

Conversion Update 9/4/09

Issues and Solutions

Participants changing milk selection

Participants who want to change their milk selection may have to start the change with next month's vouchers. When participants have spent part of their current month milk vouchers, there may not be a milk module in TWIST that matches their unspent vouchers. We will not make new milk modules just to match a participant's remaining vouchers.

Options to offer the participant regarding their current month vouchers include:

- Letting the participant use the unspent current month vouchers.
- Giving the new milk module that is closest to their unspent voucher without exceeding the maximum.

Acidophilus milk

After doing some research, we have found that whole acidophilus milk is not readily available, but 2% acidophilus milk is. We are making the following changes:

- The voucher food description for whole acidophilus milk will change to "whole or 2%".
- Non-fat or low fat (1%) acidophilus milk modules will no longer be available for 13-23 month old children.

We have also found that acidophilus milk is not currently available in quart sizes.

- Participants selecting acidophilus milk modules with a "dangling" quart will not be able find the quart to purchase and should be counseled about this possibility. We may be removing the "dangling" quart for acidophilus packages soon. In that case, participants receiving cheese will get one less quart.
- Participants can be offered an acidophilus milk module without cheese which does not have the "dangling" quart.

Category definitions changing in TWIST

The women and infants category definitions you see when selecting the category on the *Enrollment Intake* screen and in the *WIC Cat* field in the selection section on TWIST windows is changing to match Fresh Choices.

Infants

IB1-3 Infant 1-3 Mo Mostly or Some Breastfeeding
IB4-6 Infant 4-6 Mo Mostly or Some Breastfeeding

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|--------|---|
| IB7-12 | Infant 7-12 Mo Mostly or Some Breastfeeding |
| IE0-3 | Infant 0-3 Mo Fully Breastfeeding |
| IE4-6 | Infant 4-6 Mo Fully Breastfeeding |
| IE7-12 | Infant 7-12 Mo Fully Breastfeeding |
| IN0-3 | Infant 0-3 Mo Non-Breastfeeding |
| IN4-6 | Infant 4-6 Mo Non-Breastfeeding |
| IN7-12 | Infant 7-12 Mo Non-Breastfeeding |

Temp newborns

| | |
|----|---------------------------------------|
| NB | Newborn, Mostly or Some Breastfeeding |
| NE | Newborn, Fully Breastfeeding |
| NN | Newborn, Non-Breastfeeding |

Women

| | |
|----|-------------------------------------|
| WB | Woman, Mostly or Some Breastfeeding |
| WE | Woman, Fully Breastfeeding. |
| WN | Woman, Non-Breastfeeding |

New modules now available

The following milk modules are now available for selection but were not available during conversion. These milk modules were developed to address the needs of participants who are homeless or have limited storage. The milk in each module is divided between more vouchers, allowing the participant to purchase less milk at a time. It is important to remember that these packages are more expensive for WIC to provide and so should be assigned only when it is necessary based on the participants living situation and not based on preferences alone.

- “H” indicates half gallon containers, “Q” indicates quart containers
- The number following the H or Q indicates the number of vouchers in the module.

Liquid cow milk modules

- 140-H4-16
- 141-H3-13
- 100-H4-16
- 101-H4-13
- 101-H5-19
- 100-H6-22
- 102-H5-21
- 101-H6-24

Soy beverage modules

- 500-Q4-16
- 501-Q3-12
- 500-Q6-22
- 501-Q5-18
- 501-Q6-24
- 502-Q5-20