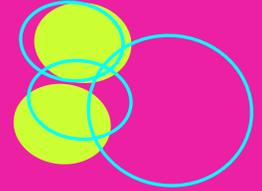
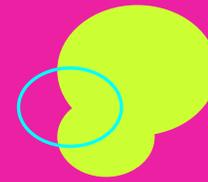




CONNECTIONS

Helping You...Helping Others



Summer 2015, Volume 1

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Allowing for Walk-ins:

Walk-in hours are a convenient way for participants to attend to their WIC visits. This change may be scary for clinics at first, but this resource from California WIC can help overcome those fears.

The handout discusses:

- What walk-ins are and why they are important.
- Tips for Local Agencies.
- Other considerations.

Find it here: <http://www.cdph.ca.gov/programs/wicworks/Documents/WIC-LAOutreach-DealingWithWalkIns.pdf>



Idaho WIC Website Updates

New! Income Guidelines—Guidelines began July 1, 2015 and will be in effect until June 30, 2016.

Food Rule Training Materials—Changes start October 1, 2015. A summary of the changes can be found in the folder with training materials, *Final Food Rule (Oct 1, 2015)*.

Current Forms—You can find all of the current forms on the right side of the webpage under the *Clinic Staff* section.

Policy Manual—Chapter 4 has been updated to include the new guidance on how to handle custody changes mid-certification.

Training Section—The training materials moved to its own section.



Quick Links

[Idaho WIC Website](#)

[National WIC Association](#)

[WIC Works Resource System](#)

[2011 Annual PRATS Data](#)

Customer Service Recognition

To highlight great customer service in action, every quarter we will recognize a WIC staff member for their efforts to provide excellent customer service at their local agency.

“We would like to recognize Veronica Turmes from Eastern Idaho Public Health. We have selected Veronica Turmes to be recognized for the excellent customer service she provides to the WIC participants and staff. When Customer Satisfaction Surveys are done Veronica always receives high ratings and numerous comments about the service she provides. Here are just a few of the comments:”

“Very kind helped with my kids, gave them paper to draw”

“I recommend Veronica. She is an excellent helper”

“WIC office (Rigby), everyone is very kind and understanding. We were late for our appointment and they still fit us in. Very Happy!”

“Did an awesome job. Went very smooth even with three kids here!!! Impressed”

“Veronica was very helpful”

Veronica’s thoroughness in charting not only shows that she is providing good customer service, but she’s helping other staff provide better service. I don’t have to spend the time re-asking questions that have been asked at previous appointments. I can read her care plans and know exactly what is going on with the participants. I can then spend time giving better education and tips to help participants with their goals. It’s a much better use of my time and the participant’s time. She does a wonderful job!

-EIPH WIC RD

Veronica’s tip for providing great customer service:

Providing good customer service to me is being respectful, non-judgmental, listening, and most important smile.

Like the saying says “Treat people just the way you would want to be treated”.

I’ve been a state employee since 1994 and a WIC employee for over thirteen years. I enjoy working with the public, helping whoever is in need. Sometimes you just don’t know what will come out of those little kids mouth. It gives me a chuckle whenever I do hemoglobin on a kid and he/she says “Thank you”.



Breastfeeding & Peer Counseling

World Breastfeeding Week:

World BF week is August 1-7, 2015. The theme this year is *“Breastfeeding and Work: Let’s Make it Work!”*

The focus is empowering breastfeeding women in the work place. To read more about world breastfeeding week and all the resources available, visit [World Breastfeeding Week / WICWorks Resource System](#).



Check Printing for BF Infants- Solids Food Packages:

WISPr will always print food packages based on the age of the participant on the 1st day of the month. You will have a transition month when they start the month as 5 months old, but have their 6 month birthday (same thing when they turn 12 months old). Per federal regulation, package issuance must be based on appropriate age.

100% Breastfed Infants:

If an infant is 100% breastfed, then checks can be printed in advance for a solids package as long as the infant is 6 months old the 1st day of the month. This means, if an infant has a transition month and their 6 month birthday is not the first day of the month (on or before), checks cannot be printed.

For example, it is May and the infant will turn 6 months old July 3rd. WISPr will see them as 5 months old on July 1st and not allow a package to be printed.

TIPS for Issuance:

In these situations, you would want to schedule the appt after the 6 month birthday in order to allow checks to print and avoid bringing them back for additional appts. Consider when the next health screen, RD or nutrition education appt is and try to pair the check pick up appt at that time. If there are scheduling challenges, it may be helpful to explain to the participant why the appt is being scheduled on or after the six month birthday.

Full Formula & Partially Breastfed Infants:

Infants on full formula or partially breastfeeding may choose to take the additional month of formula checks during the transition month or they may choose to obtain the solids check.

For example, a participant needs June, July and August checks. They turn 6 months old July 8th. WISPr will see them as 5 months old on July 1st, and will offer a formula only package for July. The solids package will start in August when issuing in advance.

TIPS for Issuance:

In these situations, you would leave it up to the participant to decide if they want checks printed that day, want to come back after their 6 month birthday or be given checks and exchange the transition month when they are 6 month old.

Nutrition Education & RDs

Direct Bill 101 for RDs:

Direct Bills are used when a product is not available in a food package and has to be ordered from a medical supply company or pharmacy. The form may be used infrequently, but there are resources available in the Formula Handbook on the WIC website to help.

Resources & Tips:

- Need practice or a refresher? The *Calculation Guidance and Examples* goes through the key steps and lists examples.
- The Federal Tables provide MMA/FBB and also include guidance on supplemental issuance of exempt formula.
- Use the search or find function in the product guide to quickly find a product to locate the reconstituted amount.
- Keep the *Direct Bill -Training* form in your office or save the direct link on your computer so it is easy to reference for quick reminders.

Nutrition Risk Spotlight:

425.8 Inappropriate Nutrition Practices (Child) – Inadequate Fluoride Supplementation

Reason for Risk – Fluoride supplements may be beneficial in reducing dental decay for children living in a fluoride-deficient area.

Consideration for Assigning Risk – Is the child currently taking a fluoride supplement or drinking fluoridated water? How long has the child not been taking a fluoride supplement?

Not at Risk:

Giselle is a 2½ year old who is at WIC to be recertified. During the assessment, you learn Giselle went to visit her grandmother for a week and forgot to take her fluoride supplement with her. Giselle would not qualify for risk 425.8.

At Risk:

Wanda is a 2 year old who is at WIC for certification. She has been living with her grandmother for the past 4 months. During the appointment you do an assessment and learn that Wanda's not taking a fluoride supplement even though the water supply in her town is not fluoridated. Wanda would qualify for risk 425.8.

What If The Participant Doesn't Know? Search online for a Drinking Water Quality Report for the city/area where the participant lives. Look at the Amount/Level Detected (fluoride) to see what the actual amount of fluoride is in the drinking water. If fluoride is not detected (ND) or the detected amount is less than 0.25 mg (for children under 36 months) or less than 0.50 mg (for children 36-60 months) then the water supply is considered inadequate in fluoride content.

Referrals – For participants assigned risk 425.8 due to inadequate fluoride, a referral to a dental health professional or health care provider is recommended.

*****See full details about this risk on the WIC website, under Training, Nutrition Risk Criteria & in the Policy Manual folder, under NRC and Referrals*****

Vendor & eWIC

Food list Updates – October 1, 2015:

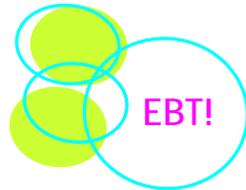
- Added yogurt
- Added low sodium V8
- Added 100% whole wheat pasta
- CVV for women increased to \$11 (7M \$17/\$16)



See the full list of changes on the summary of changes document on the WIC website under the *training* folder (document title- FY16 FL LAC Call).

e-WIC Update:

eWIC is coming! eWIC is the transfer of WIC checks to electronic benefit cards. We have started the first step in the process, which is to hire a planning contractor who will help us with a schedule and tasks to be completed. This contractor will assess the readiness of Idaho WIC to make this transition. The assessment will include local agencies, grocery stores, WISPr, and the State Office. Please feel free to reach out to the State Office if you have any questions about the process.



NEW! Gerber Good Start Soy:

Beginning **October 1, 2015**, WIC will provide **Gerber Good Start Soy** as the soy- based option for infants.



NEW! Label
Oct 2015

Current Label

To help prepare for the change, the State Office will provide information and tools for staff. Those resources will be available on the WIC website under the *Training* section.

Infant Food Changes:

New Beech-Nut Naturals varieties 4 or 4.25 oz are not WIC approved.



Beech-Nut Classics in 4 oz containers are WIC approved.

Policy & WISPr:

Identification:

Identification (ID) is a required proof at every certification for the Participant, Responsible Adult, and Authorized Signer (if applicable). To make it easier for participants, you can use “Idaho WIC ID Folder (Known to WIC)” instead of an ID in some situations. For a list of acceptable ID proofs, please see IWPPM Chapter 4, Section B, Page 5.

Examples: When do I ask for ID?

- First time applying to WIC
- VOC initially coming to Idaho
- In-state transfer, initially transferring to your agency
- Authorized signer
- Proxy

Examples: When can I not ask for ID?

- Subsequent (follow-up) certification where the ID was initially reviewed.
- When a participant loses their WIC folder, but they are known to staff member(s) at the WIC clinic and have initially shown their ID.

Complaints and Incidents:

When a complaint or incident in the clinic arises, it can be important for staff and/or the participant to document what occurred.

Remember:

- Participants should be offered a complaint form when appropriate.
 - If a participant declines to complete a form in the clinic, you could let them know one is available on the WIC website and it can be submitted electronically.
- The form should be forwarded to your supervisor.
- Staff may choose to document what happened as well. That can be completed with the participant complaint or separately.
- Staff should limit documentation in WISPr of an incident and use the complaint/incident form instead.

Wellness Corner

Music Makes You Healthier:

From relieving stress to motivating your exercise routine, [music can make you healthier](#) in simple, yet powerful ways.

Feeling stressed during your work day? Enjoy some music!

- Play your favorite tunes on your way to work to start your day off on a positive note.
- Play your favorite tunes on your way home from work to unwind.
- Ask your coordinator or supervisor if you can play music quietly or with your headphones while you chart or on your break.
- Go for a walk on your break or lunch and bring your headphones.

Thank You!



Thank you for all you do to support and promote the health of women, infants and children in Idaho!



IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH