

# CIMS Supplement



WASHINGTON STATE WIC NUTRITION PROGRAM

Fall 2008

## CIMS 5.0

A new WIC client walks into your clinic. They have no transfer information. They *think* they were on WIC somewhere in Seattle, they *think* they received October checks, they *think* all of their children received WIC checks. Where do you start?

With CIMS 5.0 you will be able to search the statewide repository for active WIC clients and transfer the client in while they are waiting.

This new version not only makes transfers easier for WIC staff and clients, it also reduces the risk of dual participation or issuing checks to disqualified clients.

Now that you have had the opportunity to be trained on

using CIMS 5.0 “Transfers and Flag Disqualification” you are probably excited to start using this software. Look for the new version of Client Services in early November.

Information that transfers:

- Current eligibility dates
- Missing proof information
- Lost or stolen check information
- Food package
- Presumed & Enrolled Status
- Client disqualification



A big thank you to our  
**CIMS 5.0 pilot**  
sites:

Spokane Regional  
Health District

&

Thurston County  
Health Department

### Upcoming Training Dates

**Core WIC**  
November 4-7

**New Nutritionist Training:**  
November 18-20

*For more information,  
please contact  
Kathy Hormel at:*

*Kathy.hormel@doh.wa.gov*

## Changes at the Help Desk



We are excited to announce a new way to contact your CIMS Support staff. For all your questions regarding CIMS applications, including Client Services and WIC reports, changing client eligibility dates, locating a client's clinic and reporting CIMS errors, please call:

### **CIMS Support**

1-800-841-1410, press 7  
Monday-Friday  
8am-5pm

Voicemail available after  
hours

If you have questions or problems with your WIC computer equipment, need a new logon for staff or

have network issues, please continue to contact the technicians at:

### **OASIS Help Desk**

Eastern Washington  
1(800)942-2484

Western Washington  
1(888)457-2467

Monday-Friday

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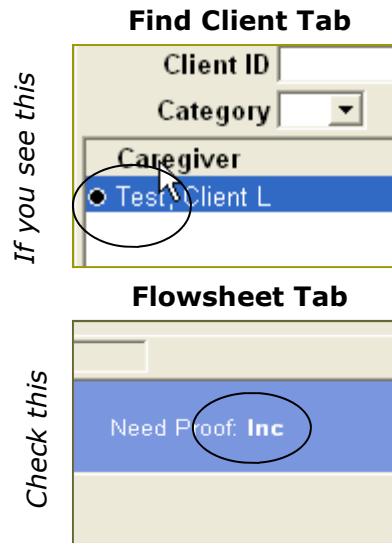
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## Missing Certification Proofs—Ingrid Hansen

Thank you for helping reduce the number of clients with missing proofs! We've been tracking incidence of clients getting checks beyond the one-month Grace Period. As you can see by the chart below, the statewide rate of clients getting a second month of checks without complete proofs has decreased from 4,472 clients in November 2007 to just 1,543 clients in August 2008. If you think of how many clients we served in July 2008 (over 180,000), this error is just a fraction of one-percent.

Client Services now reminds you that these proofs are missing. When you see a dot (flag) to the left of a client's name on the desktop, remember to also look at the Flowsheet tab to see which proof is missing (see images at right).



If you see this

Check this

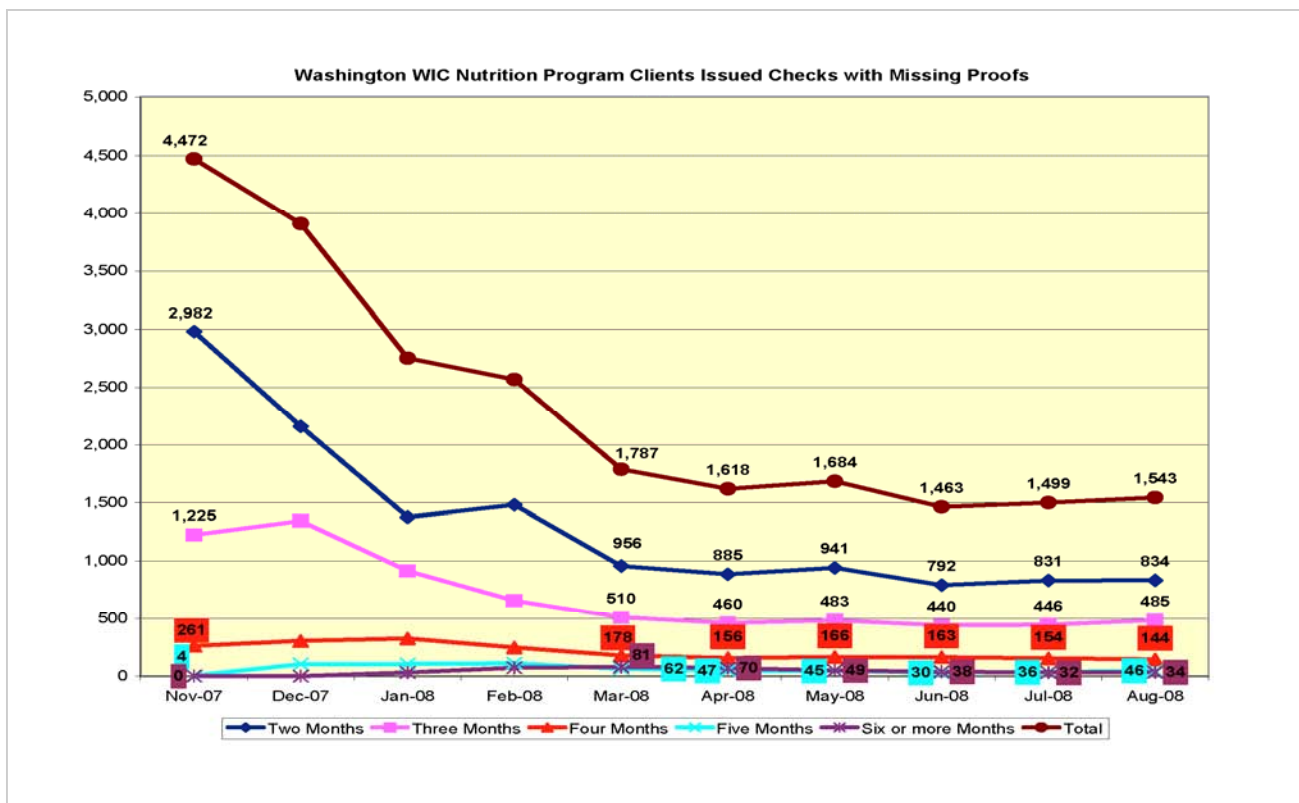
If a proof is missing, ask the client or caregiver to provide the missing document. Do not issue a second month of checks until you see the required document:

Income proof, identification, proof of residency or proof of pregnancy.

Make sure to:

1. Document you saw the required proof in Change Certification Information
2. After reviewing the proofs, issue checks according to your clinic procedures (up to three months)
3. Make a future appointment according to the clients' care plan in the Flowsheet.

It is important to document missing proofs first, then issue checks. Otherwise, your clinic will show up on the statewide report for clients who were issued a second month of checks with missing proofs. With your help, we can continue to reduce this type of error.



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## CIMS User Workgroup

On July 31st and August 1st the CIMS User Workgroup met for the first time in Tumwater at the state WIC office. Of 22 local and state members at our first meeting, eleven were local staff representing a variety of clinics and WIC roles including clerks, certifiers and registered dietitians. They came from the east, the west, north and south. We had a good mix of representatives from small to large clinics and everything in between.

The purpose of the CIMS User Workgroup is to discuss and brainstorm ideas and gather input from local agency staff regarding CIMS clinic applications which include Client Services and WIC reports. Some of the topics discussed at our first meeting were: VENA assessment questions, Farmer's Market Check documentation, and New Food Choices 2009. The group also participated in a "tour" of how software changes are identified and

the process of how those changes are implemented.

It was a great success and we look forward to the next meeting in November 2008. If you are interested in joining this group in the future, let us know. We will be happy to give you information about the application process.



## WIC Reports

### No Activity Report

Do you ever wonder why a client is on the No Activity Report even though they have a scheduled appointment this month?

If the client is a breast-feeding infant under six months old and has previously received formula checks they will be on the report, even if they are no longer receiving formula checks. Or, if a breast-feeding infant was issued bi- or tri-monthly checks for cereal or juice they will be on the

report.

There is also a known bug which will cause clients who have appointments on the on the last day of the month to be on the report.

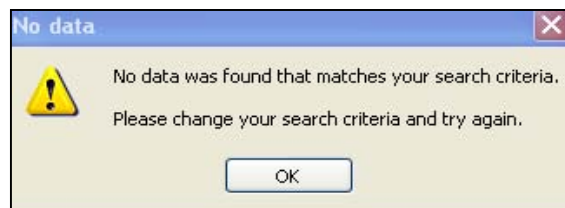
If the client doesn't fit either of these scenarios, please call CIMS Support.

### Caseload Management Report

If you receive a "No data" message (pictured at right) when running the last months' Caseload Management Report, please con-

tact the OASIS Help Desk. You will also get this message if you try to run the current month as a monthly report rather than month to date.

The Help Desk technicians will update the information on your server and within a few minutes you will be able to retrieve the report.



## Rescheduling Appointments

Recently, staff from a local WIC agency called and asked "What should we do with rescheduled appointments?"

Some clinics choose to delete the appointment completely, others change the outcome to "rescheduled" and leave it in the same time slot.

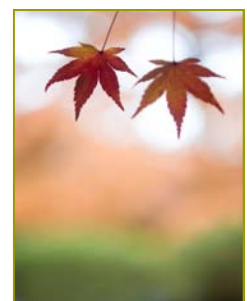
A suggestion made in Core WIC training was to create a column named "Reschedule" in the appointment book and move the rescheduled appointments into that column.

The benefit?

By creating a separate

column you will capture the appointment in the client's Appointment History and can easily see an open time slot in the appointment book.

For busy clinics any open appointment time can be a treasure. So, why not try a "reschedule" column and see how it works for you?



## CIMS Supplement

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Please call us if you have any suggestions for the CIMS Supplement or questions about this edition's articles.

**Past editions of the CIMS Supplement can be found on the web at:**  
**[www.doh.wa.gov/cfh/wic](http://www.doh.wa.gov/cfh/wic)**

2008

# STATE WIC NUTRITION PROGRAM CONFERENCE

October 27th & 28th

*“WIC-Champions for Healthy Lifestyles”*

*Double Tree Hotel-Seattle Airport*

## New CIMS Support Staff

Diana Garcia joined Holly Jurgensen on August 1st as one of the CIMS Support staff.

Her WIC roots go way back. She was a WIC certifier at Clark County Public Health-Vancouver for 7 years. She loved working in a WIC clinic—especially getting to know families from pregnancy to their five year olds' graduation.

In August 2007 she became a software tester here at the state office with the Software Development Unit. She used her skills as an expert CIMS user to test CIMS applications (including Client Services, WIC reports, Investigation Tracking, Retail Management, etc.).

Diana is sensitive to the needs of WIC staff in the fast-paced WIC world. She is quick to provide needed information,

has awesome customer service skills, is a real team player with a wonderful sense of humor.

Some fun facts about Diana:

- She loves music.
- She speaks Spanish.
- She has a twin sister (who also works for WIC).
- She loves helping new moms and babies breastfeed (especially her sister-in-law and little nephew).
- She loves Portland—and knows all the great places to eat and shop.
- She finished the Portland Marathon and eight half-marathons, as well as many organized bicycling events.



Look for Diana at the State WIC Conference in October. She's looking forward to helping you with your CIMS questions!