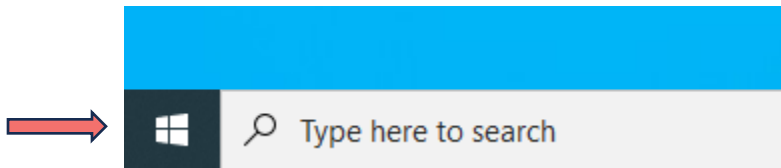


Breastfeeding Peer Counselor Navigation of Focus

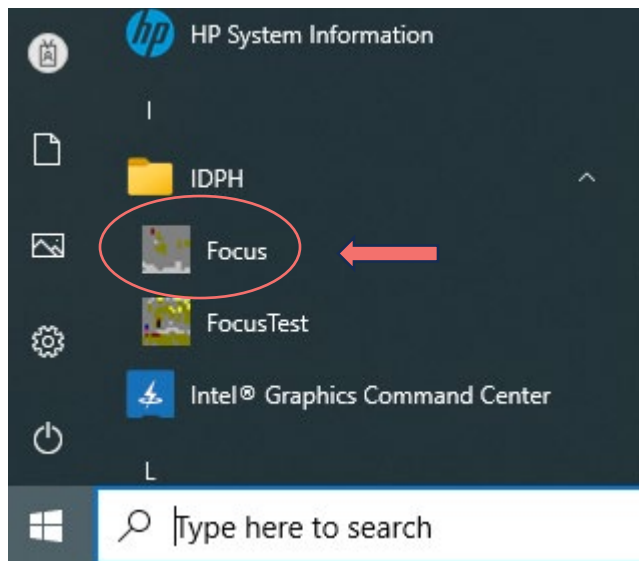
Accessing Focus

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.

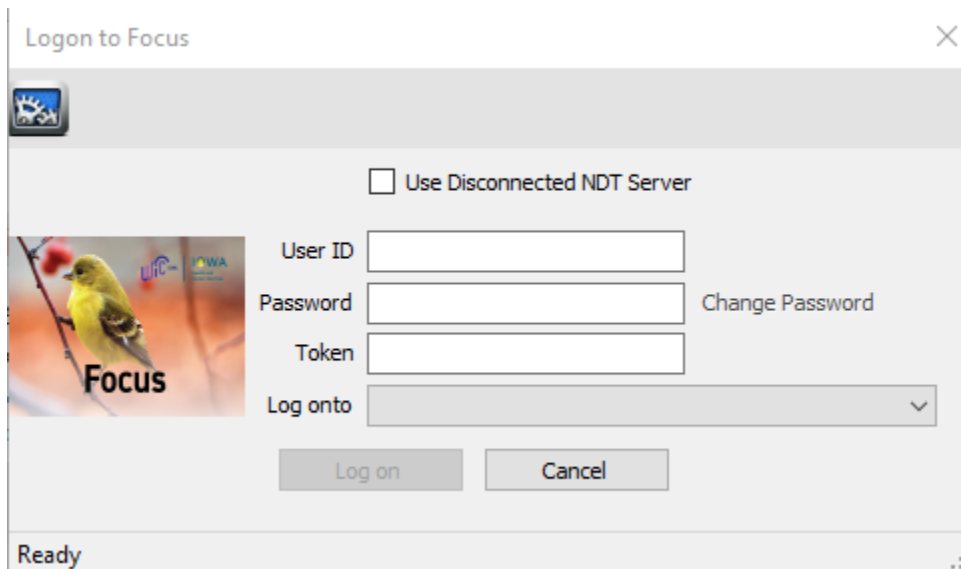


Click on Focus.



Login to Focus

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



Logon to Focus

☐ Use Disconnected NDT Server

User ID

Password [Change Password](#)

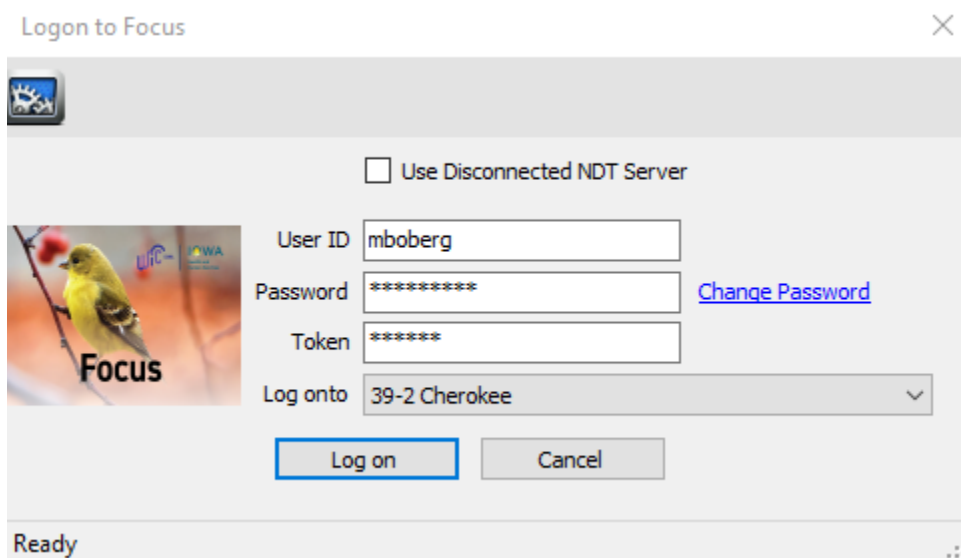
Token

Log onto

Ready

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.



Logon to Focus

☐ Use Disconnected NDT Server

User ID

Password [Change Password](#)

Token

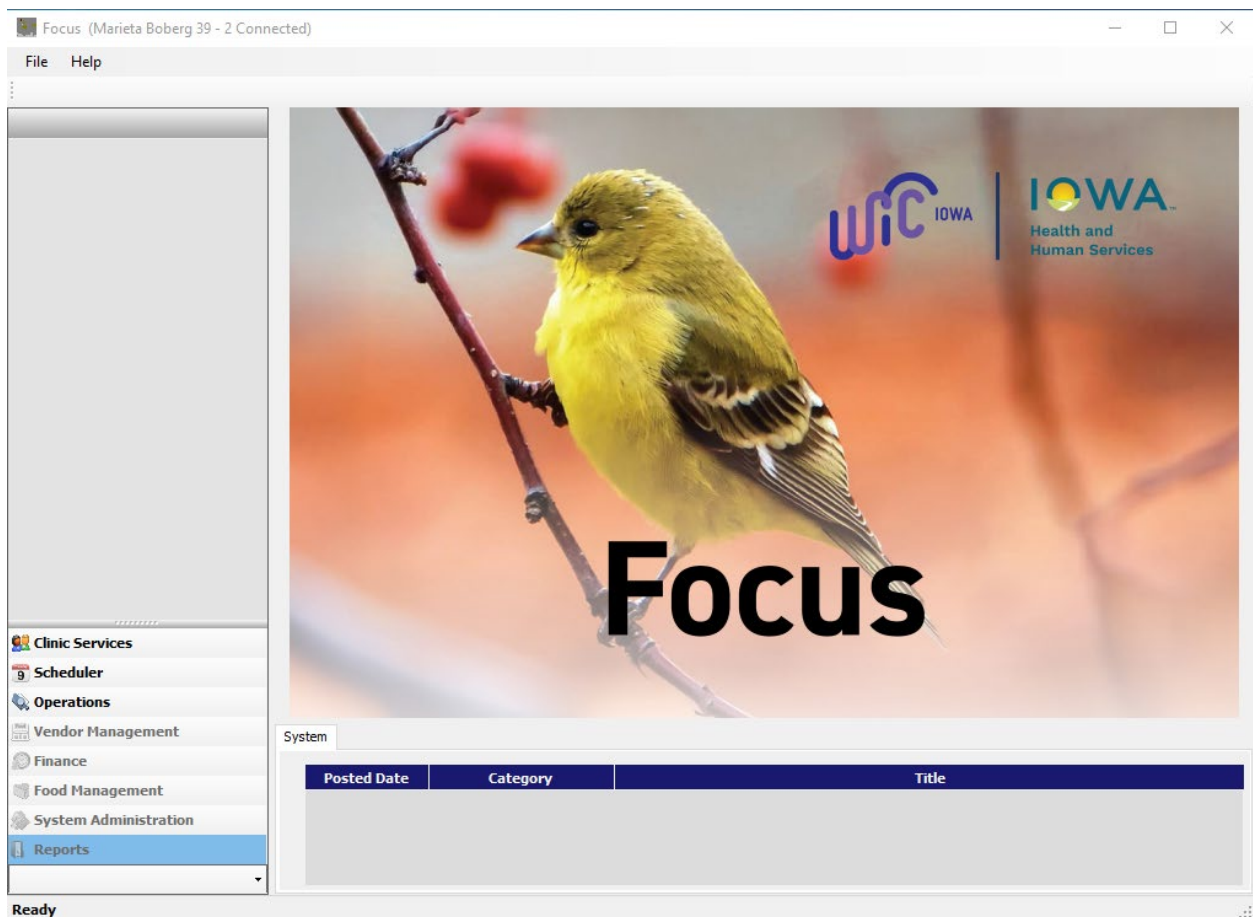
Log onto

Ready

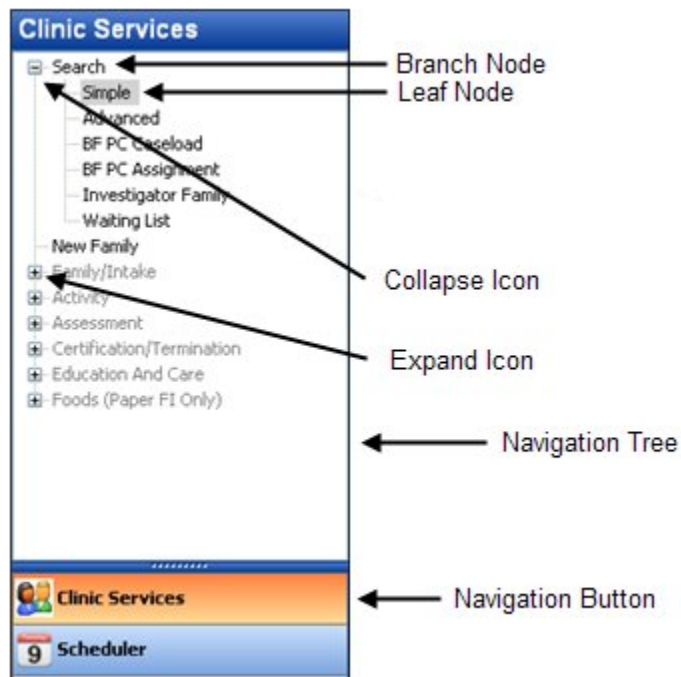
Focus Main Menu

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.



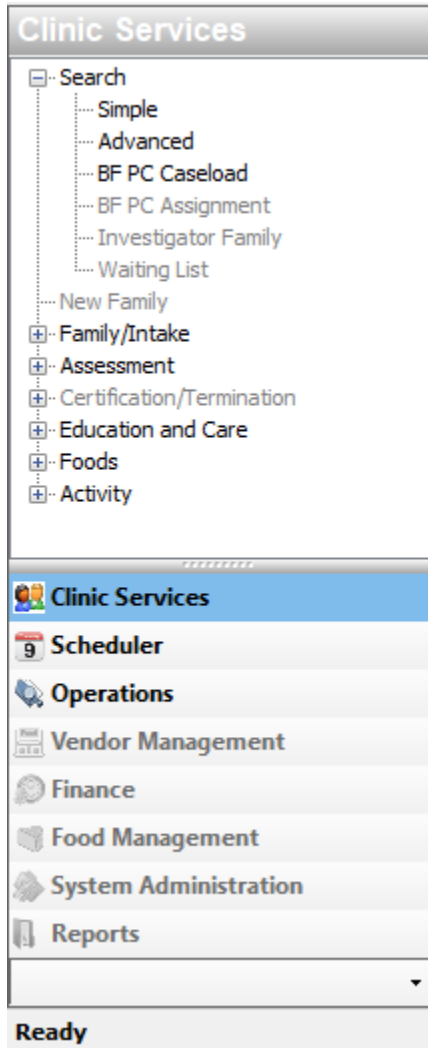
Navigation Panel



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.

The screenshot displays the Focus application window titled "Focus (Marieta Boberg 31 - 1 Connected)". The interface includes a menu bar (File, Edit, Printouts, View, Card Activities, Help) and a toolbar with a folder icon and a "Family:" label. On the left is a navigation pane with a "Search" branch expanded, showing sub-items: Simple, Advanced, BFPC Caseload, BFPC Assignment, Investigator Family, Waiting List, New Family, Family/Intake, Assessment, Certification/Termination, Education and Care, Foods, and Activity. Below the navigation pane is a sidebar with icons for Clinic Services, Scheduler, Operations, Vendor Management, Finance, Food Management, System Administration, and Reports. The main content area is titled "Simple" and contains a section "Choose one of the following" with radio buttons for Family ID (selected), PAN, Person ID, FMNP Check Number, Old Participant ID, and Economic Unit Number. A "Family ID" text box and a "Search" button are also present. Below this is a "Search Results (Simple)" section with a table header: Family ID, LA-Clinic, Person ID, Name, Category, DOB, WIC Status, ZIP, and Phone. The table body is empty. At the bottom, there is a "System Messages" section with a table header: Posted Date, Category, and Title. The table contains one message: Posted Date: 07/13/2021, Category: Important, Title: How to contact WIC Helpdesk. Below the message table, the text "WICHD@hhs.iowa.gov" and "This email account is monitored Monday - Friday 8am to 4:30pm" is displayed. The status bar at the bottom left shows "Ready".

Focus (Marieta Boberg 31 - 1 Connected)

File Edit Printouts View Card Activities Help

Family:

Search

- Simple
- Advanced
- BFPC Caseload
- BFPC Assignment
- Investigator Family
- Waiting List
- New Family
- Family/Intake
- Assessment
- Certification/Termination
- Education and Care
- Foods
- Activity

Clinic Services

Scheduler

Operations

Vendor Management

Finance

Food Management

System Administration

Reports

Ready

Simple

Choose one of the following

☒ Family ID ☐ PAN

☐ Person ID ☐ FMNP Check Number

☐ Old Participant ID ☐ Economic Unit Number

Family ID Search

Search Results (Simple)

Family ID	LA-Clinic	Person ID	Name	Category	DOB	WIC Status	ZIP	Phone
-----------	-----------	-----------	------	----------	-----	------------	-----	-------

System Messages

Posted Date	Category	Title
07/13/2021	Important	How to contact WIC Helpdesk

WICHD@hhs.iowa.gov

This email account is monitored Monday - Friday 8am to 4:30pm

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".

Simple

Choose one of the following

☒ Family ID

☐ PAN

☐ Person ID

☐ FMNP Check Number

☐ Old Participant ID

☐ Economic Unit Number

Family ID

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.

Advanced

Enter one or any combination of search fields

LA ID

Clinic ID

Last Name

First Name

☐ Include Alias Name

Date of Birth

☐ Soundex

ZIP Code

Primary Phone Number

☐ Statewide Sketch

☒ Show All Family Members

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.

Search Results (Advanced)								
Family ID	LA-Clinic	Person ID	Name	Category	DOB	WIC Status	ZIP	Phone

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.

BF PC Caseload

Enter one or any combination of search fields

LA ID Clinic ID

Breastfeeding Peer Counselor

Last Name First Name

Participant

Last Name First Name

Category WIC Status

Search Results (BF PC Caseload)

BF Peer Counselor	Family ID	LA-Clinic	Person ID	Participant	Category	EDD/ADD	Next Contact	Phone	WIC Status	ZIP
-------------------	-----------	-----------	-----------	-------------	----------	---------	--------------	-------	------------	-----

To search for all families assigned to you:

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

BF PC Caseload

Enter one or any combination of search fields

LA ID Clinic ID

Breastfeeding Peer Counselor

Last Name First Name

Participant

Last Name First Name

Category WIC Status

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

BF PC Caseload

Enter one or any combination of search fields

LA ID Clinic ID

Breastfeeding Peer Counselor

Last Name First Name

Participant

Last Name First Name

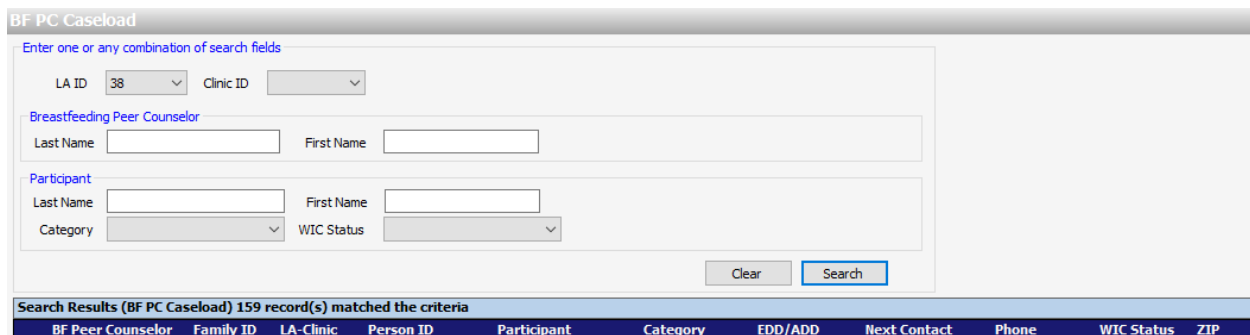
Category WIC Status

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)



BF PC Caseload

Enter one or any combination of search fields

LA ID Clinic ID

Breastfeeding Peer Counselor

Last Name First Name

Participant

Last Name First Name

Category WIC Status

Search Results (BF PC Caseload) 159 record(s) matched the criteria

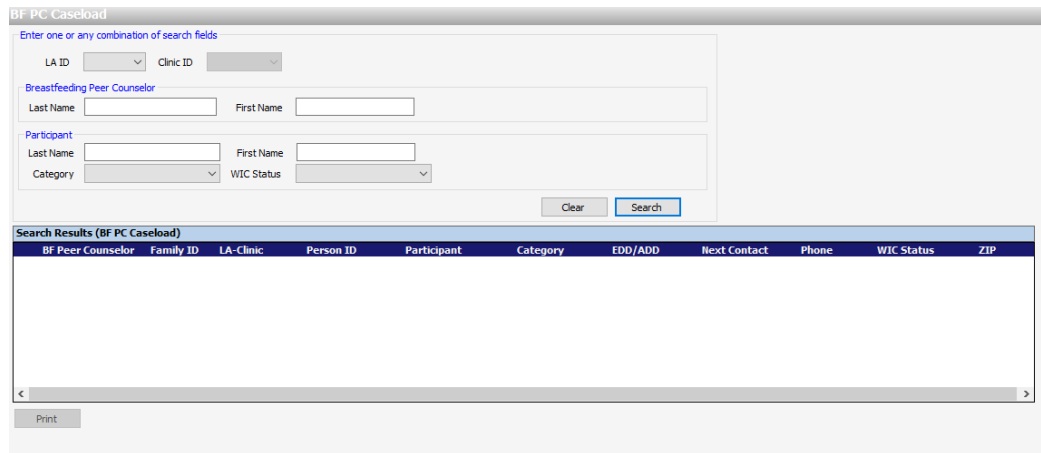
BF Peer Counselor	Family ID	LA-Clinic	Person ID	Participant	Category	EDD/ADD	Next Contact	Phone	WIC Status	ZIP
-------------------	-----------	-----------	-----------	-------------	----------	---------	--------------	-------	------------	-----

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

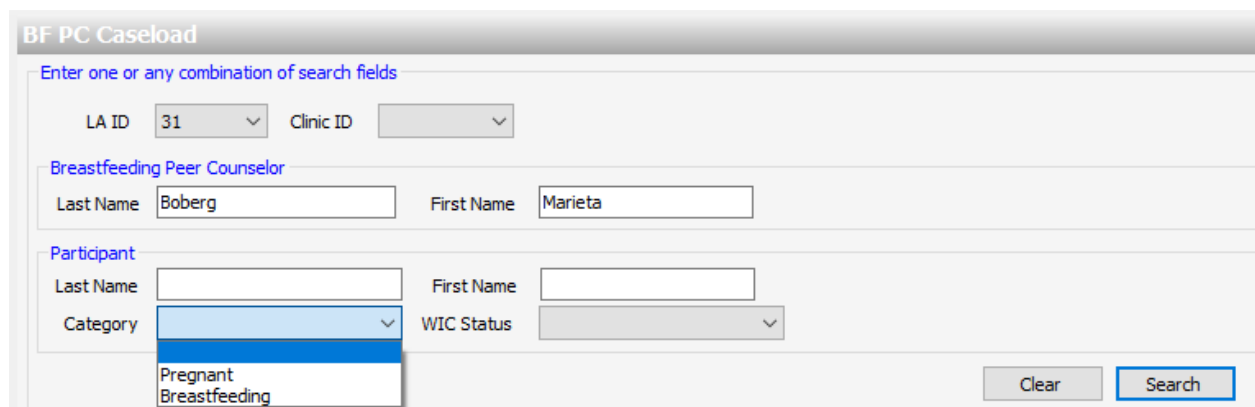
You can print BFPC caseload by clicking the “Print” button on the bottom left of the Search results.



The screenshot shows the 'BF PC Caseload' search interface. At the top, there are search filters for 'LA ID' and 'Clinic ID'. Below these are sections for 'Breastfeeding Peer Counselor' (Last Name, First Name) and 'Participant' (Last Name, First Name, Category, WIC Status). A 'Search' button is located to the right of the participant filters. Below the search filters is a table titled 'Search Results (BF PC Caseload)' with columns: BF Peer Counselor, Family ID, LA-Clinic, Person ID, Participant, Category, EDD/ADD, Next Contact, Phone, WIC Status, and ZIP. The table is currently empty. At the bottom left of the table area, there is a 'Print' button. A red arrow points to this button.

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”.

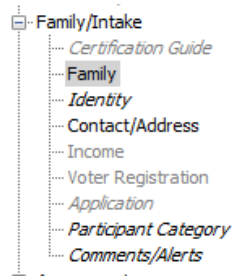


The screenshot shows the 'BF PC Caseload' search interface. The 'LA ID' is set to '31'. The 'Breastfeeding Peer Counselor' section has 'Last Name' as 'Boberg' and 'First Name' as 'Marieta'. The 'Participant' section has 'Last Name' and 'First Name' fields. The 'Category' dropdown menu is open, showing 'Pregnant' and 'Breastfeeding' options. The 'WIC Status' dropdown menu is also open. A 'Search' button is located to the right of the participant filters. A red arrow points to the 'Category' dropdown menu.

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

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

-  **Clinic Services**
-  **Scheduler**
-  **Operations**
-  **Vendor Management**
-  **Finance**
-  **Food Management**
-  **System Administration**
-  **Reports**

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	<input type="text" value="12th grade"/>	Printouts Language	<input type="text" value="English"/>	BF PC	<input type="text"/>
Needs Interpreter	<input type="checkbox"/>	Preferred Spoken Language	<input type="text" value="English"/>		
Economic Unit	<input type="text" value="Jane Doe"/>	EU Nbr:	8460576	Current PAN:	Status:
*Referred To WIC By <input type="text" value="Family/Friend"/>					

System	Messages	Family Alerts
<p>Family ID: 7207927</p> <ul style="list-style-type: none"> 10024 - This family is designated as a Refugee family. <p>Jane Doe</p> <ul style="list-style-type: none"> 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	
Signature	Proof Of Identity	Driver's License	
	ID Affidavit Reason		
	Physically Present	Yes	
	Reason		
	Confirmation Date		
Other Program Participation			
<input checked="" type="checkbox"/> Medicaid			
<input checked="" type="checkbox"/> SNAP (Food Stamps)			
<input type="checkbox"/> Family Investment Program (FIP)			
<input type="checkbox"/> Head Start or Early Head Start			
<input type="checkbox"/> Catholic Charities			
<input type="checkbox"/> Every Step			
<input type="checkbox"/> ISMILE			
<input type="checkbox"/> Early Access			
<input type="checkbox"/> 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)

Contact/Address

Primary Phone Number (555) 123-1234 ☐ Landline ☒ Cell/Mobile ☒ Allow Calls ☒ Allow Texts

Alternate Phone Number (555) 555-5555 ☐ Landline ☐ Cell/Mobile ☐ Allow Calls ☐ Allow Texts

Alternate Phone Owner Other Family

E-mail Address sample@sample.com

Record Dates 04/16/2025 1 of 1 New Edit Delete

Signature Proof of Residency Utility or other bill showing service address Affidavit Reason

Physical Address

Eff Date 06/13/2025 1 of 2

End Date:
Homeless ☐ Migrant ☐ Refugee ☒

Address Line 1 321 Sample Street

Address Line 2

Apt/Suite

P.O. Box

City Des Moines

State Iowa

ZIP Code 50313 (+4)

County Polk

Mailing Address (if different than Physical)

Eff Date 06/13/2025 1 of 1

Add End Date End Date: 06/13/2025

Address Line 1 321 Sample Avenu

Address Line 2

Apt/Suite

P.O. Box

City Clive

State Iowa

ZIP Code 50325 (+4)

County Polk

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.

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:**

Participant Category

Record Dates 04/14/2025 1 of 1 New

Check Category Eligibility

Participant Category Pregnant

Miscarriage ☐

Participant Category		
Date	Participant Category	Staff Person
04/14/2025	Pregnant	Leslie Kline

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.

File Edit Printouts View Card Activities Help

Family: 7207927 Jane Doe 31 - 5 South Des Moines

Participant Jane Doe 1 of 2

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

Comments/Alerts

Record Dates 0 of 0 New Edit Delete

Staff Member

Display as Alert ☐

Expiration Date

Comment

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

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".

The screenshot shows a web application interface for managing participant records. At the top, a 'Participant' dropdown menu is set to 'Jane Doe'. Below this, a summary bar displays key information: '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', and 'Last FB:'. The main section is titled 'Comments/Alerts' and contains a 'Record Dates' dropdown set to '06/16/2025'. Below this, there are fields for '*Staff Member' (Marieta Boberg), 'Display as Alert' (checked), '*Expiration Date' (09/24/2025), and '*Comment' (a large text area). Navigation buttons 'New', 'Edit', and 'Delete' are visible at the top right of the form.

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

Display as Alert ☒

Expiration Date ▾

Comment



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

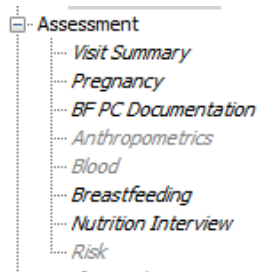
Display as Alert ☒

Expiration Date ▾

Comment



Assessment Branch



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

Participant Jake Doe 2 of 2

Category: Child (Male) **BW**

Date of Birth: 02/01/2022 (3 y 4 m) **WIC Status:** Active **Cert. End:** 03/2026 **Last FB:**

Visit Summary

Record Date: 04/23/2025 1 of 1

Print

Participant Data Appointment Type: Medical Assistance ID: Age on Record Date: 3 y 2 m	Assessment Data Height: 40 in Weight: 36 Lbs Current BMI: 15.8 Weight for Age: 81.1 percentile Stature for Age: 89.0 percentile Weight for Height: 56.1 percentile Hemoglobin:
Certification Data Certification Start Date: 04/23/2025 Certification End Date: 03/31/2026 Certification Category: NA	
Foods Data Food Package Issued: C - 24-60 months/Gallons 29	
Risks 401 - Failure to Meet Dietary Guidelines for Americans	
Participant Referrals	
NE Topics Covered	

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.

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:

Pregnancy

Record Dates 04/22/2025

1 of 1

New Edit

Infant(s) Born From This Pregnancy

Add

Remove

☒ English ☐ Metric

Prenatal

Expected Delivery Date 08/01/2025

Last Menstrual Period 10/25/2024

Weeks Gestation: 33 3/7

Pre-Pregnancy Weight 150 lbs

Pre-Pregnancy BMI: 25.8

☐ Multifetal Gestation ☐ # of Expected Babies

Postpartum

Actual Delivery Date

Weight Gained This Pregnancy lbs

☐ Pregnancy Termination with No Live Birth (321c)

☐ # of Live Infants From This Pregnancy

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	Peer Counselor	Next Contact Date	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.

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 06/16/2025		1 of 1	
		New Edit Delete	
*Contact Date 06/16/2025		Next Contact Date	
*Peer Counselor		Date Exited BF PC Program	
*Type of Contact			
Summary			
Prenatal Topics		Postpartum Topics	
<input type="checkbox"/> Breastfeeding barriers		<input type="checkbox"/> Breastfeeding review	
<input type="checkbox"/> Breastfeeding benefits		<input type="checkbox"/> Breastfeeding barriers	
<input type="checkbox"/> Breastfeeding management		<input type="checkbox"/> Group invite	
<input type="checkbox"/> Return to work or school		<input type="checkbox"/> Baby fussy/colicky	
<input type="checkbox"/> Class or group invite		<input type="checkbox"/> Baby sick Y/R	
<input type="checkbox"/> HIV positive Y/R		<input type="checkbox"/> Basic breastfeeding technique (position/latch)	
<input type="checkbox"/> Illegal drug use Y/R		<input type="checkbox"/> Pain when baby latches; does not go away in 24 hrs Y/R	
<input type="checkbox"/> Previous breast surgery Y/R		<input type="checkbox"/> Breast painful/red/warm, indicating poss mastitis Y/R	
Notes			
System Messages Family Alerts			
Error Code Description			
9001 Peer Counselor is a required field.			
9001 Type of Contact is a required field.			

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).

The screenshot shows the 'BF PC Documentation' form. At the top, there are fields for 'Pregnancy Record Date' (04/22/2025) and 'Record Date' (06/16/2025). Below these, the '*Contact Date' is set to 06/16/2025, with a calendar icon next to it. A calendar for June 2025 is open, showing the date 16 selected. To the left of the calendar, there are checkboxes for 'Prenatal Topics' including Breastfeeding barriers, Breastfeeding benefits, Breastfeeding management, Return to work or school, Class or group invite, HIV positive Y/R, Illegal drug use Y/R, and Previous breast surgery Y/R. To the right of the calendar, there are checkboxes for 'Postpartum Topics' including Breastfeeding review, Breastfeeding barriers, Group invite, Baby fussy/colicky, Baby sick Y/R, Basic breastfeeding technique (position/latch), Pain when baby latches; does not go away in 24 hrs Y/R, and Breast painful/red/warm, indicating poss mastitis Y/R.

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.

The screenshot shows the 'BF PC Documentation' form for a participant named Jane Doe. At the top, there are fields for 'Category: Pregnant', 'EDD: 08/01/2025', 'HR', and 'BW'. Below these, there are fields for 'Date of Birth: 01/01/2001 (24 y)', 'Weeks Gest: 33 3/7', 'WIC Status: Active', 'Cert. End: 09/2025', and 'Last FB:'. The 'BF PC Documentation' section shows the 'Pregnancy Record Date' (04/22/2025) and 'Record Date' (06/16/2025). Below these, the '*Contact Date' is set to 06/16/2025, with a calendar icon next to it. To the left of the calendar, there are checkboxes for 'Prenatal Topics' including Breastfeeding barriers, Breastfeeding benefits, Breastfeeding management, Return to work or school, Class or group invite, HIV positive Y/R, Illegal drug use Y/R, and Previous breast surgery Y/R. To the right of the calendar, there are checkboxes for 'Postpartum Topics' including Breastfeeding review, Breastfeeding barriers, Group invite, Baby fussy/colicky, Baby sick Y/R, Basic breastfeeding technique (position/latch), Pain when baby latches; does not go away in 24 hrs Y/R, and Breast painful/red/warm, indicating poss mastitis Y/R. The '*Peer Counselor' field is empty, and the '*Type of Contact' field is set to 'No Answer'. The 'Next Contact Date' and 'Date Exited BF PC Program' fields are also empty.

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.

BF PC Documentation

Pregnancy Record Date 04/22/2025 | 1 of 1 |

Record Date 06/16/2025 | 1 of 1 | [New](#) [Edit](#) [Delete](#)

***Contact Date** 06/16/2025 **Next Contact Date**

***Peer Counselor** **Date Exited BF PC Program**

***Type of Contact** Telephone support

***Prenatal Topics**

- ☐ Breastfeeding barriers
- ☐ Breastfeeding benefits
- ☐ Breastfeeding management
- ☐ Return to work or school
- ☐ Class or group invite
- ☐ HIV positive Y/R
- ☐ Illegal drug use Y/R
- ☐ Previous breast surgery Y/R

***Postpartum Topics**

- ☐ Breastfeeding review
- ☐ Breastfeeding barriers
- ☐ Group invite
- ☐ Baby fussy/colicky
- ☐ Baby sick Y/R
- ☐ Basic breastfeeding technique (position/latch)
- ☐ Pain when baby latches; does not go away in 24 hrs Y/R
- ☐ Breast painful/red/warm, indicating poss mastitis Y/R

Notes

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).

***Prenatal Topics**

- ☐ Breastfeeding barriers
- ☐ Breastfeeding benefits
- ☐ Breastfeeding management
- ☒ Return to work or school
- ☒ Class or group invite
- ☐ HIV positive Y/R
- ☐ Illegal drug use Y/R
- ☐ Previous breast surgery Y/R

***Postpartum Topics**

- ☐ Breastfeeding review
- ☐ Breastfeeding barriers
- ☐ Group invite
- ☐ Baby fussy/colicky
- ☐ Baby sick Y/R
- ☐ Basic breastfeeding technique (position/latch)
- ☐ Pain when baby latches; does not go away in 24 hrs Y/R
- ☐ Breast painful/red/warm, indicating poss mastitis Y/R


Notes

She plans to return to work after 6 weeks and is interested in pumping. She talked to the CPA about the pump program already. Her goal is to exclusively breastfeed. Discussed talking to her employer about her plans for pumping during pregnancy. Invited to pumping class.

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".



*Contact Date 06/16/2025
*Peer Counselor
*Type of Contact Telephone Support
*Prenatal Topics

Summary

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

BF PC Documentation Summary

Print Full Summary
Print Visit Form

Date: 06/16/2025
Name: Jane Doe
Category: Pregnant
LA-Clinic: 31-1
Family ID: 7207927
EDD: 08/01/2025
Age: 24 y
Phone #: (555) 123-1234
Address: 321 Sample Street, Des Moines, IA 50313

Infant's Name: NA
DOB: NA
Weeks Gestation: NA
Birth Weight: NA

BF Equipment: NA

Contact Date: 06/16/2025
Contact Type: Telephone Support
BF PC: NA
Infant Current Age: NA
Infant Current Weight: NA

Content Topics: Return to work or school, Class or group invite
Notes: She plans to return to work after 6 weeks and is interested in pumping. She talked to the CPA about the pump program already. Her goal is to exclusively breastfeed. Discussed talking to her employer about her plans for pumping during pregnancy. Invited to pumping class.

Close

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.

Participant

Baby Sample

2 of 2

Category: Infant (Male)

Part BF

BW

Date of Birth: 01/02/2025 (5 m 14 d)

WIC Status: Active

Cert. End: 01/2026 Last FB: Jul 25

Breastfeeding

Add Row

Remove Row

Breastfeeding History

Record Date	Start Date	Age(wks)	Description	BF Change Reason	Formula	Foods
04/23/2025	01/30/2025	4	Part BF	Anxiety over milk supply	Regularly	
04/23/2025	01/02/2025	0	Excl BF		Nothing	

Total Weeks Excl Breastfeeding 4

Links

[BF Description](#)
[Definitions](#)

Starters/Prompts

What are some ways that your baby lets you know he/she is hungry?

How do you feel about waiting until 6 months to begin offering solids to your baby?

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

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:**

Nutrition Interview

Record Dates 04/22/2025 1 of 1 New Edit Delete

Health Care Provider OBGYN ☐ No Health Care Provider

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

Current Summary

Health/Medical

Nutrition Practices

Life Style

BF Preparation

Social Environment

BF Preparations

4a. What have you heard about breastfeeding?
Listen, ask, and assess for

- Interest in breastfeeding
- Myths
- Concerns
- Support systems

Mom Interested in Breastfeeding ☐ Yes ☐ No

4b. Previous experience ☐ Yes ☐ No

4c. If previously breastfed, how did it go?

- Affirm

Starters/Prompts

What are your plans for feeding the baby?

Tell me what you know about breastfeeding?

- 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

☐ 361 - Mental Illnesses

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

Starters/Prompts

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

- 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 (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
06/17/2025	Count the Kicks		Marieta Boberg	
06/17/2025	Hawk-I/Medicaid		Marieta Boberg	

Buttons: Add Row, Remove Row, 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.

Add Row
Remove Row
Signature
Print

Referred To - Participant Referrals from WIC

Date	Organization Type	Organization	Staff Member
06/17/2025	Count the Kicks		Marieta Boberg
06/17/2025	Hawk-I/Medicaid		Marieta Boberg
06/17/2025	<div> Advertisement Breastfeeding Peer Couns Child Care R & R Child Health Child Health Spec Clinic Child protection agency Community Action Program Community Health Center Count the Kicks Dentist Development/Education Domestic Violence Early Access/AEA EFNEP Family Planning Food Pantry Food Stamps Hawk-I/Medicaid Head Start/Early HS Home Visits HOPES Immunizations Lactation consultant Library LIHEAP Learn the signs act early Lead Screening Maternal Health Mental Health </div>		Marieta Boberg

Custom
MESSAGES
Family Alerts

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.

Add Row
Remove Row
Signature
Print

Referred To - Participant Referrals from WIC


Date	Organization Type	Organization	Staff Member	Follow-up
06/17/2025	Count the Kicks		Marieta Boberg	
06/17/2025	Hawk-I/Medicaid		Marieta Boberg	
06/17/2025	Breastfeeding Peer Coun...		Marieta Boberg	<div> Added by mistake Applied Barriers Has Appt No contact No interest Rcvd Services </div>

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

Record Date 8/12/2024 1 of 7 New Edit Delete

☐ High Risk Follow Up Appointment

Contacts Information

Nutrition Education Contacts This Certification Period: 1

☐ Refused Nutrition Education Class

☒ View Current ☐ View All

Nutrition Education Covered

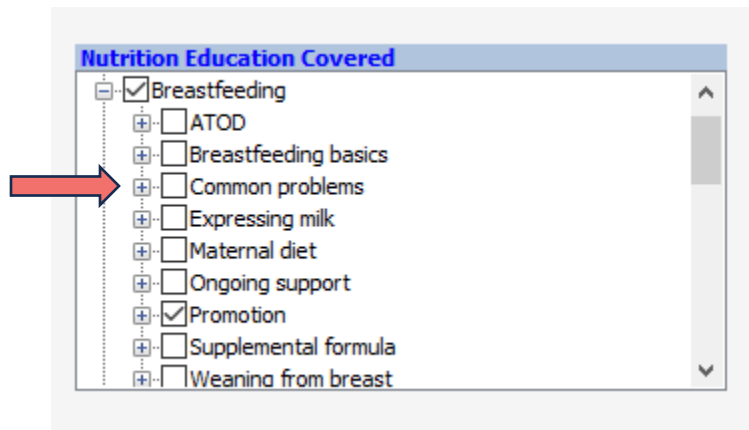
- ☐ Anemia
- ☒ Breastfeeding
- ☐ Child nutrition
- ☐ Dietary supplements
- ☐ Elimination patterns
- ☐ Exit counseling
- ☐ Food resources
- ☐ Food safety & sanitation
- ☐ Formula-feeding
- ☐ Getting to Heart of the Matter

Pamphlets Provided

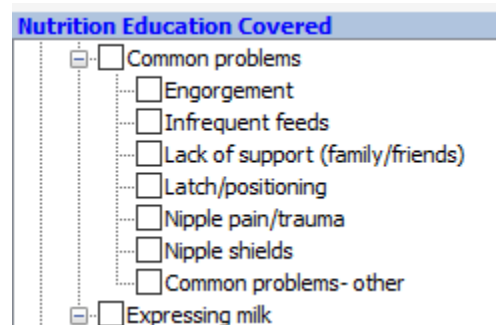
- ☐ Anemia
- ☐ Breastfeeding
- ☐ Child nutrition
- ☐ Dietary supplements
- ☐ Elimination patterns
- ☐ Exit counseling
- ☐ Food resources
- ☐ Food safety & sanitation
- ☐ Formula-feeding
- ☐ Getting to Heart of the Matter

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.



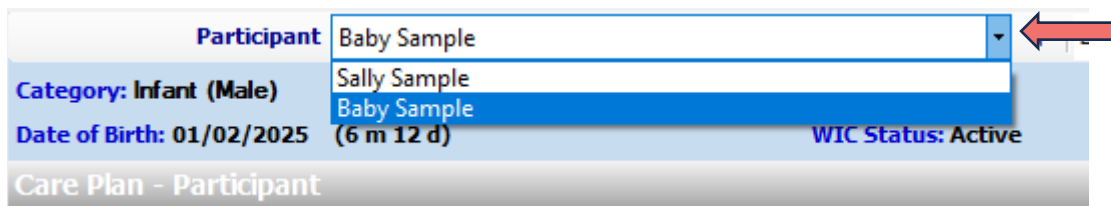
The Pamphlets listed will vary by agency.



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.

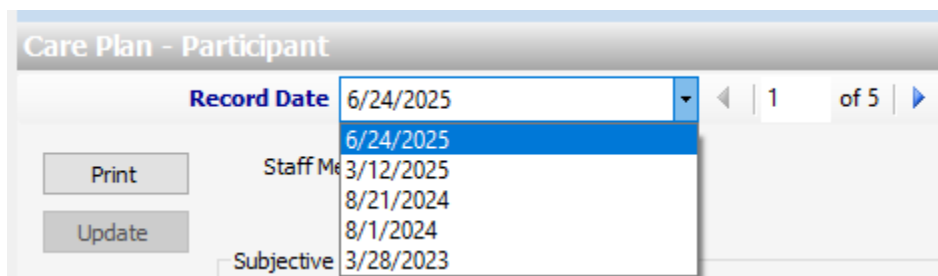
Remember that you can switch between the mother's and infant's care plans by clicking on the "Participant" drop-down arrow and selecting either the mother or infant.



The screenshot shows the 'Care Plan - Participant' form. The 'Participant' field is a dropdown menu currently displaying 'Baby Sample'. A red arrow points to the dropdown arrow on the right side of the field. The dropdown menu is open, showing two options: 'Sally Sample' and 'Baby Sample' (which is highlighted in blue). Below the dropdown, the 'Category' is 'Infant (Male)' and the 'Date of Birth' is '01/02/2025 (6 m 12 d)'. The 'WIC Status' is 'Active'. The form title 'Care Plan - Participant' is at the bottom.

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.



The screenshot shows the 'Care Plan - Participant' form. The 'Record Date' field is a dropdown menu currently displaying '6/24/2025'. A dropdown arrow is visible on the right side of the field. The dropdown menu is open, showing a list of dates: '6/24/2025' (highlighted in blue), '3/12/2025', '8/21/2024', '8/1/2024', and '3/28/2023'. To the left of the dropdown menu are 'Print' and 'Update' buttons. To the right of the dropdown menu is a navigation bar with a left arrow, the number '1', and the text 'of 5', followed by a right arrow. The form title 'Care Plan - Participant' is at the top.

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

The screenshot displays the 'Care Plan - Participant' interface for Jane Doe. At the top, it shows the participant's name and a record count of 1 of 3. Below this, a summary bar includes the 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', and Last FB 'Sep 25'. The main section is titled 'Care Plan - Participant' and shows a record date of 7/14/2025. On the left, there are buttons for 'Print', 'Update', 'Links', and 'Copy Goals'. The main content area is labeled 'Subjective' and contains a text box with the following text: '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.' There is also a checkbox for 'Expand All History'.

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

The screenshot shows two side-by-side sections: 'Objective' and 'Assessment'. The 'Objective' section contains the following text: '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', and 'EDD: 08/01/2025'. The 'Assessment' section contains the following text: '111 - Overweight - Women BMI > or = 25.0' and '356 - Hypoglycemia (HR)'. Both sections have empty text boxes below the main content area.

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

Counseling/Plan	
Topics Breastfeeding: Expressing milk-Expressing at work/school	Pamphlets
Goals Goal 1 Talk to her boss about options for pumping at work Goal 2 Goal 3	Referrals

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

Counseling/Education Praised plan to breastfeed. Disc option to pump at work if she is interested. Disc WIC pump program. Enc to talk with her supervisor during pregnancy about pumping options at work.
Plan Plans to talk to her supervisor about options for pumping at work.

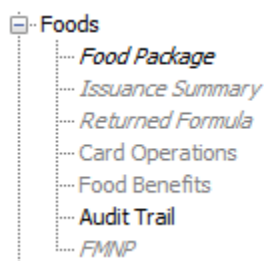
BF Equipment

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.

Participant	Sally Sample			1 of 2
Category: Breastfeeding				
Date of Birth: 02/10/2000 (25 y)		WIC Status: Active		Cert. End: 01/2026 Last FB: Jun 25
BF Equipment				
Pregnancy Record Dates		04/23/2025 1 of 1		
Record Dates		0 of 0 New Edit Delete		
Serialized Inventory Issuance				
Signature	Category	Rental Company:		
	Type	Contact / Return Date		
	Serial Number	Reason		
Non - Serialized Items				
Add Row	Category Item			
Remove Row				
Documentation				
	Proof of Identity			
	Contact 1			
	Contact 2			
	Contact 3			
Serialized Inventory Item Disposition				
	Reason	Date		
	Comment			

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.

The screenshot shows the 'Food Package' screen for a participant named 'Baby Sample'. A red arrow points to the 'WIC Status: Active' field, and a green arrow points to the 'Last FB: Jun 25' field. The 'Effective Date' is 08/01/2025. The 'Food Package Name' is 'Changed BF Part In Range 6-8 mo - Pwd Enfamil Gentlease'. Below this is a table of food items.

Category	Subcategory	Qty	UOM	Month	Doc ID
09 Infant Cereal	000 Infant Cereal - All Authorized	8	Ounce	All	
12 Infant Fruits and Vege...	000 Infant Fruits & Vegetables	128	Ounce	All	
21 Standard Infant Formula	018 Enfamil Gentlease 12.4 oz Powder	4	Can	All	

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.

Audit Trail

Print

Print Balance

Economic Unit Sally Sample - 8460586

☐ Include Archive

Issuance 07/01/2025 - 07/31/2025

07/01/2025 to 07/31/2025

ISSUE: 4/24/2025 9:38:06 AM (58902693-00001669, 7/1/2025-7/31/2025, lkline, 54-001)

REMOVE: 7/3/2025 4:27:09 PM (58902693-00001628, 7/1/2025-7/31/2025, lkline, 31-001)

BALANCE: (Calculated)

06/01/2025 to 06/30/2025

05/01/2025 to 05/31/2025

04/01/2025 to 04/30/2025

Activity Branch

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

- Activity
- Appointment History
 - Transfer Family
 - Retrieve Participant
 - Survey
 - Customer Service Log
 - Participant Violations
 - Admin Hearing

Appointment History

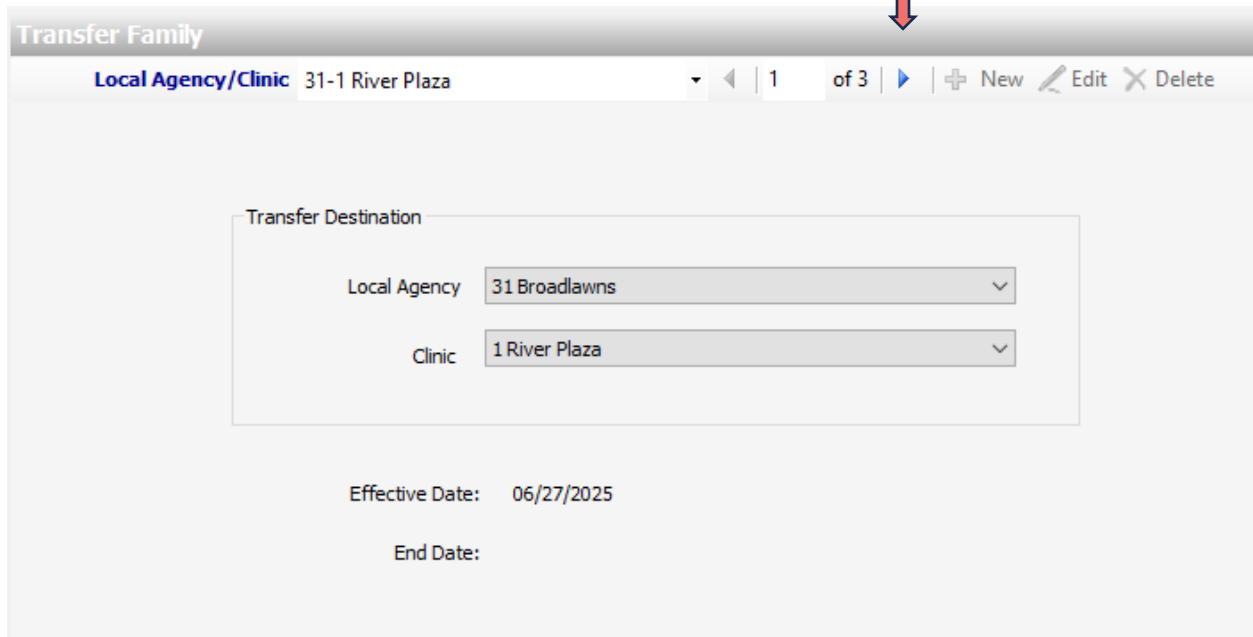
BFPCs will have view only access to this section. Information that may be useful for BFPCs:

- 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.



The screenshot shows the 'Transfer Family' interface. At the top, there is a header bar with the title 'Transfer Family'. Below the header, there is a navigation bar with a dropdown menu labeled 'Local Agency/Clinic' showing '31-1 River Plaza'. To the right of the dropdown are navigation controls: a left arrow, a box containing '1', and the text 'of 3'. Further right are buttons for '+ New', 'Edit', and 'Delete'. The main content area is titled 'Transfer Destination' and contains two dropdown menus: 'Local Agency' with the value '31 Broadlawns' and 'Clinic' with the value '1 River Plaza'. Below these dropdowns, there are two labels: 'Effective Date:' followed by the date '06/27/2025', and 'End Date:' which is currently empty.

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).