



All Staff Webinar

Feb 28, 2018
10:00 – 12:00 CST



NE WIC
2.28.18

Navigating Adobe Connect



AGENDA 2.28.18

- ❖ Policy change - 2% milk issuance
- ❖ PAF
- ❖ Scheduling
- ❖ Rights & responsibilities
- ❖ Non-discrimination statement
- ❖ eWIC update
- ❖ WIC Shopper App update
- ❖ Participant Satisfaction Survey Update
- ❖ Upcoming webinars – CPA & Clerk specific



Policy Change – Issuance of 2% milk

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Procedure: Guidelines for Issuance of 2% Milk

Functional Area: II Nutrition Services

Section: B 1 I-J

Citation: 246.10 (e)(10) Table 2 Footnote 7

Approval Date: 10/2017

Revised Date: 07/2017

Purpose	To provide guidance on the issuance of 2% (Reduced-Fat) milk.
Standard Milk Issuance	Whole milk is the standard milk for issuance to children who are one-year (12 – 23 months) of age. Lowfat-1% or Nonfat/Skim milks are the standard milk for issuance to children ≥2 years of age and for women.
Tailoring of Milk Issuance	In accordance with current policies of the American Academy of Pediatrics, Nebraska WIC Policy allows WIC CPA staff to individually tailor food packages for one-year old children to include reduced-fat milk. The need for 2% milk for a one-year old child must be based on an individual nutritional assessment and in consultation with the child's health care provider if necessary.
Issuance of 2% Milk for Children One-Year (12-23 months) of Age	Fat-reduced milks may be issued to one-year-old children for whom overweight or obesity is a concern. Risk codes that indicate a condition where 2% may be appropriate are: <ul style="list-style-type: none"> • 115 – High Weight-for-Length – Child age 1 • Medical conditions as determined by the child's health care provider. • 2% milk may not be issued for participant preference
Documentation	The reason for tailoring the food package to 2% milk must be documented in Journey on the Food Package Panel and as part of the Individual Care Plan.
Issuance of 2% Milk for Children ≥ 2 Years and Women	Issuance of 2% milk for children ages ≥ 2 years of age and for women is not allowed by State Agency Policy.

New policy: Guidelines for Issuance of 2% milk

- 2% milk is no longer allowed for children ages \geq 2 years of age or women
- What is allowed?
 - Child whom overweight or obesity is a concern
 - 115 High Weight-for-Length-Child age 1
 - Medical conditions as determined by the child's health care provider
 - PAF is needed
- Provide reason for 2% milk on the Food Package Panel and the Care Plan

52 Milk - Fat Free/1%	(12-02) EVAPORATED MILK - FAT FREE	1	All	1	
Comments					
Berta Girton 09/14/2016					

Guidelines for Issuance of 2% Milk

- Change will go into effect: June 1st
 - Do not give to new participants (Children >2 or Women)
 - Those who you notice are on it, inform them that WIC will no longer offer it
- For Women and Children that potentially need increased calories:
 - Provide other suggestions on how to increase calories
 - If underweight or weight loss due to a medical condition, discuss the potential to receive a specialty formula
- Nutrition education materials that may help:
 - Easy Ways to Increase Calories for Children
 - Move to Lowfat or Fat Free Milk!

The image shows two nutrition education posters. The left poster, titled 'Easy Ways to Increase Calories for Children', provides tips for increasing calories in various food categories like milk, meat, and fats. The right poster, titled 'MOOOVE TO LOWFAT OR FAT FREE MILK!', features a cow character and a table comparing the nutritional facts for 1 cup of milk (fat free, low fat, and reduced fat) against whole milk. The table shows that reduced fat milk has significantly fewer calories and less fat than whole milk.

FAT FREE (SKIM)	LOW FAT (1%)	REDUCED FAT (2%)	WHOLE
• 0 grams fat	• 2.5 grams fat	• 5 grams fat	• 8 grams fat
• 0 calories	• 10 calories	• 20 calories	• 40 calories
• 0 grams sugar	• 0 grams sugar	• 0 grams sugar	• 0 grams sugar
• 0 total sugar	• 0 grams protein	• 8 grams protein	• 8 grams protein
• 0% calcium	• 10% calcium	• 20% calcium	• 30% calcium
• 0% Vitamin D	• 25% Vitamin D	• 50% Vitamin D	• 25% Vitamin D

Questions?








PAF

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Concerns expressed about PAFs

- Further guidance on PAF packages allowed
 - No specific PAF packages
- Formulas to meet the needs of certain medical conditions
 - Not inclusive
- If you see a PAF that is not complete or the formula and diagnosis does not match
 - ask questions, investigate
 - If unsure, call the State

Nebraska WC Formulary - Product Reference Guide

Product	Indication	Strength	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity
	<ul style="list-style-type: none"> • 30 calories per ounce • Fortified with vitamins • 20% of fat as MCT to enhance fat absorption • Gluten-free, low-methionine, lactose-free, suitable for lactose intolerance 	For people with chronic obstructive pulmonary disease (COPD), cystic fibrosis, or respiratory failure who may benefit from a high-calorie, modified carbohydrate and fat, esterified formula that may help reduce dehydrated carbon dioxide production	8 oz RTU	8.8 oz				
	<ul style="list-style-type: none"> • 20 calories per ounce • Hypoallergenic • Amino acid-based, nutritionally complete infant formula for up to 6 months of age • Amino acid-based 	For the dietary management of infants and toddlers with cow's milk protein allergy and effectively managed to an extensively hydrolyzed formula or multiple food protein allergen	16.1 oz Powder	68.8 oz	0	0	0	0
	<ul style="list-style-type: none"> • 20 calories per ounce • Formulated to allow physician to prescribe type and amount of carbohydrates that can be tolerated • Low-based infant formula • Lactose-free, gluten-free, kosher, halal 	For use in the dietary management of patients unable to tolerate the type or amount of carbohydrates in milk or conventional infant formula and for children disorders requiring a ketogenic diet	13 oz cans	26.6 oz	31	34	38	35
	<ul style="list-style-type: none"> • 20 calories per ounce • Hypoallergenic formula for infants • Hydrolyzed casein supplemented with free amino acids • Lactose-free, gluten-free • RTU to use 	For infants and children with sensitivity to cow's milk protein, severe food allergies, protein malabsorption, or fat malabsorption	32.1 oz Powder	87.8 oz	10	11	0	10
	<ul style="list-style-type: none"> • 22 calories per ounce • Increased protein, vitamins, and minerals for premature babies • Gluten-free, low-methionine, lactose-free, kosher 	For healthy premature infants, designed to promote catch-up growth and support development. Look for immediate feeding after hospital discharge until a term formula is appropriate	13.1 oz Powder	87.8 oz	10	11	0	10

Nebraska WC Formulary 2015

Concerns expressed about PAFs

- RD's PAF signing abilities
 - Health care professional licensed by the state to write prescriptions must make medical determination indicating the need for formulas
- In process of scheduling meeting with RDs at Children's Hospital
 - Inability for RDs to sign PAFs
 - Provide information about new PAFs
- In process of contacting Physicians, APRNs and PAs about new PAFs
- Goes into effect June 1st



Concerns expressed about PAFs

- Ready to Feed Formula-Contract Formulas
 - Procedure: Issuance of Ready to Feed Formula
 - Unsanitary water supply
 - Caregiver with a limited ability to correctly prepare powder or concentrate
 - Formula is only available in RTF
- Ready to Feed Formula-Formula in Food Package III
 - Need a PAF
 - If it better accommodates the participants' condition
 - If it aides in better compliance in consuming the prescribed WIC formula
- Cannot be given based on parent or guardian convenience

Questions?



Scheduling

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Scheduling

➔	<p>Auth Rep: Skye Blue Category: Not Breastfeeding Edit</p> <p>Date of Birth: 07/24/1993 (24 y) WIC Status: Active Cert. End: 02/2018 Last FB: Feb 18</p> <p>8/10/2017, Complete prenatal vitamins, increase iron-rich foods, Breastfeed prior to supplementing... *FB Issuance 3 Months</p>
➔	<p>Participant: Navy Blue Category: Infant (Male) No Longer BF BW Edit</p> <p>Date of Birth: 08/03/2017 (6 m 23 d) WIC Status: Active Cert. End: 08/2018 Last FB: Feb 18</p> <p>9/28/2017, Transition to full formula *FB Issuance 3 Months</p>
➔	<p>Participant: Cadet Blue Category: Child (Male) BW Edit</p> <p>Date of Birth: 10/26/2014 (3 y 4 m) WIC Status: Active Cert. End: 03/2018 Last FB: Feb 18</p> <p>11/28/2017, To start solid food w spoon and offer water after ea meal *FB Issuance 3 Months</p>
	<p>Additional Auth Rep: Peachy Yellow Edit</p>

Scheduling

Clinic Services

- Investigator Family
- Waiting List
- New Family
- Family/Intake
 - Certification Guide
 - Family
 - Identity
 - Contact/Address
 - Income
 - Voter Registration
 - Application
 - Participant Category
 - Comments/Alerts
- Assessment
- Certification/Termination
- Education and Care
 - Referrals - Participant
 - Referrals - Family
 - Nutrition Education**
 - Care Plan - Participant

Participant Cadet Blue

Category: Child (Male) No Longer BF BW

Date of Birth: 10/26/2014 (3 y 4 m) WIC Status: Active Cert. End: 03/2018 Last FB: Feb 18

Nutrition Education

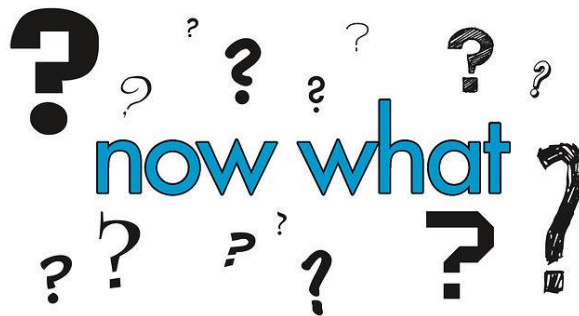
Record Date 11/28/2017

1 of 13 New Edit Delete

Contacts Information

Nutrition Education Contacts This Certification Period: 1

Scheduling



Scheduling

Participant Cadet Blue 2 of 3

Category: Child (Male) No Longer BF BW

Date of Birth: 10/26/2014 (3 y 4 m) WIC Status: Active Cert. End: 03/2018 Last FB: Feb 18

Nutrition Education

Record Date 11/28/2017 1 of 13 New Edit Delete

Contacts Information

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Scheduling

2

Participant Cadet Blue 2 of 3

Category: Child (Male) No Longer BF BW

Date of Birth: 10/26/2014 (3 y 4 m) WIC Status: Active Cert. End: 03/2018 Last FB: Feb 18

Nutrition Education

Record Date 8/10/2017 2 of 13 New Edit Delete

Contacts Information

Scheduling

Clinic Services	
Search	
New Family	
Family/Intake	
Assessment	
Certification/Termination	
Education and Care	
Foods	
Activity	
Appointment History	
Transfer Family	
Retrieve Participant	
Survey	
Customer Service Log	
Participant Violations	
Admin Hearing	

Appointment History				
Date Time	Participant Name	Category	Appt. Type	Appt. Status
12/15/2017 09:45 AM	Navy Blue	Infant	WIC Appointment - Food Package Change	Seen
11/28/2017 12:45 PM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Seen
11/28/2017 12:45 PM	Skye Blue	Not Breastfeeding	WIC Appointment - Breastfeeding Ed	Seen
09/28/2017 11:30 AM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Seen
09/28/2017 11:30 AM	Skye Blue	Not Breastfeeding	WIC Appointment - Breastfeeding Ed	Seen
09/28/2017 11:15 AM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Rescheduled
09/28/2017 11:15 AM	Skye Blue	Not Breastfeeding	WIC Appointment - Breastfeeding Ed	Rescheduled
09/28/2017 10:45 AM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Rescheduled
09/28/2017 10:45 AM	Skye Blue	Breastfeeding	WIC Appointment - Breastfeeding Ed	Rescheduled
09/21/2017 02:00 PM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	No Show
08/10/2017 01:30 PM	Cadet Blue	Child	WIC Appointment - Recertification	Seen
08/10/2017 01:30 PM	Navy Blue	Infant	WIC Appointment - Certification	Seen
08/10/2017 01:30 PM	Skye Blue	Breastfeeding	WIC Appointment - Recertification	Seen

Scheduling

Appointment History				
Date Time	Participant Name	Category	Appt. Type	Appt. Status
12/15/2017 09:45 AM	Navy Blue	Infant	WIC Appointment - Food Package Change	Seen
11/28/2017 12:45 PM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Seen
11/28/2017 12:45 PM	Skye Blue	Not Breastfeeding	WIC Appointment - Breastfeeding Ed	Seen
09/28/2017 11:30 AM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Seen
09/28/2017 11:30 AM	Skye Blue	Not Breastfeeding	WIC Appointment - Breastfeeding Ed	Seen
09/28/2017 11:15 AM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Rescheduled
09/28/2017 11:15 AM	Skye Blue	Not Breastfeeding	WIC Appointment - Breastfeeding Ed	Rescheduled
09/28/2017 10:45 AM	Navy Blue	Infant	WIC Appointment - Breastfeeding Ed	Rescheduled
09/28/2017 10:45 AM	Skye Blue	Breastfeeding	WIC Appointment - Breastfeeding Ed	Rescheduled
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08/10/2017 01:30 PM	Skye Blue	Breastfeeding	WIC Appointment - Recertification	Seen

Scheduling



When in Doubt Schedule for an
EDUCATION VISIT

Questions?



Rights & Responsibilities

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Rights & Responsibilities

Changes to wording

- Added references to eWIC card
- Added Dual Participation statement
- Changed sharing with other programs statement



CLIENTS RIGHTS AND RESPONSIBILITIES

Your Rights:

- WIC will provide you with information about nutrition, breastfeeding, and healthy foods.
- WIC will help you in getting other services, like immunizations, SNAP and Medicaid.
- All information you give WIC will be kept private.
- If you feel you have been discriminated against you may file a complaint.
- Standards for eligibility and participation for WIC are the same for everyone, regardless of race, color, national origin, age, disability or sex.

Your Responsibilities:

- Provide the most current and truthful information (WIC staff may verify this information is correct).
- Be the legal guardian, custodial parent, stepparent married to the minor's parent, or foster parent of any minor you enroll in WIC.
- Bring all documentation requested to each appointment.
- Treat WIC and store staff with courtesy and respect.
- Buy only the foods listed/shown on your checks/benefits. Use the WIC foods only for the person on the program.
- Report address and/or phone changes at your next scheduled appointment.
- Keep your WIC checks/eWIC card safe; lost or stolen checks/food benefits may not be replaceable.

Understand:

- The Director of Public Health has authorized WIC to share information with SNAP and SNAP Nutrition Education Programs; Medicaid; Perinatal, Child and Adolescent Health Unit; and Immunization programs for purposes of outreach, referral, eligibility, and for administrative processes. They cannot share the information with a third party.
- That receiving benefits from more than one WIC clinic at a time is prohibited (dual participation).
- That if I intentionally lie to receive WIC benefits or if I violate the program rules that 1) my family can be taken off the program for up to one year, 2) I can face legal charges, and/or 3) I will have to pay money back to the program for foods or formula I should not have received.
- I understand that:
 - selling, attempting to sell or giving away WIC checks/eWIC Card, food or formula is not allowed;
 - if I sell, attempt to sell or give away WIC checks or eWIC Card, food or formula I can be asked to repay the value of the items and I may be subject to legal charges;
 - posting WIC items on any media, including radio, newspaper, Facebook, Craigslist, and E – bay is considered an attempt to sell.
- WIC may ask for social security numbers as allowed by law to verify Medicaid participation when applicable and for administrative purposes. Providing your number is optional.

Rights & Responsibilities

New Laminated Pages

- English version
- Spanish version



- Supply will be mailed to ALL stationary WIC sites



Rights & Responsibilities

Effective March 19, 2018

WIC no longer must provide written copies of the rights & responsibilities to every family.



Rights & Responsibilities

New Families:

- Read or have them read the entire Rights & Responsibilities
 - If they read: summarize the key points

Returning Families:

- Summarize the key points while they follow along



Rights & Responsibilities

I have read & been advised of my rights & responsibilities for the WIC program.
All the information I provided to WIC is true.

New wording for Journey Signature Page

- Explain when Authorized Representative signs they are signing for.



Questions?



Non-Discrimination Statement

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Non-
Discrimination
Statement

BEGINNING
MARCH 1, 2018

No Longer Need to Provide a paper copy to
all families



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Questions?



eWIC Update

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Thinking about eWIC

WHAT IS HAPPENING RIGHT NOW? – STATE STAFF ARE WORKING ON

Clinic Readiness

- Notification to clients that eWIC is coming
- Training materials for staff
- Education materials for clients
- Changes to months of check issuance in preparation for rollout
- Policy changes for eWIC
- Clinic flow recommendations

Retailer Enablement

- Getting Stores Ready

UAT – User Acceptance Testing

- March & April
- Testing newest version of MPSC
- Testing eWIC Journey Functionality
- Foods/Food Benefit Issuance

Thinking about eWIC

STATE STAFF WILL BE PROVIDING GUIDANCE TO LOCAL AGENCIES ON:

Reviewing Date of Birth for Authorized Rep

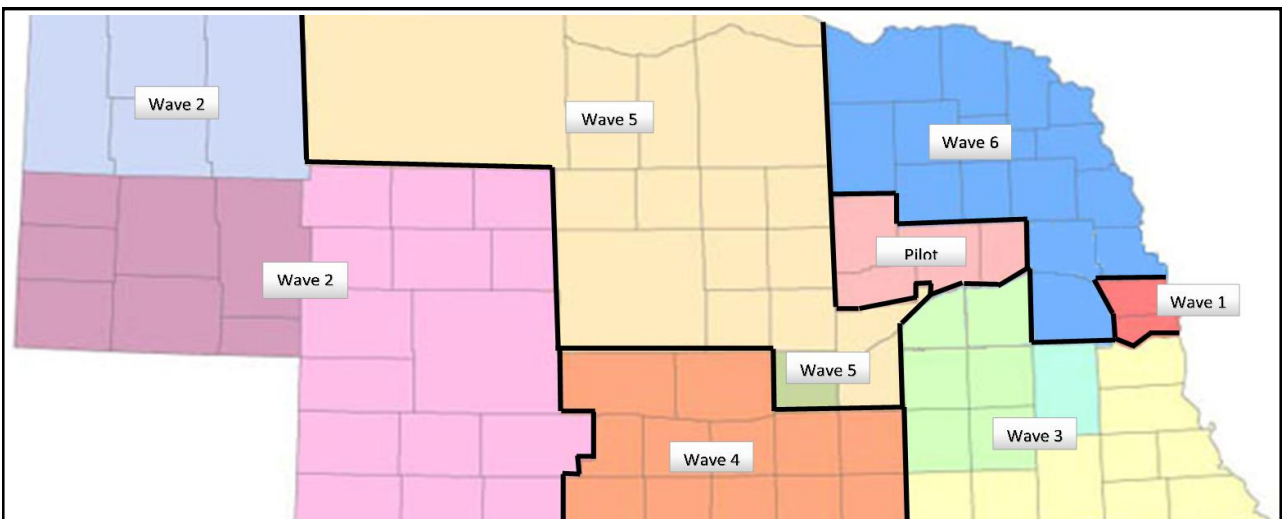
- Setup of eWIC card uses Auth Rep DOB
- Training materials for staff
- Policy changes for eWIC

Getting all family members on same issuance month

Address Zip Code

- Set up of eWIC card uses zip code set in Family Address Panel

When?



eWIC Rollout Waves

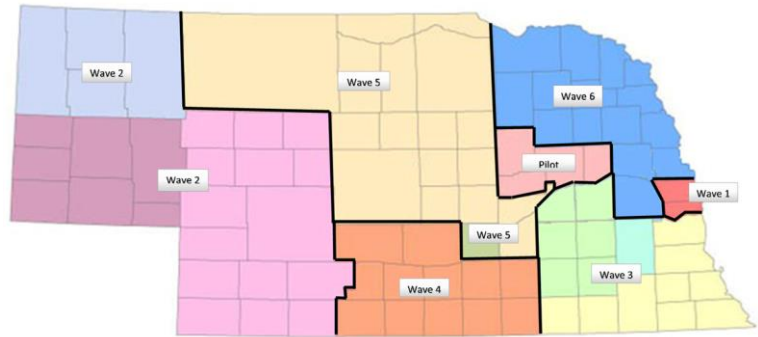
*WIC Local Agencies and WIC Retailers

Pilot: June 4th – August 3rd
 East Central District Health Dept

Wave 1: August 6th – 24th
 Douglas County Health Dept

Wave 2: August 27th – Sept 14th
 CAP of Western Nebraska
 Western Comm Health Resources
 Peoples Family Health Services

Wave 3: September 17th – 28th
 Family Health Services
 Blue Valley Comm Action
 Lincoln-Lancaster Co Health Dept
 Family Service WIC

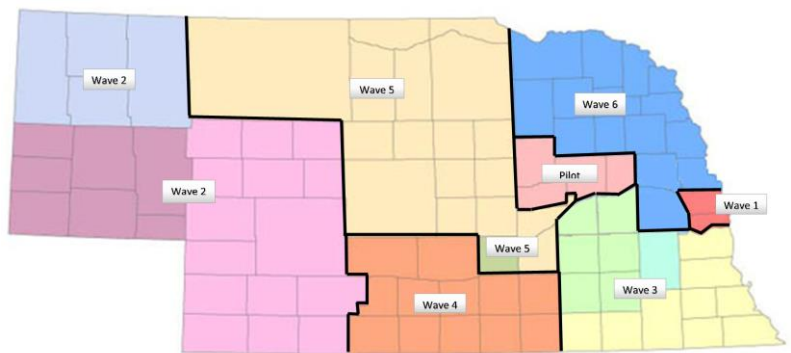


2018

Wave 4: October 1st – 12th
 CAP of Mid-Nebraska

Wave 5: October 15th – Nov 2nd
 Central Nebraska CAP
 Central District Health Dept

Wave 6: November 5th – 16th
 Northeast Nebraska CAP



2018

What Happens During Rollout Week?



- Clinic Staff Training
 - 1st day with CDP Trainer
 - 2nd day in clinic activities
- Data Migration – change from Journey FI to Journey eWIC
- Test Shopping – will include local agency staff as time permits

eWIC Food Benefits

FOR FAMILIES

- All participants benefits will be combined as a family instead of by individual participant.
- Families will receive a Family Food Benefit listing , this is the quantity and description of foods available for purchase at the store.

AT THE STORE

Store will have the WIC APL – [Approved Product List](#) downloaded to their cash register systems

- The APL contains all the UPC's for WIC food items





Family Food Benefits

1/26/2018

Month	WIC Approved Foods	Amount	
3/1/2018 - 3/31/2018	Cheese	2	Pound
	Eggs	2	Dozen
	Breakfast Cereal	72	Ounce
	Peanut Butter/Beans	2	Jar/Bag/Can
	Fruit and Vegetables	19	\$\$\$\$
	Enfamil Inf Pwd 12.5 oz	10	Can
	Yogurt - nonfat/lowfat	2	Quart
	1%/Skim milk - all auth	5	Gallon
	12-oz frozen/48-oz juice	2	Can

Evelyn Peraza Diaz. This participant's certification ends on 3/31/2018.

Leila Juarez. This participant's certification ends on 9/30/2018.

Raymond Juarez: This participant's certification ends on 6/60/2018

Shopping with eWIC - The Basics

- Participants will select WIC foods to purchase based on food benefit listing
- Foods must be both a WIC item AND be available on the clients food benefits.
- Cashiers cannot override when foods are not approved in an eWIC transaction.
- At chain stores, a "mixed basket" transaction is allowed.
- eWIC must be the first form of payment
- Different stores may have different types of equipment and process the transaction differently





Daniel X. O'Neil / CC BY 2.0

Questions?



Participant Satisfaction Survey



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Purpose of Survey



1. Provide feedback from clients to help improve WIC services
2. Provide data to be used for potential customer service performance measures
3. Provide before eWIC and after eWIC comparison

When talking to clients about the survey

- Let clients know we are surveying WIC clients across the State of Nebraska
- Names are not collected on the survey
- responses will not impact your eligibility or services
- Survey is simple and will take only about 5 minutes to complete
- 33 questions
- Choice of online or paper survey

2 Survey Methods – You may use both!

1. Online web-based survey
2. Paper survey

*This is a
CHANGE!*

- We highly encourage everyone to give the electronic version a try
- Since LA's may be limited in the number of laptops available for use and the fact that we don't want clients to wait in line to complete surveys ... you may want administer the survey using both methods so we can get as many surveys done as possible in a short amount of time

Timeline & Duration

Start survey – as soon as you receive them (end of Feb beginning March)

- I will be sending you the following survey information this week.
- Watch for an email within the next day or so including:
 - Website survey link - English
 - Website survey link – Spanish
 - Paper Survey in English – labeled for your LA
 - Paper Survey in Spanish – labeled for your LA
- You may make your own paper copies if you want to get started right away or you may request copies from the state.

Timeline & Duration

Duration of Survey: Apx. March 1 – April 14th

Goal - hit or exceed your target survey numbers completed by mid April

Our student graduates May 5th so we are on a tight timeline for getting surveys completed. If we can get surveys completed by mid April, that will give him a couple weeks to finish entering survey data and complete his analysis before he graduates.

Survey Numbers Needed – for reporting at the LA or Sub-Agency Level

BVCA	170
CDHD	228
CNCAP	185
CAPWN	198
CAPMID	237
ECDHD	191
FHS	188
FS	220
LLCHD	243
NENCAP	240
WCHR	150

Charles Drew	331
One World	347
UNMC	62
Douglas Co/Midtown	353
Douglas Co/120 th Dodge/Papillion	288

These are minimum target numbers of "completed" surveys to received back for each LA/Subagency site

ONLINE SURVEY

REMINDERS



English: <https://unmcredcap.unmc.edu/redcap/surveys/?s=XEHFXXDXEL>

Spanish: <https://unmcredcap.unmc.edu/redcap/surveys/?s=8Y3WY7ETEH>

- o The laptop needs internet for this option
- o Set up laptop station to complete survey
- o Station this where it can be monitored
- o Don't put the laptop next to the door
- o Access survey using a survey link
- o Participant needs help getting started (Staff, student, or volunteer) to select the LA name and to pull up the survey

PENCIL/ PAPER SURVEYS – Reminders when administering



- Hand paper survey to clients (either English or Spanish)
- Remember - surveys are confidential !!!
- Don't ask clients to personally hand them back to you
- Collect the surveys in a deposit box
- Return the completed surveys to the state at the end of each week
- Student will enter the data manually into the survey platform
- Make sure your agency name is correct on the top of the survey

2018 Nebraska State WIC Participant Satisfaction Survey

Local Agency Name _____

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!

SECTION 1: WIC Services

1. How often do WIC appointment times work for you?
 Always Usually Sometimes Never

2. How would you like to be reminded about your appointments?
 Phone call Text alerts Email
 Mailed letter Facebook
 Other, please specify _____

3. Have you ever missed an appointment?
 Yes No
If yes, what reasons apply?
 I forgot
 The appointment time didn't work
 I or my child was sick
 I did not have a way to get to the clinic
 Had to work
 Other: _____

4. How long do you usually have to wait in the clinic waiting room past the time of your scheduled appointment?
 Less than 5 minutes
 6-15 minutes
 16-30 minutes
 More than 30 minutes

5. Is your clinic space private enough for you to feel comfortable asking or answering personal questions?
 Always Usually Sometimes Never

6. Do you feel comfortable asking the WIC staff when you have questions? Yes No
If no, explain why _____

7. Which 3 things do you like the most about WIC?
 Checks for healthy foods
 Checks for infant formula
 Breastfeeding support
 Availability of breast pumps
 Nutrition information such as tips on feeding my family in a healthy way
 Referrals to health services and other programs
 Other: _____

8. Would you recommend WIC to a friend?
 Yes No
If so, why not? _____

SECTION 2: Nutrition Education and Breastfeeding

9. How helpful is the nutrition information you receive?
 Very helpful
 Slightly helpful
 Not at all helpful

10. Was the WIC program helpful you learn about healthy eating? Yes No

11. If WIC could give information in any of the following ways, which top 3 **ways** would you choose?
 Face to face (individual counseling)
 Group sessions in clinic
 Telephone calls
 Online website lessons
 Booklets or pamphlets
 Video group chat
 Video individual chat
 Testing

12. Have you heard about the online nutrition education website called WIC Health.org?
 Yes No
If yes, have you used WIC Health.org?
 Yes No

13. Have you met with a breastfeeding peer counselor?
 Yes No
If yes, was the breastfeeding counselor helpful?
 Yes No

14. Is your WIC office breastfeeding-friendly?
 If yes - explain why _____
 If no - explain why _____

SECTION 3: WIC Checks

15. Did the WIC clinic staff tell you how to use your WIC checks at the store? Yes No

16. Please rate your understanding of how to use your WIC checks.
 Good Fair Poor

17. How easy are WIC checks to use?
 Easy Moderate Difficult

SECTION 4: WIC Approved Foods and Stores

18. Do you usually buy all the foods listed on your WIC checks?
 Yes No

19. Do you usually use the full dollar amount of your fruit/vegetable checks?
 Yes No
If no, what is the reason? _____

20. How helpful is the WIC food list?
 Very helpful Slightly helpful
 Not at all helpful

21. How often are the cashiers at the grocery store or pharmacy helpful?
 Always Usually Sometimes Never

22. Do you ever feel embarrassed using the WIC checks at the store?
 Yes No

Section 5: You and Your Family

23. Are you Hispanic? Yes No

24. Please indicate your race(s) from the following list (check all that apply):
 White
 Black or African American
 Indian or Alaskan Native
 Asian
 Pacific Islander/Native Hawaiian
 Other, please specify: _____

25. Which of these describe you (check all that apply)?
 Pregnant
 Postpartum, not breastfeeding
 Postpartum, breastfeeding
 Parent or guardian of child age 1-4 years on WIC
 Parent or guardian of baby on WIC

26. How long have you been coming to WIC?
 Less than 6 months 6-12 months 1-2 years
 3-5 years More than 5 years

27. Do you have access to a smartphone or computer with internet? Yes No

28. Where did you first hear about the WIC program?
 Family or friends Clinic
 Grocery store or pharmacy Facebook ads
 Billboard Radio TV Newspaper
 Brochure or flyer Doctor's office
 Access Nebraska
 Internet
 Other: _____

29. Do you have children under age 5 who are not on WIC?
 Yes No
If yes, why not? _____

30. How many children do you have that are on WIC? _____

31. How old are your children that are on WIC (check all that apply)?
 Under 1 year 1-2 years 2-3 years 3-4 years

32. Until what age do you think a child can be on WIC?

33. Use the space below to tell us anything else you would like us to know.

Thank you for your time! Your answers will be associated with you or your family.

2

Paper Version

Electronic Survey

2018 Nebraska State WIC Participant Satisfaction Survey

Resize font:
☰ | ☰

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!

Local Agency Name

Section 1: WIC Services

1. How often do WIC appointment times work for you?

- Always
- Usually
- Sometimes
- Never

[reset](#)

2. How would you like to be reminded about your appointments?

- Phone call
- Text alerts
- Email
- Mailed letter
- Facebook
- Other

[reset](#)

3. Have you ever missed an appointment?

Yes No

[reset](#)

Electronic survey

Questions?



Upcoming Clerk & CPA Specific Webinars

NE WIC
2.28.18

Upcoming Clerk & CPA Specific Webinars

MAY 31, 2018

CPA – 10:00 to 12:00 CST

- Exit Counseling
- Substance Abuse Counseling
- Completion of Nutrition Assessment & Care Plan
- Documenting Nutr. Education Resources Used
- Referrals
- High Risk
- Risk Codes That Must be Manually Assigned

Clerk -- 2:00 to 4:00 CST

- Adjunctive Eligibility
- Presumptive Eligible Medicaid Letters
- Documenting Overtime & Bonuses

Upcoming Clerk & CPA Specific Webinars

JULY 31, 2018

CPA – 10:00 to 12:00 CST

- Setting Goals
- VENA
- Breastfeeding Questions

Clerk -- 1:30 to 3:30 CST

- Other Programs
- Referrals
- More Topics TBD

Questions?

Thank you for attending

Please complete the attendance poll and survey questions before logging out of the webinar!