

BFPC Quarterly Report

To protect and improve the health and environment of all Kansans

Hello and welcome to the BFPC Quarterly Report webinar. My name is Kara Watts and I am the State BFPC Program Coordinator. Today we are going to review how to complete and assess the quarterly report. Remember that the guidance document can help you navigate utilizing these reports! It is available on the Kansas WIC website under forms. I'd encourage you to first review it and then have it with you while you go through this recording. In addition, for specific steps on manipulating the Excel BFPC contact report, follow the instructions provided on the KS WIC website training page under breastfeeding.

Group Members Tuanna S Marmolejo Hawi M Marmolejo <input type="checkbox"/> Hide Inactive Clients Add New Group Member	Tuanna S Marmolejo 11801153 Gender Female DOB 01/05/1995, 24 Years	WIC Active BF Cert. Period 06/12/2018 to 06/30/2019 Priority 1	BFPC Delivery Date 06/05/2018
	BFPC Summary <input type="checkbox"/> Notices <input type="checkbox"/> Tuanna S		

BFPC Summary:

Currently Viewing: **Contacts**

Current Contact Referral Date: 08/01/2018 Contact Date: 02/14/2019 Contact Method: <input type="text"/> Contact Successful: <input checked="" type="radio"/> Yes <input type="radio"/> No Type of Contact: <input type="radio"/> Initial <input type="radio"/> Follow Up	Breastfeeding Information Fully Breastfeeding: <input checked="" type="radio"/> Yes <input type="radio"/> No Date Breastfeeding Stopped: 00/00/0000 Date Formula/Milk Introduced: 00/00/0000 Reason Formula Introduced: <input type="text"/> Date Breastpump Issued: 00/00/0000 Type of Breastpump Issued: <input type="text"/>
Next Contact Next Contact Date: 00/00/0000 <input type="checkbox"/> Immediate Attention	Caseload Management <input type="checkbox"/> Remove from BFPC Program Caseload

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Documentation is your record of contacts you make with each mother. This helps you remember what you told the mother, the mother’s concerns, and what worked and what did not. It also outlines her next steps, or plan, of support.

Documentation protects you from liability because it is a permanent record of the advice you gave. It’s also a record of whom you have referred a mother to if she experiences problems.

The information entered into the BFPC Summary screen is what is pulled into the BFPC contacts report. Review the guidance document for an outline of how to document each contact. If in doubt, just do your best. The idea is to have everyone document as similarly as possible, but there are limitations to making that happen. The most important thing is to just make sure that you document each contact that you make.

BFPC Quarterly Report														
Agency/Clinic	BFPC Contacts Report →								# BFPC clients contacted:		Quarter			
Date:	PG & BF WIC Caseload:									← Caseload Report				
BFPC Name:	Avg weekly hours:									3 rd	4 th			
BFPC Supervisor:	Clients/hour:								#####	Oct-Dec	Jan-March	April-June	July-Sept	
# Groups/Classes prepared for:	Contacts/hour:								#####	Due Jan 20	Due Apr 20	Due July 20	Due Oct 20	
** 2nd quarter must include BFPC eval														
Contact Type														
Category	Clinic Visit	Email	Social Media	Group/Class	Home Visit	Hospital Visit	Mail	Other	Phone Attempt	Phone Call	Text 1-way	Text 2-way	Total	
Initial Pregnant													0	
Follow up Preg													0	
Initial BF/PP													0	
Follow up BF/PP													0	
Total Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0	
BFPC Contacts Report →														

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There are 3 key numbers displayed on the quarterly report, once it's all completed. You will need to pull two separate KWIC reports in order to find these data points. The BFPC contacts report will give us the total number of contacts, as well as the number of clients contacted. The Caseload report will give us the total number of pregnant and breastfeeding women currently enrolled in WIC.

**Kansas WIC Program
Caseload Management Report**

*For Sep 2018 as summarized on Oct 01, 2018
Clinic:*

	Participating						Enrolled					
	Received Benefits		No Benefits		Formula - Other Pgm		Total Participating		Not Participating		Total Enrolled	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
WOMEN												
Pregnant	49	9.3	0	0.0	0	0.0	49	9.1	13	9.6	62	9.2
Fully Breastfeeding	11	2.1	0	0.0	0	0.0	11	2.0	12	8.6	23	3.4
Partially Breastfeeding	9	1.7	1	9.1	0	0.0	10	1.9	0	0.0	10	1.5
Postpartum	48	9.1	0	0.0	0	0.0	48	8.9	10	7.4	58	8.6
Total Women	117	22.1	1	9.1	0	0.0	118	21.8	35	25.7	153	22.6
INFANTS												

62+23+10 = 95 women actively enrolled in the WIC Program

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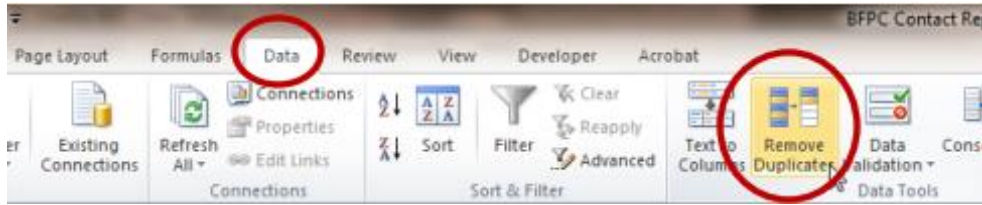
Find the number of PG & BF women on WIC by running the Caseload management report. Run the most recent month's report available. Make sure to look at the number enrolled, not the number participating, and add up the pregnant, fully breastfeeding, and partially breastfeeding women. This is the pool of potential WIC clients for a BFPC to contact. You can see in this example that there are 95 PG and BF women actively enrolled in the WIC program.

BFPC Quarterly Report													
Agency/Clinic:				# BFPC clients contacted:				Quarter					
Date:				PG & BF WIC Caseload:	95	<div style="border: 1px solid green; padding: 2px; display: inline-block;">Caseload Report</div>						3 rd	4 th
BFPC Name:				Avg weekly hours:				Oct-Dec	Jan-March	April-June	July-Sept		
BFPC Supervisor:				Clients/hour:	#####			Due Jan 20	Due Apr 20	Due July 20	Due Oct 20		
# Groups/Classes prepared for:				Contacts/hour:	#####			** 2nd quarter must include BFPC eval					
Contact Type													
Category	Clinic Visit	Email	Social Media	Group/ Class	Home Visit	Hospital Visit	Mail	Other	Phone Attempt	Phone Call	Text 1-way	Text 2-way	Total
Initial Pregnant													0
Follow up Preg													0
Initial BF/PP													0
Follow up BF/PP													0
Total Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0

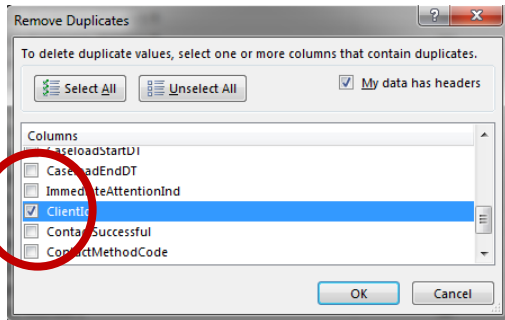
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This is where you put that information on the quarterly report.

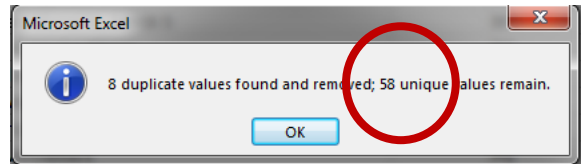
#1



#2



#3



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The second report you'll use is the BFPC Contact report, which is more complicated. Some smaller agencies may choose to keep a separate way of tracking contacts so that you don't have to manipulate an Excel spreadsheet. Or you could run the report and then manually count them. But if you have too many contacts for that, make sure to review the BFPC Quarterly report training on the Kansas WIC website training page under Breastfeeding for step by step instructions on how to manipulate the report.

One key part to remember, which is reviewed in the step by step instructions, is that in order to find the total number of women contacted, once you save the Excel doc, remove duplicate IDs so each mom is only counted once. In this example, 58 unique values (in other words, individual clients), remain.

BFPC Quarterly Report													
Agency/Clinic	BFPC Contacts Report				# BFPC clients contacted:	58	Quarter						
Date:					PG & BF WIC Caseload:		1 st	2 nd	3 rd	4 th			
BFPC Name:					Avg weekly hours:		Oct-Dec	Jan-March	April-June	July-Sept			
BFPC Supervisor:					Clients/hour:	#####	Due Jan 20	Due Apr 20	Due July 20	Due Oct 20			
# Groups/Classes prepared for:					Contacts/hour:	#####							
** 2nd quarter must include BFPC eval													
Contact Type													
Category	Clinic Visit	Email	Social Media	Group/Class	Home Visit	Hospital Visit	Mail	Other	Phone Attempt	Phone Call	Text 1-way	Text 2-way	Total
Initial Pregnant													0
Follow up Preg													0
Initial BF/PP													0
Follow up BF/PP													0
Total Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0

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The number of “unique values” (or unduplicated clients) goes on the quarterly report as the total number of clients that the BFPC contacted. This peer counselor talked with 58 individual moms during the quarter. Manipulate the report to determine the number of each type of contacts for the different categories of women to see the total number of contacts made for the quarter, seen here as the bottom section. Again, follow the instructions on the BFPC quarterly report training on the Kansas WIC website training page under breastfeeding.

Quarterly Report: How to use the information

BFPC clients contacted vs PG & BF WIC Caseload
&
BFPC clients contacted vs total # contacts

BFPC Quarterly Report																
Agency/Clinic:											# BFPC clients contacted:	3	Quarter			
Date:											PG & BF WIC Caseload:	8	1 st	2 nd	3 rd	4 th
BFPC Name:											Avg weekly hours:		Oct-Dec	Jan-March	April-June	July-Sept
BFPC Supervisor:											Clients/hour:	#####	Due Jan 20	Due Apr 20	Due July 20	Due Oct 20
# Groups/Classes prepared for:											Contacts/hour:	#####	** 2nd quarter must include BFPC eval			
Contact Type																
Category	Clinic Visit	Email	Social Media	Group/Class	Home Visit	Hospital Visit	Mail	Other	Phone Attempt	Phone Call	Text 1-way	Text 2-way	Total			
Initial Pregnant	1													0		
Follow up Preg										1				0		
Initial BF/PP														0		
Follow up BF/PP										1		3		0		
Total Contact	0	0	0	0	0	0	0	0	0	0	0	0	0	6		

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Now that you've got the numbers entered into the report, and you have a better understanding of what the numbers represent, it's time to assess the information. There are two key items to look at.

In this example, the BFPC contacted 3 women, but there are 8 pregnant and breastfeeding women receiving WIC services at her agency who are eligible for her services. Aim for roughly 80%, as there will always be clients not interested in talking with a BFPC for one reason or another. So for this example, we would hope that she would have contacted 6 or 7 of them. If there is a large discrepancy, make sure to assess the referral process in your agency to ensure the BFPC is becoming aware of all potential clients. It may also simply be that the BFPC doesn't have enough hours to contact all of the women on WIC.

The other key thing to assess is the total number of contacts compared to the number of clients contacted. In this example the BFPC had 6 contacts, spread out between the 3 clients she contacted, which would average 2 contacts per client over a 3 month timespan. In general, most clients should be contacted at least monthly, so we would hope that the average number of contacts per client is closer to 3. We want the total number of contacts to be significantly higher than the number of clients contacted because more contacts with each client means more relationship building.

An easy way to help you remember how to compare the data is that the two numbers that are close together on the report should be similar. The two numbers that are far apart should be substantially different from each other.

In addition to those two key assessments, when assessing the report before submitting it to the state office, here are some other things to consider:

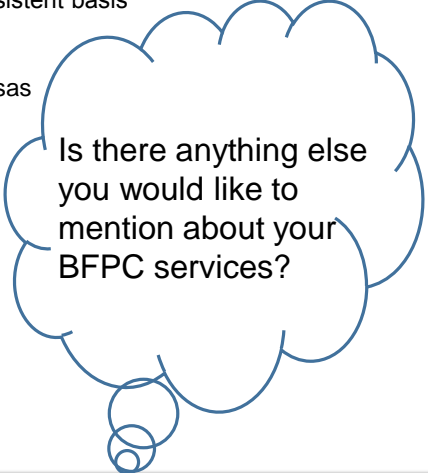
- Look at the # of hours spent on "other Activities." If the BFPC has difficulties contacting clients frequently, you may have to consider cutting back on BFPC time in the community – someone else at the HD can maybe help more with this. Community engagement & partnership are important, but contacting clients & building those individual relationships is how the job as a peer counselor makes the most impact.
- Compare the # of quick vs long contacts. For example, mailing or texting 1-way may take 5 minutes whereas a clinic visit or class may take 30 minutes to an hour or more. If the BFPC has a lot of potentially long contacts, the total number of contacts would generally be lower than if she has a lot of likely quick contacts.
- Look at Initial vs follow up contacts. There should be more follow up than initials – if not, this may be an indicator that we're not contacting an individual mom enough.
- Compare the # of hours to the caseload and expectations for frequency of contacts. This needs to be tailored for each individual clinic and clearly stated to peer counselor staff. Work with the state office staff if you are unsure what the expectations should be for your agency.
- Compare this QR to last time. Did the numbers increase or decrease significantly? If so, why? Perhaps the BFPC was gone for a while due to something like maternity leave or vacation. Anticipate the # of contacts to be lower.

State Agency use:

- ❖ Guidance to agencies where BFPC struggles with frequency of contacts
- ❖ Support to agencies where referrals aren't occurring on a consistent basis
- ❖ Learn new ideas to share with other agencies
- ❖ Learn what activities are going on in communities across Kansas
- ❖ Learn if challenges with community partners
- ❖ Learn BFPC's aspirations or if has specific concerns.
- ❖ Assess where to allocate potential future available resources
- ❖ Report to FNS how awesome we're doing!

FNS use:

- ❖ Tracks how we're utilizing our resources
- ❖ Justify future funding



Is there anything else
you would like to
mention about your
BFPC services?

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The state agency uses these reports for (read from slide). It is especially helpful if agencies put information into the bottom section of the report, which asks if there is anything else to mention about services. Consider adding things such as future goals and plans, ideas for training, or how with relationships with external partners are going.

Contact the State BFPC Program Coordinator with questions!



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