

SUPERVISOR'S GUIDE to SUCCESSFUL IMPLEMENTATION of NEW FOOD PACKAGES

Local WIC site supervisors, as always, make operational decisions on a daily—no, a minute-by-minute—basis, given the vagaries of staffing, participant flow and changing priorities for WIC, the parent agency and others. As we prepare to implement the new WIC food package in October, State staff and senior managers at the local level cannot always be available to answer questions for every possible scenario. For this reason, it is helpful to have a set of priorities to use when making these operational decisions. Here are the outcomes that, for the State WIC Office staff, describe a successful WIC Food Package Implementation:

- 1) There are minimal disagreements at the grocery store check stand, that is, vendors, cashiers, participants and alternates all are well-instructed about the new foods and how to transact the new food instruments (FIs);
- 2) The public telephone lines at the State Office and at your administrative offices receive a manageable number of phone calls from vendors and participants with questions and concerns about the new FIs and new foods;
- 3) Local agencies remain compliant with critical participant certification and program integrity requirements; and
- 4) Participants and, local staff and vendors have positive attitudes about the new foods and about the healthy eating messages they have received as part of the HHED and HHBB Campaigns and report changes in eating behaviors.

Q#	WPM/ OTHER REFERENCE	ISSUE/ QUESTION	GUIDANCE
1	2009-11 NSP, Work Plan Objective 2.3	Will other classes be eliminated during “Let’s Go Shopping”? (“LGS”) education?	Yes, per this year’s Nutrition Services Plan (NSP), local programs must provide LGS education to all participants in October, November and December 2009. The LGS education counts as a secondary nutrition education contact, since it is the final part of the four-part Healthy Habits Every Day series. As such, LGS may substitute for other secondary education contacts, including trimester checks, high risk contacts and categorical educational sessions <u>on a one-time basis</u> to ensure all participants receive the LGS contact. Once the LGS contact has been provided, a participant’s usual schedule of contacts should be resumed. Some contacts, especially for high-risk participants, pregnant women needing breastfeeding support and others, may still be scheduled at the discretion of the counselor, but these exceptions should be rare

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			keeping in mind our priorities.
2	WPM 240-10 WPM 400-08 (revised)	May we eliminate participant re-certifications and infant mid-certifications in order to provide LGS education to all?	No, these activities are required, although you have the ability to move these forward by up to two months (August or September instead of October) or back by one month (December instead of November) in order to ensure workable schedules in October and November.
3	WPM 400-00, 400-04 (revised)	Can we conduct education for “LGS” via telephone and would it count as a NE contact?	WPM section 400s have been revised to include telephone and other technology-based media as allowable for NE contacts under certain circumstances, although we <u>strongly</u> encourage you to provide face-to-face contacts for LGS as much as possible as the optimal way of providing LGS education.
4 New	WPM 400-00, 400-07, 400-08	If a participant comes in for a recertification or infant 6 month contact during Oct/Nov/Dec 2009 and they need LGS, do we still have the participant complete the appropriate category NQ?	Yes, as part of a certification appointment, staff needs to identify a risk by performing a nutrition assessment using a NQ or other State approved assessment tool. The education focus will still be LGS, but if the contact is individual, staff may “weave” in the risk-related issues into the discussion, depending on the urgency of the risk identified.
5	WPM 400-00, 400-07, 400-08	If certification is needed in Oct/Nov/Dec 2009 may “LGS” replace education about any risk factors?	Yes, although some consideration should be given to urgent issues (see Q#4).
6 New	WPM 400-07	If we use LGS as the nutrition education requirement, are we still required to document a goal?	No, in this circumstance, documenting a goal is waived as a requirement during the months of Oct/Nov/Dec 2009. The requirement to identify and document a nutrition goal per WPM 400-07 will resume in January 2010.

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7	WPM 290-10 and 290-10.1	Will the policies on proxies/ alternates be modified? Who can receive the “LGS” education for the participant?	There will be no changes to these policies and thus no prohibition on issuing FIs to proxies or alternates. Again, we <u>strongly</u> encourage you to emphasize the participant the importance of coming to the WIC appointment him/herself in October/ November/ December due to the importance of ensuring that all participants are knowledgeable about how to use the new food checks, but again, site and other factors will require supervisors to use their judgment. Current policy would allow an alternate (not a proxy) to attend LGS education, take a DVD and a Shopping Guide to transmit the information to the participant.
8	WPM 330-10	What, if any, modifications to the policies on triple-issuing will be made for July, August and September?	There will be no changes to this policy and you are NOT required to change the frequency of your FI issuance. We encourage you to issue per your usual practice while still arranging your schedule to enable all participants to receive LGS education. Statewide data show that about 60% of participants are single-issued; 30% are double-issued and 10% of participants are triple-issued; figures may vary by individual site.
9	WPM 380-10	Will the policies on mailing FIs be modified during the change?	There will be no changes to this policy and thus no <u>prohibition</u> on mailing FIs after staff verifies participant’s address. Statewide data show L/As mail FIs to fewer than 3% of WIC participants in a given month—again, this figure will vary by site, but in terms of number of people, it could be significant. We <u>strongly</u> encourage you to emphasize to participants the importance of coming to the WIC appointment in October, November or December and recommend that you limit mailing as much as possible due to the priorities above; that said, supervisors should use their judgment as to site capacity and other factors. If circumstances necessitate mailing FIs, the staff person who calls to verify the current mailing address, must provide and document the over-the-phone LGS contact and include the “Let’s Go Shopping” DVD and new Shopping Guide with the FIs.

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10	Downtime Management Plan	Will we be able to issue Food Instruments (FIs) for the month of September in October for participants who come into WIC on September 29 th or 30 th ?	No, it will not be possible to issue FIs for the month of September after September 28 th . If staff uses downtime management procedures during these two days to capture certification information for enrollment, the certification period for these participants will start in October and any FIs printed for mailing will be for October.
11	WPM 370-20	What will the policies be around exchanging FIs for transfers from other states?	Transfers from out-of-state will receive FIs appropriate for whichever month in which they visit the WIC office and should be single/ double/ or triple-issued according to your FI issuance procedure. Transfers into California from out of state during the months of October, November and December are required to receive LGS education.
12	WPM 370-20	Should we allow participants to return to WIC with old FIs to have them exchanged for new FIs?	There will be no changes to this policy officially and thus no prohibition on exchanging FIs. However, due to the workload involved, we strongly encourage you to emphasize to participants that "I want the new foods sooner" is <u>not</u> a valid reason for exchanging FIs. Site supervisors will need to use the usual discretion, just as they do now.
13	WPM 370-20	How do we issue a new food package in either of the above two scenarios when a participant has a set of old FIs that have been partially used?	Participants who have partially redeemed food packages and who have a valid reason for exchanging (transfer from another state or other) can receive a partial package in exchange, just as in current policy. Due to the new foods, counselors can just do their best to match the benefits as closely as possible, as they do now.
14	WPM 210-08	Will CA WIC require proof from MD as to multiple births, given that the benefits are greater?	No. Proof of pregnancy, single or otherwise must not constitute a barrier to WIC certification and receiving benefits. However, the agency has the option and is justified in requiring documentation after 60 days as stated in WPM 210-08.

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15	N/A	What will the policy be on multiple infants where one is exclusively breastfed and the other is partially breastfed?	We will not program ISIS to recognize this distinction. If there is any doubt as to which package is most appropriate, we suggest that most participants would benefit from an error towards generosity.
16	WPM 390-10 (revised)	Will an infant/child needing therapeutic formula be able to get additional foods if the MD does not remember to note it on the referral form?	No , according to the rule, we must require this documentation on our new referral form. A signature from the Health Professional (an MD, Physician Assistant (PA) or someone licensed to write prescriptions) is required to allow therapeutic formula and for addressing foods restrictions.
17	WPM130-30 and WPM 210-09 New	If the Pediatric Referral form is only being used to document blood work and/or height and weight, who is required to sign the Health Professional Signature line on the form?	In this case where there is no Rx required, office staff may transmit the results of lab work and anthropometrics onto the Pediatric Referral form and sign according to the protocol for that medical office. This is current practice and is acceptable.
18	WPM 390-10 (revised)	Will issuing soy products to children require a note from the MD to change back to milk?	No, according to the rule, we must require this documentation in order to ensure a child's medical care provider is aware that the child is not receiving dairy products; however, we do not intend to require notification to change back.
19	WPM 240-10 (revised) WPM 400-08 (revised)	Will a partially breastfeeding mother in the second 6 months postpartum be required to have a secondary NE contact?	Yes, the benefits of nutrition education breastfeeding support are in the rule's justification for continuing to identify these women as WIC participants, even though they no longer receive a food package. In addition, nutrition education contacts shall be scheduled at a minimum of two contacts in each six month certification period and at a minimum quarterly rate for an excess of six months certification.

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20	WPM 130-00	For food prescriptions that ISIS does not automatically convert over, which staff will be able to change food prescriptions?	A WNA or Nutritionist staff may select appropriate food packages for participants. Non-WNAs, such as clerks, do not have this authority in federal regulation.
21	N/A	Will Program Evaluations (PEs) be scheduled during the last three months of 2009?	Yes, nine PEs are typically scheduled during these three months; these directors know who they are and they will have the opportunity to provide input on dates, including possible deferral. PE staff will also discuss other options for reducing the work associated with this federal requirement individually with these directors.