Trainee Edition

Arizona WIC Training

HANDS New Hire Course Part 1

WIC ARIZONA

ARIZONA DEPARTMENT OF HEALTH SERVICES

Trainee Edition

Arizona WIC Training

HANDS Part 1
Guidebook

Contents

What Will You Learn?

Welcome to WIC. We're happy to have you on our team. Arizona WIC and its partners worked together to create the Health and Nutrition Delivery System, or HANDS.

HANDS is a tool that assists and supports you in serving our clients in the best, most efficient way possible. It helps you enroll clients in the WIC Program, document the services you provide, and issue food benefits, all while you connect with each participant.

While HANDS is an incredible tool, it is important to remember that your critical thinking, active listening, and participant-centered service skills are what really make a difference in the lives of our clients. The connection you make with each participant can truly make a difference. With that in mind, let's get started!

The HANDS New Hire course has 10 Modules:

- Module 1: Introduction to HANDS
- Module 2: Intake
- Module 3: Eligibility
- Module 4: Assessment Part 1
- Module 5: Assessment Part 2
- Module 6: Completing the Certification
- Module 7: Appointments
- Module 8: Precertification
- Module 9: Transfers
- Module 10: Breast Pump Issuance and Return

After completing the HANDS New Hire course, the trainee will:

1. Be able to log into and navigate through HANDS
2. Search for and retrieve client/family records
3. Complete the Certification process for a client
4. Understand how to update family and client records
5. Know how to issue benefits to a family
6. Demonstrate understanding of the Appointment Scheduler screens and functions in HANDS
7. Consider how they can provide excellent customer service to WIC participants

Items Needed for This Course

- Pen or pencil
- Access to Arizona WIC Manuals, either a hard copy or on the website
    - To save paper, you do not need to make copies of or print the policies or procedures
- Access to Local Agency policies and procedures
- Job aids:
    - Types of System Messages
    - Linking a Mother and Her Children
    - Income
    - Out of State Transfer Process
    - Growth Chart Reference Sheet
    - Tips for Creating Useful Notes
    - Assessment Resources

Recommended Time

- Approximate time it takes to complete the HANDS Part 1 LMS course: 2-3 hours
- Approximate time it takes to complete this HANDS Part 1 Guidebook and discussion with your trainer: 1-2 hours

Things to Remember

- This guidebook is yours to keep.
- You are encouraged to take notes, highlight, and write in this guidebook.
- As your trainer chooses, you may work in a group or as an individual.
- You are encouraged to ask your trainer(s) for help, ask questions about the information in the course, or ask any questions about additional topics related to HANDS Part 1 training.

Resources

1. HANDS Help Desk 1-888-432-9225
2. USDA WIC Home
3. Arizona WIC Home
4. Arizona WIC - Resources for Trainers
5. Arizona Nutrition Assessment Training
6. Arizona WIC Local Agencies Home
7. Arizona WIC Program Policy and Procedure Manual
8. Arizona WIC Laboratory Manuals
9. Arizona WIC Risk Manual
10. Arizona WIC Anthropometrics Module

HANDS Part 1 Course Instructions

Begin the HANDS Part 1 LMS course. Please complete the steps in the following order:

- ☐ Log onto TRAIN Learning Network
- ☐ Open and complete the HANDS Part 1 LMS course module and the corresponding HANDS Part 1 Activities in this guidebook.
- ☐ At your trainer's discretion, complete the HANDS Part 1 LMS course and guidebook, either individually, with other trainees, or with your trainer.
- ☐ Complete the HANDS Part 1 Post-Test.
- ☐ Meet with your trainer at their discretion to discuss each module of the HANDS Part 1 LMS course and the associated activities in this guidebook, either after each module, or after all modules have been completed.

Module 1: Introduction to HANDS

Module 1 Competencies:

1. Trainees will be able to log into and navigate through HANDS.
2. Trainees will recognize the common actions, icons, and features found throughout HANDS.
3. Trainees will identify different system messages.

Module 1: Activity 1 Standardized Items

1. What items are standardized in HANDS?

2. What are the benefits of standardized items?

Module 1: Activity 2 System Messages

1. What types of system messages can be found in HANDS?

2. What do red messages mean? How about yellow messages?

3. Why is it important to read messages when they are displayed?

Module 1: Activity 3 Login and Home Screens

1. Log in to your Agency and Clinic Training Database.

   a. How do you know which Local Agency and Clinic you are logged into?

   b. What important updates do you see?

   c. What items are in the Training Menu? What item or items do you think you would use the most?

   d. What items are in the WIC Service Desk menu? When do you think it would be a good idea to check this area?

   e. What Main Menu items can you see?

Module 1: Activity 4 Navigation

1. Search for a family provided by your trainer/Helping HAND, and select the family by clicking on the Family ID to view the Family Information screen.

    a. What action buttons do you see?

    b. What Certification Flow Menu tabs do you see? Click on the tabs to navigate to each screen.

    c. What icons are on the tabs? What do the icons mean?

2. Check out the navigation menu in Active Record.

    a. Search for the Breast Pump Issuance and Return screen using the Search feature.

b. Search for the same screen by scrolling through the menu.

i. Which search method do you prefer and why? Practice navigating back to the Client Family Search screen.

a. Use the navigation menu in Active Record to select the Search screen.

b. Click on the Main Menu – WIC Services.

i. Which route do you think you will use more?

TRAINING NOTES

Module 2: Intake

Module 2 Competencies:

1. Trainees will be able to search for and retrieve client/family records.
2. Trainees will be able to add new family and client files to the system.
3. Trainees will be able to complete the intake process for a family.

Module 2: Activity 1 Client Family Search

1. Search for a family provided by your trainer/Helping HAND and fill in the information below.

    a. Authorized Rep's Name:

    b. Family ID:

    c. Search by Clinic, Agency, and State.

        i. How does changing the type of search affect your results?

        ii. How do you know if a client is in your clinic?

2. Why is it important to search all clients statewide before adding a new family/client record?

Module 2: Activity 2 Family Information

1. Think back to Video Scenario 1, where the staff member was focused mainly on entering information into the computer. Have you ever been treated that way? How would you feel if you were the client in this scenario?

2. Now think about Video Scenario 2. What was different? If you were a client, how would you prefer to be treated?

3. Why is it important to set the tone and invest in the client interaction during a visit?

4. Is the “How did you hear about WIC?” field required at your Agency?

5. Is the "Email Address" field mandatory at your Agency? Does your Agency offer Voter Registration? If yes, what are the procedures? What would you do if the primary Authorized Representative chose to name a second Authorized Rep. who is not in the office that day? What would you do if an Authorized Representative chose to name a second Proxy who is not in the office that day?

6. What four checkboxes would you use to ensure participant safety and confidentiality?

    a. When would you ask about these items?

7. What types of identification are acceptable?

8. What might happen to your interaction with the client when there is a lot of information to enter into HANDS, like on the Family Information screen? How can you stay present and engaged in that situation?

9. Add a family which includes the information below. You will use this family in future activities.

    a. A newly-pregnant woman (over age 18, 16 weeks pregnant) and her significant other

    b. Authorized Rep 1 name:

    c. Authorized Rep 2 name:

    d. Family ID:

Module 2: Activity 3 Client Registration

1. Add the following clients to the family you just created on the Family Information screen:

   a. A newly-pregnant woman (over age 18, 16 weeks pregnant)

      Name:

      Date of birth:

      Due date:

   b. Ten-month-old

      Ten-month-old baby's name and gender:

      Date of birth:

      Expected delivery date:

   c. Two-year-old

      Two-year-old child's name and gender:

      Date of birth:

      Expected delivery date:

2. Add each client to HANDS, and list their Client IDs below:

   PG2:

   Ten-month-old:

   Two-year-old:

3. What did you notice about linking the mother and her children? Why do you think it is best practice to add a mother to the system first?

4. If a child couldn't be linked to his or her mother, how would you document this?

5. Why is the foster care question important?

6. How would you document if a client declined to identify their race or ethnicity?

7. What would you do if the Potential Duplicates pop-up displayed for one of your clients?

8. What are your Agency's policies and procedures for collecting signatures on the Client Registration screen?

9. What information needs to be verified during subsequent Certifications?

Module 2: Activity 4 Active Record

1. Observe the layout of Active Record.

    a. Use the hover feature for the clients listed at the bottom of Active Record.

        i. What information do you see? Change client records using the Active Record. How do you know which client record you are viewing?

2. Describe each of the Active Record icons shown below:

Icon	Information
	
	
	
	
	
	
	
	
	

Module 2: Activity 5 Immunization

1. When is immunization data required?

2. How does your Agency verify immunization status?

3. What referrals would you make if the client wasn't current on their immunizations? How would you document these referrals?

4. Add immunization information for the ten-month-old you created.

TRAINING NOTES

Module 3: Eligibility

Module 3 Competencies:

1. Trainees will be able to enter adjunct eligibility and income information for a family.
2. Trainees will know the difference between entering income for foster family members and other members of the family.
3. Trainees will be able to add Certification information to a client’s record.
4. Trainees can complete the eligibility process for a family.

Module 3: Activity 1 Income Eligibility

1. What are your Agency’s policies and procedures for documenting adjunct eligibility?

2. What are your Agency’s policies and procedures for updating adjunct eligibility?

3. How does entering referral information here affect the Care Plan - Referrals screen?

4. Is entering referrals mandatory on the Income Eligibility screen?

    a. Is entering referrals mandatory on the Care Plan screen?

5. Where can you find policies and procedures for determining income eligibility?

6. What is best practice for documenting multiple income providers?

7. How is documenting a foster family member's income different than documenting the rest of the family?

8. What are your Agency's policies and procedures for collecting signatures on the Income Eligibility screen?

9. What would you do if a client forgot to bring proof of income to his or her Certification visit?

10. If you needed to update income information after 30 days had passed, how would you ensure that the most accurate information was recorded in HANDS?

11. Add income for the family you created in Activity 2 using the following information:

    a. The Family Size is 6. Their monthly income is $1,168.75. This income is applicable for all family members. The Authorized Rep. states that Baby is participating in AHCCCS; however, she only brought paystubs with her, and you are unable to verify adjunct eligibility status. She says the family is not participating in any other Adjunctively Eligible programs.

        i. Would you count the unborn baby in the family size?

        ii. Is this family participating in an adjunctively eligible program with or without proof to verify current enrollment?

        iii. Would this entire family be adjunctively eligible?

iv. How would you document this in the Adjunct Programs grid?

v. How would you document this in the Income Providers grid?

vi. What would you do if the Authorized Rep brought proof of participation in an adjunctively eligible program later in the Certification?

Module 3: Activity 2 Certification Action

1. What are your Agency's policies and procedures for physical presence?

2. What portion of the process to link a mother to her children is completed on this screen? What would happen if the process wasn't completed?

3. What is the difference between IPN and IPN+?

4. When would you extend a client's Certification?

5. What steps would you take if a client told you she switched from partially nursing to exclusively nursing?

6. What are some examples of instances where you would terminate a Certification?

    a. What are some examples of instances where you would reinstate a Certification?

7. What do you need to do before you enter a new Certification for an existing client?

8. Complete the Cert Action screen for each client in the family you created based on the following information:

    a. Mom is 16 weeks pregnant.

b. Baby was exclusively nursing; however, mom has started experiencing breast sensitivity since becoming pregnant and has recently started her infant on Similac® Advance and is now partially nursing.

   i. Baby is ten months old

   ii. Baby was born four weeks early

c. Child is two years old.

TRAINING NOTES

Competency Achievement Checklist/HANDS New Hire Part 1

Trainee's Name ______________________

Local Agency ______________________

At This Checkpoint	Evaluate This	Competency Achievement Date	Initials
LMS Pre-Test	Trainee completed the LMS Pre-Test.		
Learning Activities	Trainee accurately *completed* all activities specified for this course.		
	All activities were *discussed* with the trainee and reviewed for accuracy.		
Competencies	Trainee is able to log into and navigate through HANDS.		
	Trainee recognizes the common actions, icons, and features found throughout the system.		
	Trainee can identify different system messages.		
	Trainee is able to search for and retrieve client/family records.		
	Trainee is able to add new family and client files to the system.		
	Trainee can complete the intake process for a family.		
	Trainee is able to enter adjunct eligibility and income information for a family.		
	Trainee knows the differences between entering income for foster family members and other members of the family.		
	Trainee is able to add Certification information to a client record.		
	Trainee can complete the eligibility process for a family.		
LMS Post-test	Trainee has achieved a score of 80% or better.		

HANDS Part 1 Post-Test

1. What does a yellow message mean?
   - ☐ Your password will expire within 30 days
   - ☐ You are not authorized to make changes in this screen
   - ☐ The session has become inactive; you need to re-enter your password
   - ☐ Slow down to consider whether action is needed or not

2. What does a red message mean?
   - ☐ Something is missing or needs to be updated.
   - ☐ Your password has expired.
   - ☐ You are not authorized to make changes in this screen
   - ☐ This client has not registered to vote.

3. What do main screen error messages, pop-up error messages, and Stack Trace error messages have in common?
   - ☐ They signal the user to reschedule the client appointment.
   - ☐ Error messages explain what is needed to correct or report the error.
   - ☐ They occur when new client information has been entered.
   - ☐ Error messages are triggered by client transfers.

4. Where can HANDS users find important policy alerts, helpful tips, and HANDS system updates?
   - ☐ Client Family Search Page
   - ☐ WIC Services Page
   - ☐ Scheduling Page
   - ☐ Home Page

5. How can you NARROW the search results for a client whose certification expired nearly a year ago? Enter as much information as you know, such as name, DOB, and category.
   - ☐ Select the Clinic radio button if you know which clinic the client last visited
   - ☐ Select the Pending/Inactive radio button to avoid searching active records.
   - ☐ All of the above will help to narrow the results for a faster search

6. To link a mom to her children or give a reason not linked, go to the __________ tab in the Certification Flow Menu.

- ☐ Client Registration Screen
- ☐ Medical Screen
- ☐ Notes Screen
- ☐ Certification Screen

7. Why does HANDS sometimes display a Potential Duplicate Client Record pop-up message?

- ☐ Similar information may indicate the client is already a WIC client.
- ☐ It is illegal to allow dual participation on the program
- ☐ The WIC employee may not be aware that the client already participates in the program
- ☐ All of the above

8. Once I complete the certification screen and click save, can I go back and change the birthday on a client's account?

- ☐ Yes, birth dates can affect immunization records, food packages, and breastfeeding surveillance so they can always be changed at any time.
- ☐ No, contact WICServiceDesk@azdhs.gov if the birth date was entered wrong and needs to be changed after saving your work in the certification page.

Test questions: Module 3

9. The Income Eligibility screen displays the entire family.

- ☐ True
- ☐ False

10. How can you update the income record for a client who forgot documentation and returns AFTER the 30-day waiting period?

- ☐ Select the Zero Income checkbox in the Add pop-up window.
- ☐ Click on New Household Income Action Button.
- ☐ Create a duplicate record after HANDS terminates the certification.
- ☐ Select Forgot Documentation from the Documentation Pick List.

11. When an Infant's category needs to be changed during an active certification due to a change in feeding status (breastfeeding and/or formula), what action button can the user select to make these changes?

- ☐ Terminate Cert in the Cert Action Screen
- ☐ New Cert in the Cert Action Screen
- ☐ Category Change in the Cert Action Screen
- ☐ Reset button on the Cert Action Screen

12. If the HANDS user accidently Terminates a participant certification before their services are over, how can this be resolved?

- ☐ Click on the Reinstate Cert Action Button found in the Cert Action Screen
- ☐ Create a duplicate record with the same information as the original terminated record
- ☐ Reset button on the Cert Action Screen
- ☐ New Cert in the Cert Action Screen