IDAHO WIC GROWING HEALTHY FAMILIES
SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN

Procedure No.__________
Effective Date: _6/1/2018_________
Date(s) of Revision:___6/13/18_______

Following up with Clients Scheduled for WICSmart (Pilot)
SAMPLE

PURPOSE: To ensure clients complete online nutrition education to receive their WIC benefits by the due date.

PROCEDURE:

1. An assigned staff member will log into WICSmart through Agency Login. Enter email address and password.

1. Assigned Staff member will login no less than weekly to view clients who completed modules (including near the middle of the month to assure clients whose checks had lapsed receive a full food package before dates prorate to half food packages).
2.

3. Viewing clients who completed modules can be done multiple ways. Staff member may decide most appropriate method that is efficient for them.

4. Once determined that a client has completed a module, the staff member will move (cut and paste) WICSmart "appointment" from the 1st day of the month due to the LAST day of the month due (regardless if it's a weekend or holiday). No changes are made to the event.

5. Staff member must also document in Staff notes on Family page that WICSmart module(s) has been completed.

Procedure Approval

Office Services Supervisor/Date:___________________________________

WIC Coordinator/Date:_______________________________

6. Each clinic's assigned CA/CSR will check the last day of the month no less than weekly to call clients from their own clinic who completed modules.
    a. CA/CSR will let them know WIC checks can be mailed to them or they can come into clinic to pick up checks at a time convenient for both (if preferred by client) at which time the next appointment will be scheduled.

    b. When checks are mailed OR at the time client picks up checks, CA/CSR is to change Label to "Checked in," which turns them pink. You cannot change label until client picks up checks or checks are in the outgoing mail.
    c. Follow QRC for documenting in WISPr when module is completed.

7. CA/CSR will also check on the first of the month no less than weekly and make reminder calls or texts to those clients in their clinic who have not finished their modules.

8. If client does not complete modules by the first of the next month past due date, the client gets treated as a No-show (follow No-show procedures in Office Tracker).

Procedure Approval

Office Services Supervisor/Date:___________________________________

WIC Coordinator/Date:_______________________________