

TWIST Updates for 10/3/2016

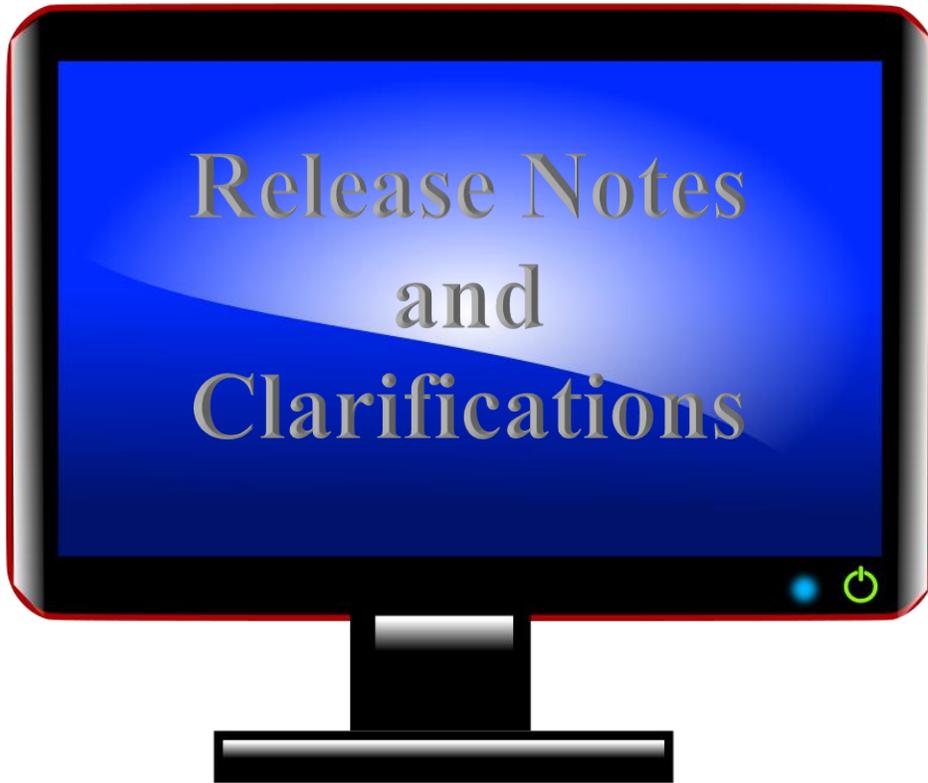


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TWIST Clarifications

Temp Newborn Delay

Unfortunately, there are still significant issues with the Temp Newborn process in TWIST. It will not be available for use for the foreseeable future.



Termination rules and benefit issuance

There has been some confusion about when participants are terminated based on benefit usage in the eWIC environment.

- TWIST will automatically term individual participants if they have not been issued benefits for the last 2 months.
- TWIST will automatically term the whole family if there are no benefits purchased for anyone in the family from benefits issued in the last 2 months.

Do not have 2 people using the Family Summary Screen (FSS) at the same time for the same family!

When 2 people are in the FSS at the same time and they both click the Issue Benefits button, it is possible to double issue benefits. This might happen when one staff is trying to help another staff person fix a problem, or the certifier and the clerk are working with 2 different family members. It doesn't happen often, but when it does, it causes huge problems and is difficult to fix. Always check the Benefits List and call App Support immediately if you notice extra benefits.



New with this TWIST release

Food Package Changes

New Milk, Cheese, Yogurt, Tofu Templates (See attached job aid)

- The new standard packages with yogurt will default during new enrollments, but a template **must be selected at recertifications**. This is different than what we told you in the in-service!



- During this transition, any staff person may switch participants from the old standard food package to the new standard food package with yogurt.
- There are new templates in the Module A drop down for the packages with yogurt and/or tofu. When making changes, always select a template if possible.
- The cow's milk templates now have an underscore before their name so they will appear at the top of the drop down list, e.g. _ML-C
- You can change the template for any client who wants to add yogurt or tofu to their food package and forecast it for the rest of their certification.
 - If they have already spent benefits in the month, you will need to use the modify pop-up to decrease the milk by .25 gal to add the yogurt or tofu. Then assign the template for the next month and forecast.
- See the updated TWIST Training Manual Lesson on [Modifying Food Packages](#).



Formula warehouse improvements

Formula Warehouse (FW) now allows Formula Exchange (FX) for any FW formula when the participant needs a different order during the current month and returns cans of formula to your clinic. For example, if the formula arrives damaged, the incorrect formula was ordered, or the prescription has changed, use FX to exchange the returned formula and place a new FW order.



Formula Warehouse

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

Viewing past months of benefits on the FPA

Currently, you can see 6 months of history on the Food Package Assignment screen. Information older than 6 months is archived, which means it is stored in TWIST but is not displayed on the FPA. This had to be done to make TWIST work faster. With this release, the new “FPA History” button will allow you to see the archived information.



Food Package history

Selection

WIC ID: 01096404-02 Name: TWIST, Laura DOB: 10/04/2012 WIC Cat.: CHILD, 24-60 MONTHS OLD Tr.Type: C

Medical Data | Health History | Diet Assessment | NE Plan | Progress Notes | **Food Package Assignment**

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
09/01/2016	C2-5	ML-C	3.25	gal	C						BI
08/01/2016	C2-5	ML-C	3.25	gal	C						BI
07/01/2016	C2-5	ML-C	3.25	gal	C						BI
06/01/2016	C2-5	ML-C	3.25	gal	C						
05/01/2016	C2-5	ML-C	3.25	gal	C						
04/01/2016	C2-5	ML-C	3.25	gal	C						
03/01/2016	C2-5	ML-C	3.25	gal	C						
02/01/2016	C2-5	ML-C	3.25	gal	C						
01/01/2016	C2-5	ML-C	3.25	gal	C						

Modify FR and FX Med. Doc. Info Forecast Row Summary **FPA History** :Special Client :IBN/WBN Twins or More:

Food Package Assignment Old Food Package Assignment

Enrollment Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

- Click the “FPA History” button to view food package assignment information for months more than 6 months in the past.
- Double click a row within the pop-up to see the details of the foods that were issued for that month.
- Use the “Old FPA” sub tab to view food packages that were issued as vouchers.

Selection

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Medical Data | Health History | Diet Assessment | NE Plan | Progress Notes | **Food Package Assignment**

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07/01/2016	C2-5	ML-C	3.25	gal	C						BI
06/01/2016	C2-5	ML-C	3.25	gal	C						
05/01/2016	C2-5	ML-C	3.25	gal	C						
04/01/2016	C2-5	ML-C	3.25	gal	C						
03/01/2016	C2-5	ML-C	3.25	gal	C						
02/01/2016	C2-5	ML-C	3.25	gal	C						
01/01/2016	C2-5	ML-C	3.25	gal	C						

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Food Package Assignment Old Food Package Assignment

Enrollment Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

Archived Benefits for: TWIST, Laura

Double click on a row for more details...

FP Start Dt	WIC Cat	Module A	Qty A	Module B	Module C	Qty C	Med Doc	Partial	Status	Spcl Client	Ibn / Wbn	Twins +
12/01/2015	C2-5	_ML-C	3.25	C								
11/01/2015	C2-5	_ML-C	3.25	C								
10/01/2015	C2-5	_ML-C	3.25	C								
09/14/2015	C2-5	_ML-C	3.25	C								

Close

See the updated TWIST Training Manual lesson on [Food Package Assignment](#)

Financial Reports

Do you use Financial Reports? If you have been using the “Local Agency Food Expenditure Report (FM100R)” and the “Local Agency EBT Food Expenditure Report (FM110R)” to look at WIC dollars spent in your agency each month; as of October 1, these reports will no longer be available. However, you can access the same information by using the “Food Expenditures by Month of Issue - FM101R” (for voucher expenditures) and the “EBT Food Expense by Month of Issue - FM015R (for EBT expenditures)” reports. They are available in the Outputs section of the Financial Management module.



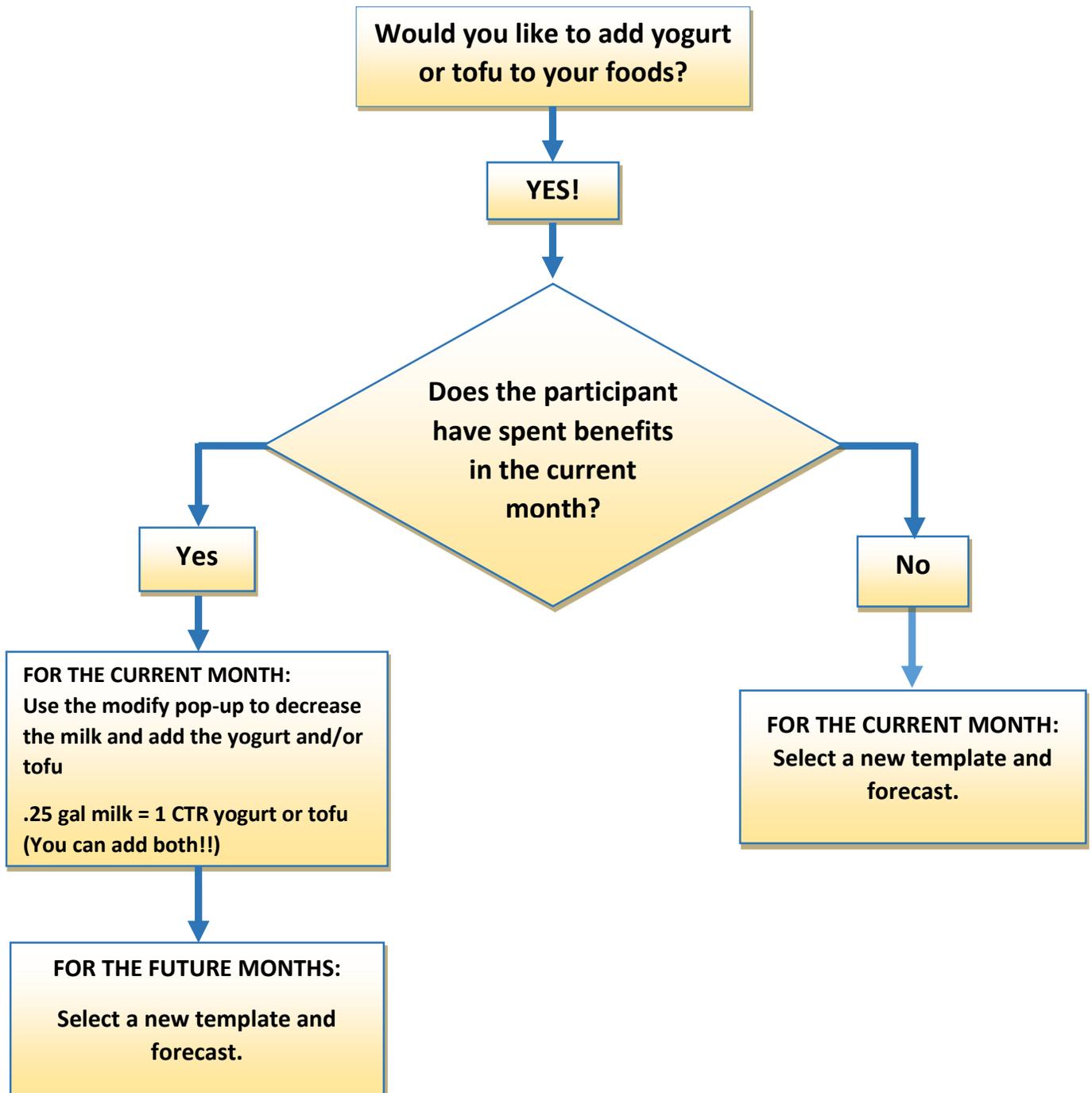
Appointment Reports

The new appointment type “MC”, the mid-cert health assessment for children, was not showing up in several of the appointment reports. The *Monthly Individual Appointment Show Rate* and *Agency Show Rate* reports now include the MC appointment type. Other reports will be available in December.

😊 Job Aid: Milk-Cheese-Yogurt-Tofu Templates

Most important!

Use the new templates when assigning yogurt and tofu to participants!



What are the new templates and what is in them?

- The new templates are in Module A.
- In addition to cow milk, there are new templates for soy beverage, lactose-reduced milk, and goat milk.
- Yogurt and/or tofu replaces some milk.
 - 0.25 gal milk = 1 CTR yogurt
 - 0.25 gal milk = 1 CTR tofu
 - Maximum of 1 yogurt and 1 tofu for each participant.

Child (12-13 months) - Examples of food amounts in templates

Template	Milk	Cheese	Yogurt	Tofu
MW-C	3.25	1	0	0
MW-C-Y**	3.00	1	1	0
MW-C-Y-T	2.75	1	1	1
MW-O-Y-T	3.50	0	1	1

← Standard Food Package

**There are limited brands of whole milk yogurt available – review brands listed in the Food List.

Child (2-5) - Examples of food amounts in templates

Template	Milk	Cheese	Yogurt	Tofu
ML-C	3.25	1	0	0
ML-C-Y	3.00	1	1	0
ML-C-Y-T	2.75	1	1	1
ML-O-Y-T	3.50	0	1	1

← Standard Food Package

WP (pregnant) and WB (breastfeeding) - Examples of food amounts in templates

Template	Milk	Cheese	Yogurt	Tofu
ML-C	4.75	1	0	0
ML-C-Y	4.50	1	1	0
ML-C-Y-T	4.25	1	1	1
ML-O-Y-T	5.00	0	1	1

← Standard Food Package

WE (Exclusively Breastfeeding), WP Twins, WB Twins, Breastfeeding while Pregnant- Examples of food amounts in templates

Template	Milk	Cheese	Yogurt	Tofu
ML-C	5.25	2	0	0
ML-C-Y	5.00	2	1	0
ML-C-Y-T	4.75	2	1	1
ML-O-Y-T	5.50**	0	1	1

← Standard Food Package

**These packages originally have 2 pounds of cheese, but only 1 pound can be converted to milk, yogurt, and tofu. The other pound can either be issued or not issued.

WE Twins- Examples of food amounts in templates

Template	Milk	Cheese	Yogurt	Tofu
ML-C	8.25	3 (adjusted to 2 every other month)	0	0
ML-C-Y	8.00	3 (adjusted to 2 every other month)	1	0
ML-C-Y-T	7.75	3 (adjusted to 2 every other month)	1	1
ML-O-Y-T**	8.5	0	1	1

← Standard Food Package

**This package originally has 3 pounds of cheese, but only 1 pound can be converted to milk, yogurt, and tofu. The other 2 pounds can either be issued or not issued.

Use the Templates!

Using the templates is important! It will be confusing later when looking at the FPA or FSS if you don't use the templates.

Example:

- In November, Susie Certifier assigns the ML-C-Y-T package to a client, and forecasts it through March.
- Later, Cylvia Certifier uses the modify screen to remove the tofu for **December** and forecasts that change through March. The FPA still shows the ML-C-Y-T package, even though the participant isn't receiving tofu.
- In February, Kal Klerk gets a call from the client. Looking at the FPA and FSS, it looks like the client was issued the ML-C-Y-T package and is confused about why the client doesn't have the tofu.
- This problem could have been avoided if Cylvia had just selected the ML-C-Y template in December when the client requested no tofu.