

2-9 TWIST Training for Certifiers

TWIST is the name of the data system that WIC uses to record all participant information, and track participant appointments and food benefits. You need to learn to use TWIST in order to do just about everything in WIC. Learning TWIST is different than completing other training modules and online courses. You can't just read the TWIST training manual and be done.

Some agencies choose to train staff on TWIST in their clinic over several weeks using the [TWIST Training Manual](#) on the website as a resource. Others send new staff to a 3-day training at the State WIC Office in Portland.

What you need to do

1. Work with your training supervisor to determine the best way to get trained on the use of TWIST. Information on TWIST training in Portland can be found at the bottom of [this webpage](#).
2. Talk with your training supervisor or WIC coordinator about access to TWIST. This lesson on [TWIST security](#) will help. In order to use TWIST, you will need access to Citrix, a computer program. To log in to Citrix you will need a P number and a password from the state office. Then your coordinator will provide a separate login and password for TWIST.
3. You can practice using TWIST in a separate practice data base. Ask your training supervisor for the practice data base login and password for your agency. Check out the lesson on [using the practice data base](#) for more information.
4. Track which TWIST tasks you have learned to do with the list on the next page.
 - **Recommendation:** Read the related TWIST lesson as you need to learn how to do each new WIC task.
 - Only basic lessons are listed here. There are many other TWIST functions that you can learn about in other lessons.
5. Make note of any questions or concerns you have about TWIST as you go along and talk them over with your training supervisor.

Ch.	Sec.	#	Lesson	Done
2	1	100	Client Search and Demographics	
3	1	100	Applicant Prescreening	
3	1	102	Enrollment	
3	3	300	Risk Criteria and Risk Level	
3	3	301	Anthropometric/Biochemical for a Woman	
3	3	302	Anthropometric/Biochemical for an Infant/Child	
3	3	303	Health History	
3	3	304	Diet Assessment	
3	4	402	Nutrition Education Provided	
3	4	403	Next Steps	
3	4	404	Referrals	
3	4	405	Progress notes	
3	5	500	Assigning and Forecasting Food Packages	
3	5	501	Modifying Food Packages	
3	5	502	Change Package Mid-certification	
3	7	700	Recertification	
3	8	800	Transaction Types	
3	8	801	Reactivate and Reinstate	
3	8	803	Updating Client Information Mid-Certification	
3	8	805	Terminations / Ineligible	
3	8	806	Category Change	
3	8	807	Immunization Status button	
3	8	808	Changing WIC ID Numbers – Foster Families, Custody Changes	
3	9	900	Individual Follow-ups	
3	9	902	Nutrition Education Refusal	
3	11	1100	Family Summary Screen	
3	11	1101	Benefits List	
3	11	1103	Family Cardholder Screen	
4	2	202	Daily Clinic Schedule	
4	3	301	Appointment Requests	
4	3	302	Coordinating Family Appointments	
4	4	400	Family Appointment Record	
4	4	402	Schedule Appointment Now	
4	5	501	Rescheduling an Appointment	
		5022	Cancel an Appointment	
4	6	600	Documenting Appointment Attendance	
8	1	103	Complaints	