

😊 Job Aid: Choosing the Correct Transaction Type for Children due for Recertification

Chapter 3: Client Processes

Section 8: Other Client Processes

Lessons: Re-activate and Re-instate, Transaction Types

When a child comes in for a recertification appointment, you'll need to select a transaction type on the "WIC Intake" screen to start the appointment. The most common choice will be "Recertification," but there are situations where you might need to choose "Reinstate" or "Reactivation" instead.

How to choose the correct transaction type

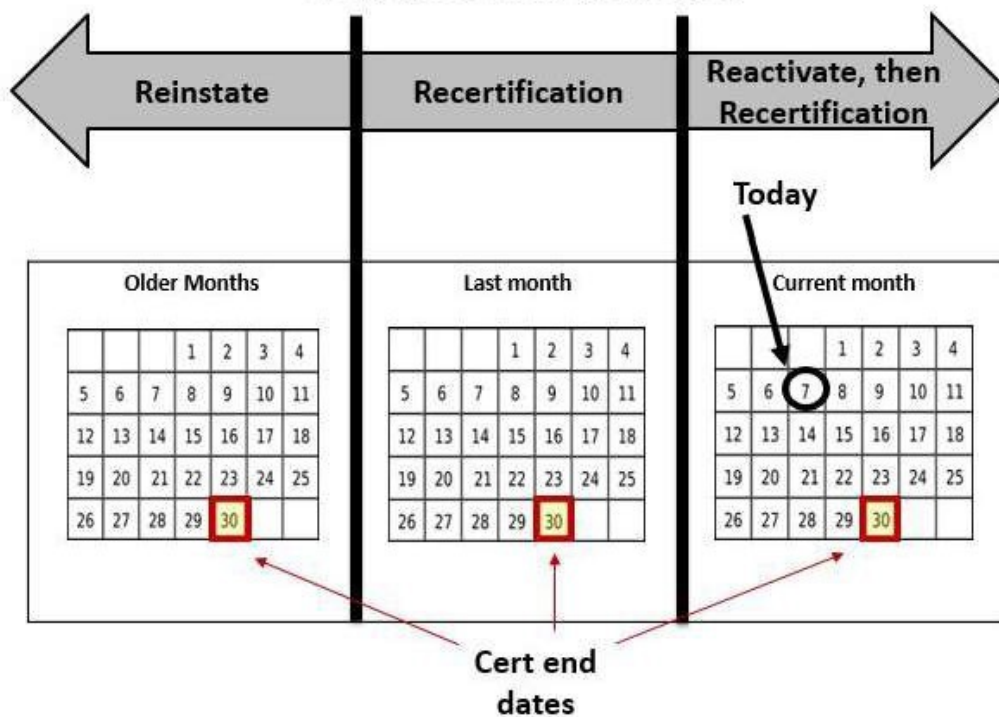
1. Determine the child's status in TWIST.
 - a. Are they active in WIC now?
 - b. What is their certification end date?
2. Is the child ACTIVE status in TWIST now?
 - a. If a child comes in for a recertification appointment and is ACTIVE in WIC now, then choose the transaction type "Recertification."
3. Is the child TERMINATED status in WIC now?
 - a. If a child comes in for a recertification appointment, and their current status in TWIST is terminated, then look at their **certification end date** to determine the correct transaction type.

If the child is terminated and their certification end date is:	Then:
<ul style="list-style-type: none">• today, or the last day of the current month	<ul style="list-style-type: none">▪ Select "Reactivation."▪ Once the record is reactivated, then select "Recertification"
<ul style="list-style-type: none">• the last day of LAST month	<ul style="list-style-type: none">▪ Select "Recertification."
<ul style="list-style-type: none">• the last day of the month, 2 months ago or older	<ul style="list-style-type: none">▪ Select "Reinstate." (instead of Recertification).

Note: If the child is terminated and their certification end date is in a future month, you will reactivate their record to issue benefits, then wait until that future month to complete the recertification.

Transaction Types for Children due for Recertification

Terminated status in WIC now



For more information, see the *Video Job Aid*:

Video: "Which Transaction Type to Use to Recertify a Terminated Child"

<https://youtu.be/HhXiUnIGZCM>