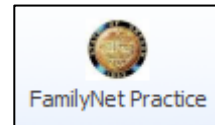


## TWIST Practice Activity

Use the following case studies to practice the new TWIST functionality for Fresh Choices. To complete these activities, you will need to access the TWIST Practice Database via Citrix. The Practice Database will use Fresh Choices functionality beginning June 24, 2009. (Note: Case study results are on the last page.)

### Accessing the Practice Database via Citrix



Practice Database  
Icon in Citrix

1. Login to Citrix via your normal Citrix
2. Click on the FamilyNet Practice icon.
3. Login to TWIST Practice Database using your agency login and password.
  - Login = Your agency name (if 6 letters or greater) or your agency name + staff (e.g. Columbia or Lanestaff)
  - Password = healthy
  - All staff from your agency can use the same login and password at the same time.
  - Contact App Support if you do not see the Practice icon when you login to Citrix.
  - See TWIST Training Manual, Chapter 6, Lesson 600 *TWIST Practice Data Base* for more information on using this tool.

### Limitations of the Practice Database

- This database is for practicing basic functionality and has no real client data.
- It will not respond exactly the same as TWIST production. (Vouchers aren't sent to the bank, nightly computer clean-up doesn't happen, etc.)
- **Do not** call App Support with concerns about Practice.
- Email questions or system errors you notice to [michelle.faust@state.or.us](mailto:michelle.faust@state.or.us) with "Practice Database" as the subject and someone will respond within 2-3 days.

### TWIST Training Manual updates

Lessons for new functionality can be found on the WIC website at <http://egov.oregon.gov/DHS/ph/wic/twist.shtml> Look for:

- Chapter 3, Lesson 500, *Assigning Food Packages*
- Chapter 3, Lesson 501, *Food Package Assignment Screen Functions* (includes medical documentation)
- Chapter 3, Lesson 1100, *Family Summary Screen*
- Chapter 5, Lesson 105, *Voiding issued Vouchers*

## Case Study 1 – Assigning food packages - Child

- From the child’s *Food Package Assignment* (FPA) screen, search for the child Levi - middle name your agency – Lexington. (E.g. Levi Salud A Lexington)
- Use the drop down menu to find new milk or food modules for him.
- Use the forecast button to change the remaining months’ food package assignment.
- Go to the *Food Module Search* screen, find the following modules, and view them:
  - A “family” milk module;
  - A milk module with half-gallons of milk;
  - A milk module with no cheese;
  - A milk module with Lactose free milk;
  - A food module without peanut butter.
- Choose milk and food modules and assign them.
- Forecast your newly selected modules for the rest of the certification period.
- Select a future month row, assign a different food package and forecast from that row forward.
- Go to the *Family Summary Screen* (FSS) and print vouchers.
- Return to the FPA screen and look for the change in module status.
- Make Levi a “Special Child” and assign Pediasure in Module C.
- Go to the Family Summary Screen and print the Pediasure vouchers.
- Return to the FPA screen and look for the change in module status.

**Results:**

How many months of vouchers could you print?

How many months of Pediasure could you print?

Questions for your training supervisor?

## Case Study 2 – Fully breastfed infant – changing food package

- From the infant's Food Package Assignment screen, search for the infant Christopher - middle name your agency – Cheyenne.
- Use the drop down menu to find a food module with less baby food.
- Use the forecast button to change the remaining months' food package assignment.
- Go to the Family Summary screen to see what modules are available to print for Christopher and his mother, Christina. Return to the FPA screen.
- Go to the enrollment screen and change his category to both breastfeeding and formula feeding. Save. Return to the FPA screen.
- Go to the search screen, find the following modules, and view them:
  - A formula module with a medical formula;
  - A food module with half the baby food;
  - A different formula module in Module C.
- Choose formula and food modules and assign them.
- Forecast your newly selected modules for the rest of the certification period.
- Go to the FSS and view what is available to print for Mom and baby.
- Mom and baby category must match print, so change Christina's category and food package.
- Return to the Family Summary Screen and print vouchers for Christopher and Christina.
- Return to the FPA screen and look for the change in module status.

### **Results:**

What changes did you notice when you changed Christopher's category?

What happened when you tried to print vouchers for Christopher and his mom? What did you need to change?

Questions for your training supervisor?

### Case Study 3 – IB/IBN WB/WBN breastfeeding pair

- From the infant’s Food Package Assignment screen, search for the infant Billy - middle name your agency – Billings.
- Billy is currently getting one can of powdered Similac Advance. His mother, Belinda is going back to work. She is still going to breastfeed but needs an additional 3 cans of formula.
- Use the drop down menu to find a formula module with 4 cans of Similac Powder.
- Use the forecast button to change the remaining months’ food package assignment.
- Go to the Family Summary screen and print for vouchers for Billy. Return to the FPA screen.
- Belinda and Billy return later and need an additional 2 cans of formula.
- Add a row on the FPA and date for today. See what formula modules are available on the drop down or search screen.
- Click the IBN flag. View the formula modules available.
- Assign a formula module for 2 cans of powdered formula.
- Add additional rows as needed to give the correct formula amount for months where vouchers are printed.
- Change future formula and food modules and forecast them for the rest of the certification period.
- Go to the FSS and view what is available to print for Mom and baby.
- Mom and baby category must match to print, so check Belinda’s WBN flag and assign the correct food package.
- Go to the Family Summary Screen and print vouchers for mom and baby.
- Return to the FPA screen and look for the change in module status.

**Results:**

What changes did you notice when you set the IBN/WBN flag?

What happens when the category doesn’t match?

What food package can Belinda get now?

Questions for your training supervisor?

### Case Study 4 – Pregnant woman, Twins

- From the woman’s Food Package Assignment screen, search for the pregnant woman Rae Ann - middle name your agency – Rainier.
- Use the drop down menu or the search screen to find a different milk or food module.
- Use the forecast button to change the remaining months’ food package assignment.
- Go to the Family Summary screen and print for vouchers for Rae Ann. Return to the FPA screen.
- Rae Ann finds out she is pregnant with twins. Check the Twins box on the Medical Data Screen and return to the FPA.
- Add a row on the FPA and date for today.
- Assign Milk Module 101-2 and Food module WP to WE.
- Add additional rows as needed to give the correct milk and food amounts for months where vouchers are printed.
- Change future milk and food modules to the modules for a woman pregnant with twins and forecast them for the rest of the certification period.
- Go to the Family Summary Screen and print vouchers for Rae Ann.
- Return to the FPA screen and look for the change in module status.

Note: To see an example of how you assign a food package to a woman fully breastfeeding twins, look up Amy Ashland.

**Results:**

What changes did you notice when you marked the twins check box?

Questions for your training supervisor?

## Case Study 5 – Voiding and reissuing vouchers

- From the *Void Issued FI's* screen, retrieve a participant for whom you have printed vouchers.
- Use the *Voiding Food Instruments* job aid:
  - Void and replace an FI with the exact foods or formula.
  - Void and replace a printed milk or food module with a different milk or food module. Print the new vouchers.
  - Void and replace one printed formula voucher with a different formula and print.
- Return to the FPA screen and look for the change in module status.

### Results:

Were you able to print new vouchers?

Questions for your training supervisor?

## Case Study 6 – Providing shopper education for Fresh Choices vouchers

- Using the vouchers you printed for Rae Ann Rainier and a new food list, role play providing shopper education with a co-worker.
- Be sure to cover:
  - The foods that are different than before;
  - The use of the fruit and veggie vouchers.

**Results:**

Ask your coworker for feedback. How did I do?

Questions for your training supervisor?

## Case Study 7 – Assigning food packages using medical documentation

Anthony Allegheny underwent surgery recently and as a result has lost weight and is not eating well. His doctor has completed a medical documentation form requesting 3 cans of Pediasure for 2 months as part of Anthony's recovery. In addition, he has requested that eggs be removed from Anthony's food package due to a food allergy.

- From the child's Food Package Assignment screen, search for the child Anthony - middle name your agency – Allegheny.
- Use the drop down menu to find a new food module for him.
- Make Anthony a "Special Child" and assign Pediasure in Module C for the next two months.
- Use the forecast button to change the remaining months' food module assignment.
- Complete the Medical Documentation screen using the information above.
- Return to the FPA screen and look for the change in Med Doc status.
- Go to the Family Summary Screen and print the Pediasure, milk, and food vouchers.

**Results:**

What qualifying condition does Anthony have? Would you add a risk factor to Anthony's record?

What food module would you assign after the Med Doc authorization expires?

How many months of vouchers could you print?

Questions for your training supervisor?

## Case Study 8 – Assigning food packages using the WIC Medical Documentation Form

Franny Foster has been adopted by a new family and they come in to see you today. The new foster family is vegan and is requesting soy beverage for Franny.

- From the child’s Food Package Assignment screen, search for the child Franny - middle name your agency – Foster.
- Make Franny a “Special Child” and assign a new milk module for her.
- Use the forecast button to change the remaining months’ milk module assignment.
- Go to the Family Summary Screen and print milk and food vouchers.

### Results:

What information do you share with the family regarding Franny’s food package and the medical documentation form?

How many months of vouchers could you print?

Questions for your training supervisor?

## Case Study 9 – Assigning food packages using the WIC Medical Documentation Form

Add a new infant over the age of 7 months to the TWIST Practice Database. Use the following information and your imagination to complete the certification.

This infant, born at 32 weeks gestation, is experiencing difficulty with gaining weight. In addition, the infant is having difficulty with eating as demonstrated by choking, gagging and vomiting. The baby's healthcare provider has instructed the family to change the infant's formula from Similac Sensitive to Nutramigen and to not offer solids until further assessment can be done.

### Results:

What information do you share with the family regarding the infant's food package and the medical documentation form?

How many months of vouchers could you print?

How many cans of Nutramigen can you offer the family?

Questions for your training supervisor?

## Case Study Results

### Case Study 1

You should have been able to print 3 months of “regular” vouchers for Levi. When you made Levi a special child, Module C will activate in unprinted rows. You can add a row to provide Pediasure for printed months, but would only be able to print 1 month until medical documentation has been received and entered.

### Case Study 2

Changing Christopher’s category will activate Module A. On the Family Summary Screen you will notice an “M” in the FI status box for mom and you will not be able to print. That remains until the category of mom and baby match. Once they match, you can print 3 months worth of vouchers for both.

### Case Study 3

TWIST will not allow you to assign food packages that are not appropriate for the participant category. So Billy could not get formula that exceeded the IB maximum until the IBN flag was set for him. On the FSS, an asterisk shows next to the IB category when the IBN flag is set. The “M” appears in the mom’s FI status box on FSS because her WBN flag needs to be set. Belinda will not be eligible for a food package because of Billy’s age.

### Case Study 4

Rae Ann is eligible for a larger food package when she is identified as being pregnant with twins.

### Case Study 5 and 6

No results - Practice only

### Case Study 7

Anthony’s qualifying condition is Recent Major Surgery and Risk 359 could be documented in his record. You could assign a food module with no eggs for the remainder of his certification period. Assigning this food module does not require medical documentation since no medical formula is being assigned. You would be able to print 3 months of vouchers because the Med Doc form covered both months Pediasure was authorized.

### Case Study 8

You can assign a soy beverage milk module for Franny and print one month of vouchers. Additional months will require the return of a completed Med Doc form in order to print vouchers.

### Case Study 9

You can assign Nutramigen Lipil with Enflora powder and print one month of vouchers while you wait for the return of a completed Med Doc form. When the infant is marked “Special,” TWIST will not allow any food module to be assigned, and will allow the maximum formula amount of 11 cans of powdered Nutramigen. This amount is equal to that provided to the 4-6 month old infant.