

In this FAQ you can find tips sorted by topics. We'll mark new or updated tips with a small flag, so you can easily spot additions to this document.

Topic Shortcuts:

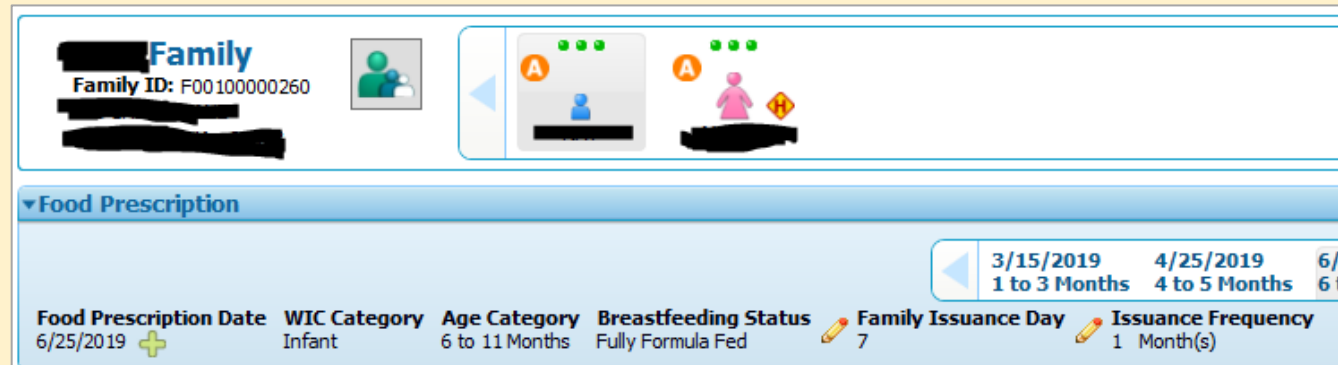
- [Sensitive Issues](#) **NEW TIP**
- [Breastfeeding and BFPC](#)
- [Certification and Eligibility](#) **NEW TIP**
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Sensitive Issues

Blot out identifying data before sharing screen images

When taking a screen image, be sure to blot out all identifying data for participants before sharing the image with others.

- After you take a screen image using the Snipping Tool app, select the **black pen** icon.
- In the drop-down list select **Customize**.
- For Thickness, choose **Thick point pen**, then select **Ok**.
- Cover up all identifying participant data.



Gender was documented incorrectly

Sometimes a participant mistakenly gets certified with an incorrect gender, or the participant migrates from CIMS to Cascades with an incorrect gender.

To fix this in Cascades, follow these steps:

1. Copy the information from the participant record with the incorrect gender into a new, duplicate record.
 - Mark the correct gender in the new, duplicate record.
2. Add a **Family Alert** for staff to use the participant record with the correct gender for future appointments.
3. Once the participant is certified and all the benefits issued have been used, call Cascades Support and notify them of the duplicate records.
4. State staff will link the two participants' records and terminate the incorrect one. The record with the correct gender will be the only record that shows.

Miscarriage prompts an Infant tab

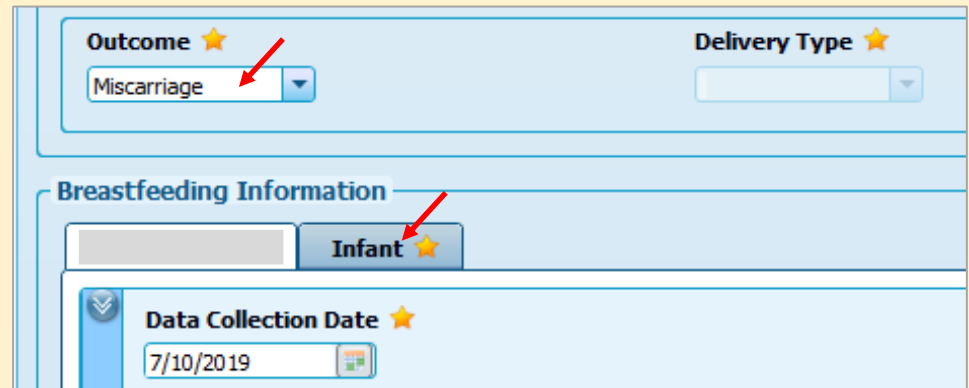
When you sub-certify a participant who has experienced a miscarriage, the **Health Information** screen of the Non-BF PP participant will automatically add a tab with the name "Infant" to the **Breastfeeding Information** section. **Please be very careful not to point this out to participants.**

What to do with the generic Infant tab?

1. You don't have to fill anything out in this Infant tab, even though it has a star.
2. The tab will remain on the record for up to two years. Please continue to ignore it.
3. Any additional miscarriages you record will add more generic Infant tabs to the record.

We'll be requesting a change to Cascades to remove this tab in the future.

For now, please share with all clinic staff who access the **Health Information** screen to discretely ignore this tab when they interact with the participant.



The screenshot shows a software interface with several sections. At the top, there are two dropdown menus: 'Outcome' with a star icon and 'Delivery Type' with a star icon. The 'Outcome' dropdown is currently set to 'Miscarriage', and a red arrow points to it. Below this is the 'Breastfeeding Information' section, which contains a tab labeled 'Infant' with a star icon. A red arrow points to this 'Infant' tab. At the bottom of the screenshot, there is a 'Data Collection Date' field with a star icon, showing the date '7/10/2019'.

NEW TIP!

Documenting Gender Identity

We acknowledge that Cascades doesn't allow for gender selection other than male or female and can't be left unmarked. We've identified this on our list to change in Cascades.

In the meantime, please follow this guidance:

- Address adult participants, who identify as other than female, by their preference.
- Address parent guardians, caretakers, and child participants who identify other than male or female, by their preference.
- Create a **Family Alert** to let fellow clinic staff know about the participant's preferred pronoun use. For more information on preferred pronoun use, please see [Tips for Talking with Transgender Persons](#).
- For child participants who identify as non-binary, transgender, or genderqueer, select the radio button for the child's sex assigned at birth. This will help to produce a more accurate growth grid.
- Currently, "Female" is automatically assigned to all pregnant, breastfeeding, and non-breastfeeding participants.

We hope to provide gender identity choices that are more inclusive of our community's gender identity spectrum soon. Please see [Cascades policy chapter 3](#), page 14 for more guidance.

Use a Family Alert to share with clinic staff that a participant has experienced a miscarriage

This tip came from Susan at KCR - Pt. Orchard. Thank you Susan!

When a participant in your clinic reports a miscarriage, it is helpful to share this sensitive information with other clinic staff for future interactions. One easy way to share is to use **Family Alerts**.

Benefits of Adding Miscarriage Information to Family Alerts:

4. Any clinic staff opening the participant's record will see it right away at the beginning of an appointment.
5. You can keep the alert instead of deleting it, so other clinic staff can see the alert in future months to come.

Breastfeeding and BFPC

Complete a breastfeeding review anytime a participant requests formula

Please remember that anytime a participant requests formula, a staff trained in breastfeeding support needs to complete a breastfeeding review. If participants states they are no longer breastfeeding, then a Breastfeeding Review is not required.

To guide you, use CIMS policy for Breastfeeding Review (pages 12-16) in [Policy Volume 1, Chapter 15 - Breastfeeding](#).

Follow these steps:

1. **Develop rapport and ask open-ended questions** such as, “Tell me more about why your infant needs formula.” **Reflect** and **affirm** the participant’s choice to breastfeed.
2. **Explore** participant’s breastfeeding goals and **offer support**.
3. **If formula is needed:**
 - **Ask**, “How much formula are you giving your infant each day?”
 - **Record how much formula** is needed in the **Breastfeeding Information** container:
 - BFPCs record in the BFPC’s **Care Plan** screen.
 - CPAs record in the infant’s **Health Information** screen.
4. **CPA reviews and prescribes** the minimum number of formula ounces needed to support ongoing breastfeeding.

Use the [Review the staff tool: Breastfeeding Infant and Participant; Food Package First Month of Life](#) tool as guidance.

- **1st month** - WIC only allows one can of formula max for breastfeeding pairs.
 - **2nd month and beyond** – review the table on page 2 of the above tool.
5. CPA **issues** the prescribed food benefits.
 6. **Record** the breastfeeding review in the **Nutrition Assessment** container of the **Care Plan Summary** quick link.

Steps:

1. Title the Nutrition Assessment entry: Breastfeeding Review or BFR.
 - Peer counselors, not working as a CPA, title it BFR-PC or Breastfeeding Review-PC.
3. Include the date the Breastfeeding Review was done in the title of the assessment if it wasn’t done the same day it was entered.
4. Document the problem or concern.
5. Include information about what was discussed, type of help offered, and what referrals were made.
6. Note if formula was or wasn’t issued and why.

7. Include any other important information.
8. Save.

Note: Training coming soon for WIC Staff and BFPC to document BF review in the BFPC-Care plan and Family Nutrition Assessment in Cascades.

Certification and Eligibility

Date of birth for all adults

Staff must enter a date of birth for all adults listed in Cascades – includes Parent Guardian 1 and 2, Caretakers and Proxies.

You don't need to enter ID for adults who **aren't** WIC participants.

Document income for participants who are income eligible based on adjunct program participation

Staff are required to enter the family's income from past 30 days into the Self-Declared Income field.

We're **not** using the **Self Declared Income Range** dropdown because the ranges are so broad it doesn't give us good data.
Instead, use the **Self Declared Income** field.

The screenshot shows the 'Family Income' section of the Cascades system. It includes a 'Family Size' field with a green checkmark and 'Family Eligible' status. Below is a table for 'Family - Adjunct Participation' with columns for Medicaid Title 19, State or Federal non-Title 19, and SNAP. The first row, for 'TONY ZEBRA', has a green checkmark in the first column, empty checkboxes in the second and third, and a checked box with a 'V' icon in the fourth. At the bottom, there are two input options: 'Self Declared Income' (a text box circled in red) and 'Self Declared Income Range' (a dropdown menu crossed out with a red X).

How to complete a certification for a Presume Eligible (PE) Participant

Update: Select the link to the Cascades Steps sheet for [Complete Assessment for a Presumed Eligible \(PE\) Participant](#) on our website.

<p>Ineligible letters</p>	<ol style="list-style-type: none"> 1. Cascades has Ineligible letters for participants who are in an applicant status and found ineligible at an initial certification or a subsequent certification. <ul style="list-style-type: none"> • If the person isn't income eligible, print the Ineligible letter from the Income Information screen. • The button to print appears in the lower right hand corner of the screen when the person isn't income eligible. 2. When staff select "Apply" on the Subsequent Certification Quick Link, Cascades considers the person an applicant. There isn't a way to print Ineligible letters for participants who are currently certified. <ul style="list-style-type: none"> • In these situations, complete a pre-printed Ineligible letter in the appropriate language, scan into the participant's file, and give the original to the participant. • You can print the letters from the WIC website. <p>Notes:</p> <ul style="list-style-type: none"> • Ineligible letters aren't printing correctly, we're working on this. Please use pre-printed letters until it's fixed. • The Cascades version of the Ineligible Letters are coming soon to the Fulfillment Center and the WIC website. Please continue to use the Client Services version for now. It is called the "Not Eligible" termination letter on the website and Fulfillment Center.
<p>Migrated PE pre-pregnancy weight of 150 pounds</p>	<p>Cascades requires a PE participant to have a pre-pregnancy weight. CIMS didn't require this information. A migrated PE women receives the value of 150 lbs. pre-pregnancy weight.</p> <p>If this impacts the woman's risk criteria, terminate the PE and complete a Subsequent Certification.</p> <p>See the Transition Guidance – Migrated Presumed Eligible Participants with Default Pre-Pregnant Weight for more information.</p>
<p>Subsequent Certification</p>	<p>You have to go down to the Subsequent Certification Quick Link (in the menu tree on the left side of the screen) and then select "Apply" for anyone needing a subsequent certification.</p> <p>Only then will you see the required screen stars for the certification.</p>
<p>Temporary certification with Not Provided proofs</p>	<p>You can certify participants with "Not Provided" proofs. However, if the proofs aren't provided within 30 days, the participant is terminated.</p>

NEW TIP!

	<p>To check if there are missing proofs:</p> <ul style="list-style-type: none"> • Hover over the participant icon in the carousel. It will look like the participant has a full certification. • Go to Issue Food Instruments in Quick Links. The Certification End Date column will show the temporary end date of 30 days after the participant was certified. <p>You won't be able to issue food benefits beyond the temporary end date until you've recorded the participant's proof of income.</p> <p>If the participant is terminated after the 30 days:</p> <ul style="list-style-type: none"> • Go to the Certification Summary screen and Reinstate the terminated participant. • Select "Other" for the Reinstate Reason. • Document the missing proof and save. • You will be able to issue additional food benefits.
<p>Terminating participants</p>	<p>Cascades ends all current and future benefits when participants are terminated. Staff need to consider each situation to determine when to terminate the participant.</p> <p>See these examples:</p> <ol style="list-style-type: none"> 1. Child is 4 years, 9 months old and staff issue the last 3 months of food benefits prior to the child turning 5 years old. <ol style="list-style-type: none"> a. Issue a WIC Card if the family hasn't received one yet. b. Issue 3 months of food benefits for the child c. Provide a pre-printed Ineligible Letter and select the reason "Your child is five years old. WIC rules only allow us to serve children up to age 5." d. Scan Ineligible Letter into Cascades on Income Information screen. e. Don't terminate child's file, leave in Active status. f. The child's file will automatically expire in Cascades on the child's fifth birthday. <p>See Cascades Staff Tool: Issuing Benefits in the Month of the 1st and 5th Birthday for more guidance.</p> 2. Caregiver has two children on WIC. When she comes for a nutrition education appointment, she reports she just got a new job. Staff re-assess household income with added income from the new job and determine the family is over income, even after income averaging. <ol style="list-style-type: none"> a. Issue one month of food benefits for each child. b. Provide a pre-printed Ineligible Letter and select "Your income is more than the amount allowed by Federal rules."

- c. Scan Ineligible Letter into Cascades from **Income Information** screen.
- d. Don't terminate files, leave in Active status.**
- e. Document on the **Income Information** screen sticky note: Not terminated so family can use benefits.

Track the participants' names and ID numbers; terminate on the last day of the following month and document the appropriate reason.

Food Benefits Issuance

Signing for a participant

When you need to sign for food benefits for a participant, please follow these steps:

1. Review "Issue Food Benefits without Physical Presence" policy, [Volume 1, Chapter 22](#).
2. Issue food benefits on the **Issue Food Instruments** screen.
3. On the **Food Benefits Issuance Signature Confirmation** popup, select the bottom radio button for the Staff signature and sign.
4. Select **Save**. The Save button enables when there's a signature to save.

NOTE:

If you see the **Save Fake** button, something is wrong with the connection. It means Cascades doesn't recognize the signature pad/card reader.

To Solve:

- a. Check the signature pad connection to the computer:
 - Unplugging and re-plugging the signature pad usually fixes the problem.
 - Have the participant sign for food benefits.
- b. If re-plugging the signature pad doesn't work:
 - Select the **Sign Later** button.
 - Select any other screen in the **Quick Links** column.
 - Return to the **Issue Food Instruments** screen. If the **Sign** button is now enabled, have the participant sign.
- c. If you still don't have the **Sign** button, contact Cascades Support. Once the connection is fixed, staff will need to sign for the benefits for the participant:

- Under the **Family Services** menu, select **Delayed Signatures for FI Issuance**.
- Select the participant, then sign for benefits following Steps 3 – 4 above.

Food benefits **aren't available to the participant until a signature is captured** (either the participant's or staff's).

Food Prescriptions

Breastfeeding –Fully Formula Fed

If the breastfeeding participant wants the full amount of formula, provide a breastfeeding participant a Fully Formula Fed food prescription.

See [Cascades Steps: How to Determine Food Benefits for Breastfeeding Fully Formula \(BF-FF\) Participants](#).

Error messages can happen in present and future benefit issuance months

Staff have to look at present and future food prescriptions in the Food Carousel to find the error.

Evaporated milk – how to get the maximum amount

Know this about evaporated milk in Cascades:

- 5 cans of evaporated milk = 1 gallon of reconstituted milk
- Cascades rounds down for evaporated milk.
- Inform participants how evaporated milk is provided to help them get the maximum amount of milk when buying this milk type.
- If a participant wants the maximum amount of evaporated milk, prescribe a full gallon amount.
- For more information on conversions, see the [WIC Shopping Tips](#) handout.

Amount of Cans	Gallons of Reconstituted Milk	Amounts Used in Cascades
1	0.2	¼ or 0.25 of a gallon
2	0.4	½ or 0.5 of a gallon
3	0.6	¾ or 0.75 of a gallon
4	0.8	- this amount can't be given in Cascades -
5	1.0	1 gallon

<p>Milk substitution</p>	<ul style="list-style-type: none"> • When total cheese, yogurt, and tofu substitution exceeds 1 gallon of milk, a validation error will pop up. • Federal regulations allow only 1 gallon of milk to be substituted for a combination of cheese, tofu, and yogurt. • States have the option to allow the maximum amount of tofu. • WA allows clients to substitute all their milk for tofu. <p>If tofu issuance is causing the error - dismiss this error and continue with issuance. See Cascades Steps: Tofu and Medical Documentation for more guidance.</p>
<p>Prescribing Soy-based Beverage for 1-year Old Toddlers</p>	<p>In the Prescribe Food screen, the subcategory item Soy-based beverage is listed only under the Milk – Fat Reduced category, not the Milk – Whole category.</p> <p>In Cascades the food prescription for a 1-year old toddler will default to listing the category Milk - Whole, which doesn't contain the sub-category of Soy-based beverage. If a 1-year old toddler needs to receive soy-based beverage in place of milk, follow these steps:</p> <ol style="list-style-type: none"> 1. In Add Item to Food Prescription container: <ol style="list-style-type: none"> a. Add Category Milk – Fat Reduced. b. Add Subcategory Soy-based beverage. c. Enter desired quantity up to max. d. Select Add Item. A pop-up notice will let you know that you have prescribed more milk than allowed. 2. In Food Prescription Items container: <ol style="list-style-type: none"> a. Find the Category Milk – Whole. b. Reduce quantity to desired amount within the max amount. c. Select Save.
<p>With MDF, adjust formula amount for infants age 6-11 months who receive full amounts of formula</p>	<p>When an infant receives full amounts of formula and is between 6-11 months old, their food benefit package includes less formula than in the months before. This is because they receive baby foods. In the Prescribe Foods screen, the formula amount automatically adjusts to the lower amount.</p>

When you enter a Medical Documentation Form (MDF) for a fully formula status infant in this age range, Cascades automatically increases the formula amount for that food prescription to **960 oz**. If the infant also receives baby foods (most infants do,) then you have to manually reduce the amount of formula to match full formula status guidelines.

Reduce the formula to these amounts, when a 6-11 month old infant receives full formula and baby foods:

- Reconstituted Powder = **696 oz**
- Ready-to-Feed = **643 oz**
- Reconstituted Liquid = **630 oz**

Note:

- This tip applies to 6-11 month old infants who receive baby foods. This is the case for most infants.
- 6-11 month old infants who have a MDF to remove baby foods can receive the higher amount of formula.
- This tip applies to all types of infant formulas.

See page 7 of WIC Food Benefits by Participant Category for more information.

Formula

Don't issue Enfamil EnfaCare. Issue Enfamil NeuroPro EnfaCare instead

Change Enfamil EnfaCare to Enfamil **NeuroPro** EnfaCare:

1. Create a new food prescription for today.
2. Select Enfamil **NeuroPro** EnfaCare from the formula subcategory list.
3. Cascades will prompt you to enter a Medical Documentation Form (MDF).
 - a. If there is a current MDF, modify it to include Enfamil **NeuroPro** EnfaCare instead of Enfamil EnfaCare. Save.
4. Enter the amount of Enfamil **NeuroPro** EnfaCare needed.
5. Then, enter "0" for Enfamil EnfaCare.
6. **Repeat** steps 4 and 5 for **future** food prescriptions.
7. Issue benefits.

Exchange/Increase Infant Formula

NEW TIP!

Please **slow down and be careful** when you replace current infant formula. Follow these tips:

- If replacing CIMS checks, call Cascades Support for help. **Don't void** any current benefits unless instructed to do so by Cascades Support staff.
- Before you make any changes, find out if the family has any physical cans of formula left that they purchased from the current WIC benefits.
- Always update the infant's Health Information screen before updating the Prescribe Foods screen.

In the **Prescribe Foods** screen:

- When you update the infant food benefits to reflect an increase and/or change in formula, create only **one** new food prescription or Cascades might get confused. If something does not look right, cancel out and call Cascades Support.

In the **Exchange/Increase Formula** screen:

- You only have **one** chance to replace any physical cans of formula or unused CIMS checks. Don't replace any formula on the current benefits until you know exactly how many physical cans and unused CIMS checks the family has.
- If you don't enter a number, the system assumes the family has used all formula cans, and you won't be able to replace them later.

of physical infant formula cans brought into clinic **and** any cans remaining on unused CIMS checks.

Exchange or Increase Formula

Select the Formula Being Returned

Food Category	Food Subcategory	Quantity		Quantity from EBT Account
Infant Formula (IF)	Similac Advance Powder 12.4 oz	1	Cans	4

Current Month EBT Benefit Balance Total Items: 1 ?

Food Category	Subcategory	Quantity	UoM
Infant Formula (IF)	Similac Advance Powder 12.4 oz	4	Cans

If replacing formula issued on a WIC card, you will see any remaining benefits on the card under **Current Month EBT Benefit Balance**. Enter that number into the line above, **Quantity from EBT Account**. If no formula on card, leave it blank.

	<p>For Step-by-Step directions use:</p> <ul style="list-style-type: none"> • Cascades Steps: Exchange Formula Benefits or • Cascades Steps: Increase Formula Benefits
<p>Food and formula benefits for 6-month-old infants and partially BF participants</p>	<p>When an infant turns six months old, a partially breastfeeding participant only receives food benefits if the infant receives three cans of formula, or less. This is the correct amount.</p> <p>Client Services actually over-issued formula benefits when it allowed four cans of formula for a 6-month-old infant and food benefits for a partially breastfeeding participant.</p>
<p>How Cascades calculates Formula and PediaSure issuance</p>	<p>Let your families who receive formula or PediaSure know:</p> <ul style="list-style-type: none"> • Food prescriptions are based on the number of ounces of formula or PediaSure needed per month. Cascades averages this amount over 6 months. • The number of cans of formula or 6 packs of PediaSure change slightly from month to month. This ensures that at the end of 6 months the participant receives the appropriate amount of formula for this whole time period. • We can't change how the formula is divided between the months. • Some months Cascades issues more than required for daily use. This isn't really extra for the month. Encourage participants to save the formula or PediaSure for future months when Cascades issues less than needed. • The amount issued per month is reflected on the shopping list. <p>For example: A participant is prescribed 248 oz of PediaSure per month (1 can/day). This is a total of 1488 oz in 6 months. Monthly benefits may look something like this: Month 1: 5x 6-packs (240 oz) Month 4: 5x 6-packs (240 oz) Month 2: 6x 6-packs (288 oz) Month 5: 5x 6-packs (240 oz) Month 3: 6x 6-packs (288 oz) Month 6: 4x 6-packs (192 oz)</p>
<p>PediaSure unit of measure (UOM)</p>	<ul style="list-style-type: none"> • Educate participant that 1 can = 1 six pack of 8 oz. containers. • UOM on shopping list and food benefit issuance screen is incorrect – it says cans, should be 6-packs. • Prescribed food screen UOM is correct.
<p>Verify what's in the EBT account before you use the Exchange/Increase Formula feature</p>	<p>Please see Cascades Steps: Exchange Formula Benefits for guidance.</p>

<p>Amount of formula provided using the Exchange/Increase Formula feature</p>	<ul style="list-style-type: none"> • USDA allows two ways to issue formula, the “Full Nutrition Benefit” and the “Round Up Method.” • Washington uses the “Full Nutrition Benefit” in CIMS. • Both methods provide participants similar amounts of formula over the infant’s first year; it’s just done differently. <p>We recently realized Cascades is using both methods:</p> <ul style="list-style-type: none"> • the “Round Up Method” when using the Exchange/Increase Formula feature and • the “Full Nutrition Benefit” when prescribing formula. <p>As a result, when you use the feature, the system may over issue formula, depending on can size.</p> <p>We are aware of this—and there is nothing you need to adjust when using this feature. Our plan is to transition to the “Round Up Method” after rollout.</p>
<p>With MDF, adjust formula amount for infants age 6-11 months who receive full amounts of formula</p>	<ul style="list-style-type: none"> • See body of text for this tip in the Food Prescriptions section above.

<h2 style="text-align: center;">Foster Care</h2>	
<p>Multiple foster children in a family</p>	<ul style="list-style-type: none"> • When issuing benefits to a Foster child – write the child’s first name or initials on the card. • Use the Journal of Transactions to see the food benefits issued to the participant (not aggregated).
<p>Shopping with multiple foster children’s WIC Cards.</p>	<p>Let your foster parents with multiple foster children know:</p> <ul style="list-style-type: none"> • When foster parents are checking out at the grocery store, each foster child’s WIC benefits must be a separate transaction. • They will get a receipt for each separate transaction with the remaining balance.

Medical Documentation

Migrated medical documentation

Medical documentation migrated from Client Services:

- Be sure to check the food prescription for all participants with the “Client has Medical Documentation” alert.
- The correct end date is migrating over from Client Services.
- Cascades isn’t stopping the issuance of the prescribed foods when categories change (for example from 1 year old to 2 years old or a pregnant to breastfeeding participant.)

Entering a new medical documentation form in Cascades:

- When entering new medical documentation, update the end date or it will default to 30 days.
- See [Cascades Steps: Enter Medical Documentation for the First Time](#) for more guidance.

Migration

“Alternate” in CIMS migrates to Cascades as a “Caretaker”

In CIMS, staff enter a second person who can shop for WIC foods as an “Alternate.” This person’s name migrates into the “Caretaker” field in Cascades.

Be sure to assess who this person is and put their name in the correct field.

For example:

1. If the person is the father of a child, put the name in Parent/Guardian 2.
2. If the person is the grandmother, put the name in Caretaker.

NOTE: See the Cascades policy [Chapter 18 – Certification](#) for definitions of Parent/Guardian, Caretaker and Proxy and what they’re allowed to do.

“Converted” proofs

- We migrated many proof selections from CIMS to Cascades as “converted”.
- These are valid proofs until the next certification.

Staff don’t need to change these.

Migrated Food Packages

- If benefits haven't been issued: Create a new food prescription.
- If benefits have been issued: Void and re-issue food instruments. See [Cascades Steps: Void and Reissue Benefits](#) for more guidance.


Always verify the food prescription is correct before issuing benefits.

Peripherals/Hardware

Every time you view or print a growth chart in the Printer Friendly view, close the pop-up window before opening a new growth chart.

The following tip is for staff who choose to view or print growth charts using the Printer Friendly view. You don't have to use the Printer Friendly view to see the charts. Some staff report getting systems errors when using the Printer Friendly view for growth charts.

To solve:

1. Select the **Printer Friendly** button to view the printable growth chart in a pop-up window.
2. **If you don't want to print:** Close the pop-up window by selecting the **X** in the upper right corner of the pop-up window. Only then choose the next growth chart you want to view.
3. **If you want to print:** Select **Print** to print the growth chart. The pop-up window will disappear from view after you printed.
 - a. Check your open application icons at the bottom of your computer screen. If the Printer Friendly pop-up window with the growth chart is open, close it. Only then choose the next growth chart.
 - b. The icon for the pop-up window looks like this: 
4. Repeat these steps for every chart you open.

Closing an open Printer Friendly pop-up window before viewing or printing the next growth chart helps prevent system errors.

Troubleshooting tips when using the scanner

If the scanner shows an error message, try these troubleshooting tips:

1. Restart the scanner:
 - On the back of the scanner, set **Auto Start** to **Off**.
 - Turn the scanner on by pressing the **silver button** on the top.
 - Open the scanner in the front. Place the paper to be scanned **face down**.
2. If you're still getting an error, exit out of Cascades and **log back in**.
3. **Unplug and plug** the scanner back in.

4. Try plugging the USB cord into a **different USB port** on your computer.

If none of these tips resolve the issue, please call the DOH IT Service Desk at 1-888-457-2467.

Reports

Detail and Summary Report of High Risk Participants

As we are looking more at this report, we are seeing that it isn't working as expected. Please don't use this report until you hear more from us.

Scheduling

Appointment types – one appointment per appointment type in different clinics

Cascades doesn't allow staff to make an appointment in two different clinics for the same appointment type. If you make an appointment for someone who already has an existing appointment for that type, you get a popup message to cancel the "other" appointment at the other clinic.

To solve this problem contact either the other clinic or Cascades Support to cancel the outdated appointment.

Example: A participant has been going to clinic A for WIC services, but now wants to transfer to Clinic B. Clinic B tries to [make an appointment to transfer in](#), using the appointment type FBI as a stand-in for transferring in. However, since participant already has a future FBI appointment scheduled at Clinic A, the Clinic B staff get a popup message to cancel the "other" appointment. Clinic B calls Cascades Support to help cancel the "other" appointment in Clinic A.

Cancel any future appointments when you terminate a participant

When you terminate a participant, their future appointments don't automatically get cancelled. Please remember to cancel any future appointments this participant may still have.

Follow these steps after you terminated a participant:

1. In Quick Links, go to **Scheduling Systems**, then **Family Appointments**.
2. Cancel all future appointments the terminated participant may have scheduled.
 - a. If a different family member is still active, please remember to un-check their name in the pop-up cancellation screen.

Use Cascades Steps: [Cancelling Appointments](#) for Step-by-Step instructions.

NEW TIP!

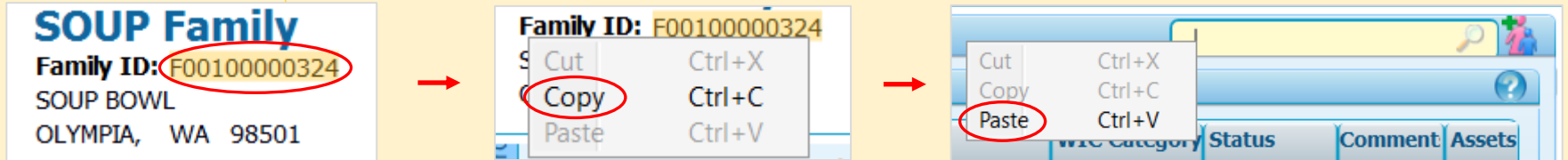
NEW TIP!

Quick way to enter Family ID when scheduling appointments

NEW TIP!

When making appointments, there is a quick way to copy and paste the Family ID into the family search field. Follow these steps to copy and paste the Family ID:

1. In the **family record**, double-click on the **Family ID**. It will highlight in yellow.
2. Right-click the yellow highlight with your cursor. A little grey window will appear. Click **Copy**.
3. Once you're in the **Manage Appointments** screen, click your cursor into the **family search** field. Right-click to bring up the grey window. Click **Paste** and select **Enter** on the keyboard to add the Family ID.



How to identify participants who missed their appointments (no shows)

We received this tip from one of your pilot colleagues. It made them do a Happy Dance. 😊

Steps to identify participants who missed their appointments:

1. At the end of the workday, go back to the **Clinic Dashboard** and check-mark the **Show All** box.
2. Cascades will show all appointments, including the ones participants missed.
3. Clinic staff can snip the list and use it to call and reschedule the participants.

If you're unsure of how to "snip," we have [instructions posted](#) on the WIC Cascades website.

Text Notifications are brief

When you ask participants about their preferred method of communication, please let participants know that all text notifications are brief. They only serve as a reminder and don't include details about their appointment beyond date and time.

Sample text notification:

Your WIC appt is on <Appointment Date> @ <Appointment Time>. Please call <Clinic Phone Number> if you need to reschedule. <Clinic Name>

Transfers

If a record at the clinic of origin is expired, it can't be transferred.

When you are transferring a participant from one clinic to another, you may sometimes find that the participant status has expired at the clinic of origin.

To Transfer an Expired Participant:

1. Don't re-activate the participant's status at the clinic of origin.
2. Instead, at the receiving clinic location, start a NEW record for this participant.
3. Contact Cascades Support to have them link the two records. Support staff will need:
 - The clinic names of the clinic of origin and receiving clinic
 - The participant IDs for both records
 - Which record is to be marked "Primary"

For more guidance see [Staff Tool: Understanding Foster and Non-Foster Transfers](#).

Out-of-State Transfers, including transfers to CIMS clinics

Use these Cascades Steps to:

[Transfer Participants out of the Cascades System](#)

- A participant transfers from a Cascades clinic out to a CIMS clinic.
- A participant transfers out-of-state.

[Transfer a Family into the Cascades System](#)

- A participant transfers from a CIMS clinic into a Cascades clinic.
- A participant transfers into a Cascades clinic from out-of-state.

Selecting risks when a participant Transfers Into State

WIC policy requires staff select all risks from a participant's transfer documentation in Cascades. Unfortunately, there are some risks that are "system-assigned" by Cascades that staff can't select. Many of these risks relate to prenatal weight gain and infant or child growth.

Use this guidance to select risks for participants who Transfer Into State:

- Select all the risks you can from the transfer documentation.
- Document risks you can't select by typing them into the **Care Plan Nutrition Assessment** field.
- If staff can't select a high risk factor for the participant, create a **Family Alert** and schedule an appointment with the dietitian.

NEW TIP!

Note: When transferring an infant or child into the state, staff have the option to select that the participant is high risk. This **isn't** an option for women participants.
We're researching the system-assigned risks and will see if we can make changes after statewide implementation.

Walk-in transfer in – how to document in the Clinic Family Workflow Dashboard

NEW TIP!

Follow these steps when you have a walk-in who is transferring in:

1. In the Clinic Family Workflow Dashboard, open the Walk-in container.
2. Use the family search box in the upper right hand corner to:
 - Search for the family or participants, if they are transferring in from another Cascades clinic.
 - Create the family or participants you want to transfer in from out-of-State or from a CIMS clinic.

For families or participants transferring **from another Cascades clinic:**

- Use the appointment type: **Food Benefit Issuance (FBI)**
- If the participant already has an FBI appointment in the former clinic, the outdated FBI appointment has to be cancelled. See Tip on Appointment types in the **Scheduling** section of this document for instructions.

For families or participants transferring in **from out-of-state:**

- Use the appointment type: **Nutrition Education – Individual (NE-I)** or **Nutrition Education – 2C (NE-2C)**, depending on which NE type your clinic's front desk staff use.

If the dashboard suggests an incorrect appointment type, add the correct appointment type:

1. Select the **Add** button to add a line for the correct appointment type.
2. Un-select the check-mark for the line with the incorrect appointment type.

	<input type="checkbox"/>	Family ID	Individual	WIC Category	Status	Certification End Date	Appointment Type	Appointment Duration	High Risk
	<input type="checkbox"/>	F0010000334	ROASTED RED PEPPER SOUP	Pregnant	Applicant		Initial Certification	30	No
X	<input checked="" type="checkbox"/>	F0010000334	ROASTED RED PEPPER SOU	Pregnant	Applicant		Nutrition Education - Individual	15	No

Add

Save Walk-In

WIC Card and Shopping

Denied foods at the store

NEW TIP!

If a participant was denied foods at the store, follow these steps:

1. Confirm participant had active benefits on the day they shopped.
2. Check to see if items are allowed:
 - Check the milk fat type (non-fat + low fat, 2%, or whole) on the participant’s WIC benefits, since it’s a common mistake for participants to pick up the wrong milk fat type.
 - Check the [Shopping Guide](#) to see what participants can or can’t get on WIC.

If the above reasons weren’t the cause of denied foods at the store, email the WIC Foods team at wawicfoods@doh.wa.gov.

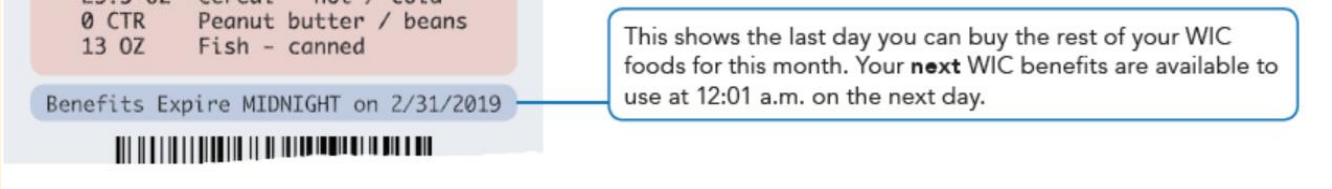
We’ll need the following information:

- ✓ **Family ID number:** This helps us look up the transaction.
- ✓ **Store name and location**
- ✓ **Date** they went shopping
- ✓ **Food item(s):**

We need as much information as possible. We need to know food category (milk, cereal, etc.), type, size, brand name, and the 12-digit UPC or PLU, when available. For fresh produce, we’ll need the specific variety; e.g. Pink Lady apples instead of just “apples”.

- **Receipt:** It’s most useful to have a store receipt. This removes a lot of guesswork and clearly supports a claim when working with stores. Ask the participant for a copy of the receipt and have them keep the original.
 - If you choose to scan and email the receipt to us, please remember to use a marker to conceal identifying participant or caregiver information.
- **Pictures:** If it’s possible for the participant to provide, ask them for a picture of the item denied.

For more information, see [Common Reasons Foods are Denied at Store](#).

<p>Family Search Using EBT Card Number Field</p>	<p>Time Saver Tip: Complete a family search quickly by swiping the participant’s WIC Card in the card reader.</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. In Family Services choose Family Search. 2. Click your cursor in the EBT Card Number field. The cursor will change the color of the field. 3. Have participant swipe their WIC Card in the card reader/signature pad unit. <p>The number will automatically fill in the EBT Card Number field.</p>
<p>Help reduce confusion between WIC food benefit and SNAP benefit availability</p>	<p>SNAP benefit and WIC food benefit monthly start dates differ.</p> <ul style="list-style-type: none"> • SNAP benefits: Available on the last day of the month. • WIC food benefits: Available on the first day of the Family Issuance date. <p>WIC participants who receive SNAP benefits may be used to next month’s benefits becoming available on the last day of the month.</p> <p>To avoid confusion for participants, please share with all WIC participants:</p> <ul style="list-style-type: none"> • The date for the First Day to Spend (FDTS) • The date for the Last Day to Spend (LDTS) <p>Include dates for all upcoming issuances (for example, June 12, July 12, and August 12).</p> <p>Tips to increase participant understanding:</p> <ul style="list-style-type: none"> • Add the Family Issuance Day to the inside of the WIC ID and Card folder as a handy reference for participants to know when to expect new food benefits to begin. • Provide the Washington WIC Shopping Tips handout (DOH 961-1160, available in 11 languages). For example, it includes a section on how to find the LDTS in the Cascades Shopping List: 
<p>Issue a WIC Card before issuing benefits</p>	<p>Issue a WIC Card before issuing benefits. This helps prevent system errors.</p>

Issue a WIC Card only when the participant is present

NEW TIP!

We’ve added language to our WIC policy and procedures to clarify that staff aren’t permitted to issue WIC Cards unless the participant is physically present. Please share with your clinic staff.

The only exception to this rule is that staff are permitted to mail a replacement WIC Card to a participant.

For more information, please see [Cascades Policy Chapter 22](#).

Money Saving Tip!

Place more expensive food items ahead of less expensive items at the check stand

WIC foods are taken out of the Electronic Benefit Account (EBA) in the order they’re scanned at the checkout stand.

If a participant buys more than WIC covers for a certain food category:

- Let the participant know they can place more expensive food items ahead of less expensive items at the checkout stand.
- WIC will pay for the more expensive items when they are scanned first.

Example:

1. A pregnant participant has 16 oz. of whole grain choices in her EBA.
2. She plans to buy a package of whole grain pasta (\$1.48) and a loaf of whole wheat bread (\$3.29). Both items are WIC approved, but her WIC benefits will only cover one of the items.
3. She can place the bread ahead of the pasta at the checkout stand and WIC will pay for the bread.

Setting the PIN for the card

- Select the “cardholder.”
- This person’s date of birth is needed when setting the PIN, and the zip code entered in Cascades.
- If there is a mailing address documented in Cascades – the person uses the mailing address zip code to set the PIN.

The person sets the PIN on their own (although staff can let the person use the phone in the clinic to set the PIN).

Two tools for educating participants about WIC Cards and shopping

Use these two tools to help educate participants about WIC Cards and WIC shopping.

1. Staff Tool: WIC Card Education for Participants

Use this to share important steps for setting up and using the WIC Card with participants. You can order it from [MyPrint](#) on card stock, or it’s available to print yourself from the Cascades website:

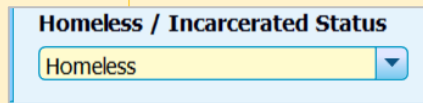
- [English](#)
- [Spanish](#)

2. **Washington WIC Shopping Tips for Participants** is a participant handout about purchasing WIC foods using the WIC Card. Includes:
- Important shopping tips
 - Reading store receipts
 - WICShopper app information
- You can order it from [MyPrint](#) in 11 languages, or print it yourself from the Washington [WIC Cascades page](#).

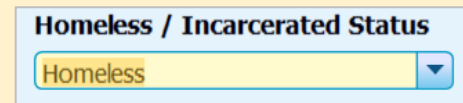
Other

Delete item in drop-down list

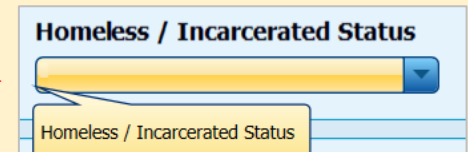
It's possible to clear the content of a drop-down list. For example, when a participant no longer has homeless/incarcerated status, you need to clear the status in the **Family Demographics** screen.



1. Click your cursor into the drop-down list item.



2. Use your cursor to highlight the item in the drop-down list.



3. Press **Delete** on your keyboard.

Helpful Features in Cascades

Question Mark Icon:



- Every container on every screen includes the **Question Mark** icon on the upper right side of a container.
- Select the **Question Mark** icon for step-by-step directions, clarifications, and helpful technical tips.
- Once you have selected the Question Mark, the Help pop-up page opens.

Help Tab:



	<p>Once the Help pop-up page opens, select the <u>Show</u> link on the upper left hand corner. This will open a column with Quick Links to helpful information on different topics:</p> <ul style="list-style-type: none"> • Introduction • Family Services • Scheduling • Vendor • Operations • Finance • Administration • User Manuals • Training Videos • Appendices <p>NOTE: Occasionally, Washington WIC policy will differ from information given in the Help pop-up page. If unsure, check the <u>WIC Cascades policy webpage</u>.</p>
<p>Linking participant records – what information to send to Cascades Support</p> <p>NEW TIP!</p>	<p>When you email a request to link two participant records to the Cascades Support email, please remember to follow these steps:</p> <ol style="list-style-type: none"> 1. If needed, certify the participant(s), so the correct record(s) show an active status <u>before</u> you send in a linking request. 2. Provide these pieces of information in the email: <ul style="list-style-type: none"> • Incorrect (old) and correct (new) Family IDs • Incorrect (old) and correct (new) Participant(s) IDs • Incorrect (old) and correct (new) Clinics 3. Email these pieces of information to <u>Cascades.Support@doh.wa.gov</u>. Please be sure to not include participant or caregiver names in emails.
<p>New cellular phone carrier – how to add to Cascades</p> <p>NEW TIP!</p>	<p>When a participant uses a cellular phone carrier that isn't listed in the Carrier drop-down list, you can request Cascades Support to add it.</p> <ol style="list-style-type: none"> 1. Staff or participant need to contact the participant's cellular phone carrier. <ol style="list-style-type: none"> a. Ask for the "SMS Gateway address". 2. Call or email Cascades Support and provide: <ol style="list-style-type: none"> a. Participant's ID b. SMS Gateway address c. Cellular phone carrier

Serving Participants from Other Clinics within the Same Agency

NEW TIP!

This tip only applies to agencies with multiple clinics.

Staff from an agency with multiple clinics may serve participants from another clinic within their agency if the participant's need is **temporary**; for example a change to their food benefits and if staff have authorization to work in the specific clinic. If the participant wants continued services at the new location, the participant must be transferred into the new clinic before providing services.

If the agency decides to allow activity between clinics:

- The agency's coordinator grants permission to the staff person to access the specific clinic(s) within the agency. The coordinator goes to the Cascades menu bar, selects Administration, Security, and Search Users. Permissions for any staff person can be expanded to provide access to other clinics within the agency.
- Staff write a Family Alert in the participant's record informing the other clinic's staff what activity was done for the participant. Staff should include their name and their clinic, in case the "home" clinic staff have questions or need to follow up.

Example: Your agency has Clinic A and B. Clinic A is closed today.

The participant, from Clinic A, arrives at Clinic B needing a change in formula. The staff person in Clinic B has permission to access Clinic A. After changing the Clinic location to Clinic A, the staff person makes the formula change for the participant, voids and replaces benefits for new formula, and writes a Family Alert before logging back into Clinic B.

Update Email and Phone Numbers in Test SAW and SAW

Unsure of where to update your email and phone numbers in Test SAW or (real) SAW? Instead of selecting **SKIP**, select the **UPDATE** button on the screen after you've entered your MFA code.

UPDATE YOUR CONTACT INFO?

Keeping your Multi-Factor Authentication (MFA) contact information up to date is important! Failure to update your challenge email and phone number when they change may result in your account becoming inaccessible. We remind you because we care.

UPDATE

SKIP

If no selection is made, this page will automatically redirect you to your service in 54 seconds.

This institution is an equal opportunity provider.

Washington State WIC Nutrition Program does not discriminate.

For persons with disabilities, this document is available on request in other formats.

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

DOH 961-1197 November 2019

