

Welcome to the Kansas WIC Program

This module applies to the following security roles:

Receptionist

Clerk

RN/RD

Breastfeeding Peer Counselor

KWIC Administrator



Kansas Department of Health and Environment

Bureau of Family Health

Nutrition and WIC Services

1000 SW Jackson, Suite 220

Topeka, KS 66612-1274

(785) 296-1320

www.kansaswic.org

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This module requires use of the computer and internet, but not the KWIC Training Environment.

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What is Kansas WIC?

Objectives

Upon completion of this section, the employee will be able to:

1. Identify who the Kansas WIC Program serves.
2. Locate where to find WIC service locations and food packages on the WIC website.

Introduction

The mission of the WIC Program is to safeguard the health of low-income women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods, information on healthy eating, and referrals to health care. The program's official name is the Special Supplemental Nutrition Program for Women, Infants, and Children. It is easy to see why the program is simply referred to as "WIC". The WIC Program was first offered in Kansas in 1974.

Kansas is only one of many states and tribal organizations providing WIC with USDA funded services. At the federal level, WIC is administered by the Food and Nutrition Service of the USDA. Several regional offices provide technical assistance to the state agencies. Kansas belongs to the Mountain Plains region, headquartered in Denver. The Kansas Department of Health and Environment (KDHE) administer the Kansas WIC program. KDHE in turn makes funds available to qualified Local Agencies (LA), which operates the program in their communities using guidelines from the Kansas WIC Policy and Procedure Manual (PPM).

Who Can Be a WIC Client?

WIC serves pregnant, postpartum women (breastfeeding up to one year postpartum and non-breastfeeding up to six months postpartum), infants, and children up to age 5. To be eligible for the Kansas WIC Program, an applicant must live in Kansas, meet income guidelines, and be at nutritional risk. (You will learn more in other modules, including *Certification & Notification Policies* and *Nutrition Risk Factors: Basics*.) Services are provided through local health department staff at a variety of locations. See www.kansaswic.org/families/WIC_county_map.html to see where WIC services are provided.

What Does WIC Provide?

WIC provides many benefits which can improve the health of clients. These services fall into three main categories.

- **Nutrition education (including breastfeeding promotion).** WIC clients are offered at least two opportunities for nutrition education during each certification period. Nutrition education is provided in one-on-one counseling or through group or individual sessions. Breastfeeding promotion is an important part of nutrition education in WIC. (You will learn more in the module on *Low & High Risk Nutrition Education*.)
- **Referrals to other services.** WIC clients are referred to a variety of other services, either at the agency where WIC is located or to other providers in the community. Many Kansas WIC agencies provide immunizations, family planning, and well child health screenings available at the same time as the WIC appointment. Referrals to other programs such as SNAP and Head Start are also shared during WIC visits.
- **Supplemental foods.** WIC foods are good sources of important nutrients which may be lacking in the diets of the WIC clients. WIC foods include milk, cheese, eggs, fruits and vegetables, whole grains, cereal, juice, beans, peanut butter, infant formula, baby food fruits and vegetables, and infant cereal. To see the current WIC food packages, go to: www.kansaswic.org/WIC_approved_foods/packages.html. (You will learn more in other modules, including *WIC Approved Foods, Base Food Packages, & Printing Checks*.)

Skillbuilder #1

For Question 1-3, mark the statements T for True or F for False. Refer to Appendix A to check your answers.

1. ___ The Kansas WIC Program was established in the 1930's as a result of the Great Depression.
2. ___ The Kansas WIC Program serves pregnant, breastfeeding and postpartum women and children up to age seven.
3. ___ It is possible to find where WIC services are provided in Kansas on the Kansas WIC website.
4. Optional. Ask your supervisor to give you materials your LA uses for outreach and to educate new clients about the program. Are the services provided by WIC clearly explained? Do the materials stress the reasons a person would benefit by being a WIC client?

The Kansas WIC Website

Objectives

Upon completion of this activity, the employee will be able to:

1. Locate basic information about the Kansas WIC Program from the Kansas WIC website.
2. Locate new policies, information and policy memos and training materials needed to effectively do their job.
3. Identify where resources for nutrition education and breastfeeding are found on the Kansas WIC website.
4. Identify their local agency's assigned State WIC staff person.

Introduction

The WIC Program is complex and provides a variety of services. Most new employees find that it is helpful to have somewhere to turn to learn about the program and what is required in their new position as a WIC employee. The Kansas WIC program maintains a website for that specific purpose.

In this section of the module, we will explore some of the resources available on the website that can help you effectively and efficiently do your job. Click here to go to the Kansas WIC website and follow along. www.kansaswic.org.

The website was designed to provide information to potential WIC clients, current WIC staff at the local agency, WIC vendors, and those wanting more information about the Kansas WIC Program.

A brief tour of selected sections will provide an overview of the Kansas WIC program and allow you to be familiar with where to find out more in the future.

Homepage

Links in the blue column on the left are used to navigate to the various sections.

The “To apply for WIC” link on the right side will take the user to an interactive map of Kansas. Clicking on the county in that map will display contact information for the local WIC office.

The “Click here to comment about WIC” link provides a way to make anonymous comments.

A to Z Topic Listing

Nutrition and WIC Services Home

Information for Families

Information for WIC Local Agencies

Information for WIC Vendors

WIC Approved Foods

Nutrition Education

Breastfeeding

More About Kansas WIC

Contact State WIC Staff

Welcome to the Kansas WIC Program!

Kansas WIC Program

Kansas Nutrition and WIC Services

WIC is a nutrition program that provides nutrition and health education, healthy food and other services to Kansas families who qualify. WIC stands for Women, Infants and Children.

WIC's goal is to help keep pregnant and breastfeeding women, new moms, and kids under age 5 healthy. To do this, WIC provides:

- Personalized nutrition information and support
- Checks to buy healthy food
- Tips for eating well to improve health
- Referrals for services that can benefit the whole family

But that's not all! WIC also offers immunization screening and referral, breastfeeding support, and nutrition and health classes on a variety of topics including meal planning, maintaining a healthy weight, picky eaters, caring for a new baby, shopping on a budget and more.

We encourage you to take advantage of all that WIC offers. To apply, click the arrow to the right.

To apply for WIC, contact a health department near you

click here

Click here to comment about WIC.

USDA is an equal opportunity provider and employer.

Nutrition and WIC Services Section
1000 SW Jackson, Suite 220
Topeka, Kansas 66612-1274



Don't encourage clients to use this comment spot if they want to make a complaint or ask a question. This is for anonymous comments. The State Agency has no way to respond.

Information for Families

This section is the “go to” spot for families considering applying for WIC. It provides information on WIC income guidelines; how to apply for WIC; what to bring to the appointment, what foods are provided; information on using WIC checks at the store, and nutrition and breastfeeding information. Go to the “Information for Families” screen.

This is the first time you see the links in the pale gold column on the right. This is standard for each section page and links to specific information pertinent for the section. There are also embedded links (shown in blue) in the text on the center of the screen. Click on some of these links and identify what information is provided. To return to your previous screen, use the back arrow on your web browser.





Use this webpage to familiarize yourself with the eligibility requirements for WIC. You can also refer potential clients to this page if they call your local agency asking for information about WIC.

Information for WIC Local Agencies

Just as the previous section was the “go to” place for WIC families, this section is the “go to” place for local WIC staff.

This section provides extensive resources and information for local staff. The links on the right side will prove valuable as you learn about your job responsibilities and learn how to more effectively provide WIC services.

The Information for WIC Local Agencies is so important that you might want to bookmark it instead of the WIC home page.

Below are brief descriptions of **some** of the commonly used pages for staff. Take time to click on each link and explore.



[Policy and Procedure Manual \(PPM\)](#)

The WIC program is guided by a variety of federal regulations which have been translated into specific policies and procedures for local agencies. The policies are listed here by topic and each list expands to show the specific policies. You will use this page often. Click around the different policy sections and scan a few policies.



[Policy and Information Memos](#)

On a monthly basis, the State Agency issues memos to Local Agencies which updates current policies and procedures, or provides information about upcoming events or concerns. You can receive an email notification when new memos are available on the website. Talk to your supervisor about how to receive this notification. Take time now to read the current month's memos.

[Training](#)

Provides training information such as new employee training, Kansas WIC Conference, online training, computer training and more.

[Forms/Administrative Materials](#)

Completing many of the tasks in WIC require forms—completed by WIC applicants or by WIC staff. The Forms/Administrative Materials link has the most up-to-date copies of the forms. Click on the link and you will notice that some forms have a red date next to the name. This indicates that a form has been updated on that date. Be sure that you use the most current copy of any form.

[Nutrition and WIC Update Newsletter](#)

A new edition is posted every other month. Click on the most current copy of the newsletter and review some of the articles included. You can receive an electronic notification when a new newsletter is posted to the WIC website. Ask your supervisor how you can receive this notification.

[KWIC Focus](#)

The computerized information management system used to provide WIC services in Kansas is named KWIC (pronounced “quick”). A new edition is usually posted monthly with every I-Memo. Click on the most current KWIC Focus and review the article provided.



KWIC FOCUS



Other pages will be very important for only some staff. For instance

- WIC Coordinators will want to use to **WIC Staff Change** to report staff changes and get security clearances.
- Dietitians and nurses will frequently refer to
 - [Nutritional Risk Factors](#) for a list of the risk factors and their definitions/criteria for assignment.
 - [Diet Questionnaires and Guidance](#) for the diet questionnaires and guidance on using them to assign risk factors or tailor counseling/education.
- Breastfeeding coordinators will frequently refer to [Breastfeeding Materials](#). Note that this link takes you to exactly the same section page as the “Breastfeeding” link in the left side blue column.
- Nutrition Services coordinators will frequently refer to [Nutrition Education Materials](#). Note that this link takes you to exactly the same section page as the “Nutrition Education” link in the left side blue column.

For brevity, this module does not present all links to pages within the Information for WIC Local Agencies section. Explore more when you have time!

Remaining Sections of the Kansas WIC Website

Nutrition and WIC Services Home
Information for Families
Information for WIC Local Agencies
Information for WIC Vendors
WIC Approved Foods
Nutrition Education
Breastfeeding
More About Kansas WIC
Contact State WIC Staff

Let’s briefly look at the remaining sections. Depending on your WIC duties, you may use them more or less. Explore some now and more when you have time.

- **Information for WIC Vendors.** This is mostly important for staff members who are assigned by the local WIC Coordinator to be the Local Vendor contact.
- **WIC Approved Foods.** This page provides information about WIC Food Packages, the current WIC Program Booklet (English and Spanish), and information about WIC formulas and medical foods. Use this portion of the website to review what foods can be purchased on WIC or to gain information about a particular infant formula or medical food and indications for its issuance on WIC.
- **Nutrition Education.** This link takes you to the same page as the Nutrition Education link on the “Information for WIC Local Agencies” page. Here you will find links to lesson plans, nutrition education resource materials, and printed WIC handout materials. Take time to click on at least one of the lesson plans, nutrition resource materials

or investigate what educational materials are available. All items in this section can be printed off as needed for local agency use.

- **Breastfeeding.** This link takes you to the same page as the Breastfeeding link on the “Information for WIC Local Agencies” page. Here you will find a bi-monthly newsletter on breastfeeding, information on the peer counselor program, counseling guidelines, and information on breastpump issuance. Take time to click on the links found on the right side of the webpage and see what information is included.
- **More about Kansas WIC.** This page contains of variety of additional information such as WIC data reports.

Contact State WIC Staff

The last section of the website we will review here is entitled “Contact State WIC Staff.” This is your “go to” section for quick access to information regarding contacting the State WIC office, the KWIC Help Desk or specific State WIC staff. If you have a problem using the KWIC computer program, you may contact the KWIC Help Desk using the information provided here.

Each local agency has an assigned State WIC team for management evaluations and one member of that team is the designated Lead for your local agency. You can find who your SA contact is by checking the information provided on this page. The counties for which each staff person are the lead are listed to the right of that person’s contact information.

If you have a question about WIC procedures or policies, it is recommended that you work with your supervisor first, review any policies or procedures available on the WIC website and then contact your SA Lead if you still need assistance in understanding a situation or concern.

Contact State WIC Staff


Kansas WIC Program

Kansas Nutrition and WIC Services

For General WIC Information
 Call: 785-296-1320
 State Agency FAX Number: 785-296-1326

To report staff changes, KWIC security, or KWIC training materials
 Email: wicstaffchange@kdheks.gov

KWIC Help Desk
 Contact for ordering KWIC check stock and MICR toner cartridges. See policy [ADM 07.08.00](#) Check Stock and MICR Toner Cartridges Inventory.

Warranty contacts (telephone numbers) for KWIC equipment (KWIC computers, printers, servers, routers, switches) are listed in policy [ADM 07.05.00](#) KWIC Equipment Repair/Warranty/Disposal.

Call: 1-866-516-3606
 Email: KWICsupport@cquest.us

State WIC Staff

Name/Title	Contact Information	SA Lead for These Counties
Rachelle Hazelton, BS, CBE <i>WIC Program Consultant, LA Fiscal Coordinator</i>	(785) 291-3134 rhazelton@kdheks.gov	Gove, Graham, Marion, Marshall, Miami, Morris, Morton, Pottawatomie, Riley, Stevens, Trego
Pamela Combes, BSE, CBE <i>WIC Program Consultant</i>	(785) 296-1325 pcombes@kdheks.gov	Decatur, Ellis, Finney, Grant, Hamilton, Haskell, Kearny, Lane, Leavenworth, Nemaha, Ness, Norton, Osborne, Phillips,

Skillbuilder #2

For Question 1-3, mark the statement T for True or F for False. Refer to Appendix A to check your answers.

1. ____ WIC services are provided in Reno County by the Reno County Health Department.
2. ____ One example of a proof of identity used in applying for WIC is a birth certificate.
3. ____ The policy for issuing checks can be found by going to the WIC Approved Foods link on the website.
4. The agenda and registration information for the annual Kansas WIC conference can be found on the website on the _____ page.
5. To find a lesson plan for use in WIC nutrition education, go to the _____ page on the WIC website.
6. Where can you find a list of counties who have a Breastfeeding Peer Counselor Program? _____
7. The assigned SA Lead for your Local Agency is: _____.
8. Talk with your supervisor to learn if your work computer already has a shortcut/bookmark to the Kansas WIC Website.
 - a. If so, use the shortcut to see which page it is connected to.
 - b. If not, talk to your supervisor about adding one. If okay, do so.

Roles of the WIC Staff

WIC Staff at local agencies perform various duties. The WIC staff work together as a team. Each person has a different job but works together for the same goal – improving the health of WIC clients.

- Without the person who answers the phone or screens applications, the applicant may never become a client.
- Without the person who performs nutrition counseling, the client may not have information to make correct choices to improve his or her health.
- Without the person who prepares checks, the client won't have necessary foods for dietary changes.
- Without the person who prepares the program budget there would be no WIC staff and, therefore, no clients served.

When one staff person is missing, the team is hindered in its work and finds it more difficult to provide services the clients need and deserve.

*You are an important member of the WIC Team.
Thank you for deciding to work with us!*

WIC Roles in Kansas

Roles in WIC are set by federal regulations. These regulations use the term “Competent Professional Authority” (CPA) to describe the staff members who are required to provide certain services related to certification, nutrition education, risk assessment, and food package selection. A CPA is defined in Kansas as a licensed physician, licensed dietitian, registered nurse, or registered physician’s assistant. Non-CPA personnel shall not complete those portions of the above services beyond what is allowed by federal regulation.

The term “Competent Professional Authority” is written into federal regulations. Of course non-CPA staff members are professional and are a vital part of the WIC team.

The Kansas Policy and Procedure Manual is on the Kansas WIC website at http://www.kansaswic.org/local_agencies/policy_procedure_manual.html . Go to policy *ADM 10.01.00 General Staff Responsibilities – CPA and Non-CPA*. This policy shows the six levels of staff responsibility with descriptions. Not all clinics have staff within each level. Your job title may differ from a listed WIC role. For instance, your actual job title might be “Office Manager” or “Health Assistant”. Your supervisor can assist you in finding the description that best fits your job duties.

Additionally, each WIC clinic designates one or more individuals to fulfill the following roles.

- WIC Coordinator
- Breastfeeding Coordinator
- Nutrition Services Coordinator
- Civil Rights Coordinator
- Local Agency Vendor Contact

Refer to the on-line PPM policy *ADM 10.00.00 Job Responsibilities-Overview* to see more about this policy. You can also see details about duties of each of these positions in the respective position policies. If you will become the Breastfeeding Coordinator, Local Agency Vendor Contact, etc., you should read the pertinent policy.

Skillbuilder #3

1. Use the policy [ADM 10.01.00 General Staff Responsibilities – CPA and Non-CPA](#). Identify where you fit into the WIC team at your clinic.
2. Talk to your supervisor about:
 - a. Roles of other WIC staff in your clinic.
 - b. Whether or not you will be taking on any duties such as Breastfeeding Coordinator, Local Vendor Contact, etc.

KWIC Security Clearance Levels

You just read about WIC staff roles in Kansas. We also have a **different** list called “KWIC Security Levels”. KWIC is a computer software program that automates many of the WIC functions. Client records are maintained in the system with the exception of a few forms.

Your role in the WIC clinic determines your access to in the KWIC System – your KWIC security clearance level. The various levels are: **Receptionist, Clerk, RN, RD, Local Agency Vendor Manager, Breastfeeding Peer Counselor, and KWIC Administrator**. You can read more about KWIC security in ADM 07.02.01 KWIC User Security: http://www.kansaswic.org/manual/ADM_07_02_01_KWIC_User_Security.pdf The following descriptions give a brief description of the tasks that fall under different security levels.

- **Receptionist:** Receptionist security clearance allows the person access to enough windows in KWIC to be able to enter applicants into the system, make/reschedule appointments, look up future appointments, and read/write notes.
- **Breastfeeding Peer Counselor:** Breastfeeding Peer Counselor security access allows the person access to all the parts of KWIC that a Receptionist can use.
- **Clerk:** Clerk security clearance allows the person to do all the things a Receptionist can do, plus complete certain portions of the WIC certification appointments such as determining income, documenting proofs, providing referrals and recording measurements. This clearance also allows the person to print WIC checks, transfer clients in and out of the clinic, terminate clients, send No-Show letters, print reports, and manage nutrition education classes.
- **RN:** RN security clearance allows all things a Clerk can do, plus complete parts of certification appointments that assign nutrition risk and provide nutrition education. RN clearance also allows the person to complete midcertification appointments and complete low risk nutrition education contacts for clients.
- **RD:** RD security clearance allows all things the RN can do, plus document High Risk nutrition education contacts.
- **KWIC Administrator:** KWIC Administrator security clearance allows the person to do tasks related to WIC staffing and setting up the calendar. This clearance also allows the person to enter items to dropdown lists of referrals, handouts, etc; enter survey questions and answers; and print reports.

Clinics should have two people with KWIC Administrator clearance so there is less likelihood that the KWIC Administrator is absent when a change is required. A KWIC Administrator does not have to be the WIC Coordinator.

- **Local Agency Vendor Manager:** Local Agency Vendor Manager security clearance allows the person access to the Local Vendor Management application in KWIC and perform needed tasks related to managing WIC approved vendors.

The State Agency is responsible for handling KWIC security levels. Requests to add or delete security should come from the WIC Coordinator. The following e-mail address has been established to handle security requests: wicstaffchange@kdheks.gov . Contacts may also be made by telephone. Contact the SA as soon as possible when a change is needed.

Skillbuilder #4

For what KWIC security level/s are you training? You should know this from your supervisor. It is also printed at the top of the Completion Sheet that your supervisor is maintaining for you as you go through the training modules.

Appendix A – Answers for Skillbuilders

Skillbuilder #1

1. False. WIC was officially established in 1974.
2. False. WIC serves pregnant, breastfeeding and postpartum women along with infants and children up to age five.
3. True.

Skillbuilder #2

1. True. You can find the answer on the link to the map showing service areas for WIC on the Home page of the WIC website.
2. True. You can find the answer on the Information for Families page under examples of proof of identity.
3. False. The answer may be found in the Policy and Procedure Manual in the Information for Local Agencies section of the website.
4. Training
5. Nutrition Education
6. In the Breastfeeding section of the WIC website using the Breastfeeding Peer Counselor link
7. The answer will vary with each person's assigned clinic. The information may be found on the Contact State WIC staff section of the website.
8. It depends on your situation.

Skillbuilders #3 and #4

It depends on your situation.

The End