

## **Chapter 3: Client Processes**

### **Section 8: Other Client Processes**

#### **Lesson: Changing WIC ID Numbers - Foster Families, Custody Changes**

##### ***Objectives:***

Upon completion of this lesson, the user will be able to:

- successfully move a participant from an existing family to another family;
- assign a participant a new WIC ID number; and,
- return a participant to their previous family.

##### ***Oregon Policies:***

- ◆ 510 eWIC Cardholder Requirements

##### ***Overview:***

Families change constantly. Children change guardianship on a regular basis. Women may need to leave one household or join another. It is important that we are able to move participants from one household to another as needed. This lesson will cover the methods TWIST provides for moving participants from one household to another and changing participant WIC ID numbers.

While there may be many methods local agencies use to manage changes in guardianship, this lesson will focus on the two most common methods. One way for managing foster children is to make each child their own “family”. This method assigns each foster child in a foster home its own unique WIC ID number. The other popular method of managing foster children is to put all foster children in a foster home into the same “family.” This method uses a single family ID number for all foster children in that home. Each foster child that is moved into that home is assigned the next available participant number for that family ID.

##### ***Instruction:***

##### ***To Give a Participant a New WIC ID Number***

The starting point for this section is:

Client Processes ⇒ Enrollment and Intake ⇒ Enrollment ⇒ Intake

1. **Using the “Open” icon, select and return with the participant you will be giving a new WIC ID number (e.g. moving into foster care.)**

- Because families are linked with each other via the family ID number the first thing that must happen before changing a foster child's address or guardian is to disconnect them from their current family ID.

Figure 1: “WIC Intake” Screen

2. **Set the “Other Family Members on WIC” field to “No”.**  
Change this field to “Yes” then back to “No” to activate the “**Generate WIC ID**” button.
3. **Click “Generate WIC ID” button.**
  - This will generate a new WIC ID number for the participant.
  - The old WIC ID number will show on the “**WIC Intake**” screen below the “**WIC ID**” field and in the “**WIC ID History**” pop-up.
4. **Change the participant’s clinic if necessary and make other changes to the intake screen as needed.**  
Add a note now if desired.

5. **Save.**
6. **Fast path to client demographics.**
7. **Change address, phone, guardian name and guardian type.**

♪ NOTE: Since changing the address of one family member changes the address of other WIC family members, it is important to change the participants WIC ID number before changing addresses to avoid changing the addresses of the original family members.

8. **Save.**
9. **Check the FPA and FSS for correct benefit issuance.**

♪ NOTE: Pregnant women who have an existing record where they were assigned the “child” category in TWIST must be assigned a new WIC ID number in order to assign the “pregnant woman” category.

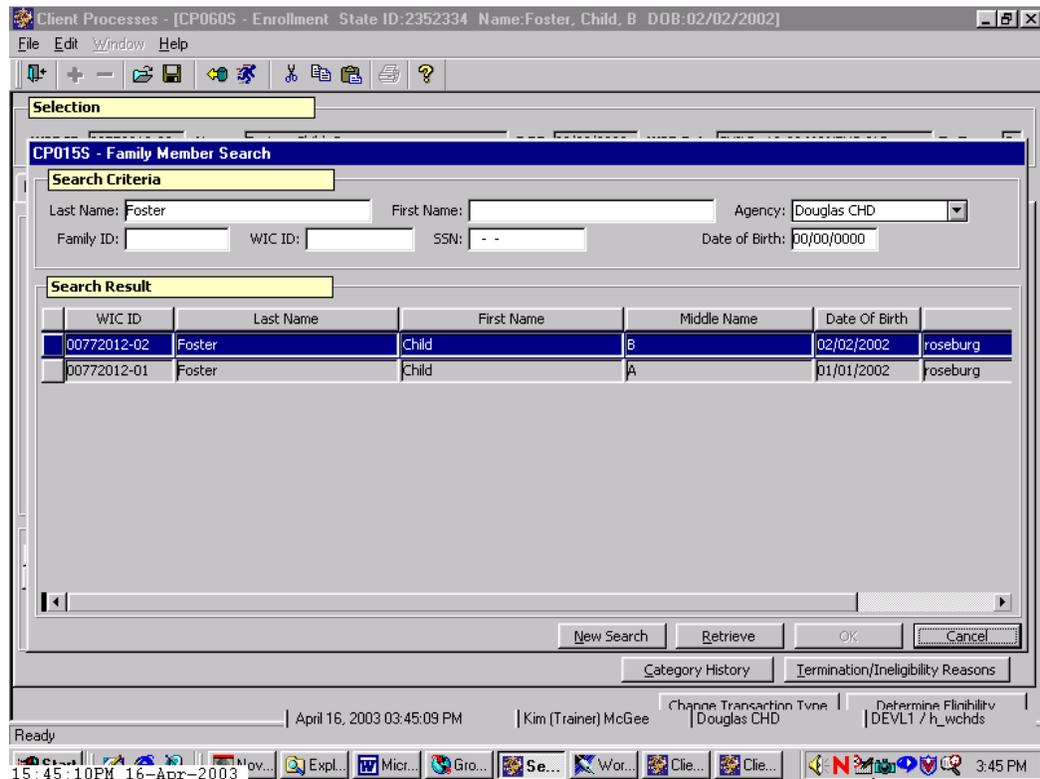
### ***To Add a Child to an Existing Family***

The starting point for this section is:

Client Processes ⇒ Enrollment and Intake ⇒ Enrollment ⇒ Intake

This is the method you would use if you want to put several different children into the same foster family.

1. **Using the “Open” icon select and return with the participant you will be moving into a new family (e.g. foster care.)**
  - Because families are linked with each other via the family ID number the first thing that must happen before changing a foster child’s address or guardian is to disconnect them from their current family ID.
2. **Set the “other family members on WIC” field to “Yes”.**
  - This turns on the “**Search for Family Members**” button.
  - Change this field to “**No**” then back to “**Yes**” to activate the “**Search for Family Members**” button.
3. **Click “Search for Family Members” button.**



**Figure 2: “Family Member Search” Screen**

4. **Search for a member of the existing foster family into which you wish to add participant.**
5. **Highlight the family member and click the “OK” button.**
  - This assigns the participant the same family ID with the next available participant number.
  - The old WIC ID number will show on the “**WIC Intake**” screen below the “**WIC ID**” field and in the “**WIC ID History**” pop-up.
6. **Change the participant’s clinic if necessary and make other changes to the intake screen as needed.**
7. **Save.**
8. **Fast path to client demographics.**
9. **Change address, phone, guardian name and guardian type.**

♪ NOTE: Since changing the address of one family member changes the address of other WIC family members, it is important to change the participants WIC ID number before changing addresses to avoid changing the addresses of the original family members.

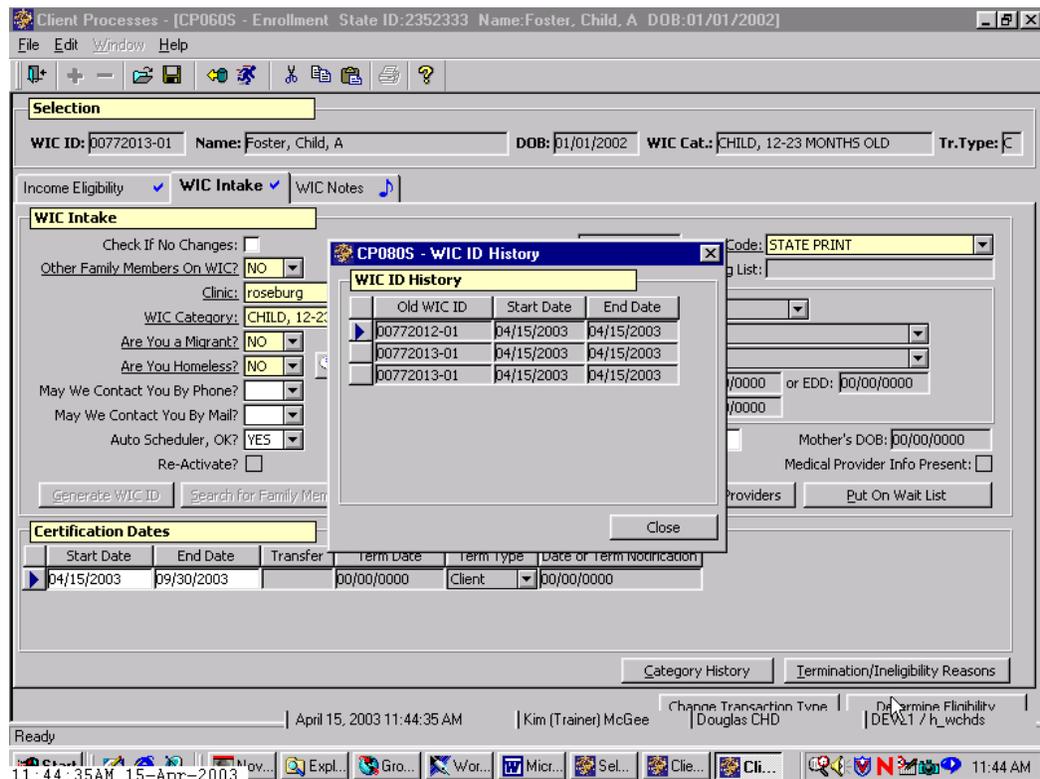
10. **Save.**
11. **Check the FPA and FSS for correct benefits issuance.**

### **Changing a Participant to a Previous WIC ID Number**

The starting point for this section is:

Client Processes ⇒ Enrollment and Intake ⇒ Enrollment ⇒ Intake

1. **Using the “open” icon select and return with the participant you will change to a previous WIC ID number.**
2. **Click on the “WIC ID History” button.**



**Figure 3: “WIC ID History” Pop-Up**

3. **Double click on the old WIC ID number that you wish to change the participant back to.**
4. **Click “Close”.**
5. **Save.**
  - After saving, the WIC ID number on the “**Intake**” Screen will show the number you selected. The “**Old WIC ID**” field will show the previous WIC ID.
  - The “**WIC ID History**” Pop-up will show the start and end dates for the WIC ID number that you just changed.
  - WIC ID numbers can be changed as many times as needed, including back and forth between two numbers and the history is kept for each change.
6. **Check the FPA and FSS for correct benefit issuance.**

#### **Tips and Shortcuts:**

- Before you change WIC ID numbers, find out if the participant has siblings already in foster care as they may already have their own WIC ID numbers and you may wish to connect the siblings WIC ID numbers.

#### **Notes:**