

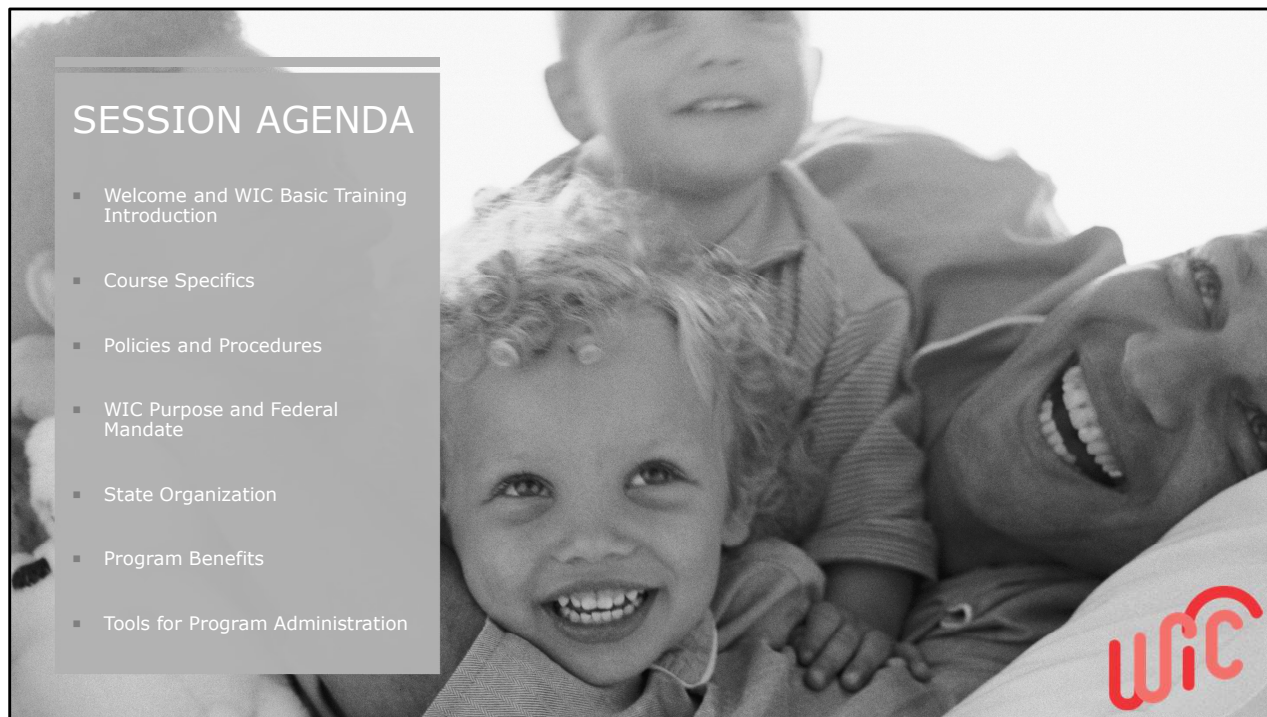


WIC BASIC TRAINING: COURSE INTRODUCTION, OVERVIEW, & ORGANIZATION

MODULE 1

- Welcome to WIC Basic Training! The Special Supplemental Nutrition Program for Women, Infants, and Children, commonly known as “WIC”, is a federal program administered by the United States Department of Agriculture. WIC is administered at the State level by the North Carolina Department of Health and Human Services, Division of Public Health, Women’s and Children’s Health Section, Nutrition Services Branch.
- The Nutrition Services Branch, or NSB, offers WIC Basic Training to all new WIC staff, and is available at any time for staff to use as a refresher for the topics we discuss.
- In Module 1 we will provide you with an introduction and overview of this training and then provide an overview of the WIC Program and how it is organized in North Carolina.

Module last updated – August 2019

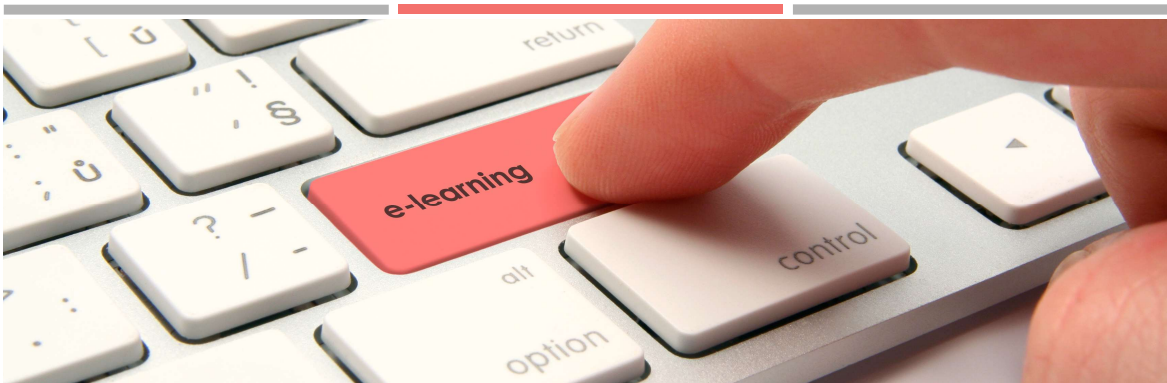


SESSION AGENDA

- Welcome and WIC Basic Training Introduction
- Course Specifics
- Policies and Procedures
- WIC Purpose and Federal Mandate
- State Organization
- Program Benefits
- Tools for Program Administration

- In this session we will discuss:
 - The organization of the WIC Basic Training Course
 - Course design and what to expect while completing this series of modules
 - Policies and procedures that dictate the North Carolina WIC program
 - The purpose of the WIC Program and the federal legislation which established it.
 - The organization of the North Carolina WIC Program, including information about the Raleigh-based state Nutrition Services Branch (NSB) staff and Regional Nutrition Consultants
 - Benefits of the WIC Program
 - And last, we will discuss the tools used for Program Administration

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WHAT IS WIC BASIC TRAINING (WBT)?

A REVIEW OF HOW WBT IS ORGANIZED AND WHAT TO EXPECT

Let's dive in! To start, we will discuss how WBT is organized, designed, and expected to be completed.

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MODULES

- WIC Basic Training Toolkit
 - Training Checklist
 - Presentation slide handouts
 - Supplemental handouts
 - Training activities
- Evaluation

WIC Staff should **always** refer to the WIC Program Manual for policy guidance!



- WIC Basic Training includes 9 modules. New staff are encouraged to complete all of them. However, be sure to defer to your supervisor and your copy of the “WIC Basic Training Checklist” to identify the trainings related to your position.
- The training modules and toolkit will be available for your reference at any time on the nutritionnc.com website. In the toolkit, you will find a copy of the presentation slides. Feel free to print the slides and take notes throughout the modules for your own reference, if necessary. There are also supplemental handouts for many of these modules. After you complete each module, click the link at the end of the presentation to complete the evaluation.
- Information in WIC Basic Training reflects North Carolina WIC Program policy at the time the training was last revised, in Spring 2019. It is presented in a way to facilitate training. WIC Basic Training should never be used as a reference for WIC Program policy. For current WIC policy, always refer to the current WIC Program Manual. A copy of the WIC Program Manual should be in your agency and it is also available online at the nutritionnc.com website.

MODULE COMPLETION ORDER AND TOPICS

- Module 1: Course Introduction, Overview and Organization
- Module 2: Program Eligibility and Application
- Module 3: Nutrition Eligibility and Nutrition Assessment
- Module 4: Plan of Care and Nutrition Education
- Module 5: Food Package
- Module 6: Food Benefit Issuance
- Module 7: Participant Rights and Responsibilities
- Module 8: Breastfeeding Promotion and Support
- Module 9: Outreach



WIC Basic Training is designed to be completed as a series. This training begins with the Course Introduction, Overview and Organization and reviews: Program Eligibility, Nutrition Eligibility and Nutrition Assessment, the Plan of Care and Nutrition Education, the Food Package, Food Benefit Issuance, Participant Rights and Responsibilities, Breastfeeding Promotion and Support, and finally Outreach.

Each module is self-contained which allows for flexibility in module completion if needed. It is recommended to complete the modules in order to best facilitate knowledge transfer. Keep in mind that the WIC Basic Training tool-kit is available to you as a reference and that you can always complete a module again should you wish. Upon completion of each module, you will be able to print out a certificate that you will submit with the Training Checklist to your supervisor.

TRAINING CHECKLIST



North Carolina WIC Basic Training: Training Checklist

EMPLOYEE INFORMATION:	
NAME:	DATE OF HIRE:
AGENCY NAME:	TRAINING SUPERVISOR:
POSITION:	

WIC Basic Training is intended to complement on-site training at your local agency. Review the modules below that are required for all WIC staff. Each module should ideally be completed within 3 months of your hire date. A score of 80% or better on assessment questions is required for completion to receive a training certificate at the end of each module. Please complete the evaluation at the end of each module.

Directions for Supervisors: Print this document and provide to new employees to complement orientation activities. Keep a copy of the completed plan for your records.

REQUIRED TRAINING ACTIVITIES – Print certificate at the end of each module and submit with training checklist.	Completed	Evaluation Completed	Date of Completion	Supervisor Initials
To be completed by ALL WIC STAFF:				
Module 1: Course Introduction, Overview and Organization	<input type="checkbox"/>	N/A		
Module 2: Program Eligibility and Application	<input type="checkbox"/>	<input type="checkbox"/>		
Module 3: Nutrition Eligibility and Nutrition Assessment	<input type="checkbox"/>	<input type="checkbox"/>		
Module 4: Plan of Care and Nutrition Education	<input type="checkbox"/>	<input type="checkbox"/>		
Module 5: Food Package	<input type="checkbox"/>	<input type="checkbox"/>		
Module 6: Food Benefit Issuance	<input type="checkbox"/>	<input type="checkbox"/>		
Module 7: Participant Rights and Responsibilities	<input type="checkbox"/>	<input type="checkbox"/>		
Module 8: Breastfeeding Promotion and Support	<input type="checkbox"/>	<input type="checkbox"/>		
Module 9: Outreach	<input type="checkbox"/>	<input type="checkbox"/>		
WIC Program Civil Rights Training https://nutritionnc.com/wic/conferences.htm (General WIC Topics > 2019 WIC Program Civil Rights Training)	<input type="checkbox"/>	N/A		
National Voter Registration Act (NVRA) Policy Review https://nutritionnc.com/wic/conferences.htm (General WIC Topics > National Voter Registration Act (NVRA) Policy Review)	<input type="checkbox"/>	N/A		



- This slide includes a screenshot of the Training Checklist. Keep in mind, your supervisor may require that you complete additional trainings to complement your role duties.
- You may print a copy of the Training Checklist by clicking the **link on the left of this module.**
← ****TBD with Adobe format**

THIS COURSE...



- Designed to orient newly hired staff
- Developed with input from local agency staff
- Serves as an adjunct to training in your local agency
- Always available to you as a reference



- WIC Basic Training:
 - Is designed to orient newly hired WIC staff
 - Was developed with input from local agency staff
 - Is meant to supplement the on-site training you will receive in your local agency. It is NOT meant to replace on-site training
 - It will always be available to you for future reference if necessary as you acclimate to WIC
 - WIC Basic Training can also help facilitate training at any time if your roles or responsibilities in your agency change

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WIC STAFF WILL BE EMPOWERED TO:



- Implement program policies and procedures
- Access resources for problem solving
- Provide services and perform duties with confidence



- Our hope is that, after the completion of this course, you will:
 - 1) Be more comfortable appropriately implementing the WIC Program policies and procedures
 - 2) Be more aware of the resources available to you as a local WIC staff member in order to solve any problems you may encounter, and
 - 3) Have increased confidence in providing services to your local Program participants

Request Photo: File#199782587

Other option: File #227764486 – Cat in Superhero cape?

EVALUATIONS

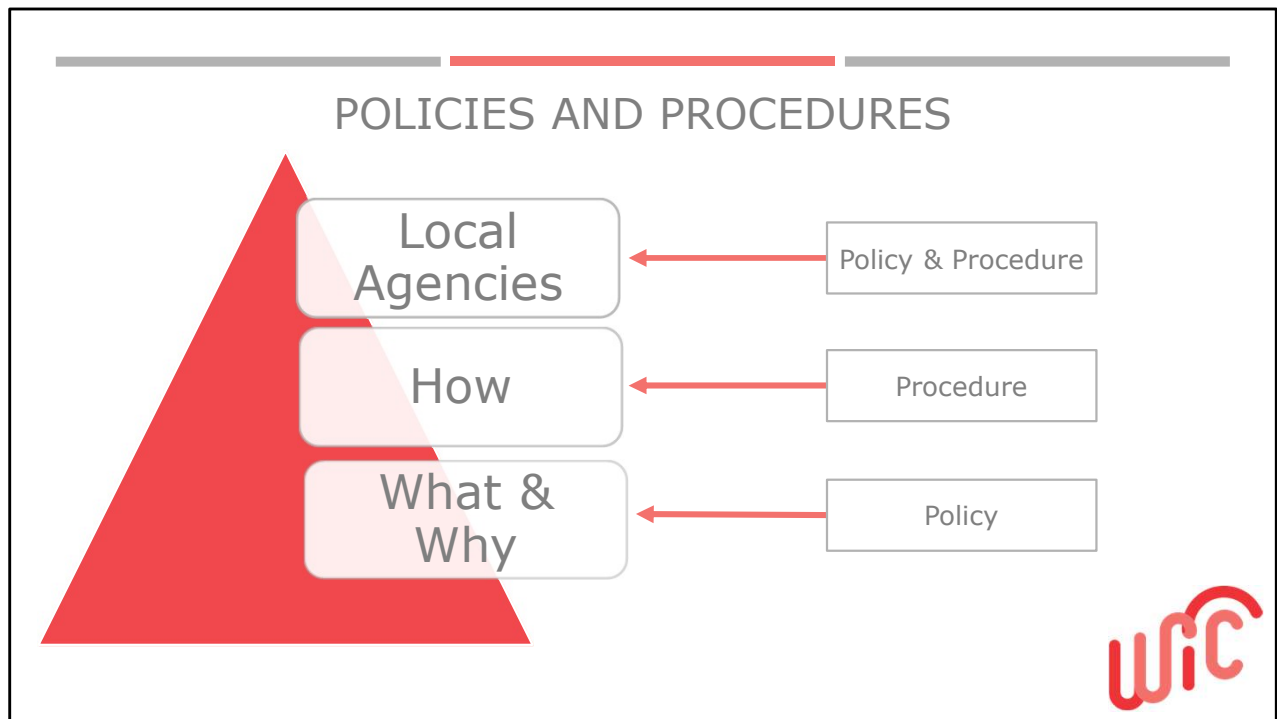
- Complete the evaluation at the end of each module
- Feedback and thoughtful comments are beneficial
- Specific examples are helpful



- Please complete the evaluation at the end of each module. We use the evaluations you provide to help improve this course for future new staff members. By providing thoughtful comments and specific examples, we will be better able to provide clear and helpful information in the future. A link to each evaluation is provided on the Training Checklist as well as at the end of each module.

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TO DO: **INSERT LINKS FOR EVALUATIONS ON TRAINING CHECKLIST, OR INTO HTML FORMAT WHEN MODULES UPLOADED**

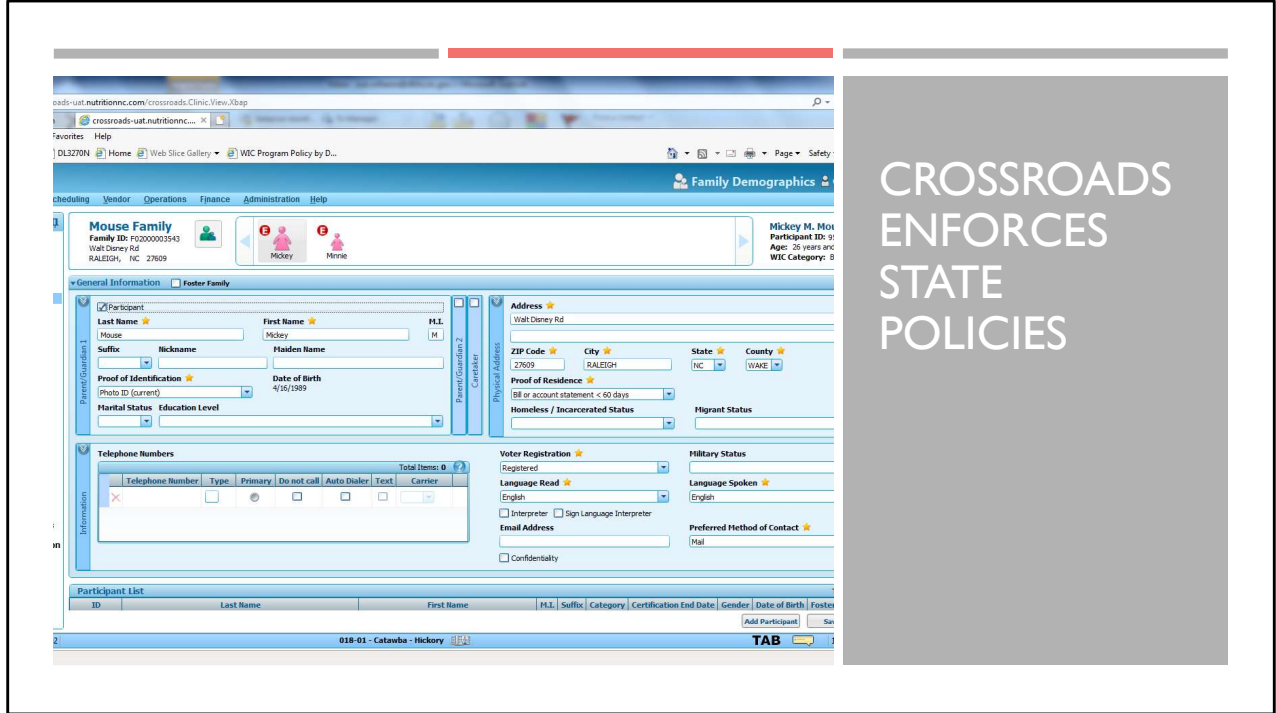


WBT is based on the policies and procedures of both federal and state government relevant to WIC . When Nutrition Services Branch staff talk about policies and procedures, we discuss WHAT we do, WHY we do it a certain way, and provide guidance. Local agencies can determine HOW particular tasks are accomplished.

- ***CLICK*** - Policy explains “what” the action is, and “why”
- ***CLICK*** - Procedure tells us “how” something is done, including the steps to take to complete a given task.
- ***CLICK*** - The WIC Program Manual generally outlines both policy and the procedure to implement it. However, for certain issues, the WIC Program Manual specifies only the policy, which allows local agencies to develop their own procedure. For a few tasks, the WIC Program Manual requires the local agency to write both its own policy and procedure. This is done to give local agencies flexibility in determining how policies and/or procedures can be modified to best fit their clinic(s).
- It is our experience that while completing these modules, some of you will discover that your local agency’s policies and procedures may differ slightly from what is discussed here. In the past, this has led some to believe that they are doing something wrong; however, it is possible for two agencies to address an issue differently and still be following WIC Program

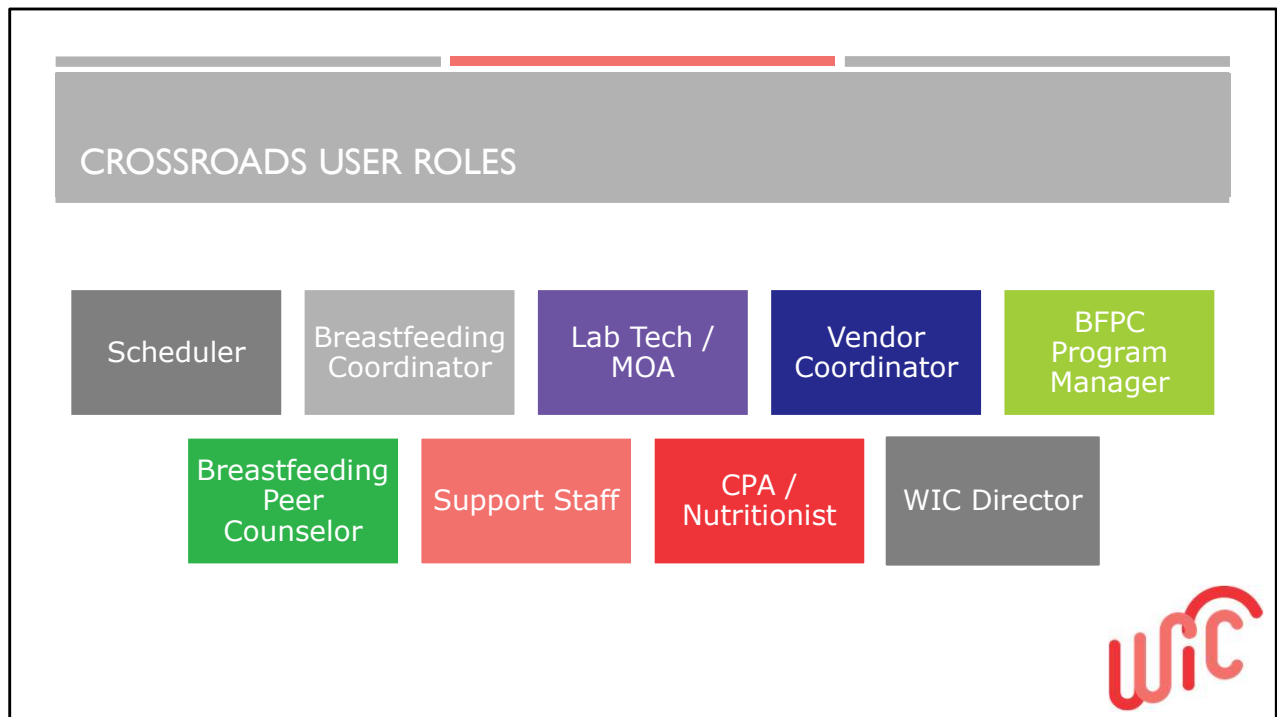
policy because the two agencies may simply have different procedures.

- Required areas within the WIC Program Manual where an agency must have a written policy and procedure on file are listed in the Table of Contents for each chapter.



One of the most important tools for WIC implementation in the state of North Carolina is Crossroads.

- Crossroads enforces state policies found in the WIC Program Manual, both through its design and by edits built into the system.
- Keep in mind, WIC staff must comply with WIC Program policy requirements regardless of whether information on a screen is indicated as required with a star.



- Permission to view or update certain information in Crossroads depends on the staff person's user role (or roles). This slide shows the different roles that may be assigned to WIC staff in Crossroads.
- Identify your own role on this slide. Notice that each role works with all other roles in your agency to make sure the agency runs smoothly, and all participants' needs are met.
- Although most WIC staff have one primary role, several agency staff will have additional roles to play in program operations. In this course, you will notice that we teach the basics of all aspects of the program to everyone. This means that nutritionists will hear about issuance and support staff will hear about nutrition eligibility. We do this to help everyone understand the different roles and to see how everyone contributes to the success of the program.
- This reveals opportunities for teamwork and ways to support each other to increase productivity and benefit your participants!

ROLE ASSIGNMENT IN CROSSROADS

- Roles are requested by local WIC Director and approved by NSB Customer Service staff
- Local agency factors for consideration:
 - Caseload
 - Clinic layout and flow
 - Appointment scheduling
 - Staffing
 - Teamwork philosophy



- Roles are requested by the local agency WIC Director, then reviewed and approved by state Nutrition Services Branch (NSB) Customer Service Desk staff.
- Some functions in Crossroads can only be completed by a Competent Professional Authority or CPA.
- Staff in some agencies have multiple roles assigned, depending on local agency factors such as:
 - Caseload/participation
 - Clinic layout and flow
 - Appointment scheduling
 - Staffing pattern
 - For example: How many staff are in the agency? Who typically schedules appointments? What is the average caseload in your agency? Are there any staff vacancies? Which staff are bilingual? How do WIC participants move through the process of application to certification?
- Also, teamwork philosophies influence and determine how some tasks are completed and by whom.

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Now, let's review WIC!

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WHAT IS WIC?

- Special Supplemental Nutrition Program for Women, Infants, and Children
- Funded by the United States Department of Agriculture (USDA)
- Began in NC in 1974 as an expansion of a small pilot project



- So, let's start with the question....**What is WIC?**
- WIC is an acronym for the Special Supplemental Nutrition Program for Women, Infants, and Children.
- It is a national program and is federally funded by the United States Department of Agriculture. Nationwide, it began in 1972 as a small pilot program and came to North Carolina in 1974. It was made permanent by Congress that same year.

WHY DOES WIC EXIST?



Section 17(a) of Public Law 95-627:

“The Congress finds that substantial numbers of pregnant **women, infants, and young children** are at special risk in respect to their physical and mental health by reason of poor or inadequate nutrition or health care, or both...”



- During the late 1960s, a lot of focus and attention was placed on social initiatives at the federal level.
- As a result, a federal law was written and states: “The Congress finds that substantial numbers of pregnant women, infants, and young children are at special risk in respect to their physical and mental health by reason of poor or inadequate nutrition or health care, or both...”
- This legislation resulted in the development of the Special Supplemental Nutrition Program for Women, Infants, and Children; and through WIC, nutritious foods and nutrition education are provided to participants during critical times of growth and development to improve health status and health outcomes.

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THE FOUR PILLARS OF WIC



- The WIC program has four foundational pillars which include: supplemental foods, breastfeeding support, nutrition education, and referrals for comprehensive healthcare.
- All aspects of WIC policy and procedures relate to these four pillars and to fulfill the legislated purpose of the WIC Program in North Carolina, the following must be present at the local level:
 - First, a provision of WIC food benefits that are tailored as a prescription for individual participants. These foods are meant to supplement the individual participant and not provide the entirety of food stuffs (?) – the supplemental foods pillar
 - Second, an integration of WIC with established health services – the referrals pillar
 - And, third, tailored nutrition education services for participants – which encompasses both the breastfeeding support and the nutrition education pillars

NATIONAL WIC ASSOCIATION (NWA)



HEALTHY FOOD
HEALTHY KID
HAPPY FAMILY



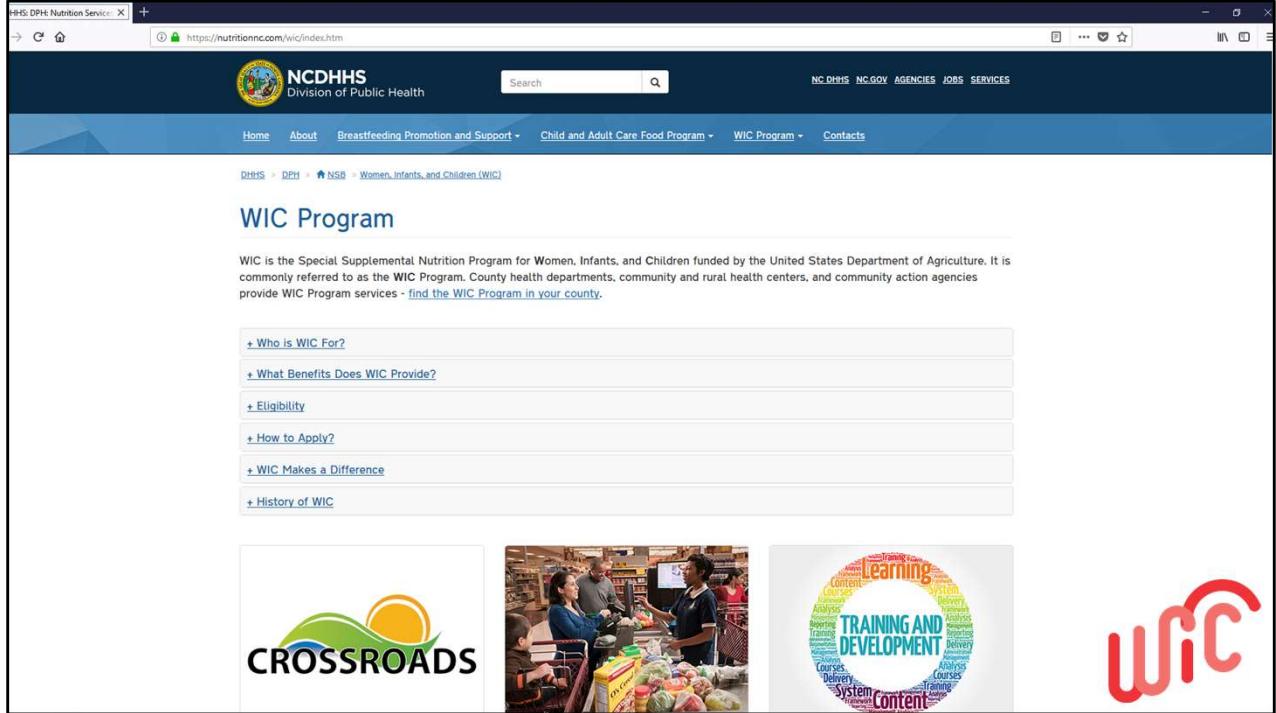
- The National WIC Association (NWA) is the nonprofit education arm and advocacy voice of WIC. NWA provides a voice for WIC leaders across the nation. They provide advocacy materials, education, guidance, and support for WIC staff.
- NWA works to drive innovation to improve and strengthen WIC for all women, infants, children, and their families.
- NWA has created a national brand for local agencies to use, to make WIC easily recognizable. You may notice this branding on some of the materials in your local agency.

Adapted from - <https://s3.amazonaws.com/aws.upl/nwica.org/2018-what-is-nwa.pdf>



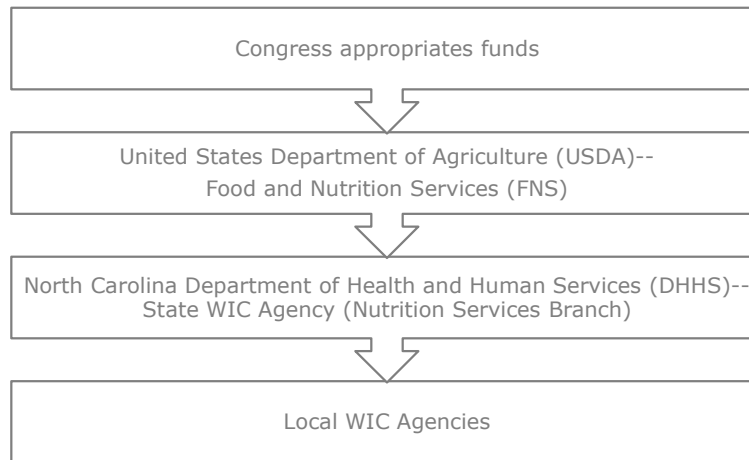
- Before we talk more about how the State of North Carolina administers the WIC Program, let's watch this short clip created by the National WIC Association that provides an overview of WIC.

<https://www.youtube.com/watch?v=ghPyQAwnHi0>

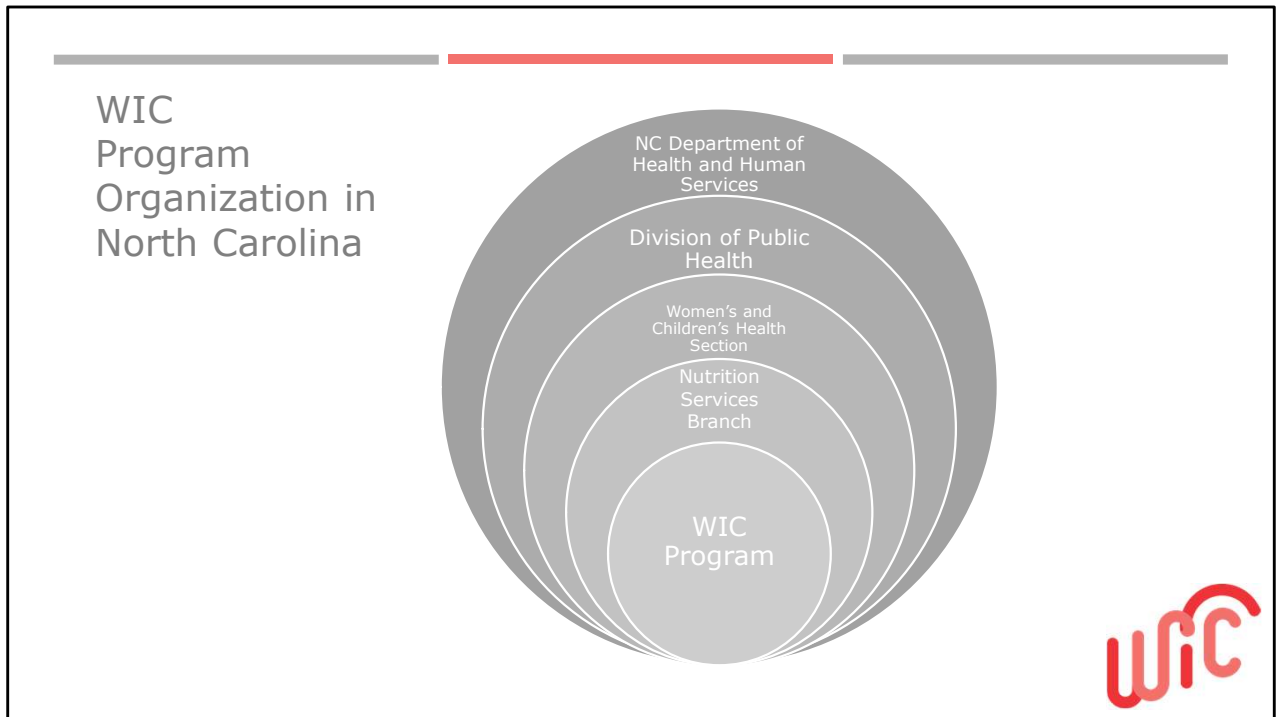


- The Nutrition Services Branch web site www.nutritionnc.com has more WIC history and plenty of general WIC information. We encourage you to visit this site for additional information about the WIC program and the Branch and also to familiarize yourself with the layout and resources available.
- Now that you've had an introduction to WIC, let's talk more about how WIC is managed in North Carolina.

HOW IS WIC FUNDED?

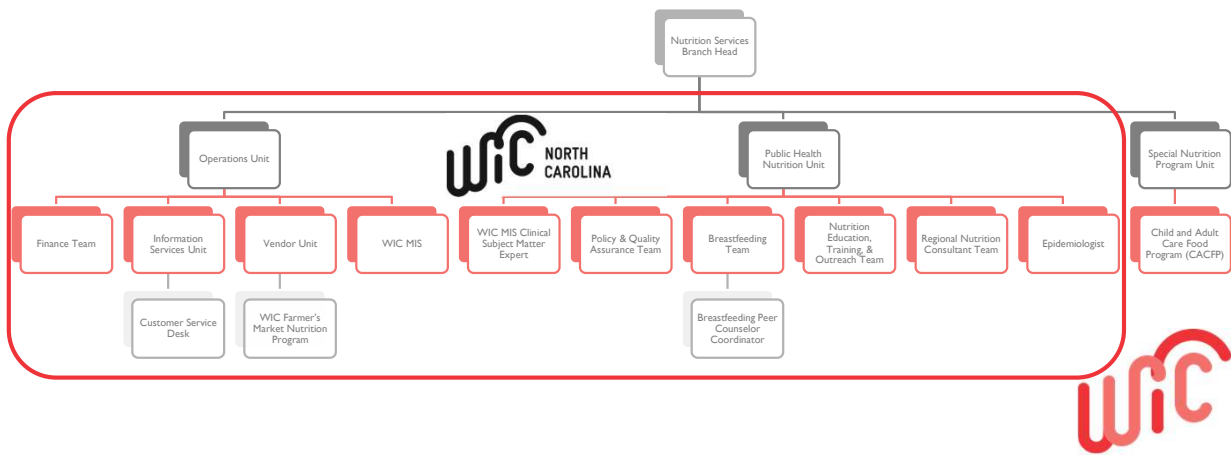


- So, you may be wondering: where does the funding for the WIC Program come from?
- Congress sets a national budget every year. A portion of this money is allocated for the WIC Program, and USDA Food and Nutrition Services (FNS) gives these funds to state agencies. In North Carolina, the state agency is called the Nutrition Services Branch or NSB which is part of the North Carolina Department of Health and Human Services. NSB manages the money and distributes funds to local programs, like your agency!
- Understanding where the funds come from is important because it influences how the program functions and what federal and state rules must be followed.



- This slide illustrates where the WIC Program falls within the organization of the state.
- Many different divisions fall within North Carolina's Department of Health and Human Services. One of which, is the Division of Public Health. The Division of Public Health is broken into smaller sections, such as Women's and Children's Health. The Nutrition Services Branch falls under Women's & Children's Health, which, administers the WIC Program.

NUTRITION SERVICES BRANCH (NSB) SIMPLIFIED ORGANIZATIONAL CHART



- This slide shows a simplified organizational chart for the Nutrition Services Branch or NSB. NSB administers several programs including:
 - The WIC program, which includes the Breastfeeding Peer Counselor Program and the WIC Farmers' Market Nutrition Program
 - As well as the Child and Adult Care Food Program otherwise known as CACFP

Let's take a look at the units and teams associated with WIC more closely

- ****CLICK**** WIC programs are administered and supported by the many units and teams seen on this organizational chart. All WIC related units and teams are identified within the dark red rounded rectangle.



OPERATIONS UNIT

- Provide oversight
- Process contracts and budgets
- Administer all aspects of the vendor component
- Operate the information systems (Crossroads)
- Operate the Customer Service Desk



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graph TD
    AU[Administration Unit] --> FT[Finance Team]
    AU --> ISU[Information Services Unit]
    AU --> VU[Vendor Unit]
    AU --> WICMIS[WIC MIS]
    ISU --> CSD[Customer Service Desk]
    VU --> WIFMNP[WIC Farmer's Market Nutrition Program]
  
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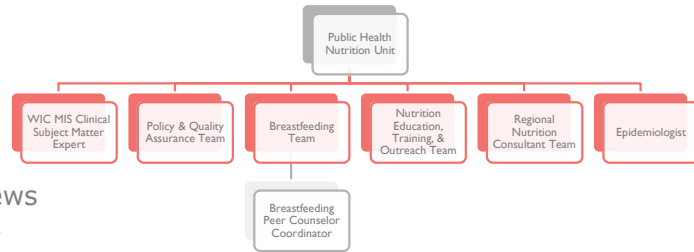
- First let's review the Operations Unit
 - This Unit is known for its administrative capacities. Staff provide overall administration and management of all programs throughout NSB. This includes processing contracts and budgets for local WIC programs.
 - WIC specific administration teams include:
 - The WIC Customer Service Desk, the Vendor Unit, and the WIC MIS Release Manager.
 - The Customer Service Desk Team is made up of North Carolina Crossroads Support Analysts and is the first line of defense if Crossroads problems occur at the local agency. They can be reached at: 919-707-5795
 - The Vendor Unit Team manages all aspects of the vendor relationships crucial for a great WIC participant experience including but not limited to: vendor contracting, training, surveillance and issue resolution. The WIC Farmer's Market Nutrition Program is also overseen by the Vendor Unit Team.
 - The WIC MIS release manager liaises between NSB and the Crossroads software vendor

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Note: See comments in Bold above

PUBLIC HEALTH NUTRITION UNIT (PHNU) ACTIVITIES

- WIC clinical services
- Crossroads user guidance
- Develop training and educational resources
- Work with local agencies and partners
- Complete quality assurance reviews
- Develop and interpret WIC policy
- Plan and coordinate training events
- Nutrition education
- Provide technical assistance

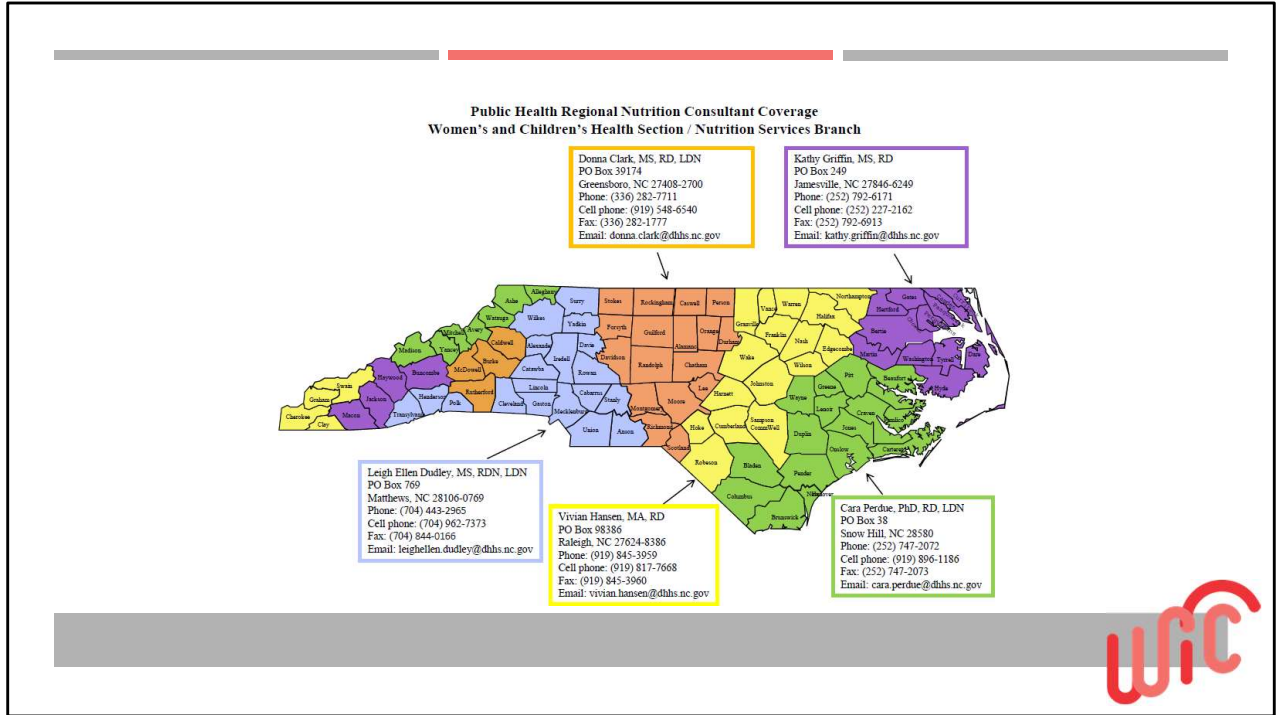


- Now let's look at the Public Health Nutrition Unit or PHNU
- PHNU staff have a variety of responsibilities including but not limited to:
 - Planning and implementing WIC clinical services,
 - Coordinating and problem-solving Crossroads clinic issues with the Customer Service Desk
 - Providing Crossroads guidance and ensuring the system complies with policy
 - Developing nutrition education tools and resources that promote healthful eating and physical activity
 - Outreach efforts
 - Working with local agencies and partners
 - And completing quality assurance reviews of local agencies both on-site and through the review of local agency self-assessments. These reviews are called "monitoring". On-site monitoring occurs every two years and is completed by an RNC and a randomly selected PHNU staff member. Local agency self-assessments are required every other year, opposite on-site monitoring and are reviewed by a randomly selected PHNU staff member.
 - There are four teams plus a Crossroads (NC WIC Program's MIS) clinical subject

matter expert in PHNU. The teams include: the policy and quality assurance team, the breastfeeding team, the nutrition education, training, and outreach team, and the Regional Nutrition Consultant team.

- The Crossroads clinical subject matter expert is responsible for coordinating and problem-solving Crossroads issues with the Customer Service Desk and the WIC MIS from the Operations Unit and ensure policy is reinforced within Crossroads
- The policy and quality assurance team's primary responsibility is developing and interpreting federal WIC policy related to certification and benefits
- The breastfeeding team's primary responsibility is interpreting breastfeeding regulations and providing support and guidance to local agencies so that participants in WIC feel empowered to breastfeed their children. The breastfeeding team is also responsible for administering the Breastfeeding Peer Counselor program across the state
- The nutrition education, training, and outreach team's primary responsibility is developing training and presenting educational modules, like WIC Basic Training for local agency staff. The training team also coordinates, plans, and supports training events such as the Annual NC WIC Conference and creates and updates all training, outreach and nutrition education materials available to the local agencies.
- The Regional Nutrition Consultant (RNC) team provides technical assistance to local agencies across the state. This team is made up of WIC experts who assist local agencies with policy interpretation, procedural guidance, monitoring and quality assurance. RNCs collaborate regularly with the policy, breastfeeding and training team to ensure clear and effective communication between the state office and the local agencies. They are the first contact point for program questions. Each RNC is assigned a geographic region of the state. A map of these regions is on the next slide.
- The Epidemiologist aggregates and analyzes WIC program data including but not limited to: participation numbers, health outcome incidence and prevalence, as well as shopping trends and vendor purchase data.

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- This map shows Regional Nutrition Consultant coverage, by county, across the state as of Summer 2019. Take a moment to identify who the RNC is for your county. Talk with your WIC Director to confirm your RNC's contact information.

SPECIAL NUTRITION PROGRAMS UNIT ACTIVITIES

- Administer the Child and Adult Care Food Program (CACFP)
 - Training and education
- Provide technical assistance, monitoring, interpretation of federal regulations, and program reviews



- Now let's briefly review the Special Nutrition Programs Unit.
- The Special Nutrition Programs Unit staff:
 - Administer the Child and Adult Care Food Program (CACFP)
 - Provide training and nutrition education for CACFP.
 - And, provide technical assistance, interpretation of federal regulations, and perform program reviews for contracted care centers and homes.
- While not directly related to WIC, many WIC participants also partake in or benefit from this special nutrition program administered by the Federal Government.



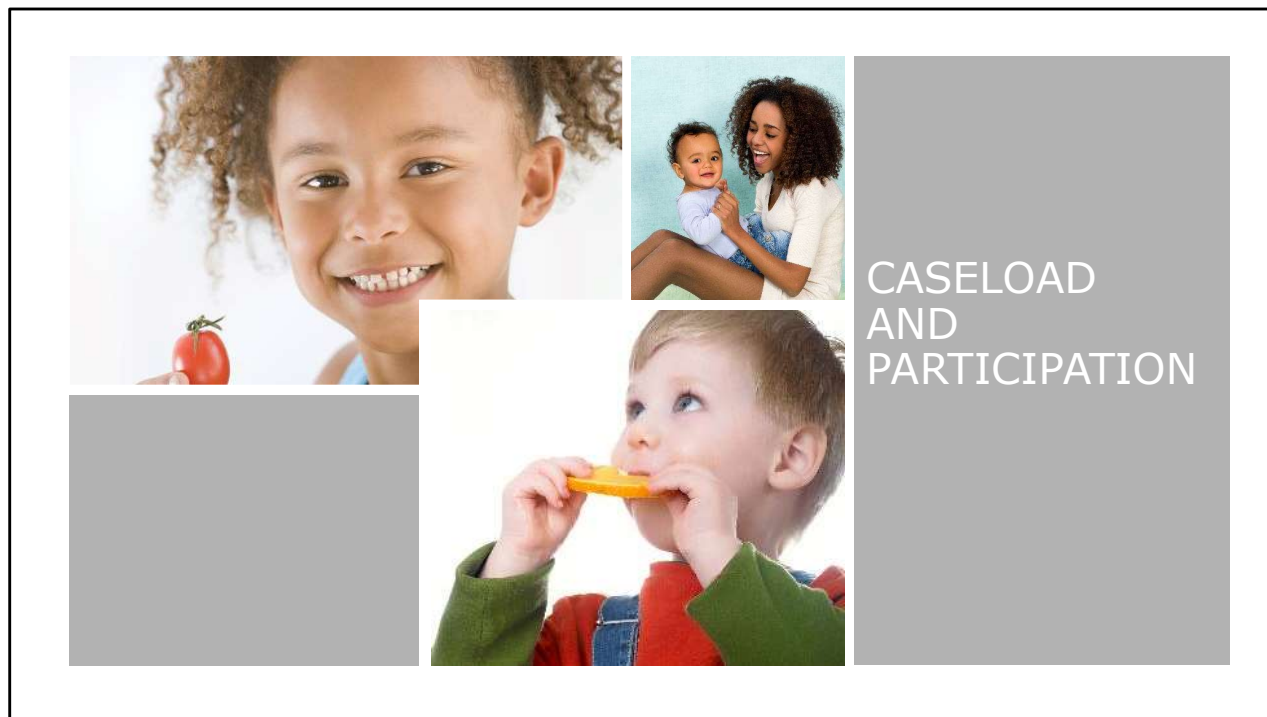
- So, who is served by the organizational structure that was just described?
- There are 85 local WIC Programs operating in all 100 counties of North Carolina. Some of these programs cover multiple counties.
- There are approximately 1100 WIC staff in local agencies throughout North Carolina.
- And, each month, about **225,000 WIC** participants are served, approximately 50% of these participants are infants and children.

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HispanicBoyHoldingApple_Fotolia_16668913_Subscription_L.jpg

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Note: Update the participation rate



- In order to receive funding, each local program agrees to provide services to a certain number of participants every month. This is referred to as an “assigned base caseload”.
- Caseload is determined by examining participation rates. When an individual enrolled in WIC is issued food benefits, he or she is counted as a participant for that month. For example, if a mom and her 2 children are issued three months of food benefits in October, they are counted as a participant for October, November, and December – even if they may not be visiting the clinic during the months of November and December. There are also two situations where an individual is counted as a participant without being issued a food benefit. This may happen when:
 - First, a fully breastfed infant under 6 months of age doesn’t receive any food but is counted as a participant if their dyad-linked mother is issued food benefits.
 - And second, a breastfeeding woman over 6 months postpartum doesn’t receive any food if her dyad-linked infant receives the maximum formula allowance; however, she is counted as a participant if the infant is issued food benefits.
- If less than 97% of the assigned caseload participates, the agency’s caseload and funding may be reduced. However, if an agency is consistently serving well over their caseload, the caseload and budget may be increased.
- WIC Directors monitor the trends in participation closely because it has a direct effect on

future budgets.

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AA Girl Vegetables Tomatoes_Fotolia_8523124

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NORTH CAROLINA WIC BENEFITS



- Now that you're more familiar with how WIC is organized in the state of North Carolina let's review each of the four WIC pillars and their associated benefits in more depth.

BENEFIT: SUPPLEMENTAL FOODS

Supplemental
Foods

- Fruits and Vegetables
- Cereal
- Juice
- Milk
- Cheese*
- Yogurt*
- Tofu*
- Whole Grains
 - Bread
 - Tortillas
 - Brown rice
 - Whole wheat pasta
- Eggs
- Peanut butter
- Dry beans, Peas, Lentils
- Tuna/Salmon*
- Soy Beverage
- Infant Cereal
- Infant Foods
 - Fruits/Vegetables
 - Meats*



- ****CLICK**** One of the fundamental benefits that WIC provides is supplemental foods.
- Each food offered by WIC contributes specific nutrients to supplement a participant's diet and support health and well-being.
- Throughout WIC Basic Training, you will find that we will spend a lot of time discussing the policies surrounding this benefit - what can be given, when, how much, and so on.
- Some important notes about certain foods are identified with an asterisk.
 - ***CLICK***: Cheese, yogurt, and tofu are common substitutions. They can be substituted in a participant's food benefit package in place of some of their milk.
 - ***CLICK***: Tuna and salmon are only received by women who are classified as fully breastfeeding their infant(s), partially breastfeeding multiple infants from the same pregnancy, pregnant with multiple fetuses, or pregnant and fully or partially breastfeeding.
 - ***CLICK***: Infant meat is only received by infants who are classified as fully breastfeeding, between 6 and 11 months of age.

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BENEFIT: BREASTFEEDING SUPPORT

Breastfeeding
Support



- Protect, Promote, and Support Breastfeeding
- Exclusive Breastfeeding = Providing only human milk
- Normality

“Breastfeeding and human milk are the normative standards for infant feeding and nutrition”



- ****CLICK**** WIC provides the most comprehensive and readily available breastfeeding support for the **general public.** This benefit is paramount to the health and growth of children in our state.
- The primary objective of breastfeeding promotion and support is to assure that mothers are supported to breastfeed their children as long as mutually desired.
 - The WIC program concurs with the American Academy of Pediatrics who succinctly states that “Breastfeeding and human milk are the normative standards for infant feeding and nutrition”
- In the WIC program, breastfeeding specifically exclusive breastfeeding providing only human milk should always be seen and promoted as the normal infant feeding method.

Photo credit: S:\NSB\Resources\PHOTOS-CLIPART\People\Preg & babies vol.113 (NSB) 113071

BENEFIT: REFERRALS

Referrals



- Coordination of services
- Schedule WIC and clinic appointments on same day
- View existing documentation to avoid:
 - Repetitive interview questions
 - Repetitive and unnecessary lab testing
- WIC and immunization coordination



- ****Click**** In addition to WIC services, many of our program participants receive other health services from their local health department such as prenatal care or well child visits.
- It is a benefit for our participants to receive accurate and relevant referrals. Effectively coordinating services is a boon to the WIC program and for the convenience of the participant, try to schedule all services on the same day.
- When possible, ask interview questions once and perform lab tests once, documenting answers and results in Crossroads. Staff may scan medical documentation into Crossroads to avoid repetitive lab testing, when records are available.
- WIC and immunization coordination is especially important. Most agencies make immunizations available at all times for children up to 24 months of age.

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BENEFIT: NUTRITION EDUCATION

Nutrition
Education

■ Explore relationships



■ Assist with health behavior change



■ Prevention



- ****CLICK**** Nutrition Education is the final fundamental benefit to the WIC program.
- Two broad goals have been defined for nutrition education at the federal level.
 - First, nutrition education should explore the relationship between nutrition, physical activity and good health. There is an emphasis on understanding nutritional needs.
 - Second, nutrition education provided should assist individuals in making positive food choices and physical activity changes that improve health status and prevent nutrition-related problems

Photo: S:\NSB\Resources\PHOTOS-CLIPART\Physical Activity-Outdoor Activities\Permission To

Use\WMomRunningwith3Girls_Fotolia_4617120_Subscription_L

S:\NSB\Resources\PHOTOS-CLIPART\Celebrations-Food-Drink\Permission To Use\AAWomanChoosingbetweenAppleandsandwich_Fotolia_17684202_Subscription_L

Adobe Stock: #244455361 Baby visiting with doctor for a checkup

MANDATED SERVICE COORDINATION

Screening
and/or
Referral

Lead screening

Immunization screening

Voter registration

Substance abuse services

Medicaid



- These are some of the mandated services that WIC provides screenings or referrals for, but there are many others.
- Some of the other programs or services we might refer participants to are:
 - Food and Nutrition Services (commonly known as SNAP benefits)
 - Domestic violence shelter/programs
 - Infant/child car seat loan programs
 - Food banks or pantries
 - Transportation services
 - Housing assistance
 - Medical providers and clinics (for prenatal care or well child care)
 - And Dentists

COORDINATION OF SERVICES – EXAMPLE #1

Pregnant woman with:

- Two children
- No source of medical care
- An abusive husband



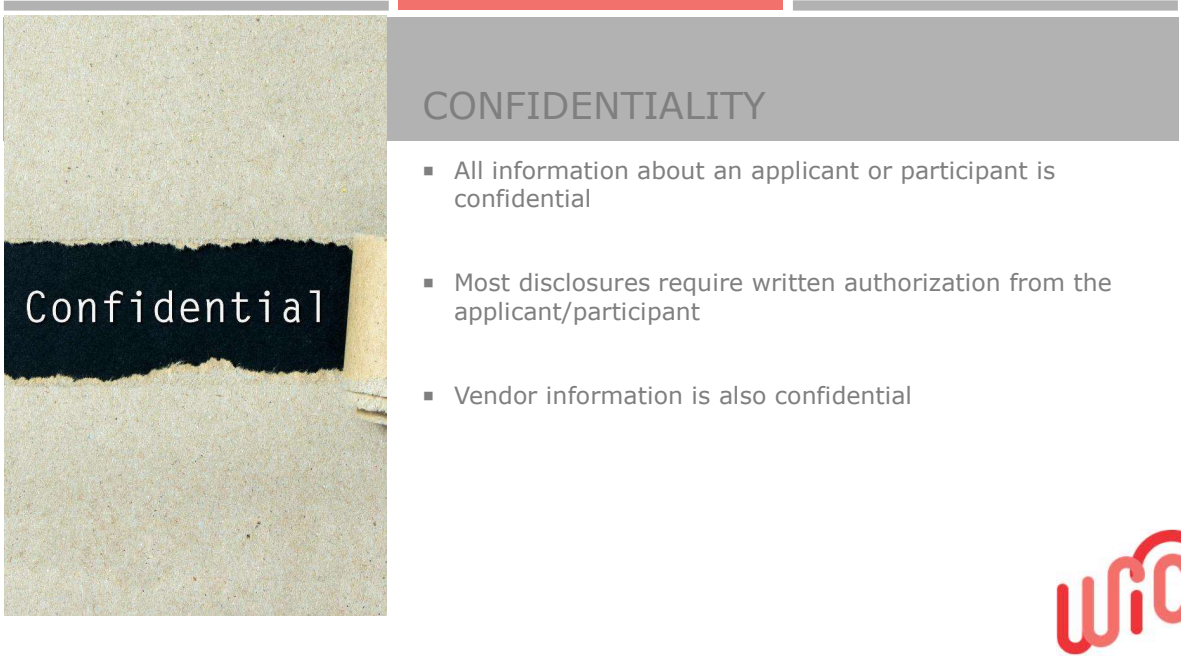
Possible referrals:

- Prenatal clinic
- Medicaid / Health Choice (NCHC)
- Shelter or domestic violence support program
- Well Child Care
- Immunization Services
- Pregnancy Care Management
- Care Coordination for Children (CC4C)
- Division of Social Services




- If you have an appointment with a pregnant woman who has two children, no source of medical care, and an abusive husband, what services could she benefit from?
- Well, you may consider referring her to: **(CLICK, CLICK)**
 - A prenatal clinic
 - Medicaid or Health Choice
 - A shelter or domestic violence program
 - Well Child Care for her children
 - Immunization Services for her children if they are under 24 months of age
 - Pregnancy Care Management
 - Care Coordination for Children
 - And/or the Division of Social Services (DSS)

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CONFIDENTIALITY

- All information about an applicant or participant is confidential
- Most disclosures require written authorization from the applicant/participant
- Vendor information is also confidential



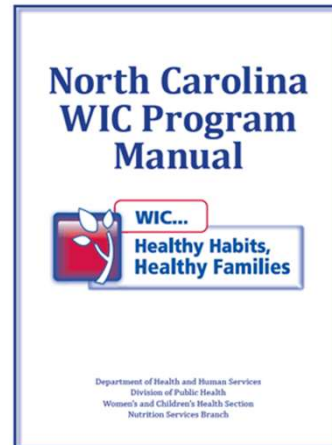
- Similar to other health agencies, we must remember that all applicant and participant information is confidential, and can generally only be disclosed to outside parties if there is specific written authorization from the applicant/participant to do so.
- Vendor information is also confidential.

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TOOLS FOR ADMINISTRATION OF WIC

- WIC Program Manual
 - Numbered memos from NSB
- Agency policy and procedure manuals
- Regional Nutrition Consultants
- Training

WIC Program Manual
available on
www.nutritionnc.com



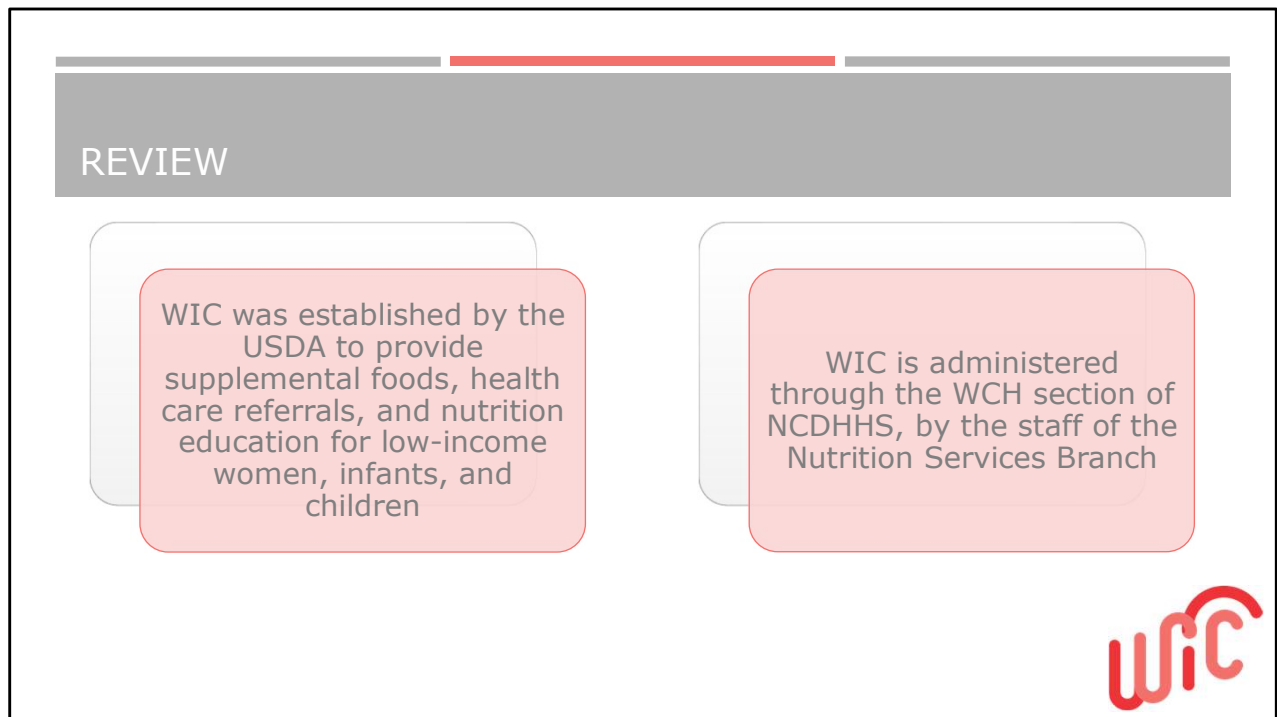
- Now that you're more familiar with WIC, here is a list of resources that could be useful to you:
- The WIC Program Manual can be found at www.nutritionnc.com
 - Each local agency should have at least one hard copy of the Manual and WIC staff can access a link to the nutritionnc.com website from Crossroads.
 - Periodically, manual revisions are sent to your agency. These revisions instruct you on how to replace or add pages to your manual. Occasionally, a numbered memo will be sent out to revise policy immediately, before a Manual revision is sent out. The guidance in a numbered memo supersedes the Manual guidance.
 - Your WIC Director should keep copies of every numbered memo and if you realize you are missing one, contact your Regional Nutrition Consultant.
- Remember: Health departments are responsible for providing their own policy and procedure manuals. As part of your training as a new WIC staff member, you should familiarize yourself with your agency's policy manuals and make sure you know where they are located.
- The State has a variety of resources available including but not limited to: print materials, pre-recorded and live training events, consultation from vendor unit and customer service desk staff and in-person technical assistance through Regional Nutrition Consultants to help you should you need it.

CROSSROADS GUIDANCE

- Guidance documents for most recent system upgrade
- Guidance documents for various procedures
- Procedural guidance to help implement policy

The screenshot shows the NCDHHS website with the 'WIC Program' dropdown menu open. The main content area includes a 'What is Crossroads?' section and a 'Crossroads Resources' list. The WIC logo is in the bottom right corner.

- The NSB website, www.nutritionnc.com, includes many Local Agency Crossroads Resources, including a guidance document for the current version of the Crossroads Computer System, guidance documents for procedures, and forms required for system operation.
- As we noted before, the Crossroads system enforces WIC Program policy. The available guidance documents outline procedures.



- Before we move on to an activity, let's review the basic concepts from this module:
 - ***CLICK*** WIC was established by the USDA to provide supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who have inadequate nutrition, health care, or both.
 - ***CLICK*** WIC is administered through the Women's and Children's Health section of the North Carolina Division of Public Health, by the staff of the Nutrition Services Branch.
- In Summary, WIC provides supplemental nutritious foods and nutrition education as an adjunct to good health care during critical times of growth and development. And, the primary tools to guide you in administering the WIC Program are:
 - The WIC Program Manual and **its numbered Memos,??**
 - Consultation from Regional Nutrition Consultants,
 - And Crossroads procedural guidance documents

Resource - <https://www.fns.usda.gov/wic/women-infants-and-children-wic>

USDA NONDISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

This institution is an equal opportunity provider.



- On this slide you see the full USDA Non-Discrimination Statement. This should be in use on each agency website where WIC is mentioned. The only acceptable short statement to be used for WIC is “This institution is an equal opportunity provider.” Refer to WPM, Chapter 4: Civil Rights for additional information.

LET'S PRACTICE

A score of 70% or higher on the quiz is required for successful completion and to receive a training certificate.

You may take the quiz as many times as you need to.

Print the certificate at the end of each module and submit the printed certificates with the training checklist to your supervisor.

Please complete the evaluation at the end of each module.

Let's Practice! Answer the questions on the following slides to check your knowledge.

A score of 70% or higher on the assessment questions is required for successful completion and to receive a training certificate. Print the certificate at the end of each module and submit the printed certificates with the training checklist to your supervisor. Please complete the evaluation at the end of each module.

HOW MANY MODULES ARE INCLUDED IN WBT?

- A) 8
- B) 9
- C) 10

Correct - Click anywhere or press
Control Y to return to the question

Incorrect - Click anywhere or press
Control Y to return to the question

Your answer:

You did not answer this question
completely

You must answer the question before
continuing

Submit

Clear

WHICH OF THE FOLLOWING ARE PILLARS OF THE SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS, AND CHILDREN?

- A) Breastfeeding Support
- B) Supplemental Foods
- C) Referrals
- D) Nutrition Education
- E) All of the Above

Correct - Click anywhere or press
Control Y to

Incorrect - Click anywhere or press
Control Y to

Your answer:

You did not answer this question
completely.

You must answer the question before
continuing

Submit

Clear

A BREASTFEEDING WOMAN COMES INTO YOUR AGENCY FOR HER SUBSEQUENT CERTIFICATION. SHE IS GLAD TO GET AN EWIC CARD BECAUSE SHE IS ALMOST OUT OF FOOD. SHE IS 8 WEEKS POSTPARTUM AND HAS NOT HAD A POSTPARTUM CHECK-UP YET. SELECT ALL OF THE APPROPRIATE REFERRAL OPTIONS.

- A) Supplemental Nutrition Assistance Program (SNAP) / Food and Nutrition Services (FNS)
- B) Community Food Access Resources
- C) Family Planning Program
- D) Breastfeeding Peer Counselor Program
- E) Substance Abuse Program
- F) Immunizations
- G) Prenatal Clinic

Correct - Click anywhere or press
Control Y to

Incorrect - Click anywhere or press

Your answer:

You did not answer this question
completely

You must answer the question before
continuing

Submit

Clear

WHERE CAN YOU FIND GUIDANCE/SUPPORT FOR YOUR LOCAL AGENCY?

- A) Regional Nutrition Consultant
- B) WIC Program Manual
- C) Vendor Consultant
- D) nutritionnc.com
- E) All of the above

Correct - Click anywhere or press
Control Y to

Incorrect - Click anywhere or press
Control Y to

Your answer:

You did not answer this question
completely.

You must answer the question before
continuing

Submit

Clear

MODULE 1 - KNOWLEDGE CHECK

Questions Correct	{correct-questions}
Total Questions	{total-questions}
Accuracy	{percent}
Number of Quiz Attempts	{total-attempts}

Question Feedback/Review Information Will Appear Here

Continue

Review Quiz



QUESTIONS?



- If you have any questions, please contact your WIC Director, training supervisor, or Regional Nutrition Consultant.

Certificate of Course Completion

This is to certify that _____

has successfully completed WIC Basic Training Module 1: Course Introduction, Overview, and Organization.

May 28, 2020

Supervisor Signature

 PRINT

EVALUATION
CLICK HERE TO COMPLETE THE EVALUATION

****INSERT EVALUATION LINK ON THE “CLICK HERE” TEXT**

REVIEWER – SEE NEXT SLIDE