

TWIST Updates for 3/19/2018

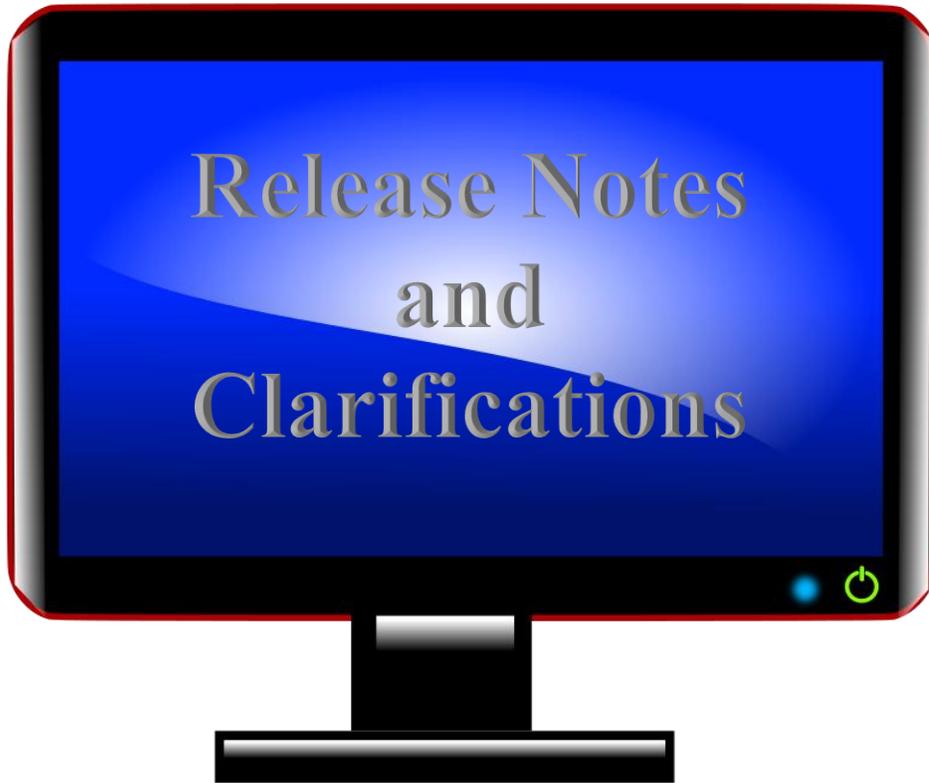


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Clarifications and known issues

Twins checkbox issue

When you check the TWINS checkbox on a pregnant mom's record **after** she already has benefits, TWIST **does not** automatically calculate the increased amounts of foods she should receive. Use the **Modify screen** to increase the amounts of cheese, eggs, fish, and milk for each month of her certification and re-issue her benefits.

Error when modifying a one year old's food package

In some cases, when Module A of the food package has been modified for a 1 year old child, it will forecast whole milk after the child is age 2, when they should be getting lowfat milk. This happens when the amounts of milk, tofu, yogurt or cheese is changed, but no new foods are added to the package. In these cases, simply change the food package to the appropriate lower milkfat template the month they turn 2 and forecast for the remainder of the cert period.



Missing Income Information

In rare situations, TWIST is mistakenly allowing users to complete certification without documenting current eligibility information. This happens when someone completes the intake tab but never goes to the income tab to review or update and save the data. TWIST incorrectly gives a check mark on the income tab using old income data.

Training tip to avoid this problem:

Save the *Income Eligibility* screen,
For **every** participant,
At **every** certification and reinstate,
Every time.



Clarification on information you see on the Income Tab

Because TWIST income processing was changed last year, this reminder about how the *Income Eligibility Date and User* fields are updated may be helpful.

- On the *Income Eligibility* screen, the **income eligibility date and user fields** are updated when the participant's *Income Eligibility* screen is saved during New Enrollment, and after the Recertification or Reinstatement transaction type is selected.
- That **user and date will continue to display** throughout the participant's certification period. This is to show a record of who did the income determination at certification.

- If you view the record mid-cert, and **it shows your user name and the current date**, it means that they have not had income eligibility saved during a certification appointment after 6/18/2017 (Your name will also show during Enrollment, Recertification or Reinstate).
 - Even if you update their income information today, because it is mid-certification, it will continue to display the current user and current date until their next certification appointment.
- If you **update their Income Eligibility screen mid-certification**, the income information on the screen will update and save, but the income eligibility user and date will not change because they show who did the income determination at certification.
- If you **update another family member's Income Eligibility screen**, the new income information will be saved on every family member's *Income Eligibility* screen. The income eligibility user and date will **not** change on each participant's screen because it shows who did the income determination at certification.

New with this TWIST release

Breast Pump Inventory

Several updates were made to accommodate the new Hygeia EnDeare breast pumps.

1. The *Breastfeeding Tracking* screen now has a check to make sure the pump serial number matches the correct brand of pump.
2. The *Family Summary Screen* now displays whether the pump issued is a Lactina or Hygeia.
3. The *Pump Inventory Report* now includes the Hygeia pumps.



Breastfeeding Initiation Report

The *Breastfeeding Initiation Report* is working again! The TWIST report calculates initiation a little bit differently than the WIC annual report, so it is best to use one report over time to check your agency's trends. To get the most accurate BF Initiation data, when you are certifying infants, make sure to select the diet questionnaire that matches the baby's age.

Daily Clinic Schedule

The *Daily Clinic Schedule* uses a new priority for displaying the participant's phone number. If they have more than one phone number, the highest priority number is displayed. The priority list is: Home, Cell, Cell2, Message, Work.



TWIST Reports available to export to Excel

More TWIST reports are now available to export into Excel! Once the reports are saved in Excel, they may be used in many ways to help improve caseload. The reports that now have “Save As” Excel file functionality are:



Appointment Scheduler Reports

- *Group Appointment Sign Up List*
- *Daily Clinic Schedule for Individual Appointments*
- *No Show Client Register*

Client Processes Reports

- *Manual/Automatic Terminations*
- *Client Termination Register*
- *Register of Clients with Eligibility Pending*
- *End Cert Client Register – No Appt*

For more information about how to run, print or export reports, see the [TWIST Training Manual lesson on Using Reports](#).

Farmer’s Market reports

The *Farmer's Market reports* are now showing the correct operating hours on the days the markets are closed.