**WIC TO OPC IZ CURRENT/FUTURE STATE**

**CURRENT STATE**

* **OPC front desk staff is getting the record from 2 systems and printing for OPC staff**

Collaboration

* **No immediate feedback for client (re:IZ status)**
* **Overwhelming client with paperwork at each visit**
* **No reminder calls (re:IZ records)**
* **Staff time issues!!!! (esp. during busy times/front desk process)**
* **Process we developed does not meet Federal Guidelines**
* **All OPC staff have computers**

15 month apptointment is sometimes online, no appointment

* **Process needs to be reviewed**
* **Elements of the current process still good**
* **WIC not telling WIC Clients to bring records**
* **WIC not writing on this on the packet**
* **Next year WIC staff will have to check “yes” or “no” if IZ record up to date**
* **WIC staff not trainined to determine if client is UTD**
* **Some client IZ records will in HDIS/ImTRAX**
* **We don’t have consent to look in IMTRAX for the IZ record**
* **Even with reminder phone call we only get a few records**
* **3 month head start on accessing the record before the 18 month appointment**
* **Not all OPC staff are equally skilled at record access**

**\*Plan for (OPC PHN or front desk) researches the record before review**

**\*MUST HAVE D.O.B.**

**FUTURE STATE**

* **The protocol meets WIC Federal Requirements process. WHAT ARE THESE?**
* **The protocol/process meets OPC State requirements “QTR review of the WIC IZ records & update these clients”**
* **WIC or OPC can access client records (ahead of the appointment) to check IZ status**
* **This is a useful to the client**
* **Clients not UTD encouraged to get IZs here**
* **Keep in mind there are future WIC requirements coming**
* **Consider 18mos-2 years optimal opportunity to do review**
* **WIC has a successful system for getting clients to bring records or allow access.**
* **Get consent ahead of time & research before appointment**
* **Immediate feedback at WIC appointment (re:status so can get IZ)**