



Training Supplement

Unit 3

**CERTIFY A PREGNANT WOMAN
AND CHILD**

MY NOTES

MY QUESTIONS

3 Things I Saw or Read to Discuss at My Clinic

- 1.

- 2.

- 3.

Other Topics to Bring Back to My Clinic

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To submit a request, please call 1-800-841-1410 (TDD/TYY 711).
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About this Supplement

We created this Training Supplement as a reference to help you organize new topics, computer functions, and information you'll need that's specific to Washington WIC. We'll share tips and tools for continuing the warm and welcoming WIC services you offer to all WIC families in Washington while changing to a new system.

Please note the Computer Based Trainings (CBT) are only used to explore and practice using Cascades. Some scenarios in the CBT don't necessarily reflect state policies and procedures. Also, some content in the CBT and in the Cascades Sandbox may look different once you use Cascades after your clinic's rollout date. For example, some Nutrition Education topics or Goal choices may look different.

We hope we highlighted key areas for you, shed some light on some of the ways your work will be changing, and helped begin conversations with your co-workers as you bring Cascades to your clinics.



Simulation TIPS!

- 1) Be very, very accurate with your cursor when the instructions ask you to click on a certain part of the Cascades page.
- 2) Spell words exactly as you are instructed to type them—watch for extra spaces and spelling.
- 3) If you need to take the simulation again, click on the “Simulation Instructions” in the Table of Contents (right).
- 4) If you want to view specific content again, click on the Slide Title in the Table of Contents (right).







About this Unit

This unit covers the Certification process for WIC participants. Cascades considers certain screens and fields as **system required** for completing a certification. These are marked with stars.

A few important notes:

- You'll notice there aren't stars next to the Diet & Health, Care Plan and Issue Benefits screens to mark them as system required steps.
- Washington WIC **policy** considers these as certification requirements. You'll learn about the Care Plan and Issue Benefits screens in Unit 4.

Terms and Definitions

New System-specific Words or Definitions	
Medicaid	Called ProviderOne in Client Services.
Growth Grids	Called Growth Charts in Client Services.
System-Defined Alert	<ul style="list-style-type: none"> The alerts defined here are located in the Family Alerts quick link. Cascades creates these alerts, for example when a participant is missing proof of residency or a loaned breast pump is due.
State-Defined Alert	<ul style="list-style-type: none"> Washington State WIC staff pre-set these alerts. You'll see different alerts in the training modules and Cascades Sandbox compared to the final version of Cascades you'll use in the clinic after implementation.
Free-Form Alert	<ul style="list-style-type: none"> Clinic staff create these alerts. Examples include reminders to other staff.
 Scrolling Mode  Two Page Mode  Page Mode	Reading Modes Some areas in Cascades offer different views of a page. In the Family Assessment questionnaire section, for example, you can choose the mode that suits your reading style.
	Audit Button Hover over the audit icon in the right upper corner to see who last modified the page and when.



TIP!

To return to the last screen you were on before, click the **Cancel** button at the bottom right of the screen.

The button functions like a "Back" button and won't actually delete any data you've added to the current page.



New Ways to Look at Common Features

INCOME SCREENING CALCULATOR

Use this calculator to quickly **estimate** income eligibility, without entering a new family first.

To use the Income Screening Calculator:

- Click on **Family Services** in the **Menu** header.
- Enter family size.
- Enter reported income, including source, frequency, amount and duration.

Income Screening Calculator

Date Collected 10/31/2018 How many people in your Family? ★ 3

Income Details

Income Source	Income Frequency	Amount	Duration
Employment	Monthly	\$2,500.00	12

Total Monthly Family Income \$2,500.00
Maximum Monthly Income for family of 3 \$3,204.00
Potentially eligible—income total appears to meet guidelines
Disclaimer: Any apparent results are informational only and eligibility remains subject to program review.
Cancel

Important note
The income screening calculator doesn't save information and doesn't assess adjunctive eligibility.

CERTIFICATION SCREENS

When you work your way through the Certification screens, you may notice some features or buttons that aren't familiar. Here's a summary of new terms and features, organized in the order you'd see them moving through the Certification Quick Links.

Family Demographics Screen

- Cell Phone Carrier.....
- If you choose "Text" as the **Preferred Method of Contact**, you have to enter a cell number and the carrier company name. Cascades appointment reminder texting functionality requires the carrier name.
- Confidentiality.....
- Mark this box if the participant doesn't want to receive email, text or phone appointment notifications from WIC.
- Proxy.....
- Proxies can only receive and purchase WIC food benefits.
 - Proxies can't bring the participant in for certification appointments or nutrition education.
 - Staff can activate or inactivate proxies once per day only.

Income Information Screen

- Adjunctive Eligibility....
- All adjunctive eligibility rules are built-in to the system.
 - Cascades will have a ProviderOne search function!
- Income Details.....
- Staff enter the income details when doing an income-based eligibility assessment (no adjunctive eligibility).
- Income Averaging.....
- Cascades doesn't have a separate screen for income averaging.
 - Enter all the household income from the past year in the **Income Details** section when income averaging.
- Foster Child Income....
- Cascades keeps income for a foster child separate and doesn't count it toward the family income.
 - You can still view foster child income information within the family record.
- Zero Income.....
- Document zero income by selecting a **Zero Income Declaration Reason**.



TIP!

To keep slider boxes expanded for a while, click to highlight any item in the box. Double-click an item to move it into the other box.

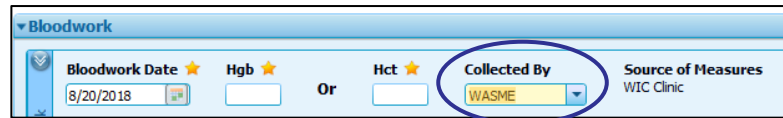


Health Information Screen

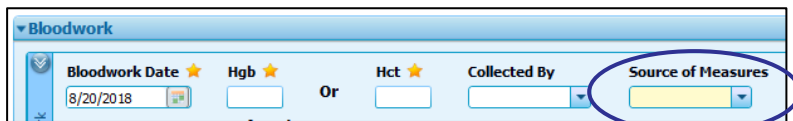
- Best Practice.....
- It's best practice to enter health information for infants and children under 2 years first, followed by any adult.
 - Information for the infant or young child affects information that displays for the adult.
- Height and Weight.....
- Cascades asks you to enter birth measurements for infants and children on the **Health Information** screen. However, measurements for adults and on-going measurements for infants and children are entered on the Anthro/Lab screen (next screen).
- Immunization Status...
- Infants and children have an **Immunization Status** button at the bottom left of the screen. Click the button to get to a screen that asks for the status.
 - If the immunization status is "Not Up-to-Date," Cascades automatically moves to the referral screen to let you make a referral.
- Pregnancy Fields.....
- The Pre-pregnancy BMI field on the Health Information screen is empty until you enter height information on the Anthro/Lab screen. The BMI field then automatically populates with the BMI value.
 - The **Last Menstrual Period** field and **Expected Delivery Date** field are linked. You only need to fill out one of them, and the other will automatically fill.
 - Pregnancy History: Pregnant adults have a Pregnancy History screen. Enter it by clicking on the **Pregnancy History** button next to the **Save** button at the lower right.
 - Use this screen to enter prior pregnancies. We recommend entering pregnancies from at least the past two years.
 - You can't change Pregnancy History records, but you can delete them.

Anthro/Lab Screen

- Bloodwork.....
 - For Infants younger than 6 months only: If you don't click the cursor into these fields, you can save and move to the next screen without entering Hgb or Hct data.
- Collected By.....
 - When staff collect the bloodwork value, their name is listed in the **Collected By** field.
 - Sometimes bloodwork data isn't collected in the WIC clinic but at a different location, like a doctor's office. To document bloodwork data collected at a different location, do this:
 1. Highlight the name in the **Collected By** field and press "Delete" on your keyboard.



2. A new drop-down menu will appear under **Source of Measures**. Choose the correct location.



- Prenatal Grids.....
 - There are no prenatal grids for pregnancies with multiples. (See policy section below.)
- Daily Measurements...
 - Cascades only accepts one measurement per day.
 - You'll receive an error message if you try to enter more than one of the same type of measurements for the same person per calendar day.

Eco-Social Assessment Screen

- Family Section.....
 - **This screen isn't required.** If you enter the cursor into a field, you'll have to enter information in all starred fields.
 - Family Eco-Social information displays on this screen, but isn't editable here because it's entered on the **Family Assessment** and **Family Demographics** screens.
- Infant.....
 - To avoid having to enter information about physical activity and TV viewing for infants, use the **Assigned Risk Factors** screen (next screen) to select appropriate risks. For example, the Infant of WIC Eligible Mom risk.

Assigned Risk Factors

- Risk Factors.....
- Cascades automatically assigns risk factors based on data entered in previous screens.
 - System-assigned risk factors are marked with the word “System” in the **Assigned By** column. Staff can’t remove these risks.
 - Staff can add additional risk factors manually. If staff assign the risk, the risk can be removed.

Certification Signature and Certification Summary

- Saving Information.....
- Be sure to double-check your entries for the following Cascades fields before completing the certification:
 - Date of Birth (DOB)
 - WIC Category
 - Height, weight, Hct, or Hgb measurements
 - Assigned Risk
 - Once you click on **Certify** on the Certification Summary screen, you can’t delete any data you created previously.
 - Cascades doesn’t have a **Change Cert Info** feature.



TIP!

The box that shows scanned documents can only display one page at a time. If you have more than one page, only the last scanned page will show.



Policy Topics

Link: [Cascades Policies and Procedures Manual](#)

SYSTEM-REQUIRED SCREENS AND FIELDS

- The training refers to required screens. These are “system required” and may not reflect all the screens and fields required by policy.
- Check the Cascades policy chapter related to the topic to see what information Washington WIC requires.

VOTER REGISTRATION

- Staff must let participants, parent guardians and caretakers know they can register to vote and update **Voter Registration** status at the following times:
 - Initial and subsequent certifications
 - When the address changes
 - When the person’s name changes
- Document **Voter Registration** status for the adult in the family, not the infant or child participant.

Reference: Cascades Volume 1, Chapter 18 – Certification

INCOME

Adjunctive Eligibility Assessment:

- Staff document and verify adjunctive eligibility then enter the family’s self-reported income from the past 30 days in the **Self Declared Income** field.
- Cascades is programmed to follow adjunctive eligibility policy as follows:

Medicaid Title 19	<ul style="list-style-type: none"> • Individual is income eligible • Family is income eligible if the person is an infant or pregnant participant
State or Federal non-Title 19	<ul style="list-style-type: none"> • Individual is income eligible
SNAP	<ul style="list-style-type: none"> • Individual is income eligible <p>Note: This is a change from current policy and what was shared in the CBT.</p>
TANF	<ul style="list-style-type: none"> • Family is income eligible
FDPIR	<ul style="list-style-type: none"> • Family is income eligible
Adjunctive eligible household member not on WIC	<ul style="list-style-type: none"> • Family is income eligible <p>Example: A household has a pregnant teen on Medicaid who doesn’t want to be on WIC. She makes her 2 year old sibling adjunctively eligible.</p>

Income-based Assessment:

- When a family or individual doesn't have adjunctive eligibility, staff enter the income **Source, Proof, Frequency, Amount** and **Duration** in the **Income Details** section.

Reference: Cascades Volume 1, Chapter 6 – Income

MULTIPLE PRENATAL GRIDS

- Cascades doesn't have multiples prenatal grids. Check the policy chapter for guidance when working with participants who are pregnant with multiples.

Reference: Cascades Volume 1, Chapter 9 - Anthropometrics

BLOODWORK – EXEMPT AND DEFERRED

- Staff must either perform the hemoglobin or hematocrit or document the value from the health care provider.
- Document when the participant is exempt from having a bloodwork value.
 - **Exempt Reasons** include medical conditions, religious beliefs and refusal to have a blood test.
 - The person receives food benefits on a normal basis.
- Document when the bloodwork is deferred or postponed.
 - **Deferred Reasons** include: will bring from medical provider, illness, couldn't get a value, participant not present and equipment failure.
 - The person receives monthly food benefits until staff obtain the value.

Reference: Cascades Volume 1, Chapter 10 – Hematology

CERTIFICATION SIGNATURE AND RELEASE OF INFORMATION

- Adult participants, parent guardians, and caretakers can sign electronically for the Rights and Responsibilities and "No Proof" forms (Affidavits) on the **Certification Signature** screen.
- Adult participants, parent guardians, and caretakers (with approval from the participant or parent guardian) can sign electronically for the Release of Information.
- Proxies can't sign any of these documents. A proxy can only receive and redeem WIC food benefits.

Reference: Cascades Volume 1, Chapter 25 – Legal Considerations and Confidentiality

WIC Connects Skill

A CLOSER LOOK AT THE DIETARY AND HEALTH SCREEN

A meaningful nutrition assessment is more than asking participants a list of questions and documenting their answers. We can use WIC Connects skills, like open ended questions and reflections, to draw out details and get a better picture of participants' lives. Sometimes computer systems help us have these participant centered conversations, and sometimes they don't. In the Cascades Dietary and Health screen, you'll see a good example of this.

Dietary Assessment: "Participant's Inappropriate Nutrition Practices"

- Use caution with this part of the screen. We'd never want to tell a WIC participant that their nutrition practices are inappropriate. This is likely to evoke a defensive response, and not feel very respectful.
- These are labeled "inappropriate" because of the federal risk factor titles and these practices don't meet categorical dietary recommendations.
- Check the boxes for the practices you identified after your assessment, and avoid calling them "inappropriate" out loud.

Dietary Assessment: "Please Answer the Following Questions"

- These are open-ended questions that may elicit a detailed response from a participant.
- They can often help you identify multiple risk factors, and guide your nutrition education topic offerings.
- You can take notes in the boxes below the questions. It's not required to add responses. However, it may help to have notes for follow-up and further discussion when offering nutrition education.

People feel respected and valued when we approach appointments with a spirit of curiosity, empathy, and non-judgement. WIC Connects skills like open ended questions help us practice this spirit.