



## Common WIC Terms

<b>Term:</b>	<b>Definition:</b>
<b>Participant Centered Services (PCS)</b>	<p>PCS is a framework for the way we do business at WIC and for providing WIC services placing the participant at the center of each interaction. WIC staff listens and supports participants at all levels of WIC service delivery – local, state, regional and federal.</p> <p>PCS takes into account the entire WIC system because every aspect of WIC service delivery influences the participant’s perception of WIC and her/his willingness to explore healthy nutrition practices. WIC service delivery includes:</p> <ul style="list-style-type: none"> <li>• all staff to participant interactions</li> <li>• all staff to staff interactions</li> <li>• all staff to vendor/community partner interactions</li> </ul> <p>“All staff” refers to all local, state, regional and federal staff. When all interactions occur in a PCS way it creates an environment of mutual collaboration, respect and support. Only then can staff work as an optimal team providing participants maximum support towards achieving desired health outcomes. PCS supports PCE (see below) and expands beyond PCE to all aspects of WIC business.</p>
<b>Participant Centered Education (PCE)</b>	<p>PCE is a style of offering nutrition education where the participant is an equal partner. WIC staff listens and guides the participant to explore her needs, values and readiness to make healthy behavior changes. The participant comes up with a plan/solution that will work for her and her unique circumstances.</p>
<b>Value Enhanced Nutrition Assessment (VENA)</b>	<p>VENA relates to revitalizing quality nutrition assessment/services in WIC and compliments PCE by creating a partnership with the participant during the nutrition assessment process.</p>
<b>O.A.R.S.</b>	<p>O.A.R.S. are four fundamental skills of both PCE and PCS:</p> <p>Open-ended questions – questions requiring more than a yes/no answer          Affirmations – supportive reinforcing statements          Reflective listening – briefly repeating or rephrasing what the person said          Summarizations – summarizing key points to clarify understanding</p>