



Healthy kids, strong parents,
WIC works wonders!

How soon can you see me?

TWIST changes for processing standards

WIC needs to make sure that we see new participants soon after they ask for an appointment. USDA calls the guidelines for this “processing standards.” For example, a woman that comes into your office and tells you she is pregnant and wants an appointment needs to be seen within 10 days. Migrants also need to be seen within 10 days. Children need to be seen within 20 days. This time frame begins from their first visit in the clinic, which means that people who call for an appointment would need to have their eligibility determined within the 10/20 days from when they first come in to the clinic, not from when they call. (See Policy 605 for more details)

To help make sure we are meeting these processing standards we have added two new fields to the **Prescreening Intake** screen. First we added the question “Are you a migrant?” with a default answer of “No.” This is the same question you see on Enrollment. This helps you find out if you need to see this person in 10 or 20 days and the answer will transfer to the **Enrollment Intake** screen.

The second field we added was “Contact Type”. The radio button defaults to “Phone”, since we assume that most people call for an appointment. If the person visits the office in person to request an appointment, you would select “Walk in” and would know that they needed to be seen within 10/20 days of when they came in and asked for an appointment.

The screenshot shows the 'WIC Intake' form with the following fields:

- Other Family Members on WIC? (dropdown menu)
- Clinic: (dropdown menu)
- WIC Category: (dropdown menu)
- Temporary WIC ID: (text input)
- Expected Delivery Date: (text input, showing 00/00/0000)
- Are You a Migrant? (dropdown menu, showing NO)
- Contact Type: (radio buttons for Phone and Walk In, with Phone selected)

Providence forms - On our website

Just a reminder, if you have participants needing formula from Providence Home Medical Equipment, the only order forms you should be using are the ones available on our website on the clinic forms page:

<http://www.oregon.gov/DHS/ph/wic/clinicforms.shtml>

Under “Medical Documentation” you can find either a .pdf form that you can print off and complete or there is a Word fillable form that you can complete and print off. Completed forms can be FAXed to the number listed on the forms.

Any other old forms should be recycled!

Please complete a Vendor complaint form in TWIST if you have any issues or concerns when working with Providence. For more information about special medical formulas or using Providence Home Medical Equipment see Policy 760.

Note: All Oregon policies can be found on our website at <http://www.oregon.gov/DHS/ph/wic/wicpolicy.shtml>

How is your Customer Service?

In honor of Customer Service Week, here is a quick self-assessment of your own customer service skills related to Participant Centered Services. For each question, circle “U” for “Usually,” “S” for “Sometimes, or “R” for “Rarely.”

U S R 1. Do I greet participants warmly with a smile?

U S R 2. Do I give each participant my undivided attention?

U S R 3. Do I demonstrate positive body language in my communication with participants?

U S R 4. Am I patient with participants for whom English is not their first language?

U S R 5. Do I not show frustration with participants who do not follow advice and WIC guidelines?

U S R 6. Do I help my co-workers by providing good internal service?

U S R 7. Do I respect differences with participants who are diverse?

U S R 8. Do I pay attention to details so that participants' needs are handled well?

U S R 9. Do I maintain my composure when participants come in with a negative attitude?

U S R 10. Do I wrap up interactions with participants by wishing them a good day?

As service providers, it is important that the participant receive stellar service from the moment they step into our agency until the time they walk out the door. If you can stay attuned to the items noted above, you will definitely provide participant centered service.

Questions for Self-reflection:

- For those questions I assessed myself with either an “S” or “R,” what can I do to improve in these areas?
- For those questions I assessed myself with a “U,” how can I continue to capitalize on this strength as a WIC service provider?



Race	
American Indian/Alaskan Native	
Asian	
Black or African American	
Native Hawaiian/Pacific Island	
White	

Ethnicity	
No - not Hispanic	
Unknown	
Yes - Hispanic	

Race and Ethnicity in WIC

By the end of October you will no longer be able to select “Unknown” or “Please select another race” as race options in the *Client Demographics* Screen in TWIST. These options are being removed from FamilyNet since they are not allowable for WIC participants.

Many of you have talked about the difficulties of selecting a race when prescreening a potential participant over the phone or when they speak little English. Some ideas for handling this can be reviewed in the *Guidance on Collecting Racial/Ethnic Data* document on our website. Check it out at:

http://egov.oregon.gov/DHS/ph/wic/docs/racial_ethnic_data.pdf

Any participant in the FamilyNet database with either “Unknown” or “Please select another race” selected as their race will have those values removed. If another race has also been selected, it will remain. If no other race has been selected, the race will be changed to “white.”

Please remember, that even though “Unknown” remains as an ethnicity selection in FamilyNet, it is not an allowable selection in WIC.