

CPA TWIST Training Workbook

Welcome!

- Training is from 8:00 a.m. to 5:00 p.m. with an hour for lunch.

Agenda

Day 1

Activity 1	Intro to WIC <ul style="list-style-type: none">○ Welcome and introductions○ Overview of WIC
Activity 2	Getting Started <ul style="list-style-type: none">○ Log into Citrix, FamilyNet and TWIST
Activity 3	Applicant prescreening (self) <ul style="list-style-type: none">○ Client search and client demographics○ Income eligibility
Activity 4	New enrollment of a pregnant woman (self) <ul style="list-style-type: none">○ Enrollment screen○ Rights and Responsibilities and Signature Forms○ Woman certification screens○ Food package assignment○ FSS - Schedule nutrition ed and issue benefits○ Issuing eWIC cards on the Family Cardholder Screen
Activity 5	Appointment scheduling – Family Appointment Record and Daily Clinic Schedule <ul style="list-style-type: none">○ Appointment types○ Making individual and group NE appointments○ Rescheduling or canceling appointments○ Appointment requests○ Printing appointment notices Documenting appointment attendance

Day 2

Activity 6	New enrollment of a child (Jorge Salem) <ul style="list-style-type: none">○ Immunization status○ Child certification screens○ Modifying food packages
Activity 7	Mid-certification health assessment (Christina and Christopher Cheyenne) <ul style="list-style-type: none">○ Updating client records mid-certification○ Infant fresh fruit and vegetables

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Activity 8	Individual follow-up of a pregnant woman (Sophie Bates) <ul style="list-style-type: none"> ○ Documentation of individual follow-up appointments
Activity 9	Recertifying child (Levi Lexington) <ul style="list-style-type: none"> ○ Transaction Types ○ Recertification ○ Special and Medical Documentation Modify after spent benefits (Levi Lexington) <ul style="list-style-type: none"> ○ Modify spent benefits Formula exchange/formula return Formula Warehouse
Activity 10	Foster family and custody changes (Toby Texas and John Jackson)
Activity 11	Reactivate and reinstate (Karina Keizer and Negril Nehalem) <ul style="list-style-type: none"> ○ What is the difference?
Activity 12	Recertifying a postpartum mother/enrolling her infant (Lexi Lexington) <ul style="list-style-type: none"> ○ Options for postpartum moms ○ Recertifying mom ○ Breastfeeding tracking ○ Coordination of mom/baby appointments
Activity 13	Infant/mom category changes (Sondra Spokane) <ul style="list-style-type: none"> ○ WBN/IBN ○ Change in breastfeeding level
Activity 14	Transfers and Terminations <ul style="list-style-type: none"> ○ In state and out of state transfers ○ Benefit removal with terminations
Activity 15	What's Left <ul style="list-style-type: none"> ○ What can happen over the phone ○ Unusual food packages ○ Entering a complaint ○ End of month issuance ○ WIC Shopper App ○ Where to get help