

Oregon CPA TWIST Training Agenda

Day One

8:00 Welcome and Introductions

Introduction to WIC

Activity 1 – Intro to WIC

- ❑ Handout – Agenda
- ❑ Handout – Learning Log
- ❑ Handout – Let’s Talk WIC

Introduction to TWIST Navigation

Activity 2 – Introduction to TWIST Navigation

- ❑ Job Aid – Keyboard Shortcuts and TWIST Icons
- ❑ TWIST Screen and Data Entry (1-200)
- ❑ Fast Paths (1-201)
- ❑ Help (1-400)

Initial Client Contact – Applicant Prescreening

Activity Sheet 3 – Applicant Prescreening

- ❑ Handout - TWIST to FamilyNet Client Demographics Navigation
- ❑ Job Aid – Income Guidelines
- ❑ Client Search and Client Demographics Lesson (2-100)
- ❑ Applicant Prescreening Lesson (3-100)

10:00 Break

Certification – New Enrollment of a Pregnant Woman

Activity Sheet 4 – New Enrollment of a Pregnant Woman

- ❑ Handout – Participant Signature Form
- ❑ Handout – My Rights and Responsibilities
- ❑ Enrollment Lesson (3-102)

12:00 Lunch

1:00 Review of First Half of Day

Certification – Risk Assessment and Assignment

Activity Sheet 4 – New Enrollment of a Pregnant Woman (Cont.)

- ❑ Job Aid – Risk Criteria Assessment
- ❑ Handout – Ask before you assign: Complete Diet Assessment
- ❑ Anthropometric / Biochemical for a Woman Lesson (3-301)
- ❑ Health History Lesson (3-303)
- ❑ Risk Criteria and Risk Level Lesson (3-300)
- ❑ Diet Assessment Lesson (3-304)

2:45 Break

Certification - First Nutrition Education Contact

Activity Sheet 4 – New Enrollment of a Pregnant Woman (Cont.)

- ❑ Job Aid – Next Step Statuses
- ❑ Job Aid – Referral Statuses
- ❑ Interventions Lesson (3-401)
- ❑ Nutrition Education Provided Lesson (3-402)
- ❑ Next Steps Lesson (3-403)
- ❑ Referrals Lesson (3-404)
- ❑ Progress Notes Lesson (3-405)

Certification - Assigning a Food Package

Activity Sheet 4 – New Enrollment of a Pregnant Woman (Cont.)

- ❑ Handout – WIC Food List
- ❑ Job Aid – Understanding Food Module Codes
- ❑ Job Aid – Standard Food Package Module Codes
- ❑ Assigning Food Packages Lesson (3-500)

Review

5:00 Adjourn

Day Two

8:00 Review Activity

Certification - Using the FSS to Schedule NE and Issue FIs

Activity Sheet 4 – New Enrollment of a Pregnant Woman (Cont.)

- ❑ Job Aid – Family Summary Screen Codes

- ❑ Job Aid – Appointment Types
- ❑ Job Aid – Checklist for Printing and Using FIs
- ❑ Handout – How to Shop With Your WIC Vouchers
- ❑ Handout – Voucher holder and sleeve
- ❑ Handout – 5 Easy Steps to WIC Shopping
- ❑ Family Summary Screen Lesson (3-1100)
- ❑ Appointment Requests Lesson (4-301)
- ❑ Printing FIs – Print Queue Lesson (5-101)

10:00 Break

Appointment Scheduling – Family Appointment Record

Activity Sheet 5 – Family Appointment Record

- ❑ Job Aid – How to Make an Individual Appointment/How to Make a Group Appointment
- ❑ Family Appointment Record Lesson (4-400)
- ❑ Schedule Appointment Now Lesson (4-402)
- ❑ Reschedule Appointment Lesson (4-501)
- ❑ Canceling an Appointment Lesson (4-502)
- ❑ Appointment Requests Lesson (4-301)
- ❑ Schedule a Client Into Group Nutrition Education Appointment Lesson (4-403)
- ❑ Printing Appointment Notices Lesson (4-700)
- ❑ Documenting Appointment Attendance Lesson (4-600)

Appointment Scheduling – Daily Clinic Schedule

Activity Sheet 6 – Daily Clinic Schedule

- ❑ Daily Clinic Schedule Lesson (4-202)

12:00 Lunch

1:00 Review of First Half of Day – Answer Questions

New Enrollment of a Migrant Child

Activity Sheet 7 – New Enrollment of a Migrant Child

- ❑ Job Aid – Immunization Status Button
- ❑ Job Aid – Infant/Child Growth Grids
- ❑ Job Aid – Missed Nutrition Education Appointments and Nutrition Education Refusal
- ❑ Anthropometric / Biochemical for an Infant/Child Lesson (3-302)
- ❑ Nutrition Education Refusal Lesson (3-902)

3:00 Break

Individual Follow-up of a Pregnant Woman

Activity Sheet 8 – Individual Follow-up of a Pregnant Woman

- ❑ Job Aid – Voiding Food Instruments
- ❑ Job Aid – Void Reasons
- ❑ Job Aid – Cardinal Rules of Food Package Assignment
- ❑ Job Aid – Considerations for Scheduling and Voucher Issuance
- ❑ Individual Follow-ups Lesson (3-900)
- ❑ Diet Assessment Lesson (3-304)
- ❑ Void Issued FIs Lesson (5-105)
- ❑ Change Package Mid-Certification (3-502)

Mid-Certification Health Assessment

Activity Sheet 9 – Mid-Certification Health Assessment

- ❑ Job Aid – One Year Certifications and the Mid-Certification Health Assessment
- ❑ Handout – 3 Steps to Assigning an Infant FVV
- ❑ Change Package Mid-Certification (3-502)

Review – Answer Questions

5:00 Adjourn

Day Three

8:00 Review Activities

Transaction Types

Activity 10 – Transaction Types Lesson

- ❑ Job Aid – Transaction Types
- ❑ Job Aid – Choosing the Appropriate Transaction Types
- ❑ Transaction Types Lesson (3-800)

Recertifying a Child

Activity Sheet 11 – Recertifying a Child

- ❑ Job Aid – Medical Formulas and Nutritional
- ❑ Handout – Medical Documentation Form
- ❑ Recertification Lesson (3-700)
- ❑ Diet Assessment Lesson (3-304)
- ❑ FPA Screen Functions – Med Doc Lesson (3-501)
- ❑ Scheduling a Client into a Nutrition Education Group Appointment (4-403)

10:00 Break

Options for postpartum moms

- ❑ Handout – Options for postpartum moms

Recertifying a Postpartum Woman

Activity Sheet 12 – Recertifying a Postpartum Woman

- ❑ Handout – Breast Pump Release Form
- ❑ TWIST Screen and Data Entry Lesson (1-200)
- ❑ Category Change Lesson (3-806)
- ❑ Breastfeeding Tracking Lesson (3-600)

12:00 Lunch

1:00 Temporary Newborn Certification

Activity Sheet 13 – Temporary Newborn Certification

- ❑ Handout – Voided Vouchers Category Change form
- ❑ Infant Certification Lesson (3-601)

Infant changing category

Activity Sheet 14 – Infant Changing Category

- ❑ Job aid – Standard Infant Formulas
- ❑ Category Change Lesson (3-806)
- ❑ Assigning Food Packages (3-500)

3:00 Break

Reactivate and Reinstate Transactions

Activity Sheet 15 –Reactivate and Reinstate Transactions

- Reactivate and Reinstate Lesson (3-801)

Foster Families and Custody Changes

Activity Sheet 16 –Foster Families and Custody Changes

- Foster Families and Custody Changes Lesson (3-808)

Final Review

- Job Aid – Application Support
- Job Aid – TWIST Troubleshooting
- Job Aid – Process Summary

5:00 Adjourn – Have a safe trip home!