Use this flowsheet and guide to learn about the different types of transfers you may encounter. We have a [Cascades Steps with step-by-step instructions](#) posted in the [Program Forms and Materials section](#) (all the way at the bottom of the page) of the Cascades website.

### Foster to Foster Transfer

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Search for foster child at <strong>State-wide</strong> level.</td>
<td></td>
</tr>
<tr>
<td>2. Does foster child have current benefits and no future benefits issued at clinic of origin?</td>
<td></td>
</tr>
<tr>
<td>YES</td>
<td>Keep current benefits.</td>
</tr>
</tbody>
</table>
| NO** | Call Cascades Support to:  
- Issue current benefits and/or  
- Void future benefits |
| | Transfer foster child to new clinic. |
| | Deactivate current WIC Card.  
Reissue new WIC Card. |

- Review current benefits and issue future benefits, as needed.  
- Print and check Shopping List.

### Foster to Non-Foster Transfer

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Search for foster child at <strong>State-wide</strong> level.</td>
<td></td>
</tr>
<tr>
<td>2. Does foster child have current benefits and no future benefits issued at clinic of origin?</td>
<td></td>
</tr>
<tr>
<td>YES</td>
<td>Keep current benefits.</td>
</tr>
</tbody>
</table>
| NO** | Call Cascades Support to:  
- Issue current benefits and/or  
- Void future benefits |
| | Transfer foster child to new clinic.  
- Don’t change the foster status now.  
- Create Family Alert:  
  “After [insert date of LDTS], the child’s current benefits are expired. Select the “No” radio button for Foster Child in the Family Demographics screen after [insert date of LDTS].” |

**Once current benefits have been fully redeemed or have expired:**

1. In Participant Demographics screen, unselect check-box for Foster Child.  
2. Deactivate WIC Card for foster child.  
3. If the new, Non-Foster family doesn’t have a WIC Card, issue a new WIC Card.  
4. Issue benefits.  
5. Print and check Shopping List.
### Non-Foster to Foster Transfer

Search for Non-foster child at **State-wide** level.

Does Non-foster child have current benefits and no future benefits issued at clinic of origin?

- **YES**
  - Keep current benefits.
- **NO****
  - Call Cascades Support to:
    - Issue current benefits and/or
    - Void future benefits

- Transfer Non-foster child to new clinic.
- **Don't** change the non-foster status now.
- Create **Family Alert**:
  - “After [insert date of LDTS], the child’s current benefits are expired. Select the “Yes” radio button for **Foster Child** in the **Family Demographics** screen after [insert date of LDTS].”

If Cascades Support voided future benefits for the Non-Foster family at clinic of origin, Cascades Support staff will now **re-issue** future benefits for the Non-Foster family at the clinic of origin.

Once current benefits have expired:

1. In **Participant Demographics** screen, select check-box for **Foster Child**.
2. Issue new WIC Card for foster child.
3. Issue benefits.
4. Print and check Shopping List.

### Non-Foster to Non-Foster Transfer

Search for Non-Foster child at **State-wide** level.

Does Non-foster child have current benefits and no future benefits issued at clinic of origin?

- **YES**
  - Keep current benefits.
- **NO****
  - Call Cascades Support to:
    - Issue current benefits and/or
    - Void future benefits

- Transfer Non-Foster child to new clinic.

If the new, Non-Foster family doesn’t have a WIC Card, issue a new WIC Card.

- Review current benefits and issue future benefits, as needed.
  - Print and check Shopping List.
How Do Transfers Affect Appointments?

- A transfer will cancel all child appointments in the clinic of origin.
- Review appointments for the current family and schedule new appointments, as needed.

What if the participant’s status is expired or terminated?

**Expired** participants don’t have eligibility, therefore can’t be reinstated.

- Don’t attempt to re-activate the participant’s status at the clinic of origin.
- Instead, at the receiving clinic location, start a new record for this participant.
- Once you’ve created the new participant record, contact Cascades Support to have them link the two records. Support staff will need:
  - The clinic names of the clinic of origin and receiving clinic
  - The participant IDs for both records
  - Which record is to be marked “Primary”
- Follow these steps, even if you have Cascades editing rights to more than one clinic within your agency.

**Termed** participants sometimes have eligibility, sometimes they don’t.

- If a termed participant has eligibility, contact Cascades Support to have them re-instate the participant, issue current month’s benefits, and help you complete the transfer.
- **Migrated, termed** participants with no current eligibility can’t be transferred.
  - At the receiving clinic location, start a new record for this participant.
  - Contact Cascades Support to have them link the two records. Cascades Support staff will need:
    - The participant IDs for both records
    - Which record is to be marked “Primary”
How Do I Transfer an Entire Family?
Under **Family Services**, then **Transfer**, you will see some options for transferring:
- Use **Between Agency or Clinic** to transfer an entire family.
- Use **Between Families** to transfer an individual member of a family.

For transfer policy requirements, please see [Cascades Policy Volume 1, Chapter 21](#).

This institution is an equal opportunity provider.

**Washington State WIC Nutrition Program does not discriminate.**