PHFE WIC - Raptor

WIC Program Information System
Mike Whaley, IT Director
PHFE WIC Program
What is Raptor?

44 California Local agencies are combining their data and funding this project (42%).

2.1 million WIC participants!
Monitoring your program

Caseload served trend by month

Agency Caseload Served

Issued Individuals in Month

Month

2013-06: 90.7%, 280,000
2013-07: 92.3%, 300,000
2013-08: 86.7%, 240,000
2013-09: 81.7%, 220,000
2013-10: 89.7%, 280,000
2013-11: 91.9%, 300,000
2013-12: 93.5%, 280,000
2014-01: 91.1%, 240,000
2014-02: 90.5%, 220,000
2014-03: 90.8%, 280,000
2014-04: 84.7%, 240,000
2014-05: 81.3%, 220,000
2014-06: 79.8%, 240,000
2014-07: 80.1%, 240,000
2014-08: 81.4%, 220,000
2014-09: 82.1%, 240,000
2014-10: 79.0%, 240,000
2014-11: 80.3%, 240,000
2014-12: 79.0%, 240,000
2015-01: 80.1%, 240,000
2015-02: 78.4%, 240,000
2015-03: 79.0%, 240,000
2015-04: 80.3%, 240,000
2015-05: 81.3%, 220,000
2015-06: 81.4%, 220,000
2015-07: 82.1%, 220,000

Certified: Orange
97%-100% Goal Range: Green
Issued: Blue

PHFE WIC Program
Caseload Served: PHFE Raptor System
Six key indicators – by clinic

Six key performance indicators VS goals

- Exceeding goal
- Short of goal
Comparing clinics

Each dot is a clinic. Compares infant loss rates.

Smaller clinics ➔ Larger clinics ➔
New Family Enrollments

2015-07 Enrollment of New Families on WIC

Smaller clinics → Larger clinics

ROSE

New Families

PHFHE WIC Program

Compare Enrollments New Families: PHFHE Raptor System
Problem Indicators

What can we see in our WIC data which might help us solve problems?
Not spending their vouchers?

Didn’t spend ANY of their vouchers
Unused Packets – by Clinic

Are some clinics having more of a problem than others? -- yes

Smaller clinics → Larger clinics ←
Contacting these families

List of those who are not spending their vouchers.

+ Contact information.
New Families

Not spending their vouchers?

Enrolled in WIC then didn’t spend ANY of their vouchers
Understanding Participants

What can we see in our WIC data which might help us understand more about our participants?
Unissued Rate by Income

Lower income families are more likely to miss getting their vouchers!
Lower income families are single issued more often. Difficulty with bloodwork?
Lost Infants by Income

Lower income infants are more likely to drop out of WIC
Obesity by Income

Lower income children are more likely to be obese
We interact with our participants in a variety of ways.
Monitoring Text Messaging

Appointment reminders (blue line) are only a small part of the texting load.

125,000 text messages in July
Promotion of Text Messaging

Some clinics are promoting much more than others.
Online Education Promotion

Not all clinics are promoting online education.
Breastfeeding

Raptor has a variety of breastfeeding reports
Breastfeeding Rates Improving?

Regression analysis: rates of change over the last six months by clinic

2015-07 Change in Exclusive BF Rate at 2 Months

Regression analysis: rates of change over the last six months by clinic

Smaller clinics → Larger clinics ←
Value of WIC

Raptor has a variety of reports showing the value of WIC to Participants
Cash Value Vouchers

84% of vouchers spent for 100% of the CVV value

96% of vouchers spent for 90+% of the CVV value
Actual WIC Value by Category

Benefit Value by Category for Agency

- Infant value $131
- Child value $48.50
### Voucher spending details

<table>
<thead>
<tr>
<th>RX Date</th>
<th>Food Item Num</th>
<th>Checks</th>
<th>Redeemed Checks</th>
<th>Redeemed Rate</th>
<th>Total Redeemed Amount</th>
<th>Ave Redeemed Amount</th>
<th>Check Description</th>
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<tbody>
<tr>
<td>2015-05</td>
<td>6003</td>
<td>98573</td>
<td>83724</td>
<td>84.9 %</td>
<td>$1,300,382.00</td>
<td>$15.53</td>
<td>1 (GALLON) MILK, LOWER FAT *36 OZ BREAKFAST CEREAL *16 OZ WHOLE GRAINS</td>
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<tr>
<td>2015-05</td>
<td>6011</td>
<td>91072</td>
<td>78940</td>
<td>86.7 %</td>
<td>$1,048,979.00</td>
<td>$13.29</td>
<td>1 (GALLON) MILK, LOWER FAT *16 OZ WHOLE GRAINS *2 (64 OZ) BOTTLE JUICE OR 2 (11.5 OR 12 OR 16 OZ) CONCENTRATE JUICE</td>
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<tr>
<td>2015-05</td>
<td>6014</td>
<td>72651</td>
<td>65122</td>
<td>89.6 %</td>
<td>$1,076,555.00</td>
<td>$16.53</td>
<td>1 (GALLON) AND 1 (QUART) MILK, LOWER FAT,1 DOZEN EGGS,1 (16 OZ) CHEESE,1 (16-18 OZ) PEANUT BUTTER</td>
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<tr>
<td>2015-05</td>
<td>6013</td>
<td>61237</td>
<td>55833</td>
<td>91.2 %</td>
<td>$862,781.90</td>
<td>$15.45</td>
<td>1 (GALLON) AND 1 (QUART) MILK, LOWER FAT,1 DOZEN EGGS,1 (16 OZ) CHEESE,1 (16 OZ) DRY BEANS, PEAS OR LENTILS</td>
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<tr>
<td>2015-05</td>
<td>2007</td>
<td>50099</td>
<td>45510</td>
<td>90.8 %</td>
<td>$448,779.10</td>
<td>$9.86</td>
<td>$10 (TEN DOLLARS) FRUITS AND VEGETABLES COMBO OF FRESH, DRIED FRUITS, FROZEN, &amp; CANNED PARTICIPANT MAY PAY AMOUNT OVER $10 (TEN DOLLARS)</td>
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<tr>
<td>2015-05</td>
<td>6000</td>
<td>33060</td>
<td>29370</td>
<td>88.8 %</td>
<td>$452,868.20</td>
<td>$15.42</td>
<td>1 (GALLON) MILK, WHOLE *36 OZ BREAKFAST CEREAL *16 OZ WHOLE GRAINS</td>
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<tr>
<td>2015-05</td>
<td>6002</td>
<td>33053</td>
<td>29791</td>
<td>90.1 %</td>
<td>$393,967.10</td>
<td>$13.22</td>
<td>1 (GALLON) MILK, WHOLE *36 OZ BREAKFAST CEREAL *16 OZ WHOLE GRAINS</td>
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<tr>
<td>2015-05</td>
<td>6105</td>
<td>23409</td>
<td>20749</td>
<td>88.6 %</td>
<td>$320,571.20</td>
<td>$15.45</td>
<td>1 (GALLON) AND *2 (64 OZ) BOTTLE JUICE OR 2 (11.5 OR 12 OR 16 OZ) CONCENTRATE JUICE</td>
</tr>
<tr>
<td>2015-05</td>
<td>6107</td>
<td>23192</td>
<td>19882</td>
<td>85.7 %</td>
<td>$344,093.60</td>
<td>$17.31</td>
<td>2 (GALLONS) MILK, WHOLE *36 OZ BREAKFAST CEREAL *16 OZ WHOLE GRAINS</td>
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<td>2015-05</td>
<td>6145</td>
<td>22771</td>
<td>17926</td>
<td>78.7 %</td>
<td>$296,335.00</td>
<td>$16.53</td>
<td>18 (4 OZ) INFANT FRUITS AND VEGETABLES OR 18 (3.5 OZ) INFANT FRUITS AND VEGETABLES <em><strong>POUCHES NOT ALLOWED</strong></em> 1 (16 OZ) INFANT CEREAL 4 FRESH BANANAS</td>
</tr>
</tbody>
</table>

Have some training and want to evaluate if they are spending vouchers differently?
Impact of CalFresh?

WIC families on CalFresh (SNAP) are a little less likely to spend ALL their WIC vouchers.
Mapping Participation

Raptor allows you to generate maps of some WIC data
Map participation by zip code

WIC data presented on map for outreach planning and clinic locations
Comparing WIC Local Agencies

Raptor allows you to compare yourself to other WIC local agencies
Rate losing infants

"Your" agency is in **RED**.

Compared the rate infants are dropping off the program.

- Lower % caseload  →  Doing better  ←

**Lost Infant Rate Comparison by Agency**

2015-07 Lost Infant Rate for each local agency

Lost Infant Rate for each local agency

Lost Infant Rate for each local agency

% Caseload Served at each Local Agency

Local Agencies  Your Agency
23 of 398 Raptor Reports

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