Transfer between Cascades and Client Services clinics

Information:

- Participant information will move over or “migrate” from Client Services to Cascades:
  - Infants and children under the age of 5 (active or terminated).
  - Women with certifications with an eligibility begin date within the last 3 years.
  - Participants prescreened within the past 60 days.

- Participant data migrates clinic by clinic from Client Services to Cascades during Cascades rollout.
  - This means staff only have access to electronic transfer information for clinics using the same software (Client Services to Client Services, and Cascades to Cascades).

- Client Services and Cascades don’t communicate about certifications and benefit issuance, so there’s a risk of duplicate participants. There’s no duplicate matching process between Client Services and Cascades.

1. Participants transferring from a Client Services clinic to a Cascades clinic
   a. Client Services clinic staff must print a Transfer Card for participants moving to an area where WIC clinics have implemented Cascades.
   b. Cascades clinic staff use Into State Transfer to transfer the participant into the clinic.
   c. If participant doesn’t bring a Transfer Card, staff must request it from the previous clinic, or contact Cascades Support if staff at the previous clinic aren’t available.

2. Participants transferring from a Cascades clinic to a Client Services clinic
   a. Cascades clinic staff must print Out of State Information for participants moving to an area where WIC clinics are using Client Services.
   b. Client Services clinic receiving a transfer from a Cascades clinic must use the Out of State Transfer wizard to transfer the person into the clinic.
   c. If the participant doesn’t bring Out of State transfer information, staff must request it from the previous clinic, or contact Cascades Support if staff from the previous clinic aren’t available.

**Note:** Transfers between two Client Services clinics or two Cascades clinics should be done electronically.
3. WIC benefits during transfer

Staff should schedule transfers close to the date when the participant will be ready for new food benefits. For example, have the person use their WIC checks or purchase their food benefits on the WIC Card and then schedule an appointment to transfer in.

- See the Transition Guidance - Replacing Checks and WIC Cards between Client Services and Cascades Clinics for more information.

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).

DOH 960-367 January 2019