



WIC Director's Webinar

Waiting List

**Vendor
Manager Role**

**High Risk Nutrition
Education**

**Evaluating Nutr Ed
Materials**

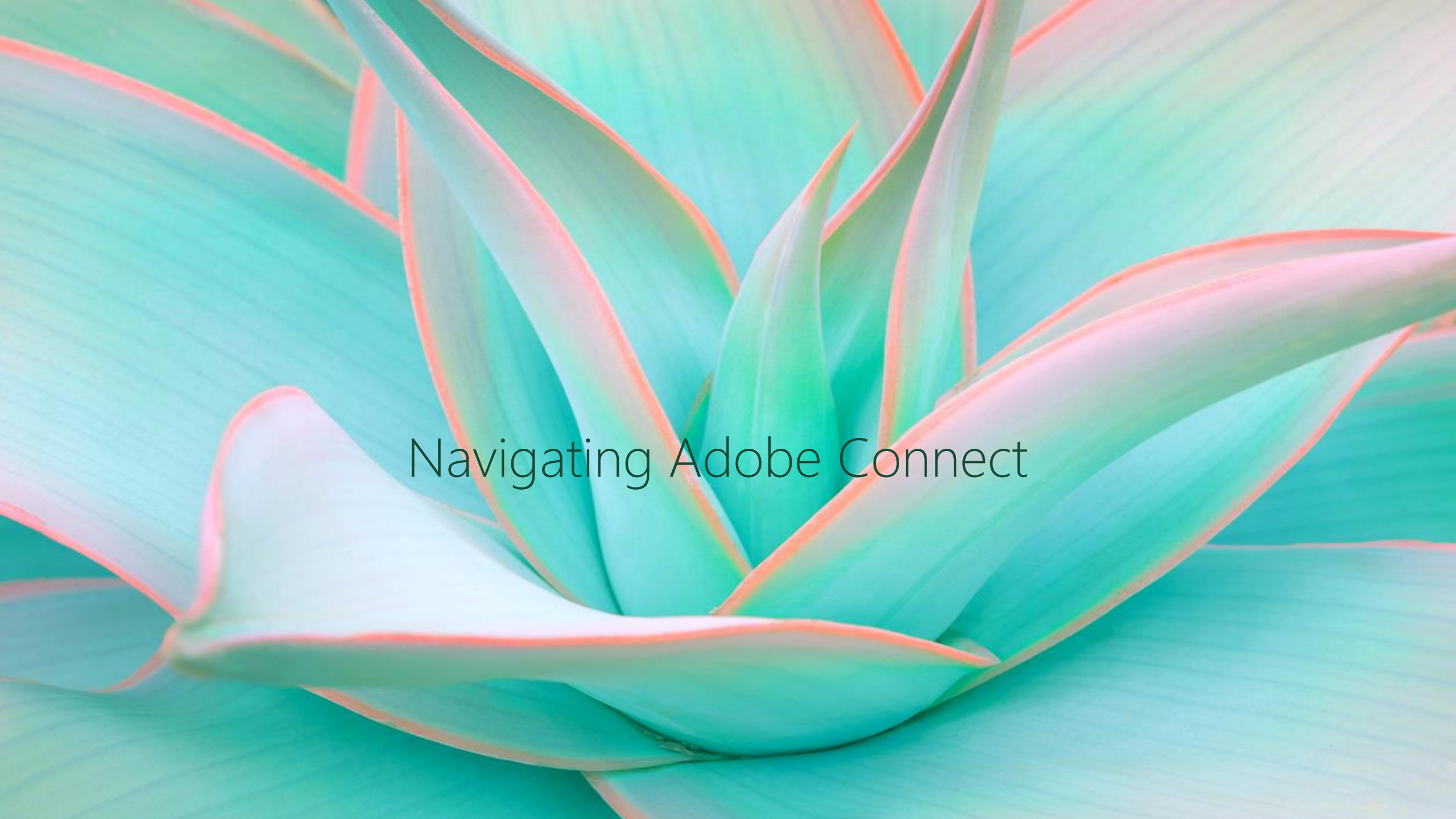
**Consulting
RD Positions**

Outreach

**Customer
Survey**

**Training Clinic
Update**

January 24, 2019 / 10 – 12:00 CST



Navigating Adobe Connect

Agenda Topics:

- **Waiting List**
- **Vendor Manager Role**
- **High Risk Nutrition Education**
- **Evaluating Nutrition Ed Materials**
- **Consulting RD Position**
- **Outreach**
- **Customer Satisfaction Survey Results Update**
- **Training Clinic Update**
- **Mark your calendar**



WIC Waiting List

What is a Waiting List

- ▶ A list of client's who are eligible for WIC but cannot be served at this time due to lack of funding



What is the Purpose of a Waiting List

- ▶ To manage the program during times where there is not sufficient funds to serve the entire caseload and enroll new applicants
- ▶ To ensure that participants at the highest nutritional risk are served first during times of limited funding
- ▶ To have documentation and an organized process to add additional participants when funding allows

Deciding IF and WHEN a Waiting List is Needed

- ▶ What food and NSA funds are available to the State during the entire year
- ▶ Participation trends—increasing or decreasing, rate of change
- ▶ Amount of time needed to make changes to caseload to manage food funds during the FFY
- ▶ Other circumstances that are impacting caseload or funding
- ▶ Would only be implemented with USDA/FNS's approval first

Who Decides to Implement a Waiting List??

The decision to implement a waiting list is **ALWAYS** made by the State WIC Office

Waiting List Procedures

Nebraska WIC web site:

07: Caseload Management
Section F: Waiting List Management

Wait List Procedures

- How to Use a Waiting List
- Removing People from the List
- Using Waiting Lists to Manage Caseload During Funding Shortages



Procedure: How to Use a Waiting List
Functional Area: VII Caseload Management
Section: F 2 Approval Date: 12/2018
Citation: 246.7(f)(1) and 246.7(k)(3)& FNS Revised Date: 7/2018
INST 803-6

Purpose Describe how to set up a waiting list, screen applicants for placement on waiting list and applicant notification of placement on waiting list.



Procedure: Removal of Applicants From Waiting List
Functional Area: VII Caseload Management
Section: F 3 Approval Date: 6/2015
Citation: 246.7(f)(1) Revised Date: 7/2016

Purpose Describe how applicants are contacted when waiting lists are discontinued and how their eligibility is determined.

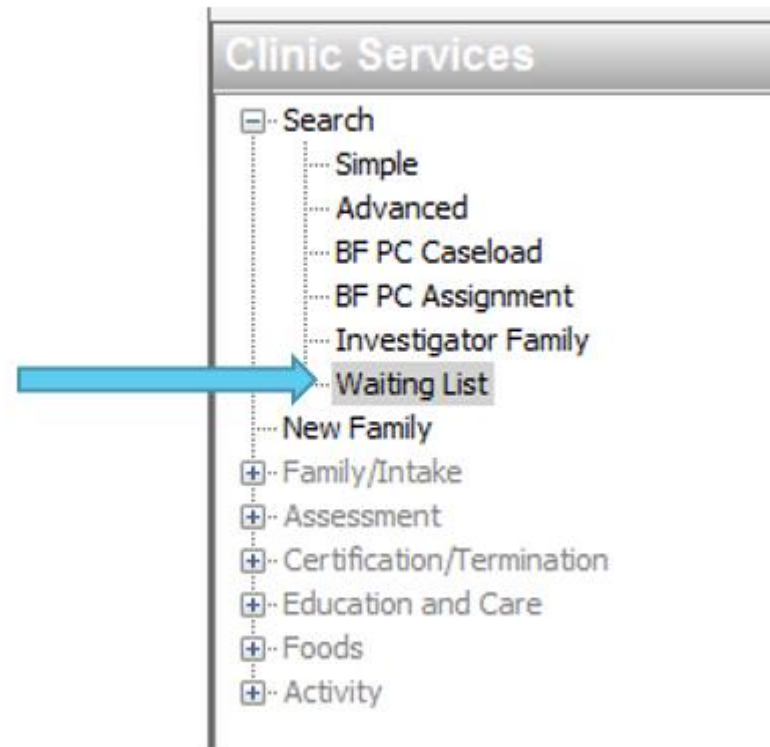


Procedure: Waiting Lists to Manage Caseload During Funding Shortage
Functional Area: VII Caseload Management
Section: F1 Approval Date: 6/2015
Citation: 246.7(h)(2), (f)(1) Revised Date: 7/2013

Purpose Describe situations in which waiting lists are necessary, the authorization process for waiting lists and the scope in which waiting lists may be used.

When Waiting Lists Are Implemented Waiting lists are established when insufficient funds are available to serve all eligible applicants.

Use Journey for Waiting Lists



Importance of Identifying ALL Risks

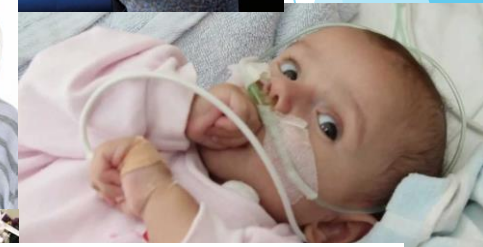
Clients in Highest Priority

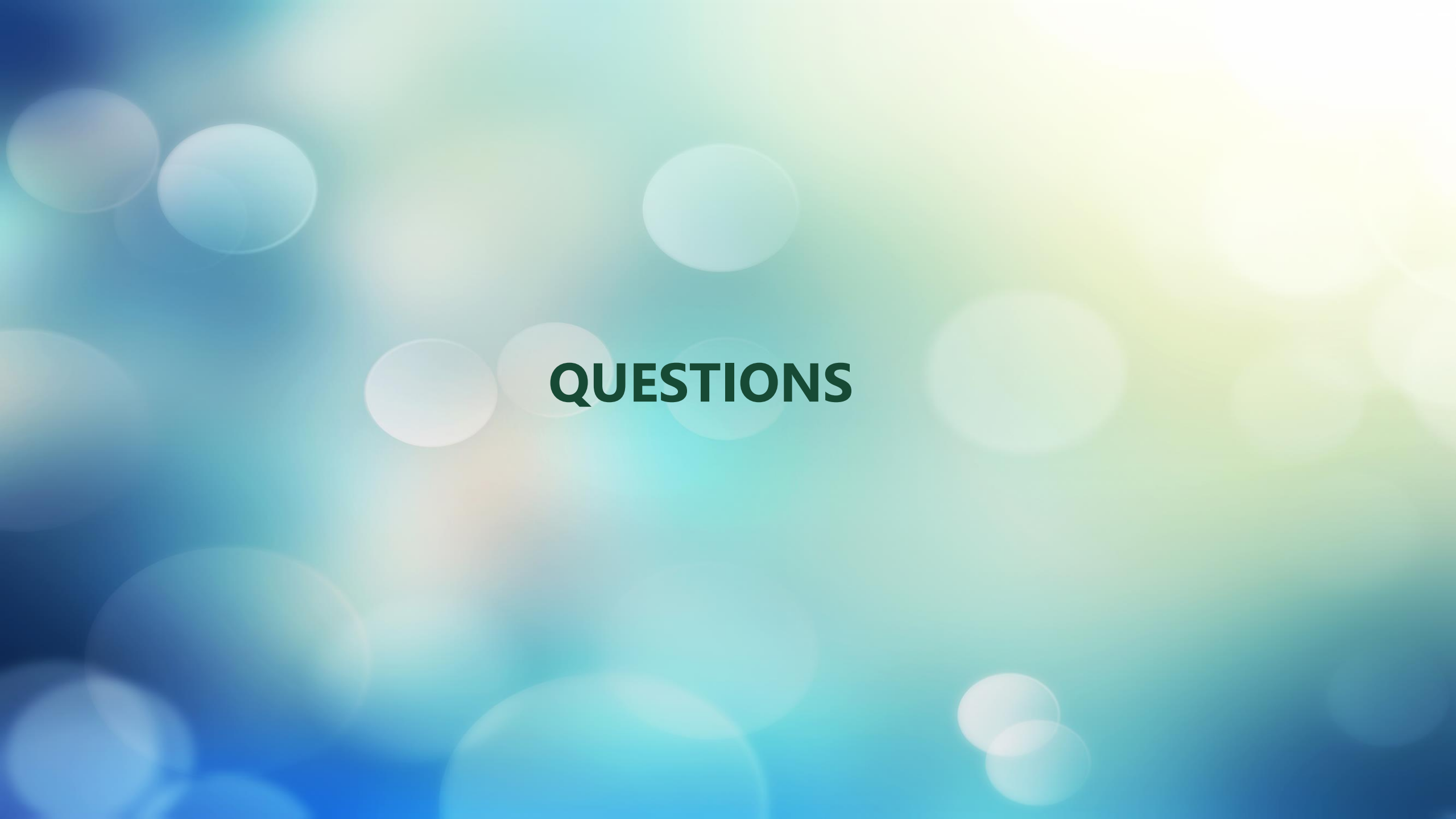
Priorities:

- I: *Infants, Preg. & BF Women*
- II: *Infants, BF Women*
- III: *Children*
- IV: *Infant, BF & Preg. Women*
- V: *Children,*
- VI: *NBF Women*

Identify ALL Risks

- ✓ Mid Cert Visit at Six Months
- ✓ Nutrition Education
- ✓ Ht/Wt Checks
- ✓ Any Time There is a Change





QUESTIONS



Vendor Manager Role

Local Vendor Manager's Role

- ▶ Duties
 - ▶ Primary liaison between the WIC program and WIC authorized retailers
 - ▶ First point of contact
 - ▶ Investigate WIC participant and vendor concerns
 - ▶ Store training
 - ▶ cashier
 - ▶ Annual
 - ▶ contract
 - ▶ New store visits and training
 - ▶ Retail WIC agreement
 - ▶ Store closures
 - ▶ Ownership change
 - ▶ Address changes



Local Vendor Manager's Role

▶ Duties Continued

▶ Routine monitoring

- ▶ Federally mandated to monitor minimum of 5% authorized stores
- ▶ Complete CAP if warranted
- ▶ Follow up

▶ Educational buys

▶ TIP Reporting

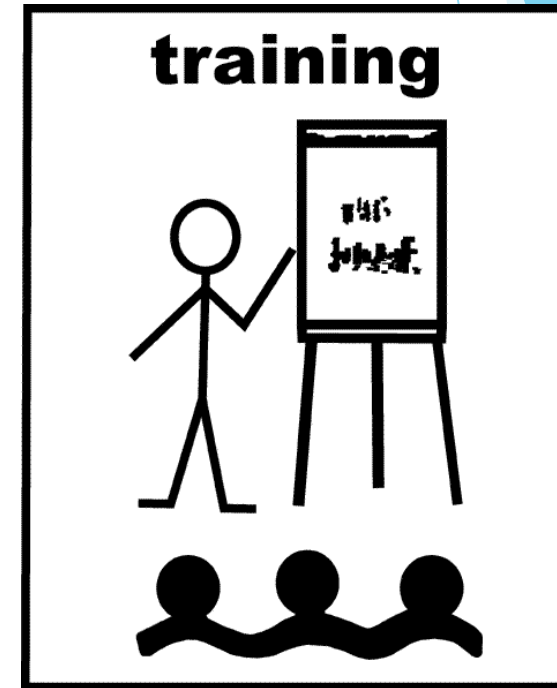
- ▶ The Integrity Profile Report
- ▶ Due annually to FNS
- ▶ Vendor activity over the FFY

▶ Reauthorization



Local Vendor Manager Role

- ▶ Attend quarterly state hosted training webinars
 - ▶ Vendor policy update
 - ▶ Time for seeking clarification
 - ▶ Not posted to public website
- ▶ Optional Tasks
 - ▶ Participate in Vendor Advisory Committee Meetings
- ▶ Vendor management work groups



New Vendor Tasks

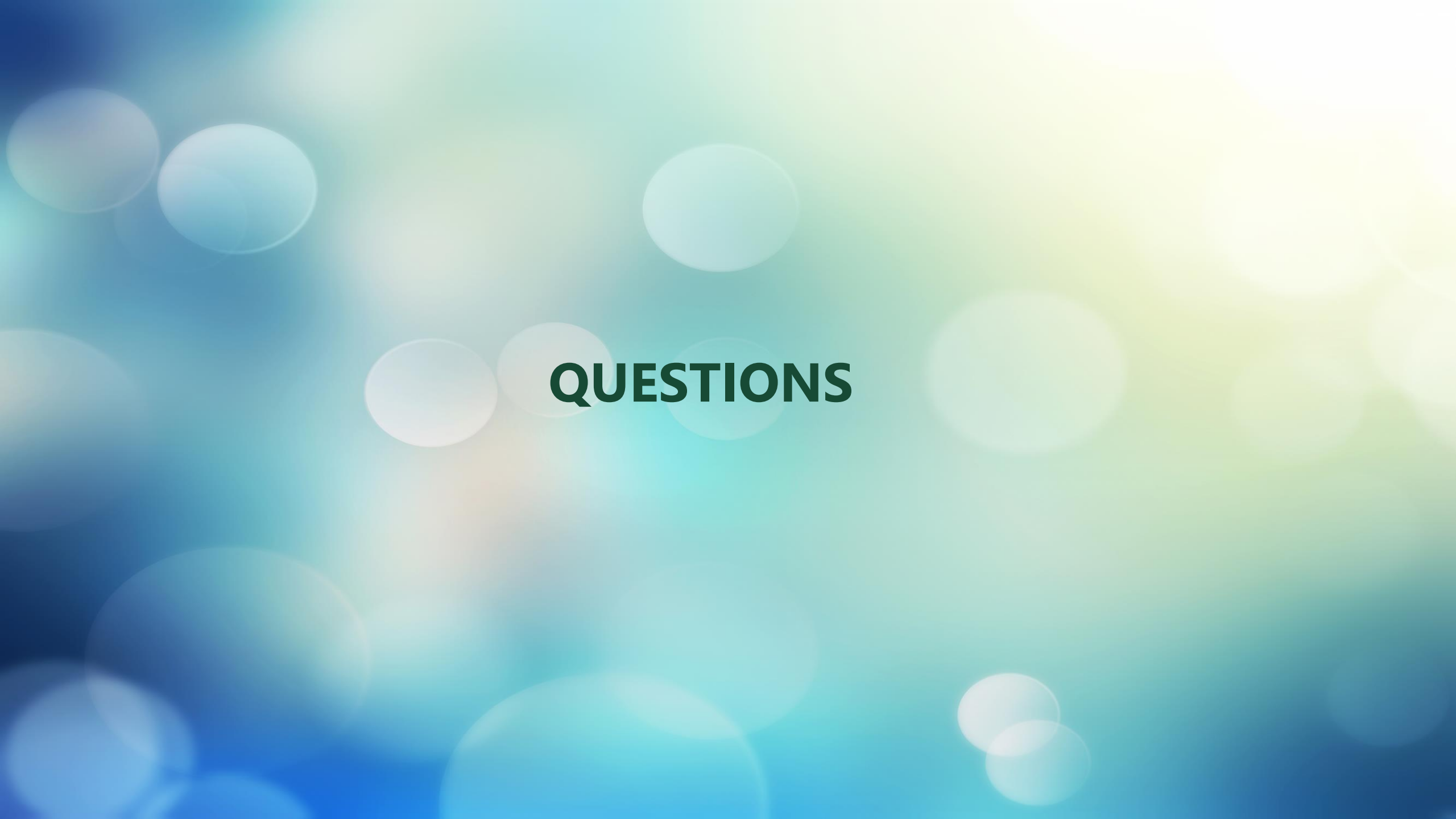
- ▶ Knowledge base of Register Systems
- ▶ Investigate transaction concerns reported by either WIC participant or the store
 - ▶ By phone
 - ▶ **In-store**
- ▶ Produce Mapping
 - ▶ 5% of store monthly
- ▶ Education Buys
 - ▶ Tool utilized to identify training needs
 - ▶ Test systems ability to perform eWIC transactions



Allotted Vendor Manager Time

- ▶ How much time should be allotted to Vendor Management?
- ▶ Factors
 - ▶ Number of authorized stores
 - ▶ Make up types of stores
 - ▶ Size of service area
 - ▶ Rural
 - ▶ Urban
 - ▶ Store Reauthorization year
 - ▶ Additional travel
 - ▶ Document review





QUESTIONS



High Risk Nutrition Education

What is High Risk Nutrition Education?

Nutrition Education

- ▶ Specially tailored to meet the participant's individual needs
- ▶ Provided to participants with high risk codes as identified by the nutritional risk criteria in the procedure, "Nutrition Risk As An Eligibility Criteria"
 - ▶ Journey will automatically designate as high risk, and/or
 - ▶ CPA can identify participant as high risk when professional judgment deems it necessary

Nutrition Risk Codes that are identified as, High Risk

113 Obese-Child age 2 to 5	348 Central Nervous System Disorders
134 Failure to Thrive	351 Inborn Errors of Metabolism
135 Slowed/Faltering Growth	358 Eating Disorders
301 Hyperemesis Gravidarum	360 Other Medical Conditions
302 Gestational Diabetes	372 Alcohol and Illegal Drug Use –for pregnant women only
346 Renal Disease	602 Breastfeeding complications-Women
347 Cancer	603 Breastfeeding complications-Infants

Who can provide High Risk Nutrition Education?

High risk nutrition education should be provided by a **qualified nutritionist**:

- ▶ Registered Dietitian/Registered eligible
- ▶ Bachelor's and/or Master's in nutrition

IF not completed by a qualified nutritionist

- ▶ Must be reviewed by a nutrition professional (Consultant RD), within 30 days
 - ▶ additional recommendations on goals, referrals and/or follow up plans

How to ensure that these participants receive High Risk Nutrition Education?

Require an Individual Care Plan:

1. Assessment of individuals overall situation including nutrition status, needs and any problems
2. Review of health services for high risk condition being provided elsewhere
3. Specific goals regarding high risk condition
4. Referrals to healthcare providers and other programs and services, as needed
5. Plans for follow up

High Risk Follow-Up Visits

- ▶ Dietary assessment
- ▶ Monitoring and discussion of nutrition or health related concerns
- ▶ Monitoring and/discussion of anthropometric measures and/or blood work results
- ▶ Discussion and/or reinforcement of instructions and follow up provided by other health care providers
- ▶ Assessment of current food package with revisions, if necessary
- ▶ Follow up on previous referrals provided and provide new ones, if needed
- ▶ Follow up on previous goals made and make new ones, as needed

Resolution of High Risk Designation

- ▶ Can only be resolved by **Qualified Nutritionist**

Reasons to resolve high risk designation, include:

- ▶ It is determined that the participant's high-risk condition is resolved or stabilized.
- ▶ If appropriate nutrition support is provided by another health care provider, with an expertise in the condition, and it is deemed that it is not necessary to have high risk follow up from WIC.
- ▶ If Journey assigns the high risk designation to a client, at the time of certification and it is determined that the participant is not high risk, the high risk may be resolved, at that time.

Write in the care plan the reason the high risk designation was resolved.

Coming soon.....

- ▶ A procedure on the process of deciding which nutrition risk codes are " High Risk"
- ▶ Guidance on potential topics to discuss with moms for each high risk designation

Questions



Evaluating Nutrition Education Materials

Evaluation Tools for Nutrition Education Materials

Nutrition Education that needs to be evaluated:

- ▶ Materials developed by the State WIC program
- ▶ Materials not previously evaluated
- ▶ Materials developed locally, and/or
- ▶ Materials obtained from other community health agencies (i.e. American Heart Association, American Cancer Association, American Diabetes Association)

Materials are **approved** for use in the Nebraska WIC Program, if they meet the guidelines specified in the "Developing & Assessing Nutrition Education Handouts (DANEH) Checklist."

DANEH: Developing and Assessing Nutrition Education Handouts Checklist

- ▶ This checklist was created by the Academy of Nutrition and Dietetics Foundation to:
 - ▶ 1. Screen existing nutrition education handouts
 - ▶ 2. To use in developing quality nutrition education handouts.

Based on the results of a literature review, the checklist incorporates 22 constructs, identified as quality indicators to be included in nutrition education handouts. The constructs are categorized into five main topic areas:

- ▶ Content
- ▶ Behavior focus
- ▶ Cultural sensitivity
- ▶ Written word
- ▶ Organization/readability.

DANEH: Developing and Assessing Nutrition Education Handouts Checklist

Nutrition Education Handout Checklist

Nutrition Education Handout Checklist
Scoring Criteria

Content:
Current, accurate, and consistent with USDA Dietary Guidelines and MyPlate
(required 'yes' for approval)

Yes ☐

Check "yes" if the content promotes current, evidence-based recommendations, and is consistent with USDA Dietary Guidelines and MyPlate.

No ☐

Check "no" if the content is based on outdated information (including MyPyramid).

Comments: _____

Promotes relevant health issues for target audience

Yes ☐

Check "yes" if the content addresses a relevant health issue of the target audience (i.e., reducing sodium for African-American audiences).

No ☐

Check "no" if the content is not relevant to the target audience (i.e., eating organic fruits and vegetables for low-income audiences).

Comments: _____

Clear purpose

Yes ☐

Check "yes" if it is immediately clear what the handout will tell you or how it can help you.

No ☐

Check "no" if you have to read much of the content before you realize what the handout will tell you or how it can help you.

Comments: _____

Total Content Score _____
(3 possible 'yes' responses)

Page 2

Evaluation of materials created outside of the NE WIC Program

- ▶ Complete the DANEH Checklist. The results should be recorded on the Checklist.
- ▶ Completed forms and copies of the evaluated materials should be kept on file at the local WIC clinic. These will be evaluated during Management Evaluation visits.
- ▶ Nutrition related media and pamphlets must be approved for use by the local agency Nutrition Coordinator, Registered Dietitian or Consultant RD.
- ▶ Breastfeeding related media or pamphlets must be approved for use by the local agency Breastfeeding Coordinator, Registered Dietitian or Consultant RD.

Locally developed NE WIC education materials

- ▶ Please utilize the DANEH Checklist to aid in developing and evaluating local agency developed education materials.
- ▶ Send locally developed material and the completed DANEH Checklist to State Nutrition and Breastfeeding Coordinator for approval, before using with WIC participants.

Next Steps...

Please use the DANEH Checklist

- ▶ To evaluate materials created by community based programs
 - ▶ Keep copy of results and copy of material on file at your agency and/or clinic
 - ▶ Based on results of evaluation, continue to use or stop use of nutrition ed material
- ▶ To evaluate locally developed materials
 - ▶ Please evaluate the material
 - ▶ Send your evaluation and a copy of the nutrition ed material to the State Nutrition and Breastfeeding Coordinator
 - ▶ Based on results of DANEH checklist and State Nutrition and BF Coordinator review, continue to use or stop use of nutrition ed material

Questions



Consultant RD Positions

Consultant RD position

Suggested duties for an Consultant RD:

- ▶ Review new nutrition education materials
- ▶ Review high risk nutrition charts
- ▶ Coordinate completion of new employees' pre- and post-training clinic activities
- ▶ Provide nutrition lesson/update during staff meetings

Coming soon...

- ▶ Consultant RD Procedure, include:
 - ▶ List of potential duties
 - ▶ Do they need to attend training clinic?

Do you all have any other questions that you want answered about the Consultant RD position? Please email me!



Questions



Outreach Plan

Outreach Committee:
**** Volunteers***

Updating WIC signs

Would you like these signs updated for use in your clinics? Please mark all that apply.

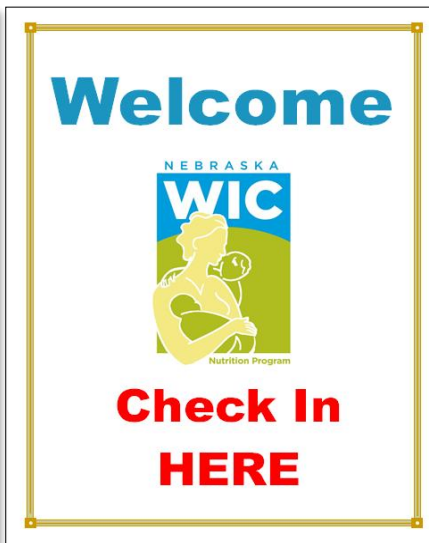
Posters are laminated and around 11" x 17"



A



B



C



D



E

F

No we do not use them.

G

There are other signs that we would like updated that aren't shown.*

H

I don't know.

Updating WIC signs

What other signs would you like updated?



Customer Satisfaction Survey

Pre-eWIC



<http://dhhs.ne.gov/publichealth/Documents/ParticipantSurveyResults.pdf>

Customer Satisfaction Survey

POST – eWIC?

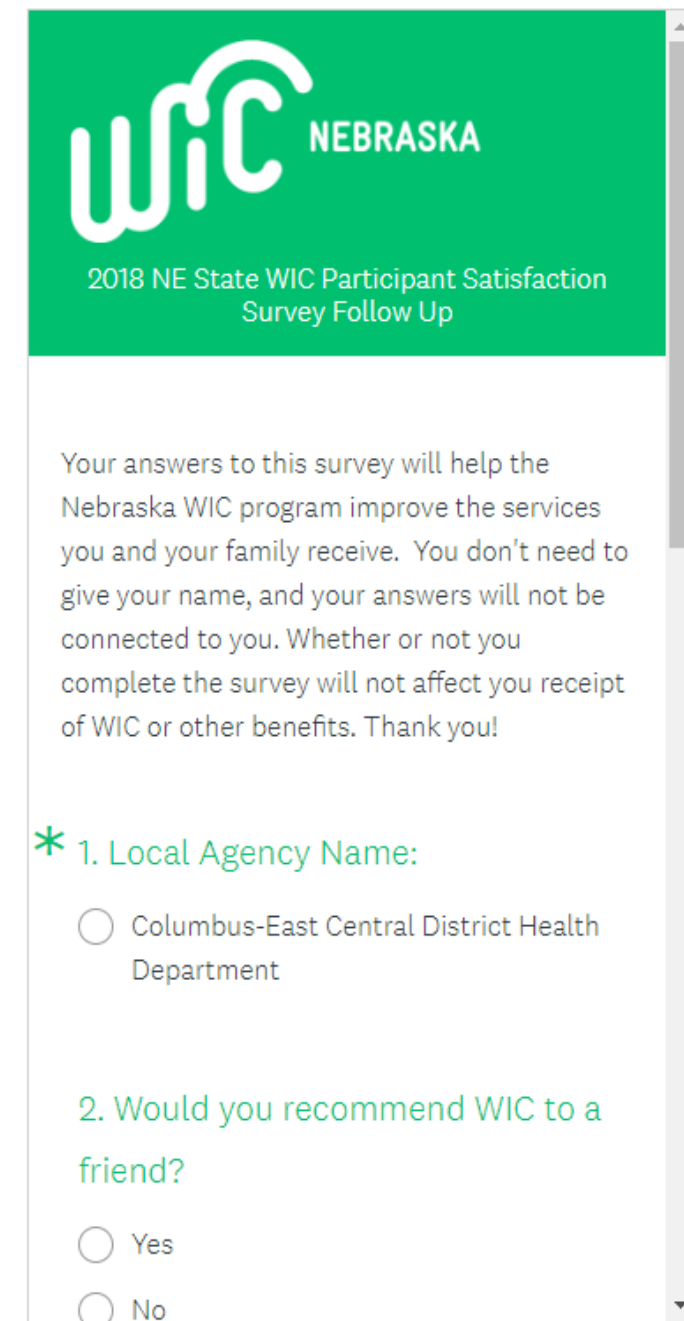
POST eWIC Survey UPDATE

The eWIC Pilot Agency (ECDHD) participated in a follow up survey in Oct and Nov 2018.

- Shorter than the original survey (21 questions total).
- Completed entirely online. No paper surveys were distributed.

Next Steps

- We will be doing a follow up survey for all agencies in March and April 2019.



The screenshot shows a digital survey form with a green header. The header contains the 'wic NEBRASKA' logo and the title '2018 NE State WIC Participant Satisfaction Survey Follow Up'. Below the header, there is a paragraph of text explaining the purpose of the survey and assuring confidentiality. The survey questions are numbered and preceded by a green asterisk. The first question asks for the 'Local Agency Name' and has a radio button option for 'Columbus-East Central District Health Department'. The second question asks 'Would you recommend WIC to a friend?' and has radio button options for 'Yes' and 'No'. A vertical scrollbar is visible on the right side of the form.

wic NEBRASKA

2018 NE State WIC Participant Satisfaction Survey Follow Up

Your answers to this survey will help the Nebraska WIC program improve the services you and your family receive. You don't need to give your name, and your answers will not be connected to you. Whether or not you complete the survey will not affect your receipt of WIC or other benefits. Thank you!

* 1. Local Agency Name:

☐ Columbus-East Central District Health Department

2. Would you recommend WIC to a friend?

☐ Yes

☐ No

QUESTIONS



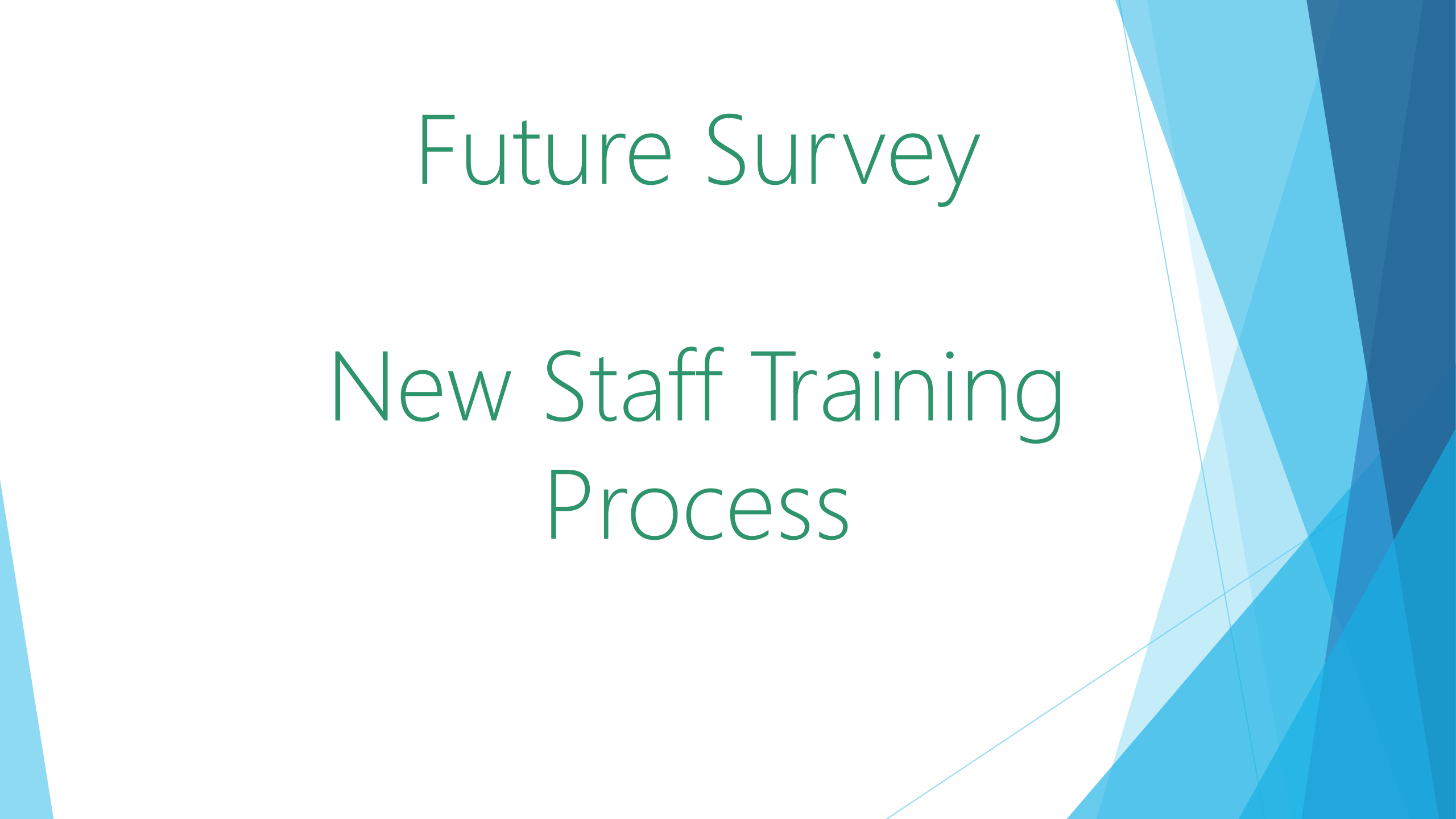
Training Clinic Update

NEW Training Center Hours - changes

- ▶ Day 1: 9:00 – 4:30 CT
- ▶ Day 2: 9:00 – 4:30 CT
- ▶ Day 3: 9:00 – 4:30 CT

There may be [rare instances](#) they may finish early or that times need to be adjusted ie. bad weather, illness, emergency

Plan on your staff to attend the full day as listed above.

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the slide, creating a modern, dynamic feel.

Future Survey

New Staff Training Process

Coaching Staff

Current Staffing (LL, BV, FHS, Charles Drew, FS)

- 2 CPA Coaches
- 3 Clerk Coaches + 1 backup coach
- We are looking to increase our coaching staff

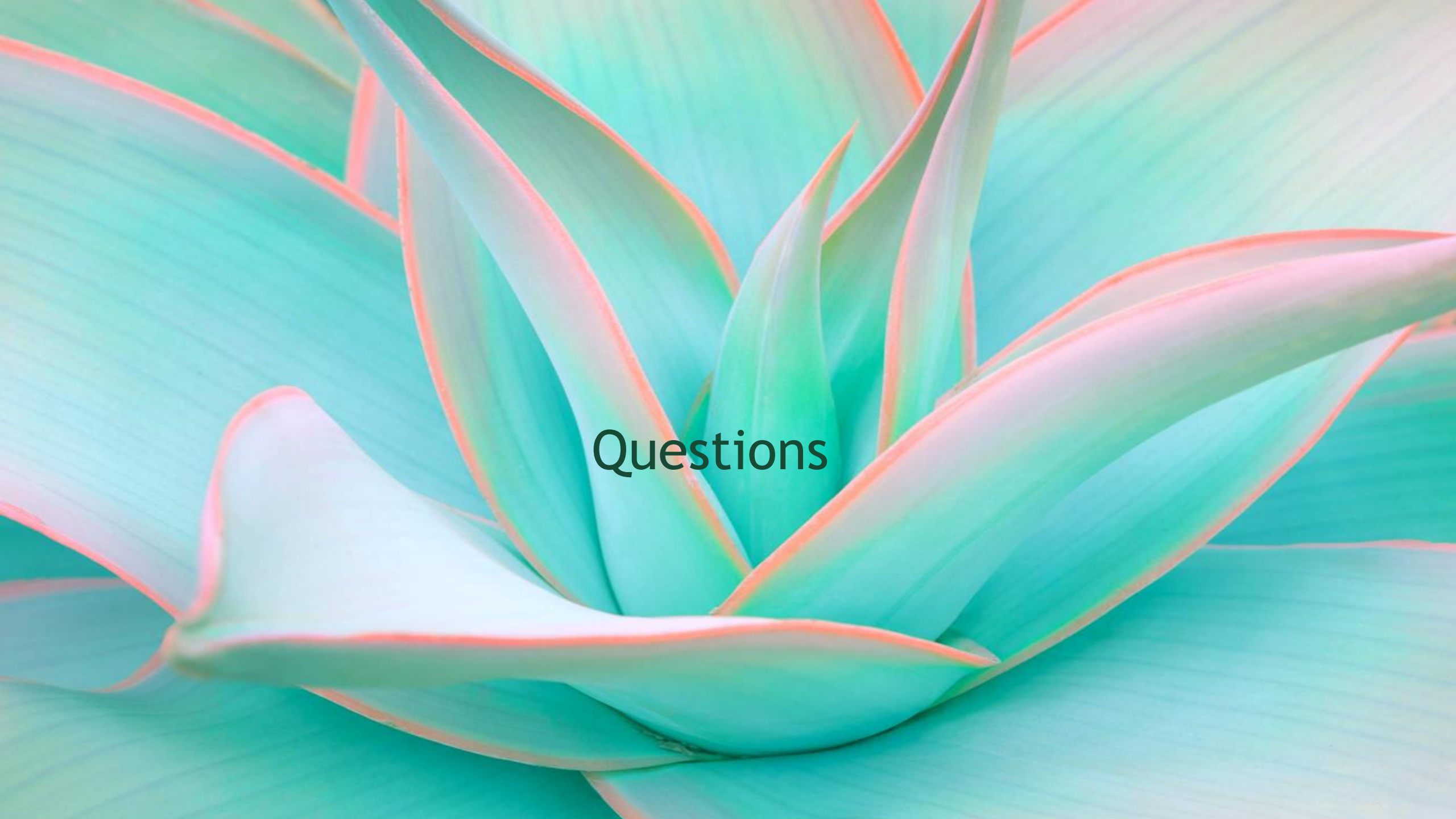
Requirements & Expectations for Training Center Participation

- ▶ Purpose of Training Center
 - ▶ Provide consistent training to all new staff on core duties performed by CPA and Clerks
 - ▶ Increase new staff ability to understand and perform their job duties
 - ▶ Decrease turnover and improve job satisfaction
 - ▶ TC teaches how to complete duties according to federal regulations, Nebraska WIC procedures and requirements
- ▶ Required attendance at TC for all new clerks and CPAs
 - ▶ Outlined in each local agency's subaward under Program Specific Requirements

Requirements & Expectations for Training Center Participation

▶ LA Responsibilities

- ▶ Ensure job applicants know and understand they will need to attend the Training Center (TC) after hired
- ▶ Ensure new and existing employees are aware of TC value, purpose and requirements
- ▶ Notify SA of new hires and schedule new employees
- ▶ Plan for trainee attendance for three full days
- ▶ Provide follow-up mentoring and training at home agency
- ▶ Learn and understand WIC procedures and requirements as taught at TC—to assure what is taught is followed at your LA



Questions



Upcoming Training



Tentative Plan – 1 Topic Webinar

Stand Alone ONE TOPIC Webinars - Tentative Plan

Topic:	Month:	Who for:
• Homeless	February	WIC Directors
• Outreach	March	WIC Directors & other pertinent staff
• Nutrition Education	March/April*	CPA
• PAF	March/April*	CPA
• Food Benefit Issuance	April/May	All Staff
• Sanctions	May	Directors & Program Integrity Staff
• Foster Care	July/August*	All Staff

Upcoming Training



In Person Meetings:

Breastfeeding Training – Tentative at This Time (Sept?)

- * All Staff
- * 2 days
- * Kearney

Thanks for Attending



Please complete the attendance poll.

Remember to maintain your own records of training & attendance at your agency.