**TWIST Release**

Missing Ht/Wt/Hgb Report

The American Rescue Plan Act (ARPA) physical presence waiver allows WIC agencies to provide remote services. This waiver also requires WIC staff to get measurements for height (Ht), weight (Wt), and hemoglobin (Hgb) test results from participants in the WIC program. Sometimes those measurements are not available to share at appointments. Staff must continue to attempt to get these measurements when they are not available at a remote certification or recertification. See the ARPA Waiver Guidance and FAQ for more information.

WIC programmers have created a report in TWIST to help WIC Staff manage the task of tracking missing measurements from WIC participants at remote certifications and recertifications. We recommend agencies run this report at least monthly. This will help with planning staff follow-up with families who are missing Ht, Wt or Hgb data in TWIST.

Topics covered in this job aid:

- How to run the Missing Ht/Wt/HGB Report
- How to read the Missing Ht/Wt/HGB Report
  - Using the Excel version
- Documenting attempts to get missing data
  - Method one: Document attempts in TWIST
  - Method two: Using the Missing Ht/Wt/HGB Report to document attempts to get missing measurements
- Action needed: What to do with data received

How to Run the Missing Ht/Wt/HGB Report
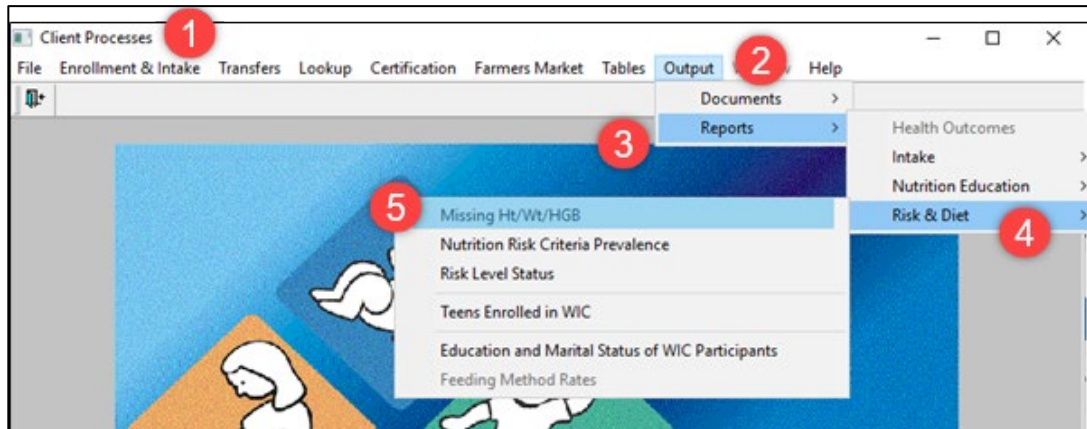
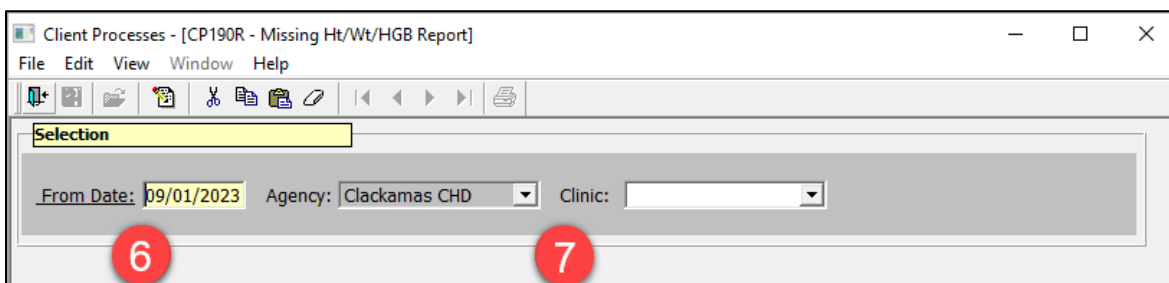The "Missing Ht/Wt/HGB" report is found in Client Processes module.

Select:

1. Client Processes
2. Output
3. Reports
4. Risk & Diet
5. Missing Ht/Wt/HGB

(How to run the Missing Ht/Wt/HGB Report, continued from page 1)

6. Enter desired certification start date
7. Run for the entire agency or select a clinic from the drop-down
   o Use TWIST-generated report or save as Excel Worksheet

How to read the Missing Wt/Ht/HGB Report

There is a lot of information in this report. Here are some important things to remember when reading this report.

- The report lists participants with missing measurements from a certification date on or after the date selected. In the report below, participants are listed who had a certification or re-certification appointment on or after July 1, 2023.
- Infants who are under 12 months old will not have a value for the Hgb Needed column to avoid confusion for younger infants for whom a Hgb is not yet required.
- The headers of each column will help guide you.
- The report can be saved as a PDF file or exported to an Excel Worksheet. See Using the Excel version below

Please note: most columns on the TWIST report have two values as displayed below. Use the headers to determine which row to look at.

A. **Cert Date From:** This is the date from which the report started. In this example, the report shows anyone with missing data and a certification start date on or after July 1, 2023.
B. **Risk Level:** The Risk Level for the participant shows as a number:
   - 1 is a high risk level.
   - 2 is a medium risk level.
   - 3 is a low risk level.
C. **Cert Appt:** The date the certification appointment occurred. This is the date that starts the clock on the 60- or 90-day requirement. This date may be several weeks before the Certification Start date.
   - Example: Nancy's re-certification appointment was September 2, 2023. Her certification begins on October 1, 2023.

D. **Cert Start** and **Cert End**: These are the dates of the participant's certification.

E. **Needed:** This section provides a checkbox for the three types of data needed:

Wt, Ht, and Hgb

- An open box means data is not needed
- An X in the box means data is needed and is within the required date range
- A black square means the data is needed and is outside of the required date range
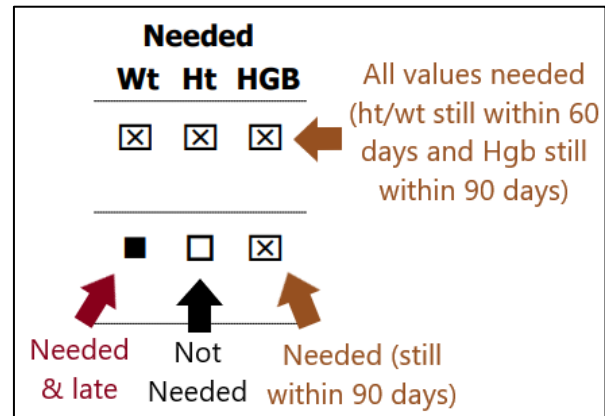
F. **Voice** and **Text**: Phone numbers for calling or texting will display if the participant has agreed to be contacted using voice or text.

G. **Address**: Displays if the participant has agreed to be contacted by mail.

Using the Excel version

The report can be exported and saved as an excel worksheet like other reports created in TWIST. Using a spreadsheet is helpful for sorting and organizing the information.

One difference is how the needed measurements are displayed. A "Y" will display when a measurement is needed. An "N" will display when a measurement is not needed. An "L" will display when a measurement is needed and is late.

H	I	J	K	L	M	N
Cert Appt Date	Cert Start Date	Cert End Date	Wt Needed	Ht Needed	HGB Needed	Next Appt
8/23/2023 0:00	8/22/2023 0:00	1/31/2024 0:00	Y	Y	Y	
7/20/2023 0:00	8/1/2023 0:00	7/31/2024 0:00	L	N	Y	

Documenting attempts to get missing measurements

Develop or revise your local agency plan for attempts to get missing measurements. (ARPA Waiver guidance, p. 13)

There are two methods for documenting attempts to get missing measurements. Identify the process that works best for your agency. The process may include a combination of both.

Method One:
Document attempts in TWIST

Document your attempts to obtain the missing data in TWIST. Follow the process your agency outlines in the plan for getting missing measurements. Two options include using the WIC Notes section on the Enrollment screen or making a note in the Progress Notes.

The WIC Notes section allows all staff to document and view attempts in TWIST. Progress Notes are limited to Certifiers. Use a method that is consistent, easy to track, and works for your clinic flow. Notes should include the method of contact. See example below.
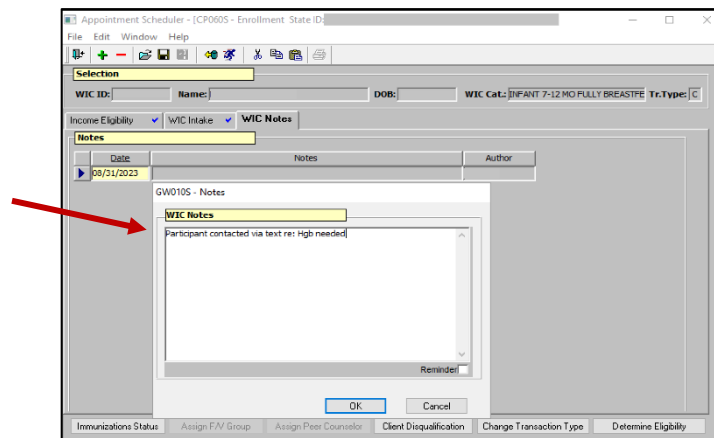
Method Two:
Use the Missing Ht/Wt/HGB report to document attempts to get missing measurements

FNS has approved using the "Missing Ht/Wt/HGB Report" to document the attempts to get missing measurements. It is recommended you run the report monthly to stay current with attempts to get missing measurements. Here are the steps for using the report to document attempts.

- Run the report. Identify the certification dates to focus on for follow-up.
- Document which participants were contacted on the report.
  - You can document on paper or electronically.

- Documentation should include the date and method of the attempt such as text, email, or phone.

During the local agency review, the reviewer will be looking to see that your agency has a plan and is using the plan to document follow-up for missing heights, weights, or hemoglobin. Please include at least one attempt to get missing measurements within the 60-days (or 90-days) and quarterly attempts thereafter.

Action needed
What to do with data received

When data is received for one of the measurements, enter the value in the participant's record in TWIST with the date of measure and the source of the measurement such as, doctor office, electronic health record, or visiting nurse. Once data is entered, the participant will no longer appear on the "Missing Ht/Wt/HGB Report." When entering the measurement, change the "collection date" in TWIST to match the date the measurement was taken.

Once entered, a Certifier or WIC Nutritionist should assess the information to determine if there are additional nutrition risks assigned and adjust the follow-up plan with the participant as needed.