

I-WIC Web-Based Training (WBT)
Worksheet 1 - Modules 1, 2, 3, 6, & 12

Module 1: Intro to I-WIC

1. True or False

Most WIC staff will have access to Clinic and Scheduler modules in I-WIC.

2. Most screens may be accessed by going through the:

- a. Menu bar (names/titles at top)
- b. Tool bar (picture icons)
- c. 'Jellybeans' (oval circles listed on left margin)
- d. All of the above

3. Clicking on the _____ button will save the screen and move you forward to the appropriate next screen.

4. True or False

The question mark in a circle is the Help feature; clicking this will direct the user to a page with more information (i.e. User Manual) about the screen/field.

5. True or False

You are able to view and work with all participants in a household by using the Toggle box.

6. True or False

The Active record box provides a snapshot of the current record open; this could be at the participant or household level.

7. True or False

When areas are complete the Guided Script (jellybean) will show checkmarks alongside the screens completed.

8. Functions listed under the Benefits and Miscellaneous dropdown can only be accessed via the:

- a. Menu bar (names/titles at top)
- b. Tool bar (picture icons)
- c. 'Jellybeans' (oval circles listed on left margin)
- d. All the above

9. Required fields are noted in the system are identified with:

- a. Underlined
- b. Red asterisk
- c. Not noted in the system

Module 2: Searching for and Opening Records

10. When searching a 'new' or transfer applicant/participant; which level should the staff search by?

- a. State
- b. Local Agency
- c. Clinic

11. True or False

The Household Summary screen only lists future appointments.

12. True or False

In order to complete most screens, you must be at the participant level.

13. What information can be seen on the Household Summary Screen?

- a. Appointments
- b. Certifications
- c. Food Packages
- d. All the above

Module 3: Appointment Scheduling and Prescreening Activities

14. For a new Household, go the _____ screen to enter the Head of Household (HH) information. This is an important person as the HH controls the eWIC card and sets the _____ for the card.

15. Applicant grid is used for those applying for or participating in the WIC program. Staff need to enter the following information in this grid:

- a. Name, Today's Date, Birth Date, and Language
- b. Name, Birth Date, Category, and Gender
- c. Name, Birth Date, Category and Appointment Type

16. True or False

If the Head of Household is also applying/participating in WIC, they do not have to be entered in the application grid.

17. There are two options for scheduling:

- 1) Schedule appointment screen: allows staff to _____ for appointments with criteria entered or
- 2) Daily Schedule screen: allows staff to _____ available appointment times to select (a 'book' view).

18. True or False

A record must be open to access the Schedule Appointment or Daily Schedule screen.

19. Match the type of Note (for scheduling), by drawing a line to the purpose of each note:

Appointment
Note

For applicant/participant - information in this note will be displayed on the applicant/participant appointment notice.

Notification
Note

For WIC staff use only – a note can be added, for staff communication (i.e. bring MPF form); in doing so, a bolded box will appear around the appointment on the Daily schedule screen

20. For applicants who are high priority and need to be scheduled within 10 days, the correct appointment type is:

- a. PCert
- b. Cert
- c. Recert

21. Match the color code, as on the Daily Schedule screen, to what it represents:
- A. Green _____ Appointment scheduled, not yet marked as kept or marked on site (attended)
 - B. Blue _____ Available appointment times
 - C. Purple _____ Pt/Household members marked as kept or marked onsite (as attended)

Module 6: Transfers and Change of Household IDs

22. True or False

Transfers in I-WIC are immediate, benefits are uninterrupted.

23. If you accidentally transfer the wrong participant/Household into your clinic, you need to:

- a. You can easily just transfer them back.
- b. Do nothing.
- c. You need to call the clinic they transferred from and ask them to transfer back.

24. For an Instate Transfer, which of the following is true?

- a. Pop up window shows previous appointments for reference
- b. Checkbox to request a VOC is needed
- c. Household can continue to use the eWIC card issued by other clinic.

25. True or False

When moving a Foster child from one HH to another, if needed create a new Household (new Foster parent) and do not add child on the Precertification screen (move the foster child via Change Household option).

26. True or False

A Foster child does not need to be in a separate Household (have their own eWIC card).

27. True or False

Foster caregiver may have more than one household under their name in the system

28. An Out of State Transfer (new to Illinois WIC). After a Statewide Search and Precertification screen, adding participants, from the Miscellaneous menu select ___ for each participating participant?

- a. Change Household
- b. Out of State Transfer
- c. Verification of Certification

29. If a WIC Participant is moving out of state and requests a VOC; there are some key steps to complete after opening the record:

- 1) At the participant level go to Miscellaneous → Verification of Certification screen to _____ family members VOC. Staff person must _____ form to be valid.
- 2) On the Cert Action screen _____ the current Certification, date which may be changed up to 15 days (based upon moving date).
- 3) Void all _____ months benefits on the eWIC card.

Module 12: Managing Notes and Alerts

30. Match the features in the system to what applies to Notes and Alerts, by writing the letter code, 'A' for Alerts or 'B' for Notes in space provided: *(Hint: one feature applies to both A and B)*

Notebook Icon

Lightbulb Icon

Notes & Alerts Jellybean

Turns Red once one is added

Turns Yellow once one is added

31. True or False

Notes can be system and/or user generated.

32. Upon viewing the notes screen the following information is available to view:

- a. Date note was generated/written
- b. Staff person who generated/wrote the note
- c. Type of note
- d. Note content or action completed
- e. All of the above

33. Which type of notes can be seen on the Notes screen?

- a. Breastfeeding
- b. General
- c. Nutrition Ed/Counseling
- d. Individual Care Plan/SOAP
- e. All of the above

34. True or False

Breastfeeding note must be entered on the Breastfeeding screen.

35. Which type of notes can be added on the Notes screen?

- a. Breastfeeding
- b. Post-it
- c. Nutrition Ed/Counseling
- d. Care Plan/SOAP

36. When entering a Care Plan/SOAP note, what part of the note cannot be entered the same day the note was created?

- a. Subjective
- b. Assessment/Plan
- c. Follow up
- d. All sections can be entered same day

37. Adding an Alert must be done at the _____ level; however, it will display when accessing a record for anyone in the _____.

38. True or False

Alerts are temporary and can be made inactive.