

# 2020 TWIST Training Agenda

- Portland State Office Building, Room 450
- Training is from 8:00 a.m. to 5:00 p.m. with an hour for lunch.

## Day 1

Activity 1	Intro to WIC <ul style="list-style-type: none"><li>○ Welcome and introductions</li><li>○ Overview of WIC</li></ul>
Activity 2	Getting Started <ul style="list-style-type: none"><li>○ Log into Citrix</li><li>○ TWIST security</li><li>○ FamilyNet &amp; TWIST modules</li></ul>
Activity 3	Applicant prescreening (self) <ul style="list-style-type: none"><li>○ Client search and client demographics</li><li>○ Income eligibility</li></ul>
Activity 4	New enrollment of a pregnant woman (self) <ul style="list-style-type: none"><li>○ Enrollment screen</li><li>○ Rights and Responsibilities and Signature Forms</li><li>○ Woman certification screens</li><li>○ First nutrition education contact</li><li>○ Food package assignment</li><li>○ FSS - Schedule nutrition ed and issue benefits</li><li>○ Issuing eWIC cards on the Family Cardholder Screen (self)</li><li>○ Shopper education</li></ul>

## Day 2

Activity 5	Appointment scheduling – Family Appointment Record and Daily Clinic Schedule <ul style="list-style-type: none"><li>○ Appointment types</li><li>○ Making individual appointments</li><li>○ Making group NE appointments</li><li>○ Rescheduling or canceling appointments</li><li>○ Appointment requests</li><li>○ Printing appointment notices</li><li>○ Documenting appointment attendance</li></ul>
Activity 6	New enrollment of a child (Jorge Salem) <ul style="list-style-type: none"><li>○ Immunization status</li><li>○ Child certification screens</li><li>○ Modifying food packages</li><li>○ Nutrition education refusal</li></ul>
Activity 7	Mid-certification health assessment (Christina and Christopher Cheyenne) <ul style="list-style-type: none"><li>○ Updating client records mid-certification</li></ul>

	<ul style="list-style-type: none"> <li>○ Infant fresh fruit and vegetables</li> </ul>
Activity 8	<p>Individual follow-up of a pregnant woman (Sophie Bates)</p> <ul style="list-style-type: none"> <li>○ Documentation of individual follow-up appointments</li> <li>○ FSS – Coordinating nutrition education and benefits issuance</li> </ul>

### Day 3

Activity 9	<p>Recertifying child (Levi Lexington)</p> <ul style="list-style-type: none"> <li>○ Transaction Types</li> <li>○ Recertification</li> <li>○ Special and Med Doc</li> <li>○ PIN eWIC card</li> <li>○ Shopping at the store</li> <li>○ Practice shopper education</li> </ul> <p>Modify after spent benefits (Levi Lexington)</p> <ul style="list-style-type: none"> <li>○ Using eWIC card to search for client</li> <li>○ Modify spent benefits</li> </ul> <p>Formula exchange/formula return</p> <p>Formula Warehouse</p>
Activity 10	Foster family and custody changes (Toby Texas and John Jackson)
Activity 11	<p>Reactivate and reinstate (Karina Keizer and Negril Nehalem)</p> <ul style="list-style-type: none"> <li>○ What is the difference?</li> <li>○ Updating eWIC card</li> </ul>
Activity 12	<p>Recertifying a postpartum mother/enrolling her infant (Lexi Lexington)</p> <ul style="list-style-type: none"> <li>○ Options for postpartum moms</li> <li>○ Recertifying mom</li> <li>○ Breastfeeding tracking</li> <li>○ Coordination of mom/baby appointments</li> </ul>
Activity 13	<p>Infant/mom category changes (Sondra Spokane)</p> <ul style="list-style-type: none"> <li>○ WBN/IBN</li> <li>○ Change in breastfeeding level</li> </ul>
Activity 14	<p>Transfers and Terminations</p> <ul style="list-style-type: none"> <li>○ In state and out of state transfers</li> <li>○ Benefit removal with terminations</li> </ul>
Activity 15	<p>What's Left</p> <ul style="list-style-type: none"> <li>○ What can happen over the phone</li> <li>○ Unusual food packages</li> <li>○ Entering a complaint</li> <li>○ End of month issuance</li> <li>○ WIC Shopper App</li> <li>○ Where to get help</li> </ul>