



Chapter 1: Overview and Organization

Approval Date: Oct 2019

Supersedes: Nov 2017

Overview

The Idaho WIC Program operates according to WIC program specific federal regulations as well as the Department of Health and Welfare operation guidelines. Sections in this chapter describe State agency and local agency responsibilities.

Purpose

The sections in this chapter describe the organizations structure and responsibilities of all WIC program staff.

Scope

The policy applies to all State and local agency staff operating within the Idaho WIC Program.

In This Chapter

- Section A State Agency Organization
- Section B Local Agency Organization
- Section C Applicant Records
- Section D Supplies and Materials
- Section E Nutrition Services and Administration

SECTION A: STATE AGENCY ORGANIZATION

OVERVIEW

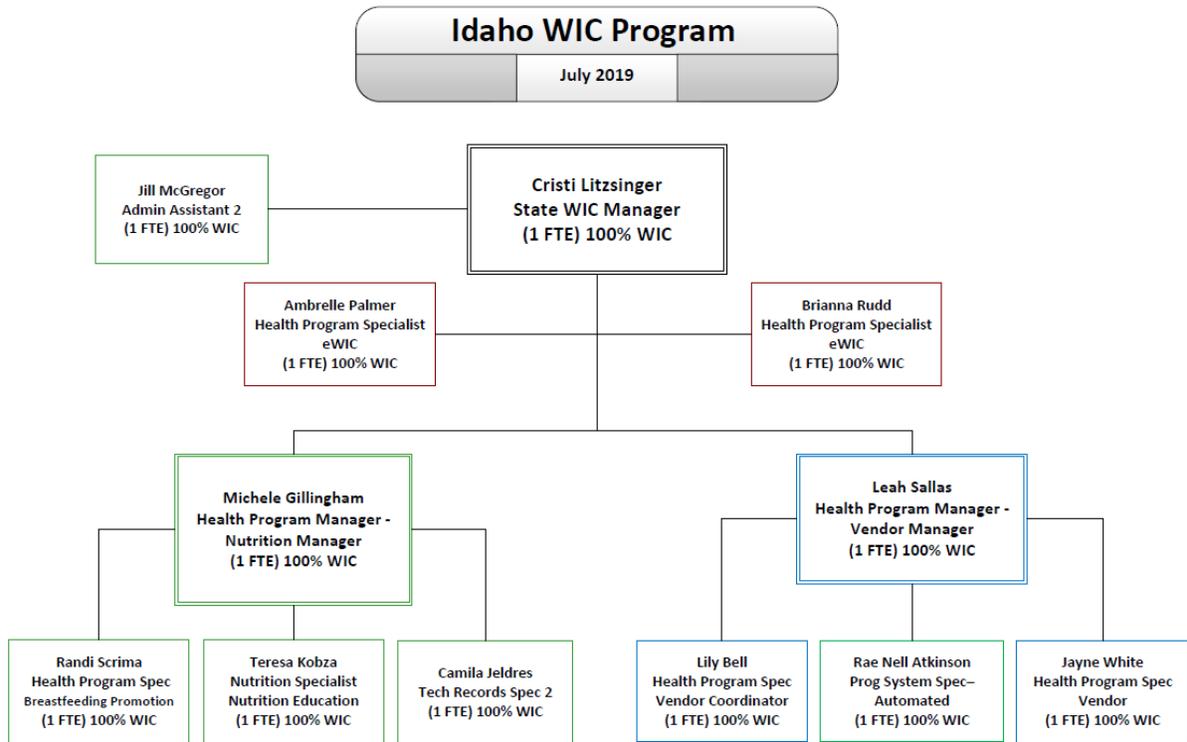
The Idaho WIC Program is organizationally located within the Idaho Department of Health and Welfare. The State WIC agency is organizationally located in the Bureau of Clinical and Preventive Services within the Division of Public Health.

IN THIS SECTION

Organizational Chart
State Agency Primary Functional Responsibilities

Organizational Chart

POLICY



State Agency Primary Functional Responsibilities

STATE AGENCY CONTACT AND MAILING INFORMATION

Idaho WIC Program
Idaho Department of Health and Welfare
Pete T. Cenarrusa Building
450 W. State Street – 1st Floor West
P.O. Box 83720
Boise, ID 83720-0036
208-334-5948 phone
1-866-347-5484 toll free
208-332-7362 fax

WISPr Help Desk
208-334-4905 phone
1-800-942-5811 toll free
Email: WIChd@dhw.idaho.gov

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Cristi Litzsinger, RDN, LD Section Manager-WIC (208) 334-5951 TOLL FREE: 1-866-347-5484 Cristi.Litzsinger@dhw.idaho.gov</p>	<p>Federal grants management – NSA, Peer Counseling, any Operational Adjustment grants; WIC Food</p> <p>Contracts and budget oversight and reporting</p> <p>SFY budget review</p> <p>Program staffing and performance evaluation</p> <p>Program planning and evaluation; coordination of State Plan activities</p> <p>Food cost containment with Fiscal and Vendor Compliance Manager</p> <p>WIC program operation changes/policy oversight</p> <p>Authorize changes to WISPr and funding of changes</p> <p>Caseload management in conjunction with Nutrition Services Compliance Manager</p> <p>Civil rights complaints/Fair Hearings</p> <p>Position Desk e-manual</p> <p>Other duties as assigned by Bureau Chief</p>
<p>Ambrelle Palmer eWIC Health Program Specialist (208) 334-5836 TOLL FREE: 1-866-347-5484 Ambrelle.Palmer@dhw.idaho.gov</p>	<p>Gather information for the planning, development and implementation of an EBT system</p> <p>Research experiences from other states that already have or that are implementing EBT</p> <p>Review and provide recommendation for the acceptance/rejection of project deliverables.</p> <p>Coordinate project activities, committees, stakeholders and state staff.</p> <p>Provide training for state office and local agency staff on what and how to use the new eWIC data</p> <p>Review project status reports and deliverables on an ongoing basis.</p> <p>Work with State Manager and Vendor Team to create submission material for obtaining approval for EBT development</p> <p>Program contract monitor eWIC contracts</p> <p>Position Desk e-manual</p> <p>Other duties as assigned</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Brianna Rudd eWIC Health Program Specialist (208) 334-5954 TOLL FREE: 1-866-347-5484 Brianna.Rudd@dhw.idaho.gov</p>	<p>Ensures that performance metrics and deliverables listed in contracts are being reviewed and met</p> <p>In coordination with Health Program Manager – eWIC review and evaluate performance of contractors</p> <p>Communicate priorities and timeframes of eWIC projects to contractors</p> <p>Identify and report critical quality issues and risks for eWIC to the Health Program Manager – eWIC</p> <p>Work with Health Program Manager – eWIC to oversee eWIC activities to ensure alignment with eWIC goals and federal regulations</p> <p>Advise eWIC teams on difficult or complex technical problems</p> <p>Work with Health Program Manager-eWIC to coordinate eWIC activities, committees, stakeholders, and state staff</p> <p>Maintain and update APL as new products are available and old ones are removed</p> <p>Collaborate with other staff to develop and provide training to local agency staff, state office and vendors</p> <p>Collaborate with WISPr IT developers on eWIC functionality during and after eWIC implementation</p> <p>Collaborate with Welfare Fraud Unit, EBT Operations, and vendor team on new fraud procedures required with eWIC</p> <p>Provide training for state office and local agency staff on what and how to use the new eWIC data</p> <p>Collaborate with Vital Statistics on interpreting data for use outside the program</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Leah Sallas, RDN, LD Health Program Manager - Fiscal and Vendor Compliance Manager (208) 334-4937 TOLL FREE: 1-866-347-5484 Leah.Sallas@dhw.idaho.gov</p>	<p>Direct supervision of Vendor Coordinator, PSSA, and HPS-Vendor. Conduct annual performance review.</p> <p>Assist Program Manager on any vendor hearings, fraud investigations, and cost containment measures.</p> <p>WIC Food grant management.</p> <p>Budgets/monthly financial reporting</p> <p>Program contract monitor (Health District, bank, eWIC, and vendor). Works closely with DHW Contracts Management Unit for content review and issuance.</p> <p>Financial monitoring of local agencies</p> <p>Financial audit lead for program</p> <p>Program support duties as assigned by supervisor</p> <p>Management spreadsheets</p> <p>Position Desk e-manual</p> <p>Other duties as assigned</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Teresa Kobza RDN, LD Nutrition Specialist - Nutrition Coordinator (208) 334-5952 TOLL FREE: 1-866-347-5484 Teresa.Kobza@dhw.idaho.gov</p>	<p>Coordination of Certification, Eligibility & Nutrition Education RD referrals/standards of care NE handouts & WICSmart Infant formulas/Exempt infant formulas/Medical foods NASPO formula contract coordination with AA2 and Section manager or Vendor Manager Medicaid/WIC coordination Clinic procedures & modifications Coordinator Call WIC quarterly report coordination Self-Monitoring Nutrition Education Plan (NEP) Coordination Training State & LA staff documentation Healthy Eating Active Living (HEAL) representative LEAD Advisory committee representative Position Desk e-manual Other duties as assigned Job Duties Shared with Nutrition Manager: Monitoring Maintaining guidebooks State Meeting Program policy changes Works with PSSA for implementation of policy changes, methods and materials related to WISPr Nutrition Service Standards coordination Value Enhanced Nutrition Assessment (VENA) Participant Centered Services (PCS/PCE)</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Michele Gillingham MPH, RD, LD Health Program Manager– Nutrition Manager (208) 334-5965 TOLL FREE: 1-866-347-5484 Michele.Gillingham@dhw.idaho.gov</p>	<p>Coordination of Certification, Eligibility & Nutrition Direct supervision of Nutrition Coordinator, Breastfeeding Coordinator and TRS2. Conduct annual performance review Nutrition Risk Criteria coordination Program complaints, civil rights complaints/fair hearings Program Integrity/Fraud ME lead for the Nutrition Team Program outreach & caseload management State Plan lead Program Representative for Western Region Nutrition Section Committee Nutrition Education Advisory Team (NEAT) State Nutrition Action Coalition (SNAC) representative Immunization linkage oversight; coordination with DHW immunization program as needed Position Desk e-manual Other duties as assigned Job Duties Shared with Nutrition Coordinator: Monitoring Maintaining guidebooks State Meeting Program policy changes Works with PSSA for implementation of policy changes, methods and materials related to WISPr Nutrition Service Standards coordination Value Enhanced Nutrition Assessment (VENA) Participant Centered Services (PCS/PCE)</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Randi Scrima, IBCLC Health Program Specialist – Breastfeeding & Peer Counseling Coordinator (208) 334-5953 TOLL FREE: 1-866-347-5484 Randi.Scrima@dhw.idaho.gov</p>	<p>Breastfeeding promotion and support Breastfeeding/Peer Counselor training Breastfeeding equipment, State breastfeeding equipment, RFNS oversight Oversight of peer counseling program plan; work closely with Program Manager on budget oversight Annual civil rights training. Work with Nutrition Manager Breastfeeding portion of MCH block grant Program representative to Hunger Task Force Position Desk e-manual Other duties as assigned</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Lily Bell Health Program Specialist – Vendor Coordinator (208) 334-4922 TOLL FREE: 1-866-347-5484 Lily.Bell@dhw.idaho.gov</p> <p>Jayne White Health Program Specialist – Vendor (208) 334-0605 TOLL FREE: 1-866-347-5484 Jayne.White@dhw.idaho.gov</p>	<p>Communication liaison for program to Western Region Office for vendor management; report submittal as indicated. SNAP communication on compliance violations.</p> <p>Vendor Agreement and new store authorization.</p> <p>Final Food Rule implementation oversight.</p> <p>Authorized Food List</p> <p>Vendor-related complaints/fraud. Termination of vendors or sanction application</p> <p>Vendor monitoring</p> <p>Vendor inventory audits</p> <p>Vendor portion of State Plan</p> <p>Vendor training-materials, methods, tracking (current and new vendors)</p> <p>Vendor peer group analysis with data analyst</p> <p>Price list surveys</p> <p>Identification procedures for risk level</p> <p>Assists with vendor fraud investigations; repayment procedures</p> <p>Coordinates compliance buy investigations with supervisors, local agency staff as indicated</p> <p>Transactions processing and payment</p> <p>Coordinates infant formula rebate submission</p> <p>Develops and maintains authorized vendor table with contact information, peer group assignment, SNAP authorization, vendor type and tax ID number, other information as required by regulation/program</p> <p>Position Desk e-manual</p> <p>Other duties as assigned</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Rae Nell Atkinson Program System Specialist – Automated (208) 334-4998 TOLL FREE: 1-800-942-5811 RaeNell.Atkinson@dhw.idaho.gov</p>	<p>Coordinate/conduct system training for WIC program. *Works closely with all areas of program for system training needs.</p> <p>Reviews, edits documents on request for clarity and technical correctness. Support software developers and performs user acceptance testing to support end users. Convey changes to IT development staff and Information Systems Coordinator. Assist with the discovery of Requirements for new and revised computer system functionality, if needed.</p> <p>Analyze business requirement documents and make suggested revisions to the business requirements based on best practices, project resources and timeline considerations.</p> <p>Design user interface components to support business requirements.</p> <p>Develop, update and maintain system training guides for end users</p> <p>WIC hardware specialist and technical support Disaster Recovery/Continuous Operations Plan WIC Help Desk computer and applications support – secondary</p> <p>Requirement Documents and submit to DHW IT for estimates. Maintain WISPr backlog</p> <p>Coordinate updates for MIS changes that affect program areas of operations; EBT planning</p> <p>Assist staff w/ PowerPoint presentations, laptop/digital equipment set-up</p> <p>Participant Survey lead. Work closely with other program areas for identified survey content</p> <p>Position Desk e-manual</p> <p>Other duties as assigned</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Camila Jeldres Technical Records Specialist 2 WIC Help Desk (208) 334-5919 TOLL FREE: 1-800-942-5811 Camila.Jeldres@dhw.idaho.gov</p>	<p>WIC Help Desk computer and applications support-primary WIC hardware specialist and technical support Computer table changes; work with Nutrition Specialists over clinic operations and training coordination as needed. Daily/monthly reconciliation computer reports, dual participation, and bank reports Security requests Coordinate with - Nutrition Services Compliance Manager and Vendor Coordinator on formula returns, and eWIC Card audit reports Works with Finance and Vendor Compliance Manager on financial reports and budget Spreadsheets State Plan coordination Coordinate with DHW staff for website and SharePoint updates eWIC Card supplies and inventory Coordinate with DHW ITSD for connectivity troubleshooting WIC data, data requests, surveys. Work closely with Nutrition Manager Assist with conference rooms Position Desk e-manual Other duties as assigned</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Jill McGregor Administrative Assistant 2 (208) 334-5607 TOLL FREE: 1-866-347-5484 Jill.McGregor@dhw.idaho.gov</p>	<p>Office support Works with all areas of program operations to provide or direct assistance for material development Invoice/receipt processing Preparation of WIC correspondence Contract/VPO liaison - printing, eWIC service/supplies, nutrition education materials Assist with contracts/amendments and MOUs Assist with budget review preparation (anticipated expenditure input and worksheet preparation) Write purchase requisitions and coordinate submission with Bureau AA Research expenditure questions using Navision Order office supplies and other supplies as needed Coordinate quarterly forms orders Reserve state vehicles for program staff Conference/meeting facility liaison Weekly report and I-time reminder Position Desk e-manual Other duties as assigned</p>

SECTION B: LOCAL AGENCY ORGANIZATION

OVERVIEW

This section describes general descriptions of the minimum staffing requirements for local agencies. Local agencies may have additional positions.

IN THIS SECTION

Registered Dietitian
Project Dietitian
Registration Eligible
Breastfeeding Promotion Coordinator
Lactation Educator
Competent Professional Authority
Local Agency Roster

- Panhandle Health District
- Public Health – Idaho North Central District
- Southwest District Health
- Central District Health
- South Central Public Health District
- Southeastern Idaho Public Health
- Eastern Idaho Public Health
- Nimiipuu Health
- Marimn Health

Registered Dietitian

POLICY

At a minimum, the local agency must employ at least one licensed, registered dietitian to manage the program and to provide high-risk counseling.

RESPONSIBILITIES

WIC Coordinator

Performs administrative supervisory and professional work necessary to the planning, implementation, and evaluation of local WIC program activities. Many of the duties of this role may be delegated to other staff; however, the ultimate responsibility for clinic operations falls on the WIC Coordinator.

Other Registered Dietitian

Performs professional work necessary for delivery of direct client services, primarily providing counseling and nutrition education for high-risk clients. Participates in supervision of clinic operations and program planning, and evaluation as assigned. Writes/oversees general nutrition education classes for Clinical Assistant.

Project Dietitian

POLICY

The local agency will appoint a Project Dietitian with a bachelor of science degree in Nutrition who is a Registered Dietitian (RD) and Idaho Licensed Dietitian (LD).

RESPONSIBILITIES

- Oversee nutritional risk certification
- Oversee nutrition education
- Oversee high risk counseling components

REFERENCE

State policy

Registration Eligible

POLICY

An individual who possesses a bachelor's degree and can provide documented proof of eligibility to take the Commission on Dietetics Registration (CDR) examination may be hired to provide nutrition services to participants. High risk care plans must be co-signed by a RD and LD. Upon request, a local agency shall provide the State agency with certification of an employee's qualifications. Verification for a registration eligible individual must be in the form of *Current Verification Statement* from the Commission on Dietetic Registration (CDR) Verification of eligibility to take the RD exam.

If the registration eligible applicant does not pass the RD examination within six months of the date of completing a dietetic internship program, but remains eligible to test with the CDR, the local agency may use its own discretion on whether to continue the employment and pay scale agreed upon in the employment contract. However, the State agency recognizes a staff person who does not pass the RD examination within the first six months may only provide services within a Competent Professional Authority (CPA) scope of practice.

Local agencies are expected to follow the provisional licensure regulations for supervised practice established by the State of Idaho Board of Medicine.

REFERENCE

7 CFR 246.2 and 7 CFR 246.6 (b) (2)
California WIC Program Manual

Breastfeeding Promotion Coordinator

POLICY

Each local agency will appoint a Breastfeeding Promotion Coordinator. The local agency Breastfeeding Promotion Coordinator is a staff member who serves as a resource person and central contact for the

coordination of breastfeeding promotion and support activities in the local agency. The local agency Breastfeeding Promotion Coordinator shall be given support from the local agency to ensure that the resources are available to perform the duties and responsibilities of this position.

RESPONSIBILITIES

Responsibilities are to include but are not limited to the following:

- Lead the implementation of a breastfeeding promotion and support plan for the local agency.
- Review breastfeeding data with local agency Coordinator on a regular basis to determine the effectiveness of the plan.
- Maintain current, accurate breastfeeding information resources such as posters, handouts, breastfeeding equipment, resource and referral information, etc. to optimally support breastfeeding in all clinics.
- Work with local agency Coordinator and staff to provide a baby- and breastfeeding-friendly clinic environment for all participants.
- Coordinate the planning and implementation of the breastfeeding promotion and support activities for the local WIC program under the direction of the WIC Coordinator.
- Participate in and conduct or coordinate ongoing training for WIC staff on breastfeeding promotion and support issues and information.
- Collaborate and interact with the local breastfeeding coalition/promotion council.
- Conduct and/or coordinate World Breastfeeding Week activities annually.
- Monitor breastfeeding classes, counseling, and charting.

REFERENCE

7 CFR 246.11(c) Establish Standards for Breastfeeding Promotion and Support

Lactation Educator

POLICY

The local agency must employ a qualified person to serve as a Lactation Educator.

RESPONSIBILITIES

Provides breastfeeding training for WIC staff, and breastfeeding education and support for WIC participants via classes, individual counseling, and telephone support. Assists Breastfeeding Coordinator in the implementation of special projects, performing community breastfeeding/outreach activities, and conducting breastfeeding support services for WIC participants.

Certifier

DEFINITION

An individual on the local agency staff who is trained and authorized by the Idaho WIC Program as competent to determine nutritional risk, assign priority, and prescribe appropriate food packages

POLICY

Local agencies shall have at least one Certifier to determine nutritional risk eligibility and prescribe an appropriate food package for each client.

PROFESSIONAL

The following health professionals are qualified as Certifiers: without completing the minimum paraprofessional competencies.

Registered Dietitian

Registered by the Commission on Dietetic Registration as a registered dietitian and licensed by the state of Idaho.

Nutritionist

Bachelor's or Master's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health, or Home Economics with emphasis in Nutrition.

Registration Eligible

Bachelor's or master's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health, or Home Economics with emphasis in Nutrition. Individual who has completed an approved dietetic internship and eligible to take the registration examination by the Commission on Dietetic Registration (CDR). Has provisional licensure with the State of Idaho Board of Medicine.

PARAPROFESSIONAL

Paraprofessional competency must be demonstrated after completing the Idaho WIC Program Paraprofessional Staff Training Program. Performance objectives which define specific tasks, skills, knowledge of WIC program policies and procedures, and basic nutrition must be mastered before being designated a Certifier by the WIC Coordinator.

NOTE: The signature and title of the Certifier are required on each certification and ineligibility document.

Agency 100: Panhandle Health District

Kim Young, MS, RD, LD
 WIC Coordinator
 Panhandle Health District
 8500 N. Atlas Rd., Hayden, ID 83835
 (208) 415-5130 phone
 (844) 415-5130 toll free
 (208) 415-5131 fax
kyoung@phd1.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
101	HAYDEN 8500 N. Atlas Rd. 83835 (208) 415-5130 phone (208) 844-415-5130 toll free (208) 415-5131 fax	108	SANDPOINT 2101 Pine St 83864 (208) 263-5159 phone (208) 263-6963 fax
104	SAINT MARIES 137 N. 8th 83861 (208) 245-3692 fax	110	BONNERS FERRY 7402 Caribou 83805-0893 (208) 267-3795 fax
107	KELLOGG 35 Wildcat Way, Ste A 83837 (208) 786-7474 (208) 783-4242 fax	111	POST FALLS 925 E. Polston Ave. 83854 <i>(send all mail to Hayden)</i> (208) 819-5689

Agency 200: Public Health – Idaho North Central District

Angela Bunce, RD, LD
 WIC Coordinator
 Public Health – Idaho North Central District
 215 10th St., Lewiston, ID 83501-1910
 (208) 799-0390 phone
 (208) 799-0349 fax
abunce@phd2.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
201	LEWISTON 215 10th St. 83501-1910 (208) 799-0390 phone (208) 799-0349 fax	204	OROFINO 105 115th St. P.O. Box 1239 83544 (208) 476-7850 phone (208) 476-7694 fax
202	MOSCOW 333 E. Palouse River Dr. 83843-8916 (208) 882-7353 phone (208) 882-3494 fax	206	KAMIAH 132 N. Hill St. P.O. Box 277 83536-0277 (208) 935-2124 phone (208) 935-0223 fax
203	GRANGEVILLE 903 W. Main 83530 (208) 983-2842 phone (208) 983-2845 fax		

Agency 300: Southwest District Health

Emily Geary, MS, RD, LD
 WIC Coordinator
 Southwest District Health
 13307 Miami Ln., Caldwell, ID 83607
 (208) 455-5333 phone
 (208) 454-7722 fax
emily.geary@phd3.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
301	CANYON COUNTY 13307 Miami Ln., Caldwell 83607 (208) 455-5300 phone (208) 454-7722 fax	311	HOMEDALE 132 E. Idaho St. 83628 (208) 337-4931 phone (208) 337-4081 fax
302	PAYETTE 1155 3rd Ave. N. 83661 (208) 642-9321 phone (208) 642-5098 fax	312	TEEN PARENT Parkview High School 609 15th Ave. N., Nampa 83687 <i>(use Canyon Co. address and phone)</i>
303	COUNCIL Adams Co. Medical Clinic 205 Berkley St. 83612 (phone Payette or Weiser)	315	FARMWAY VILLAGE 222730 Farmway Rd., Caldwell 83607 (208) 454-7850 <i>(use Canyon Co. address and phone)</i>
304	EMMETT 1008 E. Locust St. 83617-2711 (208) 365-6371 phone (208) 365-4729 fax	319	NAMPA TERRY REILLY 207 1st S., Nampa. 83651 <i>(use Canyon Co. address and phone)</i>
305	NAMPA 824 S. Diamond St. <i>(use Canyon Co. address and phone)</i>	320	TRHS 16 (Terry Reilly) 223 16th Ave. N., Nampa 83687 <i>(use Canyon Co. address and phone)</i>
306	WEISER 46 W. Court 83672-1941 (208) 549-2370 phone (208) 549-2371 fax		

Agency 400: Central District Health

Emily Waddoups, RD, LD
 WIC Coordinator
 Central District Health
 707 N. Armstrong Pl., Boise, ID 83704
 (208) 327-8545 phone
 (208) 321-2331 fax
ewaddoups@cdh.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
401	BOISE 707 N. Armstrong Pl. 83704 (208) 327-7400 phone (208) 321-2243 fax	409	HORSESHOE BEND <i>(use Boise address and phone)</i>
402	MOUNTAIN HOME 520 E. 8th St. N. 83647-2199 (208) 587-4409 phone (208) 587-3521 fax	412	GARDEN CITY 610 E. 42nd St. <i>(use Boise address and phone)</i>
404	MCCALL 703 N. 1st St. P.O. Box 1448 83638-1448 (208) 634-7194 phone (208) 634-2174 fax	413	MARION PRITCHETT 1617 N. 24th St. <i>(use Boise address and phone)</i>
405	IDAHO CITY <i>(use Boise address and phone)</i>	414	KUNA <i>(use Boise address and phone)</i>
406	GLENNS FERRY <i>(use Boise address and phone)</i>	415	MERIDIAN <i>(use Boise address and phone)</i>
408	CASCADE <i>(use Boise address and phone)</i>	416	TERRY REILLY <i>(use Boise address and phone)</i>

Agency 500: South Central Public Health District

Tammy Walters, RD, LD
 WIC Coordinator
 South Central Public Health District
 485 22nd St., Heyburn, ID 83336
 (208) 678-8608 phone
 (208) 678-7465 fax
twalters@phd5.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
501	TWIN FALLS 1020 Washington St. N. 83301-3156 (208) 737-5923 phone (208) 734-9502 fax	507	BELLEVUE 117 E. Ash St. 83313 (208) 788-4335 phone (208) 788-0098 fax
503	SHOSHONE 119 W. A St. <i>(use Jerome address and phone)</i>	509	HEYBURN 485 22nd St. 83336 (208) 678-8608 phone (208) 678-7465 fax
505	GOODING 255 N. Canyon Dr. 83330-0494 (208) 934-4477 phone (208) 934-8558 fax	510	TWIN FALLS SOUTH SIDE 1122 Washington St. S <i>(use Twin Falls address and phone)</i>
506	JEROME 951 E. Ave H 83338-3028 (208) 324-1323 phone (208) 324-9554 fax	511	KETCHUM 101 Saddle Rd. (YMCA) <i>(Use Bellevue address and phone)</i>

Agency 600: Southeastern Idaho Public Health

Kathy Puckett, RD, LD
 WIC Coordinator
 Southeastern Idaho Public Health
 1901 Alvin Ricken Dr., Pocatello, ID 83201
 (208) 239-5263 phone
 (208) 478-9297 fax
kpuckett@siph.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
601	POCATELLO 1901 Alvin Ricken Dr. 83201 (208) 239-5263 phone (208) 478-9297 fax	609	AMERICAN FALLS 590½ Gifford Ave. 83211-1314 (208) 226-5096 phone (208) 226-7145 fax
602	BLACKFOOT 145 W. Idaho St. 83221-1726 (208) 785-2160 phone (208) 785-6372 fax	610	ABERDEEN (208) 397-3764 phone <i>(use American Falls address)</i>
604	PRESTON 42 W. 1st S. 83263-1205 (208) 852-0478 phone (208) 852-2346 fax	611	ARCO 178 Sunset P.O. Box 806 83213-0806 (208) 527-3463 phone (208) 527-3972 fax
605	MONTPELIER 431 Clay St. 83254 (208) 847-3000 phone (208) 847-2538 fax	614	FORT HALL <i>(use Pocatello address and phone)</i>
606	MALAD 175 S. 300 E. 83252 (208) 766-4764 phone (208) 766-2528 fax	615	MOBILE CLINIC – POCATELLO <i>(use Pocatello address and phone)</i>
607	SODA SPRINGS 55 E. 1st S. 83276 (208) 547-4375 phone (208) 547-4398 fax		

Agency 700: Eastern Idaho Public Health

Angy Harwood, RD, LD, IBCLC
 WIC Coordinator
 Eastern Idaho Public Health
 1250 Hollipark Dr., Idaho Falls, ID 83401
 (208) 522-3823 or (208) 522-0310 phone
 (208) 528-0857 fax
aharwood@phd7.idaho.gov

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
701	IDAHO FALLS 1250 Hollipark Dr. 83401 (208) 522-3823 or (208) 522-0310 phone (208) 533-3258 fax	706	DUBOIS (use Rigby address) (208) 374-5216 phone (208) 374-5609 fax (use Idaho Falls address)
702	RIGBY 380 Community Ave. 83442 (208) 745-0346 phone (208) 745-8151 fax	707	SALMON 801 Monroe St. 83467 (208) 756-2123 phone (208) 756-6600 fax
703	ST. ANTHONY 45 S. 2nd W. 83445-0490 (208) 624-7585 phone (208) 624-0954 fax	708	CHALLIS 610 Clinic Rd. Ste A. 83226 (208) 879-2504 phone (208) 879-5679 fax
704	DRIGGS 820 Valley Centre Dr. 83422 (208) 354-2220 phone (208) 354-2224 fax	709	TERRETON (208) 663-4860 phone (use Idaho Falls address)
705	REXBURG 314 N. 3rd E. 83440-0128 (208) 356-9594 or (208) 356-3239 phone (208) 356-4496 fax		

Agency 800: Nimiipuu Health

Julie Keller, MS, RD, LD, CDE
 WIC Coordinator
 Nimiipuu Tribal Health
 111 Beaver Grade, P.O. Drawer 367, Lapwai, ID 83540-0367
 (208) 843-2271 phone
 (208) 843-9406 fax
juliek@nimiipuu.org

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
881	NIMIIPUU HEALTH 111 Beaver Grade P.O. Drawer 367 Lapwai, ID 83540-0367 (208) 843-2271 phone (208) 843-9406 fax	882	KAMIAH (208) 935-0733 phone <i>(use Lapwai address)</i>

Agency 1100: Marimn Health

Carla Patterson, RD, LD, CDE
WIC Coordinator
Marimn Health
427 N. 12th St., P.O. Box 388, Plummer, ID 83851
(208) 686-1767 phone
(208) 646-8052 fax
cpatterson@marimnhealth.org

Clinic Number	Address and Telephone
1101	Marimn Health 427 N. 12th St. P.O. Box 388 Plummer, ID 83851 (208) 686-1767 phone (208) 646-8052 fax

SECTION C: APPLICANT RECORDS

OVERVIEW

IN THIS SECTION

Confidentiality

Confidentiality

POLICY

The use or disclosure of information regarding WIC applicants and participants is restricted to:

- Persons directly connected with the administration and enforcement of the WIC program.
- Representatives of the Department of Agriculture and the Comptroller General of the United States shall have access to all program records during normal business hours. Any reports or documents generated from records review that are released to the public may not include confidential applicant or participant information.
- Representatives of other Department of Health and Welfare programs, as agreed upon by the State agency, as part of service coordination and adjunctive income information.
- Specific vendors approved by the State agency to provide services if the participant or Responsible Adult signs a release of information, e.g., nutritional direct shipment or breast pump related.

CONFIDENTIALITY AGREEMENT

The Confidentiality Agreement is signed by all WIC and non-WIC staff committing to the protection of applicant and participant personal information. Signing the agreement confirms an understanding of the confidential nature of all WIC applicants and participant information and records.

SUBPOENA

A subpoena is a request for information issued by a clerk of a court in response to an attorney representing a party. Responding to a subpoena will be according to District legal guidance and Federal WIC Regulation. If your agency receives a subpoena requesting WIC participant information, you must notify the State WIC office.

REQUESTS FOR INFORMATION

Participant information must not be released without a signed release of information. This includes telephone requests.

CONTACTING PARTICIPANTS

Participant information must not be released to persons not directly connected with the administration or enforcement of the WIC Program without signed consent. This includes contact from the WIC clinic in regards to appointment scheduling, reminders and follow-up, etc. Participants have the option to either grant consent or decline consent for the WIC program to contact them using the phone number provided to the WIC clinic. Participant consent acknowledges awareness that messages may contain information such as the WIC program name or information related to appointments.

Staff should use caution when contacting participants or leaving messages. Details should not be disclosed unless consent has been obtained. Staff must only share information with the participant, responsible adult or authorized signer. Staff may confirm the individual's identity, by obtaining some kind of information such as asking for a date of birth. Participants have the right to change their consent selection on the Rights, Responsibilities and Consent form at any time.

NOTE: Participant option to accept or decline consent by selecting the appropriate check box as defined by the WIC Participant Rights, Responsibilities and Consent:

"I do (or do not) authorize the WIC program to contact me, for example leave a voicemail message or text message, at the phone number I provide to WIC. I understand messages may contain information including but not limited to the WIC program name, applicant, participant and/or family name(s) and information related to appointments."

RECORD RETENTION AND REMOVAL

All records pertaining to WIC operations at the State and local agency level must be retained for a minimum of four (4) years per the Idaho WIC Program. Records include but are not limited to:

- Financial operations
- Food delivery systems
- Food instrument issuance and redemption
- Equipment inventory and purchases
- Certification
- Nutrition education
- Civil rights
- Fair Hearing proceedings

If any litigation, claim, negotiation, audit, or other action involving the records has been started before the end of the four-year period, the records must be kept until all issues are resolved or until the end of the four-year period, whichever is longer.

In the event that the State or local agency wishes to remove records past the minimum retention requirement, records are to be destroyed per individual agency policy (e.g., shredding, incineration, etc.). Confidentiality of WIC Program records is to be maintained throughout the process.

MANDATORY REPORTING OF SUSPECTED CHILD ABUSE OR NEGLECT

Confidentiality of WIC participants does not apply if a WIC staff person suspects child abuse or neglect. Please refer to you supervisor and policy.

Per Idaho Code § 16-1605, suspected child abuse, abandonment or neglect is required to be reported within twenty four (24) hours to a law enforcement agency or appropriate department such as Idaho

Department of Health and Welfare or a local Child Protection Services Office. Additionally, local agencies should refer to their Health District's policy and procedures for reporting mandatory abuse.

Signs of physical abuse include:

- Marks or injuries to a child when there is no reasonable explanation
- A pattern of repeated injuries
- Disclosure by the child that he or she was hurt by an adult

SIGNS OF NEGLECT INCLUDE:

- Living conditions that are health or safety hazardous
- A child that has nothing to eat or appears hungry and underweight
- A child that has been left at home alone or abandoned with no home to go to

REFERENCE

Oregon WIC Program Policy Manual

The Idaho Child Abuse Laws- Department of Health and Welfare (1/2014)

Idaho Code 16-1605. Idaho Statutes, Chapter 16, Child Protective Act 1976 (last revised 2005)

SECTION D: SUPPLIES AND MATERIALS

OVERVIEW

IN THIS SECTION

Forms and Materials Orders
Ordering eWIC Card Supplies

Forms and Materials Order

POLICY

Each central ordering clinic must appoint a Point of Contact (POC) responsible for ordering forms and materials from the State agency. This person will be the contact between the State agency and the local agency if any questions or problems with an order arise.

NOTE: The POC handles all forms/materials orders except eWIC materials. For more information see Ordering eWIC Card Supplies.

LOCAL AGENCY RESPONSIBILITIES

The local agency is responsible to utilize updated forms and remove outdated forms no longer approved for use. Forms produced by the State office such as the Rights, Responsibilities and Consent, Termination/Ineligibility form, etc., are approved by the Western Regional Office and should not be reformatted or changed in any way.

QUARTERLY ORDERING

The State agency will send an ordering and shipping schedule to each POC prior to the beginning of each federal fiscal year.

The State agency will send a Forms and Materials Order Sheet to the POC in each central ordering clinic every quarter. The POC will inventory the central clinic supply and contact outlying clinics to identify their needs. The POC may make copies of the sheet for distribution to each clinic and is responsible for compiling all orders and returning the completed local agency order sheet to the State agency. Items must be ordered in quantities noted on the order sheet. Packages will be divided at the local agency to accommodate individual clinic needs. Because forms and brochures are updated on a regular basis, each clinic should keep only a three-month supply in stock.

If a clinic runs out of a nutrition education, breastfeeding, or outreach item, copies may be obtained from a neighboring clinic within the local agency. If a photocopied, two-part or three-part form is needed, the

State agency may be contacted for an electronic copy that will be reproduced at the local agency. Changes to State-developed forms are not permitted.

SHIPPING AND RECEIVING

Upon receipt of the full shipment, the POC will:

- Unpack the orders as soon as possible.
- Check to make sure the proper quantity of each item is received.
- Contact the State agency immediately if discrepancies are discovered.
- Divide packets and distribute items as needed to satellite clinics.
- Upon receipt of new or revised forms or materials, each clinic will dispose of the outdated item(s).

eWIC Cards and Supplies

POLICY

Local Agencies are responsible for maintaining the inventory and security of all eWIC cards received from the contracted provider.

Ordering Supplies:

Contact the State Office Help Desk to order the following:

- Card readers
- Signature pads
- Signature pad styluses

Ordering eWIC Cards:

- Cards are ordered from the State Office on a quarterly basis with the quarterly forms order.
- It is recommended that each clinic site maintain at least a three-month supply of cards.
- Cards are packaged in sleeves of 250. The minimum order is one sleeve and cards must be ordered in multiples of 250.
- Allow up to six (6) weeks for delivery of the eWIC cards. If an emergency order of eWIC cards is needed, please contact the State Office.

Receiving eWIC Cards:

- Any District staff member may receive eWIC cards
- When an eWIC card shipment is received, the lead/backup must verify receipt of all cards on the card inventory form provided by the State Office.
- Once eWIC cards are added to the card inventory form, they are subject to the eWIC Card Security Policy.
- Do not open sleeves of cards until they will be in use.

Clinic eWIC Card Inventory:

- The card inventory lead will be responsible for conducting a monthly physical inventory of eWIC cards and reporting it on the Card Inventory form.
- The total number of cards will need to be documented, but Local Agency staff do not need to document the numbers on the cards.
- All damaged or missing cards must be documented in WISPr.
- Local Agencies must develop individual procedures regarding how the receiving staff member will distribute cards to staff and satellite clinics. These procedures could include:
 - Process for ordering and securing cards.
 - Who has access to cards and how they are distributed throughout clinics.

- How distribution to staff and satellite clinics will be tracked and documented.
- Process for completing card inventory.

Managing eWIC Cards:

- Each Local Agency must inform the State Office which clinics are hubs to receive and distribute the eWIC cards.
- Each Local Agency must identify a WIC Staff member and back up responsible for ordering cards.
- Each Local Agency must identify a different WIC Staff member and back up to receive cards, conduct card inventory, and distribute cards at each hub.
- The individual who orders the eWIC cards may not be the individual who receives and signs for the card shipment or distributes cards to other staff members and clinics. The staff member who receives the cards may also distribute the cards to other staff members.
- Changes to the hub locations or staff contacts for ordering or receiving eWIC cards must be communicated to the State Office.

eWIC Card Security:

- eWIC cards shall be locked in a secure location that is only accessible by WIC staff. A locked file cabinet, desk, storage unit, etc. is considered appropriate as long as only WIC staff have access to the secure location.
- A WIC staff member must oversee unlocked eWIC cards at all times.
- If a WIC staff member is taking eWIC cards to a satellite clinic, they are responsible for keeping the eWIC cards in a secure location or with them at all times.
- If a sleeve of cards is missing, contact the State Office.

REFERENCE

7 CFR 246.12(p) Food Delivery Systems

SECTION E: NUTRITION SERVICES AND ADMINISTRATION

OVERVIEW

IN THIS SECTION

Participant Survey
Nutrition Education Plan

Participant Survey

POLICY

Periodically perform and document evaluations of nutrition education and breastfeeding promotion and support activities. The evaluations shall include an assessment of participants' views concerning the effectiveness of the nutrition education and breastfeeding promotion and support they received.

METHODS

Participants' views on nutrition education, breastfeeding promotion and support, WIC foods, and understanding of core WIC messages will be assessed periodically through one or more of the following methods:

- **Questionnaire:**
A State-developed questionnaire with instructions for distribution and collection will be sent out to local agencies. Local agencies that are being monitored by the State agency will be exempt that year from distributing the questionnaire.
- **Focus Groups (State agency):**
State agency may decide to conduct focus groups in lieu of questionnaires. All local agencies that would be impacted will be notified in advance.
- **Focus Groups (Local Agencies):**
Local agencies may conduct focus groups if desired.

RESULTS

Results from the annual assessment of participant views will be made available to all local agencies.

REFERENCE

7 CFR 246.11(c) State Agency Responsibilities
State policy

Nutrition Education Plan

POLICY

- Develop an annual Nutrition Education Plan consistent with the State's nutrition education component of operations and in accordance with guidelines described below.
- The State Agency and local agencies have common goals to promote optimal birth outcomes, maintain optimal anthropometry and hematology, promote and support breastfeeding, provide nutrition education to participants and staff, and to manage caseloads.
- The local agency Coordinator shall submit the nutrition education plan to the State agency by a date specified by the State agency.

LOCAL AGENCY CHARACTERISTICS

Each local agency has unique characteristics related to the population that it serves. This section at a minimum should include the following:

- The counties served by the local agency
- Population information
- Current economic status of the region served by the local agency
- Social factors
- WIC statistics (number of participants served, education level, marital status, etc.)
- Food insecurity
- Other information as determined by the local agency Coordinator

HEALTH AND NUTRITION INDICATORS

Health and Nutrition Indicators are how the health of the WIC community is measured. Each Health and Nutrition Indicator reflects a major health concern in WIC. The Health and Nutrition Indicators were selected on the basis of their impact on the WIC community, the availability of data to measure progress, and their importance as public health issues.

The Health and Nutrition Indicators are:

- Infants and Children
- Prevalence of Breastfeeding
- Low Hematology
- Underweight
- Overweight
- Baby Bottle Tooth Decay
- Baby Bottle Tooth Decay Risk Behaviors
- Women
- Low Hematology
- Underweight
- Overweight
- Low Birth Weight
- Premature Birth
- Prenatal Weight Gain
- Time of WIC Enrollment
- Begin Prenatal Care
- Self Reported Alcohol Use
- Self Reported Cigarette Use
- Self Reported Drug Use
- Severe Dental Problems

- Family
- Food Insecurity

REQUIRED ACTIONS

There are actions required by federal regulations and state contract that must be performed by local agencies. They are:

NUTRITION EDUCATION

Standard 1 – Quality nutrition education and counseling are provided to all participants or, when appropriate, their caregivers or proxies (collectively referred to as “participants”).
FR §246.11(c)(6)

Standard 2 – Provision of an individual care plan for low-risk and high-risk participants.
FR §246.11(e)(5)

Standard 3 – Provide appropriate orientation and task-appropriate training on breastfeeding promotion and support.
FR §246.11(c)(7)(iii)

Standard 4 - Prepare a Local Agency Program Plan annually.
FR §246.11(d)(2)

BREASTFEEDING

Standard 1 – Implementation and evaluation of specific strategies that promote and support breastfeeding within the population served.
FR §246.11(c)(7)

Standard 2 – Local WIC agency will appoint a designated Breastfeeding Promotion Coordinator.
FR §246.11(c)(7)(ii)

Standard 3 – Provide appropriate orientation and task-appropriate training on breastfeeding promotion and support.
FR §246.11(c)(7)(iii)

Standard 4 – Implementation of a policy that encourages a positive clinic environment and that endorses breastfeeding as the preferred and normal way to feed infants.
FR §246.11(c)(7)(i)

Standard 5 – Quality breastfeeding education and support shall be offered to all pregnant WIC participants.
FR §246.11(c)(7), FR §246.11(e)(1)

Standard 6 – Breastfeeding women will be provided with support, information, and appropriate referrals throughout the postpartum period, particularly at critical times, to successfully establish and maintain breastfeeding for one year or longer if so desired.
FR §246.11(c)(7)(iv)

Standard 7 – All eligible women who meet the definition of breastfeeding are certified, to the extent that caseload management permits, and receive a food package consistent with their nutritional needs.
FR §246.11(e)(1), FR §246.10(b)(2)(iii)

OUTREACH/TARGETING

Standard 1 – Local agencies will conduct consistent targeted outreach to WIC-eligible populations.
FR §246.4(a)(7)(i)

SUBSTANCE ABUSE SCREENING AND REFERRAL

Standard 1 – Local agencies will ensure that quality information and updated referrals on drug and other harmful substance abuse are provided to all participants or, when appropriate, to their caregivers or proxies.
FR §246.11(a)(3), FR §246.7(a)

CASELOAD MANAGEMENT

Standard 1 – Maintain a quarterly average caseload level of 97-100% of the authorized participating caseload (including migrant clients) allocated by the State WIC Office. Authorized caseload is defined as the caseload number used to calculate funding and is based on the recent 12-month period's (July-June) actual participation. [WIC Contract Scope of Work, II.D]

Caseload is reviewed on a quarterly basis. If a Contractor is under-serving (serving less than 97%) of the authorized participating caseload, a corrective action plan is completed by the agency and the agency is encouraged to increase caseload. If the standard of 97% is not met on average for the year, a reduction in caseload funding is effective beginning the next fiscal year. [WIC Contract Scope of Work, II.E]

On a quarterly basis, if a Contractor is over-serving (serving more than 100%) of the authorized participating caseload, the State WIC Office will increase the Contractor's caseload and corresponding funding allocated to serve the caseload. Funding will be increased through the contract amendment process. The increased funding will cover both the quarter in which caseload exceeded 100% and future quarters in order to maintain the higher level caseload. [WIC Contract Scope of Work, II.F]

Standard 2 – Maintain a waiting list to ensure highest risk applicants are served first and within processing timeframes.