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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/TYY 711).
DOH 962-993 September 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
  o Tool: Roles in Cascades
  o Tool: Icon Cheat Sheet
• Unit 2 – Add a New Family and Schedule Appointments
  o Tool: Cascades Appointment Types
  o Tool: Master Calendar Color Legend
• Unit 3 – Certify and Pregnant Woman and Child
• Unit 4 – Manage Care Plan and Issue Benefits
  o Tool: Milk Substitution Calculator
  o Tool: Food Benefit Proration tables
  o 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