Potential Duplicate Participants

The Washington State WIC Program will be implementing Cascades by geographic regions around the state. This means that throughout the rollout there will be two systems in operation. The migration of data takes participant files, from their current location in your Client Services database, and are sent to your new Cascades system.

Our participants are mobile. They are able to go to any clinic in the state to get services. In 2018 there were 19,000 “Transfer-Ins.”

- If a participant transfers clinics during rollout there is the possibility they will be also switching systems.
- There’s a high probability that some participants who transfer clinics during rollout will have a duplicate record.

1. When adding a new participant in Cascades, you must perform a statewide search.
   - Cascades will inform you of potential duplicates when you enter a new participant.

2. Use the existing record if the participant is the same person, or create a new record if it’s not a match.

3. If at any time you have concerns about a potential duplicate participant call Cascades Support.
   - The number one priority is to get participants into Cascades when they’re ready for their next food benefit issuance.
   - Duplicate participant records, if discovered, aren’t a work stopper and shouldn’t be a barrier to getting services.

4. If you’re entering a transfer participant from a Client Services clinic into your Cascades system and get a match, call Cascades Support.
   - Cascades Support will assist you in choosing which record to use.

5. If you’re working with a participant and discover a duplicate record but they’re already in the Cascades system, have a WIC Card, and active EBA account; there’s no need to call Cascades Support.
   - Cascades Support will be working to address the duplicate participants.
This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn’t discriminate.

For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).