

Nutrition Services Plan Federal Fiscal Years 2009-2011



California WIC Program

Table of Contents

LOCAL AGENCY WORK PLAN - SECTION 1	1
I. Overview of Local Agency Work Plan	1
A. Development of Work Plan	1
Addressing Goals for your Local Agency	1
Target Year	2
Accomplishments	2
Date Complete and Next Steps	2
B. Ongoing Quality Improvement Monitoring Plan	2
II. Resources	3
A. Data Tables	3
B. Developing an Evaluation Plan	3
C. Links for Information on the Spectrum of Prevention	3
Introduction	4
Instructions	4
Quality Improvement Monitoring Plan	11
LOCAL AGENCY PLANNING - SECTION 2	12
Overview of Items in Need of Regular Review	12
A. Nutrition Education Plan	12
B. Internal Protocols and Procedures	12
C. Ongoing Quality Improvement Monitoring Plan	12
D. Training Schedule and Log	12
Local WIC Agency Planning Checklist	13
Description of Nutrition Education	14
STAFF TRAINING PLAN - SECTION 3	16
I. Overview of Staff Training Plan	16
II. General Considerations for Developing the <i>Staff Training Plan</i>	16
III. Approval for Training	17
A. Training Approval Criteria	17
B. Resources	17
C. Staff Training Schedule/Log	17
IV. Instructions for Completion of the Staff Training Schedule/Log	18
Training Schedule/Log	19

LOCAL AGENCY WORK PLAN - SECTION 1

I. Overview of Local Agency Work Plan

For FFY 2009-2011 (October 1, 2008-September 30, 2011), we have identified three goals and corresponding objectives for all local agencies that support the California WIC *Healthy Habits for Life* (HH4L) campaign and the roll-out of the new food package. You also have the opportunity to examine your program and develop additional goals and objectives. We ask you to complete and submit this three-year work plan using the attached Work Plan for FFY 2009-2011 form. You will need to keep this work plan updated and current, as we will ask you to provide us with an updated version annually. In addition, we also ask that you develop a plan for ongoing quality improvement activities and keep that plan on file (See the Quality Improvement Monitoring Plan form on page 13).

A. Development of Work Plan

Addressing Goals for your Local Agency

For this work plan, we have three goals. These three goals, which describe the required activities, have several pre-written objectives pertaining to the implementation of the state-wide HH4L campaign. In addition to the pre-written objectives, you are asked to write one objective under Goal 1 (See Objective 1.4) about how you plan to sustain the employee wellness program in your local agency during all three years. This objective is required as part of your NSP. You are responsible for providing us with annual updates on these objectives.

Additional Goals and Objectives

Other than completing Goal 1, Objective 1.4 referenced above, you are not required to include additional goals and objectives. However, we encourage you to look at your program and identify goals and objectives that your agency may want to attain, particularly for the last year of the three year work plan. This may include objectives that you were previously working on in FFY 2008.

In identifying additional goals and objectives, please consider the following:

- Progress on previously set goals and objectives,
- Results of your agency's Letter of Finding and Corrective Action Plan,
- Results from your agency's ongoing quality improvement monitoring, and
- Health data relating to your agency's participants.

To aid you in writing additional goals and objectives, you may request sample goals and objectives from Shelley Mueller at (916) 928-8516 or Shelley.Mueller@cdph.ca.gov. The sample goals and objectives are written to include the strategy or level of the Spectrum of Prevention that reflects the outcome of the objective or activity. Information on links to sites on the Spectrum of Prevention is provided at the end of this section.

Target Year

The "Target Year" column of the work plan is where you identify the year you expect to complete each of your objectives. We ask you to consider the timing and sequence of the work needed to complete the objective when assigning a target year.

Accomplishments

The "Accomplishments" column of your work plan will not be filled out while you are in the process of developing your work plan. You will be asked to address your accomplishments in the subsequent years of this NSP. However, for your work plan to be a complete planning tool, you should use the development stage to identify how and what type of evaluation you will be using to assess your objective(s) and identify your accomplishments.

Date Complete and Next Steps

The "Date Complete" column of your work plan should be used to document when you complete an objective. The "Next Steps" column will be used to explain revisions, issues, etc. that come up during the process of completing your objectives. In the subsequent years of this NSP, you will be asked to complete and submit information in both of these columns as a way of updating your work plan.

B. Ongoing Quality Improvement Monitoring Plan

Implementing and maintaining ongoing quality improvement activities to ensure that high quality nutrition services are provided to participants is one essential

requirement of the NSP. These ongoing quality improvement activities are methods of evaluating components of the nutrition services you are currently providing. These evaluation methods assist you to monitor your nutrition services and identify where quality improvement and staff training may be needed. The results or trends from your ongoing quality improvement monitoring can also suggest goals and objectives for your work plan.

The ongoing quality improvement activities include a training and monitoring component. We are including a Quality Improvement Monitoring Plan form (on page 13) for you to complete and keep on file. We ask you to use this form or develop your own to outline the ongoing quality improvement activities including a training and monitoring component that you plan to use in monitoring nutrition services. The minimally required trainings include the mandatory trainings (Civil Rights, Alcohol and Drug Abuse) and trainings that support the implementation of the HH4L campaign. Your plan may be reviewed during a program evaluation or at technical assistance visits.

II. Resources

A. Data Tables

Data can be used as part of a needs assessment for developing a work plan or when determining progress on meeting your agency's goals and objectives. We provide routine monthly statewide and agency data through the WIC extranet for your use. We ask you to access your local agency WIC data through the WIC extranet as applicable.

Other data resources include:

[County Health Status Profiles 2008](#) and
[CDC's Pediatric and Pregnancy Nutrition Surveillance System](#).

B. Developing an Evaluation Plan

For information on developing an evaluation plan see *How to Evaluate a WIC Nutrition Program at:*

[WIC Nutrition Education Toolkit](#).

C. Links for Information on the Spectrum of Prevention

For information on the Spectrum of Prevention:

[Prevention Institute: Home](#) and
[The Spectrum of Prevention - Contra Costa Health Services](#).

Work Plan for FFY 2009-2011
(October 1, 2008-September 30, 2011)
Complete and submit.

Introduction

As you may already know, the Healthy Habits for Life (HH4L) campaign and the goal to achieve a successful roll-out of the new WIC food package was announced in a PWPC dated July 15, 2008. The NSP work plan for FFY 2009 – 2011 complements HH4L by consisting of three predetermined, sustainable goals with objectives that support your efforts to implement the campaign and ultimately the new food package changes. The three required goals are to:

1. Promote and support employee wellness in preparation for Local Agency WIC staff to implement the HH4L campaign and to promote the new WIC food package;
2. Train WIC staff and educate WIC Participants on the HH4L healthy eating and on the new food package; and
3. Promote and support breastfeeding and appropriate infant/toddler feeding in preparation for implementing the HH4L campaign, and to promote the new WIC food package for postpartum women and infants.

Although you are not required to write additional goals and objectives, you may include and implement them during the first half of the three-year work plan *only if they do not impede* your agency's ability to meet the required goals and objectives related to the HH4L campaign. However, we encourage you to identify goals and objectives for the second half of the work plan.

Instructions

Please read the following work plan and insert agency-specific information where appropriate. With regard to Objective 1.4, which pertains to sustaining the employee wellness program over all three years, you are asked to write this objective according to your local agency's resources and needs. Please complete the Work Plan form and submit by **November 14, 2008**.

Keep your work plan current as the State Agency will annually ask you for an updated version of your work plan. Use the Accomplishments, Date Complete, and the Next Steps columns to update and/or reflect revisions made to objectives. Please submit your three-year plan and subsequent updates by email to NSPFFY0911@cdph.ca.gov. If you have any questions, you may email Shelley Mueller at Shelley.Mueller@cdph.ca.gov, or you may reach her by phone at (916) 928-8516.

Work Plan for FFY 2009-2011
(October 1, 2008-September 30, 2011)
Complete and submit.

Goal 1: Promote and support employee wellness in preparation for Local Agency WIC staff to implement the Health Habits for Life (HH4L) campaign and to promote the new WIC food package.				
Objectives	Target Year	Accomplishments <i>Complete at end of each year for all objectives targeted for that year.</i>	Date Complete	Next Steps <i>An opportunity to reflect on how you might continue activities into the next yr.</i>
Objective 1.1: To prepare for implementation of the HH4L campaign, the XXXX WIC agency will send at least two staff members, including the PWPC and other key program staff such as the Breastfeeding Coordinator, Nutrition Education Coordinator, and the Local Vendor Liaison (<u>specify</u>) to the 2008 CWA Management Conference for HH4L Train-the-Trainer”.	Yr. 1 Oct. 5-7, 2008			
Objective 1.2: To promote employee wellness for all WIC staff using key messages from the HH4L campaign, the XXXX WIC agency trainers will implement the HH4L Staff Wellness Program which includes: A. Kick-Off of HH4L Staff Wellness Program. B. Continue with HH4L Staff Wellness Program and activities.	Yr. 1-3 Refer to HH4L Timeline			

Work Plan for FFY 2009-2011
(October 1, 2008-September 30, 2011)
Complete and submit.

<p>Objective 1.3: To strengthen the skills of WIC staff in promoting HH4L, the XXXX WIC agency will send at least two staff members, including the PWPC and other key program staff such as the Breastfeeding Coordinator, Nutrition Education Coordinator, and the Local Vendor Liaison (<u>specify</u>) to the Spring CWA conference.</p>	<p>Yr. 1 Apr/09</p>			
<p>Objective 1.4: To sustain the employee wellness program, the XXXX WIC agency will <i>(Please finish this objective regarding continuing/sustaining/follow-up of the staff wellness program in your agency.)</i></p>	<p>Yr. 1-3</p>			

Work Plan for FFY 2009-2011
(October 1, 2008-September 30, 2011)
Complete and submit.

Goal 2: Train WIC staff and educate WIC Participants on the HH4L healthy eating and on the new food package				
Objectives	Target Year	Accomplishments <i>Complete at end of each year for all objectives targeted for that year.</i>	Date Complete	Next Steps <i>An opportunity to reflect on how you might continue activities into the next yr.</i>
<p>Objective 2.1: To reinforce staff's knowledge on key HH4L participant messages and the "why" of the food package changes, and to strengthen the HH4L Staff Wellness Program, the LA trainers will provide the following LCE staff training:</p> <ul style="list-style-type: none"> A. HH4L, incorporating "sometimes and anytime" foods and eating the rainbow of fruits and vegetables. B. Low fat milk. C. Whole grains. D. Using the new WIC checks. 	<p>Yr. 1</p> <p>Refer to HH4L Timeline</p>			
<p>Objective 2.2: To implement the HH4L participant education, the XXXX WIC agency will conduct comprehensive participant education on HH4L, which includes individual and group education, phone messages, bulletin boards, and front counter activities. Each WIC family will be provided "The Get Healthy Now Show" kit.</p>	<p>Yr. 1</p> <p>Refer HH4L Timeline</p>			

Work Plan for FFY 2009-2011
(October 1, 2008-September 30, 2011)
Complete and submit.

Goal 3: Promote and support breastfeeding and appropriate infant/toddler feeding in preparation for implementing the HH4L campaign, and to promote the new WIC food package for postpartum women and infants.				
Objectives	Target Year	Accomplishments <i>Complete at end of each year for all objectives targeted for that year.</i>	Date Complete	Next Steps <i>An opportunity to reflect on how you might continue activities into the next yr.</i>
<p>Objective 3.1: To reinforce staff's knowledge on key HH4L participant messages and the "why" of the food package changes, the LA trainers will provide LCE staff training in:</p> <ul style="list-style-type: none"> A. <i>Normal Newborn Behavior</i> B. <i>Babies and Moms in the First 40 Days: Completing an Infant Feeding Assessment, Feeding in the First Month, Growth and Milk Supply.</i> C. <i>New Foods for Babies and Moms</i> 	<p>Yr 1</p> <p>Refer to HH4L timeline</p>			
<p>Objective 3.2: To prepare participants for the healthy changes in the new food package, LA staff will conduct comprehensive HH4L participant education which includes the following group education:</p> <ul style="list-style-type: none"> A. <i>Healthy Habits for Life Begin at Birth</i> B. <i>Healthy Habits for Life and Appropriate Infant Feeding (introducing solids, etc.)</i> 	<p>Yr 1-2</p> <p>Refer to HH4L timeline</p>			

Work Plan for FFY 2009-2011
(October 1, 2008-September 30, 2011)
Complete and submit.

<p>Objective 3.3: To encourage and increase the duration of breastfeeding, LA staff will:</p> <p>Complete training on all modules from the California WIC Peer Counselor Training Manual, the Grow and Glow Breastfeeding Training for Local Agency Staff manual or other State approved training. (20 hours)</p>	<p>Yr 2-3</p>			
<p>Goal 4: (Optional)</p>				
<p align="center">Objectives</p>	<p align="center">Target Year</p>	<p align="center">Accomplishments <i>Complete at end of each year for all objectives targeted for that year</i></p>	<p align="center">Date Complete</p>	<p align="center">Next Steps <i>An opportunity to reflect on how you might continue activities into the next yr.</i></p>
<p>Objective 4.1:</p>				

Quality Improvement Monitoring Plan

FFY 2009-2011

(Recommend that you complete and keep on file.)

Instructions: Please fill out the table below. Provide information on each method of monitoring you do for each type of staff (RD/WNA). An example is provided for your review. At a minimum, we recommend you review and update annually.

SERVICES TO MONITOR	METHOD AND FREQUENCY OF MONITORING PER PERIOD (By Type of Staff)	THE MONITORING TOOL USED? (STATE VS. LOCAL AGENCY DEVELOPED)	HOW WILL TRENDS BE ADDRESSED?
<p>EXAMPLE Appropriate provision and documentation of nutrition education <i>INDIVIDUAL COUNSELING</i></p>	<p>Observations: 2 counseling sessions twice per year –FOR EACH WNA and RD STAFF. Random ISIS record reviews twice per year – FOR EACH WNA AND RD STAFF.</p>	<p>State Individual Contact Checklist form used (modified for agency use). State ISIS Record Review form used (modified for agency use).</p>	<p>All results discussed with individual. Staff trends reviewed quarterly and training provided on those items found to be less than threshold of 95% compliance.</p>
	<p>Observations: Record Reviews: Other:</p>		
	<p>Observations: Record Reviews: Other:</p>		

LOCAL AGENCY PLANNING - SECTION 2

Overview of Items in Need of Regular Review

In the operation of your local WIC agency, there are items that should be considered and reviewed on a regular basis. This section provides a Local WIC Agency Planning Checklist (see page 15) that includes these items and serves as a reminder to ensure these items are reviewed and updated annually. This checklist is a planning tool that may help you think of goals and objectives to include as part of your work plan. Please complete and keep for your own use.

The following are some of the items to be considered on the planning checklist:

A. Nutrition Education Plan

We require you to annually review and update your Nutrition Education Master Plans and Description of Nutrition Education (i.e. class code, class titles, class content) and keep this information current in the Integrated Statewide Information System (ISIS). Your GA or Class of the Month schedule and content information should also be current and available to State agency staff upon request. A *Description of Nutrition Education* form and a completed sample form (pages 16-17) are provided to assist in your planning efforts.

In addition to the WIC Program Manual, reference the following resources in developing or updating your nutrition education plan:

1. The HH4L timetable chart included with campaign materials provided by the State agency.
2. California WIC Program Minimum Standards for Nutrition Education at [Nutrition Education Minimum Standards](#) in the WIC Nutrition Education Toolkit.

B. Internal Protocols and Procedures

You do not need to submit your protocols or procedures with the NSP. However, we encourage you to review and update all of your internal protocols and procedures to ensure compliance with current WIC policies.

C. Ongoing Quality Improvement Monitoring Plan

We recommend that you review and update your agency's ongoing quality improvement monitoring plan annually, at a minimum. Consider how components of your plan may be part of your evaluation strategy for the goals and objective you identify in your agency's work plan. Complete and keep on file.

D. Training Schedule and Log

Please review and update your agency's training schedule and log. See Section 3 for additional information about training schedule and log details. Complete and keep on file.

Local WIC Agency Planning Checklist

(For local agency use only)

ITEM	REVIEWED BY DATE	REVIEWED BY DATE	REVIEWED BY DATE	COMMENTS
	FFY 2009	FFY 2010	FFY 2011	
Nutrition Education Master Plans reviewed and updated A. All current ISIS class codes are reflected in the ISIS Master Plan B. ISIS Nutrition Education Contacts Master Plan reflects current policy on FI issuance and no. of required contacts				
Classes using a State code cover the required topic(s).				
GA or Class of the Month have a defined title/topic/course outline.				
Internal protocols and procedures reflect current WIC Program Manual policies.				
Ongoing Quality Improvement Monitoring Plan is reviewed and updated at least annually (See WPM 410-21 and Section 1 of this NSP for specifics.)				
Staff training schedule and training log are reviewed and updated at least annually (See WPM 190-00, 190-10, 190-20 for mandatory trainings and Section 3 of this NSP for specifics.)				

Description of Nutrition Education FFY 2009-2011

Local Agency Name _____

Appointment Name/ISIS Code	Target Audience	Month(s) Offered	Contact Type	Topics	Materials

Description of Nutrition Education FFY 2009-2011

Appointment Name/ISIS Code	Target Audience	Month(s) Offered	Contact Type	Topics	Materials
Welcome to WIC EA	New Participants	Every month	Group or Individual	Overview of WIC Importance of medical/health care How to use food instruments Consequences of food instrument abuse/fraud Category specific nutrition education WIC participant information sheet (WPIS)	Pamphlets <ul style="list-style-type: none"> • <i>Welcome to WIC</i> • <i>Shopping Guide</i> Video <i>Welcome to WIC</i>
Yes, You Can Breastfeed GP32	Prenatal	Every month	Group or Individual	Advantages of breastfeeding for mother/infant Mother's feelings and expectations about breastfeeding Frequent breastfeeding to produce sufficient milk Limiting formula supplementation until milk supply is established Proper positioning Family support for breastfeeding Barriers to breastfeeding	Pamphlets <ul style="list-style-type: none"> • <i>5 Easy Steps to Breastfeeding</i> • <i>Helpful Hints on Breastfeeding</i> <i>(Replacement handouts on these topics are being developed)</i>
HH4L: Sometimes and Anytime Foods GA__	Parents/ Caregivers of Children 3-5	April and May 09	Group	HH4L campaign Lesson plan provided by State Agency.	HH4L kit to every WIC family; State agency provided

STAFF TRAINING PLAN - SECTION 3

I. Overview of Staff Training Plan

The purpose of the *Staff Training Plan* is to outline your plans for training to ensure that your staff have the knowledge and skills necessary to provide quality WIC services. The plan also reflects your on-going assessment of the training needs of your staff and training that is provided, which ensures compliance with Federal and State Training mandates. The requirements for staff training, mandatory training, approval for training and documentation of the training are outlined in the WIC Program Manual, Sections 190-00, 190-10, and 190-20.

II. General Considerations for Developing the *Staff Training Plan*

Consider the following when developing your *Staff Training Plan*:

- Staff turnover/increases,
- Current level of staff skills/experience,
- Changes to ISIS Intervention levels, nutrition education (HEAL and referrals)
- Matching staff responsibilities with general WIC Program goals and services, local agency nutrition education goals, and participant needs,
- Changes in the demographics of the population your agency serves,
- Targeting areas of training needs identified from program evaluations or technical assistance,
- Using learner-centered techniques in staff meetings and training,
- Sponsorship of the training (e.g. WIC approved conference, training by established professional organization, etc.),
- Reasonableness of training cost in comparison to your agency's overall budget,
- Current health trends in your WIC population, and
- Changes in WIC policies.
- Implementation of the HH4L campaign, and preparation for the food package change.

III. Approval for Training

A. Training Approval Criteria

State WIC Program approval is not required for training events if **all** of the following criteria are met:

1. Training event is consistent with the local agency staff training plan identified in the NSP;
2. Training event is within California;
3. Proposed attendees are WIC employees;
4. Registration fee and travel costs are within guidelines stated in the WIC Contract Management Binder. Click on the following link for access to the CMB: [WIC Contract Management Binder \(CMB\)](#), and
5. Attendance for local agency staff at the following conferences:
 - a. California WIC Annual Spring Conference.
 - b. California WIC Annual Fall Management Conference.

Local agency staff traveling to attend conferences or training that do not meet the above criteria, must complete a WIC Local Agency Training Approval Request form available at the following link: [WIC Local Agency Training Approval Request form](#). The form must be submitted to the State WIC Program Regional Advisor 10 business days prior to the event, unless the travel criteria described below has been met.

See the CMB for approval information regarding out-of-state conferences, and for more information regarding travel claim rates, daily expense allowances, allowable business expenses, and transportation guidelines.

B. Resources

Training opportunities are listed in the State WIC Training Bulletin which is available online at the following link: [Training Bulletin](#).

C. Staff Training Schedule/Log

Once a training plan is identified, you will need to develop and maintain a training schedule/log of all meetings, workshops, conferences, and other training activities attended by staff for documentation. Please keep this log updated and on file at your local WIC agency. The log may be reviewed during your program evaluation and/or

during technical assistance visits and must include the date(s) of training(s), location, topics covered, speaker name(s) and name(s) of staff attending the training.

IV. Instructions for Completion of the Staff Training Schedule/Log

Training Schedule/Log (Complete and keep on file)

Complete your *Training Schedule/Log* and keep on file at your local WIC agency. You can use the template included in this section for your training schedule, or you may develop your own format. If you design your own form, ensure that it includes all the required components: proposed date of training, topic, staff attending the training, training method, trainer, location, and date training is completed.

The following required trainings must be included in the *Training Schedule/Log*:

- Attendance at the fall management conferences.
- Attendance at the annual statewide WIC conference;
- A second nutrition training for registered dietitian(s);
- Annual training on screening participants for alcohol and drug abuse;
- Annual civil rights training for all staff; and
- Trainings that support the HH4L campaign.

Local Agency Name: _____

**Training Schedule/Log
FFY 2009-2011
(COMPLETE AND HAVE ON FILE)**

Proposed Date of Training	Topic	Staff Attending	Training Method/Trainer/Location	List the Learner-Centered Approaches used in the training your Agency develops.	Date Training Completed