



Arizona Department of Health Services
Bureau of Nutrition and Physical Activity
HANDS 2.0 WIC System

General System Requirements
Detailed Functional Design Document
Version 1.0



CMA Consulting Services
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REVISION HISTORY

The chart below indicates revisions made to this document:

<u>Version</u>	<u>Name</u>	<u>Brief Description of Change</u>	<u>Published</u>
1.0	Matthew Ayscue	Initial Draft	3/5/2025

1 INTRODUCTION TO HANDS

Health and Nutrition Delivery System



HANDS is an acronym for Health And Nutrition Delivery System. HANDS was created to:

- Collect and process WIC data
- Create Letters, Reports, Forms and Labels based upon the data collected
- Allow for access by any computer with an internet connection
- Streamline the WIC processes
- Meet USDA Federal Requirements
- Issue benefits to clients electronically (eWIC)

The new HANDS functionality enables users to spend more time interacting with WIC clients and less time on data entry. HANDS is designed to align with WIC clinic flow and local agency caseload management.

1.1 HANDS: A Web-Based System

HANDS is a web-based application, meaning it uses your computer's web browser. The preferred internet browser for HANDS is Google Chrome. However, all mainstream browsers are compatible, including Microsoft Edge, and Mozilla Firefox.

Web-based applications offer significant advantages, such as rapid recording and transfer of WIC data within seconds. Additionally, since HANDS is maintained on centralized servers, client services will not be interrupted during updates.

1.2 HANDS required supplemental software & settings

To operate HANDS, you need Chrome, Edge, Firefox or Safari. Adobe Reader is required to access the Letters and Reports feature. State and Local IT staff will ensure all WIC Clinic computers have the necessary browsers, Adobe Reader, and other recommended settings.

1.3 Equipment

HANDS will collect signatures from Authorized Representatives, Clients, and Proxies, and allow for the scanning of certain documents. Users can assign ebt cards using a card reader and set pins for cards using the pin pad.

2 LOGGING INTO HANDS

Clinic staff can log in to HANDS using any compatible browser (Chrome, Edge, or Firefox) from any internet-connected computer.

Access HANDS at: <http://wichands2.com>.

Type this address into the browser's address bar to reach the HANDS Login Page.

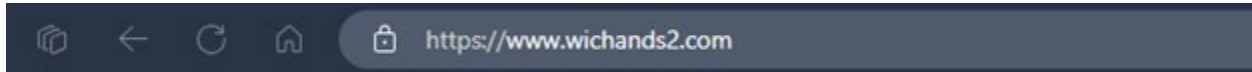


Figure: Entering the HANDS Internet Address in Web Browser

For quick access, the HANDS shortcut icon will be located on the desktop of all WIC Clinic computers which will bring the user directly to the HANDS 2.0 Log- On Page.

Note: Each State Agency will have their own flags logo at the top left of the Log On page.

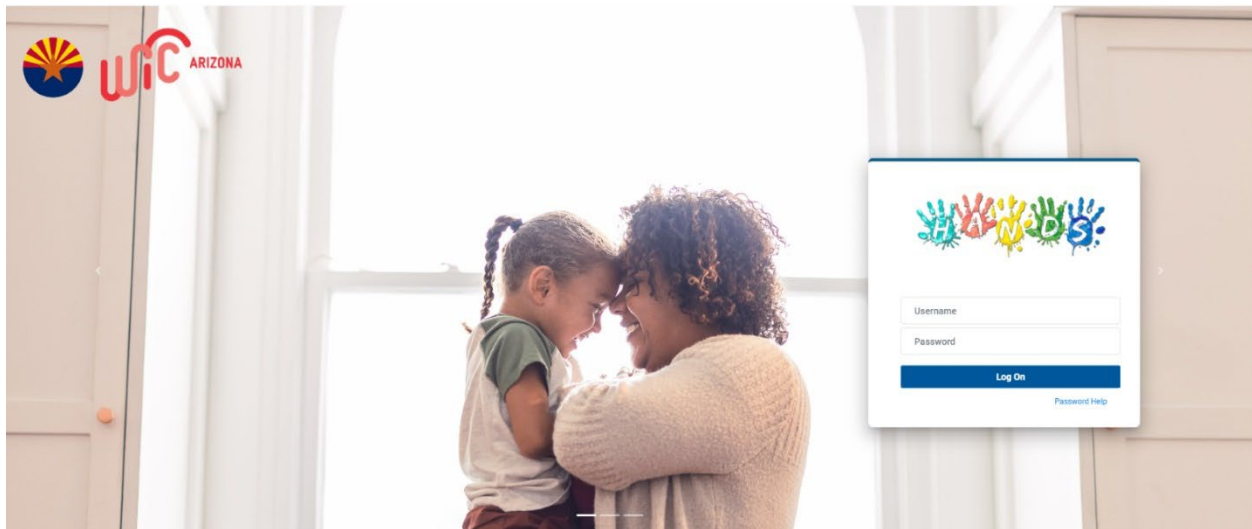


Figure: HANDS Log On Page

Note: Each State Agency will have their own flags logo at the top left of the Log On page.

2.1 Steps for logging into HANDS

1. On the PC or laptop Screen, click on the HANDS Shortcut Icon available on the computer desktop. Alternatively open a web browser and type the Internet Address into the address bar. For AZ the address is: <https://wichands2.com>.
2. The HANDS Log on Page will display.
3. Enter the HANDS Username & Password.

4. Click the Log On button to log into HANDS.
5. Choose the assigned Local agency and Clinic site.
6. Click the Log On button to log into HANDS.

Note: Choices in the Agency and Clinic dropdowns vary depending on the user's assigned agency, clinic and title.

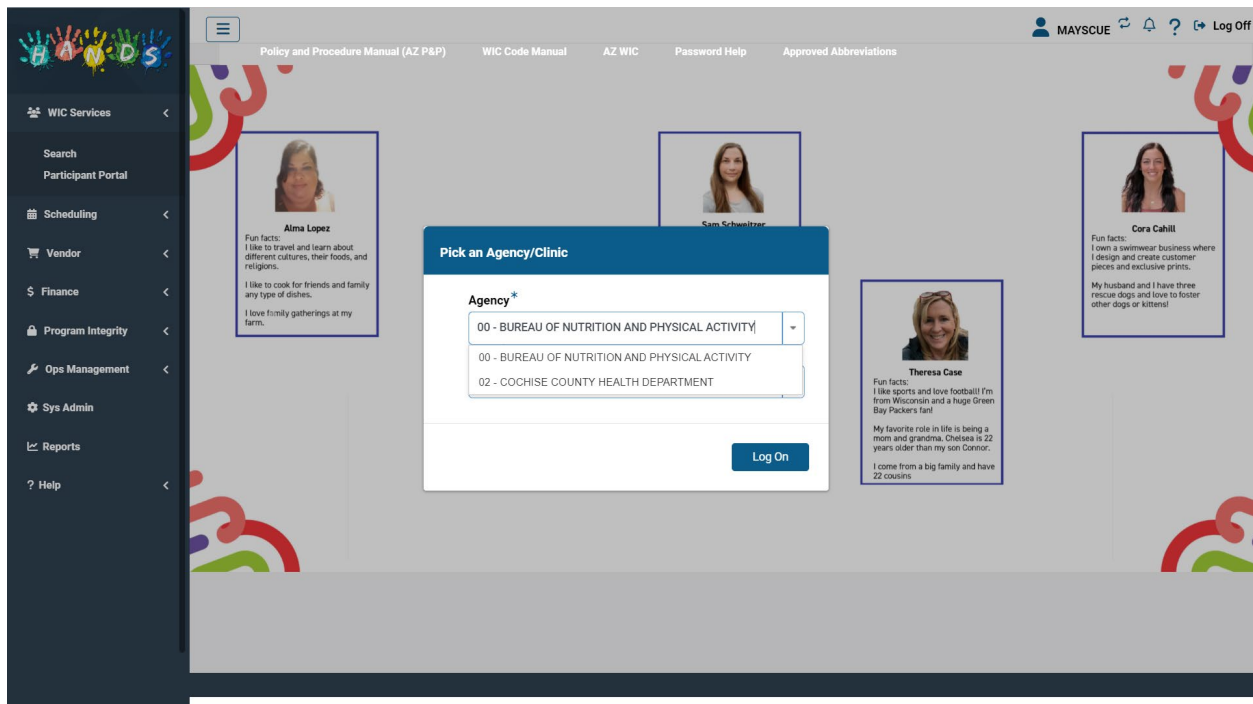


Figure: Users assigned Local Agencies

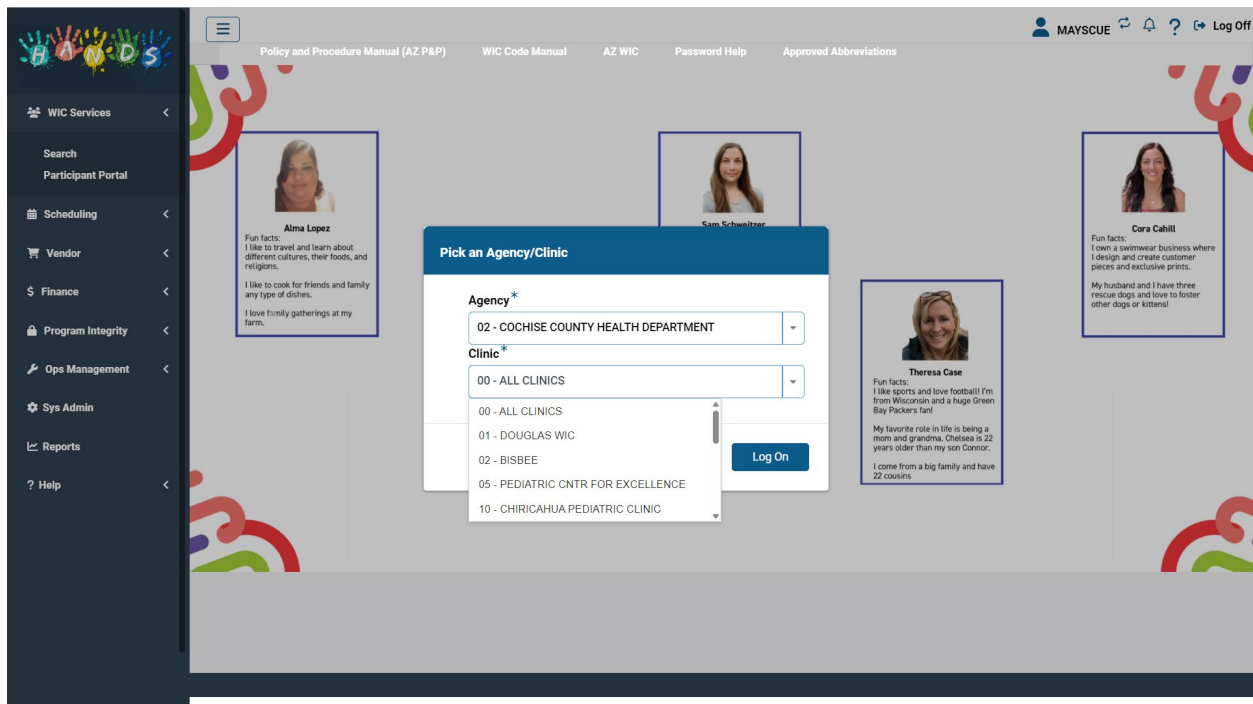


Figure: Users assigned Clinics

2.2 Switching between Clinics

Users can switch between Agencies and Clinics by clicking the Agency and Clinic in the upper right corner.

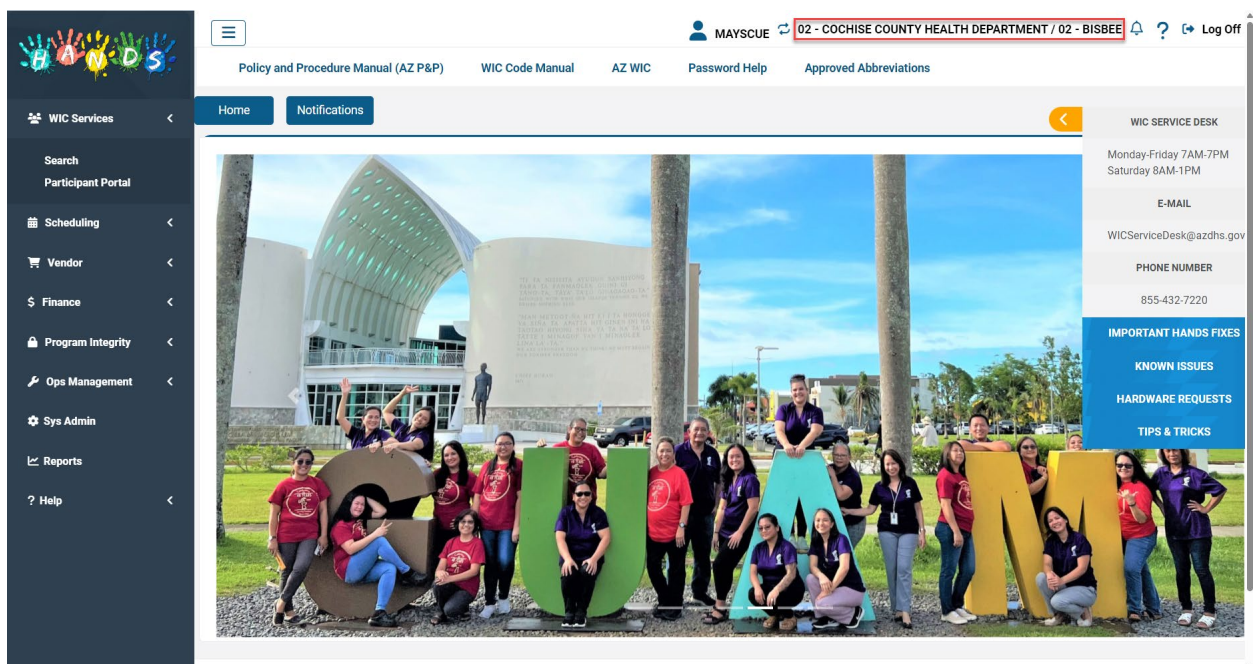


Figure: Hands Landing Page

The Pick an Agency/Clinic pop-up will appear. Select the desired Agency and Clinic, then click Select to log in to the chosen Agency and Clinic.

Note: Drop-down options in the Agency and Clinic fields are limited by user permissions.

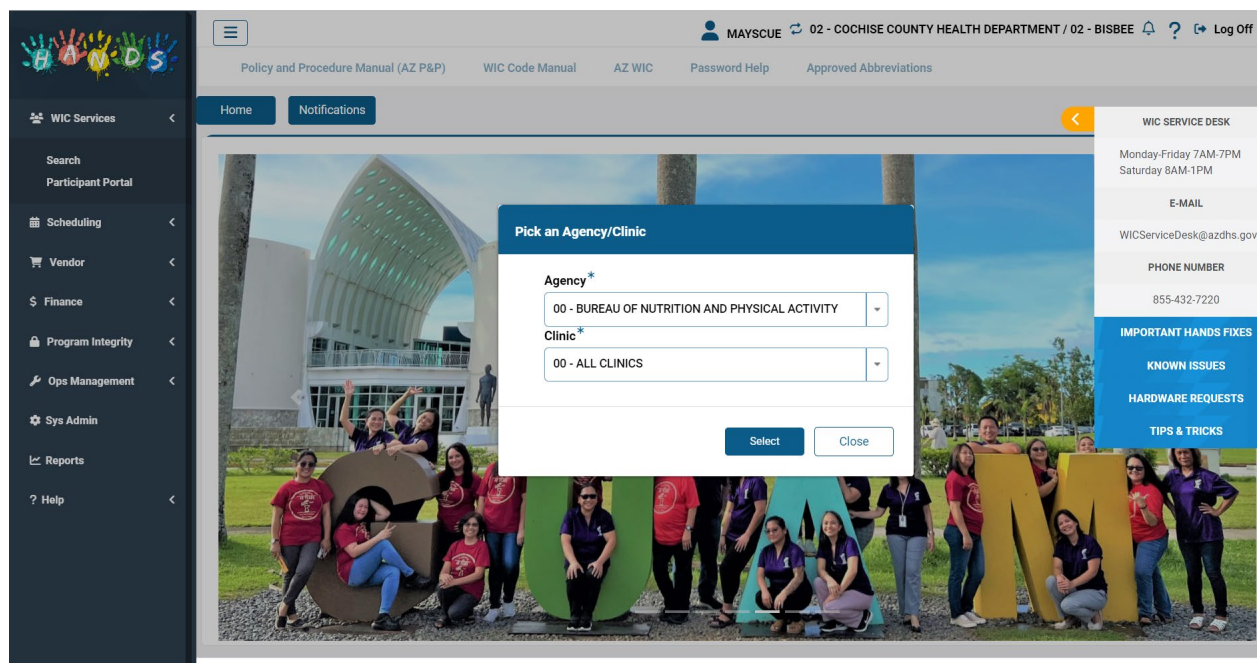


Figure: Pick an Agency/Clinic

3 HANDS LANDING PAGE

The HANDS Landing page is configurable for the customer. It is used for important information. Tips and Tricks, Helpful Links, ADHS Links, and the AZ Helpdesk Service number are added.

After logging in and selecting an Agency and Clinic, the HANDS Landing Page will display.

- The background features a carousel of rotating WIC images.
- In the top left, the HANDS emblem is displayed. This emblem appears on all HANDS pages and can be selected at any time to return to the HANDS Landing Page.
- Under the HANDS emblem on the left, the main menu displays all modules.
- To the right of the HANDS emblem at the top left, there is a Burger icon to expand or collapse the main menu.
- In the top right, is the logged-in username, a link to switch the agency/clinic, a notification bell icon, a help icon, and a log-off link.
- The second row at the top is configurable for the customer. The Arizona Department of Health Services provides accessible links to the following pages: Policy and Procedure Manual (AZ P&P), WIC Code Manual, AZ WIC, Password Help, and Approved Abbreviations.
- The next row down presents Home and Notifications buttons.
- Towards the top right, there is a collapsible pop-up displaying WIC Service Desk hours of operation and contact information. It also includes links for Important HANDS Fixes, Known Issues, Hardware Requests, and Tips & Tricks.

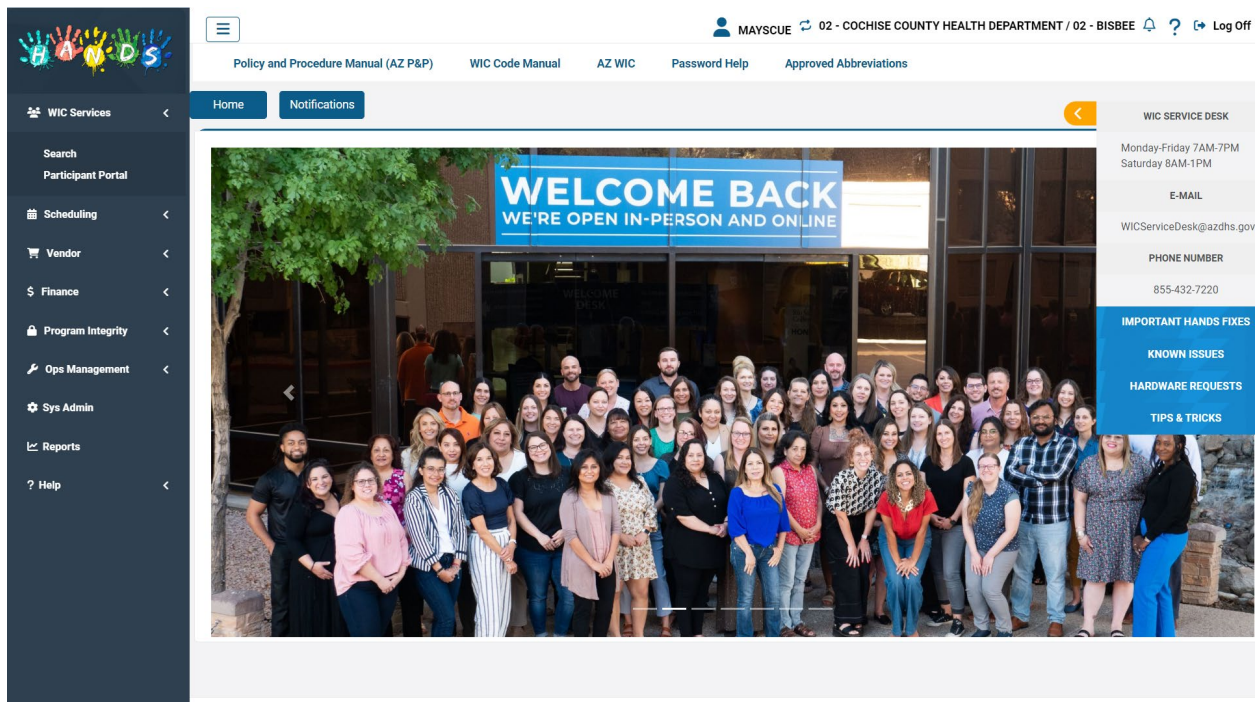


Figure: HANDS Landing Page

4 HANDS ORGANIZATION OF MODULES

HANDS is organized into major divisions referred to as Modules, accessible from the Main Menu on the left.

WIC Services- The WIC Services module contains many of the daily WIC Clinic operations including the following:

- WIC Family and Client Search
- Adding and maintaining WIC Family records
- Adding and maintaining WIC Client records
- Immunization
- Income Eligibility
- Certifying Clients
- Adding Medical records
- Assigning WIC Codes
- Breastfeeding Surveillance
- Breast Pump Issuance and Return
- Breastfeeding Peer Counselor
- Breastfeeding Promotional Items
- Adding Referrals and completing assessment
- Tailoring and Assigning Food Packages
- Issuing Food Benefits
- Printing Food Benefits
- Uploading Documents on Client, Breast pump Issuance and return, Benefits-Tailoring screens.
- Documenting Nutrition Contacts
- Adding notes to Client records
- Transferring Families and Clients
- Termination
- Family and Client History
- Family Appointments
- Transferring Registered Clients into HANDS 2.0 from the Participant Portal
- Upload Documents for Participant Portal Accounts

Scheduling: The Appointment Scheduling module includes scheduling appointments for families and clients, creating and maintaining Clinic schedules, pre- certification, walk in appointments, and appointment mailing labels.

Vendor: This area is for adding and maintaining data related to WIC vendor management. It also features sections for communications with vendors and vendor Reports. This area will be accessible only to WIC State Agency staff.

Finance: This area is for the addition and maintenance of formula manufacturer and rebate information. It is a State Agency functionality and will not be available for WIC Local agency and Clinic users.

Program Integrity: This area is for Vendor program integrity and Family/Client. It also features Reports to identify high risk activity required to ensure program integrity. This area is only accessible to WIC State Agency staff.

Operations Management (Ops Management): This module allows for the addition of system users and the maintenance of current user accounts. State, Local agency and Clinic sites are also added into HANDS through this area. This area is used primarily by WIC State Agency staff with limited access by Local agency administrative staff.

System Administration (Sys Admin): The System Administration (Sys Admin) module is for maintaining information related to users, security, sites, and Local agency data. The System Administration (Sys Admin) module also covers maintaining codes, business rules, system parameters, and data tables. WIC State Agency staff will primarily use this area. It is not visible or available to WIC Local agency and Clinic employees.

Reports: The Reports area of HANDS will offer a variety of Reports to State, Local Agency and Clinic staff. The Reports and the Report styles available will depend upon the user's role.

Help: The Help module is for assisting the user with accessing various training materials and user manuals. This includes the State Training Manual, Clinic Admin Manual and Clinic User Manual.

5 HANDS NAVIGATION BASICS

Depending on the location within the system, there are two main ways to navigate between HANDS modules.

- The **Main Menu**, located on the left and always accessible from anywhere in HANDS, allows users to easily navigate modules.
- The **Navigation Pick List**, accessible from anywhere in HANDS, allows movement to other pages and functions within the selected module.


5.1 Main Menu

The main menu is located on the left side of HANDS screens and gives the user access to the modules listed from anywhere within the system.

The following modules are available on the side menu bar:

- Home (HANDS Image)
- WIC Services
- Scheduling
- Vendor
- Finance
- Program Integrity
- Operations Management
- System Administration (Sys Admin)
- Reports
- Help

NOTE: The WIC Staff or User will have access to the Modules based on the roles they have assigned to them.

The side menu bar can be collapsed and expanded using the burger icon () located at the top left of all pages, just to the right of the main menu.

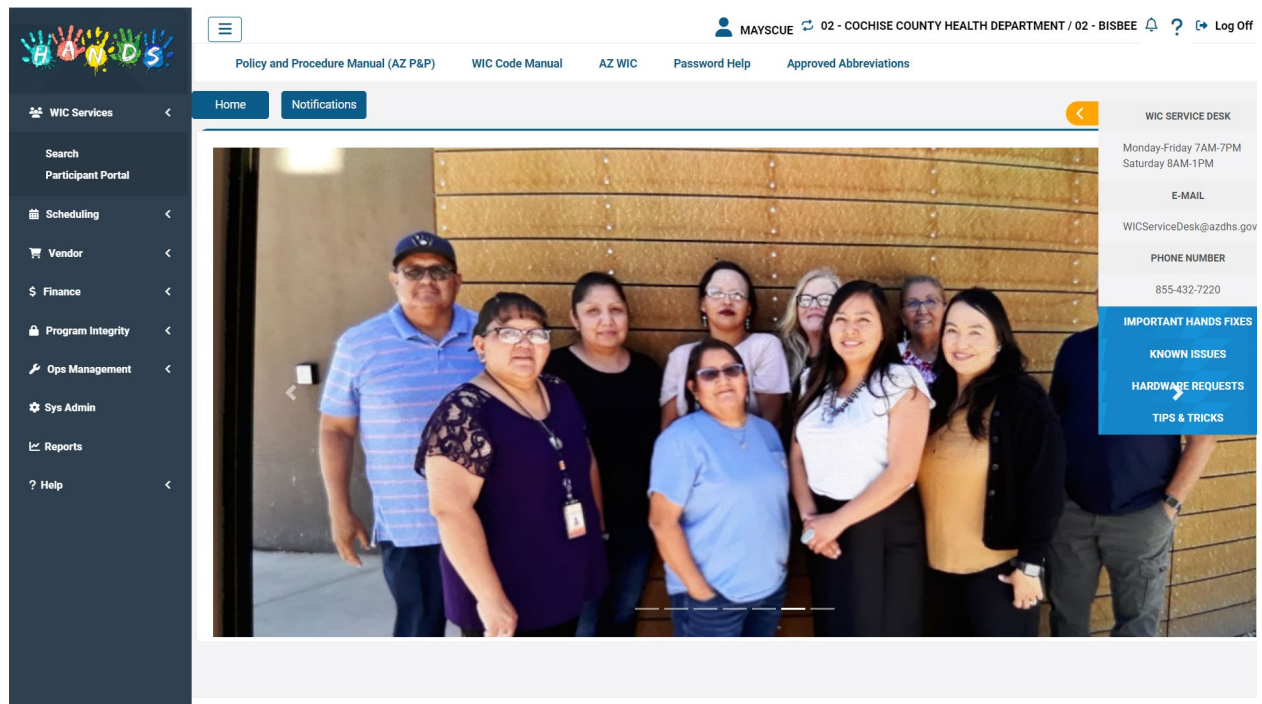


Figure: Main Menu Expanded

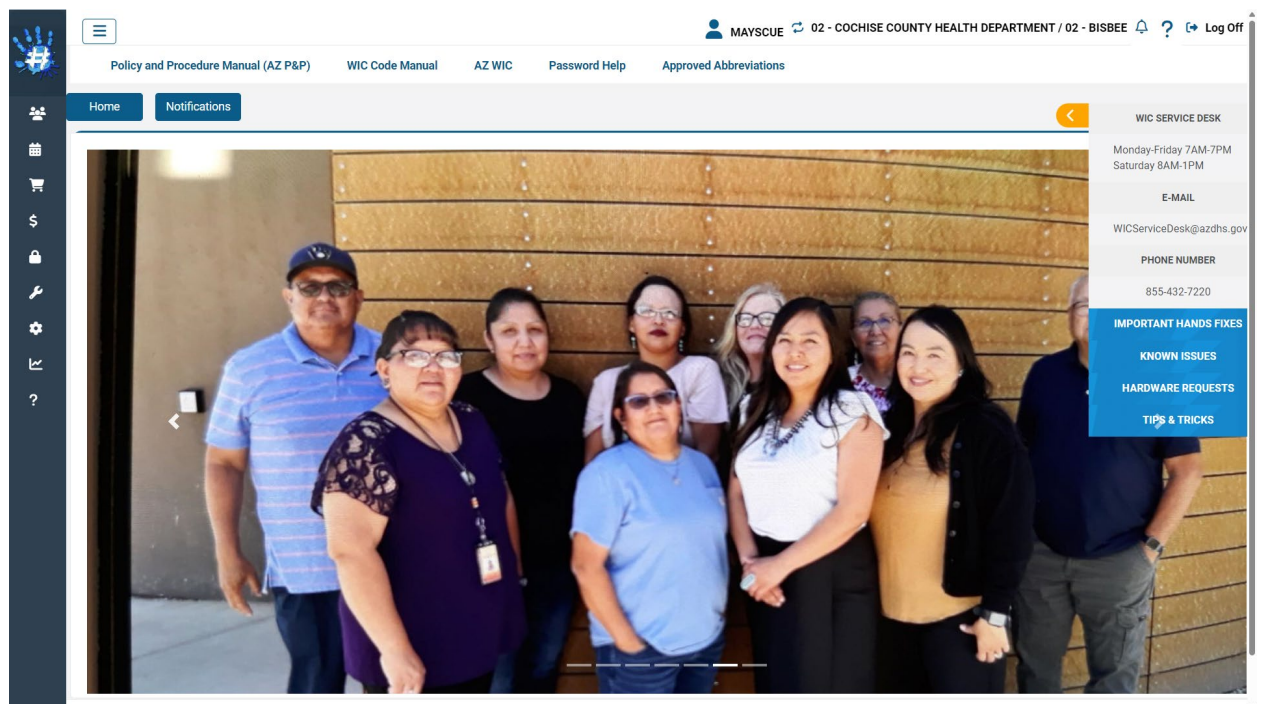


Figure: Main Menu Collapsed

When navigating to any module in HANDS the main menu expands to display the submodules, if applicable.

For example, when navigating to any of the Vendor module screens, the side menu bar shows that module expanded & displays other screens/submodules present as seen in the below figure.

The screenshot displays the HANDS 2.0 interface. On the left is a dark blue side menu bar with the 'HANDS' logo at the top. The menu items are: WIC Services, Scheduling, Vendor (highlighted with a green box and expanded), Finance, Program Integrity, and Ops Management. The expanded 'Vendor' menu shows submodules: Vendor Lookup, Owner Lookup, MARL Exceptions Settings, MARL Overrides, Mass Communication, Group Education, Price Survey, and Vendor Web Admin. The main content area is titled 'Vendor Lookup'. It features a 'Search Filter' section with input fields for 'Vendor ID / Applicant ID', 'Vendor Name', 'SNAP Auth. Number', 'City', 'Owner Name', and 'Officer'. A 'Print Labels' button is located below the search filters. At the bottom, there is a table with the following columns: Applicant ID, Vendor ID, Vendor Name, and Status. Below the table, there is a 'Show 10 entries' dropdown menu.

Figure: HANDS 2.0 side menu bar- Expanded Sub modules/ screens

5.2 Navigation Pick List

The Navigation Pick List is a useful tool which may be accessed from any area within HANDS except for the HANDS Home Page.

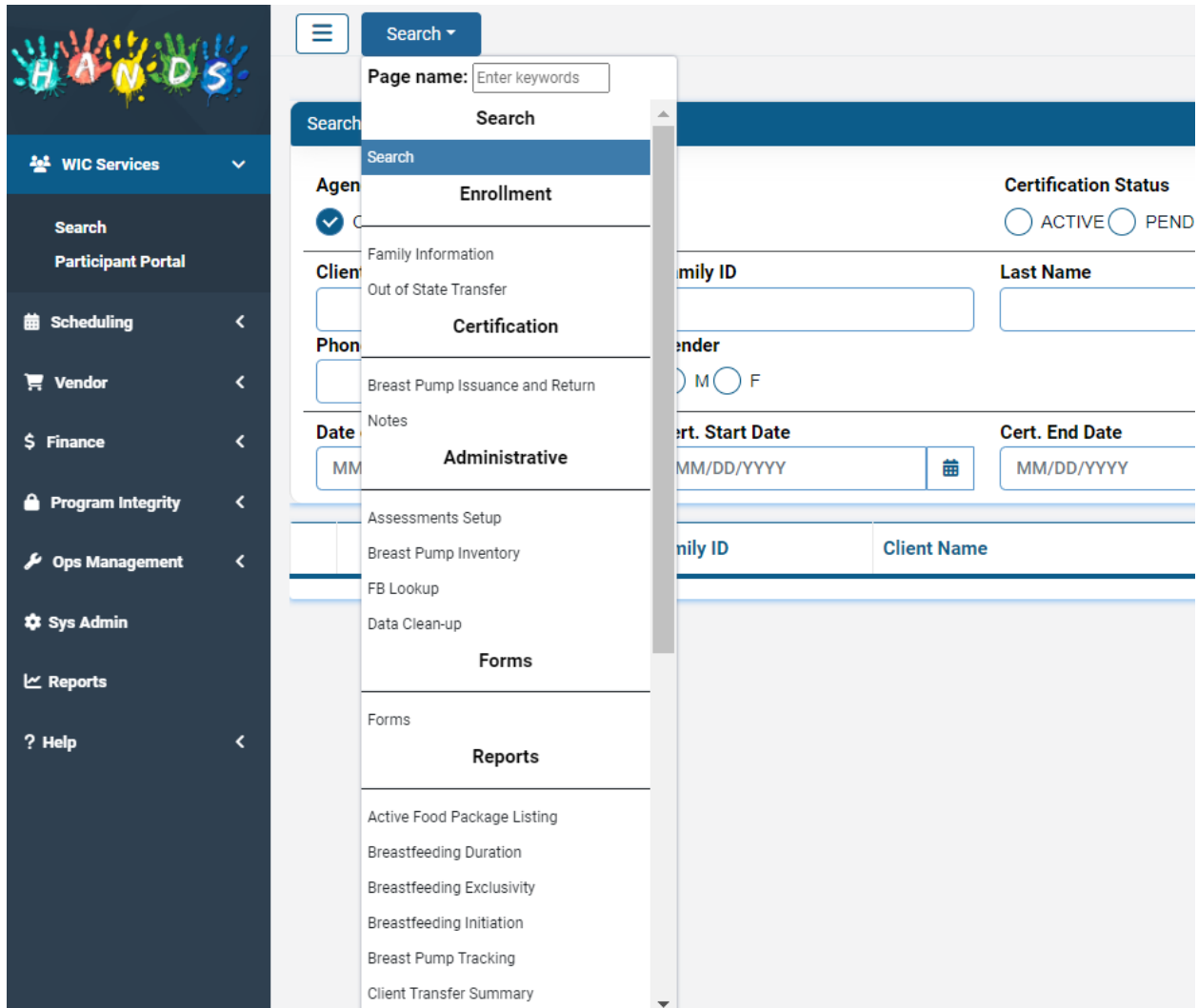


Figure: Accessing the Navigation Pick List

The Navigation Pick List may be used as a second option to navigate through the different modules in HANDS. The Navigation Pick List also offers exclusive navigation to other pages such as the History page or the Breastfeeding Peer Counselor page. The user can filter the pages that appear in the Navigation Pick List. This process is done by entering the starting letters for the desired page in the Page Name field at the top of the Navigation Pick List.

The screenshot displays the HANDS WIC System interface. On the left, a dark sidebar contains a 'Page Name Field on Navigation Pick List' with a search bar and a list of navigation options: 'Cert', 'Med', 'Assess', 'BF Surv', 'Care Plan', 'Benefits', 'Appts', and 'Notes'. The 'Cert' option is selected. The main content area shows a form for 'TEST, CHILD' with fields for 'Client ID' (10221881), 'Date of Birth' (09/09/20), 'Age' (1 yrs, 10 mos), 'Cert. Period' (N/A), 'Category' (C1), 'Term. Date' (N/A), and 'Due' (N/A). Below the form, there are buttons for 'Admin Block', 'Upload Document', 'Scan Document', 'Signatures', 'Print VOC Form', 'Transfer Client', 'Add', and 'Save'. A 'Reset' button is also visible at the bottom left.

Figure: Page Name Field on Navigation Pick List

The navigation options of the Navigation Pick List vary depending upon which module of HANDS the user is in.

Note: Access to items on the Navigation Pick List are determined by the assigned role. If a user selects a page and they do not have permissions for, HANDS will display the following message:

The screenshot shows a light blue background with the text 'Access Denied' in bold. Below it, a message states: 'You do not have permission to access the requested screen within your current logged in agency, clinic, or role.'

Figure: Access Denied message

5.3 Sub Tabs

Each Module in HANDS has a sub tab Menu. The pages are easily accessible for each Module through this menu. See the Figures below for two examples of Sub Tab Menu's from two different Modules (WIC Services and Vendor).

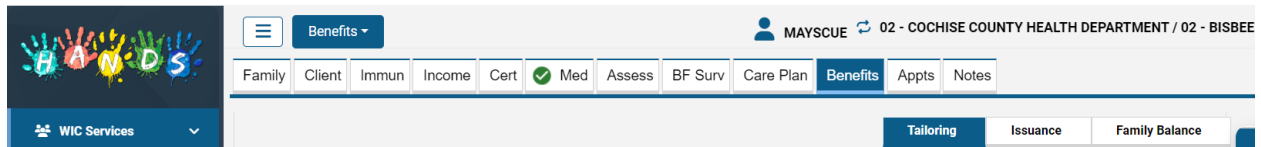


Figure: WIC Services, Benefits, Tailoring Tab

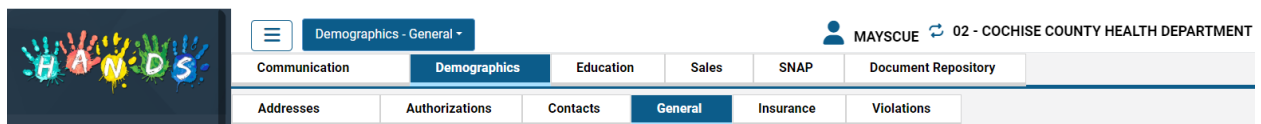


Figure: Vendor, Demographics – General Tab

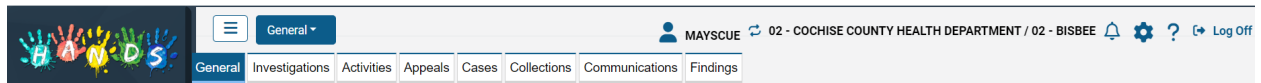


Figure: Program Integrity, General Tab

6 ACTIVE RECORD

The Active Record is a collection of data elements displayed on each page throughout the system. Its purpose is to provide easy access to important information about the selected Client, Family, Client, Owner, and Vendor, depending on the chosen Module.

Family Information	
LA / Clinic	DOUGLAS WIC
Family ID	240311194
Auth Rep Name	TEST340, TEST
Phone	N/A

TEST340, CHILD
TEST340, IFF
TEST340, TEST

Figure: Family Active Record

Family Information	
LA / Clinic	DOUGLAS WIC
Family ID	240311194
Auth Rep Name	TEST340, TEST
Phone	N/A

TEST340, TEST	
Client ID	1022189204
Date of Birth	09/09/2000
Age	24 yrs, 3 mos
Cert. Period	12/03/2024 - 04/14/2025
Category	PG2
Term. Date	N/A
Due Date	03/03/2025
Weeks PG	30
LDTU	03/02/2025
Next Appt.	N/A
Appr Thru	N/A
Wait Listed On	N/A
Mid-Cert Due	N/A

TEST340, CHILD
TEST340, IFF

Figure: Client Active Record

🏠 Owner Information	
Owner	7500: 2.7.9 SMOKE TEST OWNER
Owner Phone	(345) 345-3453
Owner Address	123 TST PHOENIX AZ 85014

Figure: Owner Active Record

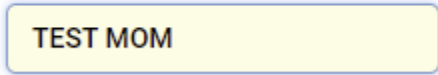

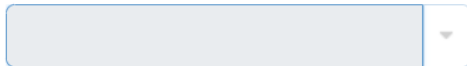
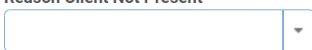
🏠 Owner Information	
Owner	7500: 2.7.9 SMOKE TEST OWNER
Owner Phone	(345) 345-3453
Owner Address	123 TST PHOENIX AZ 85014

6758: 2.7.9 SMOKE TEST VENDOR	
Chain Store Num	100
FNS WIC ID	22222
Vendor Status	SUSPENDED/DISQUALIFIED
Vendor Phone	(435) 345-3453
Vendor Address	123 TEST BISBEE AZ 85603
Risk Level	N/A
Compliance Case	N/A


Figure: Vendor Active Record

7 DATA ENTRY FIELDS

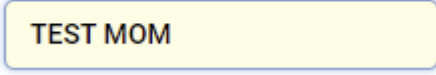
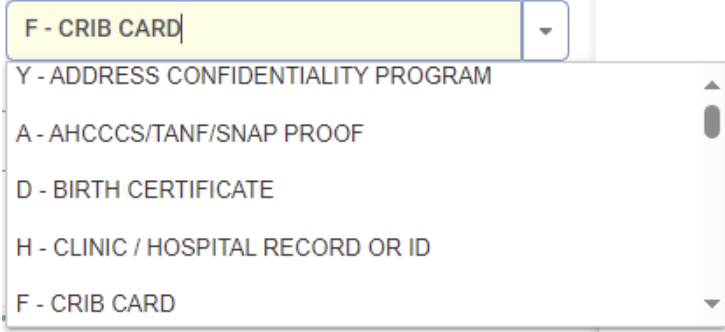





Common data entry fields and methods:

Title	Display	Description
Required Fields	First Name* 	The required fields are highlighted yellow and have an asterisk (*) to the right of the field name. These fields must be entered.
Optional Fields	Disability 	Optional fields are white and can be entered or skipped. They are not required.
Unavailable Fields	Reason Client Not Present 	Unavailable fields are grayed out and cannot be entered until a specific action occurs. Once the action occurs the field becomes required.
Conditional Fields	<input checked="" type="checkbox"/> Client Not Present Reason Client Not Present 	Conditional Fields have the same appearance as an option field. Under some conditions the field is optional, allowing the user to complete or skip the field. However, under certain conditions HANDS 2.0 will require the user to complete the field based on a

		previously completed field or data entry value. For example; On the Certification Tab, when Client Not Present is selected a Reason Client Not Present drop down becomes active and requires an entry.
Non-editable fields/dropdowns	<div>Category*</div> <div>PG2 (PREGNANT, 18 YEARS OF AGE OR OLDER) ▾</div>	Fields that can no longer be modified and are view only. Ex. Category field is non-editable after assessment is complete on Care plan screen.
Display Only Fields	<div>LA / Clinic</div> <div>DOUGLAS WIC</div> <div>Family ID</div> <div>240295115</div> <div>Auth Rep Name</div> <div>WOOD, AUTHREP</div>	Displays data for viewing and does not allow the user to modify the data. There is no data entry area.
Row Count	<div>Show</div> <div>10 ▾</div> <div>entries</div>	Allows for search result lists with multiple rows to be made visible. Choices are 10, 25, or 50 rows to be listed.

Multiple Selection Drop-down	<div>Redemption Indicators</div> <div>Select options</div> <div><input checked="" type="checkbox"/> CHECK ALL <input type="checkbox"/> UNCHECK ALL </div> <div><input type="checkbox"/> A-Extremely small amount</div> <div><input type="checkbox"/> B-Large percent of food instruments</div> <div><input type="checkbox"/> C-Unusually high average food instrument prices</div> <div><input type="checkbox"/> D-Redeemed prices are higher than their price list</div>	Enables selection of multiple values via checkboxes, with options to Check All or Uncheck All.
---------------------------------	---	--

8 DATA ENTRY METHODS

Title	Display	Description
Box	First Name * 	Type inside the field
Drop Down Menu	Proof Of Identity * 	Select the available option from the drop-down menu.
Check Box	Reminder Preference <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Text	Click the check box or use the spacebar to select or deselect the box.
Radio Button Option	Gender <input type="radio"/> M <input checked="" type="radio"/> F	Only one option can be selected. Click to select an option.
Date Field	Date of Birth *    <div>   </div>	Enter a date in MMDDYYYY format (e.g., 01012024). HANDS 2.0 will convert it to 01/01/2004 and then prompt you to re-enter the date for verification.

Calendar

Date of Birth *

02/01/2022

Calendar icon

Age

2 yrs, 4 mos

«

February 2022

»

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

The date can also be entered through the Calendar.

Note: If the desired date's month/year is different from what is displayed, simply click on the displayed Month/Year. You can select the month. If the year needs to be changed, click on the year and select the correct year.

9 AUTO-FORMATTING/AUTO-POPULATING

The Auto Format feature means that HANDS automatically changes the formatting or appearance of the text. The following are examples of fields that are Auto Formatted.

- Calendars
- Telephone Numbers
- Changes all text to Uppercase

The Auto-Populate feature means that HANDS detects what values to finish the fields with. The following are examples of fields that Auto-populate.

- City- Auto-populates State, ZIP code, and County
- Food Package ID- Auto-Populates Food Package Description

10 STANDARD ACTION BUTTONS

The following standard buttons are used throughout HANDS and operate in a similar manner.




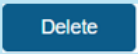


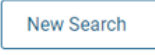



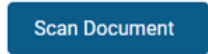

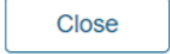








Standard Action Button	Button Display	Action Performed
Add+		Adds new record/row to the grid OR Displays a new page or modal to add data HANDS
Add		
Cancel		Cancels an action or data entry and closes the modal or window.
Delete		Deletes the selected data.
Expand Row		Will expand a row to reveal more information
Search		Initiate a search to retrieve records which match the data entered on the screen.
New Search		Clears all previous search criteria and results to begin a new search.
OK		Closes the data entry box after all data has been entered. Note: Clicking OK to close the box does not save the information!
Reset		Returns all data fields to the original values since the last save. Data cannot be reset after it has been saved.
Save		Saves the data on window, page, tab, or modal.
Scan Document		Opens the functions available for scanning documents.
Signatures		Open the functions available for the signature pad and collecting signatures.
Close		Close Modal and return to previous window
Attach		Opens File explorer to select document to upload
Upload		Opens Upload pop-up to attach documents
Back To List		Returns to the previous page.
Clear		Removes the specific data entered or chosen.
Clear All		Removes all data entered or chosen.


Figure: Standard Action Buttons

11 COMMON ICONS

Edit Icon  - Allows for the modification of a data entry or record.


Delete  - Purges the data from the database.

Save Icon  - Saves the records to the grid.

Reset/ Remove Icon  - Discard the unsaved changes of the grid.




12 ACTIVE RECORD ICONS

Icons in the Certification and Enrollment module indicate specific client conditions. HANDS uses these icons to alert WIC Clinic staff to clients needing additional attention. For example, icons will display if a client has a disability, is missing certification documentation, lacks a medical record, or is classified as High or Medium risk.

 Family Information

LA / Clinic	BISBEE
Family ID	240300401
Auth Rep Name	TEST, PRECERT
Phone	N/A

TEST14, TEST14

Client ID	2022128051
Date of Birth	10/10/1988
Age	36 yrs, 2 mos
Cert. Period	07/08/2024 - 01/11/2025
Category	PG2
Term. Date	N/A
Due Date	11/30/2024
Weeks PG	44
LDTU	01/26/2025
Next Appt.	N/A
Appr Thru	N/A
Wait Listed On	N/A
Mid-Cert Due	N/A

Figure: Icons on Active Record

The table below lists all possible icons along with their descriptions.

Breast Pump		The client has been issued a breast pump
Disability		The client has disability
Red High Risk		The client is high risk
Yellow Medium Risk		The client is medium risk
Green High risk		The client has seen the nutritionist
Mid Certification		The client will need a mid certification
Missing Documentation		The client record is missing documentation that will need to be provided in order to continue receiving WIC food benefits
Staff alert		There is a Staff alert note or comment concerning this client
Out Of State Transfer- VOC		This client is an Out of State Transfer
Medical Icon		Client needs bloodwork or anthropometric data.
Aged Out 5+		The client is over the age of five years old and has aged out of the program.
Duplicate		The client is flagged as a duplicate or as a dual participant
Admin Block		Administrative block that is applied to a Family and individual clients.
Information Icon		User is allowed to hover over the icon to display more information about the section
Notes		Add Notes
Deceased icon		The client has been marked as deceased. See Module 2 for more details.

Figure: Active Record Icons

13 ICONS ON WIC SERVICES-SEARCH RESULT

When performing a WIC Services Search, multiple client records may appear in the search results grid. Specific icons will be displayed in the search results to help easily identify and distinguish between clients.

Icons:



- Deceased client



- Duplicate Client Record



- Child whose certification has ended due to age

13.1 Deceased Client

In HANDS, the WIC Services screen will display a 'D' icon for 'Deceased' clients. The Client ID and name will appear in red in the search results grid. On the client's Active Record, the Client ID and the red 'D' icon will also indicate if the client is deceased.

Search Filter

Agency: ☒ CLINIC ☐ AGENCY ☐ STATE

Certification Status: ☐ ACTIVE ☐ PENDING / INACTIVE ☒ ALL

Local Agencies and Clinics:

Client ID: 1991982717 Family ID: 220239350 Last Name: TEST, TIMEOUT First Name: C2 MI: F Category: 02/02/2020

Phone Number: Gender: ☐ M ☐ F

Date of Birth: Cert. Start Date: Cert. End Date: Auth. Rep. 1 Last Name: Auth. Rep. 1 First Name: Card Number:

	Client ID	Family ID	Client Name	Cat	Gender	Date of Birth	Status
<input type="checkbox"/>	1991982717	220239350	TEST, TIMEOUT	C2	F	02/02/2020	I

Show 10 entries

Search New Search

Figure: Icons on WIC Services Search Result- 'D' Icon for Deceased Client

13.2 Duplicate Client Record

In HANDS, resolved duplicate and dual participation clients are easily identified in the search grid. These client records display a 'DUP' icon on the Client ID in both the search grid and the client's Active Record.

Search Filter

Agency: ☐ CLINIC ☐ AGENCY ☒ STATE

Certification Status: ☐ ACTIVE ☐ PENDING ☐ INACTIVE ☒ ALL

Local Agencies and Clinics:

Client ID: Family ID: Last Name: First Name: MI: Category:

Phone Number: Gender: ☐ M ☐ F

Date of Birth: Cert. Start Date: Cert. End Date: Auth. Rep. 1 Last Name: Auth. Rep. 1 First Name: Card Number:

	Client ID	Family ID	Client Name	Cat	Gender	Date of Birth	Status
<input type="checkbox"/> +	1022189082	240311111	TESTC1-LJ-11-26-2024, CHILD	C1	F	10/01/2023	A
<input type="checkbox"/> +	1022189072 DUP	240311103	TESTC1-LJ-11-25-2024, CHILD	C1	F	10/25/2023	I

Show 10 entries

Search New Search

Figure: Icons on WIC Services Search Result- 'DUP' Icon for Duplicate Client

13.3 Child Certification Ended by Age

In HANDS, when performing a WIC Services search, a '5+' icon will display for children who have aged out of the program. This icon will also appear on the Active Record and the Client Detail popup. The '5+' icon will only appear for clients who are inactive.

Search Filter

Agency: ☒ CLINIC ☐ AGENCY ☐ STATE

Certification Status: ☐ ACTIVE ☐ PENDING / INACTIVE ☒ ALL

Local Agencies and Clinics:

Client ID: Family ID: Last Name: First Name: MI: Category:

Phone Number: Gender: ☐ M ☐ F

Date of Birth: Cert. Start Date: Cert. End Date: Auth. Rep. 1 Last Name: Auth. Rep. 1 First Name: Card Number:

Client ID	Family ID	Client Name	Cat	Gender	Date of Birth	Status
<input type="checkbox"/> + 1991828621	200176533	TEST, EMERGENCY	C2	F	09/11/2017	I



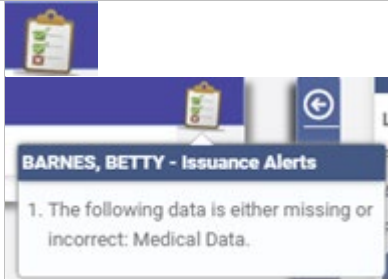
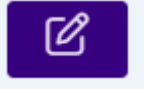




Show 10 entries

Previous 1 Next

Search New Search

Figure: Icons on WIC Services Search Result- '5+' Icon for Aged Out Client

14 OTHER ICONS AND ALERTS OUTSIDE ACTIVE RECORD

Information icon	 	On hovering, additional information for the user is presented. Ex. Income Screen.
Issuance alerts (Clipboard)		The clipboard issuance alerts on the Issuance tab contain alerts, on hover, regarding benefit issuance for family/client.
Update Benefits		This functionality is used by the WIC Service Desk to update benefits for clients. This icon is only populated when the user has the assigned role.
Void		Click to void client benefits.
Reclaim Benefits		Click to Reclaim benefits for clients.
Formula Replacement		Click the icon to perform the formula replacement for the client.
Add Formula		Click the icon to add formula for the client.

15 ADDITIONAL DETAILS (HOVERING)

Hovering is the action of moving the mouse over an item which causes an event such as a pop-up window or description box. See the Figures below for examples of Hovering in HANDS.



Figure: Hover Client Name on Active Record

Figure: Hover Icons on Active Record

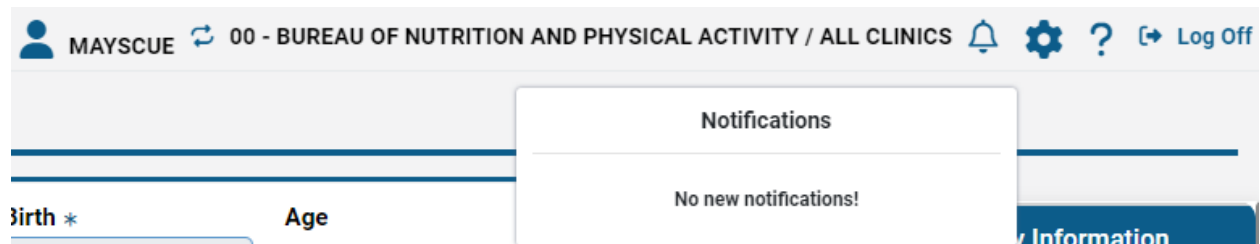


Figure: Hover Notifications

16 HANDS MESSAGES

HANDS 2.0 consists of a variety of messages and alerts to guide the user.

16.1 Informative Message

Informative messages, displayed in yellow, provide guidance. They range from instructions needed to modify the current page to notes about the current page content.

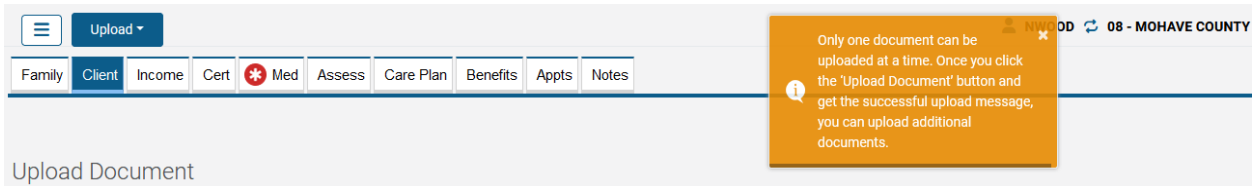


Figure: Informative Message

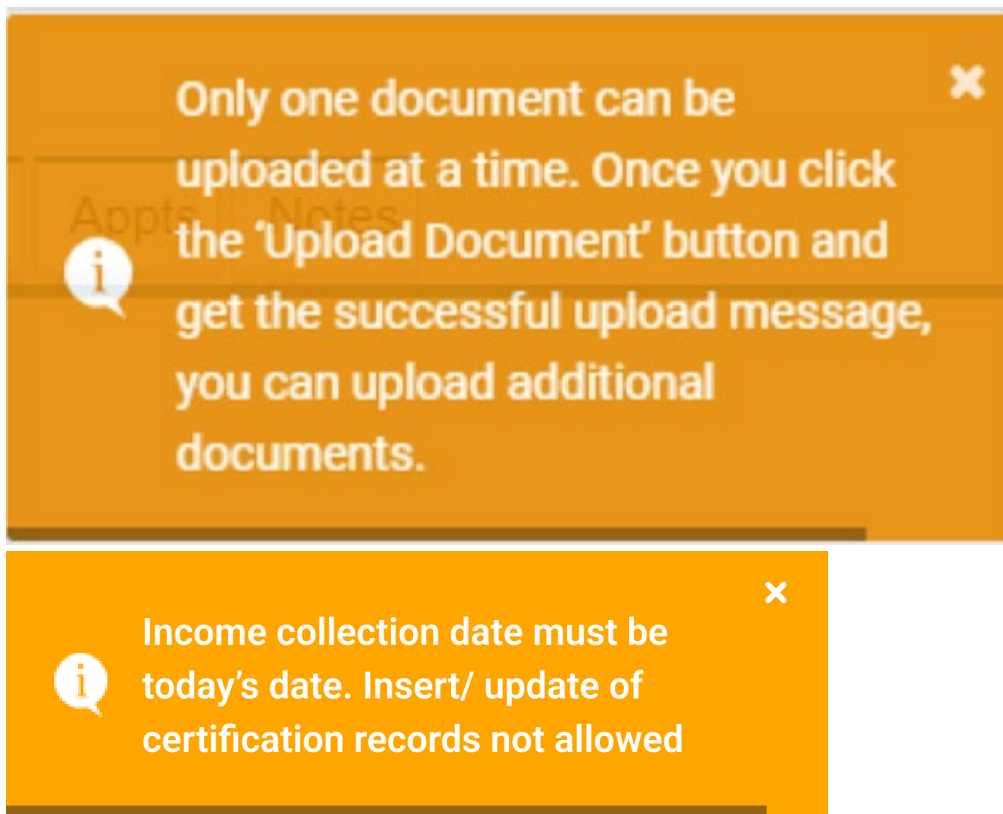


Figure: Enhanced, Informative Messages

16.2 Record Saved Successfully Message

These messages appear in the top center of the page after selecting the save button.

The screenshot shows the 'HANDS' WIC System interface. At the top, a green banner displays the message 'Record saved successfully'. Below this, the 'Client' tab is active, showing a form for 'JOHN KANSA'. The form includes fields for Last Name, First Name, MI, Preferred Name, Date of Birth (01/07/2004), Age (20 yrs, 7 mos), Gender (Female), Mother's ID, Proof of Identity (C - DRIVER'S LICENSE/GOVERNMENT), Application Date (05/24/2023), and a checkbox for Foster Care. A sidebar on the left lists various services like Search, Participant Portal, Family, Client, Income, Cert, Med, Assess, Care Plan, Benefits, Appts, Notes, Scheduling, and Vendor. On the right, a 'Family Information' table lists details for 'JOHN, KANSA S', including Client ID (1022188578), Date of Birth (01/07/2004), Age (20 yrs, 7 mos), Cert. Period (N/A), Category (P), Term. Date (N/A), Due Date (N/A), Weeks PG (N/A), and LDTU (N/A).

Figure: Record Saved Successfully Message

16.3 Validation Summary Message

These messages, displayed in red in the middle of the screen, alert users to missing required information. The page cannot be saved until all required fields are entered.

The screenshot shows the 'HANDS' WIC System interface with a 'Validation Summary' message overlaying the form. The message is displayed in a red box and lists the following required fields: Family Size, Clinic, Last Name, First Name, Authorized Rep1 Date of Birth, and either the Walkin or Phone field. The background form shows the 'Family Information' tab with fields for Family ID, Family Size, Authorized Representative 1 (Last Name, First Name, MI, Date of Birth), and Agency (Walkin, Phone). The 'Save' and 'Reset' buttons are visible at the bottom right.

Figure: Validation Summary Message

16.4 Save Confirmation Prompt

In HANDS, navigating to the next screen without saving triggers a ‘Save Confirmation?’ prompt with ‘Save Work’, ‘Do Not Save Work’, and ‘Close’ buttons:

- Clicking ‘Save Work’ saves the work and navigates to the next screen. If any required field is missed, a validation error appears, and the screen remains unchanged.
- Clicking ‘Do Not Save Work’ discards changes and navigates to the next screen.
- Clicking ‘Close’ closes the pop-up.

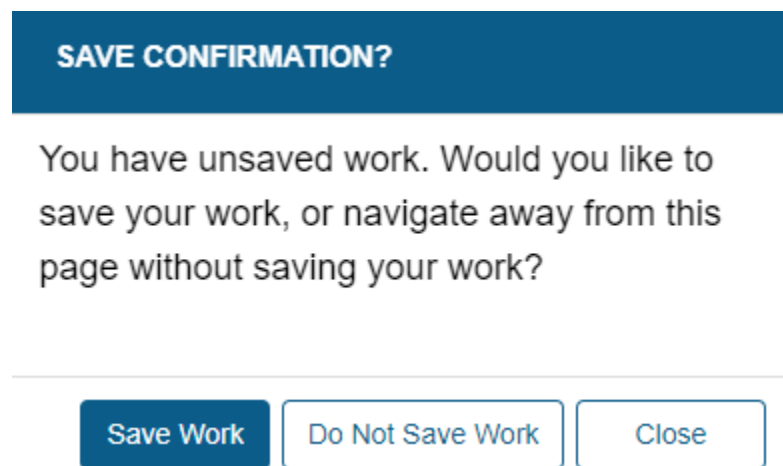


Figure: Save Confirmation Prompt

16.5 Error Message

Error messages that halt further action appear during system errors and direct users to the WIC Service Desk. These messages display a ‘Return to Last Page’ button, the WIC Service Desk phone number and email address, and a Reference Ticket number.

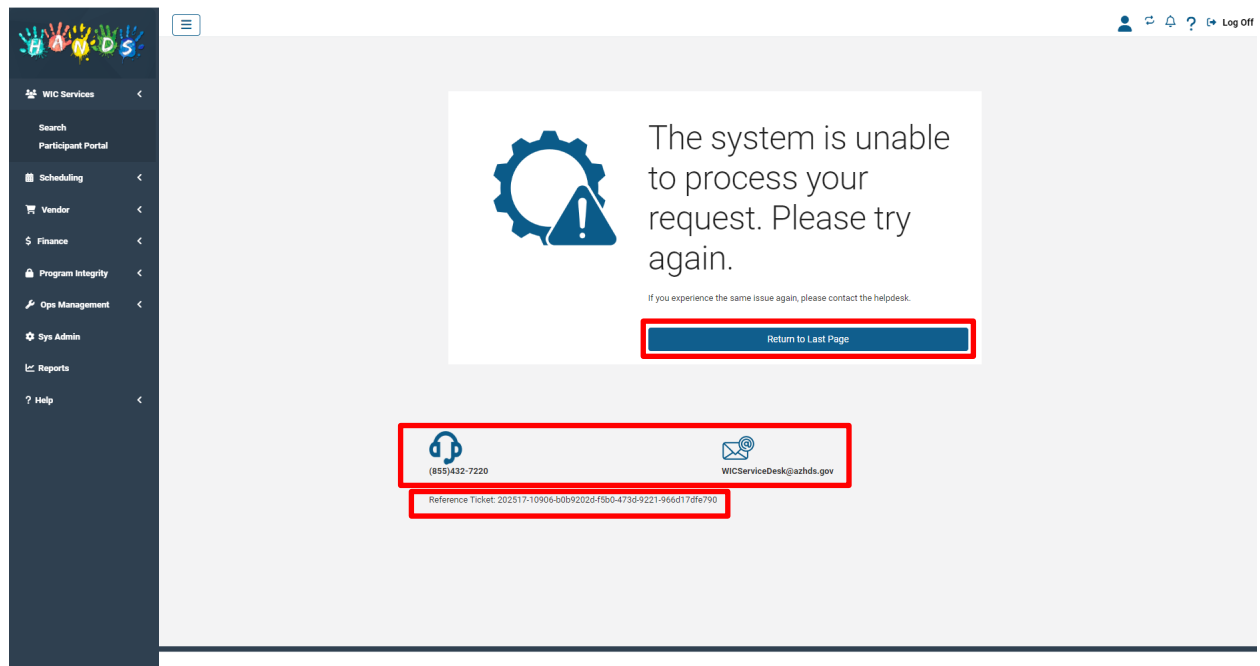


Figure: Stack Trace Error

17 IN-LINE GRID

A notable change in HANDS is the in-line addition to grids. In 1.0, adding or editing grids required a pop-up for data entry. In 2.0, clicking 'Add +' inserts a row directly into the grid for data entry or dropdown selection. If any required fields are missing, a validation summary will generate showing the missing required fields.

1) Select 'Add +'

Family Phone(s)



							Add +
Phone Number	Ext.	Phone Type	Do Not Call	Do Not Text	Priority	Action	
(555) 555-5555		CP - CELL PHONE	<input type="checkbox"/>	<input type="checkbox"/>	PRIMARY	 	

Figure: In-line Grid- Add +

2) Enter or select all required fields and any optional fields.

Family Phone(s)





							Add +
Phone Number	Ext.	Phone Type	Do Not Call	Do Not Text	Priority	Action	
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/> *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value=""/> *	 	
(555) 555-5555		CP - CELL PHONE	<input type="checkbox"/>	<input type="checkbox"/>	PRIMARY	 	

Figure: In-Line Grid- New Row Added

3) Select the Cancel icon to remove the row, or the Save icon to save it to the grid.

Family Phone(s)





							Add +
Phone Number	Ext.	Phone Type	Do Not Call	Do Not Text	Priority	Action	
<input type="text" value="(444) 444-4444"/>	<input type="text" value=""/>	HP - HOME P *	<input type="checkbox"/>	<input type="checkbox"/>	SECOND/ *	 	
(555) 555-5555		CP - CELL PHONE	<input type="checkbox"/>	<input type="checkbox"/>	PRIMARY	 	

Figure: In-Line Grid- Data Entered

4) To Edit a grid row, select the Edit icon, make changes, and select the Save icon.

Family Phone(s)





							Add +
Phone Number	Ext.	Phone Type	Do Not Call	Do Not Text	Priority	Action	
(444) 444-4444		HP - HOME PHONE	<input type="checkbox"/>	<input type="checkbox"/>	SECONDARY	 	
(555) 555-5555		CP - CELL PHONE	<input type="checkbox"/>	<input type="checkbox"/>	PRIMARY	 	

Figure: In-Line Grid- Edit Icon

5) To delete a grid row, select the Delete icon to remove the row.

Family Phone(s) Add +





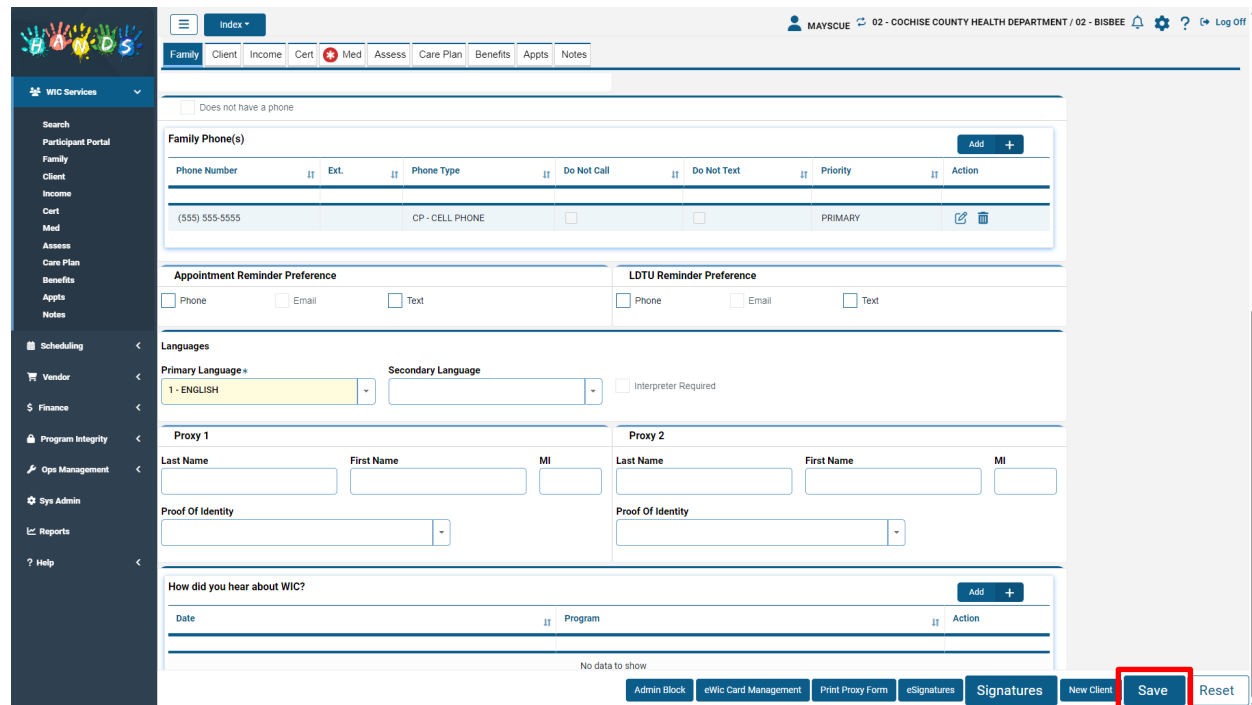
Phone Number	Ext.	Phone Type	Do Not Call	Do Not Text	Priority	Action
(444) 444-4444		HP - HOME PHONE	<input type="checkbox"/>	<input type="checkbox"/>	SECONDARY	 
(555) 555-5555		CP - CELL PHONE	<input type="checkbox"/>	<input type="checkbox"/>	PRIMARY	 

Figure: In-Line Grid- Delete Icon

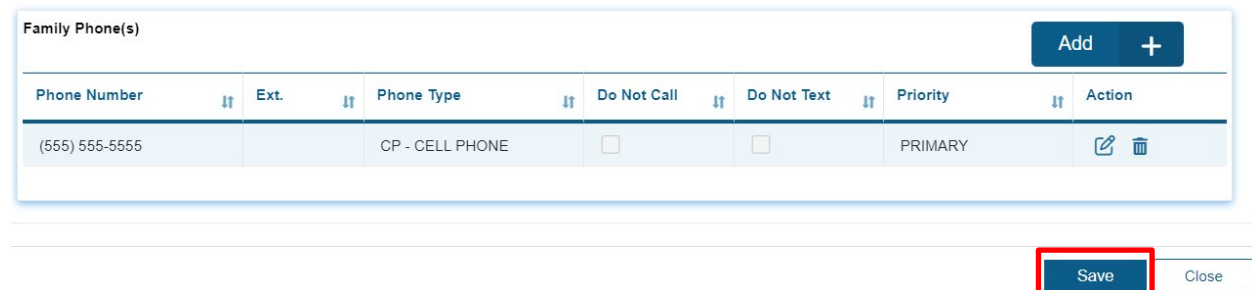
6) After any in-line grid changes (Add, Edit, or Delete), select the Save button to retain system changes.



The screenshot shows the HANDS WIC System interface. The top navigation bar includes 'Index', 'Family', 'Client', 'Income', 'Cert', 'Med', 'Assess', 'Care Plan', 'Benefits', 'Appts', and 'Notes'. The 'Family' tab is selected. The 'Family Phone(s)' section contains a grid with one row: (555) 555-5555, CP - CELL PHONE, PRIMARY. Below the grid are sections for 'Appointment Reminder Preference' and 'LDTU Reminder Preference'. The 'Languages' section shows 'Primary Language' as '1 - ENGLISH'. The 'Proxy' section has fields for 'Proxy 1' and 'Proxy 2'. The 'Proof Of Identity' section has dropdown menus. The 'How did you hear about WIC?' section has a table with columns 'Date', 'Program', and 'Action'. At the bottom right, the 'Save' button is highlighted in a red box.

Figure: Save Button on Page

Note: The Save button usually appears at the bottom right of the page but may occasionally show in the pop-up, such as when editing phone information in the WIC Services Search in-line grid.



The screenshot shows a pop-up window titled 'Family Phone(s)' with an 'Add +' button. The grid contains one row: (555) 555-5555, CP - CELL PHONE, PRIMARY. At the bottom right, the 'Save' button is highlighted in a red box, next to a 'Close' button.

Figure: Save Button in Pop-up

18 INFORMATIONAL COLORS

In HANDS, colors indicate different data types within each Module. Examples are shown below.

18.1 Colors on Assessment Tab

The Biochemical, Clinical, Diet and Nutrition, and Environmental/Other Factors sections are color-coded.

Family Client Immun Income Cert ☒ Med **Assess** BF Surv Care Plan Benefits Appts Notes

Assessment History: Go

A

- Caregiver's feelings about growth
- Child's History of Prematurity/LowBirth Weight
- Weight Change

B Biochemical

C Clinical

- Allergies
- Medical Conditions
- Medications
- Oral/Dental Health

WIC Codes			WIC Codes Summary	
	Description	Date Added		
+	<input type="checkbox"/> 201 - LOW HEMOGLOBIN / LOW HEMATOCRIT		115 - 11/27/2024	HIGH WEIGHT FOR LENGTH (INFANTS AND CHILDREN <24 MONTHS OF AGE)
+	<input type="checkbox"/> 211 - ELEVATED BLOOD LEAD LEVELS		701 - 11/27/2024	INFANT UP TO 6 MONTHS OLD OF WIC MOTHER OR OF A WOMAN WHO WOULD HAVE BEEN ELIGIBLE DURING PREGNANCY

Figure: Assessment Tab- Biochemical

Family Client Immun Income Cert ☒ Med **Assess** BF Surv Care Plan Benefits Appts Notes

Assessment History: Go

A

- Caregiver's feelings about growth
- Child's History of Prematurity/LowBirth Weight
- Weight Change

B Biochemical

C Clinical

- Allergies
- Medical Conditions
- Medications
- Oral/Dental Health


WIC Codes			WIC Codes Summary	
	Description	Date Added		
+	<input type="checkbox"/> 341 - NUTRIENT DEFICIENCY OR DISEASE		115 - 11/27/2024	HIGH WEIGHT FOR LENGTH (INFANTS AND CHILDREN <24 MONTHS OF AGE)
+	<input type="checkbox"/> 342 - GASTRO-INTESTINAL DISORDERS		701 - 11/27/2024	INFANT UP TO 6 MONTHS OLD OF WIC MOTHER OR OF A WOMAN WHO WOULD HAVE BEEN ELIGIBLE DURING PREGNANCY

Figure: Assessment Tab- Clinical

18.2 Colors on Care Plan Tab

The Care Plan Heart icon changes color to indicate WIC Code status: High Risk (Red), Medium Risk (Yellow), or Cleared by the nutritionist (Green).

Priority
1


☒ High Risk ☒ Medium Risk 

WIC Codes

<input type="checkbox"/>	WIC Code	Description	Date Added	Active
<input checked="" type="checkbox"/>	701	INFANT UP TO 6 MONTHS OLD OF WIC MOTHER OR OF A WOMAN WHO WOULD HAVE BEEN ELIGIBLE DURING PREGNANCY	11/27/2024	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	115	HIGH WEIGHT FOR LENGTH (INFANTS AND CHILDREN <24 MONTHS OF AGE)	11/27/2024	<input checked="" type="checkbox"/>

Figure: Care Plan- High Risk

Priority
1


☒ High Risk ☒ Medium Risk 

WIC Codes

<input type="checkbox"/>	WIC Code	Description	Date Added	Active
<input checked="" type="checkbox"/>	701	INFANT UP TO 6 MONTHS OLD OF WIC MOTHER OR OF A WOMAN WHO WOULD HAVE BEEN ELIGIBLE DURING PREGNANCY	11/27/2024	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	115	HIGH WEIGHT FOR LENGTH (INFANTS AND CHILDREN <24 MONTHS OF AGE)	11/27/2024	<input checked="" type="checkbox"/>

Figure: Care Plan- Medium Risk

Priority
1

☒ High Risk ☒ Medium Risk 

WIC Codes

<input type="checkbox"/>	WIC Code	Description	Date Added	Active
<input checked="" type="checkbox"/>	701	INFANT UP TO 6 MONTHS OLD OF WIC MOTHER OR OF A WOMAN WHO WOULD HAVE BEEN ELIGIBLE DURING PREGNANCY	11/27/2024	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	115	HIGH WEIGHT FOR LENGTH (INFANTS AND CHILDREN <24 MONTHS OF AGE)	11/27/2024	<input checked="" type="checkbox"/>

Figure: Care Plan- Cleared

18.3 Colors on Benefits Tab

On the Benefits Issuance screen, tailored or modified packages are red when approval is needed and yellow once approved. The Issuance Period button is yellow while benefits are not issued and green once issued.

The screenshot shows the 'Issuance' tab of the 'TEST, IFF' screen. The table lists four items:

Category	Subcategory	Qty	Special	Issuance Period
09-INFANT CEREAL	000-INFANT CEREAL	8 OZ		Feb 27 2025 - Mar 26 2025
12-INFANT FRUITS & VEGS	000-INFANT FRUITS & VEGS	64 OZ		NOT ISSUE
19-FRUITS & VEGETABLES	000-FRUITS & VEGETABLES	10 \$\$\$		Feb
31-SPECIAL INF FORMULA	033-ALIMENTUM PWD 12.1OZ [PWD]	8 Can(s)	Needs Approval	

The '31-SPECIAL INF FORMULA' row is highlighted in red. The 'NOT ISSUE' button is also highlighted in red.

Figure: Benefits- Tailored Package, Not Issued

The screenshot shows the 'Issuance' tab of the 'TEST, IFF' screen. The table lists four items:

Category	Subcategory	Qty	Special	Issuance Period
09-INFANT CEREAL	000-INFANT CEREAL	8 OZ		Feb 27 2025 - Mar 26 2025
12-INFANT FRUITS & VEGS	000-INFANT FRUITS & VEGS	64 OZ		ISSUE
19-FRUITS & VEGETABLES	000-FRUITS & VEGETABLES	10 \$\$\$		Feb
31-SPECIAL INF FORMULA	033-ALIMENTUM PWD 12.1OZ [PWD]	8 Can(s)	Approved thru: 05/06/2025 by PPATIL	

The '31-SPECIAL INF FORMULA' row is highlighted in yellow. The 'ISSUE' button is also highlighted in green.

Figure: Benefits- Tailored Package, Issued

18.4 Colors on Appointment Scheduler

On the Appointment Scheduler, appointment types are color-coded to differentiate between service types.

The screenshot displays the HANDS WIC System Appointment Scheduler interface. The top navigation bar includes the user name 'MAYSCUE', the location '02 - COCHISE COUNTY HEALTH DEPARTMENT / 01 - DOUGLAS WIC', and a 'Log Off' button. The main interface is divided into three sections: a sidebar, a calendar, and a detailed appointment view.

Sidebar: Contains navigation links for WIC Services, Search, Participant Portal, Scheduling, Appt Scheduler, Maintain Templates, Clinic Scheduler Setup, Precertification, Walkin Appointments, Clinic Default Settings, Appt Mailing Labels, Vendor, Finance, Program Integrity, Ops Management, Sys Admin, Reports, and Help.

Calendar: Shows a calendar for January 2025. The date 'January 13th 2025 Monday' is selected. A 'VIEW LEGEND' link is present.

Appointment Details: The 'Scheduled Appointments' section shows a list of appointments. The selected appointment is for '240311206 - TEST, TRANSFER' on '01/13/2025' at '7:45 AM - 8:15 AM (30 Mins)'. The location is '90 North Ave PHOENIX, AZ 85025 MARICOPA' and the phone number is '(517) 777-4019'. The appointment is confirmed.

Appointment Table: The table shows the following appointments:

Time	Appointment
8:45 AM	FLOWERS, MOM
10:00 AM	TEST, TRANSFER

Figure: Appointment Scheduler

19 SCANNING

Scanning functionality allows scanning and saving documents in HANDS.

Scanning features are available in the following modules:

- WIC Services
- Finance
- Program Integrity
- Vendor

An example of the scanning process can be seen on the Program Integrity, Cases page. Selecting the Scan Documents button at the bottom of the page navigates to the Scan page.

The screenshot shows the HANDS WIC System interface. The left sidebar contains navigation links for WIC Services, Search, Participant Portal, Scheduling, Vendor, Finance, Program Integrity (selected), Vendor PI Lookup, Ops Management, Sys Admin, Reports, and Help. The main content area is titled 'Cases' and includes tabs for General, Investigations, Activities, Appeals, Cases (selected), Collections, Communications, and Findings. Below the tabs is a 'Vendor Cases' table with columns: Case ID, Case Type, Benefit Type, Case Status, Start Date, and End Date. The table lists several cases, including 2462202101, 2462202402, 2462202403, 2462202401, 2462202404, and 2462202407. Below the table is a section for 'Uploaded and Scanned Documents' with columns: Scan Title, Scanned Date, Scanned By, Description, and Action. At the bottom right, there is a red box around the 'Scan Documents' button, along with 'Add' and 'Save' buttons. On the right side of the page, there is a sidebar for 'Owner Information' and 'Chain Store' details.

Figure: Program Integrity, Cases Page- Scan Documents

Once there, a red box on the left side around where the scanned document will display indicates scanner malfunction, while a blue box indicates a functional, connected scanner. To the right of the document display is a required Scan Title field to name the document, an optional Description field to explain the document, and a Scanner Color Mode radio button which defaults to Grayscale. At the bottom right of the page exists two standard action buttons, one to scan the document and one to save after the required fields are entered. Finally, on the bottom left of the page is a Back to Compliance Case button to return to the previous page.

Scan

Scan Title *

Description

Scanner Color Mode

☒ Grayscale

Owner Information

Owner 7489 SALEY'S ARIZONA LLC

Owner Phone (916) 373-3333

Owner Address 500 WEST CAPITOL AVENUE WEST SACRAMENTO CA 95605

2462 BASHAS #100

Chain Store Num #100

FNS WIC ID 0018000000w3UAAQ

Vendor Status AUTHORIZED (NEW)

Vendor Phone (520) 323-5820

Vendor Address 3275 N. SWAN RD. TUCSON AZ 85712

Risk Level N/A

Compliance Case 2462202404, 2462202401, 2462202403, 2462202402

Back To Compliance Case

Scan Save

Figure: Scan Page- Red Box Indicating Scanner Malfunction

Scan

Scan

Figure: Scan Page- Blue Box Indicating Functional Scanner

Once back on the Cases page, saved scanned documents appear in the Uploaded and Scanned Documents grid. This grid displays the Scan Title, Scanned Date, Scanned By, Description, and Action columns. Documents can be edited or deleted only by the individual who uploaded them, and only on the day they were uploaded.

20 SIGNATURES PAGE

The Signature Pad allows users to collect and save electronic signatures from clients and associate them with forms.

Signature Pads features are available in the following modules:

- WIC Services

An example of the signature pad process can be seen on the Program Integrity, Income page. Selecting the Signatures button at the bottom of the page navigates to the Signatures page.

The screenshot displays the 'New Household Income' page in the HANDS WIC System. The page is divided into several sections: 'Household' information (Income Date, Family Size, Unborn Counted), 'Adjust Eligibility' (Members, AHCCCS, FDIPIR, SECTION 8, SNAP, TANF), 'Income' (Providers, Monthly Income Breakdown), and 'Providers' (Income Provider, Amount, Interval, Hours Per Week, Documentation). A red box highlights the 'Signatures' button at the bottom right of the form. The 'Signatures' button is located next to the 'New Household Income' button and the 'Save' and 'Reset' buttons.

Figure: WIC Services, Income Page- Signatures

Here, the signature box on the left will display either, 'Loading....' To indicate signature pad malfunction, or the signature pad display (HANDS logo, declaration statement, clear and Ok buttons, and blank signature line) to indicate a functional, connected signature pad. The wording on the signature pad will display in English (for any primary language other than Spanish) or Spanish (if Spanish is set as the primary language).

The screenshot shows the HANDS WIC System interface. The top navigation bar includes tabs for Family, Client, Income, Cert, Med, Assess, Care Plan, Benefits, Appts, and Notes. The left sidebar lists various WIC Services. The main content area is titled 'Signatures' and shows a 'Loading' message in the signature pad area, which is highlighted with a red box. To the right of the signature pad are fields for Signature Type (Zero Income Waiver Form), Family ID (240300401), Client ID (2022128051 - TEST14, TEST14), and a Comment box. On the far right, there is a 'Family Information' panel showing details for BISBEE, including Family ID, Auth Rep, Name, Phone, and a 'TEST14, TEST14' section with Client ID, Date of Birth, Age, Cert. Period, Category, Term. Date, Due Date, Weeks PG, LDTU, Next Appt., and Appr Thru.

Figure: Signatures Page- Signature Pad Malfunction

The screenshot shows the HANDS WIC System interface. The top navigation bar includes tabs for Family, Client, Income, Cert, Med, Assess, Care Plan, Benefits, Appts, and Notes. The left sidebar lists various WIC Services. The main content area is titled 'Signatures' and shows a functional signature pad area, highlighted with a red box. The signature pad contains a Spanish declaration: 'Declaro que el ingreso bruto total en mi hogar es de CERO. Confirmando que actualmente recibo ayuda con mis necesidades básicas de alimentos/vivienda de manera temporal.' Below the declaration are 'Clear' and 'OK' buttons. To the right of the signature pad are fields for Signature Type (Zero Income Waiver Form), Family ID (240310819), Client ID (1022188624 - TWINSFAM297, MOM), and a Comment box. On the far right, there is a 'Family Information' panel showing details for DOUGLAS WIC, including Family ID, Auth Rep Name, Phone, and a 'TWINSFAM297, MOM' section with Client ID, Date of Birth, Age, Cert. Period, Category, Term. Date, Due Date, Weeks PG, LDTU, Next Appt., Appr Thru, and Wait Listed On.

Figure: Signature Page- Functional Signature Pad, Primary Language Spanish

On the signature pad, the client signs and clicks OK to accept or Clear to sign again.

To the right of the signature display is the required Signature Type dropdown; selection options are Zero Income Waiver Form, Income Ineligibility, Forgot Documentation – ID/Address/Income, No proof exists – ID/Address/Income, Breast Pump Agreement – Multi User, and Breast Pump Agreement – Single User. The next field down is titled Family ID and automatically populates the Family ID number. Below this field is the Client ID dropdown, where all family members display to select who's, signature is being captured. The final field is an optional Comment box for notations.

At the bottom right of the page are Save and Rest buttons to either retain or clear the captured data. Finally, on the bottom left is a Back to Client Information button to return to the previous page.

Figure: Signature Page- Functional Signature Pad with Signature

To view saved signatures, select Scanned/Uploaded Documents and Signatures in the Navigation Picklist.

Figure: Navigation Pick List

Figure: Scanned/Uploaded Documents and Signatures

21 ESIGNATURES

The eSignature page enables sending eSignature Packages to families for electronic signatures and monitoring envelope status.

eSignature features are available in the following modules:

- WIC Services

Note: The eSignatures flag must be enabled on the State Configuration Settings page for this feature to function.

To send an eSignature package, navigate to the WIC Services, Family page and select eSignatures.

The screenshot displays the HANDS WIC System interface. The top navigation bar includes the HANDS logo, a menu icon, and the user 'MAYSCUE' with the role '02 - COCHISE COUNTY HEALTH DEPARTMENT / 02 - BISBEE'. The main content area is titled 'Family Information' and contains various fields for family details. The bottom navigation bar includes buttons for 'Admin Block', 'eWic Card Management', 'Print Proxy Form', 'eSignatures' (highlighted with a red box), 'Signatures', 'New Client', 'Save', and 'Reset'.

Authorized Representative 1			Authorized Representative 2		
Last Name *	First Name *	MI	Last Name	First Name	MI
TESTOOS347	TESTOOS347				
Date of Birth *	Proof Of Identity *		Proof Of Identity		
01/28/1990	C - DRIVER'S LICENSE/GOVERNMENT ID/ST				
Education *	Register To Vote? *	Disability			
17 - ANY GRADUATE SCHOOL	CR - CURRENTLY REGISTERED				
Proof Of Address *	Email Address	Do Not Email			
1 - BILL (UTILITY, CABLE, PHONE, ETC.)					
Street Address	Do Not Send Mailings	Mailing Address			
Street 1 *		Street 1 *			
2222 34TH STREET		2222 34TH STREET			
Street 2		Street 2			
City, State, ZIP Code, and County *		City, State, ZIP Code, and County *			
BISBEE, AZ 85603 COCHISE		BISBEE, AZ 85603 COCHISE			
Does not have a phone					

Figure: eSignatures Button

The eSignature page displays the eSignature Packages and eSignatures sections.

Selectable eSignature Packages contain: Breast Pump Agreement (English), Breast Pump Agreement (Spanish), Language Service Waiver (English), Language Service Waiver (Spanish), Peer Counseling (English), Peer Counseling (Spanish), Rights and Obligations and Voter Registration (English), Rights and Obligations and Voter Registration (Spanish), and Statement of Documentation. Next to each selection is an informational icon, when hovering displays a brief explanation. The eSignatures section will be discussed after the send process.

eSignature Packages

- ☐ Breast Pump Agreement (English)
- ☐ Breast Pump Agreement (Spanish)
- ☐ Language Service Waiver (English)
- ☐ Language Service Waiver (Spanish)
- ☐ Peer Counseling (English)
- ☐ Peer Counseling (Spanish)
- ☐ Rights and Obligations and Voter Registration (English)
- ☐ Rights and Obligations and Voter Registration (Spanish)
- ☐ Statement of Documentation

eSignatures

Envelope ID	Package Name	Sent By	Date & Time Sent	Sent To	Status	Status List Updated
No data to show						

[Back To Family Information](#) [Send](#) [Reset](#)

Family Information

LA / Clinic: BISBEE
 Family ID: 240300532
 Auth Rep: TEST
 Name: BUGGY
 Phone: N/A

TEST, BUGGY

Figure: eSignatures Page

- ☐ Peer Counseling (Spanish)
- ☐ Rights and Obligations and Voter Registration (English)
- ☐ Rights and Obligations and Voter Registration (Spanish)

Rights and Obligations and Voter Registration (English) - Additional Information

Rights and Obligations and Voter Registration (English)

Figure: Informational Icon

Select the eSignature Package to be sent to the family by selecting the checkbox to the left.

Note:

- Only one eSignature Package can be sent at a time.
- To send an eSignature package, the Email Address on the Family page must be entered and the Do Not Email checkbox must be blank.

After choosing the package, select Reset to clear the page or Send to email the package.

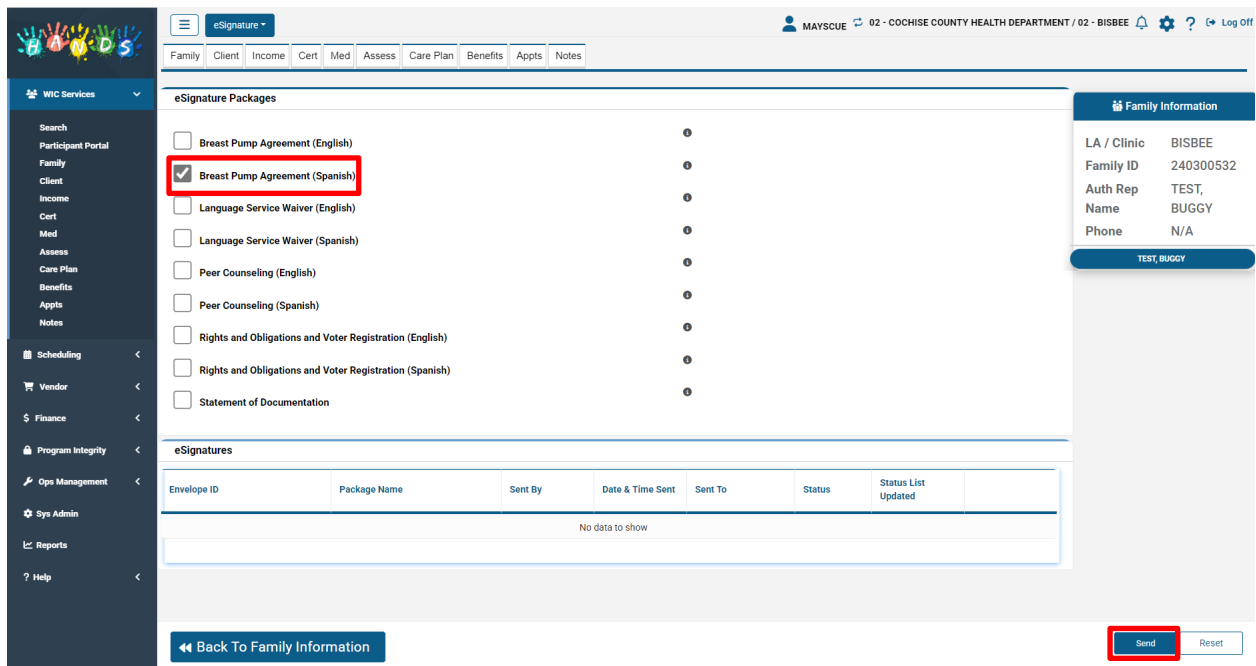


Figure: eSignature

After selecting Send, the Send Confirmation popup generates with Confirm and Cancel buttons to either send the package or close the popup without sending.

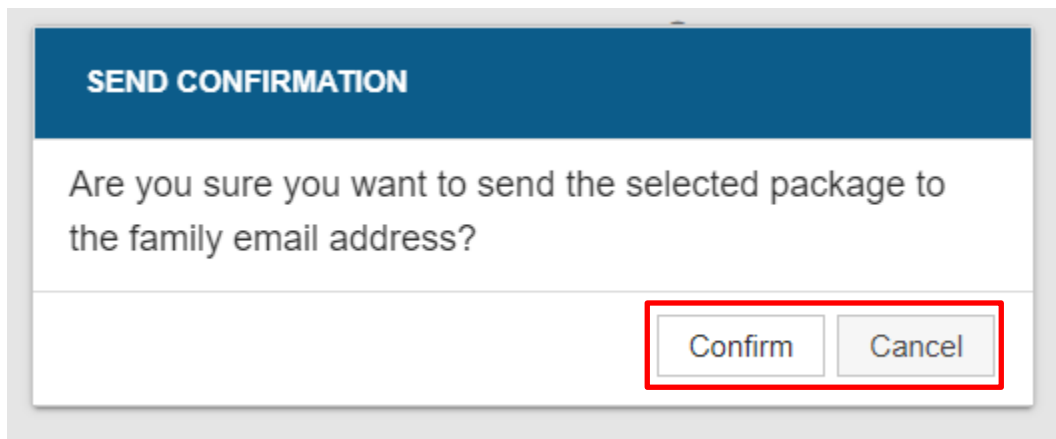


Figure: Send Confirmation message

The sent eSignature now appears in the eSignatures section of the page. The eSignatures section displays the following columns:

- Envelope ID: Displays the unique envelope number provided by the eSignature provider.
- Package Name: Displays the name of the eSignature Package the user selected to send the family.
- Sent By: Display the username who sent the eSignature package to the family.

- **Date & Time Sent:** Displays Date and Time (MM/DD/YYYY HH:MM AM/PM) eSignature package information was sent to the eSignature vendor DocuSign so envelope can be sent to family.
- **Sent To:** Display the Family's email address the eSignature package was sent to.
- **Status:** Displays status of the eSignature package. This field is display only and will show one of the following:
 - **Sent:** eSignature package information has been sent to eSignature provider to process envelope.
 - **Waiting on client:** Family has opened the envelope and clicked Continue.
 - **Completed:** Family has completed signing document, clicked 'finish' button), eSignature provider has provided completed status to HANDS.
 - **Voided:** Envelope has been voided by user in HANDS, before it was completed by family. Family can no longer view or sign the document.
 - **Expired:** Envelope has been voided by eSignature provider for exceeding the number of eSignature Expiration Days and can no longer be reviewed or signed by the recipient. Sent date on envelope is greater than today's date plus the 'eSignatures Expiration days' value located on the State Configuration Settings page in Sys Admin.
 - **Failure:** Envelope was sent to family and failed due to invalid email address or email does not exist with email provider (e.g., typo, missing a letter, missing number).
 - **Declined:** Family has selected the Decline to Sign option from the eSignature vendor DocuSign.
- **Status Last Updated:** Displays the Date and Time (MM/DD/YYYY HH:MM AM/PM) based on status notification received from eSignature provider.

Continuing to the right in the eSignatures section, three icons display after sending the eSignature package:

- **Check Status:** Press icon on the envelope to check status of the envelope when envelope status is in Sent, Waiting on client and Failure. (Icon will be inactive when Status is Completed, Expired and Voided).
- **Resend:** Press icon on the envelope to resend original envelope to the original family email address when status is in Sent and Waiting on client. (Icon will be inactive when Status is Completed, Failure, Expired and Voided).
- **Void:** Press icon on the envelope to void envelope when status is on Sent, Waiting on client and Failure. (Icon will be inactive when Status is Completed, Expired and Voided).

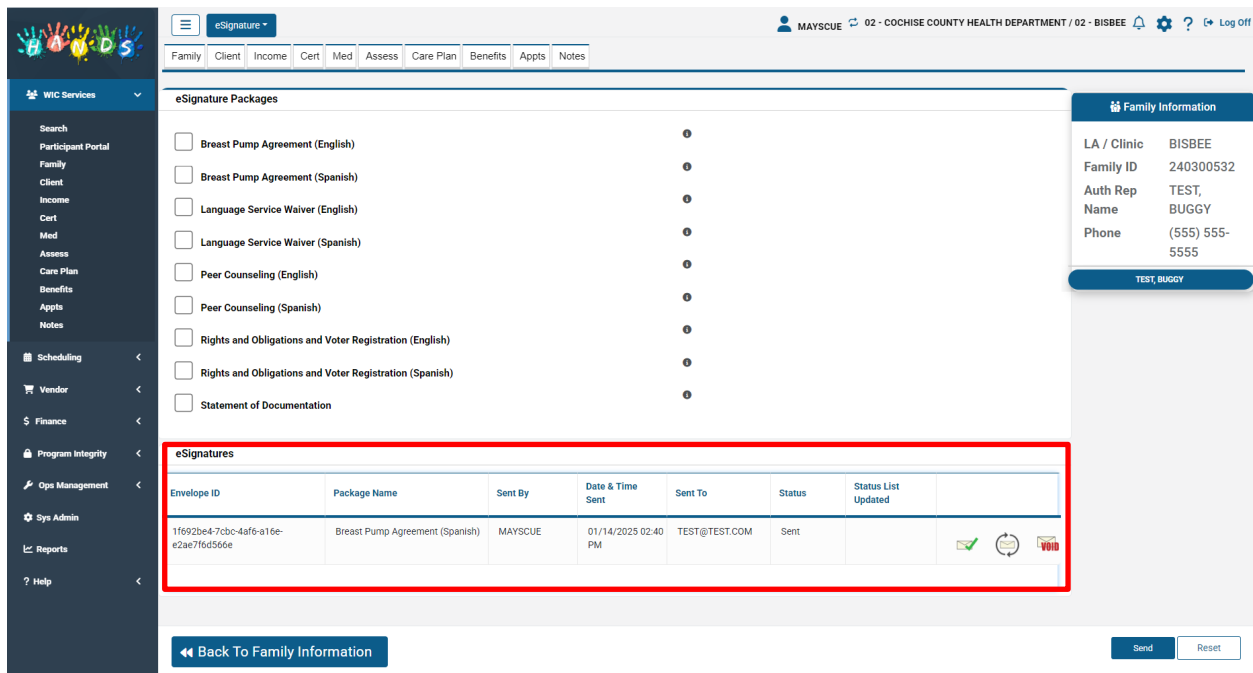



Figure: eSignature page

21.1 Check Status of Envelope

To check the status of the envelope, click the Check Status  icon. The Check Status on eSignature Envelope popup displays with Confirm and Cancel buttons. Selecting Confirm displays a green conformation message: 'Status Updated Successfully,' and the eSignatures Status field updates. Selecting Cancel in the popup closes the popup without updating the eSignatures section.

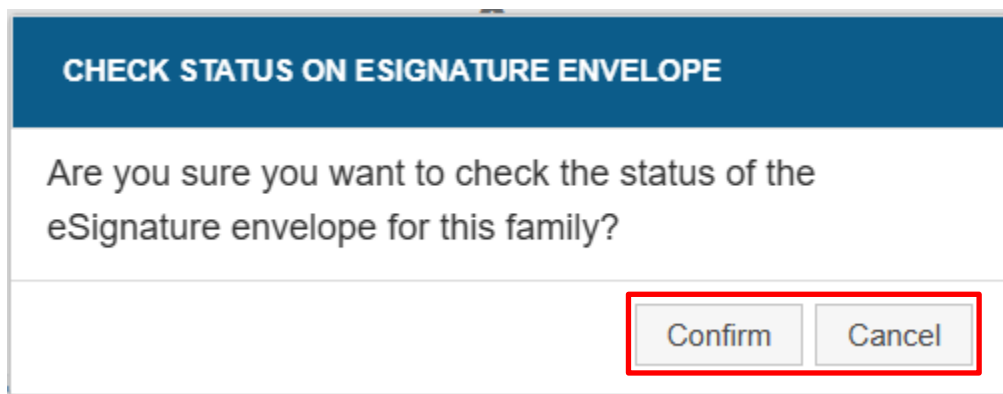


Figure: Check Status on eSignature Envelope message.

21.2 Resend Envelope



To resend the eSignature package, click the Resend icon. The Resend eSignature Envelope popup displays with Confirm and Cancel buttons. Selecting Confirm displays a green conformation message: 'Envelope Successfully Resent,' and the eSignatures Date & Time Sent field updates. Selecting Cancel in the popup closes the popup without updating the eSignatures section.

Note:

- Resending can only occur when the envelope status is Sent or Waiting on Client.
- If the eSignature Package needs to be sent to a different email address, the package must be voided, the email address changed on the Family page, and the package resent.

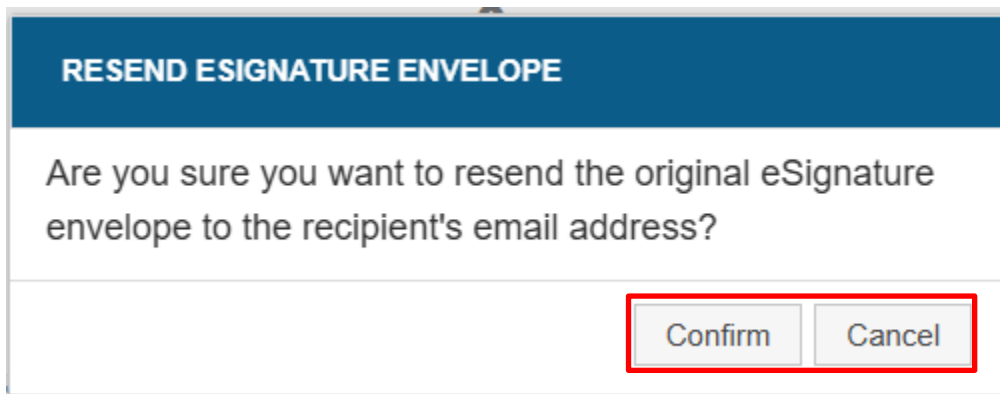


Figure: Resend eSignature Envelope message.

21.3 Void Envelope



To void the envelope, click the Void icon, the Void eSignature Envelope popup displays with Confirm and Cancel buttons. Selecting Confirm displays a green conformation message: 'Envelope Voided Successfully,' and the eSignatures Date & Time Sent and Status fields update. Finally, the Check Status, Resend and Void icons become inactive. Selecting Cancel in the popup closes the popup without updating the eSignatures section.

Note: The Void process can only occur when the envelope status is Send, Waiting on client, and Failure.

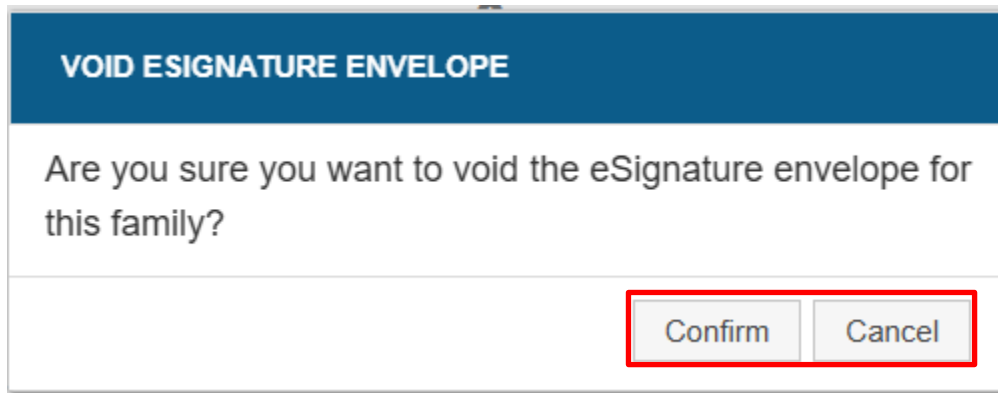


Figure: Void eSignature Envelope message

22 FORMS

Forms are printable documents, some mandatory, that can be blank or auto populated with client information. They are accessible via the Navigation Pick List, Forms page, or by selecting the specific Form button in the WIC Services module.

Search

Page name:

Search

Enrollment

Family Information

Out of State Transfer

Certification

Breast Pump Issuance and Return

Notes

Administrative

Assessments Setup

Breast Pump Inventory

FB Lookup

Labels

Data Clean-up

Forms

Forms

Reports

Active Food Package Listing

Breastfeeding Duration

Breastfeeding Exclusivity

Breastfeeding Initiation

Breast Pump Tracking

Figure: Navigation Pick List- Forms

Note: When viewing the navigation pick list from a client's case, all forms are displayed for selection.

Figure: Navigation Pick List on Clients Case- All Forms Display

After selecting Forms or a specific form, HANDS navigates to the Forms Viewer page, displaying three fields: ID (client ID), Language (form print language: English or Spanish), and Documents (form being viewed/printed). Two buttons are at the bottom right: Print Form (with client information) and Print Blank Form (without client information).

Figure: Forms Viewer

Note:

- The Language field defaults to English, regardless of the selected primary language.

- When viewing a client's case, the Forms Viewer ID field automatically populates with the client's ID.
- If a specific form is selected, the Document field automatically populates with the selected form.

The screenshot displays the HANDS WIC System interface. On the left is a dark sidebar with a logo at the top and a list of menu items: WIC Services, Search Participant Portal, Scheduling, Vendor, Finance, Program Integrity, Ops Management, Sys Admin (highlighted), Reports, and Help. The main content area has a top header with a 'FormsViewer' dropdown, a user profile for 'MAYSCUE', and a breadcrumb trail '02 - COCHISE COUNTY HEALTH DEPARTMENT / 02 - BISBEE'. Below the header, there are two input fields: 'ID' with the value '2022180303' and 'Language' set to 'English'. A 'Document' dropdown menu is also present, showing 'NOTICE OF INELIGIBILITY'. The bottom right corner of the main area contains two buttons: 'Print Form' and 'Print Blank Form'.

Figure: Form Page

Selecting either Print Form or Print Blank Form displays the Form Viewer preview popup. The top of the popup has print and edit options, and the bottom has an OK button to exit.

Form Viewer

1 of 1

ARIZONA WIC Program
NOTIFICATION OF INELIGIBILITY

Applicant's/Participant's
Name: _____

You have been found ineligible to participate in the WIC Program for the following reason(s):

Your WIC Program benefits will end on 1/12/2025

If any of the above changes, you may reapply for services.

If you wish to appeal this decision, you must request a fair hearing. Your request for a fair hearing must be in writing and postmarked or hand-delivered within thirty (30) calendar days from the date on this form. If you choose to appeal, you will receive WIC benefits during the appeal process, if you file your appeal within fifteen (15) calendar days from receipt of this notice, until the hearing officer reaches a decision or the Certification period ends, whichever comes first.
(Participants who are denied WIC benefits at initial Certification, participants whose Certification period has expired, or who become categorically ineligible will not continue to receive benefits while awaiting the decision on their appeal.)

Send your written request for a fair hearing to:

Clerk of the Department
Arizona Department of Health Services
150 North 18th Avenue, Suite 200
Phoenix, AZ 85007

You may represent yourself. You may also be represented by an attorney at your own expense. An attorney will not be provided for you.

If you request a fair hearing, you may also request an informal settlement conference. A request for an informal settlement conference must be in writing and postmarked or

OK

Figure: Blank Form- English

Form Viewer

1 of 1

Programa WIC de Arizona
Aviso de inelegibilidad

Nombre del Solicitante/Participante: _____

Usted no es elegible para participar en el Programa WIC por la(s) siguiente(s) razón(es):

Sus beneficios del Programa WIC se terminarán el: 1/12/2025

Si alguno de los anteriores cambia, usted puede volver a solicitar los servicios.

Si quiere apelar esta decisión, usted debe solicitar una audiencia justa. Su solicitud de audiencia justa se debe presentar por escrito y sellado por el correo o entregado personalmente dentro de treinta (30) días del calendario de la fecha que aparece en este documento. Si decide apelar, usted recibirá beneficios de WIC durante el proceso de apelación, si presenta la apelación dentro de quince (15) días del calendario después de recibir este aviso, hasta que el oficial de audiencias tome una decisión o termine el periodo de Certificación, lo que ocurra primero.
(A los participantes que se les nieguen los beneficios de WIC en la Certificación inicial, participantes cuyo periodo de Certificación haya expirado o que resultaron rotundamente inelegibles no seguirán recibiendo beneficios mientras esperan los resultados de su apelación.)

Envíe su solicitud por escrito para una audiencia justa a:

Clerk of the Department
Arizona Department of Health Services
150 North 18th Avenue, Suite 200
Phoenix, AZ 85007

Usted puede representarse a usted mismo(a). Lo puede representar un abogado que usted tendrá que pagar. No se le proporcionará un abogado.

Si solicita una audiencia justa, también puede pedir una junta informal para resolución del caso. La solicitud para una junta informal para resolución del caso se debe hacer por escrito y sellado por el correo o entregado personalmente a no más de 700 días antes de la fecha de audiencia. Envíe su solicitud por escrito para una junta informal por:

OK

Figure: Blank Form- Spanish

To print a form, select the three horizontal dots in the top right of the popup.

Form Viewer

Programa WIC de Arizona
Aviso de inelegibilidad

Nombre del Solicitante/Participante: TESTCLIENT347 TESTCLIENT347

Usted no es elegible para participar en el Programa WIC por la(s) siguiente(s) razón(es):

Sus beneficios del Programa WIC se terminarán el: 01/12/2025

Si alguno de los anteriores cambia, usted puede volver a solicitar los servicios.

Si quiere apelar esta decisión, usted debe solicitar una audiencia justa. Su solicitud de audiencia justa se debe presentar por escrito y sellado por el correo o entregado personalmente dentro de treinta (30) días del calendario de la fecha que aparece en este documento. Si decide apelar, usted recibirá beneficios de WIC durante el proceso de apelación, si presenta la apelación dentro de quince (15) días del calendario después de recibir este aviso, hasta que el oficial de audiencias tome una decisión o termine el periodo de Certificación, lo que ocurra primero.
(A los participantes que se les nieguen los beneficios de WIC en la Certificación inicial, participantes cuyo periodo de Certificación haya expirado o que resultaron rotundamente inelegibles no seguirán recibiendo beneficios mientras esperan los resultados de su apelación.)

Envíe su solicitud por escrito para una audiencia justa a::

Clerk of the Department
Arizona Department of Health Services
150 North 18th Avenue, Suite 200
Phoenix, AZ 85007

Usted puede representarse a usted mismo(a). Lo puede representar un abogado que usted tendrá que pagar. No se le proporcionará un abogado.

OK

Figure: Print Form

A dropdown expands. Select Print.

Form Viewer

Programa WIC de Arizona
Aviso de inelegibilidad

Nombre del Solicitante/Participante: TESTCLIENT347 TESTCLIENT347

Usted no es elegible para participar en el Programa WIC por la(s) siguiente(s) razón(es):

Sus beneficios del Programa WIC se terminarán el: 01/12/2025

Si alguno de los anteriores cambia, usted puede volver a solicitar los servicios.

Si quiere apelar esta decisión, usted debe solicitar una audiencia justa. Su solicitud de audiencia justa se debe presentar por escrito y sellado por el correo o entregado personalmente dentro de treinta (30) días del calendario de la fecha que aparece en este documento. Si decide apelar, usted recibirá beneficios de WIC durante el proceso de apelación, si presenta la apelación dentro de quince (15) días del calendario después de recibir este aviso, hasta que el oficial de audiencias tome una decisión o termine el periodo de Certificación, lo que ocurra primero.
(A los participantes que se les nieguen los beneficios de WIC en la Certificación inicial, participantes cuyo periodo de Certificación haya expirado o que resultaron rotundamente inelegibles no seguirán recibiendo beneficios mientras esperan los resultados de su apelación.)

Envíe su solicitud por escrito para una audiencia justa a::

Clerk of the Department
Arizona Department of Health Services
150 North 18th Avenue, Suite 200
Phoenix, AZ 85007

Usted puede representarse a usted mismo(a). Lo puede representar un abogado que usted tendrá que pagar. No se le proporcionará un abogado.

Print Ctrl+P

Settings

OK

Figure: Print Form

The Print page displays. Confirm the correct printer and select Print to print or Cancel to abort.

Print
Total: 1 sheet of paper

Printer
HPAD663F (HP OfficeJet Pro 8...)

Copies
1

Layout
☒ Portrait
☐ Landscape

Pages
☒ All
☐ e.g. 1-5, 8, 11-13

Color
Color

Print on both sides
Print on both sides

More settings >

Print using system dialog... (Ctrl+Shift+P)

Print **Cancel**

Figure: Print Form

As alluded above, certain WIC Services pages display Form buttons. Selecting one navigates directly to the filled-out forms preview popup. The print and cancel process remains the same.

WIC Services

Client: TESTCLIENT347

Family Information:

LA / Clinic	BISBEE
Family ID	250311256
Auth Rep Name	TESTOOS347
Phone	(480) 888-8888

TESTCLIENT347, TESTCLIENT347

Client ID: 2022189303
Date of Birth: 06/24/2000
Age: 24 yrs, 6 mos
Cert. Period: 01/01/2025 - 06/11/2025
Category: PG2
Term. Date: N/A
Due Date: 04/30/2025
Weeks PG: 25
LDTU: 04/01/2025

Print VOC Form

Figure: WIC Services, Client Page- Pring VOC Form Button

The screenshot displays the HANDS WIC System interface. The top navigation bar includes the HANDS logo, a user menu for MAYSCUE, and the location: 02 - COCHISE COUNTY HEALTH DEPARTMENT / 02 - BISBEE. The main menu on the left lists various services like WIC Services, Scheduling, Vendor, Finance, Program Integrity, Ops Management, Sys Admin, Reports, and Help. The central area shows the client profile for TESTCLIENT347, including fields for Last Name, First Name, MI, Preferred Name, Date of Birth, Age, Gender, Mother's ID, Application Date, and Ethnicity and Race. A modal window titled "WIC VOC FORM" is open, displaying the "Arizona WIC Program Verification of Certification" form. This form is auto-populated with the following data:

Arizona WIC Program Verification of Certification		
Client Name:	TESTCLIENT347 TESTCLIENT347	
Category ID:	PG2	
Birth Date:	06/24/2000	
Client ID:	2022189303	
Category Name:	PREGNANT, 18 YEARS OF AGE OR OLDER	
Certification Date:	01/01/2025	
Certification End Date:	06/11/2025	
Priority:	0	
WIC CODES:		
EDD / Delivery Date:	04/30/2025	
Bloodwork Date:		HGB: HCT:
Measurement Date:		
Height:		Weight:
Date of Last Benefit Issuance:	01/02/2025	
Family Size:		

The bottom of the interface features a series of buttons: Admin Block, Upload Document, Scan Document, Signatures, Print VOC Form, Transfer Client, Add, Save, and Reset.

Figure: WIC VOC Form- Data Auto-Populated

23 REPORTS

The HANDS System supports WIC Programs by producing standard reports providing information on all program aspects.

Report Filters:

- When a user is logged in at the State or Local Agency level then the report filters data based on the following selections:
- **Report Type** – A dropdown list allowing the user to choose which WIC User Profile report to generate. There are 3 available types:

Note – The Report Type dropdown list is only displayed and selectable when logged in with the 00 login. When logged in to a Local Agency/Clinic the Local Agency Detail report is automatically selected in the background for the logged in Local Agency/Clinic.

- **Local Agency Detail** – The Local Agency Detail report lists which local agencies/clinics a user is assigned to and provides a listing of the roles assigned to the user.
- **Local Agency Summary** – The Local Agency Summary report lists which local agencies/clinics a user is assigned to and provides a listing of the roles assigned to the user.
- **State Agency Summary** – The State Agency Summary report lists all the local agencies/clinics.

23.1 State Level Reports

- State level reports list all Local Agencies, including numbers and names in numerical order.
- State users (00/00) can run reports at both Local and State Agency levels.
- Users can select all, single, or multiple agencies, with checkboxes next to each agency.
- Depending on their role, users can run State and Local Agency Summary, Detail, and combined Summary/Detail Reports.
- Users can select all, single, or multiple clinics within each Local Agency, with checkboxes next to each clinic.
- For other parameters (e.g., Peer Group, Vendor, Category), users can select single, multiple, or all.
- State Agency Detail: Runs a detailed report with data separated by selected Local Agency/clinic(s).
- State Agency Summary: Runs a summary report showing totals for the State Agency, not separated by Local Agency/clinic.

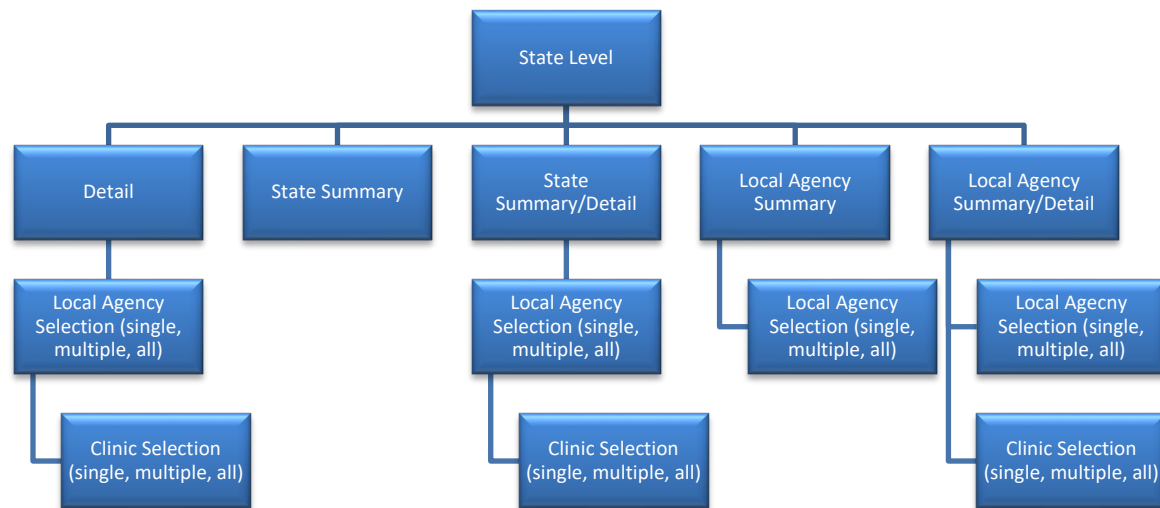


Figure: State Level Report Flow

23.2 Local Agency Level Reports

- Local Agency Level Reports list all clinics, including clinic numbers and names, in numerical order.
- Local Agency users can only select and see their agency data.
- State users (00/00) can still run local agency level reports.
 - Depending on their role, users can run Local Agency Summary, Detail, and combined Summary/Detail Reports.
- Users can select all, single, or multiple clinics, with checkboxes next to each clinic.
- For other parameters (e.g., Peer Group, Vendor, Category) users can select single, multiple, or all.
- Local Agency Detail: Runs a detailed report with data separated by selected clinic(s).
- Local Agency Summary: Runs a summary report showing totals for the agency, not separated by clinic.

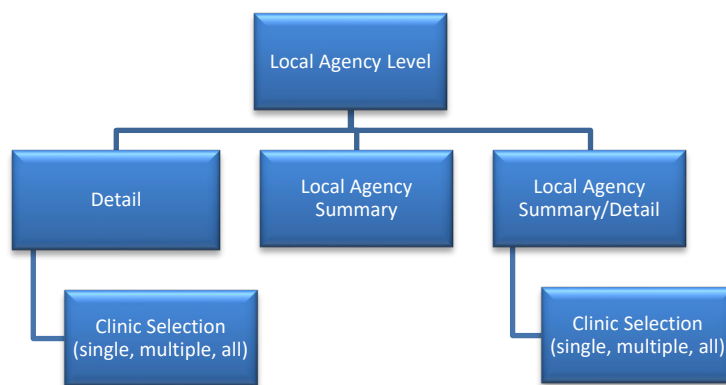


Figure: Local Agency Report Flow

23.3 Running a Report

To access reports, select Reports from the Main Menu. Choose from the expanded Report Categories section (e.g., Scheduling, Emergency Operations, Farmers Market, System Administration, Finance, Vendor, Operations Management, Vendor Web, Program Integrity, or WIC Services) to view the relevant reports. Click the report name or 'View' icon to open a report. The search bar above the report list can also be used to quickly locate a specific report.

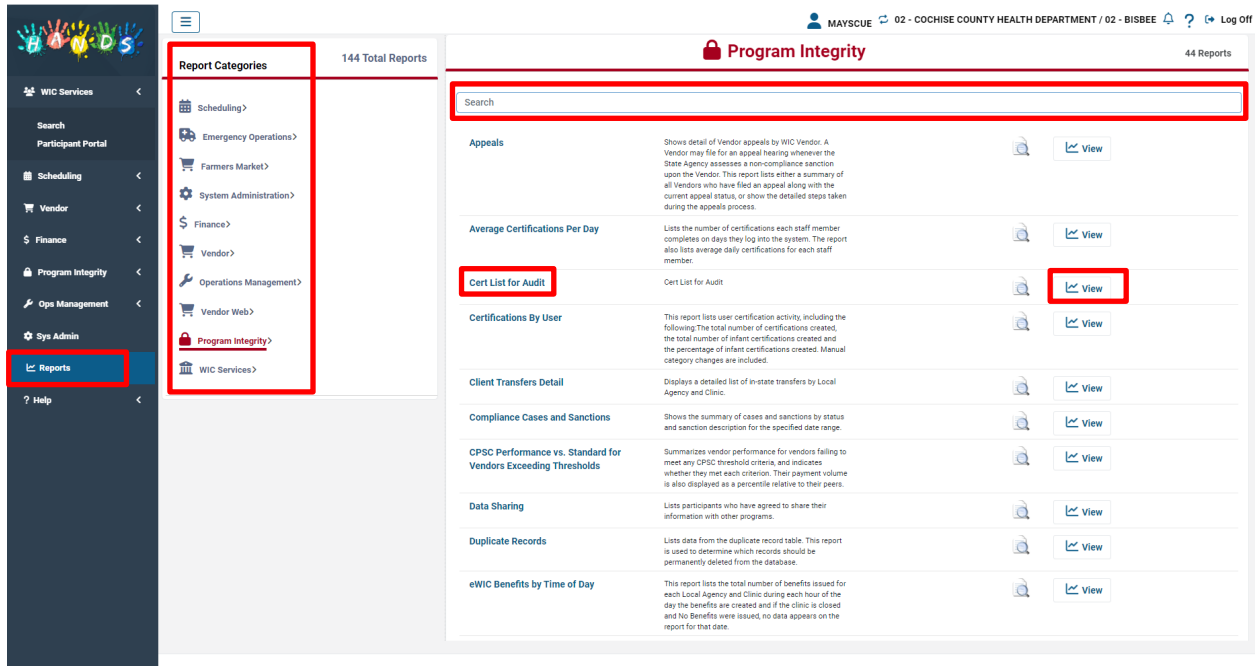


Figure: Selecting Reports

When viewing a report, the report name appears in the dropdown at the top. All reports in the report category appear in the dropdown to easily switch.

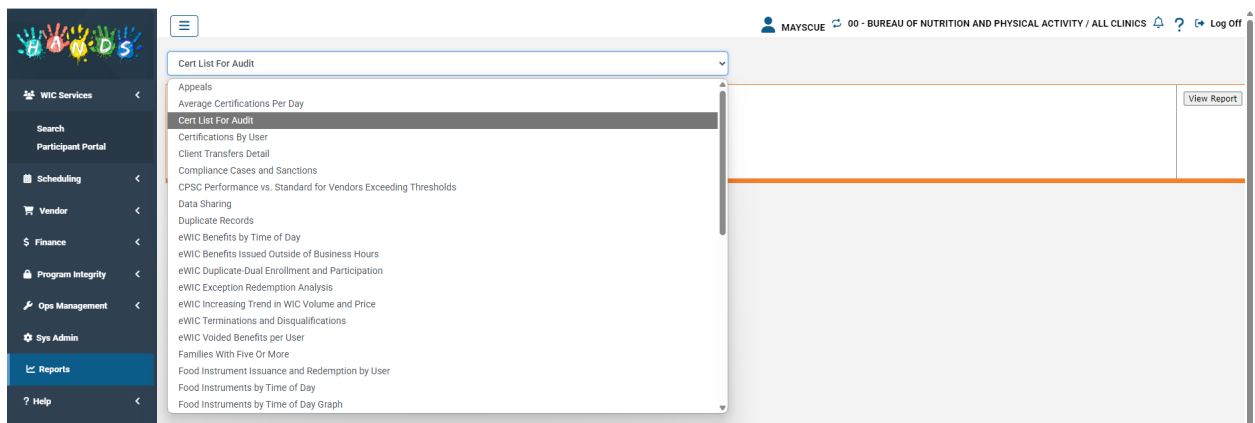


Figure: Selecting Report from Title Dropdown

Under the report name dropdown appears the report criteria fields. These fields vary depending on the report being run. However, standard actions of either clicking the dropdown and selecting the appropriate checkbox(s) or using the calendar to select dates exist.

Cert List For Audit

Local Agency: ☐ (Select All)
☐ 01 - APACHE COUNTY HEALTH I
☐ 02 - COCHISE COUNTY HEALTH
☐ 03 - COCONINO COUNTY DEPT
☐ 04 - GILA COUNTY HEALTH DEF
☐ 05 - GRAHAM COUNTY DEPT OF
☐ 06 - GREENLEE COUNTY HEALT

Dates From: Thru:

HANDS User: Program:

Display:

January 2025

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Today is Monday, January 13, 2025

Figure: Report Criteria Fields

In the center of the orange horizontal bar under the search criteria fields, there are minimize (arrow up) and maximize (arrow down) buttons to hide or expand the search criteria fields. After filling out the search criteria, select View Report to generate.

Cert List For Audit

Local Agency: 01 - APACHE COUNTY HEALTH DEPT Clinic: 01/01 - SAINT JOHNS, 01/02 - SPR

Dates From: 1/6/2025 Thru: 1/13/2025

HANDS User: WOOD, NATHAN Program: WIC

Display: All Certs

View Report

Figure: View Report

Once the report generates, a standard action panel displays above. The sections are explained from left to right:

- Report Pages: Shows the current page and total pages, with buttons to navigate through pages.
- Refresh: Click to rerun the report.
- Go back to the parent report: Returns to the main report after viewing a detailed section (available when applicable).
- Zoom: Adjusts the report size.
- Export dropdown menu: Choose the format to export the report (Word, Excel, PowerPoint, PDF, Accessible PDF, TIFF, MHTML, CSV, XML, Data Feed).

- Print: Prints the report.
- Find and Find Next: Find searches for specific terms within the report, with Next locating the subsequent occurrence.

Report Standard Action Panel

This report provides a listing of certifications that took place during the specified date range. This report can be run by specific HANDS User IDs. The first HANDS user ID who saved the income or assessment record on the day of certification will be shown. Clients will be listed in the agency/clinic in which the client was certified regardless of if they have since been transferred. Category changes are excluded from this report. Note: 'HANDS user' report parameter is populated based on the date range when certifications were created. If no users populate, select a different date range.

Report Date: 01/13/2025 01:42:09 PM

ARIZONA WIC Program

Cert List For Audit
 Local Agency: All Local Agencies
 Clinic: All Clinics
 Dates From: 01/06/2025 Thru: 01/13/2025
 HANDS Users: WOOD, NATHAN
 Program: WIC
 Display: All Certs

Database: TEST01
 Version: 11/14/2024 4:45:13 PM
 User: WICWEB-P-SSRS-Admin
 Page 1 of 1

Local Agency: 02 COCHISE COUNTY HEALTH DEPARTMENT
 Clinic: 01 DOUGLAS WIC

Certs Created for WIC

Family ID	Authorized Rep Name	Phone Number	Language	Client ID	Client Name	Date Of Birth	Cert Start Date	Category Code	Income Completed By	Assessment Completed By
250311271	TESTWOOD, TESTWOOD	313-442-1423	ENGLISH	1022189326	TESTWOOD, TESTWOOD	2/24/1988	01/06/2025	PG2	NWOOD	NWOOD

Figure: Report Standard Action Panel

24 AUDIT TRAIL

For security and integrity, HANDS includes an audit trail for main certifications and the Appointment Scheduler module. Fields are audited in a table. When a record is created or modified, the data and user are recorded in the specific table.