

MEMORANDUM

ACTION MEMO #14-12

TO: District Health Directors
District Program Managers
District Administrators
District Nutrition Services Directors

FROM: Debra Keyes, MA, RD 
Director
Georgia WIC Program

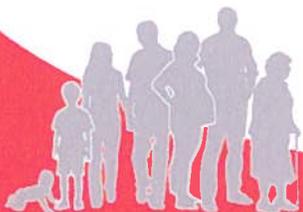
DATE: January 30, 2014

SUBJECT: On Line Intake Form

The On Line Intake Form will be available on the Georgia WIC website starting February 10, 2014. In an effort to increase caseload, meet processing standards, and reduce calls to the clinic, participants will have the option to go online and request an appointment by completing the intake form which includes: name, address, phone numbers, WIC Type, nutrition questionnaire for each type, number in household, monthly income, and a list of proofs that must be brought to clinic. Once the form is completed and submitted, the clinic will receive an email with the applicant/participant's information. The participant will receive a confirmation email informing them the form has been accepted and they will be contacted with the date of the scheduled appointment at the clinic of their choice.

Please ensure that your staff is checking the email address daily for the intake forms and contacting the applicant/participant in a timely manner to schedule the appointments. The date the email was received will be used as the initial contact date. The contact type will be (T) telephone. We are in the process of changing the edits manual and procedures manual to include (E) email as a contact type, we will inform you when this change occurs.

To ensure the emails are routed to the correct staff, we have to create a user account for each staff member that will log into the link below to retrieve client information. The assigned clinic staff needs to log into the system to check it daily just in case the email does not automatically generate a notification that an applicant/participant has requested an appointment. The link for clinic staffs to use is- <https://sendss.state.ga.us/sendss!/WIClogin.screen>.



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Please email the information below for each clinic staff person that will be retrieving the information from the website to Uyen Pham by February 4, 2014 at uxpham@dhr.state.ga.us:

Username
District unit
clinic number
user first name
user last name
email address
phone number

If you have any questions concerning this information, please contact Sonia Jackson at (404) 657-2900 or at sdjackson@dhr.state.ga.us.

c: Lynn A. Flen - Deputy Director, Program Operations and Nutrition Services
WIC Deputy Directors
WIC Managers