

# PHFE - WIC

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April 2009



## **Background:**

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- PHFE assigned caseload – 316,850.
- Served 308,761 participants in March which was 97.4% of our caseload.
- 58 WIC centers and 4 satellite sites serving the Los Angeles and Orange County areas.



# Triple Issue

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- What % of participants are TI?
- How many are DI?
- SI – this will be the group we will normally expect to have in the WIC centers monthly.

## **PLAN:**

- We plan to continue SI, DI and TI as we always have.



# Recertifications

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- March 2009:  
50,026 ppts were recertified (~6% of our ppts).

## **Plan:**

- It will be communicated to staff in the month of August to assess if early or late SRs can be done.



# ISIS Schedules

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- **September 28** - We will be open normal business hours taking walk-ins and mailing checks as needed.
- **September 29 and 30** - WIC centers are CLOSED. NO walk-ins. NO mailings. ISIS will be DOWN for these 2 days.
- **October 1 and 2** - **Go LIVE on October 1!** We will be open normal business hours and taking walk-ins.



# Staffing

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- We stopped hiring in April so all new employees will have completed ALL ISIS trainings and modules by mid-July.



# Classes

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- ❑ Currently, we schedule group classes every half hour.
- ❑ The Let's Go Shopping class is estimated at over 30 minutes.
- ❑ Our staff will be expected to offer classes to EVERY participant who walks in the door and of course EVERY participant will need to attend the class.
- ❑ Applicants will still attend an Orientation class like they do now.



# Voids and Exchanges

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- Will we void and exchange checks for September in the month of October?
- Train and identify power users.



# Mailing Checks

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- Lots of discussion happening on how mailed checks will be handled in October.
- CaTS – call tracking system

**THANK YOU!**

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