

TWIST Release Notes

November 08, 2024

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Please stay out of TWIST from 7:00 p.m. Friday, November 15, 2024 until Monday, November 18, 2024

Our programmers use this time to implement the changes, updates, and fixes described in this communication. All will be released for your use on November 18, 2024.

Read below for details about what will be released.

Thank you!

Infant 1-3 months category change to Infant 0-3 months

We are now able to provide formula to infants in the birth month. In TWIST, this means the Infant 1-3 month food package category is now Infant 0-3 months. This change expands options for infants in the birth month to include both “Mostly” breastfeeding and “some” breastfeeding categories.

Selecting Infant 0-3 month Mostly or Some breastfeeding is done following the same process as before.

The screenshot shows the 'WIC Intake' section of the TWIST software. The 'WIC Category' dropdown is set to 'INFANT 0-3 MO MOSTLY OR SOME BREASTFEEDING'. A red callout box points to this selection with the text 'New category for Infants 0-3 months'. Other visible fields include 'WIC ID', 'Name', 'DOB: 08/31/2024', and 'WIC Cat.: INFANT 0-3 MO FULLY BREASTFEE'. The 'Certification Dates' table at the bottom shows a start date of 10/21/2024 and an end date of 08/31/2025.

- The Breastfeeding participant and the infant breastfeeding categories must match. That is Mostly → Mostly and Some → Some. TWIST will not accept mismatched food package categories.
- To successfully assign and issue the Infant 0-3 Month Some Breastfeeding package, the “IBN” box must be checked. This expands the dropdown for the number of cans of formula that can be issued.

The screenshot displays the 'Food Package Assignment' table in TWIST. The table has columns for 'FP Start Date', 'WIC Category', 'Module A', 'Qty A', 'Unit A', 'Module B', 'Module C', 'Qty C', 'Unit C', 'Med Doc', 'Partial', and 'Status'. The 'IBN' checkbox at the bottom right is checked, and a red callout box points to it with the text 'Must check for "some" category'. Another red callout box points to the 'Qty A' column with the text 'The number of cans available to issue will change based on the category'. The table shows several rows of assignments, with the most recent one for 10/21/2024 having a quantity of 1 can.

Local agency staff must complete the 2024 Breastfeeding In-service: Counseling tips when participants request formula, prior to using the Infant 0-3 Month food package for infants in the birth month. See the 10-31-2024 Training Update for more information.

Changes to income eligibility process in TWIST

The November 18, 2024 TWIST release will include some changes to how TWIST determines income eligibility to more accurately match the federal Income Guidelines. Most of these changes are behind the scenes. You will see small changes to the Income Eligibility screen and process when entering income sources.

It all happens on the Income Eligibility screen used in prescreening and enrollment. Here is what you need to know.

Income sources received with the same time intervals

When entering income sources received in the same intervals, the amount totals are shown at the bottom of the “Amount” column.

Example 1:

Two sources of income received monthly will be totaled at the bottom of the “Amount” column.

The screenshot shows the 'Income Eligibility' section of the TWIST software. It includes fields for 'Calculate Income For' (set to FAMILY), 'Proof of ID' (BIRTH CERTIFICATE), and 'Proof of Residency' (UTILITY BILL). Below these are fields for 'No In Family' (3), 'Unborn Counted' (0), 'Income Elig Date' (10/10/2024), and 'Income Elig User ID' (dportnoff). There are also checkboxes for 'SNAP', 'Oregon Health Plan', and 'TANF'. The main table lists two income sources, both with a 'MONTHLY' interval and 'WAGES' source, with amounts of 800.00 and 1,200.00. A 'Totals' row at the bottom of the table shows a total amount of 2,000.00.

Income Provider	Interval	Amount	Source	Proof of Income
	MONTHLY	800.00	WAGES	OHP WEB PORTAL
	MONTHLY	1,200.00	WAGES	OHP WEB PORTAL
		Totals:		
		2,000.00		

Example 2:

Three sources of income all received “every two weeks” will be shown with a total at the bottom of the “Amount” column.

The screenshot shows the 'Income Eligibility' section of the TWIST software. It includes fields for 'Calculate Income For' (set to FAMILY), 'Proof of ID' (BIRTH CERTIFICATE), and 'Proof of Residency' (BANK STATEMENT/BANK CHECK). Below these are fields for 'No In Family' (7), 'Unborn Counted' (1), 'Income Elig Date' (08/28/2024), and 'Income Elig User ID' (dportnoff). There are also checkboxes for 'SNAP', 'Oregon Health Plan', and 'TANF'. The main table lists three income sources, all with an 'EVERY 2 WEEKS' interval and 'WAGES' source, with amounts of 100.00 each. A 'Totals' row at the bottom of the table shows a total amount of 300.00.

Income Provider	Interval	Amount	Source	Proof of Income
MOM	EVERY 2 WEEKS	100.00	WAGES	BANK STATEMENT
DAD	EVERY 2 WEEKS	100.00	WAGES	PAY STUB
GRANDMA	EVERY 2 WEEKS	100.00	WAGES	PAY STUB
		Totals:		
		300.00		

Sources of income received in mixed intervals

When there are mixed income intervals, enter the information in the Income Eligibility screen. TWIST will calculate the income as an Annual amount and show the total at the bottom of the “Annual” column.

WIC ID: 01151982-01 Name: Test, Income 1 DOB: 09/09/1999 WIC Cat.: WOMAN, PREGNANT Tr.Type: N

Income Eligibility WIC Intake WIC Notes

Income Eligibility

Calculate Income For: FAMILY Proof of ID: BIRTH CERTIFICATE Proof of Residency: BANK STATEMENT/BANK CHECK

No In Family: 7 Unborn Counted: 1

Participates In
SNAP: NO Oregon Health Plan: NO TANF: NO

Income Elig Date: 08/28/2024
Income Elig User ID: dportnoff
Eligibility Pending: Eligibility Pending Date:

Income Provider	Interval	Amount	Source	Proof of Income	Annual
MOM	WEEKLY	100.00	WAGES	BANK STATEMENT	5,200.00
DAD	EVERY 2 WEEKS	100.00	WAGES	PAY STUB	2,600.00
GRANDMA	TWICE A MONTH	100.00	WAGES	PAY STUB	2,400.00
GRANDPA	MONTHLY	100.00	SOCIAL SECURITY	SOCIAL SECURITY AWARD LETTER	1,200.00
Totals:					11,400.00

TWIST tip #1:

When a paycheck amount varies for an income interval, use the Income Averaging tool to fill the Amount fields.

Example

“Caregiver” receives a check twice a month. The amount for each check varies. Use the Averaging tool to calculate the average Amount.

TWIST will enter the amount into the Income Eligibility Screen.

Selection

WIC ID: 01274504-01 Name: Income, Child Test DOB: 01/01/2022 WIC Cat.: CHILD, 24-60 MONTHS OLD Tr.Type: N

Income Eligibility WIC Intake WIC Notes

Income Eligibility

Calculate Income For: FAMILY Proof of ID: BIRTH CERTIFICATE Proof of Residency: OREGON DRIVERS LICENSE

No In Family: 3 Unborn Counted: 0

Participates In
SNAP: NO Oregon Health Plan: YES TANF: NO

Income Elig Date: 10/07/2024
Income Elig User ID: erica
Eligibility Pending: Eligibility Pending Date:

Income Provider	Interval	Amount	Source	Proof of Income	Annual
CAREGIVER	TWICE A MONTH	750.00	WAGES	PAY STUB	18,000.00
CAREGIVER 2	WEEKLY	250.00	WAGES	PAY STUB	13,000.00
Totals:					31,000.00

CP0205 - Income Averaging

Income Averaging

Income Amounts

Total:
 Average:
 Interval:

Insert Remove
 OK Cancel

Clear Screen Averaging

Immunizations Status Client Disqualification Change Transaction Type Determine Eligibility

TWIST tip #2:

TWIST will not convert income intervals greater than one month or with large gaps between payments. These must be calculated manually and entered into the data system.

When income intervals are greater than a month, convert to an annual amount to enter in the data system. For example, a participant is paid every 2 months and provides you with a proof of income for one check (two months of work). Convert this to an annual amount and enter into the data system with a yearly interval.

Paycheck interval	How to calculate annual income
Every 2 months	Pay amount x 6 = annual income
Every 3 months	Pay amount x 4 = annual income
Every 4 months	Pay amount x 3 = annual income
Every 6 months	Pay amount x 2 = annual income

TWIST class maximum capacity increased to 500

The increased class size is included in the November 18, 2024 TWIST release. This allows you to schedule up to 500 participants in your virtual classes. See the 10/04/2024 TWIST Update for details.

The screenshot shows the 'Appointment Scheduler - [AS220S - Group Education Classes]' window. The 'Class Info' section is active, displaying various fields for class configuration. The 'Maximum Capacity' field is highlighted with a red circle and contains the value '500'. Other visible fields include 'Clinic' (Virtual Class), 'Topic' (PEER COUNSELING), 'Language' (Spanish), 'Class Title' (GRUPO POSTPARTO DE LACTAN), 'Current Booked' (0), and 'Notes'. Buttons for 'Delete Class', 'New Class', and 'Schedule Class' are located at the bottom right of the form.

Auto terminations for “no benefit issuances” turned back on and set to 6 months

Auto terminations for participants with 2 months of no benefit issuances were turned off during the pandemic to help maintain caseload.

Auto terminations have been turned back on with this TWIST release with a few changes. The time frame for auto terminations has been extended to six months. This means participants will be automatically terminated after six (6) months of no issuances.

Here are some important details to note:

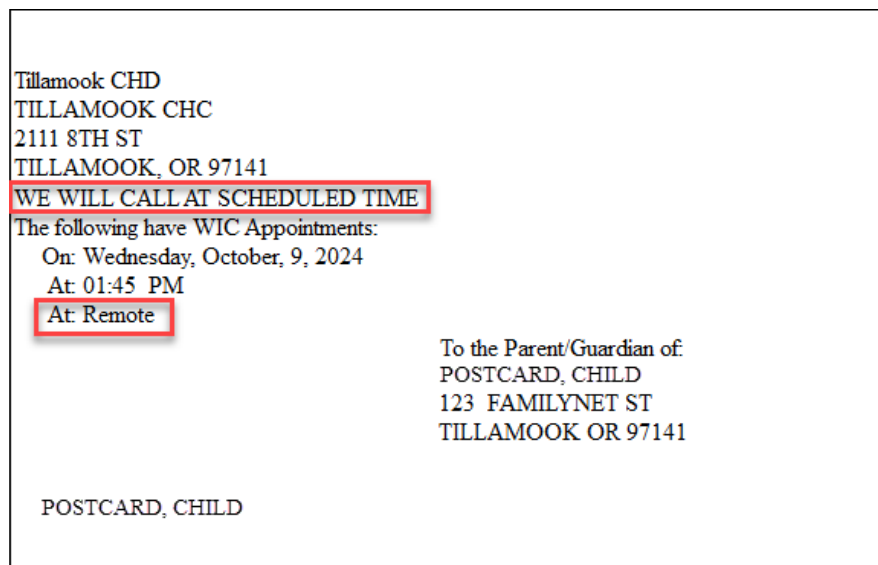
- This TWIST auto termination process will run every month on the 15th of the month.
- Turning this process back on will decrease the number of participants listed on the Participants with No Benefits Issued report.

TWIST “fixes”

Postcards for remote appointments

The errors on postcards for Individual Education Remote appointments have been fixed.

- The message now says “We will call at scheduled time”
- The clinic address has been removed and replaced with “Remote”



Homeless and Migrant checkboxes

The error was fixed where the Homeless and Migrant checkboxes on Enrollment weren't saving if you checked the box, used Fast Path to go to another screen, and then went back to Enrollment.

Appointment Scheduler Reports Database

The database errors on the following Appointment Scheduler reports have been fixed:

- Appointment Needed Wait List Summary
- Priority Ineligible Waiting List Summary

OHP eligibility letters assigning adjunctive eligibility correctly

Some local agencies noticed TWIST was not assigning adjunctive eligibility for a participant when an OHP letter was provided. This has been updated. OHP letters now automatically assign adjunctive eligibility.

A copy of this TWIST Release Notes is available on the Oregon WIC Website here:
<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/twist.aspx>