

TWIST Updates for 12/19/2016

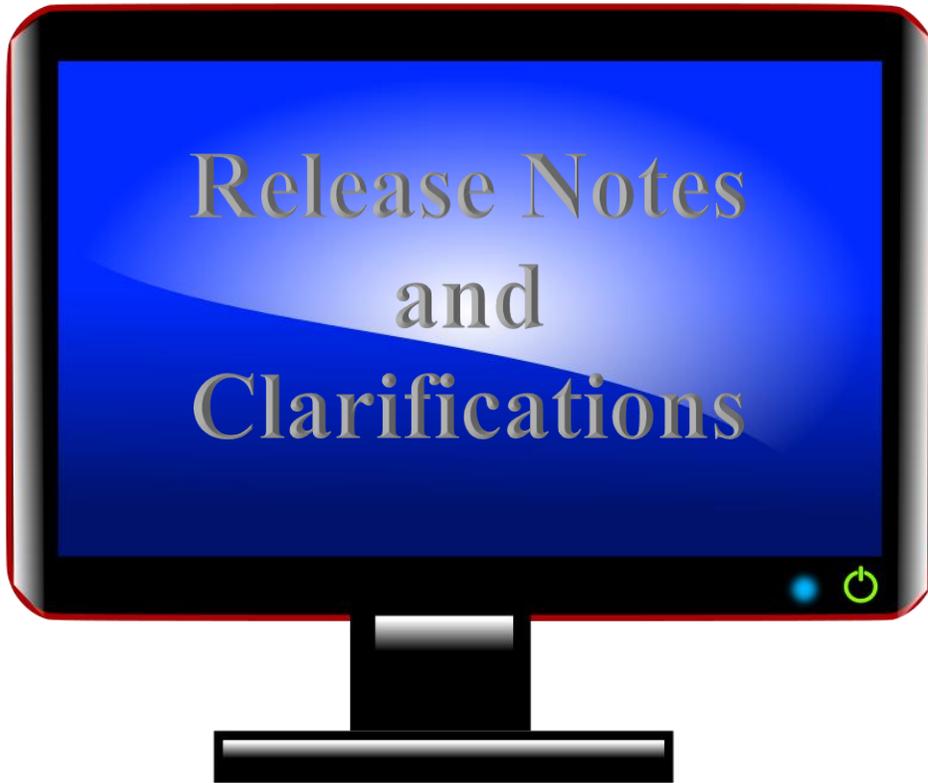


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TWIST Clarifications

Terminations and Caseload

On the 15th of each month, TWIST automatically terminates individual participants if they have not been **issued** benefits for the last 2 months. Whole families are termed if there are no benefits purchased for anyone in the family. TWIST looks at benefits for the previous 2 months plus the first 15 days of this month. Many of these terminations can be avoided.



To prevent these terminations be sure to check in with participants at each visit to see if they have had any problems using their eWIC card. Some families are being termed who tried to use their eWIC card but couldn't either because they didn't have benefits issued (due to missed NE) or their PIN was not working.

To reduce terminations, take a look at these reports before the 15th and contact the family to try and solve the issue.

- *Participants with No Benefits Issued Report*
Client Processes → Output → Reports → Intake → Participant with no Benefits Issued
- *No Show Client Register*
Appointment Scheduler → Output → No Show Client Register

To see who was terminated run these reports and see if you can contact the family to solve the issue.

- *Automatic Termination Report.*
Client Processes → Output → Reports → Intake → Automatic/Manual Terminations → Select Type: Automatic and Reason: Client does not use FIs or Benefits for 2 months - or - Client is not issued benefits for 2 months.
- *Client Termination Register* (more client info than the above report)
Client Processes → Output → Reports → Intake → Client Termination Register → Enter Start/End date to span the month the terminations occurred → Select Term Reason: Client does not use FIs or Benefits for 2 months - or - Client is not issued benefits for 2 months.

Viewing past months of benefits on the FPA

TWIST does not show the \$ for spent benefits for past months. You can find past benefit use on the WIC Direct website.

See the TWIST Training Manual lesson on [Food Package Assignment](#) for more information.

Avoid use of ZN food package for healthy 12 month olds

There have been issues with some infants who were assigned a ZN template in their 12th month when they try to change to the child's package after their birthday. Assigning ZN has been used to avoid spending infant benefits which would prevent switching to child foods.

Instead you should:

1. Talk with parents about what they want to do in the 12th month;
2. If they want to make the change after the infant's birthday, assign the I-FVC (no fresh fruits and veggies) in the B module in the 12th month;
3. Make sure they know that if they purchase any infant benefits (formula or food) in that month, they will not be eligible for child foods until the following month.

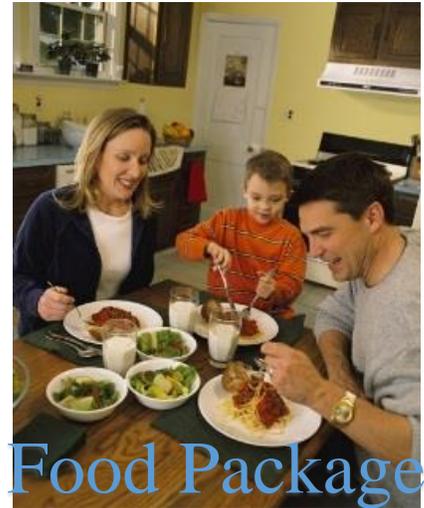
Use of the ZN is still appropriate for those infants with health issues. Those infants are not likely to want to switch to child's foods early.

New with this TWIST release

Formula warehouse improvements

Formula Warehouse (FW) now allows Formula Replacement (FR) for any FW formula that needs to be replaced (no formula is returned). [See Policy 561](#) for situations where this is allowed and the procedure to follow. For example, if the formula never arrives, is stolen, or is unavailable due to a custody or domestic violence situation, use FR to replace the missing formula, complete the correct form and place a new FW order.

See the updated TWIST Training Manual Lesson on [Formula Warehouse](#)



Appointment Reports

The new appointment type “MC”, the mid-cert health assessment for children, now shows in the *Monthly Individual Appointment Show Rate* and *Agency Show Rate* reports. The *Unfilled Appointment Report by Date and Clinic* still **does not** include the MC appointment type.

Separation of Duties Report

This report has been updated so that only participants who have the same date in the *Income Elig.*, *Assigned*, and *Issued* columns are in the report. *Phone type* has been removed. *Category* and *Valid Cert?* fields have been added. The *Valid Cert?* field will be used during audits. A revised policy 595 will be sent in January and will outline new audit procedures.

User ID: elanham									Rpt Run Dt: 12/12/16 10:38
Report ID: OMSB0R		Separation of Duties Audit Report							
		Issuance Date Range							
		Dec 01, 2016 thru Dec 31, 2016							
Agency: Deschutes CHD									
Clinic: BEND									
Staff User ID	WIC ID	Category	Participant Name	Participant Phone	Income Elig.	Assigned	Issued	Valid Cert?	
dbarr1	01139342-01	IN7-12	Miso, ZN5	xxx-xxx-xxxx	12/01/2016	12/01/2016	12/01/2016	<input type="checkbox"/>	
dbarr1	01139343-01	IN7-12	Miso, ZN6	xxx-xxx-xxxx	12/01/2016	12/01/2016	12/01/2016	<input type="checkbox"/>	
dbarr1	01139346-01	IN7-12	Miso, ZN9	xxx-xxx-xxxx	12/01/2016	12/01/2016	12/01/2016	<input type="checkbox"/>	
dbarr1	01139347-01	IN7-12	Miso, ZN10	xxx-xxx-xxxx	12/01/2016	12/01/2016	12/01/2016	<input type="checkbox"/>	
dbarr1	01139350-01	IE7-12	Miso, ZN13	xxx-xxx-xxxx	12/01/2016	12/01/2016	12/01/2016	<input type="checkbox"/>	
dbarr1	01139351-01	IE7-12	Miso, ZN15	xxx-xxx-xxxx	12/01/2016	12/01/2016	12/01/2016	<input type="checkbox"/>	
dbarr1	01139352-01	IE7-12	Miso, ZN20	xxx-xxx-xxxx	12/02/2016	12/02/2016	12/02/2016	<input type="checkbox"/>	
dbarr1	01139352-02	WE	Miso, Mom 20	xxx-xxx-xxxx	12/02/2016	12/02/2016	12/02/2016	<input type="checkbox"/>	
dbarr1	01139353-01	WB	Miso, Mom21	xxx-xxx-xxxx	12/02/2016	12/02/2016	12/02/2016	<input type="checkbox"/>	
dbarr1	01139353-02	IB7-12	Miso, ZN21	xxx-xxx-xxxx	12/02/2016	12/02/2016	12/02/2016	<input type="checkbox"/>	
dbarr1	01139354-01	WE	Miso, Mom22	xxx-xxx-xxxx	12/02/2016	12/02/2016	12/02/2016	<input type="checkbox"/>	
dbarr1	01139354-02	IE7-12	Miso, ZN22	xxx-xxx-xxxx	12/02/2016	12/02/2016	12/02/2016	<input type="checkbox"/>	