CIMS Supplement

WIC Nutrition Program

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If you have a **foster child/infant** applying to your clinic with a new caregiver, you can call the Help Desk to find out if that child is or has been on WIC elsewhere in the state. **What we need to know**: child's full name and date of birth.

AAS Is Going Well!

The transition to issuing checks for Any Washington WIC Approved Store has been very smooth for our pilot sites. We currently have 8 Sites participating in The Any Approved Store Pilot and they love the change.

The State WIC Office is conducting weekly calls to the Pilot Sites and we have gotten lots of positive feedback.

Clinic Staff reports that besides the freedom of shopping at any WIC approved store, clients love having the alternate endorser's name printed on the checks. They no longer have to have checks replaced if the alternate endorser needs to do the shopping.

The Pilot is on schedule and we expect to start the Statewide Rollout of AAS as planned.

You should receive your training CD by the end of the month, and we (Helpdesk) will call you to arrange a day and time for the AAS Install soon.

Washington WIC: Improving the lifelong health and nutrition of women, infants and young children.

Want To Be Proactive?

When the Statewide rollout for Client Services 4.3 (Any Authorized Store) happens in August/ September, your clients will see the **Alternate Endorser** printed on each check. If the alternate is incorrect, you will have to void and replace the checks.

This is a good time to prepare your Demographic screens for this big change. Start asking today if the Alternate name you see on the client file is correct and current. ***Only one name can be entered in this field—no notes or symbols please.***

Best practice is to make a habit of verifying alternate endorser names at each client contact, especially before printing checks.

WORLD BREASTFEEDING WEEK IS AUGUST 1st THROUGH 7th

Transfer-In: The Secret to Success

If things just don't turn out right when you transfer-in your new client, it's possible the data on the transfer card was confusing, especially if it's from out-of-state. In addition, in-state transfer cards do not show the client category which can lead to confusion. Here are the points to notice before you start entering data:

- **Dates of Eligibility**—find these first. Is this client really eligible or do you need to schedule a New Certification (NC)? (If you need to schedule a NC, the measurements from the transfer card can still be added by using Change Cert Info).

- **Date of Birth**—is your transfer-in an infant or a child? If the client was prescreened with the wrong category, you need to zz out the file and start over (ex: zzSmith, Martha). Be sure to keep the client/caregiver name in tact and only add zz's before the last name. Call the Help Desk for assistance.

- **Date Eligibility Begins**—a mom may already have had her new baby. Notice if her transfer card is still for a category PG by looking at her begin of eligibility date and baby's birth date. Do not transfer her in as BF/PP if she still needs an RC; use category PG.

If an Enrolled or Pending Infant file is termed (for instance if the mom no shows and does not reschedule after awhile) Client Services will not allow the file to be used later. You will have to zz-out this file & create a new one. Call the Help Desk for assistance.

Documenting complete certification information for transfer in Presume Eligible (PE) or Enrolled Infant (EN) clients.

Issue: Finishing the Transfer In (TI) wizard for the Presume Eligible (PE) or Enrolled Infant (EN) client will make a client's status Active in the system, even though the client has not completed a certification (CC) contact. If staff only look at the client's status, there's a possibility that the client might continue to receive benefits for a full certification period, without truly being certified. CIMS Client Services does not allow the CC wizard to be used for an Active status client.

Guidance: After using the TI wizard to transfer in the PE or EN client, use the Follow Up (F/U) wizard to enter information to complete the certification (CC).

Note: Often times, staff at the receiving clinic are not aware of the client's PE or EN status until the client arrives for their TI appointment.

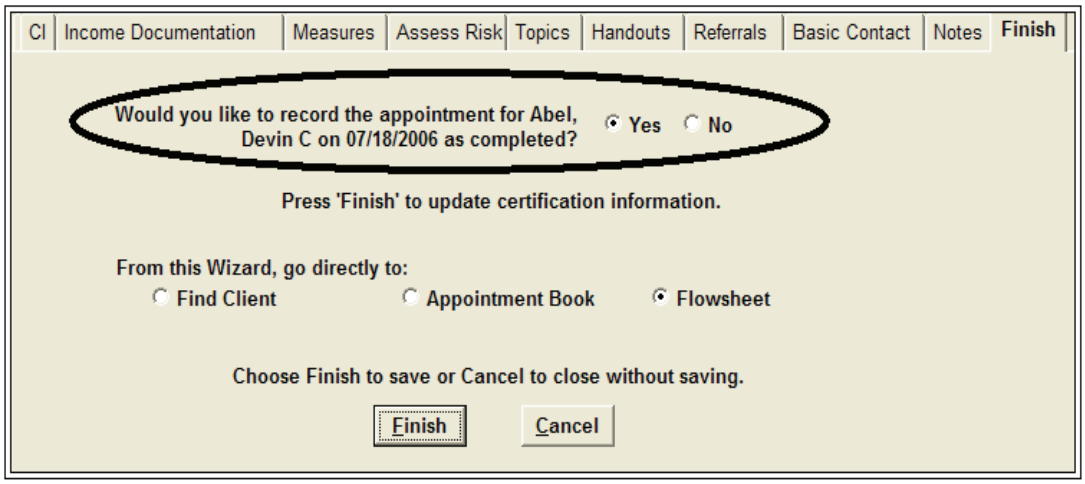
If a certifier is not available at the time the TI wizard is used to transfer in the client, and the next month's appointment should be made for a F/U. Staff should document in the Flowsheet notes that the purpose of the F/U appointment is to collect information to complete the certification (CC) for a PE or EN status client Transfer In.

If a certifier is available at the time, they should use the TI wizard to transfer in the client, then collect information to complete the certification (CC) using the F/U wizard.

Call the Help Desk if you need assistance with Transfer-ins.

Change Cert Info Wizard

If you use the Change Cert Info wizard on the same date a client has an appointment with no outcome, be sure to change the default from Yes to No on the top question on the Finish tab. Otherwise, Client Services will change the appointment on today's schedule to "Complete" even though you have not yet seen your client.



Change Certification Information Finish Tab

To review a client file, use Certification History.

You can also exit the Change Certification Information wizard by using the "X" or cancel without saving.
To prevent accidentally saving changes you don't want, it is best practice to use Certification History if you are only viewing a file.

Exclusively Breastfed Infant

To ensure that the exclusively Breastfed Infant file is linked to the breastfeeding mom's file, here are a few things to remember:

- Make sure mom's client I.D. is entered in the infant's file.
- If mom did not get checks for herself and the baby has not been issued a WIC check, both mom and baby will show up on the No Activity Report, and both will not be counted as participating on the Caseload Management Report
- If an exclusively breastfed infant ever received a formula pkg (partial or full), he will show up on the No Activity Report even if he now receives a I100 Food Package. The baby will also be counted as enrolled, but not participating, on the Caseload Management Report. That's why it sometimes is better practice to give a BF mom a couple of cans of formula from your clinic supply instead of issuing a formula check when appropriate. Especially if you know she only needs formula this month.

Check In/Out Sites Only

When you check out a laptop, you are taking a copy of the clinic's database to your remote site. The work you do during the day is saved to that database, and when you check your laptop back in, all that work is merged back into the main site's database.

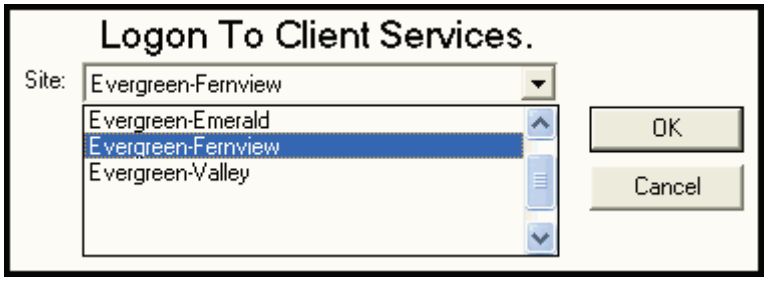
This all works very well as long as you don't do the same work at both places. The following are changes that could be done at both sites and then cause problems when you check your laptop back in:

- Changes to Staff Schedules made at both sites
- Appointments made for the same client at both sites
- Notes or comments recorded for the same client at both sites
- Assigning the same class to a client at both sites

If those things occur and the laptop is checked back in, most duplicate information from a remote site is just lost, and the main site's information is saved. However, assigning the same class to a client at both sites will cause the check in process to fail. You will get an error and have to contact the Help Desk.

Another important check in/out reminder:

When you get to the remote site, make sure you select the correct site on the Client Services login screen.



WIC Nutrition Program

Do you have ideas about what you would like to see in your CIMS Supplement? Please call the Help Desk. We value your input.

West side: 1-888-457-2467
East side: 1-800-942-2484

WIC website:
http:www.doh.wa.gov/cfh/wic

If you have computer equipment requests, please be aware that those requests need to go through your Local Program Consultant (LPC).

Thank You to Sarah for Her Contribution to The Supplement

There is a quote by Justice Brandeis which helps to express what Sara Knight contributed to the CIMS Supplement over the past six years of co-writing the newsletter. The quote is this: "There is no great writing, only great rewriting."

The draft newsletter would be submitted to Sara and she would so graciously accept the task of reviewing and making the document more user friendly. She was like the shadow writer for Margaret Dosland whose heart was all about how the readers (WIC staff) will interpret the written information about the CIMS bugs and the workarounds for those bugs.

Explaining CIMS procedures can easily become more like technical writing but Sara always aimed to make it fun and easy to read. She gave particular focus to the punctuation, spelling and choice of words.

With Sara's knowledge of challenging CIMS issues for WIC staff, Sara was instrumental in providing a variety of articles to the newsletter. Many thanks for her teamwork and contributions to the newsletter over the past six years. Hats off to Sara Knight!

Have You Explored the Second Contact Web Site?

This web site gives parents an opportunity to explore a variety of topics that might interest them, from breastfeeding babies to picky eaters. The messages are positive and encouraging. The articles are of high quality. A Help menu assists clients with either printing a copy of their nutrition education visit or e-mailing a copy directly to your clinic.

Consult with your coordinator about using this resource for your clinic.

www.wichealth.org

On October 17th, 2006 the CIMS Help Desk will be closed.

Come and see us in the Exhibit Room at the

Statewide WIC Conference

on that day.

We will be available via pager.

Call our 800 numbers:

Eastern Washington: 1-800-942-2484

Western Washington: 1-888-457-2467

Tech Tips

In Client Services if you can't see the underlines on your toolbar that tell you what Hot Keys to use (example: F̲ile) you can restore them easily.

First close Client Services. Right click anywhere on your Windows screen to give you the dialog box. Select **Properties**, then **Appearance**, then **Effects**.

Next remove the check mark (√) from the last box "Hide underline letters for keyboard navigation…" Finish by selecting **OK**, then **Apply**, then **OK**.

When you log into Client Services again your underlines on the toolbar should be visible. Call the Help Desk if you need assistance.

'Checks, Stores and More' training materials are now available on the

Information for Clinic Staff page of our website:

http://www.doh.wa.gov/cfh/wic

Are you getting satisfactory service from the WIC CIMS Help Desk?

If you feel like you are not satisfied with our service, please call the Help Desk Supervisor

Bob Smith at

(360) 236-3766