

Cascades Software and Policy Training for Local WIC Staff

| CASCADES TRAINING and POLICY | LOCATION OF TRAINING, MATERIALS or INFORMATION | | | | |
|--|--|---|---|-------------|--------------------|
| | Learning Management System (LMS) | Washington State WIC Web Site | Email to WIC Coordinators (coordinated with clinic rollout) | Share Point | Fulfillment Center |
| TRAINING | | | | | |
| <p>Computer Based Training (CBT) – <i>Required training</i> Computer Based Training demonstrates how the Cascades software functions.</p> <p>DOH STATE WIC CBT (prefix)</p> <ul style="list-style-type: none"> • Unit 1A, 1B, & 1C: Getting Started with Cascades • Unit 2A & 2B: Adding Families and Scheduling Appointments • Unit 3A: Certifying a Pregnant Woman and Child • Unit 3B, 3C, & 3D: Adding Families and Scheduling Appointments • Unit 4A, 4B, & 4C: Manage Care Plan and Issue Benefits • Unit 5A & 5B: Subsequent Certification of Breastfeeding Woman and Infant • Unit 6A, 6B, & 6C: Manage a Care Plan • Unit 7A & 7B: Add a Foster Child • Unit 8A & 8B: Manage a Care Plan and Issue Benefits for a Foster Child | X | | | | |

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| <p>Cascades Training Supplements (CTS) Cascades Training Supplements developed by Washington WIC to help staff transition from Client Services to Cascades.</p> <ul style="list-style-type: none"> • Unit 1 Getting Started • Unit 2 Add a New Family and Schedule Appointments • Unit 3 Certify a Pregnant Woman and Child • Unit 4 Manage Care Plan and Issue Benefits • Unit 5 Subsequent Certification of Breastfeeding Woman and Infant • Unit 6 Manage Care Plan for a Woman and Child • Unit 7 & 8 Foster Families and Children & Manage Care Plan and Issue Benefits to a Foster Child | <u>X</u> | <u>X</u> | | | X |
| <p>Test SAW Instructions to link to the Cascades Sandbox Staff create a Secure Access Washington (SAW) account to access the Cascades Sandbox where they can practice using the Cascades software.</p> | | | X | | |
| <p>Cascades Self Study Workbook Use the Cascades workbook as a guide to practice using the Cascades software for WIC scenarios.</p> | | <u>X</u> | X | | X |
| <p>SAW Instructions to link to Cascades Staff create a separate SAW account to access the Cascades software used to serve participants. This isn't the practice sandbox.</p> | | | X | | |

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| <p>Cascades Registration for Basic Training – <i>Required Training</i> Staff receive information about the date and location of their Instructor Led Training (ILT) so they can register to attend.</p> <ul style="list-style-type: none"> • DOH STATE WIC Cascades Basic Training for Champions • DOH STATE WIC Cascades Basic Training Clinic Staff (not Champions) | X | | X | | |
| <p>Cascades Registration for Champions Training – <i>Required Training for Champions</i> Champions are named by the clinic coordinator to provide support at the clinic. Champions receive additional training on Cascades.</p> <ul style="list-style-type: none"> • DOH STATE WIC Cascades Champions Training | X | | X | | |
| Training locations and hotels | | | X | X | |
| POLICY | | | | | |
| <p>Cascades Policy & Procedures and Staff Tools Washington WIC policies and procedures were revised to align with Cascades terminology and practices. Staff tools were developed to assist staff in following policy.</p> | | X | | | |
| <p>Cascades Transition Guidance Transition Guidance provides direction for temporary issues and challenges as a clinic transitions from Client Services and Cascades.</p> | | X | | | |

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| <ul style="list-style-type: none"> • Certifying Infants and Women after Delivery in Cascades • Income Assessment • Medical Documentation • Potential Duplicate Participants • Replacing Checks and WIC Cards <ul style="list-style-type: none"> ○ Table: When to Replace Checks and WIC Cards • Transfers between Client Services and Cascades Clinics | | | | | |
| <p>Cascades Policy Training – Required training Cascades policy training modules highlight policy changes for staff using Cascades.</p> <ul style="list-style-type: none"> • DOH State WIC Cascades The Care Plan: Module 1 • DOH State WIC Cascades Care Plan: Module 2 • DOH State WIC Cascades Certification Policy Training – Part 1 • DOH STATE WIC Cascades Certification Policy Training –Part 2 (coming in May) • DOH STATE WIC Cascades Income Assessment Policy Training • DOH STATE WIC Participant Centered Goal Setting | <u>X</u> | <u>X</u> | | | |

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| TOOLS AND RESOURCES | | | | | |
| <p>Cascades Monthly Webinars - recorded State WIC staff conduct monthly webinars for coordinators on Cascades-related topics.</p> <ul style="list-style-type: none"> • DOH STATE WIC Cascades Webinar: Cascades SharePoint for Local Agencies November 14, 2018 <ul style="list-style-type: none"> ○ Introduce WIC coordinators to the Local Agency SharePoint site and countdown task list ○ How to create a SAW account ○ Navigate the Local Agency SharePoint site • DOH STATE WIC Cascades Webinar: December 12, 2018 <ul style="list-style-type: none"> ○ Computer-based training ○ WIC Shopper App ○ SharePoint ○ Numbers-based Scheduling • DOH STATE WIC Cascades Webinar: January 9, 2019 <ul style="list-style-type: none"> ○ Cascades clinic family workflow dashboard • DOH STATE WIC Cascades Webinar: February 2019 <ul style="list-style-type: none"> ○ GIS map ○ The unveiling of the Cascades web pages ○ Q&A on the dashboard and scheduling • DOH STATE WIC Cascades Webinar: March 2019 <ul style="list-style-type: none"> ○ Updates on the WIC Shopper App ○ Planning for Cascades training | <u>X</u> | | | | |

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| Staff Tools Staff Tools provide information and guidance to help staff follow policy. | | X Scroll to the bottom of the page | | | |
| Cascades Software Steps Cascades Steps are step-by-step instructions, with visuals, to assist staff in completing key functions in Cascades. | | X Scroll to the bottom of the page | | | |



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 To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)

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