

# Oregon WIC

## Introduction to WIC Module



### Training Supervisor's Guide



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## Instructions for Training Supervisor

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### Overview

Welcome to the *Training Supervisor's Guide* for the *Introduction to WIC Training Module*! In addition to this guide, you will need a copy of the learner's version of the *Introduction to WIC Module*.

### Training Supervisor's Role

Your role as the Training Supervisor is to oversee the staff members at your local agency and/or clinic who are completing the *Introduction to WIC Module*. You will:

- ◆ Help the learner begin using the *Introduction to WIC Module*.
- ◆ Be available to answer questions about the module and help the learner find the answers within the module, online, in other reference books, or by contacting the state WIC office.
- ◆ Meet with the learner to review and evaluate progress.
- ◆ Document the learner's competency achievement and module completion.

### To Do Before Training

1. Read the *Introduction to WIC Module*.
2. Make sure you know the following information specific to your local agency and/or clinic:
  - ◆ The location of the *Items Needed* (section S-5 in "Starting the Module") at your local agency, or on the Oregon WIC website.
  - ◆ How your WIC program is organized.
  - ◆ How to access an address/phone list of all clinic sites in your program.
  - ◆ The role of the person completing the module.

- ◆ Your local agency's confidentiality policy.
  - ◆ The type of breastfeeding support offered at your local agency.
  - ◆ A list of Authorized Stores for your area.
  - ◆ The process for issuing benefits at your local agency.
3. Fill in information specific to your local agency and/or clinic on each of the following Job Aids (see *Job Aids* section):
- ◆ Job Aid: *Local WIC Staff*.
  - ◆ Job Aid: *WIC Groups*.
  - ◆ Job Aid: *Community Partnerships*.
  - ◆ Job Aid: *Referrals*.

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**NOTE**

All WIC staff are to complete all lessons in this module.

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## ***When to Meet with the Learner***

### **Before the Learner Begins the Module**

1. Make a training plan and timeline using the *Steps for Completing the Module* (see Section S-3 in "Starting the Module").
2. Discuss *Questions about WIC Experience* with the learner (See Section S-4 in "Starting the Module").
3. Show the learner where to find the *Items Needed* to complete the module (see Section S-5 in "Starting the Module").

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**NOTE**

All current **policies**, **videos**, most **handouts** and **evaluation** are available on the Oregon WIC website ([www.healthoregon.org/wic](http://www.healthoregon.org/wic)). Hyperlinks to these resources are embedded in the PDF version of the Module, located on the *Staff Training Modules* page of the website.

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**After the Learner Completes Each Chapter**

1. Review Practice Activities and Skill Checks from the lessons just completed.
2. Complete the Review Activity with the learner.
3. Document completion of Review Activities on a copy of the *Competency Achievement Checklist* (see pages 26 and 27 in this Guide).

**When the Learner has Completed the Module**

1. Review with the learner the *Steps for Completing the Module* (see Section S-3 in “Starting the Module”).
2. Ask the learner to complete the *Posttest*.
3. Check the *Posttest* for correct answers (see pages 22 – 24).
4. Discuss incorrect answers.
5. If the learner scores less than 90%, guide the learner on areas to review and reissue the *Posttest* when learner is ready.
6. Document completion of the *Posttest* on the *Competency Achievement Checklist*.

**To Finalize Completion of the Module**

- ◆ Congratulate the learner on their achievement!
- ◆ Give the completed *Competency Achievement Checklist* to the Local Agency Coordinator. The Local Agency Coordinator will file the form in accordance with WIC Policy 440.
- ◆ Have the learner complete the online Training Evaluation form.
- ◆ Document the learner's module completion in TWIST.
- ◆ Acknowledge the learner's completion of the module and provide a certificate of completion (available on the Oregon WIC website).

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**NOTE**

It is estimated that you will spend 4 – 5 hours meeting with the learner.

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## ***Guidance for Review Activities***

The following pages are copies of the Review Activities from the end of each chapter of the *Introduction to WIC Module*, along with additional information to help with your interaction with the learner.

This additional information includes:

1. Instructions for completing the Review Activity with the learner.
2. Relevant WIC policies pertaining to the module.
3. Answers to Review Activity questions.
4. Answers to Practice Activities and Skill Check questions **for which there is a specific, objective answer.**

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### **NOTE**

Answers are not included for all Practice Activities and Skill Checks because in most cases there is not one right answer to the situations. If a learner has a question about a Practice Activity or Skill Check or is having problems completing the activities, help them find the solution within the lesson they just completed in the module.

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## Review Activity – Chapter 1

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### **Guidance for Training Supervisor**

1. This Review Activity requires the Training Supervisor to meet with the learner. During the meeting:
  - ◆ Discuss the Review Activity questions.
  - ◆ Talk about how the learner did on the Practice Activities and Skill Checks in each of the lessons in Chapter 1.
  - ◆ Ask the learner if they have any questions.
  - ◆ Review the learner's WIC Notebook with them.
2. Document when the learner has met the objectives for Chapter 1 on the *Competency Achievement Checklist*.
3. Make sure the learner's *WIC Program Employee Signature Form* is complete and filed in accordance with your local agency policy.

### **WIC Policies**

450 – Confidentiality.

596 – Program Integrity: Acknowledgement of Employee Responsibilities.

660 – Competent Professional Authority: Requirements.

## ***Practice Activity and Skill Check Answers***

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### **NOTE**

Answers are given only when there is a specific, objective answer.

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### **Lesson 1–2: Goal of WIC Skill Check (page 29)**

1. What are the four criteria for eligibility in WIC?
  - ★ Residency.
  - ★ Category.
  - ★ Income.
  - ★ Nutrition need or risk.
2. What four main services does WIC provide?
  - ★ Nutrition education.
  - ★ Breastfeeding promotion and support.
  - ★ Healthy foods.
  - ★ Referrals.
3. Where does the money for WIC services come from?
  - ★ USDA.

### **Lesson 1–4: Confidentiality Skill Check (page 44)**

1. What are three examples of a breach of confidentiality?  
Possible answers include:
  - ★ Talking about WIC participants in public places.
  - ★ Leaving WIC files on your desk unattended.
  - ★ Leaving your computer screen “unlocked.”
  - ★ Discarding papers with participant information without first shredding them.
  - ★ Keeping the FAX machine in a public area of the clinic.



- ★ Giving out information over the phone about participants when you have not verified the identity of the person who is receiving the information.
  - ★ Disclosing foster parent names and addresses.
  - ★ Telling someone that another participant is in the clinic without first checking with the participant.
  - ★ Keeping your daily clinic schedule visible on the front desk.
2. How will you keep the information on your computer private?
- Possible answers include:
- ★ By “locking” the computer screen when leaving workstation.
  - ★ By using visibility filter screens.
  - ★ By choosing a secure password.
  - ★ By not sharing login and password.
  - ★ By routinely changing password.
  - ★ By not leaving participant information unattended on a printer, computer, or FAX machine.
  - ★ By storing diskettes with participant information in a locked cabinet or file.
  - ★ By storing laptop securely when not in use.
  - ★ By not leaving laptop unattended.
  - ★ By not sending participant information via email.



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## Review Activity - Chapter 2

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### **Guidance for Training Supervisor**

1. This Review Activity requires the Training Supervisor to meet with the learner.
2. During the meeting:
  - ◆ Discuss the Review Activity questions.
  - ◆ Talk about how the learner did on the Practice Activities and Skill Checks in each of the lessons in Chapter 2.
  - ◆ Ask the learner if they have any questions.
3. Role-play with the learner how to market the nutrition education offered at your agency.
4. Using the *WIC Food List*, role-play with the learner how to talk with a new participant about the WIC approved foods.
5. Role-play with the learner how to refer a participant to health and social services.
6. Document when the learner has met the objectives for Chapter 2 on the *Competency Achievement Checklist*.

### **WIC Policies**

- 481 – Immunization Screening and Referral Protocol.*
- 880 –Referrals: Alcohol, Tobacco and Other Drug Use.*
- 885 –Other Referrals: Required and Recommended.*

## ***Practice Activity and Skill Check Answers***

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### **NOTE**

Answers are given only when there is a specific, objective answer.

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### **Lesson 2-1: Nutrition Education**

#### **Practice Activity (page 55)**

1. Which column projects a more positive image?  
★ Column B.

#### **Practice Activity (page 57)**

1. Circle the statement that applies what the participant has discussed with the nutrition education offered.  
★ Statement B.

#### **Skill Check (page 58)**

1. What is the purpose of nutrition education in WIC?  
★ To improve health outcomes of WIC participants.
  
2. What are two types of WIC nutrition education options offered at your agency?  
Possible answers include:  
★ Individual.  
★ High-risk.  
★ Group.  
★ Online.  
★ Self-paced.  
★ Off-site.
  
3. Why is marketing nutrition education so important?  
★ To improve participant involvement

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**Lesson 2-2: Breastfeeding Promotion and Support  
Skill Check (page 62)**

1. What is the purpose of breastfeeding promotion?
  - ★ To establish breastfeeding as the norm for infant feeding.

**Lesson 2-3: WIC Foods  
Practice Activity (page 72)**

1. Can participants buy apple cinnamon flavored instant oatmeal packets?
  - ★ No
2. What size eggs can participants buy?
  - ★ Large.
3. Can participants buy Honey Nut Cheerios?
  - ★ No.
4. Can participants buy chocolate milk?
  - ★ No.
5. Can participants buy pepper-jack cheese?
  - ★ No.
6. Can participants buy goat milk?
  - ★ Yes, only if it is listed on their Benefit List.
7. Do participants have to buy juice with added calcium?
  - ★ No.
8. Can participants buy organic baby carrots?
  - ★ Yes, using their fruit and veggie benefit

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**NOTE**

These answers are based on the October 2016 WIC *Food List* and may change with future versions.

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**Lesson 2-4: Referrals to Health and Social Services**  
**Skill Check (page 80)**

1. Why is it important to refer WIC participants to outside services?  
Answers could include:
  - ★ Referrals are one of the pillars of WIC services
  - ★ We want participants to be healthy and safe
  - ★ The right referral at the right time can be key for a family getting the support they need.
  
2. What are the three required referrals for WIC, if a need is identified?
  - ★ Oregon Health Plan / Medicaid
  - ★ Immunizations
  - ★ Alcohol, tobacco and other drug use

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## Review Activity - Chapter 3

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### ***Guidance for Training Supervisor***

1. This Review Activity requires the Training Supervisor to meet with the learner.
2. During the meeting:
  - ◆ Discuss the Review Activity questions.
  - ◆ Talk about how the learner did on the Practice Activities and Skill Checks in each of the lessons in Chapter 3.
  - ◆ Ask the learner if he or she has any questions.
3. Role-play with the learner how to screen a participant for eligibility (excluding nutrition risk).
4. Observe the learner screen actual participants for eligibility (excluding nutrition risk).
5. Document when the learner has met the objectives for Chapter 3 on the *Competency Achievement Checklist*.
6. Assist the learner in scheduling observations of participants being issued benefits, if needed.

### ***WIC Policies***

- 620 – *Certification and Issuing Benefits to Coworkers, Relatives and Friends*
- 645 – *Certification Periods*
- 595 – *Program Integrity: Separation of Duties*
- 610 – *Required Proofs - Identity, Residence and Income*
- 451 – *Change in Guardianship*
- 611 – *Income Eligibility: Determining Income Eligibility*

- 612 – Income Eligibility: Adjunct or Automatic Income Eligibility*
- 613 – Income Eligibility: What Counts as Income*
- 614 – Income Eligibility: Current Income Guidelines*
- 616 – Unavailable Proofs*
- 653 – Participant Transfers Into and Out of State*
- 654 – Participant Transfers Within State*
- 510 – eWIC Cardholder Requirements*
- 511 – Food Benefit Issuance*
- 561 – Program Integrity: Replacement of Food Benefits*
- 635 – Participant Notification, Eligibility, Rights and Responsibilities*

## **Practice Activity and Skill Check Answers**

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### **NOTE**

Answers are given only when there is a specific, objective answer.

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### **Lesson 3-1: Overview of Certification Skill Check (page 94)**

1. What are the types of appointments that WIC participants are scheduled for?
  - ★ Certification appointment (new enrollment).
  - ★ Quarterly nutrition education contact.
  - ★ Recertification.
2. What is the purpose of the certification and recertification appointments?
  - ★ To determine if the person is eligible for WIC.
3. What is the purpose of pre-screening?
  - ★ To determine if the person meets residency, income and category eligibility before screening for nutrition risk.
4. How often do participants receive nutrition education?
  - ★ Once at certification and every three months after certification.



**Lesson 3-2: Proof of Identity, Residency and Income  
Practice Activity (page 96)****Acceptable forms of ID for women:**

- ★ Photo ID.
- ★ Current WIC ID card.
- ★ Work or School ID.
- ★ OHP documents.
- ★ Pay Stub.
- ★ Voter Registration Card.

**Acceptable forms of ID for infants/children:**

- ★ Birth Certificate.
- ★ Current WIC ID card.
- ★ Current OHP ID card.
- ★ Immunization record.
- ★ Hospital birth record.
- ★ Note from doctor or midwife.
- ★ Food stamp program documents.

**Lesson 3-2: Proof of Identity, Residency and Income  
Practice Activity (page 98)****Acceptable forms of proof of residency:**

- ★ Current utility bill.
- ★ Rent receipt.
- ★ OHP documents.
- ★ Oregon ID card or driver's license.
- ★ Bank statement/bank check.
- ★ Any piece of mail with their name and address on it.

**Lesson 3-2: Proof of Identity, Residency and Income  
Practice Activity (page 99)****Acceptable forms of proof of income:**

- ★ Food stamp award letter.
- ★ TANF "Notice of Approval" or most recent "Change Notice" letter.

- ★ OHP/Medicaid documents (monthly “Medical Care ID Notice”).
- ★ Current pay stub.
- ★ Unemployment benefit stub.
- ★ W-2 forms or income tax return.
- ★ Foster Child / Parent placement letter.
- ★ Signed letter from employer stating gross earnings.
- ★ FDPIR (Food Distribution Program on Indian Reservations).

### **Lesson 3-3: Income Eligibility**

#### **Practice Activity (page 103)**

##### **Adjunctively Eligible?**

1. Yes.
2. No.
3. Yes.
4. No.

### **Lesson 3-3: Income Eligibility**

#### **Practice Activity (page 107)**

##### *Scenario #1*

What is their household size?

- ★ 4

What is their monthly income?

- ★ \$500

Is Maria income eligible for WIC?

- ★ Yes

##### *Scenario #2*

What is their household size?

- ★ 5

What is their monthly income?

- ★ \$1,866

Is Chaandra income eligible for WIC?

- ★ Yes

*Scenario #3*

What is their household size?

- ★ 2

What is their monthly income?

- ★ \$1,100

Is Justin's son income eligible for WIC?

- ★ Yes

**Lesson 3-3: Income Eligibility****Practice Activity (pages 110)***Question #2*

Would you calculate the income for a "family" or "client"?

- ★ Family

What is Alexander's proof of ID & residency?

- ★ Birth certificate & electric bill.

What is Alexander's household size?

- ★ 2

Is Alexander adjunctively eligible?

- ★ Yes (welfare grant)

What is Alexander's income?

- ★ \$500/month

What would you enter for Alexander's proof of income?

- ★ TANF letter

Does Alexander need to bring back proof later?

- ★ No

**Lesson 3-3: Income Eligibility****Skill Check (page 112)**

Calculate Income for: Family

Proof of ID: Utility bill

Proof of Residency: Utility bill

No In Family: 2  
Unborn Counted: 2  
Food Stamps: No  
Oregon Health Plan: No  
TANF: No  
Eligibility Pending: *Leave blank*  
Income Provider: Husband wages  
Interval: Weekly  
Amount: 275.00  
Source: Wages  
Proof of Income: Pay stub

### **Lesson 3-4: Issuing and Using the eWIC Card Practice Activity (page 116)**

When can the second cardholder be added?

- ★ Anytime.

Who can be the first cardholder?

- ★ Must be the participant, or their caretaker (if participant is an infant or child).

Where does the first cardholder live?

- ★ Same household as the participant.

When can a WIC staff person be a eWIC cardholder?

- ★ If they are a participant, or the family member of a participant.

What appointments can a second cardholder bring a child to?

- ★ Certifications, recertifications and nutrition education.

Which cardholder(s) can transfer a participant or discontinue WIC services?

- ★ First cardholder only.

Who can access eWIC account information?

- ★ Either cardholder.

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**Lesson 3-4: Issuing and Using the eWIC Card**  
**Practice Activity (page 117)**

1. What months have benefits been issued for?  
★ March and April.
2. What are the first date to use and last date to use for the first month of benefits?  
★ 3/4/14 and 3/31/14
3. What are the names and categories of the participants who have been issued benefits?  
★ Sara: WB. Sam: CI. Suzy:IB7-12.
4. Who are the cardholders for this account?  
★ Sara Sample and Steve Sample.
5. How much cereal does this family receive?  
★ 24 oz. baby cereal and 72 oz hot/cold cereal.
6. When should this family have their next appointment?  
★ April

**Lesson 3-4: Issuing and Using the eWIC Card**  
**Practice Activity (page 119)**

1. What is the difference between the milk issued for the first month and the second month?  
★ First month is split whole and low-fat. Second month is all low-fat.
2. How many and what size containers of 1% or fat free milk would need to be purchased, to use all of the milk benefit during the first month?  
★ 4 gallons, 1 half-gallon, 1 quart.
3. If they bought all 4 ounce jars of baby food, how many could they get each month?  
★ 32 jars.

4. How many and what size container of beans, peas or lentils could this family buy if they choose to get all dry legumes, and no peanut butter or canned beans?
  - ★ Three 16 oz. bags, or one 32 oz. bag + one 16 oz. bag.
5. Can this family buy apple cider with WIC?
  - ★ No.

**Lesson 3-4: Issuing and Using the eWIC Card  
Practice Activity (page 120)**

1. What two ways can you set your PIN for the first time?
  - ★ Over the phone via customer service, or online via the EBTedge website.
2. How do you change your PIN?
  - ★ Same as above.

**Lesson 3-4: Issuing and Using the eWIC Card  
Practice Activity (page 122)**

What would you buy to get .75 GAL of milk?

- ★ 1/2 gallon and 1 quart.

What foods are issued in a dollar amount?

- ★ Fruits and vegetables.

**Lesson 3-4: Issuing and Using the eWIC Card  
Practice Activity (page 124)**

1. When is the last day they could buy the remaining foods?
  - ★ 9-30-2015.
2. How much cereal do they still have left?
  - ★ 21.5 oz. hot/cold cereal and 8 oz. baby cereal.
3. How much juice can they still buy?
  - ★ 2 containers frozen and 2 containers bottled.

**Lesson 3-4: Issuing and Using the eWIC Card****Practice Activity (page 125)**

2. Who should the cardholder contact if they need to change their WIC food benefits?
  - ★ WIC clinic
3. What kinds of things can damage the card?
  - ★ Sun, heat and magnets.

**Lesson 3-4: Issuing and Using the eWIC Card****Practice Activity (page 127)**

Using Policy 561, find the *Replacing Unavailable/Stolen Formula* form and list the situations when it needs to be completed.

- ★ When card is: reported stolen; unavailable (due to domestic violence); or in the event of fire or natural disaster.

## Answers–Posttest

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**Write the definitions for the following abbreviations or words.**

1. **TWIST** – The WIC Information System Tracker. The computer system used to collect and store participant data.
2. **EBT account** – Electronic Benefits Transfer account. The account a participant's or family's WIC food benefits get loaded into each month.
3. **WP** – Woman, pregnant.
4. **Certification** – The process of determining whether or not a person is eligible for WIC.
5. **Bid Formula** – The brand of infant formula WIC infants must use unless an intolerance is documented by a nutritionist.
6. **eWIC card** – The EBT card participants take to the store to buy WIC foods in their benefits account.
7. **Local Agency** – The main office of the local WIC program.
8. **WIC Coordinator** – The leader or manager of the WIC staff and local WIC program services.
9. **Special User** – The person in your local agency or clinic trained to help with computer and TWIST problems.
10. **Satellite Clinic** – A WIC clinic that is set up temporarily in a location separate from the main clinic (e.g. church, community hall).
11. **Nutrition Risk** – A health or diet concern that can be improved by eating a diet of nutritious foods.
12. **Food Package** – The specific foods listed on a participant's vouchers. The CPA prescribes the food package.
13. **Authorized Stores** – A store authorized by the state WIC office to accept WIC benefits from WIC participants.



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**Write your answer to the following questions.**

**14. What is the full name of the WIC program?**

The Special Supplemental Nutrition Program for Women, Infants and Children.

**15. What is the goal of WIC?**

To improve the health of participants by offering healthy foods, nutrition education, breastfeeding promotion and support and referrals to other agencies.

**16. What is the first contact applicants usually have with a WIC staff person?**

On the phone for applicant pre-screening.

**17. What are the certification periods for these categories?**

**a. Pregnant women?**

From enrollment to 6 weeks after delivery.

**b. Exclusively breastfeeding women?**

From certification after delivery to baby's first birthday.

**c. Non-breastfeeding postpartum women?**

From certification after delivery through baby's 6th month.

**d. Infants up to six months old?**

From enrollment to baby's first birthday.

**e. Children and infants seven months and older?**

For 6 months after enrollment. Every 6 months recertification until 5th birthday.

**18. What should participants take to the store with them when they are buying WIC foods?**

eWIC card; WIC *Food List*; *How to Shop with your eWIC card* brochure; their benefits list or a way to check their benefits balance (WICShopper App, receipt print-out, ebtEDGE website, customer service).

**19. What are the steps for shopping with an eWIC card?**

- Set a PIN (if first time shopping).
- Check current month's benefits and choose authorized foods.
- Let checker know eWIC is being used and if items should be separated.

- Check WIC purchases are correct and use eWIC card *before* other forms of payment.
  - Double check receipt and keep it for future reference.
20. **Who determines the specific foods on the participant's benefits list?**  
The CPA prescribes the food package. –or–  
The state WIC office decides the foods on the WIC *Food List*.
21. **How often do participants receive nutrition education?**  
Once at certification and also between certification appointments.
22. **What are the four active listening skills used when providing participant centered services?**  
Open-ended questions, affirming, reflecting, and summarizing.
23. **What is the purpose of nutrition education in WIC?**  
To improve health outcomes of WIC participants.
24. **Why is marketing nutrition education so important?**  
To improve participant involvement in nutrition education.
25. **What is the purpose of breastfeeding promotion?**  
To establish breastfeeding as the norm for infant feeding.
26. **What are the three required referrals for WIC?**  
Oregon Health Plan/Medicaid, immunizations, and alcohol, tobacco and other drug use.
27. **What three “proofs” do participants need to bring to each certification appointment?**  
Proof of identity, residency and income.
28. **What are two ways to protect participant confidentiality?**  
Do not release information from a participant's file without consent and maintain the privacy of the WIC participant at all times.
29. **Would Mai and her daughter be income eligible?** Yes.
30. **Did she bring all of the “proofs” she needs?** Yes.



## Competency Achievement Checklist Introduction to WIC Module

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**Master Copy – make copies before using.**

Staff (Learner) Name \_\_\_\_\_

Local Agency \_\_\_\_\_

**Training Supervisor:** Evaluate learner competency and achievement of the learning objectives at each checkpoint in the following table.

<b>At this checkpoint:</b>	<b>Evaluate this:</b>	<b>Competency Achievement Date:</b>	<b>Initials</b>
Chapter 1 Review Activity	Learner has achieved the appropriate learning objectives in Chapter 1.		
	Learner is able to explain what WIC is and how it helps people.		
Chapter 2 Review Activity	Learner has achieved the appropriate learning objectives in Chapter 2.		
	Learner is able to describe the four primary WIC services.		
Chapter 2 Review Activity (continued)	Learner is able to market nutrition education to WIC participants.		
	Learner is able to promote breastfeeding.		

*Continued on next page.*

<b>At this checkpoint:</b>	<b>Evaluate this:</b>	<b>Competency Achievement Date:</b>	<b>Initials</b>
Chapter 3 Review Activity	Learner has achieved the appropriate learning objectives in Chapter 3.		
	Learner practiced screening participants for income eligibility and documenting proof of residency, identity and income, and is competent to proceed without supervision.		
	Learner has observed eWIC card issuance and shopper education.		
Posttest	Learner has achieved a score of 90% or better.		
Review WIC Notebook	Learner has completed their WIC Notebook.		

I verify that \_\_\_\_\_ has achieved the learning objectives of the *Introduction to WIC Module* and is competent to continue with WIC training. The learner meets the criteria set by the state to receive a certificate of completion for this module.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Upon completion of this form:**

1. File the form in the appropriate personnel file in accordance with WIC Policy 440.
2. Enter the module completion date information in TWIST.