

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"> ○ Welcome and introductions ○ Overview of WIC
Activity 2	Getting Started <ul style="list-style-type: none"> ○ Log into Citrix ○ TWIST security ○ FamilyNet & TWIST modules
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 ○ First nutrition education contact ○ Food package assignment ○ FSS - Schedule nutrition ed and issue benefits ○ Issuing eWIC cards on the Family Cardholder Screen (self) ○ Shopper education

Day 2

Activity 5	Appointment scheduling – Family Appointment Record and Daily Clinic Schedule <ul style="list-style-type: none"> ○ Appointment types ○ Making individual appointments ○ Making group NE appointments ○ Rescheduling or canceling appointments ○ Appointment requests ○ Printing appointment notices ○ Documenting appointment attendance
Activity 6	New enrollment of a child (Jorge Salem) <ul style="list-style-type: none"> ○ Immunization status ○ Child certification screens ○ Modifying food packages ○ Nutrition education refusal
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
Activity 8	<p>Individual follow-up of a pregnant woman (Sophie Bates)</p> <ul style="list-style-type: none"> ○ Documentation of individual follow-up appointments ○ FSS – Coordinating nutrition education and benefits issuance

Day 3

Activity 9	<p>Recertifying child (Levi Lexington)</p> <ul style="list-style-type: none"> ○ Transaction Types ○ Recertification ○ Special and Med Doc ○ PIN eWIC card ○ Shopping at the store ○ Practice shopper education <p>Modify after spent benefits (Levi Lexington)</p> <ul style="list-style-type: none"> ○ Using eWIC card to search for client ○ Modify spent benefits <p>Formula exchange/formula return 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"> ○ What is the difference? ○ Updating eWIC card
Activity 12	<p>Recertifying a postpartum mother/enrolling her infant (Lexi Lexington)</p> <ul style="list-style-type: none"> ○ Options for postpartum moms ○ Recertifying mom ○ Breastfeeding tracking ○ Coordination of mom/baby appointments
Activity 13	<p>Infant/mom category changes (Sondra Spokane)</p> <ul style="list-style-type: none"> ○ WBN/IBN ○ Change in breastfeeding level
Activity 14	<p>Transfers and Terminations</p> <ul style="list-style-type: none"> ○ In state and out of state transfers ○ Benefit removal with terminations
Activity 15	<p>What's Left</p> <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