



SECTION: Certification
SUBJECT: DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST
DATE: May 22, 2015 (*Reviewed*)

640

POLICY: Required certification information and activities shall be documented on a participant's record in the TWIST system.

PURPOSE: To assure that the required information and activities occurring during certification are documented in the TWIST system.

RELEVANT REGULATIONS: 7 CFR §246.7—Certification of Participants
7 CFR §246.10 ¶(b)(2)(iii)—Supplemental Foods
7 CFR §246.10 ¶(e)—Food Delivery Systems

OREGON WIC PPM REFERENCES: ♦400—Local Program Overview: Responsibilities and Communications
♦530—Food Instrument Register and FI Stub
♦600—Certification Introduction and Overview
♦635—Participant Notification: Eligibility and Rights & Responsibilities
♦636—Participant Notification: Ineligibility and Termination from WIC
♦641—Documentation Requirements for Certification in the Absence of TWIST

APPENDICES: Appendix A 640.2 Documentation Requirements for TWIST Certification
Appendix B 640.6 Additional Documentation Required for Special Circumstances

DEFINITIONS: *Applicant* An individual who comes to the WIC clinic requesting WIC services.
State requirement An action required by the state WIC program due to state and federal requirements, USDA mandates that allow the state office to set local requirements, state grant assurances, and/or requirements from federal management circulars.
USDA requirement An action required by USDA. The requirement is found in the published code of federal regulations (CFR) and/or USDA policy letters and/or all state memorandums (ASM).

BACKGROUND: Certification for WIC eligibility requires that the applicant be in one of the categories being served by WIC, live in the local WIC program's service area, meet the WIC income guidelines, and have a qualifying nutritional risk factor. See ♦600—Certification Introduction and Overview for an overview of the certification process.

PROCEDURE:
Local program requirements 1.0 Local WIC programs will use the TWIST data system for documentation of all information required for WIC certification.

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

- (Local program requirements)***
- When TWIST is unavailable***
- Local forms***
- TWIST documentation***
- Notification of termination during certification period***
- Other required documentation***
- 1.1 Refer to the TWIST Training Manual for information about a TWIST screen, button or tab that is identified to complete a task.
 - 1.2 If TWIST is unavailable, local programs may use paper certification forms to collect applicant or participant information. See ♦641—Documentation Requirements for Certification in the Absence of TWIST.
 - 1.3 If a local program develops forms for certification purposes, the local program must get approval from the state WIC office before using the forms. State WIC staff will ensure that all required data is included for collection. See ♦400—Local Program Overview: Responsibilities and Communications for more information.
 - 1.3.1 When state certification forms are revised, any similar forms developed by the local program must be revised and approved by the state WIC office within 60 days of the availability of the revised state form.
- 2.0 See Appendix A for a list that shows where specific information must be documented in TWIST. See Appendix B for additional documentation requirements in special circumstances.
- 2.1 When the documentation location is *recommended* rather than *required*, the local program must identify a location where all local staff will document the information to ensure consistency.
- 3.0 A participant who is to be graduated from the WIC program at any time during the certification period shall be notified in writing not less than 15 days before the termination takes effect. Follow procedures for terminating participants during certification as described in ♦636—Participant Notification: Ineligibility and Termination from WIC.
- 4.0 At every certification or recertification visit, participants must sign the paper “*Participant Signature Form*” (form 57-629). This required documentation is not in TWIST and must be obtained and retained according to ♦635—Participant Notification: Eligibility and Rights & Responsibilities.
- 5.0 Participants must sign the food instrument (FI) stub for all vouchers received following completion of the certification process. This required documentation is not in TWIST and must be obtained and retained according to ♦530—Food Instrument Register and FI Stub. ★

**If you need this in large print or an alternate format,
please call (971) 673-0040.
WIC is an equal opportunity program and employer.**

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Appendix A

Documentation Requirements for TWIST Certification

Type of interaction	Information required for documentation	TWIST screen/tab title	USDA requirement	State requirement
Applicant appearing in WIC clinic requesting an initial certification appointment and not certified at the time of the request	Name	Applicant Prescreen, Client Primary Screen	x	
	Address	Applicant Prescreen, Client Primary Screen	x	
	Date request made	Applicant Prescreen, Client Primary Screen	x	
	Contact Type: Walk –in or Phone	Applicant Prescreen, Intake		x
Certification	Name	Enrollment, Client Primary Screen	x	
	WIC ID #	Enrollment, Intake Screen	x	
	Address	Enrollment, Client Primary Screen	x	
	Phone	Enrollment, Client Primary Screen		x
	Text or Voice Message	Enrollment, Client Primary Screen		x
	Date of birth	Enrollment, Client Primary Screen	x	
	Sex (M or F)	Enrollment, Client Primary Screen	x	
	Racial category(s) and Ethnic group of participant	Enrollment, Client Primary Screen	x	
	Certification category (e.g., WP, I, etc.)	Enrollment, Intake	x	
Household size	Enrollment, Income Eligibility Screen	x		

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Type of interaction	Information required for documentation	TWIST screen/tab title	USDA requirement	State requirement
	Income	Enrollment, Income Eligibility Screen	x	
	Enrollment in Food Stamps, TANF, or Medicaid/OHP	Enrollment, Income Eligibility Screen	x	
	Migrant status	Enrollment, Intake Screen	x	
	Voter Registration (women only)	Enrollment, Intake Screen	x	
	Delivery date for WP	Enrollment, Intake	x	
Certification	Date of certification	Enrollment, Intake Screen	x	
	Date participant first appeared in clinic requesting WIC services	See date request made	x	
	Initials of the person responsible for determining income eligibility, if different from the competent professional authority making the nutritional risk determination	User ID	x	
	Date nutritional risk data collected	Enrollment, Certification, Medical data, Health History, Diet Assessment, Risk Factor Screens	x	
	Nutritional risk criteria	Enrollment, Certification, Medical data, Health History, Diet Assessment, Risk Factor Screens	x	
	Height or Length	Enrollment, Certification, Medical Data Screen	x	
	Weight	Enrollment, Certification, Medical Data Screen	x	
	Hemoglobin or hematocrit	Enrollment, Certification, Medical Data Screen	x	

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Type of interaction	Information required for documentation	TWIST screen/tab title	USDA requirement	State requirement
	Signature and title of the competent professional authority making the nutritional risk determination	Enrollment, Certification, Medical data, Health History, Diet Assessment, Risk Factor Screens, Progress notes, User ID	x	
	Trimester of pregnancy (prenatal women only)	Enrollment, Certification, Medical Data Screen		x
	Health history	Enrollment, Certification, Health History Screen	(See Notes)	x
	Diet assessment	Enrollment, Certification, Diet Assessment	(See Notes)	x
Certification, <i>cont.</i>	WIC Transfer Card, if issued. A transfer card is provided if the participant is a member of a migrant farm-worker family or is likely to relocate during the certification period.	Enrollment, Certification, Output, Documentation, WIC Transfer Card—(VOC)	x	
	Food package prescribed to participant	Enrollment, Certification, Food Package Assignment Screen	x	
	Number of weeks breast fed	Enrollment, Certification, Infant/Child Diet Assessment, Breastfeeding Tracking	x	
	Nutrition Education Contact	Enrollment, Certification, NE Plan Screen	x	
	Nutrition Goal	Enrollment, Certification, NE Plan Screen		x
	Second Nutrition Education Contact Scheduled	Appointment Scheduler, Family Appointment Record		x

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Type of interaction	Information required for documentation	TWIST screen/tab title	USDA requirement	State requirement
Ineligibility or graduation	Date written notice of ineligibility or graduation was given	Enrollment, Certification, Documentation, Graduation	x	
	Signature and title of the clinic staff person making the decision	Enrollment, Certification, Documentation, Graduation	x	
	All reasons for ineligibility or graduation	Enrollment, Certification, Documentation, Graduation	x	
	Applicant notified in writing of all reasons for ineligibility or graduation and their right to a fair hearing - document that the notification was given	Enrollment, Certification, Documentation, Graduation	x	
Waiting List				
Waiting List	Name	Appointment Scheduler, Waiting List Screen	x	
	Address and/or phone number	Appointment Scheduler, Waiting List Screen	x	
	Status (pregnant, breastfeeding, etc.)	Appointment Scheduler, Waiting List Screen	x	
	Date placed on the waiting list	Appointment Scheduler, Waiting List Screen	x	

NOTES:

1. Health History

Although USDA does not require a health history form per se, the information obtained through the use of a health history form is essential to establishing risk factors for eligibility, which is a USDA requirement.

2. Diet Assessment

Diet assessment is essential for establishing risk factors for eligibility and is the basis for nutrition education. A diet assessment is required at each certification for each participant.

Additional Documentation for Special Circumstances

The following table lists information that must be documented in TWIST for special circumstances and whether or not the documentation location is required or recommended. For items with a recommended documentation location, the local program must identify a location where all local staff will document the information to ensure consistency.

Situation requiring documentation	Required location	Recommended location
Eligibility		
If “other” or “special situation” marked for the proof (i.e. proof of ID, residency or income)	WIC Notes in Intake <ul style="list-style-type: none"> • Explain what proof used for “other” 	
Medical Data		
Referral data used for weight and height (i.e. physician’s office, hospital, etc.)	Anthropometric Collection Date <ul style="list-style-type: none"> • Enter date anthropometric measurements were taken by referral source Medical Notes <ul style="list-style-type: none"> • Identify source of anthropometric measurements and date when the data was charted 	
Referral data used for biochemical information	Biochemical Info Collection Date <ul style="list-style-type: none"> • Enter the date the blood work was taken by the referral source Medical Notes <ul style="list-style-type: none"> • Identify source of blood work and date when the data was charted 	
Refusal of height, weight, hemoglobin or hematocrit	Medical Notes <ul style="list-style-type: none"> • Enter reason for refusal 	
Difficulty taking anthropometric or biochemical measurement	Medical Notes Enter reason for potential inaccuracy	

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Situation requiring documentation	Required location	Recommended location
Premature infant	Gestational Age Adjust Button <ul style="list-style-type: none"> • Enter “Yes” premature and # of weeks gestation 	
Participant not physically present for a certification appointment	Medical Data Tab, Medical Notes <ul style="list-style-type: none"> • Enter the reason an exception was granted to the physical presence requirement 	
<i>Risk Factors</i>		
Manually added low or medium risk level medical or dietary risk codes		Health History or Diet Assessment questionnaires Notes <u>OR</u> Progress Notes <ul style="list-style-type: none"> • Add justification for manually added risk
Manually added high risk level medical risk codes	Progress Notes <ul style="list-style-type: none"> • Add justification for manually added risk 	
Risk codes that apply to multiple types of health/medical conditions		Health History or Diet Assessment questionnaires Notes <u>OR</u> Progress Notes <ul style="list-style-type: none"> • Add justification for risk
<i>Nutrition Education</i>		
Second nutrition education documentation (see Policy 830)		Progress Notes for high risk follow-up <u>OR</u> “Topics” field in the NE tab if it is not high risk <ul style="list-style-type: none"> • Document topics covered in individual education

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Situation requiring documentation	Required location	Recommended location
<i>Breastfeeding</i>		
Breastpump issuance	Breastpump Tracking Tab <ul style="list-style-type: none"> • Enter required information for the type of breastpump issued 	
<i>Formulas</i>		
Medical Documentation	Food Package Assignment, Med Doc Button Pop-Up <ul style="list-style-type: none"> • Add the Medical Documentation information when required for a formula or special food package 	
<i>High Risk</i>		
High risk care plan	Progress Notes <ul style="list-style-type: none"> • R.D. records the high risk care plan. The SOAP format is encouraged. <p>“S” = Subjective or client’s reported information or counselor’s observation “O” = Objective data is documented in Medical Data tab, not Progress Notes. “A” = Assessment of data “P” = Plan includes what was addressed during the appointment and actions the participant has identified to work on between visits. Can also include referrals made.</p>	
<i>Referrals</i>		
Required referrals: Immunizations	Health History Tab <ul style="list-style-type: none"> • Complete immunization questions to document required screening and referral 	

DOCUMENTATION REQUIREMENTS FOR CERTIFICATION IN TWIST, *cont.*

Situation requiring documentation	Required location	Recommended location
Other referrals		<p>Referrals Tab</p> <ul style="list-style-type: none"> • Documentation recommended, but not required for non-mandated referrals. Documentation of referrals can assist with participant follow-up and ensure any referral information offered is consistent. <p>Progress Notes</p> <ul style="list-style-type: none"> • May use to document the non-standard referrals not listed under the “Referrals” tab