Chapter 6: System Administration
Section 4: End Of Day
Lesson: Special User – End of Day

Objectives:

Upon completion of this lesson the user will be able to:
- identify what activities and outputs (including notices and reports) are generated as a result of End of Day processing.

Overview:

Every day large amounts of data will be entered into TWIST. This information is available to users immediately, however each night the system will need to do a little house keeping. The term "End of Day" (EOD) describes a series of "house keeping" jobs that will automatically be run nightly to update the central database. Just like jobs around the house these jobs may be done daily, monthly and quarterly/annually.

The End of Day process will be scheduled to run at a specific time each night after all clinic staff have completed their work for the day, usually about 8:00 PM. The process is run from the state computer workstation located in the Salem computer room. The process runs automatically and only authorized state users will be able to intervene to stop, delay or initiate the process.

The End of Day process will produce a series of reports. These reports will be available through TWIST, as a file menu item in the Output menu of the individual modules, such as Appointment Scheduler. These reports provide useful information to local agency staff.

In this lesson you will learn what "jobs" are run and when they are run.

Instruction:

Reviewing Daily End of Day Processes

Each night (at about 8:00 PM) the system will perform the following jobs.

1. **Backup the database.**
   The State computer department will be in charge of doing backups.

2. **Check for transfers in and out of Oregon and create a report.**
   The "**Transfers-In/Transfers-Out Within Oregon**" report will be available as a file menu item from the Client Processes/Reports/Intake.

3. **Automatic termination of deceased clients.**
    During the EOD process each day TWIST will check for and terminate from WIC any FamilyNet clients who are marked as deceased in the Client Master system. Future appointments will be canceled. A graduation notice will not be printed or sent to clients terminated because they are deceased.

4. **Document appointment "no shows".**
    EOD will automatically change the appointment status of any appointment "**booked**" for that day that is not marked as either "**show**" or "**walk-in**" to "**no show**".

5. **Bank Interface.**
    All interaction with the bank, such as redemptions, rejections, etc., will take place during EOD.

6. **Update the "Priority Freezing" screen.**
    EOD will automatically uncheck the "freeze" check box (thereby turning off the freeze) when the priority freeze end date is passed.

7. **Create breastfeeding callback report.**
    The system will create a notification to staff when the callback date nears in the form of a report accessible as a file menu item (through Reports module or Client Processes).

8. **Generate appointment data for the ANSWR appointment reminder system.**

    The ANSWR statewide appointment data extracts are generated according to the following schedule:

Extract from End of Day:	Messages Sent:	For Future Appts. On:	For Missed Appts. On:
Sunday	Monday	Wednesday	Thursday, Friday and Saturday
Monday	Tuesday	Thursday	N/A
Tuesday	Wednesday	Friday	Monday
Wednesday	Thursday	Saturday and Monday	Tuesday
Thursday	Friday	Tuesday	Wednesday

9. **Automatically terminate clients with "Eligibility Pending" status greater than 30 days.**
    If, after 30 days, the "**Eligibility Pending**" check box is still checked, TWIST will auto-terminate the client during EOD. The reason code will be "*Did not provide proof of ID, residency, or income.*"

10. **Formula Warehouse Order Processing**

    Formula warehouse orders placed during the day will be processed and sent to Providence. A report with rejected orders will be send to state staff to follow up with the appropriate local agency.

Reviewing Monthly End of Day Processes

At various dates during the months, TWIST will perform the following jobs.

1. **Automatic termination of clients no longer eligible.**

At the end of each month, the system performs a series of checks to determine which clients need to be terminated, such as clients 30 days past their certification period, or clients that are no longer categorically eligible. Future appointments are cancelled, except for appointments for clients who are reinstating.

2. **Delete temporary WIC ID numbers and incomplete new enrollment records.**
    Pre-screened applicants are deleted from the WIC database 90 days after they miss their latest scheduled certification appointment or are left on the wait list with no action. If the applicant is not placed on the wait list or given an appointment, the applicant is dropped from the WIC database 120 days after being entered if they are not certified by that time. Incomplete new enrollment clients are deleted if they have not been certified within the last 90 days.

3. **Perform automatic category changes.**
    TWIST automatically changes category for clients based upon their certification category codes, current date and birth date.

4. **Create "Automatic and Manual Termination Report."**
    The User can access this report as a file menu item to review a list of all automatic and manual terminations for the month that has just ended.

5. **Update Participating Caseloads.**
    The Current Statewide Caseload figure will be updated with any adjustments to caseload made either from the Adjustment Activity or Percentage Adjustment screens.

6. **Print graduation notices.**
   The system will automatically print graduation notices during End-of-Day for all clients automatically terminated or who did not have a graduation notice printed by the user when they were manually terminated.

7. **Delete unfilled appointment requests.**
   Unfilled appointment requests will be deleted two months after the request month on the first business day of the new month.

8. **Delete appointment scheduler records over twelve months old.**

9. **Capture and print out status of End of Day/Month Activities.**
   The system will generate a message indicating that either End of Day failed to complete successfully or End of Day completed successfully. If the process failed, the system message will direct the user to contact the system administrator. The cause of EOD failure will be explicitly stated in the EOD status logs.

Reviewing Quarterly/Annual End of Day Processes

The following reports are run on a quarterly or annual basis.

Quarterly Reports

1. **Vendor Quarterly Profiles.**

   This report provides detailed reporting about specified vendors.

2. **Dual Participation Report.**
   This report indicates possible dual participants.

Annual Reports

Normally run annually and reports on the previous year, some reports can be run on demand for other specified date ranges.

1. **Number of Weeks Breastfed.**

2.   **Week Formula Introduced.**

3.   **Infant Breastfeeding Demographics.**

4.   **Breastfeeding Intention.**

5.   **Breastfeeding Women Demographic Profile.**

↪ *Practice Activities:*

Review the variety of EOD processes and discuss which Local Agency staff will be responsible for monitoring and following-up on associated activities and outputs.

✓ *Skill Check:*

1.   List three jobs run during the daily EOD process.

Circle True (T) or False (F) for each of the following questions.

2.   T or F   No reports are printed automatically. The User must access the reports as a file menu item and print them as needed.

3.   T or F   The Number of Weeks Breastfed report is normally run annually.

4.   T or F   The system will automatically delete appointments older than three months.

5.   T or F   Unfilled appointment requests will be deleted daily.

✍ *Notes:*

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