Three Tricky TWIST Situations

Every once in a while you will see something when you work in TWIST that makes you scratch your head. Even when you have worked in WIC for years, things can come along that will stump you. Here is a collection of stumpers and solutions that have come up recently.

**Situation #1: A pregnant woman transfers in with a short certification period.**
Some states allow pregnant women to be enrolled for 60 days with presumptive eligibility. This would be similar to our temporary newborn process. These women have not been completely certified. That means that we cannot extend their cert period to the end of their pregnancy.

**Solution:** Use the transfer in from out of state function in TWIST to enroll them and then schedule them for an appointment to do a certification. At the cert appointment, you will need to use the “reinstate” transaction type to complete the certification and get a certification period through the end of their pregnancy.

**Situation #2: A new pregnant woman has an existing record from when she was a WIC child participant.** You will not be able to enroll the woman because TWIST thinks she is a child and children can’t be pregnant.

**Solution:** Open the record in the enrollment screen and then give her a new WIC ID number. This will allow you to select a woman category and certify as usual. See TWIST Training Manual lesson 3-808 for info on changing WIC ID numbers.

**Situation #3: A child transfers in with a year-long cert period.**
Some states allow children to have a one year certification period.

**Solution:** Use the transfer in from out of state function in TWIST and enter the cert end period listed on the transfer document. **Remember!** Participants with one year certs need to be scheduled for an individual Mid-cert Health Assessment and quarterly nutrition education, so be sure to schedule them for the appropriate appointments.
Whooo needs to think about caseload?

Caseload has been a big topic in the last year as Oregon, along with most states, has struggled to maintain our caseload. Caseload impacts each of us, since local agency funding is tied to the number of participants we serve. We know there are people who need our services. We want them to use the benefits that WIC can provide.

So what is your role in caseload?
• How do you encourage families to come to your clinic? Maybe it is because you provide such awesome customer service!
• Do you make phone calls to remind folks about their appointments or to pick up vouchers?
• Have you ever run or reviewed TWIST reports or analyzed what is happening in your agency?
• How could you interact with your local partners to develop relationships and foster referrals?
• How is your agency using the “Tell a Friend” materials?
• What are your ideas about outreach or improving caseload? Have you shared with others in your agency? Don’t keep them a secret! Exploring new ideas is how things can change.

Elections 2014

It is once again an election year, which means special attention is being paid to how WIC offers voter registration to participants.

A primary election will be held May 20, 2014. That means that the cut off to register for the primary election is April 29, 2014.

Your job:
• Be diligent about offering voter registration to women participants, parents, and caregivers at certifications or recertifications, and when they change address.
• Be sure that completed registration forms are date stamped and sent to your local elections office within 5 calendar days of receipt. Who does this in your agency?

See Policy 480 for more info.