WIC Client Connect

September 28, 2015

Richard Schneider, WIC System Management Specialist

Data and System Management Section
Dr. Kobra Eghtedary, Director

Michigan WIC Program
Michigan Department of Health & Human Services
OVERVIEW

• Decision to initiate WIC Client Connect
• Public vs. Private aspects of WIC Client Connect
• Considerations when designing
WHY HAVE WIC CLIENT CONNECT?

• Outreach to potentially eligible citizens

• Increase client involvement in WIC
  • Provide pathway to collect up to date information from clients
  • Allow clients limited access to their information
  • Ability to request appointments for WIC clients

• Decrease workload on clinic staff
  • Data entry from clients
COMPONENTS OF WIC CLIENT CONNECT

• Public Portion
  • What is WIC?
  • Am I eligible for WIC?
  • WIC Clinics in my area
  • WIC Vendors in my area
  • WIC Resources Link
  • Help

• Private Portion
  • Creating an account for an existing WIC Family
    • I am a WIC Client without a Client Connect website account
  • Create an account for a potentially WIC eligible Family
  • I already have a Client Connect web account to Login
Welcome to Michigan WIC Client Connect!

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) has helped Michigan families since 1974.

WIC Provides:

- Healthy foods
- Nutrition education
- Breastfeeding information and help
- Referrals

Michigan WIC clients can set up an account to perform tasks such as:

- Ask for an appointment
- Find out when your next appointment is
- Find out your benefit balance

Use this Client Connect site to

- Learn about WIC
- See if you are eligible for WIC
- Find WIC clinics and grocery stores

USDA is an equal opportunity provider and employer.
### WIC Clinics in my area

#### Family Address Information
- **Family Name:**
- **Physical Street Address:**
  - Street 1: 3125 Ingham St.
  - Street 2:
  - City: Lansing
  - State: MI
  - Zip: 48911 - Ext

#### Nearest Clinics

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Distance Miles</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ingham County HD</td>
<td>2.50</td>
<td>5303 South Cedar Street, P.O. Box 30161, Lansing, MI</td>
</tr>
<tr>
<td>WIC Information Mall</td>
<td>2.50</td>
<td>5303 S. Cedar Street, Lansing, MI, 48911</td>
</tr>
<tr>
<td>West Genesee Black Child &amp; Family Inst...</td>
<td>2.90</td>
<td>835 West Genesee, Lansing, MI, 48915</td>
</tr>
<tr>
<td>MSU</td>
<td>4.70</td>
<td>77 Middletave, Bld 1434 Apt C, East Lansing, MI, 48823</td>
</tr>
<tr>
<td>DeWitt WIC Clinic</td>
<td>8.80</td>
<td>DeWitt Christian Church, 2931 Herbison Road, Dewitt,</td>
</tr>
<tr>
<td>Haslett</td>
<td>10.20</td>
<td>New Hope Church, 1340 Haslett Road, Haslett, MI, 48811</td>
</tr>
<tr>
<td>Eaton County Health Department</td>
<td>15.30</td>
<td>1033 Health Care Drive, Charlotte, MI, 48813</td>
</tr>
<tr>
<td>Shaftsbury WIC Office</td>
<td>16.40</td>
<td>Woodhull Township Hall, 7315 West Beard Road, Shafts</td>
</tr>
<tr>
<td>St. Johns WIC Clinic</td>
<td>19.90</td>
<td>1307 Townsend Road, Saint Johns, MI, 48879</td>
</tr>
<tr>
<td>Wabasso Mills</td>
<td>20.40</td>
<td>Wabassoville Methodist Church, 4315 E. Holt Road, Wab</td>
</tr>
</tbody>
</table>

* Indicates a required field

---

**USDA is an equal opportunity provider and employer.**
## Nearest Clinics

for 3125 Ingham St. Lansing MI 48911

**Generated Date:** 08/11/2015

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Distance</th>
<th>Address</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ingham County HD</td>
<td>2.50</td>
<td>5303 South Cedar Street, P.O. Box 30161, Lansing, MI, 48909</td>
<td>517-887-4326</td>
</tr>
<tr>
<td>WIC Information Mall</td>
<td>2.50</td>
<td>5303 S. Cedar Street, Lansing, MI, 48911</td>
<td>517-887-4326</td>
</tr>
<tr>
<td>West Genesee Black Child &amp; Family Institute- Closed</td>
<td>2.90</td>
<td>835 West Genesee, Lansing, MI, 48915</td>
<td>517-482-7290</td>
</tr>
<tr>
<td>MSU</td>
<td>4.70</td>
<td>77 Middlevale, Bld 1434 Apt C, East Lansing, MI, 48823</td>
<td>517-887-4461</td>
</tr>
<tr>
<td>DeWitt WIC Clinic</td>
<td>8.80</td>
<td>DeWitt Christian Church, 2931 Herbison Road, Dewitt, MI, 48820</td>
<td>989-224-2195</td>
</tr>
<tr>
<td>Haslett</td>
<td>10.20</td>
<td>New Hope Church, 1340 Haslett Road, Haslett, MI, 48840</td>
<td>517-887-4461</td>
</tr>
<tr>
<td>Eaton County Health Department</td>
<td>15.30</td>
<td>1033 Health Care Drive, Charlotte, MI, 48813</td>
<td>517-541-2630</td>
</tr>
<tr>
<td>Shaftsburg WIC Office</td>
<td>16.40</td>
<td>Woodhull Township Hall, 7315 West Beard Road, Shaftsburg, MI, 48882</td>
<td>517-675-4920</td>
</tr>
<tr>
<td>St. Johns WIC Clinic</td>
<td>19.90</td>
<td>1307 Townsend Road, Saint Johns, MI, 48879</td>
<td>989-224-2195</td>
</tr>
<tr>
<td>Webberville</td>
<td>20.10</td>
<td>Webberville Methodist Church, 4215 E.</td>
<td>517-887-4461</td>
</tr>
</tbody>
</table>
# WIC Grocery Stores in my area

## Family Address Information

**Family Name:**

**Physical Street Address**

- Street 1: 3125 Ingham St.
- Street 2: 
- City: Lansing
- State: MI
- Zip: 48911

Include Stores within:

- 1 Mile
- 5 Miles
- 10 Miles
- 25 Miles
- 50 Miles

**Search**

## Nearest Stores

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Distance Miles</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sam's W Party Store</td>
<td>2.90</td>
<td>S Waverly, Lansing, MI, 48917</td>
</tr>
<tr>
<td>Jolly Market</td>
<td>3.30</td>
<td>Willow, Suite 2, , ,</td>
</tr>
<tr>
<td>Target #001</td>
<td>3.50</td>
<td>West Saginaw Highway, Lansing, MI, 48917</td>
</tr>
<tr>
<td>Vallarta Super Market</td>
<td>3.70</td>
<td>WILLOW, Lansing, MI, 48906</td>
</tr>
<tr>
<td>Amelia’s Country Store</td>
<td>4.50</td>
<td>DELL, Lansing, MI, 48911</td>
</tr>
<tr>
<td>MEIDER #25</td>
<td>8.40</td>
<td>W GRAND RIVER, Okemos, MI, 48864</td>
</tr>
</tbody>
</table>

* Indicates a required field

USDA is an equal opportunity provider and employer.
USDA is an equal opportunity provider and employer.
CREATING AN ACCOUNT FOR AN EXISTING WIC FAMILY

- Process for creating an account for an existing WIC Family
  - What can be updated in WCC
  - View current certifications
  - View future appointments
  - View current benefits
  - Requesting an Appointment
Create Account

* Self/Parent/Guardian Birthdate: 
(MM/DD/YYYY)

* WIC Family #: 

* EBT Card #: 

* User ID 

* Password: 

^ Confirm Password: 

Your password must include ALL of the following:
* At least 8 characters (not more than 20 characters)
* At least: 
  --One number
  --One capital letter (Upper Case Letter)

* Email Address 

* Challenge question 1: Please select... 

* Challenge question 2: Please select... 

* Challenge question 3: Please select... 

^ Spam Block (What’s this?) Add Three plus Four and type the answer here: 

* Answer: 

* Answer: 

* Answer: 

Create Account

Close
### Certifications

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Birth Date</th>
<th>Category</th>
<th>Certification Start Date</th>
<th>Certification End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1 GoLive</td>
<td>10/15/2013</td>
<td>C1</td>
<td>12/8/2014</td>
<td>12/7/2015</td>
</tr>
<tr>
<td>C1 Adj</td>
<td>2/2/2012</td>
<td>C3</td>
<td>9/11/2014</td>
<td>9/10/2015</td>
</tr>
</tbody>
</table>

### Previous Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adj, IFF</td>
<td>C2</td>
<td>CEVAL</td>
<td>6/15/2015 8:00:00...</td>
<td>Test Clinic 1</td>
<td></td>
</tr>
<tr>
<td>GoLive, C1</td>
<td>C1</td>
<td>EBU</td>
<td>12/10/2014 7:00:00...</td>
<td>Test Clinic 2</td>
<td></td>
</tr>
<tr>
<td>GoLive, C1</td>
<td>C1</td>
<td>CERT</td>
<td>12/8/2014 7:00:00...</td>
<td>Test Clinic 2</td>
<td></td>
</tr>
<tr>
<td>Adj, C1</td>
<td>C2</td>
<td>RECERT</td>
<td>9/11/2014 7:00:00...</td>
<td>Test Clinic 1</td>
<td></td>
</tr>
<tr>
<td>Adj, IFF</td>
<td>C1</td>
<td>RECERT</td>
<td>9/11/2014 7:00:00...</td>
<td>Test Clinic 1</td>
<td></td>
</tr>
</tbody>
</table>

### Future Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
</tr>
</thead>
</table>

No Records Exist in Data Source
Family Information

Person Applying for WIC

Person: Mom
Birth Date: 6/5/1980
Email Address: testmom1234@gmail.com

Proxy Details

Decline Proxy: Yes
Proxy 1: First Name: [Blank], Last Name: [Blank], MI: [Blank]
Proxy 2: First Name: [Blank], Last Name: [Blank], MI: [Blank]

Street Address

Street 1: 123 main st.
Street 2: [Blank]
Zip: 48913

Mailing Address

Same As Street Address
Street 1: 123 main st.
Street 2: [Blank]
Zip: 48913

Referred From: [Blank]
Family Size: 3
Disability Accommodations: [Blank]

Would you like to register to vote or change your voter registration address? No, thank you

Phone Information

<table>
<thead>
<tr>
<th>Area Code</th>
<th>Phone</th>
<th>Comment</th>
<th>Prefer</th>
<th>No Calls</th>
<th>Phone Type</th>
<th>Text Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>(555)</td>
<td>555-555</td>
<td></td>
<td></td>
<td></td>
<td>Cell Phone</td>
<td></td>
</tr>
<tr>
<td>(123)</td>
<td>456-7890</td>
<td></td>
<td></td>
<td></td>
<td>Work Phone</td>
<td></td>
</tr>
</tbody>
</table>

Add Remove
### Benefits Balance

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/22/2015</td>
<td>8/21/2015</td>
</tr>
<tr>
<td>8/22/2015</td>
<td>9/21/2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Food Item</th>
<th>Size</th>
<th>Issued</th>
<th>Redeemed</th>
<th>Expir.</th>
<th>Voided</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skim, 1/2% or 1% Milk</td>
<td>GAL</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Skim, 1/2%, 1% or Buttermilk</td>
<td>HGL</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>CHEESE ($8.00 MAX PER LB.)</td>
<td>LB</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>EGGS</td>
<td>DOZ</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>JUICE 48 OZ OR 11.5-12 OZ CONC</td>
<td>CAN</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>CEREAL</td>
<td>OZ</td>
<td>72</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>72</td>
</tr>
<tr>
<td>16-18oz PnutBtr, lb Dry, 15-16oz CnBean</td>
<td>JAR</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>WHOLE GRAINS</td>
<td>LB</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>FRUITS AND VEGETABLES</td>
<td>$$$</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>64 OZ JUICE</td>
<td>BTL</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>
### Print Forms

#### Select Documents To Be Printed

<table>
<thead>
<tr>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shopping List</td>
</tr>
<tr>
<td>NE Plan</td>
</tr>
<tr>
<td>Verification of Certification</td>
</tr>
<tr>
<td>Referral Notification</td>
</tr>
<tr>
<td>Client Agreement</td>
</tr>
<tr>
<td>WIC Grocery stores</td>
</tr>
<tr>
<td>Client Growth Chart</td>
</tr>
<tr>
<td>Prenatal Chart</td>
</tr>
</tbody>
</table>

---

USDA is an equal opportunity provider and employer.
Michigan WIC Program

MI-WIC Shopping List

As of: July 27, 2015 11:10 AM
Authorized Person Name: Jane Doe

Clinic#: 9701
Family ID#: 9635437

Your WIC foods for July 22, 2015 to August 21, 2015 are:

John ID#: 301389073, Jane ID#: 301389072

7 GAL SKIM, 1/2% OR 1% MILK
3 HGL SKIM, 1/2%, 1% OR BUTTERMILK
2 LB CHEESE ($8.00 MAX PER LB.)
2 DOZ EGGS
3 CAN JUICE 48 OZ OR 11.5-12 OZ CONC
72 OZ CEREAL
3 JAR 16-18OZPNUTBTR,LB DRY,15-16OZCNBEAN
3 LB WHOLE GRAINS
18 $$$ FRUITS AND VEGETABLES
2 BTL 64 OZ JUICE

You can anticipate receiving the following WIC foods for August 22, 2015 to September 21, 2015.
However, if the WIC status of a family member changes before the benefits are available, the foods you receive may also change.

John ID#: 301389073, Jane ID#: 301389072

7 GAL SKIM, 1/2% OR 1% MILK
1 HGL SKIM, 1/2%, 1% OR BUTTERMILK
2 LB CHEESE ($8.00 MAX PER LB.)
2 DOZ EGGS
3 CAN JUICE 48 OZ OR 11.5-12 OZ CONC
REQUESTING APPOINTMENT FOR A CURRENT WIC CLIENT
### Certifications

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Birth Date</th>
<th>Category</th>
<th>Certification Start Date</th>
<th>Certification End Date</th>
</tr>
</thead>
</table>

### Previous Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe, Jane</td>
<td>PG</td>
<td>WCC</td>
<td>7/22/2015 8:00:00 AM</td>
<td>Test Clinic 1</td>
<td>✔</td>
</tr>
<tr>
<td>Doe, John</td>
<td>C2</td>
<td>WCC</td>
<td>7/22/2015 8:00:00 AM</td>
<td>Test Clinic 1</td>
<td>✔</td>
</tr>
</tbody>
</table>

### Future Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe, Jane</td>
<td>PG</td>
<td>EDU</td>
<td>8/3/2015 8:00:00 AM</td>
<td>Test Clinic 1 (0 Miles) -- 32...</td>
</tr>
<tr>
<td>Doe, John</td>
<td>C2</td>
<td>EDU</td>
<td>8/3/2015 8:00:00 AM</td>
<td>Test Clinic 1 (0 Miles) -- 32...</td>
</tr>
</tbody>
</table>
Appointment Request

* Requesting appointment for: Doe John (301389073)

* When would you like to come in for an appointment? Search for an available appointment between these dates.

- Start Date: 8/11/2015
- End Date: 8/14/2015
- Morning, Afternoon, Any Time

* Please select the clinic where you would like the appointment: 979701 Test Clinic 1

Additional Request to WIC Staff:

WIC Staff will Contact you as soon as possible

* Indicates a required field

Submit Close

USDA is an equal opportunity provider and employer.
You have (1) appointment requests from WIC Client Connect.
<table>
<thead>
<tr>
<th>Client ID</th>
<th>Auth Person Name</th>
<th>Phone Number</th>
<th>Date Range</th>
<th>Period</th>
<th>Status</th>
<th>Note</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>301058257</td>
<td>Family Testing5.2</td>
<td></td>
<td>1/17/2014 - 1/31/2014</td>
<td>Afternoon</td>
<td>Requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>300903311</td>
<td>Family Testing5.2</td>
<td></td>
<td>1/17/2014 - 1/28/2014</td>
<td>Any Time</td>
<td>Requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>301108481</td>
<td>Family Testing5.2</td>
<td></td>
<td>2/1/2014 - 2/15/2014</td>
<td>Afternoon</td>
<td>Requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>301272583</td>
<td>LP Perrelltest</td>
<td>(517)555-5634</td>
<td>7/31/2014 - 8/15/2014</td>
<td>Any Time</td>
<td>Requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>301223061</td>
<td>LP Perrelltest</td>
<td>(517)555-5634</td>
<td>7/14/2014 - 7/18/2014</td>
<td>Any Time</td>
<td>Requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>301223294</td>
<td>Terri Testriem</td>
<td>(517)335-9562</td>
<td>4/6/2015 - 4/20/2015</td>
<td>Afternoon</td>
<td>Requested</td>
<td>My kids get off the bus at 2...</td>
<td></td>
</tr>
<tr>
<td>301389073</td>
<td>Jane Doe</td>
<td>(555)555-5555</td>
<td>8/11/2015 - 8/14/2015</td>
<td>Any Time</td>
<td>Requested</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CREATING AN ACCOUNT FOR A POTENTIALLY WIC ELIGIBLE FAMILY

- Find out if they appear to be eligible for WIC
- Set up a WIC Client Connect account
- Schedule a certification Appointment
- If clinic allows WCC appointments
Am I eligible for Michigan WIC?

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.
   
   - [x] 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?
   
   - [x] 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
   - [ ] Maternity Outpatient Medical Services (MOMS)
   - [ ] Other State-Provided Health Insurance
   - [ ] Foster child under the age of 5 on one of these programs
   - [x] None of these programs apply

* Indicates a required field

USDA is an equal opportunity provider and employer.
Am I eligible for Michigan WIC – Continued...

4. * How many people are in your household? (If the potential WIC client is pregnant, add in the number of infants they are expecting)?  
   [ ] 2

5. * Do you or anyone in your household receive the following?

<table>
<thead>
<tr>
<th>Income Types</th>
<th>Amount</th>
<th>Pay Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages, Tips and Commission (before tax and deductions)</td>
<td>$100.00</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

Click on the Add button to begin documenting your income in the table above.

* Indicates a required field

My household has no income [ ]
WIC Family Home Page

Future Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records Exist in Data Source</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What you will need  Schedule an appointment

USDA is an equal opportunity provider and employer.

Version: 1.1.0.4
Database: miwicp
SCHEDULE A CERTIFICATION APPOINTMENT

• A non-WIC person that appears to be eligible per the “Am I Eligible” screening questions, can schedule themselves into a WIC Client Connect (WCC) certification appointment slot at the clinic

• ONLY IF the local agency has decided to allow it
### Future Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records Exist in Data Source</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**What you will need**

USDA is an equal opportunity provider and employer.

**Version:** 1.1.0.4  
**Database:** miwicp
**Family Information**

**Person Applying for WIC**
- **First Name**: Jane
- **Last Name**: Doe
- **Mi**: 05/05/1985
- **Birth Date (MM/DD/YYYY)**: 

**Proxy Details**
- **Decline Proxy**: ✓
- **Proxy 1**:
  - **First Name**:  
  - **Last Name**:  
  - **Mi**:  
- **Proxy 2**:
  - **First Name**:  
  - **Last Name**:  
  - **Mi**:  

**Street Address**
- **Street 1**: 320 South Walnut
- **Street 2**:  
- **Zip**: 48913

**Mailing Address**
- **Street 1**:  
- **Street 2**:  
- **Zip**: 48913

**Referred from**: Community Centers
- **Family Size**: 3
- **Disability Accommodations**:  

**Phone Details**
- **Phone Number**: 666-666-6666
- **Migrant**: ✓
- **Primary Language**: English
- **I am**: Pregnant

**Participant Information**
- **Mother’s Name**: Jane Doe
- **Birth Date (MM/DD/YYYY)**: 

**Child Information**
- **First Name**: John
- **Last Name**: Doe
- **Mi**: 6/6/2013
- **Gender**: Male

* Indicates a required field

---

USDA is an equal opportunity provider and employer.
Appointment Schedule

* When would you like to come in for an appointment? Search for an available appointment between these dates.

- Start Date: 7/23/2015
- End Date: 7/30/2015
- Morning □
- Afternoon □
- Any Time □

Select a clinic (miles show how far from you)

- Test Clinic 1 (0 Miles) -- 320 South Walnut Street, WIC Program - 6th Floor South, Lansing, MI, 48913 -- 555-555-5555

Search

<table>
<thead>
<tr>
<th>Clinic Name</th>
<th>Date</th>
<th>Time</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 8:00 AM</td>
<td></td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 10:00 AM</td>
<td>✓</td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 11:00 AM</td>
<td></td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 12:00 PM</td>
<td></td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 1:00 PM</td>
<td></td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 2:00 PM</td>
<td></td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 3:00 PM</td>
<td></td>
</tr>
<tr>
<td>Test Clinic 1 (0 Miles) -- 320 South Walnut Street...</td>
<td>7/23/2015</td>
<td>Thursday July 23 @ 4:00 PM</td>
<td></td>
</tr>
</tbody>
</table>

* Indicates a required field

Create Appt  Close
- WCC appointment interfaces into MI-WIC schedule
- MI-WIC will show an alert the day before a WCC appointment has been scheduled
- LA can monitor for WCC appointments by using “Clinic Appointment List” report
# WIC Family Home Page

## Future Appointments

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Category</th>
<th>Appointment Type</th>
<th>Date &amp; Time of Appointment</th>
<th>Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe, Jane</td>
<td>PG</td>
<td>WCC</td>
<td>7/23/2015 10:00:00 AM</td>
<td>Test Clinic 1 (0 Miles) -- 3...</td>
</tr>
<tr>
<td>Doe, John</td>
<td>C2</td>
<td>WCC</td>
<td>7/23/2015 10:00:00 AM</td>
<td>Test Clinic 1 (0 Miles) -- 3...</td>
</tr>
</tbody>
</table>

[What you will need](#)  [Schedule an appointment](#)
WIC CLIENT CONNECT BY THE NUMBERS

• 4,341 WIC Client Connect Accounts
  • Approximately 50% of families have linked their WIC accounts and WCC accounts (n=2,162)
• All Local Agencies in Michigan have clients using WCC
• Top 5 Local Agencies by WCC linked accounts

<table>
<thead>
<tr>
<th>Local Agency</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Macomb County HD</td>
<td>261</td>
</tr>
<tr>
<td>Oakland County Health Division</td>
<td>235</td>
</tr>
<tr>
<td>Kent County HD</td>
<td>165</td>
</tr>
<tr>
<td>Wayne County HD</td>
<td>157</td>
</tr>
<tr>
<td>Genesee County HD</td>
<td>151</td>
</tr>
</tbody>
</table>
CONSIDERATIONS WHEN DESIGNING YOUR CLIENT PORTAL

• Local Agency input
• Hosting and website policy considerations
• Balance of needs between clients and Local Agencies
• What functionality can be designated to the Clients
• How will you handle questions from Clients
• What will your marketing and outreach campaign look like
THANK YOU

Richard Schneider, MS
WIC System Management Specialist
WIC Program
Michigan Department of Health and Human Services

Voice: 517-241-3595
Email: schneiderr1@michigan.gov