



Cascades Solutions – February 2021

Cascades Solutions provides answers to frequently asked questions of the Cascades Support team.

Cascades Winter 2021 Release - Participants Terminated for Missing Proof(s)

The Cascades Winter 2021 release fixed an issue for participants terminated for missing proofs and then reinstated by staff, but not all missing proofs were entered. Cascades no longer releases the Temporary Certification End Date until staff enter **all** missing proofs and save. This change began on the release date. Cascades doesn't look for participants terminated for missing proofs and reinstated without staff entering all proofs prior to January 25th.

Feed the Baby First!

You may remember this phrase from Cascades training. It's a way to remind yourself to always **save the baby's food package** and make sure it aligns with the adult participant before issuing food benefits. There have been several calls to Cascades Support when the breastfed baby turns 6 months of age and doesn't get foods issued. It resulted from not saving the baby's food package when certified.

Foster Child Transfers

There are key things to remember when transferring a foster child to make sure their current food benefits transfer with them and are available for the full First Day and Last Day to Spend timeframe. There may be times when you don't update the child's status to or from foster care until the current benefits expire or are fully redeemed.

- We updated the [Cascades Steps: Transfer a Foster Child](#) to streamline it and highlight when to change the status and issue benefits.
- Please review the updated steps.

Foster Care Entry Date

Please be sure to enter the Foster Care Entry Date when known. Cascades uses this date to determine if the "Foster Care (new/change in home past 6 months)" risk applies for the infant or child.

The screenshot shows a form section with three main parts:

- Foster Child**: Includes radio buttons for 'Yes' (selected) and 'No'.
- Foster Care Entry Date**: A date input field containing '1/7/2021' with a calendar icon to its right. A yellow star icon is next to the label.
- OR**: A separator with a yellow star icon.
- Proof of Foster Care**: A dropdown menu with 'Not Required' selected. A yellow star icon is next to the label.

Self-Declared Income

When using adjunctive eligibility, remember to enter the actual income in the self-declared field.



Certifying Participants after Delivery

Certifying adult participants and infants soon after delivery can impact income eligibility (if the adult changes from Pregnant to another category and the infant doesn't have a ProviderOne card yet), and food or formula amounts available to issue. Please review the following for more information:

- Policy guidance: [Certifying Participants after Delivery](#)
- Cascades Steps: [Issuing Foods in the First Month of Life for Partially BF Infant and BF Participant](#)

Certifying in the Last Month of Eligibility

It's common practice to do a subsequent certification in the last month of a participant's current eligibility. When you do this, you may want to issue a participant's food benefits for the last month of the current eligibility **before** starting the Subsequent Certification.

- When staff press the **Apply** button in the **Subsequent Certification** Quick Link, Cascades changes the person from an active participant to an **Applicant**. Applicants can't receive food benefits until fully certified.
- If the person doesn't have adjunctive eligibility or family income changed and is too high, you can't issue food benefits for the last
- month of the previous certification period.

Replace Current Food Benefits

Common mistakes lead to a loss in participant food benefits. Please use [Cascade Step – Replace Current Food Benefits](#) and/or call Cascade Support for help until you are used to making these changes. Here are some important tips:

- Make sure you have time to make changes and aren't rushing. Allow time to call Cascades Support if you are unsure about a step.
- Don't void current benefits.
- Don't change the food prescription until instructed in the Cascade Steps.

Shopping Reminder – 50 item limit

There's a 50 item WIC foods limit when using the WIC Card. Please remind participants to split any transactions of over 50 WIC food items at one time into two or more transactions. This may be helpful when the shopping trip includes WIC baby foods along with other WIC foods. This information is on page 9 of the Shopping with your WIC card staff tool ([English](#) / [Spanish](#)).



Duplicate Records

Cascades Support is getting several calls about duplicate records and the need to link them. This is a preventable issue. Before adding a new family or participant, **always** begin with a statewide search to see if the participant has been on WIC elsewhere in the State. Remember to uncheck the Active box on the search screen.

The screenshot shows the 'Management Information System' search criteria page. Under 'Search Criteria', the 'Search Location' is set to 'State-Wide'. Under 'Search Type', 'Participant' is selected. The 'Active Only' checkbox is checked and highlighted in yellow. Other search criteria include Family ID, Last Name, First Name, M.I., Telephone Number, Date of Birth, Participant ID, and Medicaid Number. There are also checkboxes for 'Family', 'Caretaker', 'Proxy', and 'Online Applicant Only'.

Contact us with your questions at 1-800-841-1410, press 3, then 2, or email at Cascades.Support@doh.wa.gov.
 Additional resources for help include Cascades Steps and Staff Tools on the [Cascades web page](#).

This institution is an equal opportunity provider.
Washington WIC doesn't discriminate.

English: To request this document in another format, call 1-800-841-1410. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email WIC@doh.wa.gov.

Spanish: Para solicitar este documento en otro formato, llame al 1-800-841-1410. Clientes sordos o con problemas de audición, favor de llamar al 711 (servicio de relé de Washington) o enviar un correo electrónico a WIC@doh.wa.gov.