

# Handling Client Record Issues

In order to preserve client data and ensure that we have appropriate documentation of the services provided, the following procedures must be followed in handling client records.

## Client Record Problems & Solutions

Problem	Errors to Avoid	Correct Solution
Client does not regularly keep appointments	<ul style="list-style-type: none"> <li>Do not terminate client.</li> </ul>	<ul style="list-style-type: none"> <li>Leave the client record as active.</li> <li>Enter a note each time the client is contacted.</li> <li>Choose an agency standard for number of attempts to contact before no longer attempting to contact the client.</li> </ul>
Mail is returned from address on file.	<ul style="list-style-type: none"> <li>Do not delete the address or write UPDATE or other messages in the address field.</li> </ul>	<ul style="list-style-type: none"> <li>Enter a note indicating that mail was returned and the address may no longer be correct.</li> <li>Add 'Invalid address' or 'Address needs updating' on the second line of the address on the demographics page.</li> </ul>
<b>Custody-Related Issues</b>		
Child or children in family have a new caregiver (such as CPS issue)	<ul style="list-style-type: none"> <li>Do not place xx's or zz's in mother's name.</li> <li>Do not leave mother in the group.</li> <li>Do not move the mother to another group with the children.</li> <li>Do not change the mother's (current caregiver) name to the new caregiver's name.</li> </ul>	<ul style="list-style-type: none"> <li>Use the Switch Family option or Create New Group to move the child or children out of the mother's family. The mother will remain in her own family.</li> <li>Move only those children that the mother no longer has custody of out of the group.</li> </ul>
Foster child that left a family but has not been transferred to a new group	<ul style="list-style-type: none"> <li>Do not re-certify client if transferred to another group and reinstatement is an option (i.e. client would still be in a valid certification if not terminated early).</li> <li>Do not delete the caregiver name or address.</li> </ul>	<ul style="list-style-type: none"> <li>Terminate client.</li> <li>Leave a note explaining the situation.</li> <li>Reinstate client when possible if transferred to another group later.</li> </ul>
Group/Foster home with a lot of children (>10)	<ul style="list-style-type: none"> <li>Do not move the client to a new group or "duplicates" group.</li> </ul>	<ul style="list-style-type: none"> <li>Create two (or more) files for the same person and place children into either of the two groups.</li> </ul>
<b>Client Moves Out of Your Service Area</b>		
Family tells you they're moving <b>out-of-state</b> or transferring to AZ or Navajo WIC	<ul style="list-style-type: none"> <li>Do not leave the client's status as active.</li> <li>Do not delete their address and/or phone number.</li> </ul>	<ul style="list-style-type: none"> <li>Print VOC &amp; terminate</li> <li>Enter a note in STARS that states where the client transferred.</li> </ul>
Family tells you they're moving <b>in-state</b>	<ul style="list-style-type: none"> <li>Do not terminate automatically.</li> <li>Do not delete their address and/or phone number.</li> </ul>	<ul style="list-style-type: none"> <li>Check the ITCA website to see if there is an ITCA WIC clinic near where they're moving.                             <ul style="list-style-type: none"> <li>If so, leave the client record active, enter a note and provide the client with the agency's contact information.</li> <li>If not or client prefers to transfer to another program, print VOC and terminate (see above).</li> </ul> </li> </ul>

Problem	Errors to Avoid	Correct Solution
<b>Client Category/Eligibility Concerns</b>		
Child is over 5 years old	<ul style="list-style-type: none"> <li>Do not move the clients to a “graduates” group.</li> </ul>	<ul style="list-style-type: none"> <li>Be patient and wait for archiving to take care of removing the child.</li> </ul>
Client is deceased	<ul style="list-style-type: none"> <li>Do not ZZ or XX the client name.</li> <li>Do not move the client to a “deceased” group.</li> </ul>	<ul style="list-style-type: none"> <li>Terminate the client for the reason “deceased”.</li> <li>Write “Deceased” before the client’s first name if desired.</li> <li>If the deceased client is the mother and another caregiver takes over care of the clients, you should move the children to a new group.</li> </ul>
Client information is recorded incorrectly, extending or shortening the certification period (due date, date of birth, BF status etc.)	<ul style="list-style-type: none"> <li>Do not terminate the client <b>without</b> updating the information.</li> </ul>	<ul style="list-style-type: none"> <li>Change the information in STARS.</li> <li>Allow the system to automatically terminate the client based on the new information entered.</li> </ul>
<b>Duplicate Records</b>		
Duplicate record is created (prevention)	<ul style="list-style-type: none"> <li>Do not select “not a dual participant” on the dual participation screen if the client that comes up at another agency is the client record you need. This will create a duplicate record.</li> </ul>	<ul style="list-style-type: none"> <li>Be sure to check if the client has a record even if he/she says they have never been on WIC. If you can’t find the record using the name- try using the date of birth as sometimes names change or are misspelled.</li> <li>If the client you added comes up as a potential dual participant, select the Transfer Client In option if this is the correct client. Do not transfer the client in if it is not the correct client.</li> <li>If you have already added a record for the infant, delete the new infant record that is automatically added on the right side of the Record End of Pregnancy screen.</li> </ul>
Duplicate record is created (Oops- it happened)	<ul style="list-style-type: none"> <li>Do not move the client to a new group or “duplicates” group.</li> <li>Do not ZZ or XX the client name.</li> </ul>	<ul style="list-style-type: none"> <li>If a dual record is created and you discover this before you certify the client and/or issue checks- use the record that has already been in use.</li> <li>Write “duplicate” before the client’s first name in the duplicate record if desired.</li> </ul>