

CIMS Supplement

Washington State WIC Nutrition Program-Help Desk

CIMS 5.0 Pilot

The next version of CIMS will include automated transfer of clients within Washington State and flagging disqualified clients. We are expecting this version to go to pilot on June 16th,

2008. Our pilot sites will be the Spokane Regional Health District WIC Offices and Thurston County Health and Social Services WIC. We are excited about these new fea-

tures and will have more details as we get closer to pilot.



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Spring 2008

Back Out Certification -adapted from the CIMS User Guide

The Back Out Certification wizard is used to delete a client's current certification record.

Only staff members with CIMS administrator rights can use the Back Out Certification Wizard.

Back out of Certification **cannot** be used if:

- Client's status is termed
- There are any check notes

Back Out Certification does not delete:

- Income history
- High risk careplans
- Measurement history
- Contact history

Do not use this wizard if checks have been printed.

Please call the Help Desk **before** backing out of a certification for alternate methods of fixing a client file.

Once a certification is backed out, the deleted information cannot be recovered.



*The Help Desk is here for you!
Anytime you have a technical or CIMS issue please feel free to call us.*

*1-888-457-2467 W
1-800-942-2484 E*

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Termination Review -from the Washington State CIMS User Guide

The Terminate Client window is used to:

- Terminate a client who is no longer eligible to receive WIC services.
- Terminate a client mid-certification.
- Print a termination letter
- View the termination history of a client.

Termination Reasons

- BF past one year
- Child past age 5
- Client request
- Death
- Duplicate Client
- Income too high
- Letter ret. undeliverable—a We Missed you or termination letter was returned to the WIC clinic as undeliverable.
- Miscarriage/Stillbirth XPP— A PG woman miscarried or had a stillbirth and the clinic is not serving PP.
- No longer BF after 6 mo PP
- No response to letter

- Non Compliance
- Not risk eligible
- Not serving C this age/priority-The clinic is not serving children of this age within this priority.
- Past 6 wks PP/C serv PP— A pregnant woman is past six weeks PP and the clinic is not serving PP.
- PP past 6 mo
- Recert overdue-The client's certification period has expired and the client has not been in for a RC.
- Stop BF before 6 mo PP-The woman stopped breastfeeding before 6 mo PP and the clinic isn't serving PP.
- Transfer-You can select this reason with out printing a transfer card.

When terminating a client, Client Services will give you the option to Terminate with Letter or Terminate Without Letter. A letter should be sent unless :

- Another clinic calls for client information and lets you know the client is transferring

into their clinic.

- “We Missed You” letters have been returned by the Post Office as undeliverable and the client's phone number is unknown.

When a client is no longer eligible for WIC, Client Services automatically terminates them (AUTO). The client may be either categorically ineligible or one month past Expired status, 2 months if in Pregnant status. The auto-term reasons are:

- BF past one year
- Child past age 5
- Eligibility expired/30 days past
- PG past 6 weeks
- PP past 6 months
- Transfer-If transfer card is printed, the client is automatically terminated with Transfer as the reason.

It is best practice for staff to terminate clients rather than waiting for the system to “auto-term” clients. This assures clients receive a termination letter.

New Equipment for Clinics

The Help Desk will start rolling out new equipment statewide starting May 15th, 2008. This will include replacement of our older workstations and adding 75 new IBM servers. All new workstations will include flat panel monitors. At the same time we will

be replacing older printers with newer models. This equipment upgrade will involve some down time for your clinic, so either Carola or Holly will contact you soon to arrange a date and time with you.



Printer Cartridge Updates

The most recent information regarding printer cartridge ordering and recycling was sent to coordinators via email in late February. Above is an example of the return slip for old cartridges. These slips must be obtained through DHL directly at 1-800-Call-DHL. When filling out the form, please do it exactly as shown above. The “To” and

“From” address are the same. Be careful to enter the exact “sender account number” as shown.

If you have any difficulty filling out or accessing these forms, please call the Help Desk and we will assist you.



Are you Moving? Closing? Remodeling?

With almost 18 site moves/merges/openings/closures and the deployment of new computer equipment statewide on the Help Desk Schedule for 2008, it is important to notify the Help Desk as early as possible if you anticipate changes in your clinic’s status.

What we need from you :

- Anticipated date of change
- Equipment needs/requests
- Length of time you will be closed for WIC services
- Local IS and facilities contacts
- New address/phone /fax number and clinic hour changes, if any.

What you will receive from us:

- Technical support
- A detailed work plan
- Excellent customer service!



Western WA 888-457-2467

Eastern WA 800-942-2484

SECURITY REMINDER

In mid-March a local WIC agency’s computer equipment was stolen.

This is a good reminder to do all you can to keep client information and clinic equipment secure , including updating client demographics at each appointment.

For other ideas look for the Security Checklist in the August 2008 CIMS Supplement

Please call the Help Desk if you need assistance, need to report a theft or believe client information has been compromised.

CIMS Supplement Spring 2008

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Core WIC Training

April 29-May 2
June 3-6
July 15-18

Nutritionist Training

May 20-22

Call Kathy Hormel @ 1-800-841-1410, ext 3627



View past and current issues of the CIMS Supplement on the WA State WIC website @ <http://www.doh.wa.gov/cfh/wic>

WIC Clients can access Second Contact

information @

<http://www.wichealth.org>

Tips For CIMS Administrators

To reduce errors in staff schedules, staff directory or unintended certification back outs, it is important to limit the number of staff who have a CIMS administrator role.

Periodically check your staff directory to make sure all former staff accounts are inactivated. Note: when inactivating a staff member do not “zz” their name. Simply enter an inactive date and remove their login and pass-

word. You must still call the Help Desk to have their Windows account disabled.

When entering a “fake staff” member to open a column for a class or walk-ins, it is not necessary to enter a login or password. Refer to your *CIMS User Guide* for other administrator tips, or call the Help Desk.

