



CIMS Supplement

February 2009

INSIDE THIS ISSUE :

Termed Child Returns to Clinic	2
CIMS Admin Tips	2
2008 State WIC Conference	3
Ordering Toner	4
Help Desk Update	4



The Assessment Questions that you are currently using on paper will soon be in Client Services as part of the VENA project.

Version 5.1 will be released in late spring and will include new features to facilitate risk assignment using the Assessment Questions. Staff will see the Assessment Questions based on the client's category. For infants, the questions will be sorted based on the infant's age, how they are fed (fully, partially breastfed or fully formula fed) and if they are eating solids. Making risk notes associated with the questions will be easy and this improved documentation will enhance the time you have to spend with your clients. These are just a couple of the key new features that you will see in this version. Stay tuned for more information about the statewide release and training materials.

Pilot for version 5.1 runs February 9th to April 30th. Our thanks to the Pilot Sites:

- Kitsap Community Resources (Bremerton and El Centro clinics)
- Multicare Health Systems (Puyallup Clinic)
- Eastgate Public Health (Bellevue and North Bend clinics)

Void and Replace

Pay close attention to which checks you need to void and replace. If you accidentally replace the wrong set of checks, you will have to void the replacement check and then write notes explaining the error in the client's check notes. If replacement checks have been printed you will not be able to use the "Un-Void" checks utility in Client Services.

CLIENT SERVICES 5.0 TRANSFER UPDATE

WIC clinic staff statewide are successfully using Client Services 5.0!

Review the handout "Answers to frequently asked question about Client Services 5.0" for clarification about:

- How to help clients who are in expired status who plan to receive services from a different clinic.
- Replication and accuracy of client transfer data
- Availability of measurement data in the transfer record
- How the Transfer Data tab works

This handout was provided in Memo # 2008-41. If you have not seen it, please ask your coordinator for a copy.





Welcome back to WIC!

IF A "TERMED" CHILD RETURNS AS A PREGNANT WOMAN

As WIC time passes, those little ones that were born between 1993 and 1998 may now be returning as WIC mothers themselves. When CIMS was implemented in 1998 those little ones were our first clients entered into the "new" computer system.

CIMS Support has received some calls with questions regarding what to do with those WIC clients who were on WIC as children but now have returned to the clinic as Pregnant clients. Should you:

- Recertify the client?
- zz previous record?
- Create new client group?

The best practice is to start a new group for the returning client. If she was previously on WIC as a child, Client Services does not permit a Pregnant RC or PE to be completed on a child status. A message will appear stating the child has passed their categorically eligible period. The previous record can be zz'd by putting the letter z in front of the caregiver's last and first name.

Call CIMS Support if you need help or have questions. 1-800-841-1410 ext 7.

CIMS ADMIN TIPS

INACTIVE STAFF



Remember to "inactivate" staff in Client Services when they are no longer working for you. Simply go to the Staff Directory, search for their name, enter an inactive date and save. Do not delete their name. Once you have inactivated the staff in Client Services, their name will appear in red. If they return to your clinic at a later date you can remove the inactive date, save and they will be able to access Client Services again.

Also remember to call the OASIS Help Desk to have their network access de-activated.

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

Employment Begin/End Dates	10/24/2000	07/15/2007	CIMS Administrator <input type="checkbox"/>
Notes:	Inactive Date 07/15/2007		

"BLOCK" CLIENTS

Many clinics create a client with the name of "block" and use this client as a quick way to block out time in the appointment book for staff. The "block" client could accidentally have checks printed for them or they may be mistaken for an active client with a similar name.

Remember these two helpful points when creating your block client.

- 1) If creating a "block" client, give them a terminated status.
- 2) Create a clear name to indicate reason why time is being blocked (Block, 4Staff, Meeting, Interpreter.)

block, 4staff	
Caregiver block, 4staff	
Date 11/25/2008	Time 01:00 pm
Staff Smith, Smith	Duration 90
Client block, 4staff	PG MSS <input type="checkbox"/>
Type RC	Outcome <none>

STATE WIC CONFERENCE

All of us here at the State WIC Office would like to say “Thank You” to those who stopped by the display tables at the State Conference in October. We sincerely appreciate your time, comments, suggestions and great ideas!

There are lots of exciting changes coming to WIC in 2009 and we were happy to give you a small sneak peak. Many of you also had the opportunity to see what the new food packages will look like in 2009.

The Washington WIC website display gave many of you the opportunity to browse and see what the web site has to offer to clients and staff members. Thanks again.

Here are some of the comments that were shared at the Client Services display:

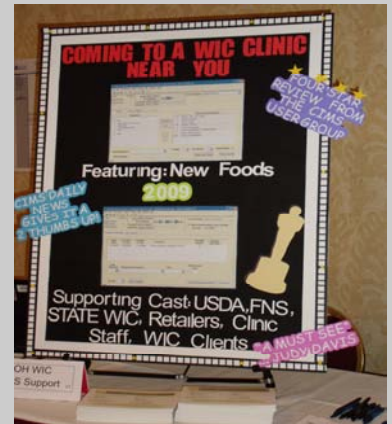
“Love it!! Thank You!”

“I like that CIMS does all the thinking for me! Thank You”

“Exciting! Can’t wait. When do we get it?”

“Wow!!”

New Food Choices 2009.....



CLIENT SERVICES



NEW FOODS 2009 DISPLAY



WASHINGTON WIC WEBSITE

Core WIC Training

April 28th—May 1st 2009

Contact Kathy Hormel for registration information.

1-800-841-1410 ext 3627

Washington State WIC Nutrition Program

**UPDATED INFORMATION
FOR ORDERING TONER**

Please note the following updated information for
ordering toner cartridges.

CIMS SUPPLEMENT

February 2009

Editors:

Diana Garcia

Holly Jurgensen

Please let us know if you have any
suggestions or ideas for the CIMS
Supplement.

1-800-841-1410 press 7

Fax Number: 704-522-8579

Email Orders: kberry@sourcetek.com

*Call In Orders: 1-800-922-8501 ext 561

*Updated new information as of Nov 2008

NEW CHAPTER FOR THE OASIS/WIC HELP DESK

Bob Smith, long-time Help Desk Supervisor, has retired after 14 years of state service! Bob did a great job assuring Washington WIC clinics received the best possible technical service. Sadly, you will no longer hear his cheery voice on the other side of the phone when you call the Help Desk. We wish Bob all the best luck in his next adventure!

Eltina Jones will be taking over Bob's position. She comes to the Office of Assistant Secretary Information Services (OASIS) WIC Help Desk with 18-1/2 years of state experience, all served at the Department of Health. She most recently worked for the Division of Information Resource Management at DOH. She also is very customer - oriented and is excited about working with clinics to continue the high level of service you have come to expect from the Help Desk.

Please join us in welcoming Eltina to WIC !

