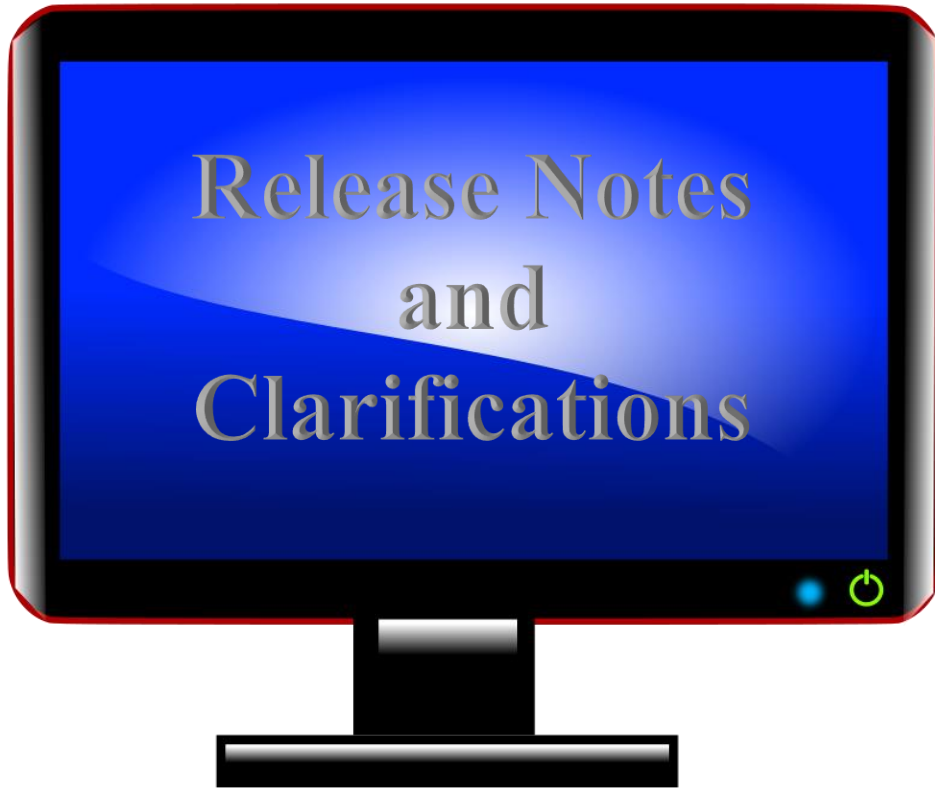# TWIST Updates for 3/18/2019

Table of Contents

New with this TWIST release

Change in the order of foods on the Benefits List

To help with explaining WIC benefits, the order of the foods on the *Benefits List* now matches the order of the new *Food List*.

- Fruits & Vegetables
- Whole Grains
- Lowfat Milk
- Whole Milk
- Soy Beverage
- Goat Milk
- Cheese
- Yogurt
- Tofu
- Eggs
- Peanut Butter
- Beans, dry or canned
- Canned Fish
- Cereal - hot/cold
- Bottled Juices
- Frozen Juices
- Baby Food Fruits and Vegetables
- Baby Food Meat
- Baby Food Cereal
- Formula

You can assign more tofu!

Do you have a participant who would like more tofu instead of milk or soy beverage? More tofu will be available in food packages starting March 18, 2019.

Who can be assigned more tofu?
- More tofu is available in the woman and child packages.
- This is a CPA required change.
- Nutrition assessment is required for assignment.
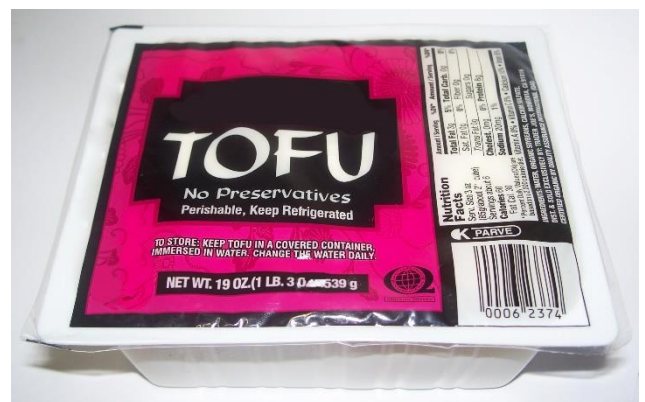
- o The assessment should consider conditions including, but not limited to, milk allergies, lactose intolerance, and vegan diets.
  - o Lactose-free milk plus tofu should be considered before soy beverage plus tofu.
  - o Need for more tofu should be documented in TWIST.
- See Policy 769 – Assigning WIC Food Packages

How much tofu can a participant have?

If needed, all of the milk, yogurt, and cheese can be converted to tofu. (except the 1 extra pound of cheese for some women)

- 1 pound tofu = 1 quart milk or soy beverage
- 1 ctr yogurt = 1 quart milk or soy beverage
- 1 pound cheese = 3 quarts milk or soy beverage

Maximum amount of tofu by category:

16 pounds	22 pounds	24 pounds	36 pounds
C1 C2 WN WBN	WP WB	WE WP Twins WB Twins WBP (BF while Pregnant)	WE Twins

The easiest way to assign more tofu in TWIST:

1) Start with a template already containing tofu.
2) Open the *Modify Pop-up*.
3) Reduce the milk or soy beverage to 0.
4) If the participant wants cheese or yogurt, add those to the package.
5) Ask the participant how much tofu they want per month. Select that amount of tofu (any amount – from 0 to the maximum available).
6) Increase the milk or soy beverage to the maximum still available.
7) Click OK to save.
8) Forecast the package into future months (you can only forecast if you started with a template containing tofu).

Shopping for tofu:

- Some stores may have a small supply of tofu, which means the participant may have to shop frequently to purchase all their tofu.
- If they are having problems buying enough tofu, the CPA can change some tofu back to milk or soy beverage over the phone and reissue their benefits.

Check the forecast!

When a participant with a tofu template is recertified or changes category, check their forecasted food package! Sometimes you will see that the template resets back to the default. You can always **view the modify pop-up** to make sure the future months have the correct amounts of milk, cheese, yogurt and tofu.

TWIST Change – Cheese protection for certain women categories

WE, WP Twins, WB Twins, BF while Pregnant, and WE Twins are the women categories with **more than 1 pound of cheese.** Women in these categories have 1 pound of cheese that **cannot be converted to yogurt, milk, or tofu**. This shows on the modify screen as a minimum quantity of 1 pound of cheese, even when no cheese has been spent.

If a woman wants no cheese, you can choose a 0-cheese template (e.g. MLOYT, SOYT, GLOY). These templates have no cheese, but the 1 pound of extra cheese was removed, not converted to yogurt milk, or tofu. The amounts of milk, yogurt, and tofu can be adjusted in these packages, but you will not be able to add the 3 quarts of milk from the removed extra cheese. Make sure participants understand this before choosing these templates.

Updates to TWIST reports

"Save As" Button

Many screens now have the "Save As" button displayed. This button is to help with exporting more reports to Excel. However, it can only be used for the reports listed below. If you click on it anywhere else, nothing happens.

Now more TWIST reports are exportable to Excel

On some reports you can use the "Save As" button to export the report to Excel. This is useful for sorting the information or to use with other automated program, such as Prevention Pays. When exporting reports from TWIST for the first time, double click on "Computer" to get to your drives and folders to save the Excel file.

These reports are exportable:

Appointment Scheduler Module:
- Autoscheduler – Scheduled, Unable to Schedule & Not Processed
- Daily Clinic Appointment Prep Report
- Daily Clinic Schedule Report
- Group Appointment Sign-Up List
- No Show Client Register

Client Processes Module:
- Automatic/Manual Terminations
- Certified w/out Income Eligibility
- Client Termination Register
- End Cert Client Register - No Appt
- High Risk Participant Appointments
- High Risk Participant Listing
- Participants with No Benefits Issued
- Peer Counseling Offered
- Register of Clients with Eligibility Pending

Food Instruments Module:
- Participants with Med Doc Missing

Operations Management Module:
- 123 Priority Percent of Caseload - 12 Month History
- Certified Caseload - 12 Month History
- Participating Families - 12 Month History
- Modules Completed
- Participants by Income by Category Rpt
- Participating Caseload - 12 Month History
- Participating Families - 12 Month History
- Participation Summary by WIC Category
- Percent of Assigned Caseload - 12 Month History
- Percentage Not Receiving Benefits
- Processing Standards Compliance Report
- Separation of Duties Audit Report
- Transaction Report
- WIC Counts Report by Priority/Category

Vendor Management Module:
- Vendor by Name

Clarification - High-Risk Participant Appointments report

We've had some questions about the relatively new *High-Risk Participant Appointments Report*. It was designed to help make sure high-risk participants are receiving appropriate follow up care by showing the appointments scheduled and completed.

The report first looks for the participants who were *identified* as high risk during that date range, and then displays all of their appointments. In most cases, the date they were identified high risk will be their certification appointment date, but it may also be a later date if they had additional risks added later in their cert.

Because of this, it is most useful to run the report for one month at a time, for a month at least 3 months prior, so you can see what follow-up appointments were completed.

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