Table of Contents – updated 11/8/19

Welcome!
How to Get Support
Links to Additional Resources
  Cascades Tips – updated 11/8/19
  Cascades Steps: Finding the H Tag Number on a Computer

General Cascades Troubleshooting & Information
  Cascades Top 10 List – new 11/8/19
  Cascades Steps: Taking Screenshots
  Staff Tool: Troubleshooting Common Issues – new 7/24/19
  Transition Guidance: Rights and Responsibilities – new 11/8/19

Certification & Subsequent Certification
  Staff Tool: Cascades Required Fields Tool
  Cascades Steps: Presume Eligible (PE)
  Cascades Steps: Complete Assessment for a Presumed Eligible (PE) Participant
  Staff Tool: Health Conditions and Nutrition Practices to Assigned Risks
  Transition Guidance: Certifying Infants and Women after Delivery in Cascades
  Transition Guidance: Income Eligibility
  Transition Guidance: Migrated PE Participants with Default 150 lb Pre-Pregnancy Weight – new 11/8/19
  Transition Guidance: Potential Duplicate Participants

Care Plan
  Staff Tool: Participant Centered Goals for Cascades

Breastfeeding & Peer Counseling
  Cascades Steps: How to Determine Food Benefits for Breastfeeding Fully Formula (BF-FF) Participants – updated 7/24/19
  Staff Tool: Breastfeeding Infant and Participant Food Package in the First Month of Life

Prescribe Food & Issue Benefits
  Cascades Steps: Issuing Foods 1st Month of Life Partially BF Infant and BF Participant
  Staff Tool: Family Issuance Day and Proration – updated 11/8/19
  Staff Tool: Food Benefits by Participant Category – new 7/24/19
  Staff Tool: Food Prescription Subcategories – new 7/24/19
  Staff Tool: Issuing Benefits in the Month of the 1st and 5th Birthday – new 7/24/19
  Transition Guidance: Family Issuance Day – new 7/24/19

Formula & Medical Documentation
  Cascades Steps: Enter Medical Documentation for the First Time – updated 7/24/19
  Remove Cascades Steps: Using Medical Documentation Form (MDF) from your Notebook.
Cascades Steps: [Enter New Medical Documentation When Current Medical Documentation Exists] – new 7/24/19
Cascades Steps: [Tofu and Medical Documentation] – updated 7/24/19
Transition Guidance: [Medical Documentation]

**Replace Benefits**
Cascades Steps: [Replace Food and Formula Benefits Flowchart] – new 7/24/19
Cascades Steps: [Exchange Formula Benefits] – new 7/24/19
Cascades Steps: [Increase Formula Benefits] – new 7/24/19
Cascades Steps: [Replace Current Benefits] – new 7/24/19
Cascades Steps: [Void and Reissue Benefits] – new 7/24/19

**WIC Card & Shopping Experience**
Staff Tool: [Common Reasons Foods are Denied at the Store] – new 11/8/19
Staff Tool: Setting WICShopper App to Spanish (English)
Staff Tool: Setting WICShopper App to Spanish (Spanish)
Staff Tool: WICShopper App and WIC Card (English) – new 9/13/19
Staff Tool: WICShopper App and WIC Card (Spanish) – coming soon
Staff Tool: [WIC Card Functions] – updated 11/8/19
Transition Guidance: [Replacing Checks and WIC Cards between CIMS and Cascades] – updated 11/8/19
Transition Guidance: [When to Replace WIC Cards and Checks] – updated 11/8/19

**Scheduling & Master Template**
Cascades Steps: [Schedule Appointments Using Clinic Master Calendar – Same Appt. Type] – new 7/24/19
Cascades Steps: [Schedule Appointments Using Clinic Master Calendar – Multiple Appt. Types] – new 7/24/19
Cascades Steps: [Cancelling Appointments] – new 7/24/19
Cascades Steps: [Walk-in Appointments in the Clinic Workflow Dashboard]
Staff Tool: [Understanding Appointment Notification Screens]

**Foster Care & Transfers**
Cascades Steps: [Schedule an Appointment to Transfer Between Cascades Clinics] – updated 11/8/19
Cascades Steps: [Schedule an Appointment to Transfer into the Cascades System] – update 11/8/19
Cascades Steps: [Transfer a Family Between Cascades Clinics] – updated 11/8/19
Cascades Steps: [Transfer a Family into the Cascades System] – new 9/13/19
Cascades Steps: [Transfer Participants out of the Cascades System] – new 9/13/19
Cascades Steps: [Transfer a Foster Child] – updated 7/24/19
Staff Tool: [Understanding Foster and Non-Foster Transfers] – new 7/24/19
Transition Guidance: [Transfer between Cascades and Client Services Clinics]
Welcome to your Cascades Clinic Notebook!

In this notebook you’ll find:
- **Cascades Steps:** Step-by-step instructions for specific tasks in Cascades
- **Staff Tools:** Increase your understanding about policies and Cascades processes
- **Transition Guidance:** Use these while you transition between Client Services and Cascades

We organized the materials by the Quick Link names you see in Cascades. We also added some tabs for topics that often need extra attention.

This notebook gives you space to place all materials related to a topic in one place. Feel free to add your Cascades Training Supplements (CTS) and any personal resources you created to this notebook. We’ll continue to create resources you can add. Check the [Cascades Forms and Materials website](#) often for new tools.

For those of you who prefer a paperless version, you can find the table of contents for the Cascades Clinic Notebook as a PDF on the Cascades website. Use the links in the table of contents to access the most current Staff Tools and Cascades Steps.

Warmly,

The Communication and Training Team
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 711).
DOH 962-993 November 2019
How to Get Support?

The Cascades Support team is ready to help you! To get the best and fastest support, have these things ready before you call:

- Clinic and agency name, and telephone number
- H Number (learn where to find this number on the Cascades Steps: Finding the H Tag Number on a Computer)

In addition:
- Please let us know if you’re with a participant or if you are using a speaker phone.
- We’ll adjust our language so the participant can understand the conversation and we’ll work to resolve the issue as quickly as possible.

Support Options

WIC Cascades Support
Call this number for questions about:
- Cascades software
- WIC policy
- SAW account set-up

1-800-841-1410
Choose option 3, then choose option 2

Hours
Monday – Friday 8:00am to 5:00pm (through lunch)

Cascades Email
Cascades.Support@doh.wa.gov

IT Service Desk
Call this number for questions about:
- Network logon
- WIC computer equipment
- SAW issues
- Internet connections
- Scanners
- Card-readers/Signature pads

1-888-457-2467

Hours
Monday – Friday 7:00am to 5:00pm (through lunch)

WIC Foods Support
Contact this email address for questions about:

- When participants think that a food should be approved and they can’t buy it.

WIC Foods Email
WAWICFoods@doh.wa.gov
Links to Additional Resources
Here are links to Cascades Tips and related policy trainings in LMS. We also list tools that are available to order through MyPrint or that you can print yourself to add to this notebook.

Cascades Tips
Select the link to read these Cascades Tips. We share these to help clarify processes in your day-to-day Cascades work and when we discover new, helpful information.

Policy Trainings
- DOH STATE WIC Cascades Certification Policy Training – Part 1
- DOH STATE WIC Cascades Income Assessment Policy Training
- DOH STATE WIC Cascades The Care Plan: Module 1
- DOH STATE WIC Cascades The Care Plan: Module 2
- DOH STATE WIC Participant Centered Goal Setting

Cascades Training Supplements (CTS)
- **Unit 1 – Getting Started**
  - Tool: Roles in Cascades
  - Tool: Icon Cheat Sheet
- **Unit 2 – Add a New Family and Schedule Appointments**
  - Tool: Cascades Appointment Types
  - Tool: Master Calendar Color Legend
- **Unit 3 – Certify and Pregnant Woman and Child**
- **Unit 4 – Manage Care Plan and Issue Benefits**
  - Tool: Milk Substitution Calculator
  - Tool: Food Benefit Proration tables
  - Tool: Shopping List Education
- **Unit 5 – Subsequent Certification of Breastfeeding Woman and Infant**
- **Unit 6 – Manage Care Plan for a Woman and Child**
- **Unit 7 & 8 – Foster Families and Children & Manage Care Plan and Issue Benefits to a Foster Child**

Assessment
**Staff Tool: Assessment Questions for a Participant-Centered Risk Assessment**

WIC Card Education
- [WIC Card Education for Participants](#) - English
- [WIC Card Education for Participants](#) - Spanish