

2010 WIC Staff Survey - Education Needs For Future Trainings

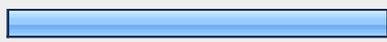
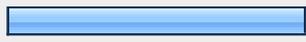
| Assess your knowledge of the following topics and ability to use your knowledge to carry out your job duties. | | | | | | |
|---|----------------------|--------------------|------------------------------|-------------------------|---------------------------|----------------|
| | Strong Understanding | Good Understanding | More Info or Practice Needed | No Clue What This means | N/A or Not assigned to me | Response Count |
| Reviewing rights & responsibilities with clients | 49.6% (63) | 29.9% (38) | 6.3% (8) | 0.0% (0) | 15.7% (20) | 127 |
| WIC certification steps & how to ask the questions | 48.4% (61) | 34.9% (44) | 8.7% (11) | 0.0% (0) | 10.3% (13) | 126 |
| Completing the Certification Signature Form | 52.0% (65) | 30.4% (38) | 6.4% (8) | 0.0% (0) | 13.6% (17) | 125 |
| Assessing & documenting proof of identity | 47.6% (60) | 30.2% (38) | 9.5% (12) | 0.0% (0) | 14.3% (18) | 126 |
| Assessing & documenting proof of income | 37.3% (47) | 31.0% (39) | 18.3% (23) | 0.0% (0) | 15.1% (19) | 126 |
| What counts as income; What doesn't count as income | 23.4% (29) | 33.1% (41) | 29.8% (37) | 0.8% (1) | 14.5% (18) | 124 |
| Missing proof of address, income, identity etc. | 35.7% (45) | 35.7% (45) | 16.7% (21) | 0.0% (0) | 13.5% (17) | 126 |
| When to complete the no proof box | 30.6% (38) | 24.2% (30) | 33.1% (41) | 0.0% (0) | 14.5% (18) | 124 |
| When to use a 30 day extension | 38.9% (49) | 34.9% (44) | 18.3% (23) | 0.0% (0) | 10.3% (13) | 126 |
| Assessing military income; What do all those codes mean? | 6.4% (8) | 17.6% (22) | 56.8% (71) | 5.6% (7) | 15.2% (19) | 125 |
| Assessing maternity income | 12.7% (16) | 24.6% (31) | 38.9% (49) | 11.1% (14) | 14.3% (18) | 126 |
| Assessing adjunct eligibility | 41.3% (52) | 28.6% (36) | 17.5% (22) | 1.6% (2) | 13.5% (17) | 126 |
| Determining family size | 47.2% (59) | 33.6% (42) | 6.4% (8) | 0.8% (1) | 13.6% (17) | 125 |
| Enrolling foster children | 35.7% (45) | 25.4% (32) | 24.6% (31) | 0.8% (1) | 15.1% (19) | 126 |

| | | | | | | |
|---|-------------------|-------------------|-------------------|------------|------------|-----|
| Custody situations | 23.8% (30) | 23.0% (29) | 37.3% (47) | 3.2% (4) | 14.3% (18) | 126 |
| Sanction point & violations | 26.4% (33) | 24.8% (31) | 24.0% (30) | 4.0% (5) | 23.2% (29) | 125 |
| Client status codes | 60.8% (76) | 29.6% (37) | 4.0% (5) | 0.8% (1) | 6.4% (8) | 125 |
| Length of enrollment | 66.7% (84) | 24.6% (31) | 4.0% (5) | 0.8% (1) | 5.6% (7) | 126 |
| USDA WIC Processing standards | 26.4% (33) | 32.0% (40) | 20.8% (26) | 8.8% (11) | 13.6% (17) | 125 |
| Changes to records | 37.3% (47) | 38.1% (48) | 15.1% (19) | 2.4% (3) | 7.9% (10) | 126 |
| Enrollment proxy card | 50.0% (63) | 31.0% (39) | 8.7% (11) | 0.0% (0) | 11.1% (14) | 126 |
| Alternate shopper cards | 50.4% (63) | 28.8% (36) | 7.2% (9) | 4.0% (5) | 11.2% (14) | 125 |
| Issuing the WIC ID folder and contents | 60.3% (76) | 27.0% (34) | 4.8% (6) | 0.0% (0) | 9.5% (12) | 126 |
| Check printing | 61.9% (78) | 21.4% (27) | 4.0% (5) | 0.8% (1) | 13.5% (17) | 126 |
| Replacing checks | 42.9% (54) | 28.6% (36) | 15.1% (19) | 0.8% (1) | 14.3% (18) | 126 |
| Separation of duties | 36.8% (46) | 30.4% (38) | 15.2% (19) | 10.4% (13) | 8.0% (10) | 125 |
| WIC contract formulas | 50.8% (63) | 32.3% (40) | 12.1% (15) | 0.8% (1) | 5.6% (7) | 124 |
| Special formulas | 31.7% (40) | 38.1% (48) | 23.8% (30) | 0.8% (1) | 7.1% (9) | 126 |
| Food package numbering | 28.0% (35) | 44.0% (55) | 22.4% (28) | 0.8% (1) | 6.4% (8) | 125 |
| Common food packages | 45.6% (57) | 38.4% (48) | 11.2% (14) | 0.8% (1) | 4.8% (6) | 125 |
| Prorate packages | 8.8% (11) | 25.6% (32) | 46.4% (58) | 8.0% (10) | 12.0% (15) | 125 |
| Shortening or lengthening certification periods | 26.4% (33) | 31.2% (39) | 32.0% (40) | 4.0% (5) | 7.2% (9) | 125 |

| | | | | | | |
|---|-------------------|-------------------|------------|-----------|------------|------------|
| Ineligibility Letter | 50.4% (63) | 33.6% (42) | 5.6% (7) | 0.8% (1) | 11.2% (14) | 125 |
| Completing the Physician Authorization Form | 40.5% (51) | 38.9% (49) | 11.9% (15) | 0.0% (0) | 9.5% (12) | 126 |
| Making & documenting referrals to appropriate services | 53.6% (67) | 35.2% (44) | 9.6% (12) | 0.0% (0) | 1.6% (2) | 125 |
| Educating clients about use of WIC checks | 70.6% (89) | 27.0% (34) | 1.6% (2) | 0.0% (0) | 0.8% (1) | 126 |
| Notification 1/2 sheet - mom's doing SOME BREASTFEEDING | 25.0% (31) | 31.5% (39) | 22.6% (28) | 7.3% (9) | 13.7% (17) | 124 |
| My role in promoting breastfeeding | 53.2% (67) | 28.6% (36) | 10.3% (13) | 1.6% (2) | 6.3% (8) | 126 |
| VENA | 20.6% (26) | 30.2% (38) | 24.6% (31) | 8.7% (11) | 15.9% (20) | 126 |
| My role in nutrition education | 44.6% (54) | 34.7% (42) | 6.6% (8) | 0.8% (1) | 14.9% (18) | 121 |
| Measuring height & weight | 52.0% (65) | 24.0% (30) | 4.8% (6) | 0.8% (1) | 19.2% (24) | 125 |
| Plotting - growth chart & explaining results | 46.8% (58) | 16.9% (21) | 8.9% (11) | 1.6% (2) | 26.6% (33) | 124 |
| Obtaining Hgb & assessing status | 46.0% (57) | 16.1% (20) | 7.3% (9) | 1.6% (2) | 30.6% (38) | 124 |
| Making referrals for low hgb | 44.8% (56) | 17.6% (22) | 9.6% (12) | 1.6% (2) | 27.2% (34) | 125 |
| Assigning risk codes | 46.0% (57) | 21.0% (26) | 7.3% (9) | 0.8% (1) | 25.0% (31) | 124 |
| Completing the health assessment/care plan | 44.8% (56) | 22.4% (28) | 6.4% (8) | 0.8% (1) | 26.4% (33) | 125 |
| Determining food package for mom & baby pairs | 34.7% (43) | 30.6% (38) | 11.3% (14) | 0.8% (1) | 24.2% (30) | 124 |
| Additional Comments for items coded with an 'M' | | | | | | 11 |
| answered question | | | | | | 127 |
| skipped question | | | | | | 0 |

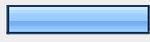
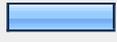
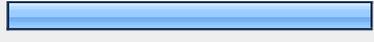
| Additional Comments for items coded with an 'M'; | | |
|--|--|-----------------------|
| 1 | A review of income assessment will always be useful. | Feb 1, 2010 8:37 PM |
| 2 | Not a clear understanding of relationship of VENA to WIC--need to write out what the letters mean. The VENA training seems to be interpretation of WIC rules. | Feb 1, 2010 10:13 PM |
| 3 | need help in getting client to talk more about nutrition education-vena | Feb 2, 2010 4:00 PM |
| 4 | When assigning a second responsible party on the signature form, does that person's name also need to be written on the check proxy form in order to be able to pick up checks at pick up appointments not just certification appointments? The same question regarding the enrollment proxy authorization form. | Feb 2, 2010 5:58 PM |
| 5 | I FEEL WE NEED MORE PRACTICE ON MILITARY INCOME. | Feb 2, 2010 8:05 PM |
| 6 | I don't know what this means, "additional items coded with and "M"? | Feb 3, 2010 10:17 PM |
| 7 | Our agency is working on cross-training of staff to help cover different positions. So I feel I know my duties as a CPA well but my training needs are for the positions I help cover. So as you look at training issues and scheduling - please do not assume that training times for CPA and clerks can overlap as we may need to attend both trainings. | Feb 4, 2010 3:46 PM |
| 8 | Any updates on P.A. forms?? Most of the items I checked under the more information are done by our WIC clerks; but sometimes the CPA's help them out with their duties during a hectic clinic and I am less sure of performing some of those duties which I don't perform so often. I just need a general review and update of plotting the growth charts; the nurses generally do this in our clinics but again with hectic clinics, we do share and overlap job responsibilities of CPA's. | Feb 5, 2010 4:32 AM |
| 9 | I would like to have a better understanding of the clerical procedures and how to asses income, ect. I would also like additional training on breastfeeding | Feb 9, 2010 5:03 PM |
| 10 | At our clinics we do the income part sometimes and rally need to be refreshed on exactly what to do. | Feb 10, 2010 2:34 PM |
| 11 | I THINK ALOT OF IT I NEED TO JUST GET MORE INFO ABOUT OR JUST ASK QUESTIONS... I JUST FEEL LIKE PEOPLE ARE TIRED OF ME ASKING ALL THE TIMES. | Feb 18, 2010 10:55 PM |

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| WIC Positions - mark all that apply to you based on your responsibilities. | | | | |
|---|---|--|---------------------------------|-----------------------|
| | | | Response Percent | Response Count |
| CPA |  | | 58.9% | 73 |
| Clerk |  | | 46.0% | 57 |
| WIC Director |  | | 9.7% | 12 |
| BF Peer Counselor |  | | 2.4% | 3 |
| Vendor Manager |  | | 6.5% | 8 |
| Other |  | | 6.5% | 8 |
| | | | <i>answered question</i> | 124 |
| | | | <i>skipped question</i> | 3 |

| Other | | |
|--------------|-------------------------------|----------------------|
| 1 | Clinic Manager | Feb 2, 2010 5:07 PM |
| 2 | Clinic Coordinator | Feb 2, 2010 5:10 PM |
| 3 | Lead Tester | Feb 2, 2010 10:11 PM |
| 4 | Quality Assurance Coordinator | Feb 3, 2010 3:15 PM |
| 5 | training coach | Feb 3, 2010 5:43 PM |
| 6 | clinic coordinator | Feb 4, 2010 3:46 PM |
| 7 | health assistant | Feb 4, 2010 6:55 PM |
| 8 | Office Manager | Feb 19, 2010 4:42 PM |

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| WIC Work Experience: | | | | |
|-----------------------------|---|--|--------------------------|-----------------------|
| | | | Response Percent | Response Count |
| Less than 6 months |  | | 2.4% | 3 |
| Less than 1 year |  | | 4.0% | 5 |
| 1 - 2 years |  | | 21.6% | 27 |
| 3 - 4 years |  | | 16.0% | 20 |
| 5+ years |  | | 56.0% | 70 |
| | | | <i>answered question</i> | 125 |
| | | | <i>skipped question</i> | 2 |

2010 WIC Staff Survey - Education Needs For Future Trainings

| Explain or list questions you have about WIC procedures? | | |
|--|--|----------------|
| | | Response Count |
| | | 30 |
| <i>answered question</i> | | 30 |
| <i>skipped question</i> | | 97 |

| Response Text | | |
|---------------|---|----------------------|
| 1 | explanation of the 4A risk code, when to use. | Feb 1, 2010 8:28 PM |
| 2 | Custody always seems to be an issue with our clients. Never clear on temporary vs legal... | Feb 1, 2010 8:37 PM |
| 3 | How will the new Medicaid policies affect WIC? | Feb 1, 2010 8:44 PM |
| 4 | Do we count the family size as always? | Feb 1, 2010 8:51 PM |
| 5 | Do we count the family size as always? | Feb 1, 2010 8:51 PM |
| 6 | No questions | Feb 1, 2010 9:21 PM |
| 7 | Are Physician Authorization Forms needed for babies under 6 months of age or would a regular script with proper information be okay? As the baby turns 6 months, then using the PAF so the baby can receive baby foods. It seems that the real reason for the PAF is so the baby can get baby foods and other special situations...ex: soy milk. | Feb 1, 2010 9:50 PM |
| 8 | Discuss and explain separation of duties. If a nurse is expected to do nutrition and address development then why have nutritionists? Most nurses have only a very limited amount of nutrition education and very little specialized training in child development. A nutritionist who is not a RD has no background in charting, weighing, or blood pricks. If there are expectations that those can be accomplished by cross training, they can be done if lower standards are expected. It appears that efficiency has by passed excellence of professional standards and knowledge. Do you want specialization or generalization? | Feb 1, 2010 10:13 PM |
| 9 | It is confusing to me why we have physicians indicate foods that need to be omitted, but there is no way to customize the checks to follow the MD order. (example, no way to keep peanut butter off checks or infant cereal) | Feb 1, 2010 10:19 PM |
| 10 | Is difficult to to do someone else's job, when I work 6 days/month,(ex. infant formulas. I am not familiar with the differences in formula, so how can I explain to a client?) | Feb 2, 2010 1:03 AM |
| 11 | None | Feb 2, 2010 2:19 PM |
| 12 | Will there be prorated packages for formula or do we use the single can per check method for infant whose resp. party misses appointment? | Feb 2, 2010 2:23 PM |
| 13 | How the state would like us to use the 30 day grace on the certifications. | Feb 2, 2010 5:07 PM |
| 14 | What exact information/papers do you take for foster change or placement change? Or guardianship? | Feb 2, 2010 5:10 PM |
| 15 | i think i need help with foster childs.and when there's no income at all. | Feb 2, 2010 5:57 PM |

| Response Text | | |
|---------------|---|-----------------------|
| 16 | Determining maternity leave, self-employed, teen income (if no unborn for Medicaid), if Dad lives in another country (military), seasonal income. What questions can we ask when determining number in household (can we ask "if you don't have Medicaid, do you have other insurance." If your rent is xxx, how are you paying since you only make xxx). If Mom says "I don't receive child support, but he helps me with diapers, clothes, etc", how, and is, that counted? | Feb 2, 2010 6:46 PM |
| 17 | More info. needed on assessing income if mom is on maternity leave or if a parent has a seasonal job such as construction. More info. or refresher on VENA. | Feb 2, 2010 7:09 PM |
| 18 | MY QUESTION IS ABOUT TT9 WHO THEY NEED TO BE DONE BY, AND CAN ONLY ONE PERSON DO EVERYTHING ON THEM. | Feb 2, 2010 8:05 PM |
| 19 | (1) Many states do not include HT, WT, and HGB information on their VOC papers. Do we have to have that information to complete a TT6? (2) We need a refresher course on the proxy cards. It seems everyone has a different idea about how to use them. (3) Do you make an INELIGIBLE LETTER for a BF woman with a child who has just turned one year old? | Feb 2, 2010 8:13 PM |
| 20 | what needs filled out on the signature form, when doing an instate transfer, out of state transfer Do we still have to read the whole rights and responsibilities page to each client being certified (this is time consuming) can we give them a choice? | Feb 3, 2010 4:53 PM |
| 21 | NONE | Feb 3, 2010 6:24 PM |
| 22 | if mom has 2nd responsible designated can she also have an enrollment proxy? Can check proxy do a 6 mo. health check? | Feb 3, 2010 10:17 PM |
| 23 | Physician Authorization Forms I think there is still a lot of confusion on mom/baby food package pairs | Feb 4, 2010 3:46 PM |
| 24 | Are there any food packages without dairy products for someone allergic to all dairy & soy products? Will there ever be any helper pages on lap top computers for looking up food packages?? We have requests for food checks with 1 gallon of milk; will that ever be a reality?? | Feb 5, 2010 4:32 AM |
| 25 | it is possible for WIC clinics to have late hours of operations? For example those mobile WIC clinic that does not operate every day at the same location. some of our clients do not get to the clinic before 4:PM. It think it would be good to have at least one late closing a month to help out those clients that can not make it during our regular hours. | Feb 9, 2010 2:20 AM |
| 26 | When you give 30 day grace because of income how do we proceed with recording that? Is there a way on the scheduler to have appointments every 20 inutes rather than 15 minutes? | Feb 10, 2010 2:34 PM |
| 27 | none | Feb 17, 2010 5:15 PM |
| 28 | NOT ANY THAT I CAN THINK OF AT THE TOP OF MY HEAD RIGHT NOW | Feb 18, 2010 10:55 PM |
| 29 | why do we have to repeat many of the same points in our rights and responsibilities? | Feb 19, 2010 12:28 AM |
| 30 | Proof of income seems to be a big issue with our clients I know each case is different but maybe a cheat sheet on some examples alot of our clients state they or there spouses get paid cash. maybe something quicker to verify adj. eleg. the phone line is great but at times I am the only clerk ass. income and punching in all those numbers is time consuming | Feb 19, 2010 4:42 PM |

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| What new cheat sheets or other materials do you need? (What should new cheat sheets include) | | |
|--|--|----------------|
| | | Response Count |
| | | 39 |
| <i>answered question</i> | | 39 |
| <i>skipped question</i> | | 88 |

| Response Text | | |
|---------------|--|----------------------|
| 1 | military income, updated formula table each time there is a change in product, size, or name. | Feb 1, 2010 8:28 PM |
| 2 | I don't know, but I love the ones put together for the food package changes! Marvelous! | Feb 1, 2010 8:37 PM |
| 3 | Prorated packages | Feb 1, 2010 8:51 PM |
| 4 | Prorated packages | Feb 1, 2010 8:51 PM |
| 5 | Cheat sheets about maternity leave would be great. | Feb 1, 2010 9:18 PM |
| 6 | The cheat sheets are great | Feb 1, 2010 9:21 PM |
| 7 | Any partial food package sheets for women and children? | Feb 1, 2010 9:50 PM |
| 8 | redo formula information--the red book is out of date in many instances and formula composition information is needed with chart to show the differences and why specific formulas are utilized. | Feb 1, 2010 10:13 PM |
| 9 | The partial food pkg information. | Feb 1, 2010 10:19 PM |
| 10 | The ones we have are adequate and helpful. | Feb 1, 2010 11:55 PM |
| 11 | taylorng pkg's for Mostly BF'ing moms. | Feb 2, 2010 12:42 PM |
| 12 | Cheat sheets on new food packages. | Feb 2, 2010 2:19 PM |
| 13 | Need a good cheat sheet on prorated food packages. | Feb 2, 2010 4:00 PM |
| 14 | Special formula packages for children with full food packages | Feb 2, 2010 5:07 PM |
| 15 | I think a cheat sheet about the formulas would help the CPA's in the clinic, with pictures and why you would give certain formulas to infants. | Feb 2, 2010 5:10 PM |
| 16 | We need cheat sheets showing what amounts of foods are included in each food package. EX: how much milk and cheese is included in a pregnant food package. We could also use info showing check codes so when we have to individually print checks we know what will print out. EX: DEE is code for baby foods | Feb 2, 2010 5:31 PM |
| 17 | Complete packet on updated guidelines for enrolling participants, income proofs, address proofs, etc. | Feb 2, 2010 5:58 PM |
| 18 | averaging income over a 6 month period: scenarios and equation | Feb 2, 2010 6:46 PM |
| 19 | None at this time. | Feb 2, 2010 7:09 PM |
| 20 | WE NEED A BETTER CHEAT SHEET ON MILITARY INCOME. ALSO WHEN AND WHY TO USE THE NO PROOF FORM, FOR EXAMPLE IF SOMEBODY FORGETS TO BRING A PROOF AFTER 30 DAY EXTENSION. MY UNDERSTANDING IS IF THEY ONLY FORGOT. WE ARE NOT TO USE NO PROOF FORM. THIS FORM IS ONLY TO BE USED ON SPECIAL CIRCUMSTANCES AND ONLY HAS A LAST RESOURCE | Feb 2, 2010 8:05 PM |
| 21 | (1)A renewed list acceptable proofs should be issued every year. (2)A guide for clerks to know at the intake if Mom should be BF1 or BF2. | Feb 2, 2010 8:13 PM |

| Response Text | | |
|---------------|--|-----------------------|
| 22 | Quick formula guide might be helpful (the one in the Policy and procedure manual is lengthy, but sometimes I am not quite sure what product is indicated for what problem. | Feb 2, 2010 8:50 PM |
| 23 | fi type | Feb 3, 2010 2:47 PM |
| 24 | The new Partial packages. Chart Review forms so we know what the state is looking for. | Feb 3, 2010 3:15 PM |
| 25 | cheat sheet on 1 page or less with what counts fro proof of ID for responsible party, id for infant, id for children, proofs of residency and income | Feb 3, 2010 4:53 PM |
| 26 | We'd like to be able to print full formula pkg +food for a child's pkg. ie pediasure, boost, etc. | Feb 3, 2010 10:17 PM |
| 27 | All of the new current ones seem to be working well. Suggestion: Maybe a sheet listing all the current vitamin supplement recommendations for pregnant and Brt. Fdg.women, children ages 1-5, breast fed babies vs formula fed babies, etc. A new CPA just starting in our agency commented that its rather confusing remembering all of those guidelines for vitamin supplements!! | Feb 5, 2010 4:32 AM |
| 28 | For the satellite clinics, is there a way to download into the laptop when they picked up checks at the regular clinic. Currently it only shows when they picked up last at the satellite so then you have to call the regular clinic to see when they received checks last? It would be great to be able to see when they picked up checks at any clinic when you are at a satellite. Thanks so much! | Feb 5, 2010 1:45 PM |
| 29 | none-love the food pkg ones | Feb 7, 2010 8:03 PM |
| 30 | Cheat sheets listing what all is in the soy package, breastfeeding multiple package, ect. List of the FI Types and what each one is for | Feb 9, 2010 5:03 PM |
| 31 | When at mobil clinics (ours are ALL mobil) we have no F1 function for the food packages - it would really help to have a cheat sheet on LEE - DEE - Lon etc. I have some written down to help but would just like ones for the common food packages. | Feb 10, 2010 2:34 PM |
| 32 | information on foster family we don't have them often. | Feb 10, 2010 3:50 PM |
| 33 | accepting mail under the husbands name for child if listed as 2nd responsible party etc. | Feb 10, 2010 6:23 PM |
| 34 | Spanish | Feb 12, 2010 2:24 AM |
| 35 | Gee, The cheat sheets we have are GREAT. I think you have thought of everything | Feb 16, 2010 5:34 PM |
| 36 | none | Feb 17, 2010 5:15 PM |
| 37 | I MADE ONE ON THECLASSES IT IS VERY HELP FOR FOR ME WHEN IAM SCHEDULING | Feb 18, 2010 10:55 PM |
| 38 | partial food pkg. information / information about the new medicaid qualifications and changes for pregnant women and unborn children | Feb 19, 2010 12:28 AM |
| 39 | Assessing Income, a better understanding on food packages perhaps a sheet per age group, | Feb 19, 2010 4:42 PM |