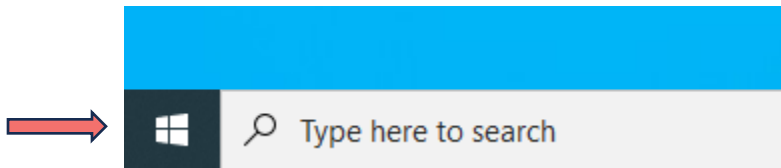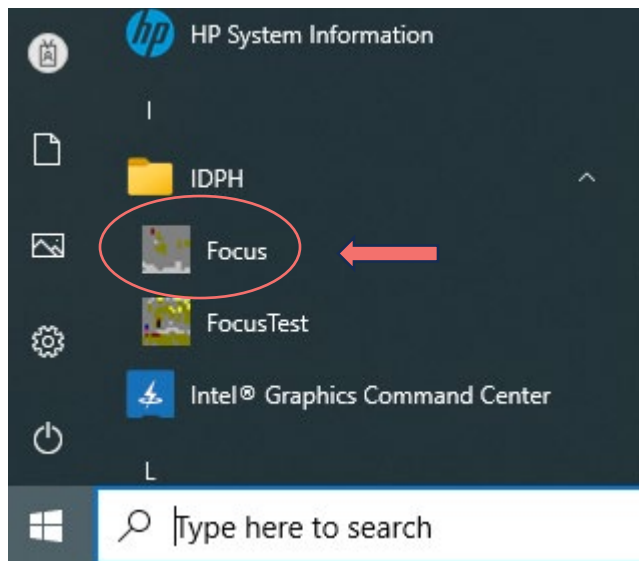# Breastfeeding Peer Counselor Navigation of Focus

Accessing Focus

Focus is accessed through the Windows menu and not through a Desktop shortcut.

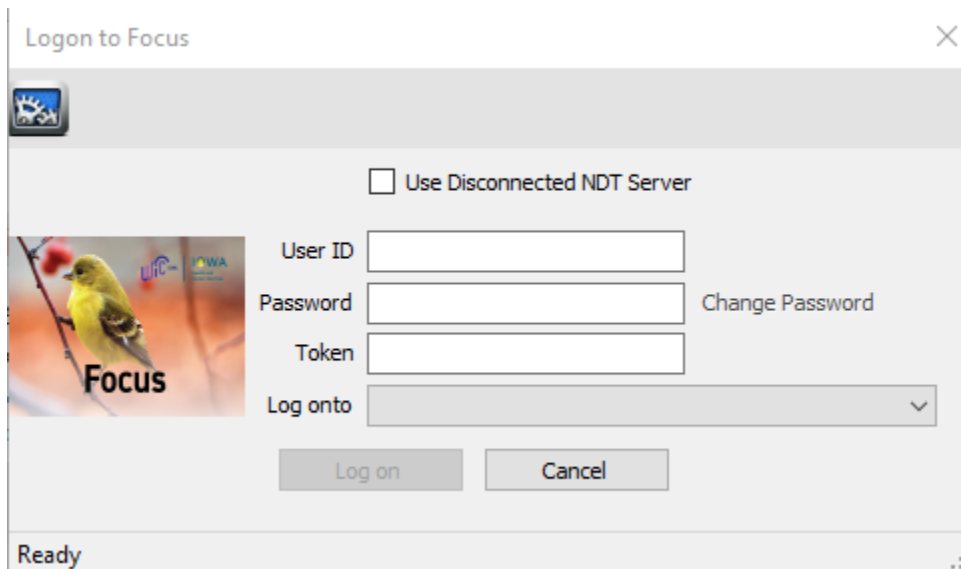Click on the Windows icon on the bottom left of the screen to access the menu.

Click on Focus.

Login to Focus

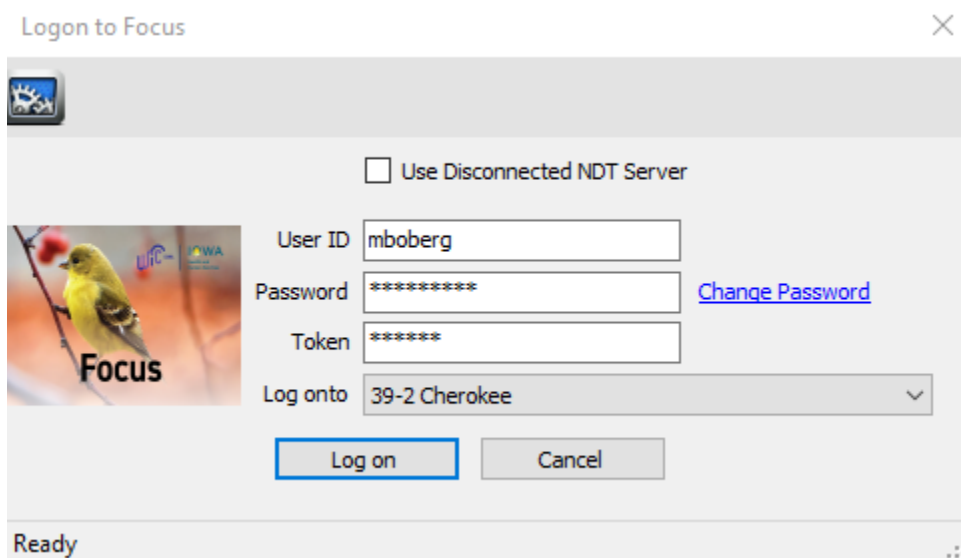Enter your user ID, password, and token. Click "Log on" or press "Enter".

Change Your Password

After you enter your user ID, password and token, then press "Tab" instead of "Enter" or clicking on the "Log on" button. The "Change Password" hyperlink should turn blue, and your agency and clinic will appear in the "Log onto" field. Click on the "Change Password" link to change your password.

Focus Main Menu

The Main Menu is the first screen you will see after logging in. At the top left of the screen, you will see the word "Focus", your name, and your WIC agency number and clinic number.

The Main Menu has several options, but only the Navigation Buttons for Clinic Services, Scheduler, and Operations are in bold font. You will only be able to access Focus branches and panels that have bold font.
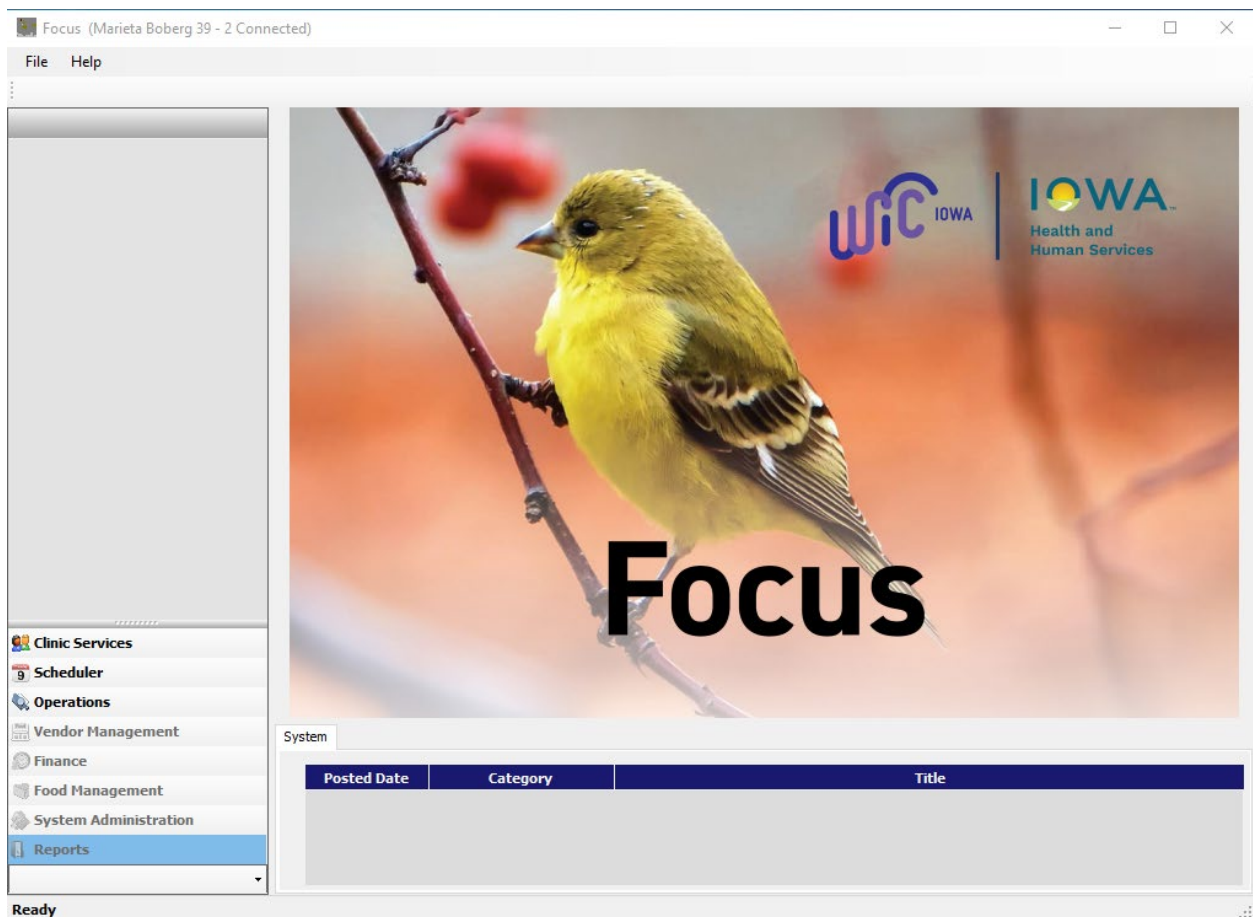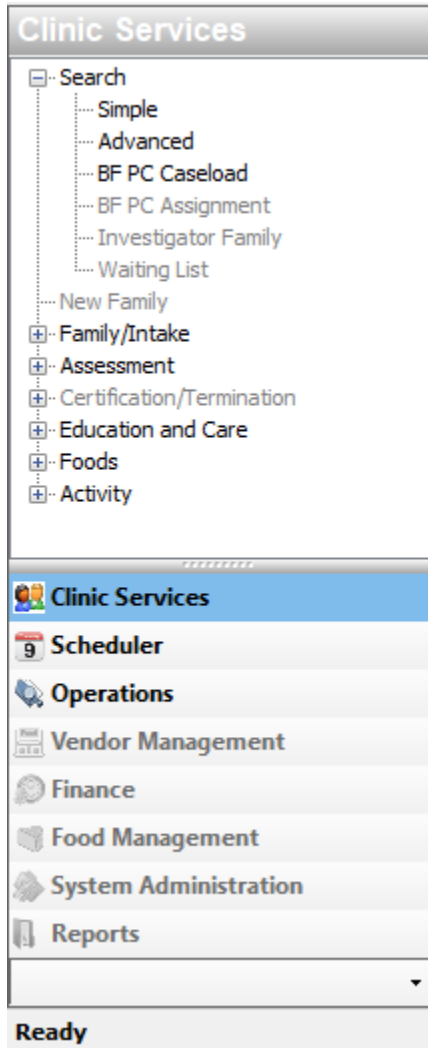
Navigation Panel
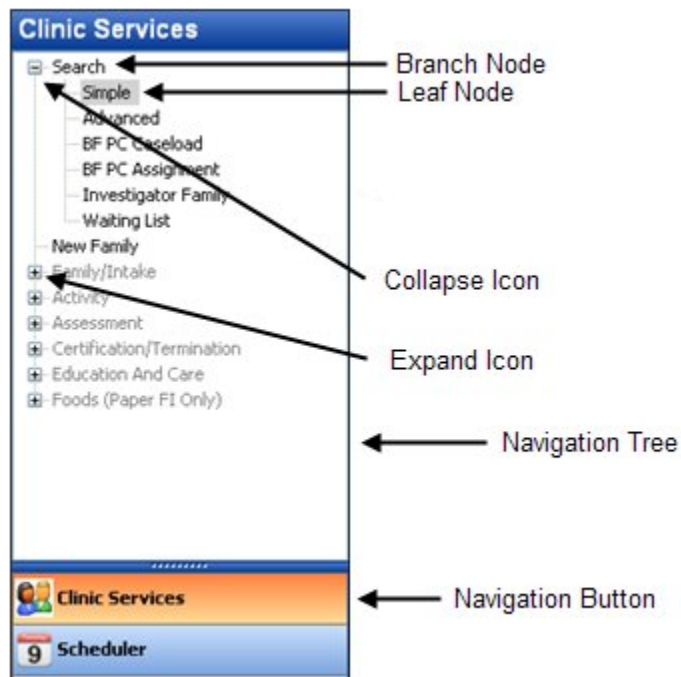
Clicking a Navigation button on the lower left of the screen will display the corresponding functional area and present the functional area navigation tree. Within the navigation tree, clicking the (+) or (–) icon expands or collapses the available panels within the branch of the tree. This can also be accomplished by double clicking the branch node name. Clicking a leaf will present the leaf's panel. In this document, a leaf will be referred to as a "panel".

Accessing Branches

To access a branch, click on the Expand Icon (+) to see the panel options. Then click on the panel that you want to access.

Expanded Navigation Panel

Clinic Services

- Search
  - Simple
  - Advanced
  - BF PC Caseload
  - BF PC Assignment
  - Investigator Family
  - Waiting List
- New Family
- Family/Intake
  - Certification Guide
  - Family
  - Identity
  - Contact/Address
  - Income
  - Voter Registration
  - Application
  - Participant Category
  - Comments/Alerts
- Assessment
  - Visit Summary
  - Pregnancy
  - BF PC Documentation
  - Anthropometrics
  - Blood
  - Breastfeeding
  - Nutrition Interview
  - Risk
- Certification/Termination
- Education and Care
  - Referrals - Participant
  - Referrals - Family
  - Nutrition Education
  - Care Plan - Participant
  - Care Plan - Family
  - BF Equipment
- Foods
  - Food Package
  - Issuance Summary
  - Returned Formula
  - Card Operations
  - Food Benefits
  - Audit Trail
  - FMNP
- Activity
  - Appointment History
  - Transfer Family
  - Retrieve Participant
  - Survey
  - Customer Service Log
  - Participant Violations
  - Admin Hearing

Clinic Services

Scheduler

Clinic Services Branches and BFPC Access

Branch	BFPC Access	BFPC View Only	BFPC No Access
Search	Simple, Advanced, BFPC Caseload	None	BFPC Assignment, Investigator Family, Waiting List
Family/Intake	Comments/Alerts	Family, Identity, Contact/Address, Participant Category	Certification Guide, Income, Voter Registration, Application
Assessment	BFPC Documentation	Visit Summary, Pregnancy, Breastfeeding, Nutrition Interview	Anthropometrics, Blood, Risk
Certification	None	None	All
Education/Care	Referral – Participant	Nutrition Education, Care Plan – Participant/Family, BF Equipment	Referral – Family
Foods	None	Food Package, Audit Trail	Issuance Summary, Returned Formula, Card Operations, Food Benefits, FMNP
Activity	None	Appointment History, Transfer Family, Retrieve Participant	Survey, Customer Service Log, Participant Violations, Admin Hearing

Search Branch

In the Search branch, BFPCs will have access to Simple, Advanced, and BFPC Caseload panels.

Simple Search

With Simple Search you can search for a family using:

- Family ID (FID) – all members of the family have the same FID
- Person ID – each person in the family has their own Person ID
- Old Participant ID
- PAN- this is the number listed on the family's eWIC card
- FMNP Check Number – Farmers' Market check number
- Economic Unit Number

Choose which criteria you want to search with, enter the number and click "Search".

Advanced Search

With Advanced Search, you can search for a family using first and/or last name, date of birth, zip code, and phone number. You can filter the search using the Local Agency ID (LA ID) and/or Clinic ID.

Additional Advanced Search Features

- "Include Alias Name" - Check this to get results for other names they have had in the past (for example a maiden name or an infant's name before adoption).
- Check "Soundex" if you are not sure how to spell the name. The results will be all names that sound like the one you enter.
- Wildcard character (%): Type % before or after a part of a name and the result will be all names that include those letters. For example, if you typed Smi%, you would get all names that start with "Smi". If you typed %ith, you would get all names that have "ith" as the last 3 letters.
- Check "Show All Family Members" to get results for all members of the family for the name you enter.
- Leave LA ID blank if you want to search all WIC participants in Iowa.

Search results will include the Family ID, LA-Clinic, Person ID, Name, Category, Date of Birth, WIC Status, Zip code and Phone number.

You can open a family's file by clicking the blue hyperlink under Family ID or Person ID.

BFPC Caseload

This screen allows you to pull up a list of your BFPC caseload.

To search for all families assigned to you:

1. Click the LA ID drop-down box and choose your LA ID

2. Enter your name in the Breastfeeding Peer Counselor fields (First and/or Last Name)
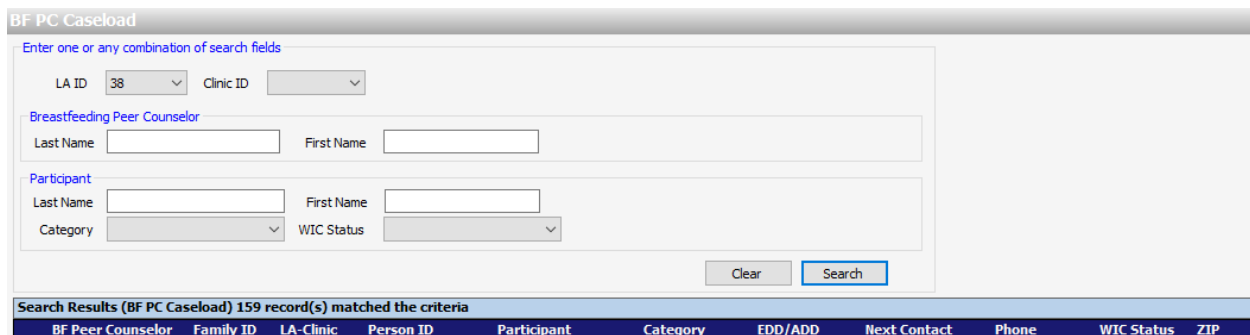

3. Click "Search"
4. Result: All families assigned to your caseload

Sorting Caseload

After pulling up a BFPC caseload, it can be sorted by clicking on any of the column names:

- BF Peer Counselor (Breastfeeding Peer Counselor assigned to participant)
- Family ID
- LA-Clinic (Local Agency Clinic)
- Person ID
- Participant
- Category
- EDD/ADD (Expected Delivery Date/Actual Delivery Date)
- Next Contact
- Phone
- WIC Status
- ZIP (zip code)

When clicking on a column with a number (for example EDD/ADD or Next Contact), it will sort numerically from smallest to largest. Clicking on the same column title a second time will sort numerically from largest to smallest. When clicking on a column with letters, it will sort alphabetically from A to Z. Clicking on the same column title a second time will sort alphabetically from Z to A.

Sorting BFPC caseload by "Next Contact" is helpful to see which participants need to be contacted first and can be useful for organizing a plan for making contacts for the week and month. If there is no date in the "Next Contact" column, it is usually a new family that has been added to a caseload that needs to be contacted. The participants that have no date in the "Next Contact" will be at the top of the list after sorting by "Next Contact", making it easy to see new families added to a caseload.
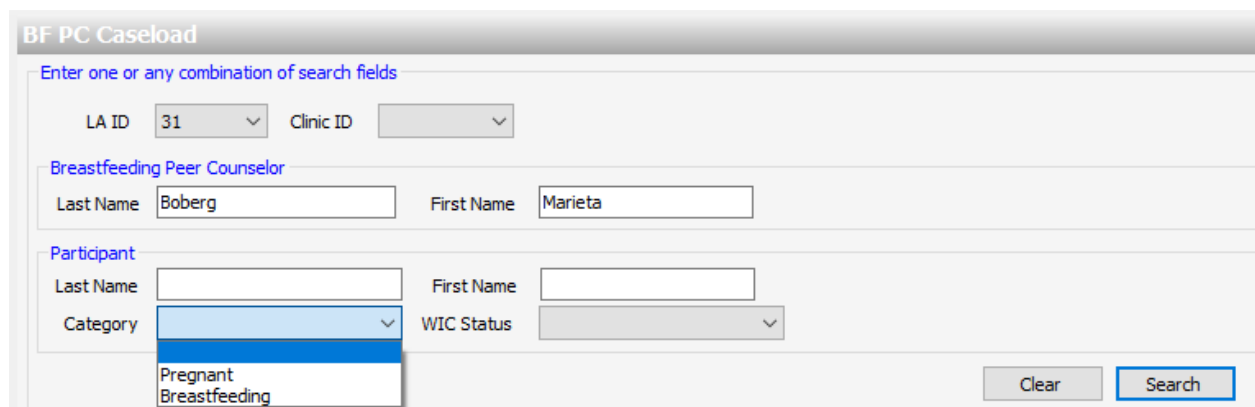
Printing Caseload

You can print BFPC caseload by clicking the "Print" button on the bottom left of the Search results.

Narrowing Your Caseload Search

You can filter the search by participant category (pregnant or breastfeeding) and/or by WIC status (pending, active, ineligible, disqualified, terminated, or wait list). For example, to filter by category, click the arrow next to Category and choose either Pregnant or Breastfeeding. Then click "Search".
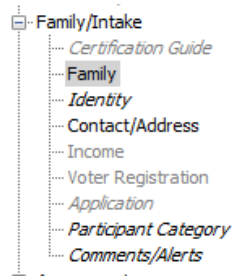

Searching for a Specific Participant

1. Enter LA ID.
2. Enter the participant's name (first and/or last name) in the Participant field.
3. Click "Search".

Family/Intake Branch

Family/Intake
- Certification Guide
- Family
- Identity
- Contact/Address
- Income
- Voter Registration
- Application
- Participant Category
- Comments/Alerts

Family

BFPCs will have view-only rights to this panel. Information that may be useful for BFPCs in this section:

- Parent/Guardian name (yellow color background indicates parent/guardian, additional parent/guardian and proxies). Inactive parent/guardians are individuals that are not currently in the household. Inactive proxies are individuals who were listed as proxies previously but are not a current proxy.
- Infant/child name (pink color background indicates an infant or child currently active on the WIC program. Grey background color indicates an infant or child who is not active on the WIC program – either pending, terminated, disqualified, or ineligible.)
- Date of birth
- Participant category (Breastfeeding, Not Breastfeeding, Infant, Child)
- Infant breastfeeding status (Excl BF, Part BF, No Longer BF)
- WIC status (active, pending, terminated, ineligible, disqualified)
- Certification end date
- HR = high risk
- IN = interpreter needed
- MC = miscarriage
- SN = special needs
- Goal may be indicated below Date of Birth
- When the last Food Benefits were issued
- Preferred Spoken Language
- Mother's highest education level
- Family alerts are visible at the bottom of every screen
- BFPC name (if participant is currently on a BFPC caseload the BFPC's name will be listed on bottom right of the family panel)

Family: 7207927   Jane Doe   31 - 5 South Des Moines

Clinic Services

- Search
  - Simple
  - Advanced
  - BF PC Caseload
  - BF PC Assignment
  - Investigator Family
  - Waiting List
- New Family
- Family/Intake
  - *Certification Guide*
  - Family
  - *Identity*
  - Contact/Address
  - Income
  - Voter Registration
  - *Application*
  - *Participant Category*
  - *Comments/Alerts*
- Assessment
- Certification/Termination
- Education and Care
- Foods
- Activity

Clinic Services

Scheduler

Operations

Vendor Management

Finance

Food Management

System Administration

Reports

Family

P/G: Jane Doe	**Category: Pregnant** EDD: 8/1/2025	HR BW	Edit
Date of Birth: 01/01/2001 (24 y)	Wks Gest: 33 0/7 WIC Status: Active Cert. End: 09/2025 Last FB:		
		FB Issuance	3 Months

Participant: Jake Doe	**Category: Child (Male)**	BW	Edit
Date of Birth: 02/01/2022 (3 y 4 m)	WIC Status: Active Cert. End: 03/2026 Last FB:		
		FB Issuance	3 Months

Additional P/G: John Doe	Edit

Proxy: Jean Doe	Edit

Family Data

Mother's Ed Level	12th grade	Printouts Language English	BF PC
Needs Interpreter	☐	Preferred Spoken Language English	

Economic Unit Jane Doe   EU Nbr: 8460576   Current PAN: Status:

*Referred To WIC By Family/Friend

System | Messages | **Family Alerts**

Family ID: 7207927
- 10024 - This family is designated as a Refugee family.

Jane Doe
- 10070 - The Participant hasn't responded to the HIE permission question on the Identity Panel

Identity

BFPCs will have view-only rights to this screen which includes what proof of identification was documented for mom and baby. Other program participation may be indicated on this screen as well.

Participant	Jane Doe		▼ ◄	1	of 2	►	

Category: Pregnant	**EDD: 08/01/2025**			**HR**	**BW**
Date of Birth: 01/01/2001 (24 y)	**Weeks Gest: 33 0/7**	**WIC Status: Active**	**Cert. End: 09/2025**	**Last FB:**	

Identity

Record Dates 04/21/2025 ▼ ◄ | 1 | of 1 | ► | ⊕ New ✎ Edit ✕ Delete

Proof Of Identity	Driver's License ▼
ID Affidavit Reason	▼
Physically Present	Yes ▼
Reason	▼
Confirmation Date	__/__/____ ▦▼

[Signature]

Other Program Participation

- ☑ Medicaid
- ☑ SNAP (Food Stamps)
- ☐ Family Investment Program (FIP)
- ☐ Head Start or Early Head Start
- ☐ Catholic Charities
- ☐ Every Step
- ☐ ISMILE
- ☐ Early Access
- ☐ Foster

Do you give WIC access to get your health data from a Health Information Exchange? ▼

Contact/Address

BFPCs will have view-only access to this screen. Information that may be useful for BFPCs on this screen:

- Phone numbers (primary and alternate)
- If the participant gave permission to receive phone calls or text messages for each phone number listed
- Email address
- Address (physical address on left side, mailing address on right side)
- If the participant is homeless, migrant, or refugee (checkbox above physical address)

Participant Category

BFPCs will have view only access to this screen. Information that may be useful to BFPCs include current participant category, history of participant categories, miscarriage.

Switching Between Family Members

You can access each family member by clicking on the drop-down arrow of the Participant field near the top of the screen and then click on the name of the family member. You can also use the left and right arrows by the participants' name to toggle between family members. You can do this on multiple Focus screens.

Comments/Alerts

BFPCs will be able to create comments and alerts. BFPCs will usually create alerts rather than comments.

Alerts

- Alerts will display at the bottom of the screen (until the expiration date).
- Alerts have an expiration date that can be modified.

Comments

- Comments do not display at the bottom of the screen.
- To view comments, you will need to go into Comments/Alerts.
- Comments do not have an expiration date.

Steps to Create Alert

Required fields will be in red font.

1. Click on "New". Your name will appear in the Staff Member field.
2. Check the box to "Display as Alert".
3. Enter desired "Expiration Date".
4. Enter notes in "Comment" section.
5. Click on the "Save" button at the top left of the screen.

To create a comment, complete the steps above, but do not check the box for "Display as Alert".

Steps to Edit a Comment/Alert

1. Click "Edit".
2. Make desired edits.
3. Click Save.

Participant	Jane Doe		▼ ◄ │ 1	of 2 │ ▶ │
Category: Pregnant		**EDD: 08/01/2025**		**HR**
Date of Birth: 01/01/2001 (24 y)		**Weeks Gest: 33 3/7**	**WIC Status: Active**	**Cert. End: 09/2025**

Comments/Alerts

Record Dates 06/16/2025 ▼ ◄ │ 1 of 1 │ ▶ │ ➕ New ✎ Edit ✖ Delete

Staff Member | Marieta Boberg

Display as Alert ☑

Expiration Date | 09/24/2025 📅▼

Comment | Test alert

Steps to Delete a Comment/Alert

1. Click "Delete".
2. Click "Yes" to the pop-up question "Are you sure you want to delete this Comments/Alerts?"
3. Click "Save".

Participant	Jane Doe		▼ ◄ │ 1	of 2 │ ▶ │
Category: Pregnant		**EDD: 08/01/2025**		**HR**
Date of Birth: 01/01/2001 (24 y)		**Weeks Gest: 33 3/7**	**WIC Status: Active**	**Cert. End: 09/2025**

Comments/Alerts

Record Dates 06/16/2025 ▼ ◄ │ 1 of 1 │ ▶ │ ➕ New ✎ Edit ✖ Delete

Staff Member | Marieta Boberg

Display as Alert ☑

Expiration Date | 09/24/2025 📅▼

Comment | Test alert

Assessment Branch

Assessment
- Visit Summary
- Pregnancy
- BF PC Documentation
- Anthropometrics
- Blood
- Breastfeeding
- Nutrition Interview
- Risk
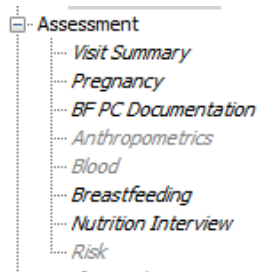
Visit Summary

BFPCs will have view only access to this section. Information that may be useful for BFPCs:

- WIC appointment type
- Age
- Certification start/end dates
- Height/length
- Weight
- Type of food package issued
- Risks assigned
- Referrals
- Nutrition education topics that were covered during appointment

Pregnancy

BFPCs will have view only access. Information that may be useful:

- Prenatal
  - Expected delivery date
  - Last menstrual period
  - Number of weeks gestation
  - Pre-pregnancy weight and BMI
  - Number of expected babies (multifetal gestation)
- Postpartum
  - Actual delivery date
  - Weight gained during pregnancy
  - Pregnancy terminated with no live birth
  - Number of live infants from this pregnancy
  - Name of infants born from this pregnancy

You can view previous pregnancy records (if available) by either clicking the drop-down arrow next to "Record Date" and choosing the desired date or by using the left and right arrows next to "Record Date" to toggle between dates.

BFPC Documentation

BFPCs will be able to enter information in this section. BFPC documentation must be done in the mother's record, not the infants. Make sure to switch to the mother's record if needed.

Participant Jane Doe			▾ ◀	1	of 2 ▶

Category: Pregnant	**EDD: 08/01/2025**		**HR**	**BW**
Date of Birth: 01/01/2001 (24 y)	**Weeks Gest: 33 3/7**	**WIC Status: Active**	**Cert. End: 09/2025**	**Last FB:**

BF PC Documentation

Pregnancy Record Date 04/22/2025	▾ ◀	1	of 1 ▶
Record Date	▾ ◀	0	of 0 ▶	➕ New ✎ Edit ✖ Delete

Contact Date __/__/____ 🔽	Next Contact Date __/__/____ 🔽
Peer Counselor [▾]	Date Exited BF PC Program __/__/____ 🔽
[Summary] Type of Contact [▾]	

Prenatal Topics	Postpartum Topics

Notes

Required Information

Required information will be in red font. Note at the bottom of the screen under "Messages" there will be an error code with the missing information listed. The information that is required will change depending on what is completed.

Steps to Enter BFPC Documentation

1. Ensure that you are in the mother's record (look at the name in the "Participant" field").
2. Click on "New".
3. Ensure "Contact Date" is correct (it will automatically put today's date, but you can click the calendar next to the contact date and adjust it if needed).

4. Choose your name in the "Peer Counselor" field if not automatically populated.
5. Choose the type of contact by clicking on the drop-down arrow and click on the appropriate contact. Options include: no answer, clinic visit, home visit, hospital visit, telephone support, peer support group, mailing, and other.

6. Click on all topics that were discussed during the contact. Prenatal topics are in the left column and postpartum topics are in the right column.

7. Write a short narrative to summarize what you discussed. It may be helpful to include details if the mom responded to the contact (such as a text message response).

8. Enter the date you plan to contact the participant again. You can manually enter a date or click on the calendar drop-down arrow to select the date. Ensure that the date selected meets the Minimum Client Contact Schedule for Breastfeeding Peer Counselors according to State WIC policy.

9. If the family needs to be exited from the BFPC program, enter the correct date in the "Date Exited BF PC Program".

10. Click save.

BFPC Documentation Summary

You can view a summary of the BFPC documentation, by clicking the "Summary" button to the left of the "Type of Contact".

Below is an example of the BFPC Documentation summary. Note that you can scroll down to see summaries of previous contacts.

Edit BFPC Documentation

You can "Edit" BFPC Documentation until the end of the day (before 8:00 pm). For example, if you texted a mom in the morning and they didn't respond, you can document the contact (indicating that they didn't respond). If they responded later that day, you can edit the documentation to add details.

If they respond the following day, create a new BFPC documentation for that contact.

Breastfeeding Panel

BFPCs will have view-only rights. This section will show you an infant's breastfeeding history including the record date, breastfeeding description, how old the baby was, the reason for the breastfeeding change (if applicable), and if formula or foods are being given. The Breastfeeding Panel will be updated by the CPA at every WIC appointment.

Breastfeeding Description Definitions

Click the blue "BF Description Definitions" to see details for each breastfeeding description. More information on the breastfeeding descriptions can be found in the State WIC policy Breastfeeding Data Collection.

Links
BF Description Definitions

Breastfeeding Descriptions Definitions	
Exclusively Breastfeeding (Excl BF)	Has been fed only human milk, vitamins, minerals, and/or medications. Infant receives no food package from WIC.
Primary Exclusive/No Formula Package (Prim Excl/No F Pkg)	Has been fed something other than human milk, vitamins, minerals, and/or medications on rare occasions, or has received a one-time feeding of infant formula, human milk fortifier, cow's milk, juice, sugar water, water, rehydration solution, baby food, or anything else. This description identifies an infant whose exclusive breastfeeding is interrupted because of special circumstances, such as acute illness, hospitalization or caregiver misinformation. Infant receives no food package from WIC.
Primarily Exclusive/complimentary Foods (Prim Excl/Comp)	Is fed any complementary foods in addition to only being fed human milk, vitamins, minerals, and/or medications. These complementary foods are provided on a routine or ongoing basis regardless of the amount. Infant receives age-appropriate food packages with no WIC formula.
Partially Breastfeeding (Part BF)	Is breastfeeding and receiving formula (WIC or non-WIC supplied formula). May also be fed complementary foods. Infant receives a WIC food package that includes formula and may include WIC foods.
No Longer Breastfeeding (No Longer BF)	Was breastfeeding at some point in time, but has now discontinued.
Never Breastfed (Never BF)	Was never breastfed.
Breastfeeding Child (BF Child)	Greater than or equal to 12 months of age and continuing to breastfeed.

Nutrition Interview

BFPCs will have view-only rights to the Nutrition Interview. The current summary includes information from all sections, or you can view each section by clicking on the section title.

You can view previous Nutrition Interview records (if available) by either clicking the drop-down arrow next to "Record Date" and choosing the desired date or by using the left and right arrows next to "Record Date" to toggle between dates.

Information that may be useful for BFPCs:

- Pregnant Woman
  - Health/Medical – name of health care provider, health concerns, medical conditions
  - Life Style – smoking, alcohol, and drug use
  - BF Preparation – what have they heard about breastfeeding, previous breastfeeding experience, support from family/friends, if they are breastfeeding during pregnancy

- Breastfeeding Woman
  - Breastfeeding Support – how breastfeeding is going, breastfeeding complications, how long they would like to breastfeed, if they currently employed or attending school, support for breastfeeding
  - Health/Medical – name of health care provider, health concerns, medical conditions
  - Life Style – smoking, alcohol, and drug use

Nutrition Interview

Record Dates 08/12/2024 ▼ ◄ | 1 | of 6 | ► | ➕ New ✎ Edit ✕ Delete

Health Care Provider Mercy Clinic- Omaha ☐ No Health Care Provider

Do you give WIC permission to share Josseline's WIC information with this health care provider? ○ Yes ○ No

| Current Summary |
| Breastfeeding Support |
| Health/Medical |
| Nutrition Practices |
| Life Style |
| Social Environment |

Current Summary
Breastfeeding Support

1a. How is it being a new mom?
Listen, ask, and assess for
- Postpartum depression
- Struggles
- Successes
- Caregiver ability

Client states it has been going well, denies any struggles. Doing breastmilk and formula.

☐ 361 - Mental Illnesses

☐ 902 - Primary caregiver has limited ability to make feeding decisions

Starters/Prompts

- Infant
  - Nutrition Practices (Breastfeeding) – details on feeding baby, concerns/challenges, breastfeeding complications, vitamin supplements, nutrition practice risks
  - Health/Medical – name of health care provider, health concerns, medical conditions
  - Mom's participation in WIC during pregnancy

Participant	Baby Sample		◀	2	of 2	▶	

Category: Infant (Male) Part BF BW

Date of Birth: 01/02/2025 (5 m 15 d) WIC Status: Active Cert. End: 01/2026 Last FB: Jul 25

Nutrition Interview

Record Dates 04/23/2025 ▼ ◀ | 1 | of 1 | ▶ | ➕ New ✎ Edit ✖ Delete

Health Care Provider Pediatrician ☐ No Health Care Provider

Do you give WIC permission to share Baby's WIC information with this health care provider? ○ Yes ○ No

Current Summary
Nutrition Practices
Health/Medical
Immunizations
Oral Health
Life Style
Mom's WIC Participation

Current Summary
Nutrition Practices (Breastfeeding)
1a. Tell me how it is feeding Baby.
Listen, ask, and assess for
- Hunger and satiety cues
- Number of wet/dirty diapers
- Appetite changes
- Constipation or diarrhea
- Vomiting
- Breastfeeding or formula

1b. What concerns or challenges are you having?
Listen, ask, and assess for
- Frequency

Starters/Prompts

Education And Care Branch

Education and Care
   Referrals - Participant
   Referrals - Family
   Nutrition Education
   Care Plan - Participant
   Care Plan - Family
   BF Equipment

Referral – Participant

BFPCs can create referrals and view referrals made by other staff in this section.

Participant	Jane Doe			◄	1	of 2	►	

Category: Pregnant		EDD: 08/01/2025				HR	BW	
Date of Birth: 01/01/2001 (24 y)		Weeks Gest: 33 4/7	WIC Status: Active		Cert. End: 09/2025	Last FB:		

Referrals - Participant

Referred To - Participant Referrals from WIC

	Date	Organization Type	Organization	Staff Member	Follow-up
Add Row	06/17/2025	Count the Kicks		Marieta Boberg	
Remove Row	06/17/2025	Hawk-I/Medicaid	∨	Marieta Boberg	
Signature					
Print					

Steps to Add a Referral

1. Click "Add Row".
2. Today's date will automatically populate.
3. Click on the "Organization Type" drop-down arrow and select the option.
4. Click on "Organization" drop-down arrow and select option (if applicable).
5. Click Save.

How to Document Follow Up for a Referral

To document when you follow up with a participant, click on the "Follow-up" drop-down arrow and select the option.

Nutrition Education

BFPCs will have view-only rights to this section. Information that may be useful to BFPCs:

- Nutrition education covered (especially breastfeeding topics)
- Pamphlets provided (especially breastfeeding handouts)

To view previous nutrition education records, either click the drop-down arrow next to "Record Date" and choose the desired date or click the blue arrow behind "Record Date" to toggle between records.

Nutrition Education Topics

To see specific nutrition education topics or pamphlets that were covered, click on the (+) next to the title. Note under Breastfeeding, each topic can be further expanded by clicking on the (+) next to the subtitle.
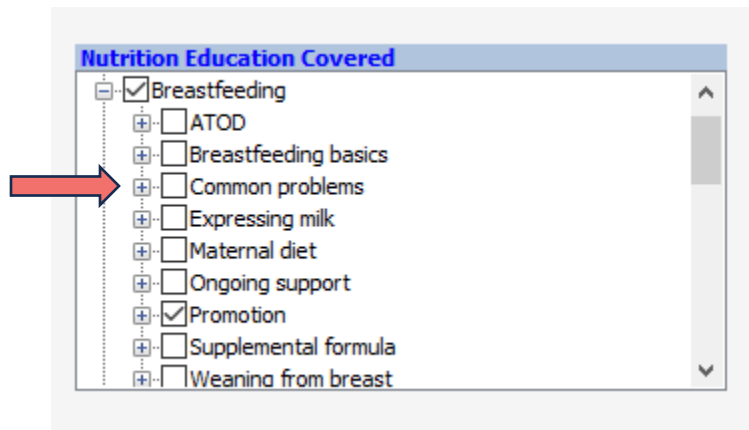
For example, by clicking on the (+) next to Common Problems, you can see more specific examples within that category.
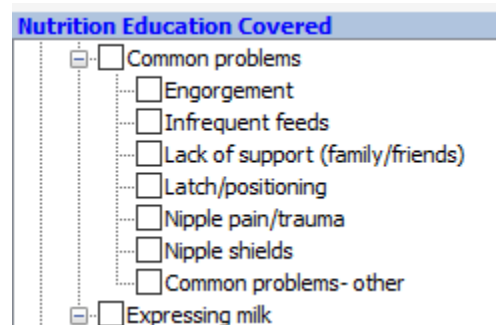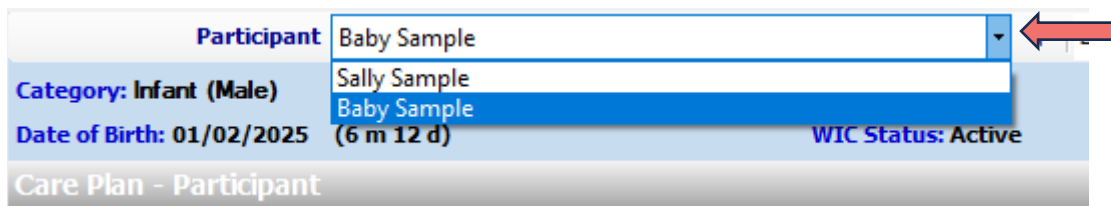

The Pamphlets listed will vary by agency.

Care Plan – Participant

BFPCs will have view only rights. Care plans are created by CPAs and DBEs. All of the information that was entered into text boxes in the Nutrition Interview transfers to the care plan (if a care plan is created). There may be additional information added to the care plan as well.
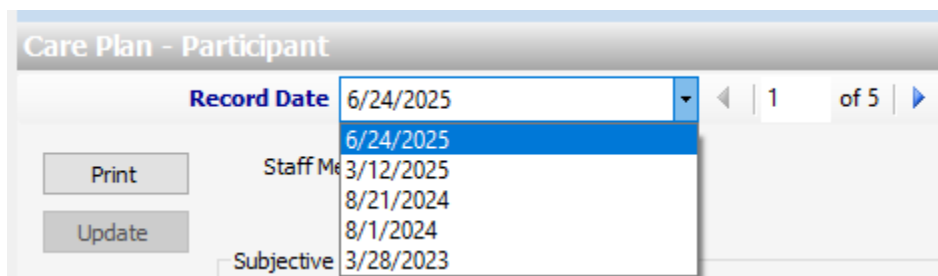
Remember that you can switch between the mother's and infant's care plans by clicking on the "Participant" drop-down arrow and selecting either the mother or infant.

Viewing Previous Care Plans

You can view previous care plans by clicking on the drop-down arrow after the "Record Date" field and selecting the date or by toggling between dates with the left or right arrow.

Care Plan Details

Information that may be useful for BFPCs in the Care Plan – Participant:

- Subjective – subjective information shared by the family or noted by the CPA

Participant Jane Doe		▾ ◀ 1	of 3 ▶

Category: Pregnant	**EDD: 08/01/2025**		**HR**	**BW**
Date of Birth: 01/01/2001 (24 y)	**Weeks Gest: 37 3/7**	**WIC Status: Active**	**Cert. End: 09/2025**	**Last FB: Sep 25**

Care Plan – Participant

Record Date 7/14/2025   ▾ ◀ 1   of 1 ▶ | ✚ New ✎ Edit ✗ Delete

Print

Update

Links
Copy Goals

Staff Member: Marieta Boberg   ☐ Expand All History

Subjective

04/22/2025, Leslie Kline, From Nutrition Interview:

Plans to breastfeed. Breastfed other 2 kids for 1 month. Would like to breastfeed longer this time, but is concerned about going back to work at 6 weeks. Unsure how she will balance breastfeeding when she goes back to work.

- Objective – participant category, age, weight, height, length, hemoglobin
- Assessment – risks that have been identified

Objective

Participant Category: Pregnant
Age: 24 y
Hgb: 10.50 Recorded On: 04/22/2025
Pre-pregnancy Weight: 150 lbs
Pre-pregnancy BMI: 25.8
Height: 64 inches Measurement Date: 04/22/2025
Weight: 160 lbs Measurement Date: 04/22/2025
Weight Gained to Date: 10 lbs
Weeks Gestation: 37 3/7
EDD: 08/01/2025

Assessment

111 - Overweight - Women BMI > or = 25.0
356 - Hypoglycemia (HR)

- Counseling/Plan
    - Topics – topics discussed during appointment
    - Pamphlets – handouts/pamphlets provided during appointment
    - Goals – goal determined during appointment
    - Referrals – referrals provided during appointment

- Counseling/Education – describes what was discussed during appointment for counseling/education
- Plan – describes plans for future education, support, follow up, etc.
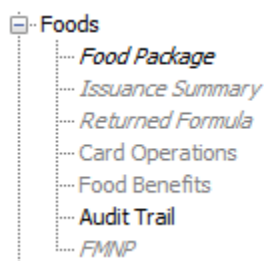
BF Equipment

BFPCs will have view-only access to this section which will show if the participant has a pump issued from the WIC agency. BFPCs can discuss with their BFPC Coordinator how pump issuance is documented in their local agency.

Foods Branch

BFPCs will have view only rights to Food Package and Audit Trail in this section.

Food Package

This will show what food package the participant has. This can be helpful for the BFPC to know how much formula (if any) an infant is receiving from WIC or if they are receiving an exclusive breastfeeding food package.

Note that you can view previous food packages by clicking the blue arrow after "Effective Date" (red arrow above).

You can also see the last month of food benefits that were loaded on their WIC card on this screen (see green arrow above). In the snip above, the infant received benefits in June 2025.

Audit Trail

The Audit Trail shows you what foods were issued on the WIC card and transaction history for the WIC card.

Activity Branch

BFPCs have view only access to Appointment History, Transfer Family and Retrieve Participant in this Panel.
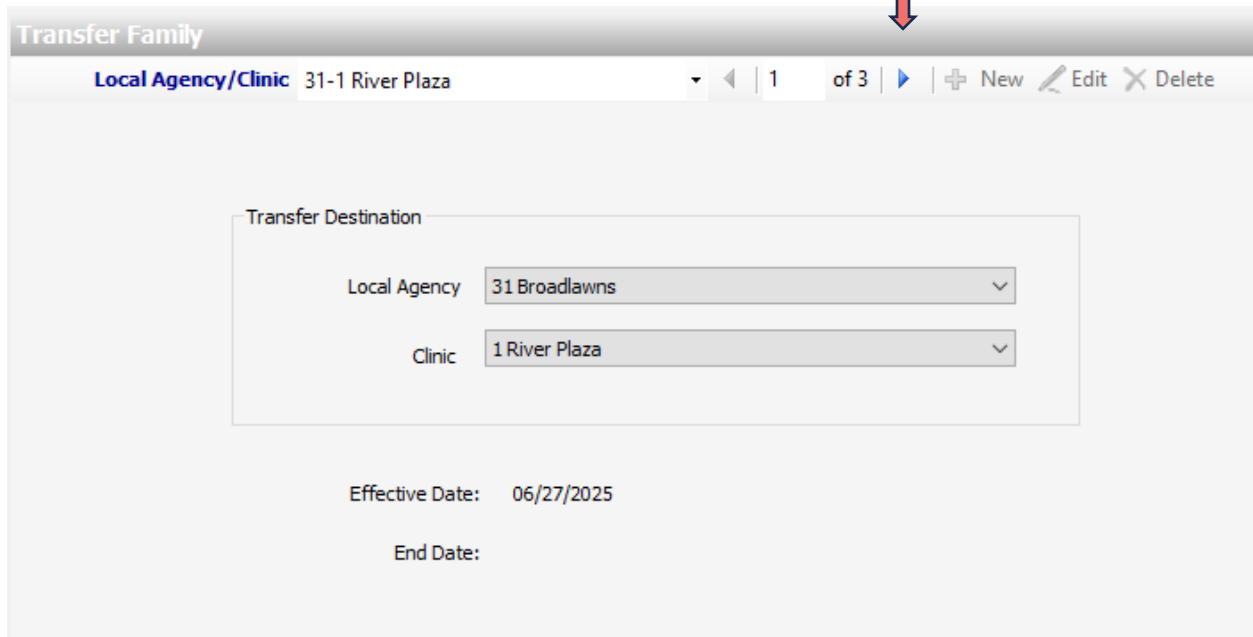
Appointment History

BFPCs will have view only access to this section. Information that may be useful for BFPCs:

- All scheduled appointments (past and future)
- Date and times of appointments
- Name of participant who has/had the appointment
- Participant category of the person who has/had the appointment
- Appointment type (certification, health update, class, nutrition education, etc.)
- Appointment status
  - Scheduled (future appointment)
  - Seen
  - Cancelled
  - Rescheduled
  - No Show
- Reason appointment was rescheduled (if applicable)

Appointment History

Appointment History

Date Time	Pers...	Participant ...	Category	Appt. Type	Appt. Status	Resc...	Colu...	LA-Cl...	File D
08/08/2025 10:30 AM	8460587	Baby Sample	Infant	Nutrition Education Class	Not Attended		CPA 1	31-5	
08/08/2025 10:30 AM	8460586	Sally Sample	Breastfeeding	Nutrition Education Class	Not Attended		CPA 1	31-5	
06/06/2025 10:45 AM	8460587	Baby Sample	Infant	WIC Appointment - Certification	Seen		CPA 1	31-5	
06/06/2025 10:45 AM	8460586	Sally Sample	Breastfeeding	WIC Appointment - Certification	Seen		CPA 1	31-5	
06/06/2025 10:00 AM	8460587	Baby Sample	Infant	WIC Appointment - Certification	Seen		CPA 2	31-5	
06/06/2025 10:00 AM	8460586	Sally Sample	Breastfeeding	WIC Appointment - Certification	Seen		CPA 2	31-5	

Transfer Family

BFPCs will have view only access to this screen. This will show you if the family has transferred from a different WIC agency or clinic. To see previous agency and clinic information, click the blue arrow for Local Agency/Clinic.

Retrieve Participant

BFPCs will have view only access but will not use this section. This screen is used by other WIC staff to move an individual from one WIC file to another (for example with foster care).