



Winter 2015, Volume 1

In This Issue

[Idaho WIC Website Updates](#)

[Clinic Observation Tool](#)

[Appointment Reminders](#)

[Lost and Stolen Checks](#)

[WISPr Family/ Participant Search Function](#)

[One Year Certification and Health Screen](#)

[Reminder for Non-discrimination Statement](#)

[Recipes—What's Cooking USDA Mixing Bowl Website](#)

[BF and PC Tools in WISPr](#)

[Vendor Advisory Committee](#)

[ProSobee - New Look](#)

Quick Links

[Idaho WIC Website](#)

[National WIC Association](#)

[WIC Works Resource System](#)

[2011 Annual PRATS Data](#)

Idaho WIC Website Updates

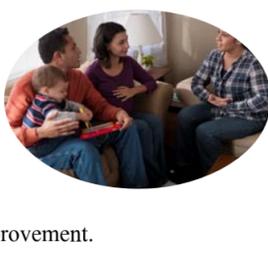
- **Policy Manual**—links to each chapter for ease of use
- **HGB Collection Reference Form**—schedules by category and examples
- **Void Reason Reference Form**—best practices and examples.
- **RD meeting materials**—available by topic
- **FFY 2015 Civil Rights Training**
- **SUBMIT** button on the complaint form and data request form emails directly to State Office.
 - Save document before entering text
 - Some complaints do not go to the State. Check with your Coordinator or supervisor first.
- **One year certification FAQs**

Outreach

Clinic Entrance Observational Tool:

Assess your clinic and make changes for your clinic to become more participant-centered!

- Place the printed tool on a clipboard with a pencil.
- Ask someone to take 15-20 minutes to “walk in the shoes of a participant” and fill out [the tool](#).
- Review, summarize, and share the findings at your next staff meeting. Have the group identify and prioritize items for improvement.
- Create a simple action plan based on the items staff found feasible, realistic, and most important to providing participant-centered services.



Appointment Reminder Template:

Let participants choose how you communicate with them! If you have a variety of options for participants to select how they receive reminders for appointments, this [template](#) might be useful.

WISPr & Policy

WISPr Family and Participant Search:

It is important to verify if a number has been created for a participant or family in WISPr before assigning a new one.

Tips to verify:

- Always ask if anyone being added to the program was on WIC in the past or had a name changed.
- Double check that names are spelled correctly.

Lost and Stolen Checks:

Participants must wait three (3) business days before reissuance of lost or stolen checks. The checks clear the bank at night. If a participant notifies the clinic on Monday, you would wait until Thursday before reissuing the checks.

Remember, lost or stolen checks may only be replaced one time during the certification period. Lost checks can only be replaced for infants (IWPPM Ch. 7, Section C).

One Year Certification and Health Screens:

JAN 5, 2015

One year certs for children
Health screens for all categories certified for a year

- Policy Manual Chapter 4 has been updated.
- An **FAQ** has been added to the WIC website and QRCs on WISPr’s homepage have been updated to include health screens.

The Nondiscrimination Statement:

- The nondiscrimination statement should be on any document with WIC information (benefits, eligibility, hours, etc.) except materials with nutrition & breastfeeding education messages only.
- The short statement is “WIC is an Equal Opportunity Provider and Employer.”
- The long statement and further guidance can be found in the IWPPM Ch.2, Sect. B.

Nutrition Education

Need a recipe for a WIC participant or yourself?

[What's Cooking USDA Mixing Bowl](#) is a recipe database with recipes in English and Spanish.

- Low cost to prepare
- Quick and easy
- Nutritious
- Meet the 2010 U.S. Dietary Guidelines for Americans

Breastfeeding & Peer Counseling

New tools for breastfeeding equipment and peer counseling are up and running in WISPr! Thank you to all staff for implementing these tools.



Remember:

- You can now issue breastfeeding equipment in WISPr
- Check out a woman participant’s Peer Counseling page

Vendor

Enfamil ProSobee Infant Formula:

ProSobee with a new label will be in stores late January or early February 2015. WIC customers can purchase cans with either the old or new labels. UPCs will not change.



NEW LOOK!

Vendor Advisory Committee (VAC):

The first VAC meeting was held December 4, 2014. VAC will serve as an open forum for dialogue and collaboration between the program’s vendor management staff and authorized vendors. The committee is representative of all store sizes and all regions.

The forum will be used to:

- Gather retailer input and share perspectives
- Create more opportunities for communication
- Share news regarding program changes
- Gain better understanding of both sides of the partnership
- Serve as an initial stakeholders group for early eWIC planning

Reminders:

- Always review checks with participants to ensure accuracy.
- Double-check whether infant formula should be powder or concentrate.
- Medicaid is the first payer for exempt formula and nutritionals (previously medical foods).



Thank You



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

[Back to top](#)