



Memorandum

13-095

TO: WIC Local Agency Directors

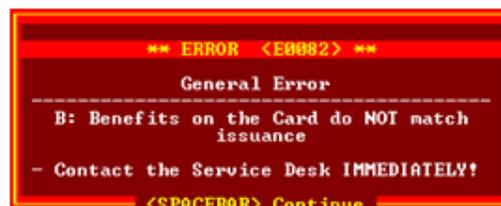
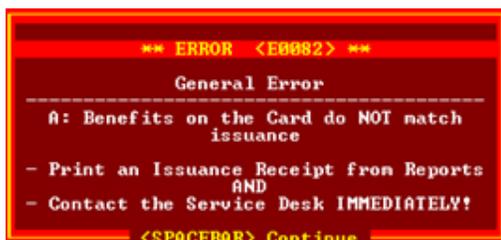
FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: October 7, 2013

SUBJECT: Texas WIN Service Pack 7

A new version of Texas WIN (TWIN), 4.0h.010, will be downloaded to all WIC clinics by October 1, 2013. The following are included in the new TWIN version, Service Pack 7 (SP7).

1. Corrected the inability to enter a child's MID-CERT information if they were in-state or out-of-state transfers. If a child who transfers needs a mid-certification assessment, staff may perform it and enter it into TWIN. For those children who transfer and the mid-certification assessment is needed in future months, the mid-cert due alert will **not** flash. Staff will need to find a way to identify these children and perform the mid-cert assessment at the appropriate time and enter the value into TWIN.
2. Corrected the problem where the MC-DUE indicator flashed on the wrong client.
3. Removed the access to Immunizations module as TWIN no longer supports immunization tracking.
4. Addition of a staff-alert if benefits are not recorded correctly in TWIN. There have been random instances where card benefits differed from what was recorded in the computer. Previous to this version, these discrepancies were only caught after the participant shopped and redeemed an incorrect quantity of food items. With the new version, the computer will check twice for correct recording. The first check will be made as soon as the card is read. If a discrepancy exists, message "A" will be displayed. The second check will be made when benefits are written to the card. If a discrepancy exists at that time, message "B" will be displayed.



If message “A” is displayed, the computer will not allow issuance to continue until the Service Desk is contacted. If Service Desk is not open, client will have to be rescheduled until the next time the Service Desk is available. If message “B” is displayed, the computer will allow benefit issuance to continue but a call to the Service Desk still must be made as soon as possible, e.g. the next time the Service Desk is available. This was allowed to accommodate times when a clinic may be open but the Service Desk was closed. The Service Desk is available Monday through Thursday from 7 am to 6:30 pm, Friday from 7 am to 5:30 pm and Saturday from 8 am to 1 pm. **When message A or B is displayed, please note which one it is to allow the Service Desk staff to serve you better.**

5. Changed the income verification period from 60 days to 30 days per USDA mandate. This means if income has been entered into TWIN for one family member within the last 30 calendar days, income verification is not required for other family members certified within that 30 day period. Staff shall verbally verify income has not changed. Until October 1, 2013, any income accepted from other family members certification that was dated between 31 and 60 days will have to be entered into TWIN. SP7 will require the income in the field because it has been coded for the 30 days.

Deployment of this new version will be conducted with End-of-Day (EOD) processing with a third of the state each day, September 24, 25, and 26, 2013. Remember to manually conduct EOD on laptop computers. If the clinic computer(s) has not received SP7 by Monday, September 30, 2013, or if you have any automation problems, please contact the IT Service Desk at 1-800-650-1328. For questions or concerns about the memo, please contact Anita Ramos, Training Specialist, Nutrition Education/Clinic Services Unit, at (512) 341-4581 or Anita.Ramos@dshs.state.tx.us.