



POLICY AND PROCEDURE WEBINAR

Iowa WIC Program

January 16, 2025



Strengths

- ▶ Staff
- ▶ Nutrition Assessment/Nutrition Education
- ▶ Breastfeeding

Referrals

- ▶ Referrals must be documented in the participant's record
- ▶ Follow-up on referrals is required
- ▶ WIC Policy Reference:
 - Referrals to Programs and Agencies
 - Referrals

Nutrition Education Contacts

- ▶ Question: Does the Nutrition Education panel within Focus need to be filled out, so a Nutrition Education Contact is counted?
- ▶ Answer: Yes. Nutrition Education contacts must be recorded to document the provision of program benefits and ensure continuity of services for participants.
- ▶ WIC Policy Reference: Nutrition Education Contacts, Nutrition Education

Nutrition Education and Nutrition Risks

- ▶ Question: Does the nutrition education provided have to be related to the nutrition risk?
- Policy references:
 - Nutrition Risk Requirements (page 1)
 - Nutrition and Health Assessment (page 1)
 - Nutrition Education (page 4)

Nutrition Education and Nutrition Risks

► Answer:

- Risk shall be used to assess the person's nutrition status and risk, tailor their food package, design appropriate nutrition education including breastfeeding promotion and support and make referrals as necessary and appropriate.
- Nutrition education contacts must address individual needs such as nutritional needs and interests, nutritional risk, health history, household situation, anticipatory guidance for nutrition and physical activity through the lifecycle, cultural preferences, language spoken and literacy level

High Risk and Care Plans

- ▶ Question: Do high risk participants need a care plan at every nutrition education contact?
- ▶ Policy References:
 - Nutrition Care Plan (page 1 & 2)
 - Nutrition Risk Definitions (page 3)

High Risk and Care Plans

▶ Answer:

- For all WIC participants with one or more high-risk conditions, a care plan must be initiated at certification and updated when the second nutrition education contact is completed.

Voter Registration

- ▶ Question: How often do voter registration declinations need to be signed?
- ▶ Policy Reference:
 - Voter Registration (page 1 & 2)

Voter Registration

- ▶ Answer: The National Voter Registration Act (NVRA) states that WIC must offer voter registration services and that we must provide the opportunity to register to vote to persons when they are:
 - Applying for the agency's assistance or services
 - Seeking recertification or renewal of those services
 - Changing address for the assistance or services

Proxies

- ▶ Question: We reviewed with our staff that only parents in the home are listed as parent/guardian and parents not in the household are not counted toward household size or income and are to be listed as proxy. Is this correct?
- ▶ Policy Reference:
 - Proxies

Proxies

► Answer:

- Yes, only parents living in the home should be listed as parent/guardians.
- Additional parents not in the household may be listed as a proxy if approved by the head of household and if the Proxy form is completed. Their income is not used to calculate household income.
- Proxy cards and handwritten notes must be electronically filed by scanning them into the participant's record in the WIC data system.

Rights and Responsibilities

- ▶ Question: Is the Rights and Responsibilities document to be signed at every certification? If a certification appointment is completed over the phone, do participants need to come in to physically sign the form?
- ▶ Policy Reference:
 - Rights and Responsibilities

Rights and Responsibilities

► Answer:

- When physical presence is exempt due to a reason allowable by Federal Regulations or the ARPA waiver, the Rights and Responsibilities document must be either:
 - Be sent electronically, the signature captured via an online electronic platform, and the signed document scanned into the record. The staff person would then select the appropriate reason as to why the signature was not collected in the data system.
 - Be read to the participant word for word. If the participant agrees to what has been read, select the appropriate reason as to why a signature could not be collected in the data system. A copy of the Rights and Responsibilities document must then be sent to the participant by text, email or mail according to their preference.

Breastfeeding Data Collection

- ▶ Question: Is breastfeeding data supposed to be collected every time there is contact with a family, whether it be an appointment on the phone or in person?
- ▶ Policy Reference:
 - Breastfeeding Data Collection

Breastfeeding Data Collection

► Answer:

- Yes, breastfeeding status must be updated in the data system at every contact with the infant or the infant's mother until breastfeeding is terminated, or the infant/child leaves the program. This includes health updates, nutrition appointments, subsequent certifications, and any other contacts.
- Breastfeeding assessment and the mother's plans for breastfeeding serve as the basis for determining food package issuance for all breastfeeding women.

Anthropometric Measurement Documentation

- ▶ Question: Policy says that if we obtain anthropometric measurements for a phone appointment (CHU, IHU, etc.) ahead of time to enter the information into the data system. Do we need to wait until the day of the appointment to enter the information into the system and put them under the alert like we have been, or can we enter them on the day we receive them even if it's not the same day as the appointment (we get it a day or two early)?
- ▶ Policy Reference:
 - Anthropometric Measurements

Anthropometric Measurement Documentation

► Answer:

- When anthropometric referral data is obtained prior to the appointment, the CPA will create a new anthropometric record and record the results, making sure to adjust the measurement date to coincide with the date the measurement was taken.
- For teleWIC appointments, anthropometric data taken within 60 days on either side of the certification date is allowable. To the extent possible, local agencies must make concerted efforts to obtain referral data for anthropometric measurements in advance of or at the time of the appointment.

Anthropometrics

- ▶ Question: What should be documented to prove that a "concerted effort" was made to obtain referral data for anthropometric measurements?
- ▶ Answer:
 - Release of information forms
 - Request participant/parent/guardian obtain and submit measurements in person or electronically
 - Offering/scheduling the participant a time to come in to get weighed and measured at the WIC clinic
- ▶ Policy Reference: Anthropometric Measurements (page 2)

Anthropometrics

- ▶ Great job building trust with younger participants when collecting height and weight!
- ▶ Reminders
 - Be sure that shoes are removed
 - Steps for collecting recumbent measurements

Bloodwork

Age/Category	Screening Schedule
Birth – 12 months	Once between 9 – 12 months
12 – 24 months	Once between 12 – 24 months
26 – 60 months	Once between 24 – 36 months Once between 36 – 48 months Once between 48 – 60 months
Pregnancy	During their current pregnancy
Breastfeeding/Not Breastfeeding	After the termination of their pregnancy

ID for Infants

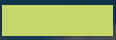
- ▶ Question: Can a hospital bracelet be used for proof of ID for an infant?
- ▶ Answer: No. We can only accept proofs listed in the WIC data system.
- ▶ Policy Reference: Identification Requirements (page 1)

Terminations

- ▶ Question: Is there a report to catch those who are about to terminate for failure to provide proof?
- ▶ Answer:
 - No FB Pick-Up
 - Terminated by System
 - **Termination by System Pending**
 - Categorically ineligible, expiring certification, provisionally certified
- ▶ Policy Reference: Terminations (Page 6)

Terminations

Termination Reason	Time Frame for Notification	Termination Notice Required?
Ineligible at certification	15 days in advance	Yes
Categorical ineligibility	At least 15 days in advance	No
Immediate termination	Immediately	Sometimes
System termination	Immediately	Yes



Questions



Health and
Human Services