

Remote 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
Activity 5.5	Entering a complaint into TWIST

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
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	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 11	Infant/mom category changes (Sondra Spokane) <ul style="list-style-type: none">○ WBN/IBN○ Change in breastfeeding level
Activity 12	What's Left <ul style="list-style-type: none">○ What you can do on the phone○ End of month issuance○ Where to get help