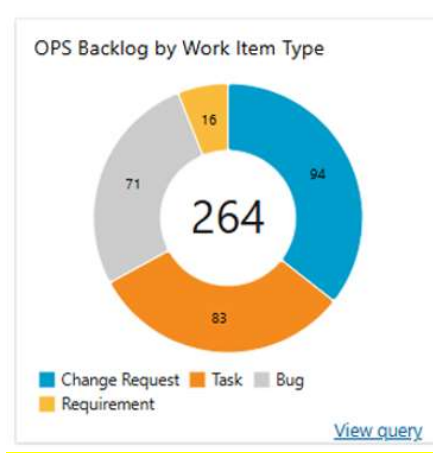
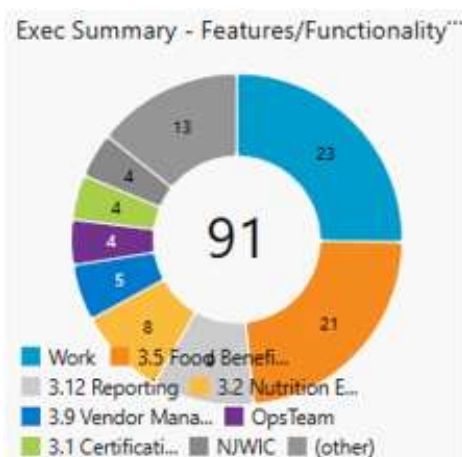


Executive Summary

Major accomplishments during November 2024:

CMA completed a significant upgrade on 11/7/2024 to the NJWIC MIS System in response to M&E findings required by the USDA.

- Lead Screening Changes 16447
- Immunization Changes 16446
- Change Referrals Screen to Support Drug & Alcohol Abuse 16448



Technical Support Activities for the NJ WoW Project:

- ✚ Medicaid files loaded: 11/4/24, 11/22/2024
- ✚ Provided technical feedback for the Nutrition New Food Package Analysis Project.
- ✚ Finance – Analysis of Participation Concerns – 18294
- ✚ Vendor Peer Group Update/Analysis and Script for QA Completed – 16839
- ✚ Corrected 3rd Party Requests from the Food Bank Team – 18343
- ✚ Research and Query support for Rutgers/CIAO Grant Request – 17601
- ✚ Vendor FDP Support - Question on the Redemption Extract from 2023- 17374
- ✚ Resolved & Closed Out PC2024 Questions from Westat- 18012
- ✚ Proctor UAT Support for the Production Release.

CMA has completed 1313 work items throughout 2024.



Participant Portal Activity: The following counts represent the requests for WIC benefits through the NJ Participant Portal.

- Count of Participant Portal submissions this month: 911
- Count of Participant Portal submissions YTD (since Jan 2024): 13,075
- Total Count of Participant Portal submissions: 46,951

Executive Summary

Participant Portal 3rd Party Referrals:

- 3rd Party Referrals this month: 59
- 2024 Client Referrals YTD: 729
- Total Count of Referrals: 1,228

Sum of Farmer Redemptions for November	FM	SFM	Grand Total
Grand Total	\$123,771.11	\$113,376.26	\$237,147.37

- The FM Transactions processed by 146 Active Farmer Redemption Users.

CMA Customer Care:

The Customer Care Summary represents the Call Center activity during the previous month.

Summary of Help Desk items:

209 – total calls handled
 222- Tickets opened during this past month
 215 - Tickets have been closed

Call Center Activity By Queue:

209 - Total Calls Handled
 1 - NJ Farmers
 9 - NJ Vendors
 197 - NJ WIC
 2 - SFM

The following graphs provide a picture of the support distribution upon the four user groups receiving calls into the Help Desk.

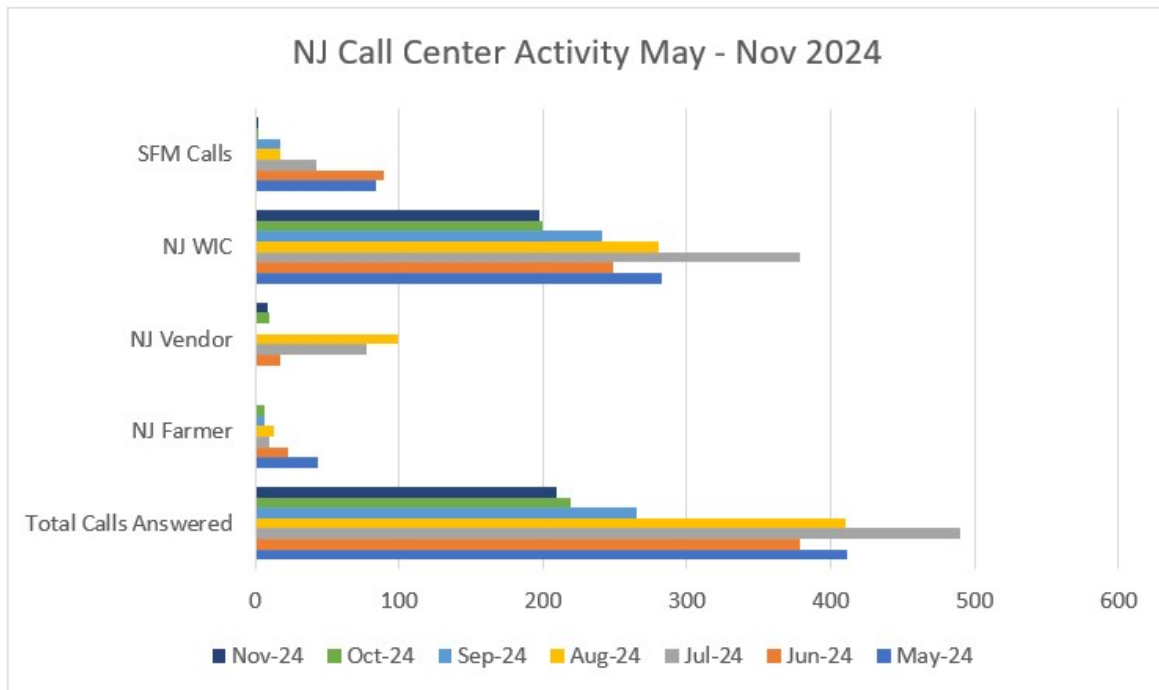


Figure 1 – Call Center Activity by Call Center Queue

Executive Summary

The **above** graph shows call center activity based upon the Call Center Queue into the Help Desk: NJ WIC, VW, SFM, FM.

The following graph provides a snapshot of Call Center Activity by month.

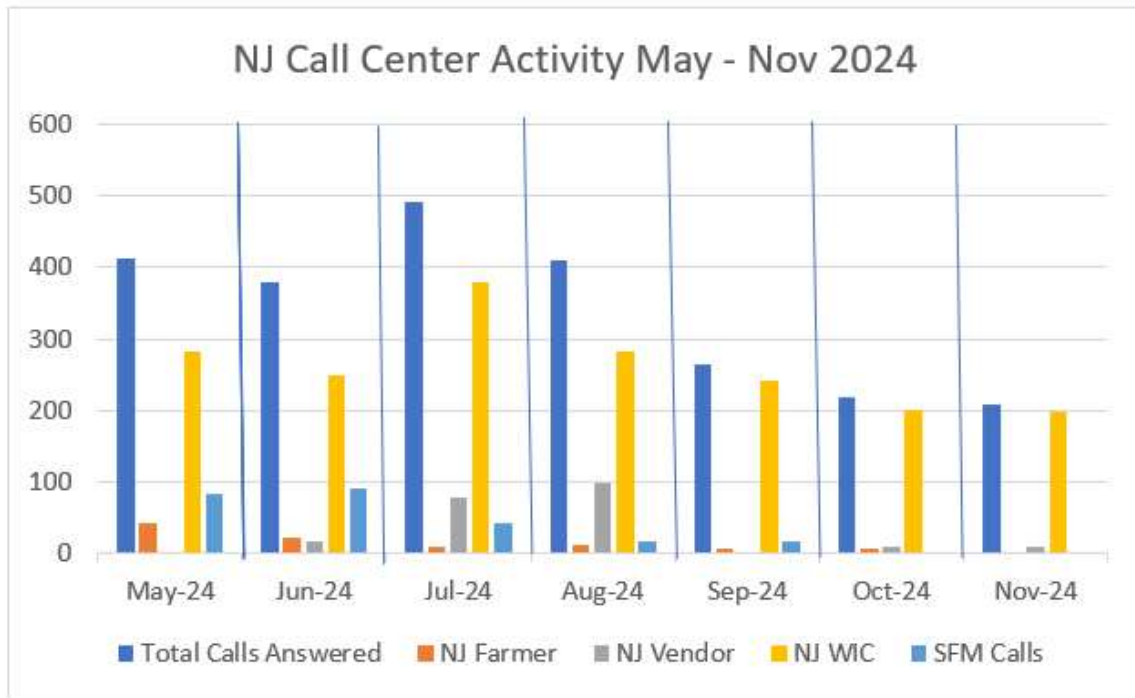


Figure 2 – Call Center Activity by Call Center Queue

The Tier2 tickets reflect work that requires additional analysis and/or development support to correct records, research issues raised or complete adhoc requests.



Figure 3 - Count of Tier 2/3 tickets within the Last Year

Executive Summary**Future/On-Going Work Items for October 2024:**

Upcoming Project Initiatives	TFS #	Status
SFM - Family Info/Participant Reg	18353	BRD Signed by NJ
Farmer Market Compliance Buy	2900	Under Analysis
eFMNP QR Code LDTU Update	18489	Under Analysis
Signature Pad Integration (new model)	16656	Initial testing proved successful functioning. Testing in progress.
Scanner Integration (new model)	16656	Initial testing failed; Assigned to Dev for integration analysis.
Food Package Support Analysis	18183	CMA will be researching the requests identified to determine best approach.