PROCESSING STANDARDS – DOCUMENTING INITIAL CONTACTS

ADDITIONAL GUIDANCE

1. For specific directions on how to complete the Initial Contact screen, see [the Initial Contacts for Meeting Processing Standards Training Module.]

2. For whom do we need to document the Initial Contact (IC) information into HuBERT?
   - Brand new applicants who have no record in MN WIC;
   - All pregnant women;
   - Any applicant who had a record in MN WIC, but whose certification period has ended
     - The date the client calls to request an appointment is after the Cert End Date.
   - Out–of-state transfers who need a certification appointment because his/her VOC indicates the certification period has ended.
     - NOTE: The Initial Contact will be required for Out-of-State transfers with no record in HuBERT who are in a current cert because it is required as part of prescreen. You can open and close the Initial Contact screen without having to complete it, in order to continue with the VOC transfer.

3. For additional guidance on specific scenarios, see the separate scenario document.

4. For whom do we **NOT** need to document the Initial Contact information into HuBERT?
   - Clients scheduled for Midcertifications;
   - Clients whose certification period has not expired when the client requests a recertification appointment;
   - Out-of-State Transfer participants who are in a current certification period;
   - Reinstating someone whose record has been terminated, but is still in a certification period.

5. Documenting the Initial Contact in the data management system:
   - Best practice is to document the Initial Contact in the Initial Contact screen using the Initial Contact button found in the Appointment Scheduling screen in the Data Management System, at the time when scheduling the appointment.
   - If your agency does not use the HuBERT scheduling software to schedule appointments, staff will need to click on the Initial Contact button in the Participant Folder or from the Participant List menu on the Search screen.

6. What reports can help us monitor how well our staff is doing to correctly document the Initial Contact information?
   - Incomplete Initial Contacts – provides a list of participants certified at the specified agency during the specified time period who have an Initial Contact record that has not been completed based on both the First Appt Offered Date and the Comments field being blank (excludes VOCs).
   - Initial Contact Requirements Not Met – provides a list of participants certified at the specified agency during the specified time period for whom an initial contact was required but not created.

What reports can help us monitor if our agency meets the federal Processing Standards?

- Initial Contacts – A list and count of participants with an Initial Contact during the specified time period for the specified agency, clinics and WIC Types. This report should match the HuBERT Initial Contacts report (CLN040).

7. Is there a difference in the guidelines for Processing Standards depending on how an applicant requests an appointment – are the timeframes different for an applicant who walks into clinic versus an applicant who calls on the phone or makes a request in writing?

   - No, best practice is to offer appointment times within the 10 day and 20 day standards (see #1 on page 1 above) for any applicant who requests an appointment whether they walk in to the clinic or contact the office by phone, electronically, or by letter.

8. May we request a change to the information system, so that HuBERT will notify us, when a record needs to have the Initial Contact information updated?

   - The enhancement request has been entered into the queue for prospective changes.

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