Challenges & Opportunities

WIC Coordinator Conference, Fall 2016

Kobra Eghtedary, PhD
Director of Data, Research & Technology
MI-WIC Infrastructure Architecture

DTMB Network, IBM, MIlogin Teams are incharge for this area

MI-WIC Clinic Users

WIC client Connect User

* The purpose of the DTMB to deliver is to fail over automatically from one server to the other server cluster in case of a DB scenarios such as a site loss.

LEGEND

- Production
- DR
- Abstraced path through resilient, standard service components; being leveraged for both production and DR Support
- Cloud Portal

DTMB team manages Network, Servers Infrastructure - 355SW manages the Application on servers

355SW manages the databases on servers

MI-WIC DR database server

* Statewide IT infrastructure including Network, Firewall rules, Servers and Hardware Components are managed by DTMB.
MI-WIC Servers Replacement Project

- Initiated in 2012
  - DTMB Introduced new components
    - Data powers
    - F5 Load Balancers

- 12/08/2014 - MI-WIC went live with new servers with Data powers and F5

- 12/08/2014 to 01/07/2015 - MI-WIC Users experienced system slowness, Kicked out from SSO & MIWIC

- 01/08/2015 Rollback plan – Transition to the old production servers

- 02/26/2015 - MI-WIC went live again with new servers Removing Data powers and F5
MI-WIC Technology Upgrade project

- 04/02/2015 – F5 is added to the MI-WIC infrastructure
- 04/02/2015 - 11/05/2015 - Clinics users are sporadically getting kicked out of MIWIC and users have to log back into Single Sign-On (SSO).
- 11/05/2015 – MIWIC Technology Release deployed
- 11/05/2015 - 01/05/2016 Clinic users are sporadically getting kicked out of MI-WIC and users have to log back into Single Sign-On (SSO). Reports of issues have increased since 11/5/15
- 01/06/2016 – F5 is removed from MI-WIC infrastructure
Statewide MiLogin Project

- 07/26/2016 – SSO is replaced with MiLogin
- 07/26/2016 – MiWIC clinic Users experienced System slowness, Pages are not loading completely, Users are getting blowups/Kick outs
- 07/26/2016 - MiLogin Thread counts were increased and MiLogin Processors/Cores are added to MiLogin Infrastructure
- 07/26/2016 - Scanners and Signature pads are not working - Some clinic computers had IE (8, 9) versions, and some computers were updated with Microsoft patch updates to their browser. Solution found and connected with each user to resolve
- 07/26/2016 - User were experiencing MFA Finger print clearance issues - Some users were not able to login or kept getting kicked out for MFA credentials. MiLogin team addressed these account issues individually and resolved them
- 07/26/2016 - DTMB Made SSO available for MiWIC application Due to widespread system issues
- 09/15/2016 – 10/12/2016
  - MiWIC users’ session timed out before 30 minutes
  - MiWIC blowups due to Connection issue with MiLogin servers
  - 10/12/2016 – DTMB applied MiLogin Patch to resolve session timed out before 30 minutes, MiLogin Server connection Issue
- 11/09/2016 – MiWIC MiLogin Release is planned to resolve the issues with LAB screen and other bugs fixes
  - MiWIC blowups due to functional errors in MiWIC
  - MiWIC users are kicked out to MiLogin sign in page after 30 minutes.
- Ongoing- MiWIC view state errors due to Session jumping between servers
MI-WIC Emergency Backup System

- EBS Application status -
  - UAT – 07/18/2014
  - apply changes to EBS to make it sync with MIWIC
  - User Manuals are available

- Prepare State Policies and guidance
  - when to use the EBS application
  - who can approve the usage in clinics
  - who can declare the emergency

- Situations to use MI-WIC EBS application:
  - MI-WIC both Primary & Secondary Datacenters (Disaster location) are down. It could be an issue with Application Servers/ Database Servers/ Network to datacenters is down or for some other reasons both datacenters are not accessible from outside for a set period of time.

- Local agency/clinics network is down, Can’t access internet from the building, for a set period of time.
- Before starting to use the MIWIC EBS, it is required for Clinics to find an alternative option to restore the internet in the Clinic building by using wireless hotspots or alternative networks.
- MIWIC EBS may be used only if no alternative networks are found.
- Situations not intended to use MI-WIC EBS application
  - MI-WIC EBS is not an alternate application for MI-WIC, It may not be used when MI-WIC online application is available.
  - MI-WIC EBS application can be used only when the situations mentioned above are temporarily and the situations can be resolved within 48 hours.
  - The State may at any time, approve or disapprove the usage of the MI-WIC EBS in cases of downtime being more than 48 hours or in the event of a natural disaster.
The Few, The Brave, The Geeks

Michigan WIC Technology Workgroup

- A technology advisory committee representing the Local Agency experts
- Participate in system enhancements and special technology projects
  - Review and provide input for requirements
  - Participate in UAT
  - Provide guidance on policies and implementation strategies
- Help Define and help investigate system issues
- Provide guidance on communication strategies
- Participate in development of promotional material
Looking Forward

Michigan WIC Client Connect App
&
Michigan WIC Business Intelligence Solution
Michigan WIC Client Connect App

Home Screen and Menu options available before login to App.
Login with Facebook, Google and Twitter

Facebook:
Log into your Facebook account to connect to WIC Client Connect

Google:
One account. All of Google.
Enter your email
Next
Find my account
Create account
One Google Account for everything Google

Authorize WIC ClientConnect to use your account?

WIC ClientConnect
www.3sigmasoftware.com
Privacy Policy
Terms and Conditions

Username or email
Password
Remember me - Forgot password?

Authorize app Cancel

This application will be able to:
Register

First Name
Enter First Name

Last Name
Enter Last Name

Birth Date
06/06/1980

Password
Enter Password

Confirm Password
Retype Password

Email Address
Enter Email Address

Register

Forgot Password

WIC Family ID
Enter WIC Family ID

EBT Card No
Enter EBT Card Number

Parent / Proxy Birth Date
Enter Proxy / Birth Date

Forgot Password
WIC is the Women, Infants and Children Supplemental Nutrition Program. It is a health and nutrition program.

Women who are pregnant (or were recently pregnant), and children up to age 5 that qualify for WIC benefits get healthy foods, education, and referrals to other services.

WIC foods are good sources of protein, iron, calcium, folic acid, Vitamin C and fiber. These foods help mom have a healthy pregnancy. They also:

WIC promotes breastfeeding and gives help to moms and babies to breastfeed successfully.

A WIC visit includes discussion, screenings and nutrition and breastfeeding education. This can help parents make good decisions on what and how to feed their family.

In Michigan, over 200,000 moms,
1. *Do any of the following describe you or anyone in your household? (Check all that apply)*
   - Your household is everyone who lives in your home (including children) and shares income and household expenses (bills, food, etc.). Your household may include people who are related to you and people who are not.
     - Is Pregnant
     - Has had a baby (or been pregnant) within the last 6 months
     - Is currently breastfeeding a baby that is less than 12 months old
     - Is a baby, child or foster child under the age of 5
     - None of the above

2. *Are you a resident of the State of Michigan?*
   - Yes
   - No

3. *Are you or anyone in your household currently enrolled in any of the following programs? (Check all that apply)*
   - Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
   - Medicaid
   - Temporary Assistance for Needy Families (TANF)
   - Children’s Medicaid
   - Family Independence Program
   - Food Distribution Program on Indian Reservations (FDPIR)
   - Free or Reduced-Price School Lunch
You appear to be eligible for WIC benefits.

If you would like to create a login account to Client Connect, and schedule an appointment with a WIC Clinic, please click on 'Register' Button OR contact your local WIC office to schedule an appointment.
You do NOT appear to be eligible for WIC benefits
due to not being a resident of Michigan.

Please call your local WIC office

Clinic Locations
You may be eligible for WIC benefits.

Continue the eligibility process.
How many people are in your household? (If the potential WIC client is pregnant, add in the number of infants they are expecting)?

1

My household has no income

Add Income

Income Type:
Unemployment Benefits
Pay Period: Monthly
Amount: 500

Save
WIC Resource Links

- Michigan Care Immunization Registry (Shot Records)
- WIC Benefit Balance at Xerox Client Website
- Referral Agencies (coming soon)
- WIC Frequently Asked Questions
- WIC Food Guide - English
- WIC Food Guide - Spanish
- WIC Food Guide - Arabic
- Infant Food Insert - English
- Infant Food Insert - Spanish
- Infant Food Insert - Arabic

Begin today with a fresh start.

We're helping thousands of families like yours eat healthy — FOR LIFE.
Please use the form below to notify the State Webmaster if you have questions about the function of this website.

After you submit your error report you will receive an email confirmation.

For WIC Program-Related Questions

Contact WIC Agencies

First Name: Enter First Name
Last Name: Enter Last Name
Address: Enter Address
City: Enter City
Zip: Enter Zip
Home Phone: Enter Home Phone
Mobile Phone: Enter Mobile Phone

Submit
Home Screen and Menu options for Non-WIC Client after Login to APP

Menu:
- Home
- Clinics
- Stores
- Family Information
- Schedule Appointment
- Non-WIC to WIC
- Logout

Home:
- Hello SNJEZANA
- mobile, APP test has scheduled appointment on 1/19/2016 at 9:00 AM
- Family Information
- Schedule Appointment
- What will you need
Home Screen and Menu options for WIC Client after login to APP
This is first broadcast message
This is second broadcast message

Shopping List
NE Plan
Verification of Certification
Referral Notification
Client Agreement
WIC Groceries Stores
Client Growth Chart
Role-Based Management Dashboards

Role-Based Dashboards provide a one-stop-shop status of current performance with the ability for an Executive or Manager to drill-through content to answer their top questions.
Multi-Drill Allows Users to Answer to Top Questions

The screenshot below shows the ability for an executive or manager to click on a chart and then choose from different drill options based on the topic that is of most interest when looking at the initial status.
Role-Based Management Dashboards

Users can click on a point on the Vendor Location map on the Executive Dashboard to focus in on a more detailed breakdown of the vendors for a specific zip code. Users can manipulate the charts and map together to filter out specific colors or geographies to update everything on the page.
InfoApps by subject provide self-service visual analytics for any users – regardless of technical skillsets or previous data knowledge. Users of InfoApps can be within the firewall or external users who will only see the data they are allowed to access.
InfoApps Provide Self-Service Reporting for All Users
In-Document Analytics Can Be Scheduled Via Email

- A single file (like PDF)
- Interactive analytics
- Interactive visualizations
- Robust layout options
- Any browser, any device
- Online and Offline
- No software required
Breastfeeding Initiation 2002

Agencies with Highest Initiation Rate:
- Benzie-Leelanau DHD: 76.8%
- Grand Traverse Co HD: 74.4%
- Livingston Co HD: 62.1%

State Initiation Rate: 44.0%

Agencies with lowest Initiation Rate:
- Genesee Co HD: 32.6%
- St. Clair Co: 33.4%
- Huron Co HD: 37.3%
Breastfeeding Initiation 2005

Agencies with Highest Initiation Rate:
- Grand Traverse Co HD  77.4%
- Benzie-Leelanau DHD  77.2%
- Northwest MI CHA    69.8%

State Initiation Rate:  50.0%

Agencies with Lowest Initiation Rate:
- Detroit City HD/ Det. Urban League  35.1%
- Genesee Co HD       40.5%
- Health Delivery Inc. 41.8%
Breastfeeding Initiation 2008

Agencies with Highest Initiation Rate:
- Grand Traverse Co HD: 78.1%
- Benzie-Leelanau: 72.7%
- Northwest MI CHA: 69.2%

State Initiation Rate: 52.3%

Agencies with Lowest Initiation Rate:
- Detroit City HD/Det. Urban League: 38.4%
- Genesee Co HD: 41.4%
- St. Clair Co: 43.5%
Breastfeeding Initiation 2011

Agencies with Highest Initiation Rate:
- Grand Traverse Co HD 81.6%
- Benzie-Leelanau DHD 80.6%
- Northwest MI CHA 79.4%

State Initiation Rate: 59.0%

Agencies with Lowest Initiation Rate:
- Detroit City HD/ Det. Urban League 41.3%
- Berrien Co HD 49.4%
- Huron Co HD 50.5%
Breastfeeding Initiation 2014

Agencies with Highest Initiation Rate:
- Benzie-Leelanau DHD 85.1%
- Grand Traverse Co HD 83.8%
- Mid-Michigan DHD 79.8%

State Initiation Rate: 62.9%

Agencies with lowest Initiation Rate:
- Detroit City HD/ Det. Urban League 45.3%
- Wayne Co HD 53.7%
- Health Delivery, Inc. 55.6%
Breastfeeding Initiation 2016

Agencies with Highest Initiation Rate:
- Grand Traverse Co HD  85.2%
- Mid-Michigan DHD      83.1%
- West UP_KBIC          82.1%

State Initiation Rate:  65.2%

Agencies with Lowest Initiation Rate:
- Detroit City HD/      47.6%
- Det. Urban League     57.7%
- Wayne Co HD            58.0%
- Macomb Co HD
Overweight Prevalence Changes among Children 2-5 Yrs, 2006 to 2015

State Overweight Prevalence among Children 2-5 Yrs old in 2006: 16.2%

State Overweight Prevalence among Children 2-5 Yrs. old in 2015: 16.3%
Obesity Prevalence Changes among Children 2-5 Yrs, 2006 to 2015

State Obesity Prevalence among Children 2-5 Yrs old in 2006: 13.3%

State Obesity Prevalence among Children 2-5 Yrs old in 2015: 13.6%
### Top 5 Redeemed Items

<table>
<thead>
<tr>
<th>CatCode</th>
<th>Sub CatCode</th>
<th>Description</th>
<th>% Redeemed *</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>039</td>
<td>12.5 oz. PWD Enfamil Premium Infant</td>
<td>94.5%</td>
</tr>
<tr>
<td>01</td>
<td>001</td>
<td>Milk- Whole gallon only</td>
<td>78.5%</td>
</tr>
<tr>
<td>19</td>
<td>001</td>
<td>WIC Fresh Fruit and Vegetables</td>
<td>76.8%</td>
</tr>
<tr>
<td>54</td>
<td>000</td>
<td>Juice 64 OZ</td>
<td>75.2%</td>
</tr>
<tr>
<td>03</td>
<td>000</td>
<td>Eggs</td>
<td>72.1%</td>
</tr>
</tbody>
</table>

### Least 5 Redeemed Items

<table>
<thead>
<tr>
<th>CatCode</th>
<th>Sub CatCode</th>
<th>Description</th>
<th>% Redeemed *</th>
</tr>
</thead>
<tbody>
<tr>
<td>05</td>
<td>000</td>
<td>Cereal - All Authorized Adult</td>
<td>55.5%</td>
</tr>
<tr>
<td>15</td>
<td>013</td>
<td>16-18 oz. Peanut Butter, Ib. Dry Beans, 15-16 oz. Cn Bean</td>
<td>49.8%</td>
</tr>
<tr>
<td>06</td>
<td>000</td>
<td>Soy Beverage</td>
<td>47.6%</td>
</tr>
<tr>
<td>16</td>
<td>---</td>
<td>Other Milk (Whole, LF Qt, LF Hg)</td>
<td>44.1%</td>
</tr>
<tr>
<td>13</td>
<td>000</td>
<td>2.5 oz. Infant Meats</td>
<td>28.9%</td>
</tr>
<tr>
<td>Year</td>
<td>Redemption Rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td>67.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>67.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>66.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>66.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>63.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>60.3%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Average Participation and Redemption Rate from 2011 to 2016

Correlation = 0.963
Strongly associated

Average Participation
Redemption
Deduplicated Enrollment Changes from FY2015 to FY2016

Infants & Children Enrolled in 2015: 295,600
Women Enrolled in 2015: 114,510

Infants & Children Enrolled in 2016: 283,749
Women Enrolled in 2016: 107,926
Deduplicated Enrollment Changes
FY2011 to FY2016

Infants & Children Enrolled in 2011: 303,829
Women Enrolled in 2011: 121,181

Infants & Children Enrolled in 2016: 283,749
Women Enrolled in 2016: 107,926