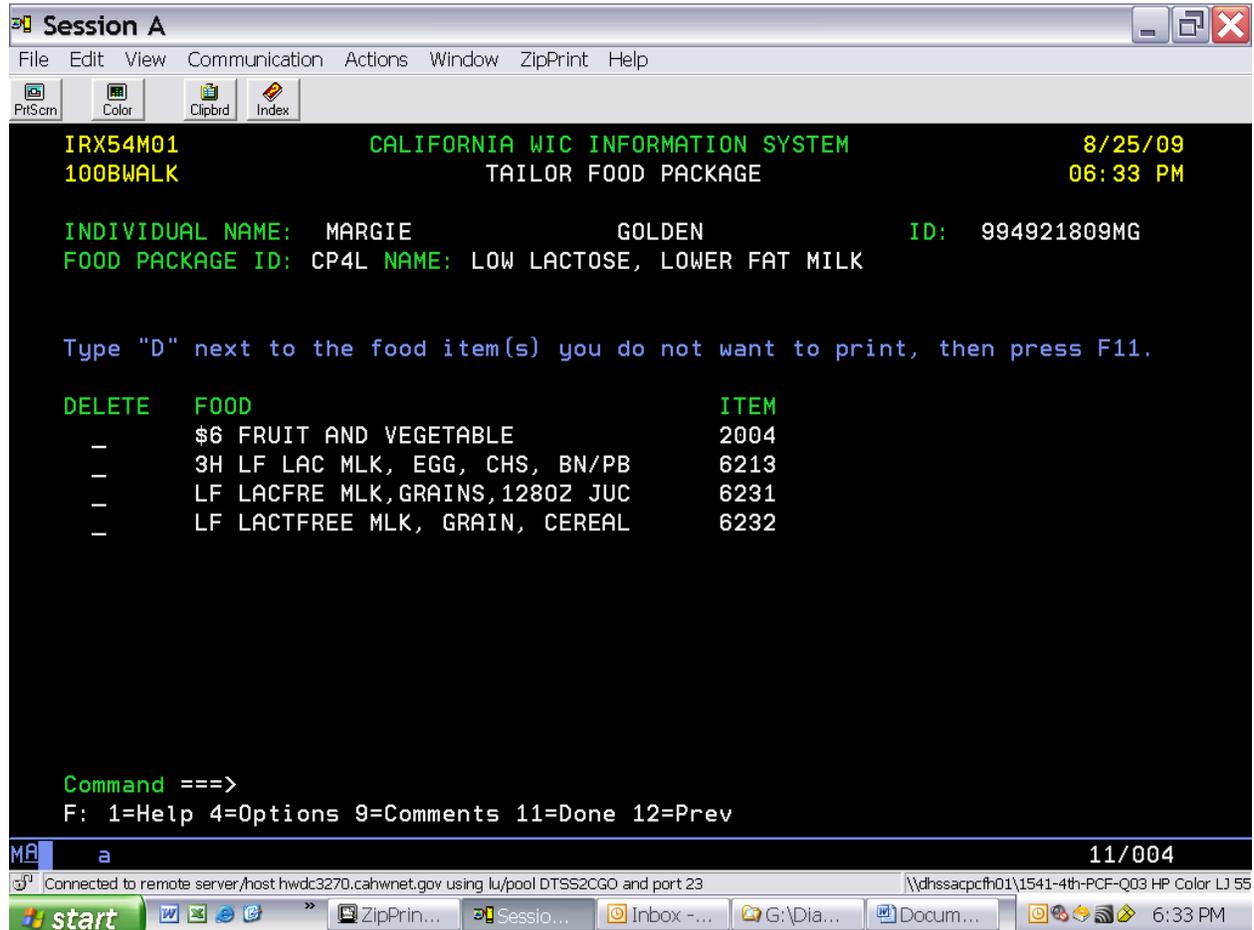
The food package has been changed to CP4L, as seen in the screen below.

Change Issued Food Package Screen



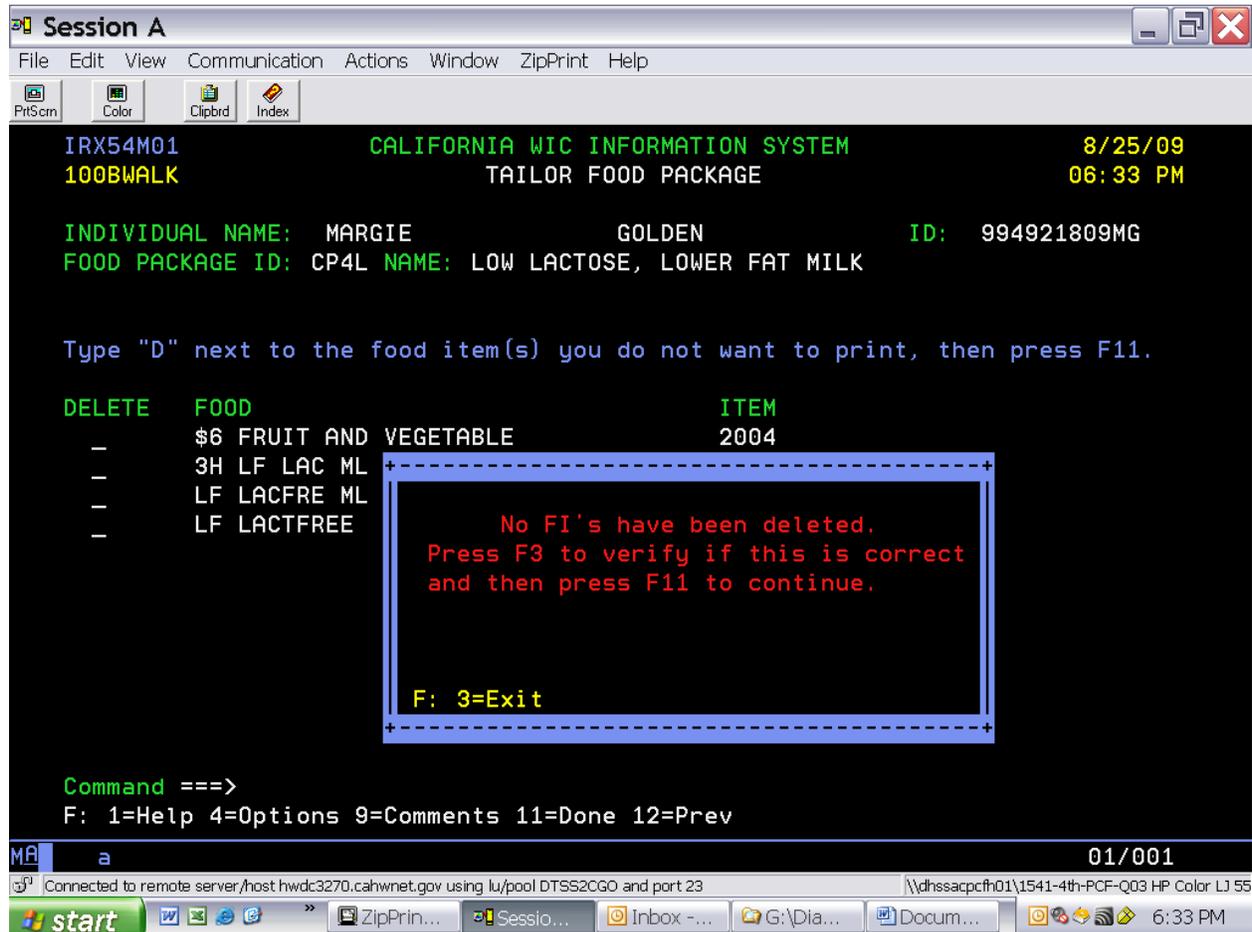
The next screen that displays in the CIFP pathway is the Tailor Food Package screen, to allow for any tailoring of the newly prescribed food package. Sometimes tailoring out one or more food instruments is appropriate if the participant had already used food instruments from the prior issued food package.

Tailor Food Package Screen



Pressing F11, with no tailoring to the food instruments, brings up the confirmation pop-up box. Press F3 to verify and F11 to continue. The Tailor Food Package screen appears again for final confirmation.

Tailor Food Package Screen



ISIS displays the View Food Package screen to allow for any final corrections to the food package prior to printing.

View Food Package Screen

Session A

File Edit View Communication Actions Window ZipPrint Help

PrintScreen Color Clipboard Index

IRX53M01 CALIFORNIA WIC INFORMATION SYSTEM 8/25/09
100BWALK VIEW FOOD PACKAGE 06:34 PM
THE FOLLOWING FOOD ITEM(S) WILL BE PRINTED. PRESS F12 TO MAKE CORRECTIONS.
FOOD PACKAGE ID: CP4L NAME: LOW LACTOSE, LOWER FAT MILK

ITEM	QUANTITY	DESCRIPTION
2004	- 01	FOOD INSTRUMENT \$6 FRUIT AND VEGETABLE
6213	- 01	FOOD INSTRUMENT 3H LF LAC MLK, EGG, CHS, BN/PB
6231	- 01	FOOD INSTRUMENT LF LACFRE MLK, GRAINS, 128OZ JUC
6232	- 01	FOOD INSTRUMENT LF LACTFREE MLK, GRAIN, CEREAL

Command ==>
F: 1=Help 11=Done 12=Prev

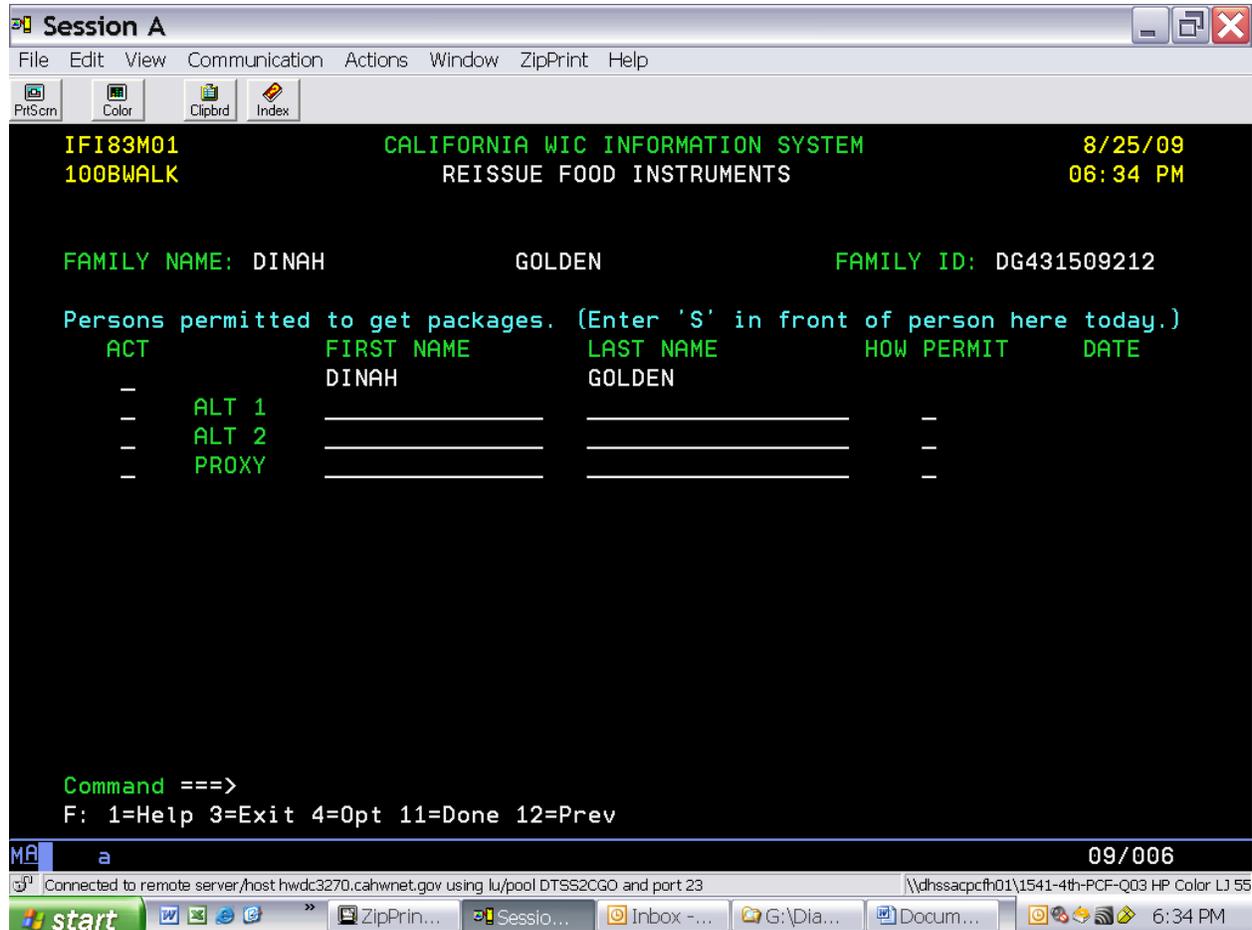
MA a 23/015

Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2CGO and port 23 \\dhssacpcf01\1541-4th-PCF-Q03 HP Color LJ 55

start ZipPrin... Sessio... Inbox -... G:\Dia... Docum... 6:34 PM

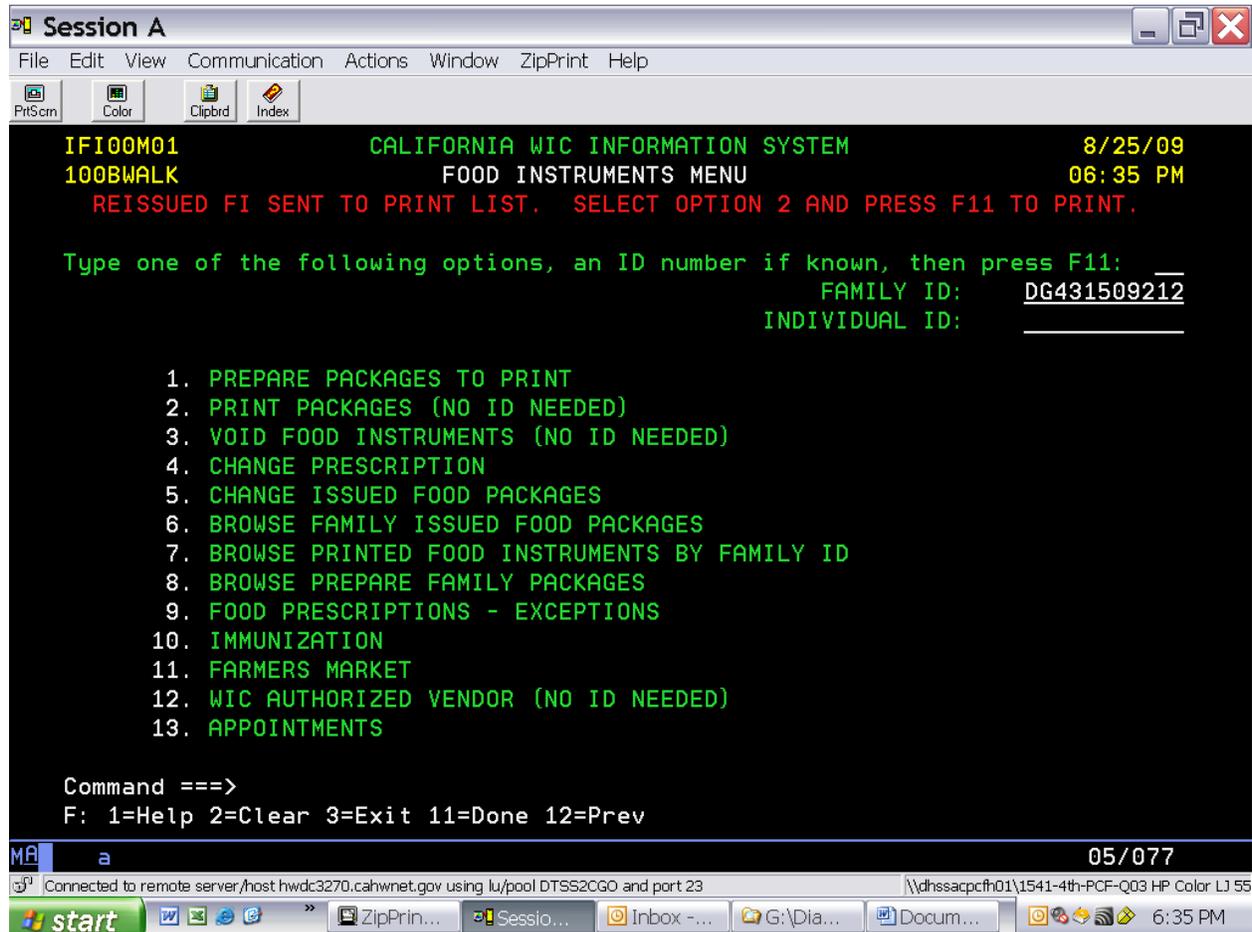
The Reissue Food Instruments screen appears, and allows the newly changed food package to be issued by selecting the person who may receive the food package.

Reissue Food Instruments Screen



Pressing F11 from the previous Reissue Food Instruments screen concludes the Change Issued Food Package process, sending the reissued food instruments to the print list for printing.

Food Instruments Menu Screen



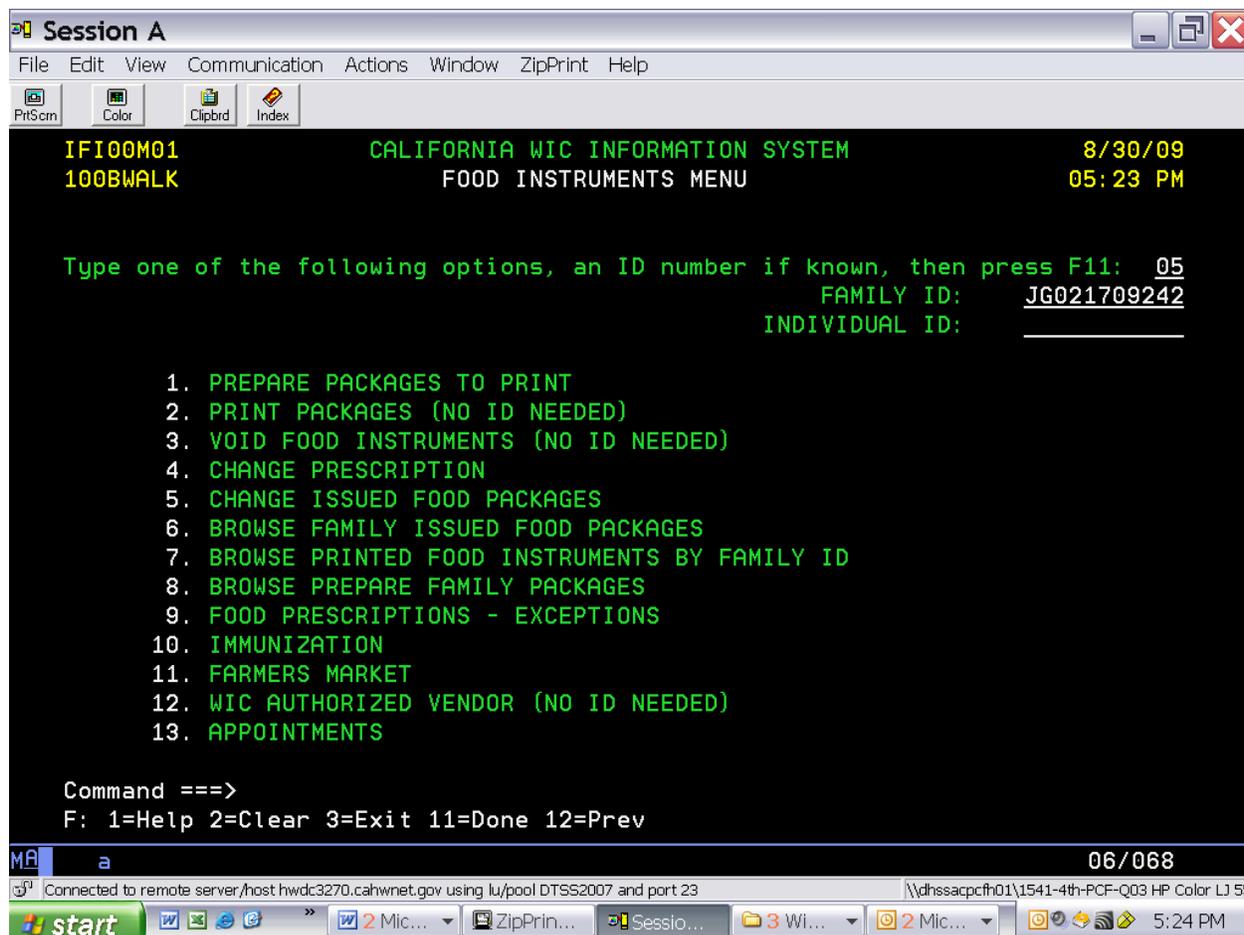
Change issued food package – old food package to new food package

There will be instances where a food package printed before October 1, 2009 will need to be changed. Once October 1st arrives, however, only new food packages will be able to be issued through this Change Issued Food Package process. As a result, the CIFP pathway has been modified to allow a new food package (e.g., new food prescription) to be selected that aligns with the requested change in the previously issued food package. Screen prints of this process are displayed below, using the example in the scenario.

Scenario: An older child, Michael, was double-issued a CP food package in September 2009. Michael's mother comes into the WIC office in October, bringing Michael's October food instruments and asks if Michael could get a low lactose food package because he has become intolerant to cow milk.

From the Food Instruments Menu, select option #5, Change Issued Food Packages option.

Food Instruments Menu



```
Session A
File Edit View Communication Actions Window ZipPrint Help
PrtScr Color Clipbrd Index
IFI00M01          CALIFORNIA WIC INFORMATION SYSTEM          8/30/09
100BWALK         FOOD INSTRUMENTS MENU          05:23 PM

Type one of the following options, an ID number if known, then press F11: 05
                                FAMILY ID: JG021709242
                                INDIVIDUAL ID: _____

1. PREPARE PACKAGES TO PRINT
2. PRINT PACKAGES (NO ID NEEDED)
3. VOID FOOD INSTRUMENTS (NO ID NEEDED)
4. CHANGE PRESCRIPTION
5. CHANGE ISSUED FOOD PACKAGES
6. BROWSE FAMILY ISSUED FOOD PACKAGES
7. BROWSE PRINTED FOOD INSTRUMENTS BY FAMILY ID
8. BROWSE PREPARE FAMILY PACKAGES
9. FOOD PRESCRIPTIONS - EXCEPTIONS
10. IMMUNIZATION
11. FARMERS MARKET
12. WIC AUTHORIZED VENDOR (NO ID NEEDED)
13. APPOINTMENTS

Command ==>
F: 1=Help 2=Clear 3=Exit 11=Done 12=Prev
MA a 06/068
Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2007 and port 23
\\dhssacp01\1541-4th-PCF-Q03 HP Color LJ 55
start 2 Mic... ZipPrin... Sessio... 3 Wi... 2 Mic... 5:24 PM
```

Select the correct individual for the CIFP from the Select for Change screen.

Select for Change Screen

Session A

File Edit View Communication Actions Window ZipPrint Help

PrintScreen Color Clipboard Index

IFI85M01 CALIFORNIA WIC INFORMATION SYSTEM 8/30/09
100BWALK SELECT FOR CHANGE 05:24 PM

Type an S next to the individuals you want to change issued FI's,
then press F11

Act	FIRST NAME	LAST NAME	DOB	CERT END DATE	CATEGORY/STATUS
-	BRENDA	GARCIA	10/29/2007	01/31/2010	C A
S	MICHAEL	GARCIA	04/25/2005	01/31/2010	C A

Command ==>
F: 1=Help 3=Exit 11=Done 12=Prev

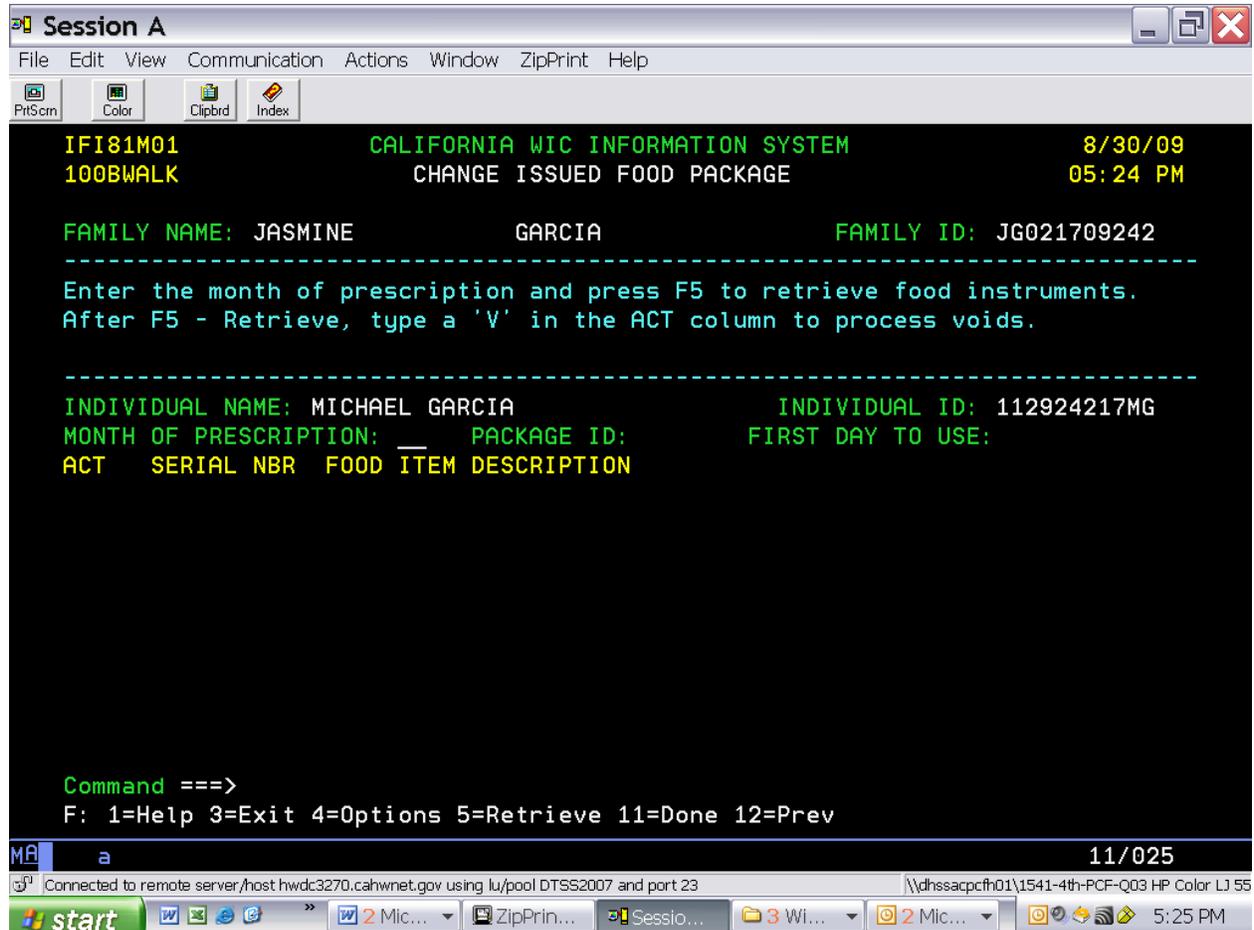
MA a 23/015

Connected to remote server/host hwdc3270.cahwnet.gov using lu/pool DTSS2007 and port 23 \\dhssacpcf01\1541-4th-PCF-Q03 HP Color LJ 55

start 2 Mic... ZipPrin... Sessio... 3 Wi... 2 Mic... 5:24 PM

The Change Issued Food Package screen is displayed for Michael. Enter in the month of issued food instruments that needs to be changed.

Change Issued Food Package Screen



Once the month of prescription is entered, press the F5 Retrieve key. The “old” CP food package is displayed. (Please note: these are test records that show the process, so the months displayed are not what will be seen after transition. In the screen below, pretend August is really October.)

Change Issued Food Package Screen

IRI81M01	CALIFORNIA WIC INFORMATION SYSTEM	08/30/09
100BWALK	CHANGE ISSUED FOOD PACKAGE	04:45 PM
FAMILY NAME: JASMINE GARCIA FAMILY ID: JG021709242		

Enter the month of prescription and press F5 to retrieve food instruments. After F5 – Retrieve, type a ‘V’ in the ACT column to process voids.		

INDIVIDUAL NAME: MICHAEL GARCIA		INDIVIDUAL ID: 112924217MG
MONTH OF PRESCRIPTION: 08		PACKAGE ID: CP FIRST DAY TO USE: 08/15/09
ACT	SERIAL NUMBER	FOOD ITEM DESCRIPTION
-	123456780	MILK – 1 GAL FLUID/DRY/EVAP
-	123456781	MILK 1 1/2 GAL FLUID/DRY/EVAP
-	123456782	CEREAL – 36 OUNCES
-	123456873	BEANS – 1 POUND DRY
-	123456784	MILK/CHEESE/EGG
-	123456785	ANY BRAND APPLE – 2 CONTAINERS
-	123456786	ANY BRAND GRAPE – 1 CONTAINER
Command ==>		
F: 1=Help 3=Exit 4=Options 5=Retrieve 11=Done 12=Prev		

In this example, the entire CP food package is in tact. Void the food instruments, in preparation to changing to a different food prescription.

Change Issued Food Package Screen

IRI81M01	CALIFORNIA WIC INFORMATION SYSTEM	08/30/09
100BWALK	CHANGE ISSUED FOOD PACKAGE	04:45 PM

FAMILY NAME: JASMINE GARCIA FAMILY ID: JG021709242

Enter the month of prescription and press F5 to retrieve food instruments.
After F5 – Retrieve, type a 'V' in the ACT column to process voids.

INDIVIDUAL NAME: MICHAEL GARCIA INDIVIDUAL ID: 112924217MG
MONTH OF PRESCRIPTION: 08 PACKAGE ID: CP FIRST DAY TO USE: 08/15/09

ACT	SERIAL NUMBER	FOOD ITEM DESCRIPTION
<u>v</u>	123456780	MILK – 1 GAL FLUID/DRY/EVAP
<u>v</u>	123456781	MILK 1 1/2 GAL FLUID/DRY/EVAP
<u>v</u>	123456782	CEREAL – 36 OUNCES
<u>v</u>	123456873	BEANS – 1 POUND DRY
<u>v</u>	123456784	MILK/CHEESE/EGG
<u>v</u>	123456785	ANY BRAND APPLE – 2 CONTAINERS
<u>v</u>	123456786	ANY BRAND GRAPE – 1 CONTAINER

Command ==>
F: 1=Help 3=Exit 4=Options 5=Retrieve 11=Done 12=Prev

On the screen below, staff may change the prescription by selecting the F5 Change Package key.

Change Issued Food Package Screen

IRX55M01	CALIFORNIA WIC INFORMATION SYSTEM	08/30/09
100BWALK	CHANGE ISSUED FOOD PACKAGE	06:45 PM
INDIVIDUAL NAME: MICHAEL	GARCIA	ID: 112924217MG
FOOD PACKAGE ID: CP	NAME: CHILD – PRESCHOOL AGE (>= 36 MONTHS)	
DOES THIS PARTICIPANT WANT A DIFFERENT FOOD PACKAGE? PRESS F5 TO SEE OTHER OPTIONS.		
FOOD PACKAGE PRESCRIPTION FOR CERTIFICATION PERIOD		
ID	TLR	
AUG		
Command ==>		
F: 1=Hst 2=View 3=Ext 4=Opt 5=Chg Pkg 7=Tlr 9=Comm 11=Done 12=Prev		

If staff tries to leave the screen by pressing F11 when the old CP food package is still displayed, a message will appear instructing staff to “Press F5 Change Package to Choose a ‘New’ Food Package”. Staff will not be able to leave this screen without following these instructions.

Change Issued Food Package Screen

IRX55M01	CALIFORNIA WIC INFORMATION SYSTEM	08/30/09
100BWALK	CHANGE ISSUED FOOD PACKAGE	06:50 PM
PRESS F5=CHG PKG TO CHOOSE A "NEW" FOOD PACKAGE		
INDIVIDUAL NAME: MICHAEL	GARCIA	ID: 112924217MG
FOOD PACKAGE ID: CP	NAME: CHILD – PRESCHOOL AGE (>= 36 MONTHS)	
DOES THIS PARTICIPANT WANT A DIFFERENT FOOD PACKAGE? PRESS F5 TO SEE OTHER OPTIONS.		
FOOD PACKAGE PRESCRIPTION FOR CERTIFICATION PERIOD		
ID	TLR	
AUG		
Command ==>		
F: 1=Hst 2=View 3=Ext 4=Opt 5=Chg Pkg 7=Tlr 9=Comm 11=Done 12=Prev		

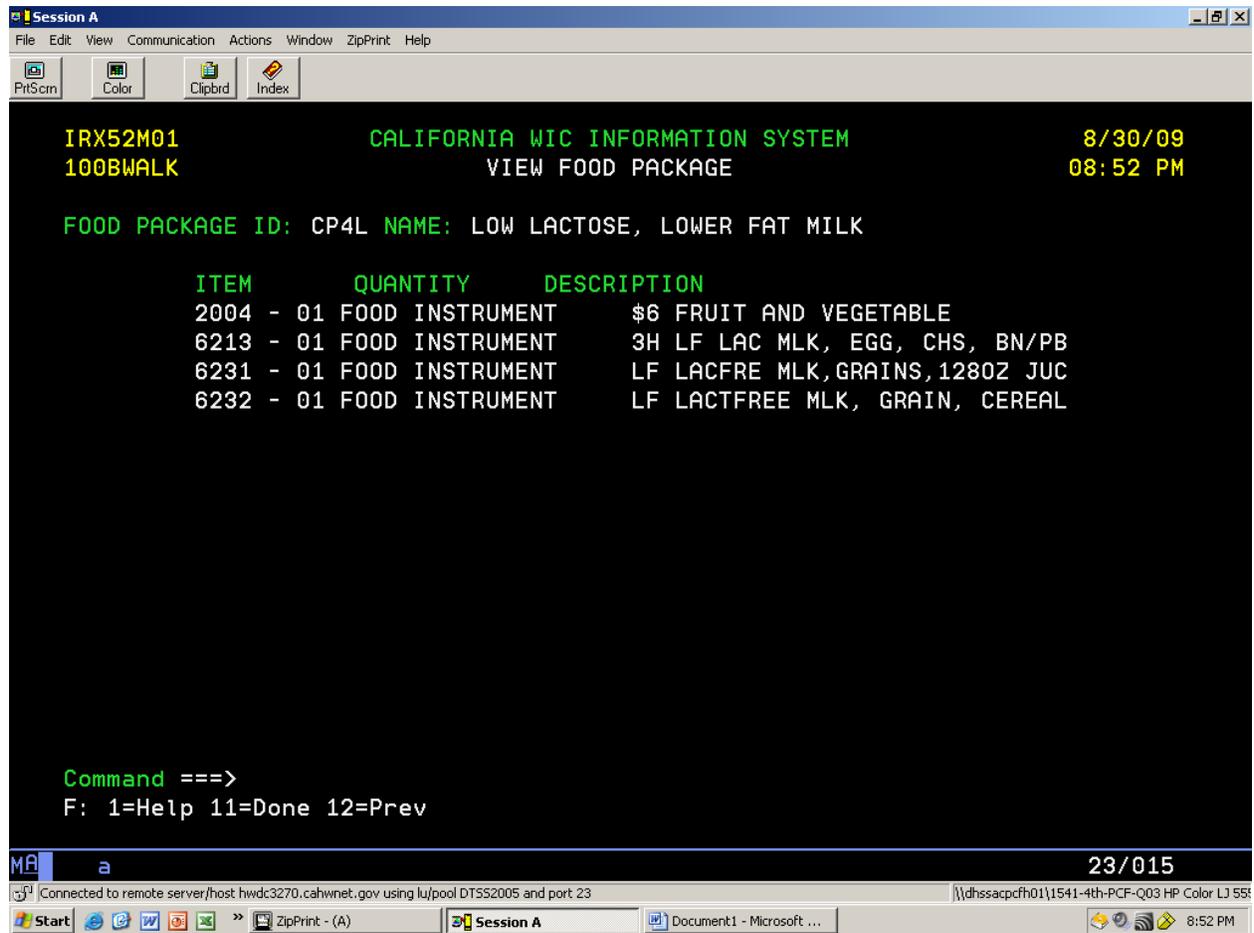
The Change Food Package screen appears, which allows staff to select the appropriate new food package from the list. In the scenario for Michael, the CP4L food package is selected.

Change Food Package Screen

IRX51M01 100BWALK	CALIFORNIA WIC INFORMATION SYSTEM CHANGE FOOD PACKAGE	08/30/09 07:20 PM
INDIVIDUAL NAME: MICHAEL	GARCIA	ID: 112924217MG
FOOD PACKAGE ID: CP	NAME: CHILD – PRESCHOOL AGE (>= 36 MONTHS)	
<p>To select a package other than the recommended package, place an 'S' next to the desired package and press F11.</p>		
–	CF4A	RX, LOWER FAT MILK, THERAP FORM-WIC AGENCY
–	CF4C	RX, LOWER FAT MILK, CONTRACT FORMULA
–	CF4G	RX, LOWER FAT MILK, THERAP FORM-STATE WIC
–	CF4P	RX, LOWER FAT MILK, THERAP FORM-OTHER PROVIDER
–	CP4	STANDARD CHILD => 24 MONTHS, LOWER FAT MILK
–	CP4H	HOMELESS, LOWER FAT MILK
<u>s</u>	CP4L	LOW LACTOSE, LOWER FAT MILK
–	CP4S	SOY AND TOFU, PRESCRIPTION ONLY
–	CP4X	NO CHEESE, LOWER FAT MILK
<p>Command ==> F: 1=Help 4=Options 11=Done 12=Prev</p>		

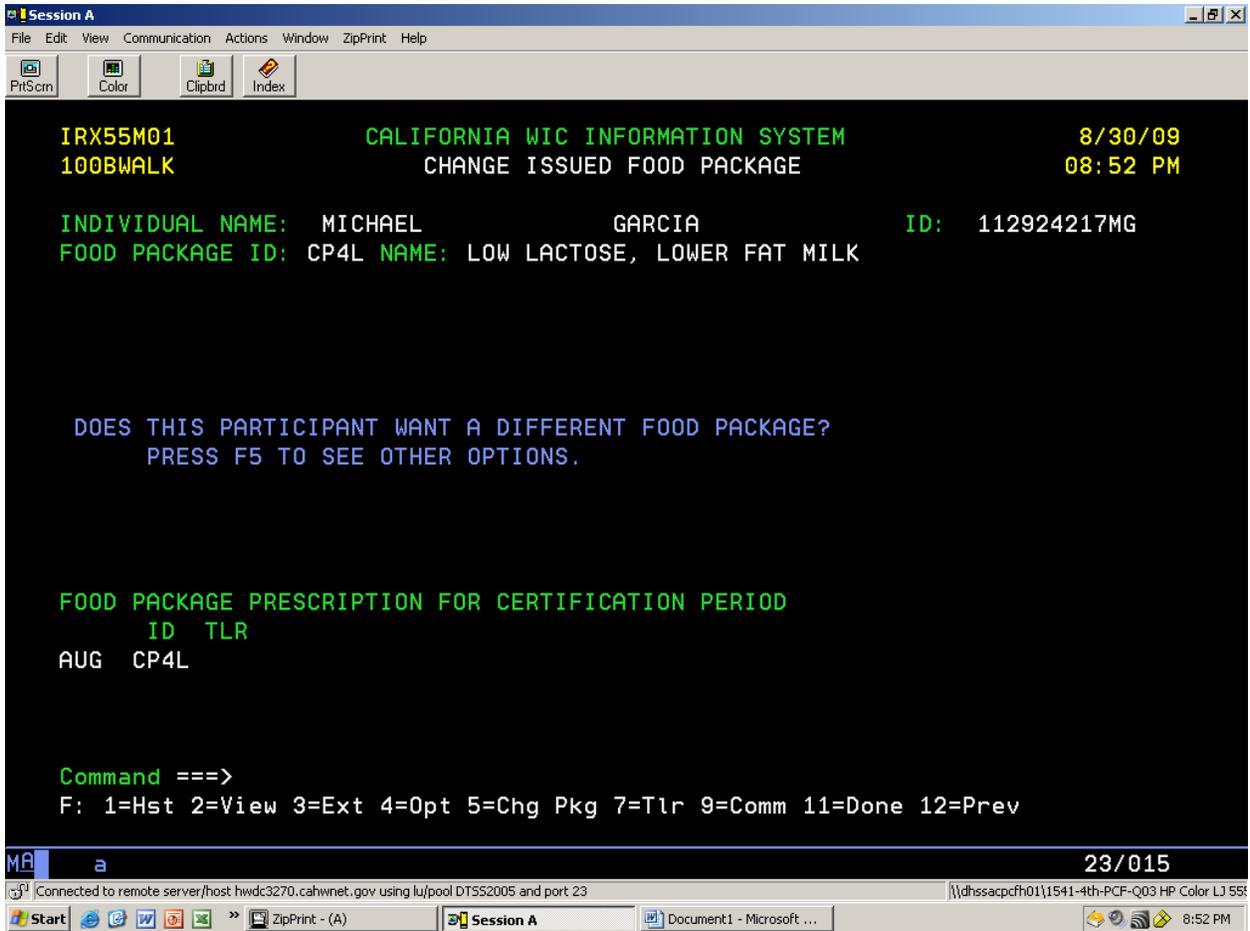
The View Food Package screen displays the contents of the CP4L food package.

View Food Package Screen



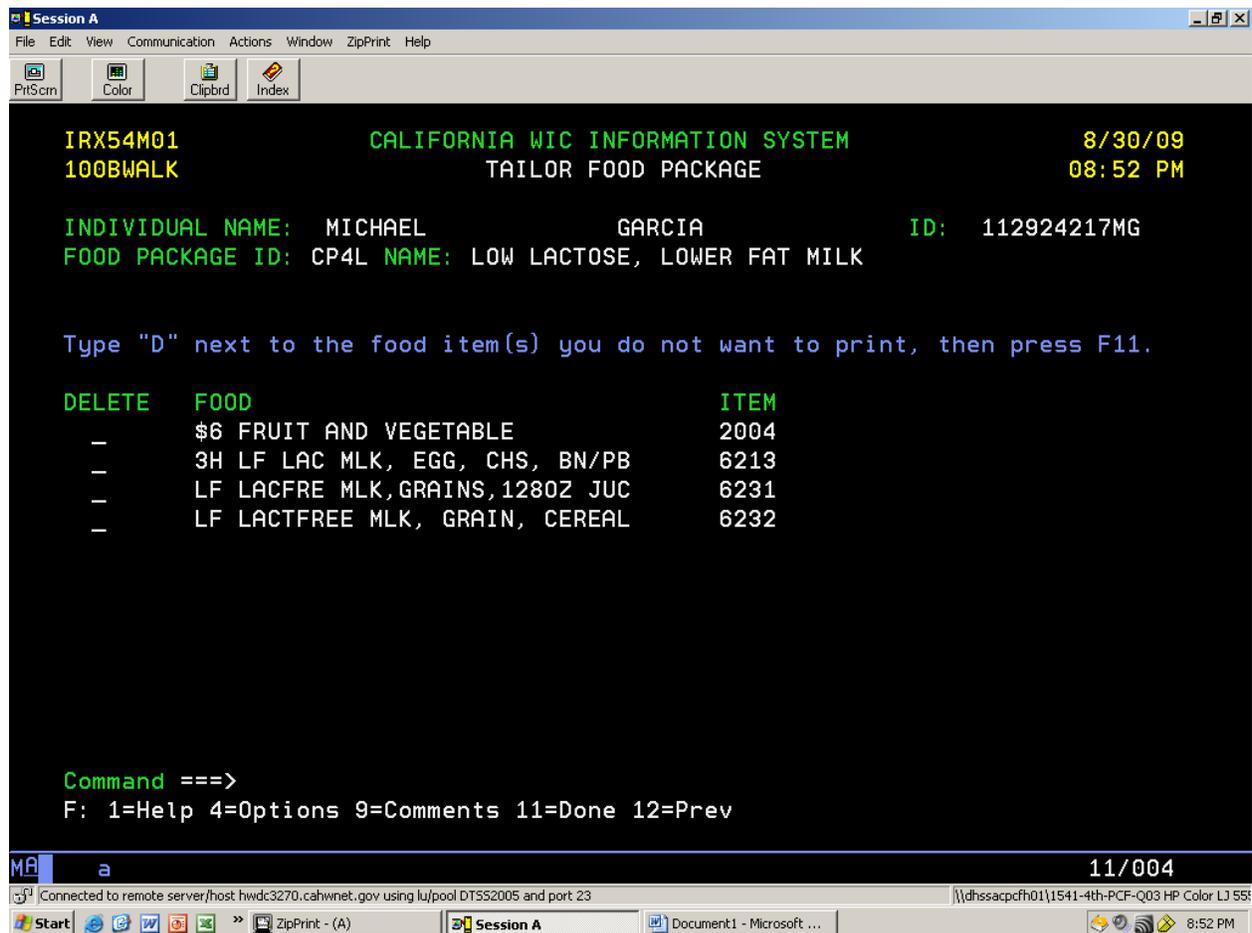
The food package has been changed to CP4L, as seen in the screen below.

Change Issued Food Package Screen



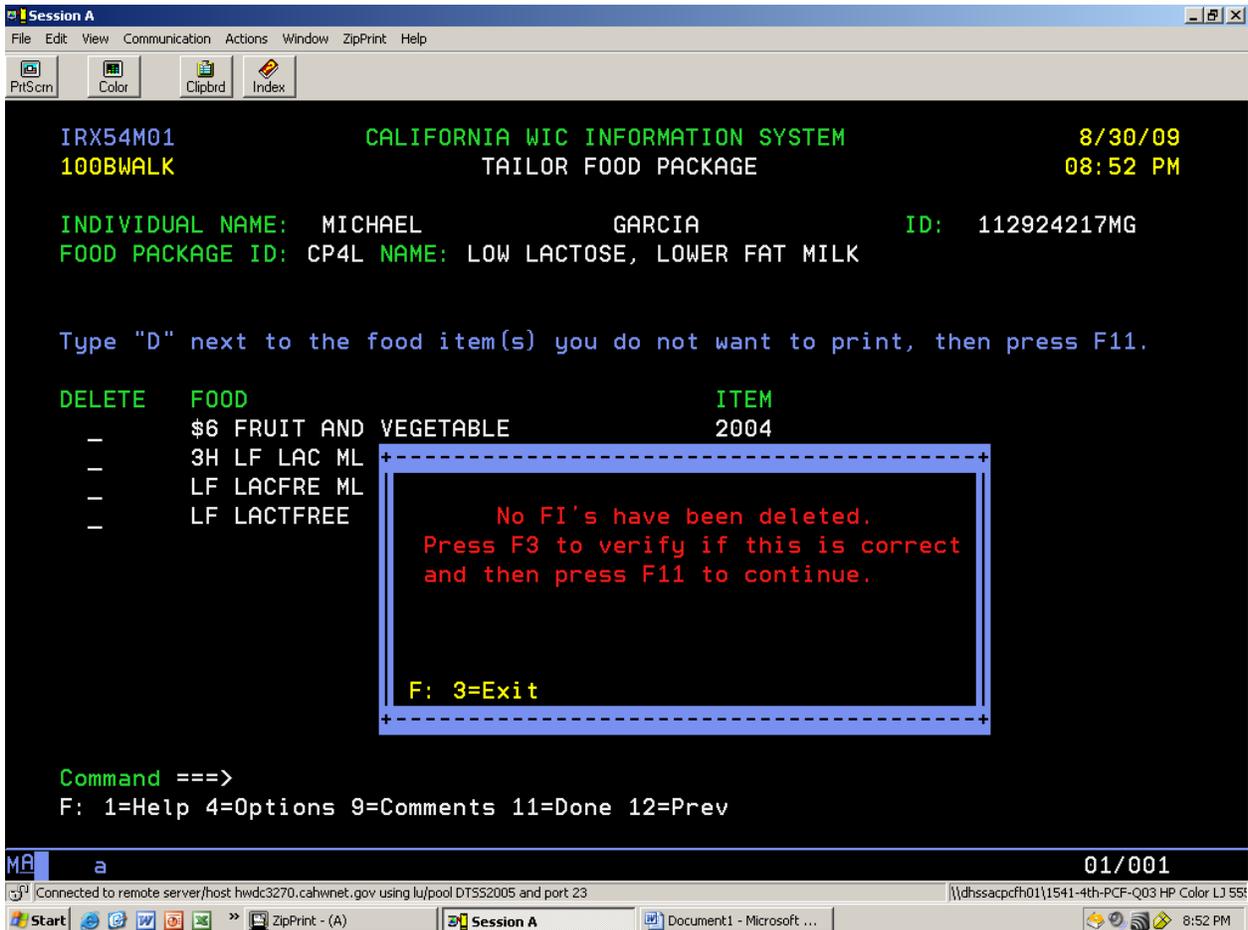
The next screen that displays in the CIFP pathway is the Tailor Food Package screen, to allow for any tailoring of the newly prescribed food package. Sometimes tailoring out one or more food instruments is appropriate if the participant had already used food instruments from the prior issued food package. State WIC urges local agency staff to use best judgment in determining tailoring of food instruments in the CIFP of 'old food package to new food package' process since the new food packages have food instruments with a number of food items on one food instrument and the "old" food packages have single food item food instruments, for the most part.

Tailor Food Package Screen



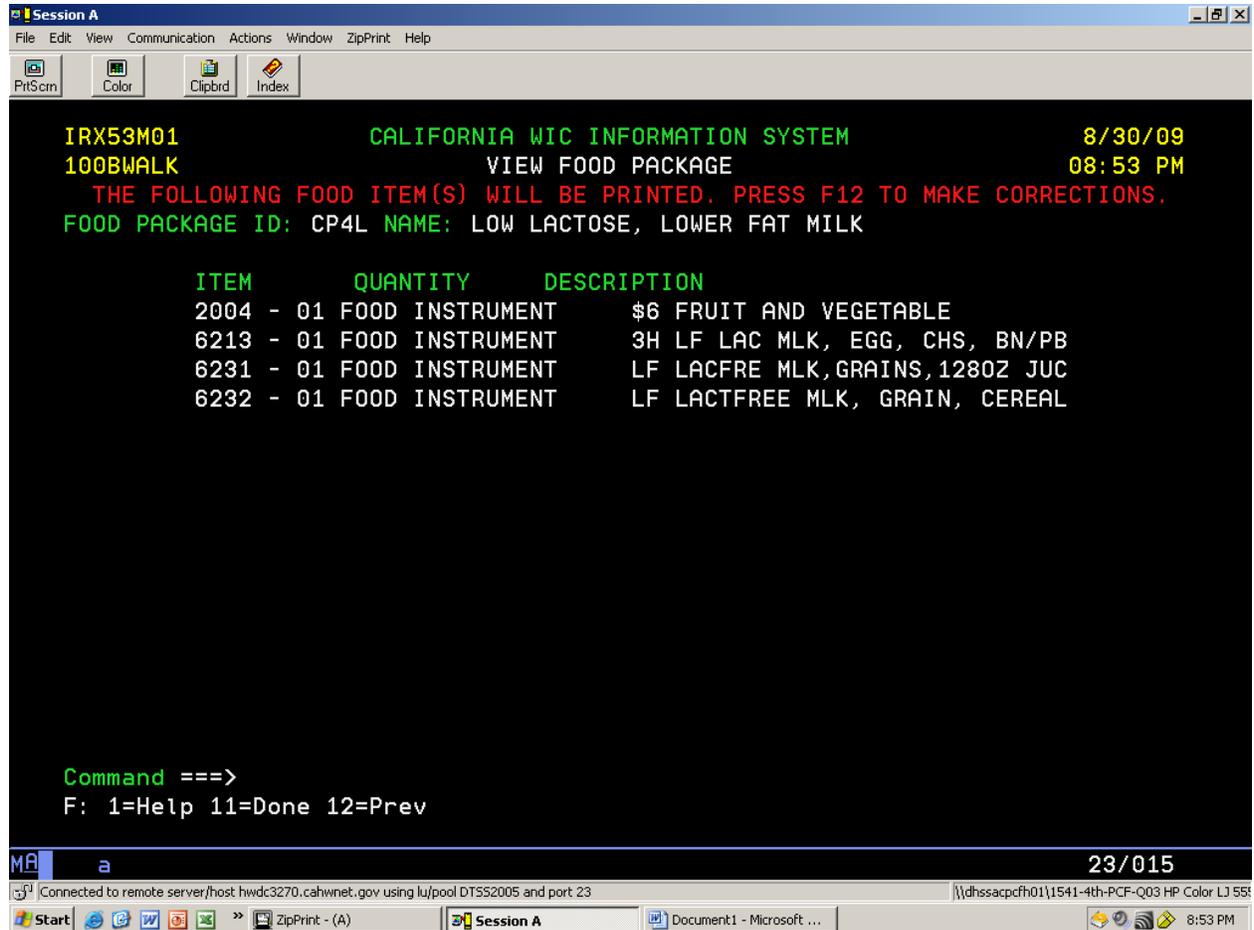
Pressing F11, with no tailoring to the food instruments, brings up the confirmation pop-up box. Press F3 to verify and F11 to continue. The Tailor Food Package screen appears again for final confirmation.

Tailor Food Package Screen



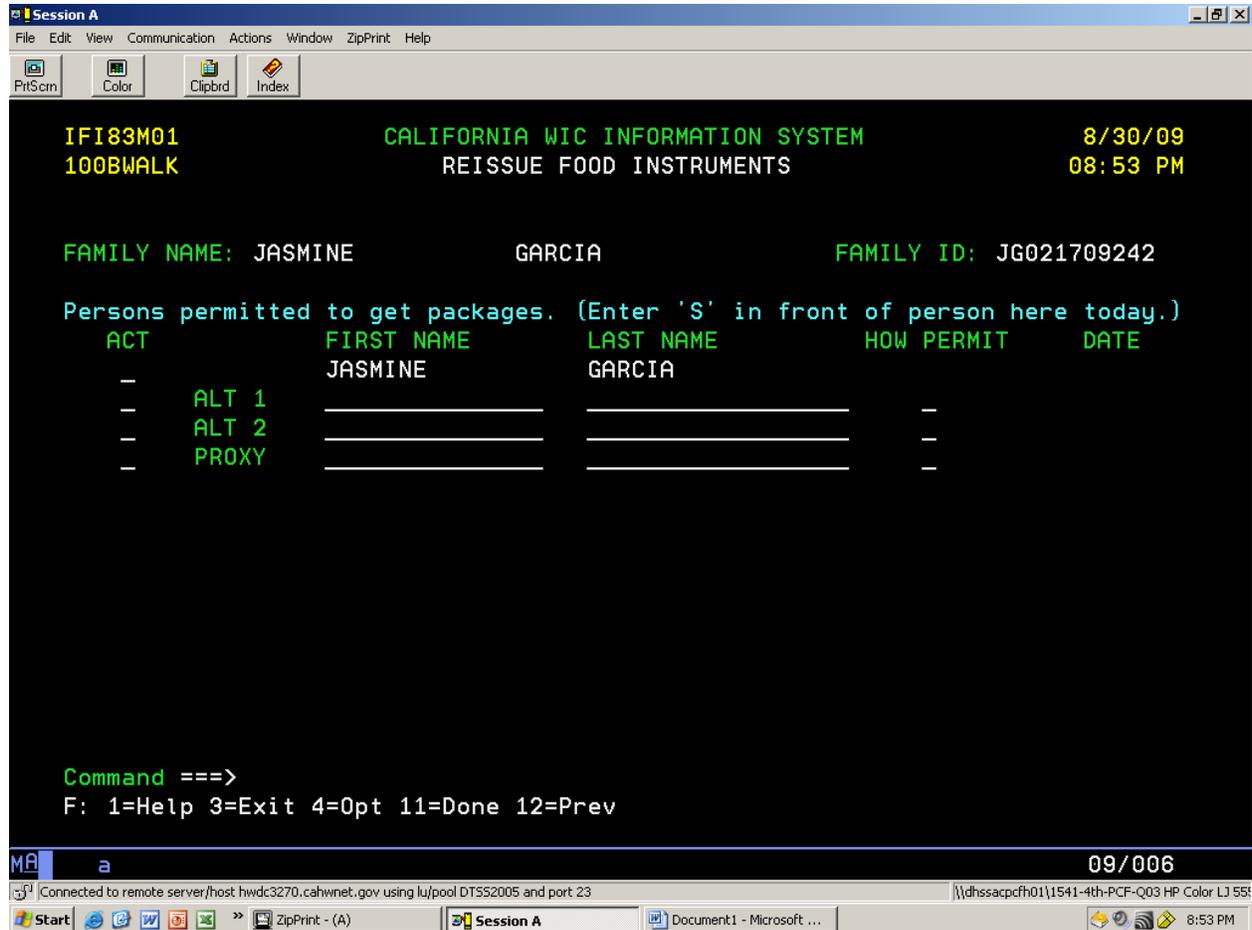
ISIS displays the View Food Package screen to allow for any final corrections to the food package prior to printing.

View Food Package Screen



The Reissue Food Instruments screen appears, and allows the newly changed food package to be issued by selecting the person who may receive the food package.

Reissue Food Instruments Screen



Pressing F11 from the previous Reissue Food Instruments screen concludes the Change Issued Food Package process, sending the reissued food instruments to the print list for printing.

Food Instruments Menu Screen

