



Healthy Kids, Strong Parents
WIC Works Wonders!

Introducing the Data Services Team

The data team has seven members at the moment. The team helps local agency staff use TWIST to help participants. Data team staff take phone calls and troubleshoot all kinds of TWIST problems, including printers that don't work, networks that are not talking, data in the wrong places in the system, and the same person in the system twice! The staff also helps with running reports from TWIST for local agencies. In addition, the data team staff works with the banking system to fix problems for both WIC and farmers' market; they work with USDA to make sure they receive the data they need when they need it; and they administer security to make sure no one can get WIC data who shouldn't have it.

Data Team Photo



Pictured clockwise, starting from far left - Nghi Lam, Melissa Saelee, Charlye Kouba, Lisa Miles, Dan Thao, Pri Keomany, Sarah Rosenberg.

Who are we?

You hear us, but have you seen us?

Nghi Lam

"TWIST can be a twister at times, yet it's TWIST that gives me the opportunity to work together with county staff around Oregon, to find the solution. This is what I enjoy most about my job, what I enjoy most about being on the data team."

Pri Keomany

My name is Pri. I am on the data system team as a Local Agency Program Support Specialist. I have worked at the state office for 4 years. I have been testing the TWIST system and also coached when the system was rolled out.

Melissa Saelee

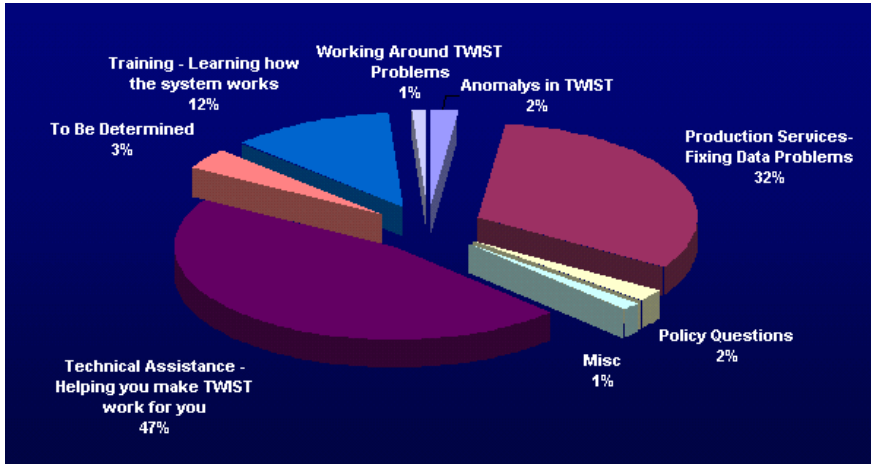
My name is Melissa and I've been on the Data team for over a year now. I do a little bit of everything. I'm responsible for sending out letters to the participants regarding the lost & stolen FI's and the return of the breast pumps. I also work closely with Maria Menor with the Farm Direct Nutrition Program.

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Data Team Makes it Work

Application Support Is There!

The data team takes between 450 to 750 calls every month. Some of those calls take five minutes to handle, and some can take hours. For sure, there is never a dull moment at app support!



TWIST Updates

The data team also works on making sure the new releases are ready to go every two months. It is their job to test each part of TWIST with the new computer code, to make sure that the new parts are working well (Acceptance Testing), and that nothing bad happened to the old parts (Regression Testing).

Here is a schedule of the releases that are planned for the rest of 2007:

Release Calendar

Laptop version Available on Thursday night	Release Available to Local Agencies
May 24, 2007	May 28, 07
July 26, 2007	July 30, 07
Sept 27, 2007	Oct 1, 07
Nov 29, 2007	Dec 3, 07

Data Team Crossword

Answer Key

(Puzzle located on next page.)

- | | |
|---------------------|---------------|
| Across: | Down: |
| 1. Transaction | 7. Postpartum |
| 2. Reinstate | 9. VOC |
| 3. Mid-Cert | 10. Recert |
| 4. Formula-Exchange | 11. Terminate |
| 5. Enrollment | 12. Prenatal |
| 6. Reactivate | 13. Prescreen |
| 7. Prosobee | 14. Transfer |
| 8. Reprint | 15. VOID |
| | 16. Enfamil |

Who are we? (cont.)

Dan Thao

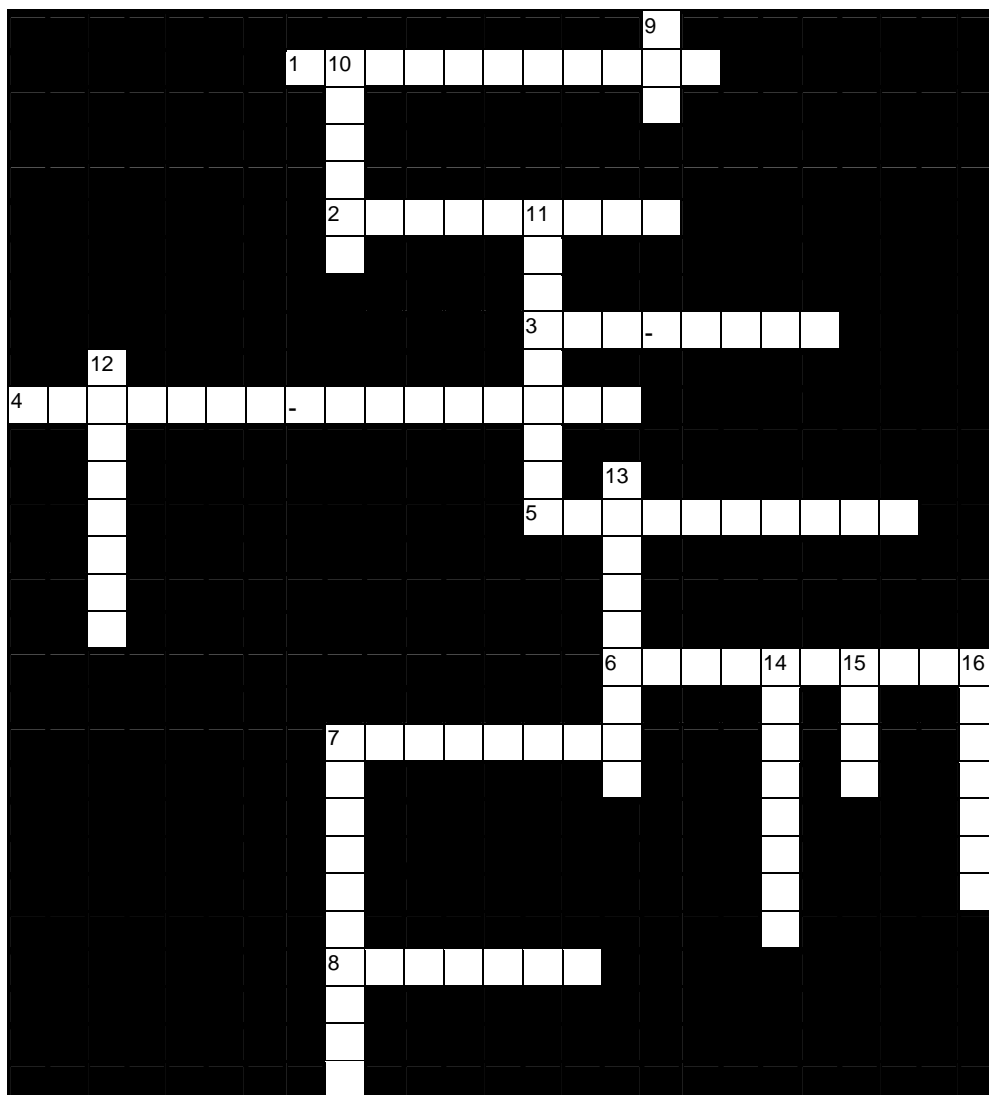
Hi fellow TWIST user, my name is Dan, and I work with the Data Team. My role here is to assist all of you with your TWIST needs. Before coming to work for the State WIC Program I was an On-call WIC staff with one of the local agencies. It has been a wonderful voyage to finally see TWIST up and running, it sure beats hand writing FIs.

Lisa Miles

My name is Lisa. I have been working at WIC on the Data Systems Team since the beginning of December 2006. I am your first point of contact for the Application Support phone line. A few of my responsibilities are monitoring the FI stock and toner orders. I also work closely with the Vendor Team on the Shelf Price Surveys, and the Farm Direct Nutrition Program plus many other projects.

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Data Team Crossword



(See answer key on previous page.)

Across

1. Changes to Intake Screen
2. Transaction for new preg cert.
3. Follow-up Cert for infants
4. Changing formula with returned formula
5. Intake screen.
6. Transaction for term client with valid cert
7. Soy Formula of WIC
8. Function used when FI does not print.

Down

7. Cert type after delivery.
9. Transfer card.
10. Transaction type for child who's cert is ending
11. Over income transaction
12. Woman cert before delivery
13. Brand new client screening before enrollment
14. Transaction for client's who are moving
15. FIs being cancelled
16. Current default formula

Who are we? (cont.)

Charlye Kouba

What to say after all these years...I have grown up with some of you, okay, so maybe I'm not totally grown up, but older. I have been with the WIC program for about 17 years; I work as the Lead for the Data Team. My main goal is to ensure that local agency staff receive what they need for their daily clinic operations, which includes following through with data requests from the LA, and ensuring that various projects within our team are going according to plan. I also work with various people on data collection, i.e. state/local WIC, IT staff and outside partners. This includes creating and sending the PedNSS & PNSS client data files to CDC. I also send the Participant Characteristics report to USDA every two years. This allows us to compare our data to WIC programs across the nation.

Sarah Rosenberg

I have been the WIC Operations manager in the state office for 5 years. I work with the data team and vendor team and am involved with contracts for FI printers and network connectivity around the state.