Purpose:
To detail the scope and the timing of follow-up and support for LA staff.

Policy:
I. Qualified staff must follow-up with the participant to provide ongoing support. Follow-up must occur at subsequent nutrition education contacts (NECs), certification and/or any appropriate separate activity.

Procedure(s):
I. Follow-up must:
   A. Examine progress toward goals.
   B. Strengthen the nutrition education message.
   C. Be interactive and provide positive support.
   D. Identify barriers hindering the participant’s progress.
   E. Modify future nutrition education plans.

II. Follow-up must be incorporated during:
   A. A subsequent NEC.
   B. Certification.
   C. A separate activity (e.g., brief contacts to document missing certification information, food instrument pick-up, telephone, or electronic means).

III. Follow-up must not replace a NEC.

IV. Although follow-up at certification may be performed, it does not substitute the requirement for LA to complete a nutrition assessment in order to better align future nutrition services to current needs.

Definition:
Nutrition assessment – The process of collecting and prioritizing relevant information to identify risks using approved assessment tools in order to deliver learner-centered education to the applicant/participant. This process also includes documentation of the contact and following up as needed to monitor progress and promote continuity of care. Refer to WPM 400-01 for an expanded definition.
AUTHORITY:
WRO Policy Memo 805-F Nutrition Education Guidance, January 2006
Value Enhanced Nutrition Assessment (VENA)
WIC Nutrition Services Standards: Standard 10