

Healthy kids, strong parents,
WIC works wonders!

Oregon WIC on the Web! Take a virtual tour!

Oregon WIC is moving toward cyberspace. If you haven't checked out the Oregon WIC website lately, you might be surprised at what you'll find. Every day, Sarah Tinker, WIC's webmaster, is adding something new to help WIC participants, vendors or local agency staff.



Take a look around

Start your tour by clicking this link to the WIC homepage or typing it into your web browser:
www.oregon.gov/DHS/ph/wic

From here there are a lot of destinations:

- Potential participants can check out the income guidelines or find the address and phone number of local clinics. Do you see your clinic listed?
- Participants can look at food lists and other items in different languages.
- Vendors have their very own page.
- Staff can look up the federal regulations or use the nutrition links to read more from Ellyn Satter.

Next step - "For Oregon WIC Staff"

(You might want to make this a favorite!)

- Did you find all of the speaker handouts from the 2008 Statewide Meeting?
- How about every single policy in the entire manual?
- Need a little clarification about race vs. ethnicity?
- Click on the TWIST Training manual to find every TWIST job aid.
- You really want to look at one of the previous issues of the WIC Link newsletter! Right?!



Current Topics for WIC Staff	
(Updated 5/22/2008)	
<ul style="list-style-type: none"> • Speaker handouts from the 2008 WIC Statewide Meeting • Formula Change - October 1, 2007 (This flyer is available in other languages on the WIC Publications page) • Fruits and Veggies—More Matters™ Campaign 	
Program Rules Oregon WIC Policy Manual Federal regulations and OARs	Publications and forms WIC Publications Page WIC Materials Order Form (for Oregon WIC Staff use only)
Training WIC Staff Training Page Oregon WIC Training Modules	Nutrition Information Texas WIC Formula Information Nutrition Education Guidance (May 2006) Nutrition Guidelines: Preterm Infants
TWIST Data System TWIST Training Manual	Staff Newsletter WIC Link Newsletter

So, go green and save paper by looking things up online. Check it out often - new things appear all the time!

Next up - an Oregon WIC Listens page.

Avoiding void errors - New void reasons starting August 4

“I voided these vouchers, and now I can’t get TWIST to let me print the new vouchers I need.”

“I need to get this participant different vouchers and I can’t figure out how to make it work. Can you help me?”

Application Support can always help, and how to correctly void vouchers is one of the most commonly asked questions. In order to help you with this, App Support is updating the void reasons on TWIST and has developed a new TWIST job aid. Check out the attached “*Voucher Void Reasons*” job aid. It explains when to use all the void reasons - both those that are familiar and the new ones.

What’s changed?

- We’ve clarified when each void reason should be used.
- There are 4 new void reasons to check out: Pre-printed no show, Printer error, User error, and Voluntary return.
- 3 old reasons are being removed - Obsolete stock, MFR product change, and Unused printed.
- Incorrect formula and Incorrect foods have been combined into a single void reason, Incorrect formula/foods.

“Reprint” function is going away

Beginning with the October 2008 TWIST release, you will no longer be able to use the “Reprint” function. Instead, you will use the appropriate void reason and print a new set of vouchers.

Still need help?

The TWIST training manual and all the job aids are on our website at: www.oregon.gov/DHS/ph/wic/twist.shtml

The job aid with instructions for voiding (including formula exchange) is at:

www.oregon.gov/DHS/ph/wic/docs/twist/ja_5_1_4.pdf

And, of course, App support is still open for business!



Watch for an update on Providence Home Services

WIC continues to work to improve the processes for providing medical formulas and foods from Providence Home Services. You will be receiving an updated form and procedure for ordering items for participants from Providence Home Services in the next few weeks.

We appreciate hearing your concerns and suggestions about how we can make this process work better for you and the participants you serve. If you have any problems or hear complaints from participants, don’t forget to submit a complaint in TWIST in the Operations Management module (See TWIST Training Manual, Ch. 8, Lesson 103 - Complaints). We follow up on all complaints and make changes as needed based on what we hear.

If you have any questions, please talk to your coordinator, state nutrition consultant or a member of the state Vendor team.