

Executive Summary

Major accomplishments during December 2024:

CMA completed the development and testing of the January release items which included updates for the following areas: Clinic (3), Admin (1), Farmers Market (2), Senior Farmers Market (2), Nutrition (1), Vendor (1), and VendorWeb (6). The proctored UAT sessions were held to support the UAT testing process in preparation for the January 9, 2025 release. Additionally, research is underway for future enhancements to the SFM Module and eFMNP processing.

Below is a snapshot of the work activity supported for the month of December 2024.



Technical Support Activities for the NJ WIC MIS Project:

- ✚ Medicaid files were loaded on 12/10 & 12/24/24.
- ✚ Nutrition Adhoc – Provided a list of all current eWIC 6–11-month food packages - 18372
- ✚ Completed Data Analysis support for the Rutgers/CIAO Grant - 17601
- ✚ Support Changes to the Formula Rebate Dates in Finance - 18448
- ✚ 3rd Party Email Cleanup on Participant Portal (Data Cleanup) - 18343
- ✚ Finance - Formula Rebate Extract Correction - 18399
- ✚ Support Enhanced Password Reset Update in NJ WIC MIS - 18290
- ✚ Signature Pad Testing and Validation - 16656
- ✚ SFM - Change Display to Improve flow for both new and existing participant records - 18353
- ✚ Proctored UAT Support for the January 2025 Release.

CMA has completed 1452 work items throughout 2024.

Resolved This Yr
1452
Work items

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

- Count of Participant Portal submissions this month: 937
- Count of Participant Portal submissions YTD (since Jan 2024): 14,012
- Total Count of Participant Portal submissions: 47,888

Participant Portal 3rd Party Referrals:

- 3rd Party Referrals this month: 78
- 2024 Client Referrals YTD: 807
- Total Count of Referrals: 1,306

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CMA Customer Care:

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

Summary of Help Desk items:

275 – total calls handled

293 - Tickets opened during this past month

283 - Tickets have been closed

Call Center Activity By Queue:

275 - Total Calls Handled

2 - NJ Farmers

5 - NJ Vendors

268 - NJ WIC

0 - SFM

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

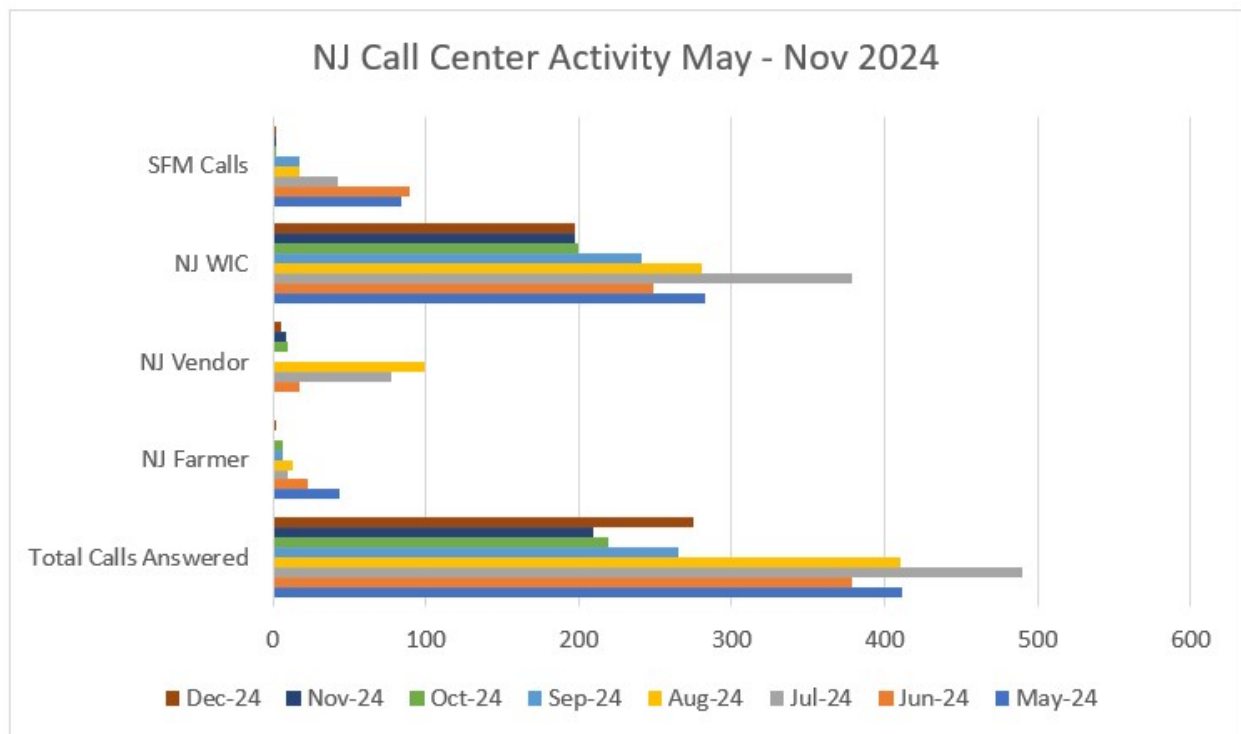


Figure 1 – Call Center Activity by Call Center Queue

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

Executive Summary

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

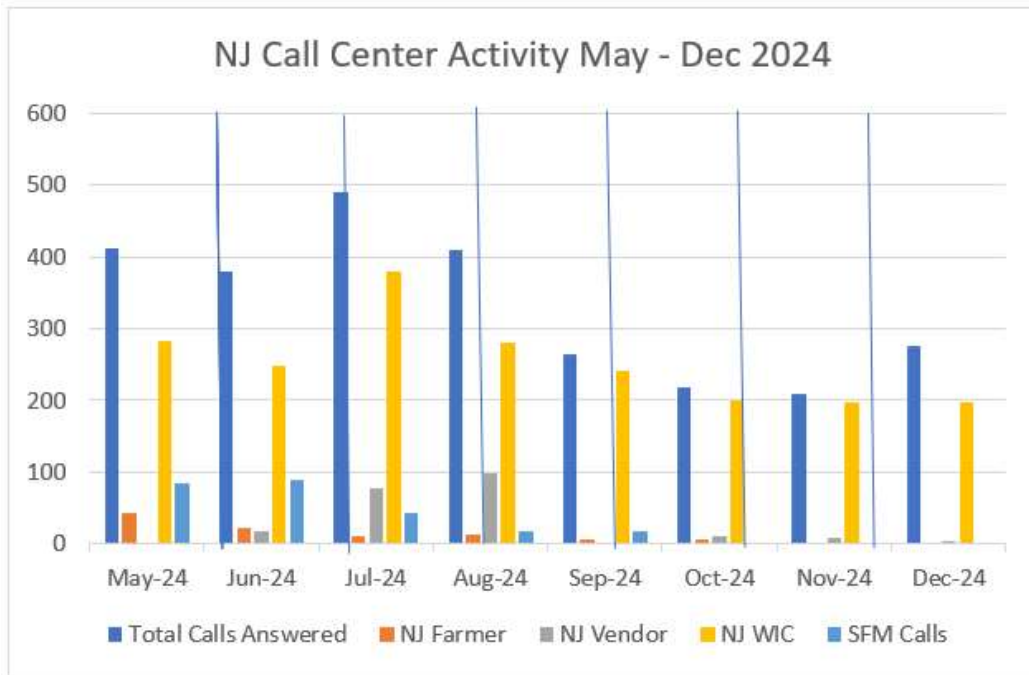


Figure 2 – Call Center Activity by Call Center Queue

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 January 2025:**

Upcoming Project Initiatives	TFS #	Status
Farmer Market Compliance Buy	2900	BRD in Progress
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	Will assign to Dev for integration analysis.
Food Package Support Analysis	18183	Data analysis
Vendor Peer Group Update for Jan 30, 2025	16839	Scheduled for 1/20/25
LA Appointment Related Changes	18435	TBD