

# WICSMART Frequently Asked Questions

## **Should new participants be added to WICSmart upon certification or request or at CA's discretion?**

It is not necessary for clinic staff to enter new participants into WICSmart. The state office will be uploading all new participant changes weekly, so new participants should be able to access the modules by the end of the week following their appointment.

**Should we ever retire a participant's account?** No, when the state office uploads the participants it will deactivate any participants no longer active in WISPr.

## **Do we have the ability to build our own modules?**

No, this is an administrative function that only JPMA and the state office has access to. Due to priorities with eWIC the state office won't be creating modules. We'll re-visit that option later after eWIC if we feel we have adequate state office staffing to do this.

## **What is the maximum number of modules we can assign to one family at a time?**

There is no maximum, but it's best practice not to overwhelm participants. There only needs to be one module (relevant to each participant's category) to count as a nutrition education contact. Some of the modules count for multiple categories.

## **What is the minimum amount of time required to lapse before a module can be reassigned?**

There's no time limit to when a module can be reassigned. Once a module has been completed, best practice is to select a different module topic relevant to the participant.

## **What is the maximum number of times 1 family may complete a module year to year?**

Online nutrition education may be used for eligible participants twice a year, between certification appointments and health screen appointments. Modules can be repeated but it's best practice to select a different module topic relevant to the participant's category and nutrition risk(s).

## **What happens if a participant completes extra modules ahead of time?**

They will show up as completed in WICSmart, but the participant doesn't get additional nutrition education contact credit for completing extra modules within a 6-month period.

**Are all quizzes multiple choice?** Yes

## **What is a passing grade?**

There isn't one. Any participant who completes a module automatically passes.

## **How will staff verify and chart the completion of online education?**

Staff will verify the participant completed the module by accessing the family's account in WICSmart and then document that in the WISPr nutrition education section titled "WICSmart".

## **What happens when a participant does not complete the assigned module within the designated timeframe?**

The participant will be treated like a "no show" appointment. They can be given an appointment that day (if they walk-in), reschedule for an appointment, or if appropriate (depending on the timeframe) they can be given the option to complete an online module.

## **Who is eligible for online nutrition education?**

Participants who need a low risk contact and any participant or any responsible adult/second authorized adult for a participant who:

- does not require high risk nutrition education by a registered dietitian during the certification period,  
or
- has been determined following a registered dietitian appointment/review to be eligible for a low risk contact during the certification period,  
or
- refuses all other nutrition education options.

In addition, participants shall have an interest in online nutrition education, access to an appropriate device for completing online nutrition education classes and the ability to read and comprehend English or Spanish.