

# 2016 Nutrition Services Plan Guidance



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## Introduction

It is strongly recommended that you read through the guidance material before you begin and review the checklist of items to include in your Plan before submitting it to the State Agency.

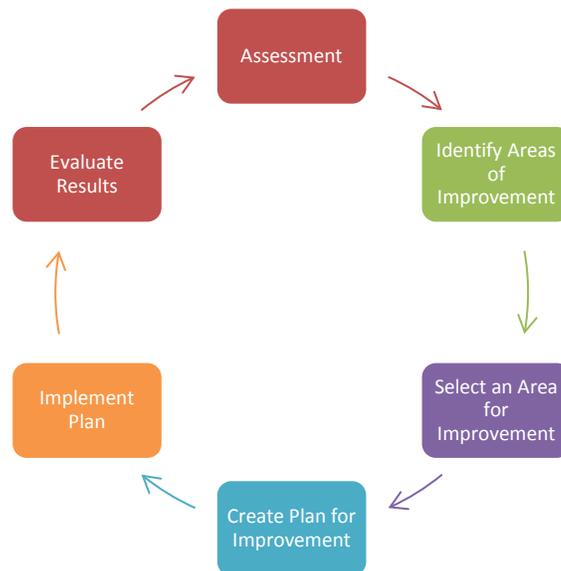
The following guidance describes components of the 2016 Nutrition Services Plan (NSP) and provides directions for completing the Plan.

The Nutrition Services Plan is a process of continuous quality improvement. It is important that agencies take time regularly to evaluate where they are at in this process and make adjustments accordingly.

This process includes;

- assessment of current practices,
- identification of areas of improvement,
- selection of areas for improvement,
- development of improvement plans,
- implementation of these improvements,
- evaluation of results.

The Nutrition Services Plan process is shown graphically below.



The 2016 Nutrition Services Plan has been revised to align with the 2013 revision of the USDA WIC Nutrition Services Standards. Agencies can review these standards at the following link <http://www.nal.usda.gov/wicworks/Topics/WICnutStand.pdf> . The standards that were chosen for particular emphasis in the 2016 NSP were identified by the SA and the WIC Advisory Committee as important areas to target for local agency assessment.

Thank you to the following LA staff for providing input on the revised 2016 NSP: Lori Fortin, RD, LD, CBE; Bev Frizell, RD, LD, CBE; Ashley Hart, MS, RD, LD; Susan Lukwago, PhD, RD, LD, CBE and Alicia Ramey, MS, RD, LD, IBCLC.

The standards chosen are listed below. The two standards chosen for more extensive assessment are bolded and underlined.

-  **Breastfeeding Education, Promotion, Support, Peer Counseling and Data Collection**
-  Clinic Environment and Customer Service
-  Staff Training
-  Nutrition Assessment
-  **Nutrition Education and Counseling**
-  Program Coordination
-  Client Referrals
-  Outreach
-  Food Package Prescriptions
-  Nutrition Services Documentation

One of the goals for the 2016 NSP revision is to simplify the processes for both local agencies in writing their Plans and the SA in approving these Plans. To this effort, a checklist approach is used for the majority of the Plan.

However, it is anticipated that local agencies will spend more time conducting an assessment of their current practices, but less time formulating and writing responses for the various NSP sections.

Agencies will continue to evaluate their previous year's Strategic Action Plans. This evaluation will be written and submitted as a part of the NSP.

Creation of two Strategic Action Plans will continue to be required. One Strategic Action Plan must address: Breastfeeding Education, Promotion, Support, Breastfeeding Peer Counseling and/or Breastfeeding Data Collection.

The second Strategic Action Plan, the Clinic Improvement Strategic Action Plan, will be written by the LA, based on thoughtful assessment of the remaining Nutrition Services Standards in the bulleted list above.

## Nutrition Services Plan Policy

Below is a link to the Nutrition Services Plan policy:

[http://www.kansaswic.org/manual/ADM\\_04\\_00\\_00\\_Nutrition\\_Services\\_Plan.pdf](http://www.kansaswic.org/manual/ADM_04_00_00_Nutrition_Services_Plan.pdf)

## Nutrition Services Plan Timeline

**May 2015** – Guidance materials sent to Local WIC Agencies

**June 2015 – September 2015** – Local Agencies organize meetings/conference calls with all NSP contributors to gather input. At a minimum the contributors should include:

- WIC Coordinator
- WIC Nutrition Services Coordinator
- WIC Breastfeeding Coordinator

At least one of the contributors must be a licensed dietitian, working with WIC. Agencies are encouraged to include other WIC Staff, which will strengthen the creation of the NSP and assist staff with understanding the NSP process; as well as the rationale behind the implementation of changes.

One person should be designated as the lead person responsible for coordinating and compiling the Plan. This person is often the Nutrition Services Coordinator.

**October 2015** – Lead person compiles and finalizes the NSP. If the lead person is not one of the Coordinators listed above, the lead person shares the final NSP with these Coordinators for their approval, before the NSP is submitted to the SA.

**November 1, 2015** – completed NSP due to state WIC office. It is preferred that the NSP be submitted electronically. If the NSP is submitted electronically, it is not necessary to also fax or mail it. Submit your agency's plan to your assigned State Nutrition Lead, at the email listed below.

Martha Hagen – [mhagen@kdheks.gov](mailto:mhagen@kdheks.gov)

Karen Meek – [kmeek@kdheks.gov](mailto:kmeek@kdheks.gov)

Julie Ornelas – [jornelas@kdheks.gov](mailto:jornelas@kdheks.gov)

Patrice Thomsen – [pthomsen@kdheks.gov](mailto:pthomsen@kdheks.gov)

**January 1, 2016** – Implementation date for the 2016 NSP.

## Nutrition Services Plan Checklist and Instructions

Read through the Checklist and Instructions below. As each item is completed, check it off. Prior to submitting your Plan, review the checklist to ensure that all parts of your Plan are included.

- Cover Sheet** – At a minimum the contributors should include: WIC Coordinator, WIC Nutrition Services Coordinator and WIC Breastfeeding Coordinator. At least one of the contributors must be a licensed dietitian. Identify the WIC position of each listed contributor: WIC Coordinator, Breastfeeding Coordinator, etc.
  
- Clinic Staff Summary Sheet** – If the Local Agency consists of multiple counties with different staff, complete a separate sheet for each county. If there are multiple clinics in a county with different staff, complete a separate sheet for each clinic.
  
- Evaluation of 2015 Breastfeeding Promotion Action Plan** – Gather necessary information to write the evaluation; including a copy of the 2015 Action Plan, completed data collection forms and any other data needed.
  
- Evaluation of 2015 Clinic Improvement Action Plan** – same as above
  
- Breastfeeding Promotion Needs Assessment** -
  1. Find the breastfeeding rates for your county/clinic, as instructed on the Breastfeeding Promotion Needs Assessment page. Complete the information on the page, as directed.
  
  2. Read through the instructions for the Breastfeeding Promotion Needs Assessment. Review information from the General Resources links as needed.
  
  3. The Needs Assessment table consists of three columns. The first column is the general program expectation. The second column is the checklist where, after thoughtful consideration, a checkmark is placed only next to those items that your agency already does. The third column can be used to assist in formation of your agency's Breastfeeding Strategic Action Plan. Agencies need to submit their completed Needs Assessment checklist.
  
- 2016 Breastfeeding Promotion Strategic Action Plan** - All agencies must complete an action plan focusing upon breastfeeding promotion and support. Utilizing the information obtained from the completion of the Breastfeeding Promotion Needs Assessment; select an area of focus and develop an objective; and at least three action steps to accomplish that objective. The third column of the table may provide ideas for possible action steps. However, most are only one action step. Agencies must include three or more action steps which are needed in order to achieve their objective. **Please note:** it is acceptable to repeat a few of the action steps from the previous plan; being aware that **at least one action step must be new.**

- **Clinic Improvement Needs Assessment** – Agencies will complete a Needs Assessment for the remaining nine Nutrition Services Standards listed below. Some of the checklists are longer for some standards than others.

- Clinic Environment and Customer Service
- Staff Training
- Nutrition Assessment
- Nutrition Education and Counseling
- Program Coordination
- Client Referrals
- Outreach
- Food Package Prescriptions
- Nutrition Services Documentation

The Clinic Improvement Needs Assessment is similar to the Breastfeeding Promotion Needs Assessment. Read through the instructions for the assessment. Agencies need to submit their completed Needs Assessment checklists as part of this year’s NSP.

- **2016 Clinic Improvement Strategic Action Plan** – Based on the results of the Needs Assessment, agencies will select an area of focus that they would like to improve. Develop an objective and at least three action steps to accomplish that objective. The third column of the table may provide ideas for possible action steps. However, most are only one action step. Agencies must include three or more action steps that need to be completed in order to achieve their objective.

- **2016 Nutrition Education Offerings** - For each low risk education offering that your clinic will provide during the 2016 calendar year, list the information in the appropriate box in the table. During any six month period, clinics should have a low risk education option for each client category. If your clinic only offers individual nutrition education contacts, mark the appropriate box at the top of the table. The rest of the table does not apply.

## Nutrition Services Plan Forms



# **2016 WIC Nutrition Services Plan Cover Sheet**

Agency:

Counties Included:

Names and Titles of all the Contributors:

Lead Person on NSP:





<b>Clinic Improvement Action Plan</b>	
Were the objective(s) achieved?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did your staff complete the Baby Behavior refresher module announced in the January 2015 I Memo?	Yes <input type="checkbox"/> No <input type="checkbox"/> If no, when will staff complete this module? <b>Add narrative here</b>
Did you encounter any problems or obstacles?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please describe here. <b>Add narrative here</b>
Were the objectives realistic in terms of your agency's resources, needs, and stated time frame?	Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please explain here. <b>Add narrative here</b>
Were the action steps practical for your agency's resources, needs and time?	Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please explain here. <b>Add narrative here</b>
Describe the successes and challenges of implementing the three Baby Behavior priorities your clinic established.	<b>Add narrative here</b> Has your clinic revised your original three priorities? If so, how? <b>Add narrative here</b>
Provide examples of successes observed when using Baby Behavior information with your clients. Include examples of interaction provided by clerks and CPAs and any other staff. Stories are great to include!	<b>Add narrative here</b>

## Sharing

If you accomplished a particular project this year related to any area of WIC, the SA would love to hear about it. For example you might have made clinic changes, collaborated with another agency or sponsored a nutrition education event. Please share your story.

Add narrative here

Can we share this information in a future newsletter?

Yes       No

## Breastfeeding Promotion Needs Assessment

**Statewide Goal:** To increase the initiation, duration and exclusivity of breastfeeding among WIC participants.

The KS WIC Program 2014 breastfeeding rate was 75.5%. The breastfeeding rate for KS from the 2013 KS Birth Certificate data was 84.2%. View the state map for the 2013 KS Birth Certificate rate for your county [here](#). The KS WIC Program 2014 exclusive breastfeeding rate to the age of 6 months was 13.4%. Run your clinic's breastfeeding reports and report the following information. (Find the Breastfeeding Reports How To on the KS WIC Website [here](#).)

2013 \_\_\_\_\_ County Birth Certificate Breastfeeding Rate for our county was \_\_\_\_\_.  
2014 \_\_\_\_\_ WIC clinic's breastfeeding initiation rate for our clinic was \_\_\_\_\_.  
2014 \_\_\_\_\_ WIC clinic's exclusive breastfeeding to 6 months breastfeeding rate for our clinic was \_\_\_\_\_.

The writing of the Breastfeeding Promotion Strategic Action Plan requires each Local Agency complete an assessment, develop one or more objectives to enhance their services, and write action steps to meet those objectives. For calendar year 2016, please assess your breastfeeding promotion and support using strategies from the [CDC Guide to Strategies to Support Breastfeeding Mothers and Babies](#).

Begin your assessment by reviewing the list below. Indicate with a check mark which item(s) your clinic **ALREADY** does. Utilize the items that you do not already implement to develop your breastfeeding objective(s) and Action Plan for 2016. Create action steps for each objective. Ideas to consider are listed under Potential Action Steps/Plans. For example, if you decide that your objective will be to start a breastfeeding support group, then the action steps will be the multiple steps you will take to start this group.

**Many of the Potential Action Plan Step ideas in the checklist below will only count as one action step. Additional Action Steps will need to be created (as part of this LA NSP) in order to achieve our statewide goal to increase breastfeeding initiation, duration and exclusivity of breastfeeding.**

### General Resources:

- <http://www.kansaswic.org/>
- US Surgeon General's *Call to Action to Support Breastfeeding*  
<http://www.cdc.gov/breastfeeding/promotion/calltoaction.htm>
- CDC Breastfeeding Report Card  
<http://www.cdc.gov/breastfeeding/data/reportcard.htm>
- CDC mPINC Survey Report for Kansas  
<http://www.cdc.gov/breastfeeding/pdf/mPINC/states/mPINC2011Kansas.pdf>

**Breastfeeding Education, Promotion and Support - WIC Nutrition Services Standard 8:** The State and local agency defines and establishes the breastfeeding education plan, policies, procedures and competency-based staff training to ensure the provision of high quality and comprehensive breastfeeding education, promotion and support.

**Breastfeeding Peer Counseling - WIC Nutrition Services Standard 9:** The State and local agency establish standardized breastfeeding peer counseling program policies and procedures and task-appropriate training for staff on the breastfeeding peer counseling program that are consistent with the *Loving Support Model* for a Successful Peer Counseling Program.

**Breastfeeding Data Collection – WIC Nutrition Services Standard 15:** The State agency ensures that appropriate breastfeeding data are collected at the State and local agency levels.

Expectation	Assessment	Potential Action Plan Steps
Maternity Care Practices	___ Local hospital is Baby Friendly facility.	Work with hospital to help become Baby Friendly – assist hospital to reach one or more of the 10 steps.
	___ Local hospital is a High 5 facility.	Assist hospital in achieving High 5 status.  Order “High 5 for Mom and Baby” bookmarks from the Kansas WIC publication order form.  Distribute information to pregnant clients about “High 5” and help mothers develop a birthing plan that includes the 5 steps.
	___ Health Department and or WIC clinic is designated as Breastfeeding Friendly.	Work toward achieving Baby Friendly health department guidelines. See <a href="https://www.co.dakota.mn.us/healthfamily/healthservices/wic/documents/breastfeedingfriendlyhealthdepartmenttoolkit.pdf">https://www.co.dakota.mn.us/healthfamily/healthservices/wic/documents/breastfeedingfriendlyhealthdepartmenttoolkit.pdf</a> <a href="http://www.health.state.mn.us/divs/oshii/bf/healthdepttoolkit.html">http://www.health.state.mn.us/divs/oshii/bf/healthdepttoolkit.html</a>
	___ Lactation room is available for staff and clients.	Develop a lactation room.
Professional Education	___ Staff attend trainings about breastfeeding promotion and support.	Attend the KS La Leche League annual meeting or a Certified Lactation Educator class.  Watch the WIC I-Memo for education opportunities.  Apply for training funds – read Policy <a href="#">ADM: 11.02.00</a>
	___ Breastfeeding promotion and support training is provided to health professionals in our community.	Plan a breastfeeding education training in your community.  Education for hospital personnel and physicians is available. Please contact: Gwenn Whittit <a href="mailto:gswhitt5@gmail.com">gswhitt5@gmail.com</a> or Kathy Leeper <a href="mailto:drleeper@milkworks.org">drleeper@milkworks.org</a>

**Breastfeeding Education, Promotion and Support - WIC Nutrition Services Standard 8:** The State and local agency defines and establishes the breastfeeding education plan, policies, procedures and competency-based staff training to ensure the provision of high quality and comprehensive breastfeeding education, promotion and support.

**Breastfeeding Peer Counseling - WIC Nutrition Services Standard 9:** The State and local agency establish standardized breastfeeding peer counseling program policies and procedures and task-appropriate training for staff on the breastfeeding peer counseling program that are consistent with the *Loving Support Model* for a Successful Peer Counseling Program.

**Breastfeeding Data Collection – WIC Nutrition Services Standard 15:** The State agency ensures that appropriate breastfeeding data are collected at the State and local agency levels.

Expectation	Assessment	Potential Action Plan Steps
	____ Community health professionals use evidence based breastfeeding promotion and support education materials.	Provide education materials to physician offices – for example provide clinical protocols developed by the Academy of Breastfeeding Medicine. <a href="http://www.bfmed.org/Media/Files/Documents/pdf/Statements/ABM_Position_on_Breastfeeding%20bfm.2008.9988.pdf">http://www.bfmed.org/Media/Files/Documents/pdf/Statements/ABM_Position_on_Breastfeeding%20bfm.2008.9988.pdf</a> or the handout BF Questions for MD’s to ask their pregnant patients. Find it <a href="#">here</a> .
Access to Professional Support	__ WIC staff includes an International Board Certified Lactation Consultant (IBCLC).	Assist a staff member to become an IBCLC. The SA can support this goal - read Policy <a href="#">ADM: 11.02.00</a>
	__ WIC staff calls moms right after they deliver to see how breastfeeding is going.	Implement a call program: Decide a timeline and protocol for phone calls – for example 24-48 hours after delivery; Determine staff members assigned to make contact: BFPC, CBE, IBCLC or Breastfeeding Coordinator, etc.; Develop specific “open ended” questions related to breastfeeding/breastfeeding relationship; Plan support and referrals for overall well-being of the BF dyad.
	__ WIC staff are members of the local breastfeeding coalition.	Start a local breastfeeding coalition or build on an existing health coalition. See <a href="http://ksbreastfeeding.org/tools-for-coalitions/">http://ksbreastfeeding.org/tools-for-coalitions/</a> for help.
	__ WIC and local Medicaid representatives collaborate on referrals.	Meet and collaborate with local Medicaid representatives. Plan how to assist each other to help clients, for example, implement joint referrals.
	__ Community has a breastfeeding support group.	Start a community support group. The following course: <i>WIC: Breastfeeding Support Group</i> ID# 1047630, is available at <a href="http://kstrain.org">kstrain.org</a> featuring resources and tools to aid with the formation of a breastfeeding support group within your community.
	__ Hospital has a breastfeeding follow-up clinic.	Work with local hospital to establish a follow-up clinic in the community. For example, visit or call Via Christi Hospital/Riley County Health Department WIC follow-up clinic to learn how a community can work together. Contact Cathy Jones at 785-776-4779 ext 7659 or <a href="mailto:cjones@rileycountyks.gov">cjones@rileycountyks.gov</a> .

<p><b>Breastfeeding Education, Promotion and Support - WIC Nutrition Services Standard 8:</b> The State and local agency defines and establishes the breastfeeding education plan, policies, procedures and competency-based staff training to ensure the provision of high quality and comprehensive breastfeeding education, promotion and support.</p> <p><b>Breastfeeding Peer Counseling - WIC Nutrition Services Standard 9:</b> The State and local agency establish standardized breastfeeding peer counseling program policies and procedures and task-appropriate training for staff on the breastfeeding peer counseling program that are consistent with the <i>Loving Support Model</i> for a Successful Peer Counseling Program.</p> <p><b>Breastfeeding Data Collection – WIC Nutrition Services Standard 15:</b> The State agency ensures that appropriate breastfeeding data are collected at the State and local agency levels.</p>		
Expectation	Assessment	Potential Action Plan Steps
	___ Resource list for breastfeeding support is provided to clients.	Work with hospital and community groups to develop a breastfeeding support resource list for distribution to all breastfeeding mothers. (This is step number 10 of the Baby Friendly initiative.)
	___ WIC program offers a warm line for clients to call with breastfeeding concerns.	Implement a “warm line” – clients can call with questions or for help and breastfeeding professional calls them back.
Peer Support Programs	___ WIC clinic has a breastfeeding peer counselor.	Contact Karen Meek <a href="mailto:kmeek@kdheks.gov">kmeek@kdheks.gov</a> for information about starting a BFPC program in your clinic, funding is limited.  Start a breastfeeding support group where clients can share with other WIC moms.
	___ Our community has a La Leche League leader.	Assist an interested mother in becoming a trained La Leche Leader and assist with developing a meeting time and place.  If there is already a leader and meetings, refer clients to the local La Leche League.  Get to know the leader and partner with the group for an effective community support group.
Support for Breastfeeding in the Workplace	___ (include number) Employers in our community have received the Business Case for Breastfeeding Award.	Assist local employers in becoming breastfeeding friendly and in compliance with the federal law regarding “Reasonable Break Time for Working Mothers.” See <a href="http://www.kansasbusinesscase.com/">http://www.kansasbusinesscase.com/</a> for more information.  Contact Brenda Bandy at 785-477-4666 or <a href="mailto:bandy@kansasbusinesscase.com">bandy@kansasbusinesscase.com</a> for information about bringing a Business Case for Breastfeeding presentation to the community or to work with specific employers.

<p><b>Breastfeeding Education, Promotion and Support - WIC Nutrition Services Standard 8:</b> The State and local agency defines and establishes the breastfeeding education plan, policies, procedures and competency-based staff training to ensure the provision of high quality and comprehensive breastfeeding education, promotion and support.</p> <p><b>Breastfeeding Peer Counseling - WIC Nutrition Services Standard 9:</b> The State and local agency establish standardized breastfeeding peer counseling program policies and procedures and task-appropriate training for staff on the breastfeeding peer counseling program that are consistent with the <i>Loving Support Model</i> for a Successful Peer Counseling Program.</p> <p><b>Breastfeeding Data Collection – WIC Nutrition Services Standard 15:</b> The State agency ensures that appropriate breastfeeding data are collected at the State and local agency levels.</p>		
Expectation	Assessment	Potential Action Plan Steps
Support for Breastfeeding in Early Care and Education	___ (include number) Childcare providers in our community have completed the course “How to Support the Breastfeeding Mother & Family.”	Work with child care licensing surveyors in your community to encourage all childcare providers to complete the course. Course available at <a href="http://www.kccto.org">www.kccto.org</a> .  More information on other ideas about how to support child care providers can be found at <a href="http://ksbreastfeeding.com/cause/child-care-provider-education/">http://ksbreastfeeding.com/cause/child-care-provider-education/</a>
Access to Breastfeeding Education and Information	___ Prenatal/breastfeeding classes are available in our community and are free or at low cost for WIC clients.	Work with others in community to set up prenatal/breastfeeding classes or ensure available ones are offered at low cost to WIC clients. Review ongoing classes to make sure these contain evidence-based breastfeeding education. Help start a Becoming A Mom Program in your community.
	___ WIC uses Baby Behavior information to help moms exclusively breastfeed longer.	Plan strategies to utilize Baby Behavior information with WIC clients.
	___ WIC provides targeted breastfeeding information to clients.	Review education materials available from WIC – those on <a href="#">WIC publication order form</a> and those available at: <a href="http://www.kansaswic.org/nutrition_education/nutrition_edu_materials.html">http://www.kansaswic.org/nutrition_education/nutrition_edu_materials.html</a> Warning - Be selective about materials to offer clients rather than inundating with a packet of materials.
	___ WIC tells expectant moms how to sign up for Text4baby.	Begin referring expectant moms to Text4baby.
	___ WIC provides clients with a newsletter containing nutrition and breastfeeding information.	Develop and write a newsletter ___ times per year (at least one per quarter) with information about nutrition and breastfeeding. Distribute as paper version, on website, or on Facebook/social media.

**Breastfeeding Education, Promotion and Support - WIC Nutrition Services Standard 8:** The State and local agency defines and establishes the breastfeeding education plan, policies, procedures and competency-based staff training to ensure the provision of high quality and comprehensive breastfeeding education, promotion and support.

**Breastfeeding Peer Counseling - WIC Nutrition Services Standard 9:** The State and local agency establish standardized breastfeeding peer counseling program policies and procedures and task-appropriate training for staff on the breastfeeding peer counseling program that are consistent with the *Loving Support Model* for a Successful Peer Counseling Program.

**Breastfeeding Data Collection – WIC Nutrition Services Standard 15:** The State agency ensures that appropriate breastfeeding data are collected at the State and local agency levels.

Expectation	Assessment	Potential Action Plan Steps
Social Marketing	___ WIC pregnant and breastfeeding clients are provided with resource list for valid informational websites.	Develop resource list of websites. Examples to include: <a href="http://www.bestforbabes.org/">http://www.bestforbabes.org/</a> <a href="http://www.womenshealth.gov/breastfeeding/">http://www.womenshealth.gov/breastfeeding/</a> <a href="http://womenshealth.gov/itsonlynatural/">http://womenshealth.gov/itsonlynatural/</a>
	___ WIC clinic or health department has a Facebook page that provides accurate up-to-date breastfeeding information.	Set up a Facebook page and keep it up-to-date.
	___ WIC clinic or health department has developed radio spots promoting WIC and/or breastfeeding	Use local media to promote breastfeeding. Use PSA's or offer to participate in a local radio show.
	___ Our community is a Community Supporting Breastfeeding.	Work to achieve a KS Breastfeeding Coalition Community Supporting Breastfeeding designation. For more information: <a href="http://ksbreastfeeding.org/cause/communities-supporting-breastfeeding/">http://ksbreastfeeding.org/cause/communities-supporting-breastfeeding/</a>
Addressing the Marketing of Infant Formula	___ Hospital offers no going-home gift bags containing infant formula, coupons for formula or any information pertaining to formula. Follows International Code of Marketing Breastmilk Substitutes.	Work with local hospital(s) to stop "gift bags". Provide alternatives. Check out Ban the Bags on Facebook or visit <a href="http://banthebags.org">http://banthebags.org</a> for more information and ideas.

**Breastfeeding Education, Promotion and Support - WIC Nutrition Services Standard 8:** The State and local agency defines and establishes the breastfeeding education plan, policies, procedures and competency-based staff training to ensure the provision of high quality and comprehensive breastfeeding education, promotion and support.

**Breastfeeding Peer Counseling - WIC Nutrition Services Standard 9:** The State and local agency establish standardized breastfeeding peer counseling program policies and procedures and task-appropriate training for staff on the breastfeeding peer counseling program that are consistent with the *Loving Support* Model for a Successful Peer Counseling Program.

**Breastfeeding Data Collection – WIC Nutrition Services Standard 15:** The State agency ensures that appropriate breastfeeding data are collected at the State and local agency levels.

Expectation	Assessment	Potential Action Plan Steps
	<p>___ Physician offices are free of formula manufacturer influences.</p>	<p>Check your local physician offices for products or education materials provided by formula manufacturers. Such materials usually encourage prenatal clients/patients to sign up for “free” magazines that put mom’s names on a “send formula” list. Offer WIC education materials to the physician’s offices. If you have investigated all the materials available from WIC, you could instead offer physicians an appropriate pamphlet or flyer different than those provided by the WIC clinic. WIC contact information placed on any of the pamphlets or flyers could also be used as outreach.</p>

2016 Breastfeeding Promotion Strategic Action Plan

**Statewide Goal:** To increase the initiation and duration of breastfeeding among WIC participants.

**Local Agency/Clinic Name:** \_\_\_\_\_

\*If your Plan results in increased WIC costs, a Budget Revision may need to be submitted.

Objectives  Include the problem to be addressed, target audience, time frame, and the amount of change expected.	Action Steps  Minimum of 3 action steps included.  At least one must address a significantly new or improved strategy toward your objective.  Please identify new steps with “*” or bold font.  Each action step should be written with sufficient detail and depth to support your objective.	Person Responsible	Implementation  Date or Date Range
Short Term or Periodic Evaluation:	Description:	Person Responsible	Date or Date Range
Final Evaluation:	Description:	Person Responsible	Date or Date Range

## Clinic Improvement Needs Assessment

The writing of the Clinic Improvement Strategic Action Plan requires each Local Agency complete an assessment, develop one or more objectives to enhance their services, and write action steps to meet those objectives. For calendar year 2016, please assess your clinic on each of the Standards found on the checklists below.

Begin your assessment by reviewing the lists below. Indicate with a check mark which item(s) your clinic **ALREADY** does. Utilize the items that you do not already implement to develop a clinic improvement objective(s) and Action Plan for 2016. Create action steps for each objective. Ideas to consider are listed under Potential Action Steps/Plans. For example, if you decide that your objective will be to improve your working relationship with local medical providers, then the action steps will be the multiple steps you will take to improve this relationship.

**Many of the Potential Action Step ideas below will only count as one action step. Additional Action Steps will need to be created to achieve your Clinic Improvement Objective.**

**Clinic Environment and Customer Service** -WIC Nutrition Services Standard 2: State and local agencies ensure that WIC operations provide participant-centered services in an environment that communicates respect and is conducive to participants achieving positive health outcomes.

Expectation	Assessment	Potential Action Plan Steps
<p>Provide a clean, comfortable, inviting and child-friendly reception/waiting area.</p>	<p>Check those which your clinic has</p> <ul style="list-style-type: none"> <li>_____ area for children to play</li> <li>_____ toys for children in waiting area and clinic rooms</li> <li>_____ books for children in waiting area and clinic rooms</li> <li>_____ comfortable chairs for clients</li> <li>_____ attractive posters or wall hangings with nutrition or breastfeeding information</li> </ul>	<p>Plan to update reception/waiting room area. Set up a special “play” area in waiting room or clinic rooms.</p> <p>Purchase toys.</p> <p>Purchase books for children.</p>
<p>WIC counseling areas are arranged to allow clients and staff to sit face-to-face without physical barriers (e.g. knee-to-knee).</p>	<ul style="list-style-type: none"> <li>_____ client and staff face each other, for example: sit knee-to-knee with no desk between during the assessment and counseling portion</li> <li>_____ staff look at client when assessing and counseling – then pause if necessary to enter information into computer</li> </ul>	<p>Arrange assessment/counseling areas so that staff can sit face-to-face with client for at least that part of the appointment.</p> <p>Bring in speaker to present on client-centered counseling.</p> <p>Staff practice with each other “looking at client” while assessing and counseling</p>
<p>Positive rather than negative signage is utilized in the clinic – for example: “enjoy your cell phone conversation outside the clinic area” or “enjoy your food and drink outside of the clinic area.”</p>	<ul style="list-style-type: none"> <li>_____ signs used in clinic waiting rooms and offices use positive language.</li> </ul>	<p>Assess signage and replace with positive messages.</p>

**Clinic Environment and Customer Service** -WIC Nutrition Services Standard 2: State and local agencies ensure that WIC operations provide participant-centered services in an environment that communicates respect and is conducive to participants achieving positive health outcomes.

Clinic has designated maximum waiting times and informs clients that their wait is going to be more than \_\_\_minutes and update clients in a timely manner.

\_\_\_ our clinic has designated maximum waiting times.  
 \_\_\_our staff update clients about wait times.

Implement a maximum wait time - 15, 20, ??? minutes

Update clients about their wait – “We are sorry the last appointment is taking longer than we expected and (staff name) will see you in about \_\_\_\_\_ minutes.”

**Staff Training**

[ADM 11.00 Local Agency Staff Training – New Employees](#)

[ADM 11.01 Local Agency Staff Training – Ongoing Training](#)

[ADM 11.02 Financial Support for Local Agency Ongoing Training](#)

[PRI 04.01.00 Civil Rights Training](#)

<b>Staff Training</b> -WIC Nutrition Services Standard 5-C: The local agency ensures that staff providing nutrition services adhere to the training schedule to complete a WIC State-approved training program.		
Expectation	Assessment	Potential Action Plan Steps
Training for new WIC employees is completed following policy: <a href="#">ADM 11.00 Local Agency Staff Training – New Employees</a>	<p>___ New staff members are provided guidance and time to complete WIC Level 1 training in order to receive KWIC clearance.</p> <p>___ New staff members are provided guidance and time to complete WIC Level 2 training within 3 months of obtaining KWIC security clearance.</p> <p>___ New staff members have attended New Employee Breastfeeding Training within 1 year of employment. (Or talked with SA about exception.)</p>	<p>WIC Coordinator (or designee) will set aside specific time to review major concepts from training with new employee.</p> <p>WIC Coordinator (or supervisor) will ensure that specific training time is set aside for completion of Level 1, Level 2, and New Employee Breastfeeding training.</p> <p>WIC Coordinator (or supervisor) checks for upcoming New Employee Breastfeeding Training dates in Information Memos and ensure the new employee is notified.</p>
Training for existing WIC employees is completed following policy: <a href="#">ADM 11.01 Local Agency Staff Training – Ongoing Training</a>	<p>___ All WIC employees have obtained two training opportunities this last year related to their WIC job responsibilities, in addition to annual civil rights training.</p> <p>___ Staff review training opportunities listed in the monthly Information Memo.</p> <p>___ Staff training is considered when</p>	<p>Develop a plan for in-service training to meet staff needs – Monthly? Quarterly? Biannually?</p> <p>Plan to include in-service training related to policy &amp; procedure issues, e.g. issues from last Management Evaluation; New policies sent out by the State Agency; Updates/reminders from WIC newsletter. Ensure there is an agenda and sign-in sheet that can be filed.</p>

<b>Staff Training</b> -WIC Nutrition Services Standard 5-C: The local agency ensures that staff providing nutrition services adhere to the training schedule to complete a WIC State-approved training program.		
Expectation	Assessment	Potential Action Plan Steps
	<p>preparing the annual budget -the WIC Coordinator is familiar with the process of applying for special training funds if needed beyond budgeted funds. <a href="#">ADM 11.02 Financial Support for Local Agency Ongoing Training</a> .</p> <p>____ At least one representative from each LA and clinic site attends the Kansas WIC Conference. Send additional staff, after considering the meeting agenda, LA budget and staffing.</p> <p>____ Breastfeeding Peer Counselors and their supervisors attend an annual breastfeeding training designated by the State Agency. (This is a requirement.)</p>	<p>Watch for pertinent training that is not provided by the State Agency. Use budgeted funds or apply for special training funds to enable staff to attend.</p> <p>Traditionally, there is a National WIC Association annual conference every May and National WIC Association Nutrition Education and Breastfeeding Conference every other September (even years.) Make plans to send a staff member or two.</p> <p>Watch I-memos for breastfeeding training, e.g. Certified Breastfeeding Educator, Certified Lactation Educator. Make a plan to eventually train entire staff to all be part of the breastfeeding team.</p> <p>Encourage staff to make a long-term “wish list” of training to attend, to help with plans for budgeting, applying for special funds, etc.</p>
<p>Civil rights training is completed following policy: <a href="#">PRI 04.01.00 Civil Rights Training</a></p>	<p>____ Civil rights training completed by new employees within 30 days of employment. (Recommended. Required within 6 months.)</p> <p>____ Civil rights training is completed by existing employees annually.</p>	<p>For ongoing training, can repeat the new employee training module, or use other resources listed for Civil Rights on the Training page under <a href="#">Additional Training Resources</a> .</p>
<p>Local agency maintains accurate documentation of staff training.</p>	<p>____ All pertinent training for WIC staff is documented at the Local agency.</p>	<p>Maintain local training folder system, divided by year, with checklist of staff and training they’ve completed.</p>

<p><b>Nutrition Assessment</b> - WIC Nutrition Services Standard 6: The local agency ensures that appropriate staff members perform a comprehensive nutrition assessment using Value Enhanced Nutrition Assessment (VENA) policy and guidance and to provide quality nutrition services in a participant-centered framework and to determine program eligibility.</p>		
Expectation	Assessment	Potential Action Steps
<p>The clinic environment is supportive, friendly, appealing, accommodating, respectful and welcoming to assure client is comfortable to share information for a complete nutrition assessment.</p>	<p>____ Staff make client/cg (and others with client) feel welcome and comfortable, creating an atmosphere that encourages positive rapport; making eye contact as culturally appropriate.</p> <p>____ Sensitive information, such as income, health questions and family situations are discussed confidentially.</p>	<p>Staff greets client(s) as soon as possible when they arrive at the clinic.</p> <p>Staff addresses client(s) by name.</p> <p>Assess areas where confidential information is obtained and if needed, rearrange so that client can feel confident that others do not hear sensitive information.</p> <p>Staff use open ended questions to obtain information and are not judgmental regarding information shared by client.</p>
<p>Appropriate staff members collect all relevant information prior to identifying nutrition risk factors and developing an intervention plan.</p>	<p>____ Diet questionnaires are reviewed and assessed.</p> <p>____ Health Interview and ATOD questions are completed by using open ended questions.</p> <p>____ The client is asked other open ended questions to assess current issues or areas for improvement.</p> <p>____ All anthropometric and hematological information is obtained and entered in KWIC.</p>	<p>Review whether or not appropriate staff members are collecting all relevant information before assigning risks and developing the client's care plan. Address this practice at a staff meeting as needed.</p>

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Expectation	Assessment	Potential Action Steps
	<p>_____ Once all of the above information is gathered and documented, the CPA assesses and assigns those nutritional risks that are not auto assigned by KWIC.</p> <p>_____ Lastly, the CPA develops an intervention plan/plan of care.</p>	
<p>Appropriate staff members follow up on previous assessments, intervention plans, and client goals at the next appointment.</p>	<p>_____ At Recert/Mid-Certs CPAs look at the last assessment, intervention plan, and goal that are documented in KWIC.</p> <p>_____ The CPA asks the client about progress and behavior change related to these previous goals/plans.</p> <p>_____ The CPA documents any progress/changes or lack of client progress in the KWIC Notes.</p> <p>_____ CPAs assign new risk factors, as appropriate, at NEI, RD and Midcert appointments.</p>	<p>Conduct a chart review to assess whether clients' progress from their last appointment is documented. If not, make a plan to do this.</p>
<p>Appropriate staff members include pertinent information such as eating behaviors and feeding practices, physical activity, participant's</p>	<p>_____ Staff ask open ended questions to assess pertinent information about the client's nutrition, physical activity and concerns.</p>	<p>Gather examples of thorough Notes versus inadequate Notes. Discuss the examples at a staff meeting.</p>

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Expectation	Assessment	Potential Action Steps
<p>concerns, needs and strengths on the Notes tab.</p>	<p>____ Staff document information about these items in KWIC Notes.</p> <p>____ Staff Notes are complete and include information about what was discussed, the assessment by the CPA and the intervention plan.</p>	
<p>All clients are scheduled to receive the minimum number of nutrition education contacts.</p>	<p>____ <a href="#">Policy NED 02.00.00</a> is followed so that all clients are scheduled to receive the minimum required number of nutrition education contacts.</p>	<p>All staff are familiar with Policies NED 02.00.00, NED 02.02.00, NED 02.03.00.</p> <p>The LA will establish staff responsibilities related to the completion of flow sheets so that it is clear who is to complete the flow sheet and who will make appointments based on the completed flow sheet.</p> <p>Based on these policies, client flow sheets are completed to include the appropriate number and type of nutrition education contacts.</p> <p>Flow sheets are completed at each Cert and Recert up to and including the next Recert month.</p> <p>Appropriate appointments are made for clients based on their completed flow sheet.</p> <p>If there are not enough appointment slots</p>

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Expectation	Assessment	Potential Action Steps
		<p>available for the number of needed nutrition education contacts, steps will be taken to correct this, such as: rearrange staff hours, rearrange staff duties, hire additional staff and/or increase RD/LD consultant hours, etc.</p> <p>All staff complete the Flow Sheet training on the WIC website:  <a href="http://www.kansaswic.org/local_agencies/training.html">http://www.kansaswic.org/local_agencies/training.html</a> .</p>
Education is delivered through a client centered approach.	____ Client's/caregiver's (cg) questions and concerns are identified and addressed	<p>Staff will identify and address client's/cg's questions and concerns at every nutrition education contact.</p> <p>If the staff member cannot address the question/concern the client will be referred to another staff member or professional/program that can address their question/concern.</p> <p>Clerks are trained regarding when to refer a client's questions/concerns to a CPA, breastfeeding peer counselor, dietitian, etc.</p> <p>Information about staff/client interaction or referrals are documented in KWIC.</p>
	____ When education is provided, staff make client/cg (and others with client) feel	To assist in creating rapport, staff shall address clients by name.

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Expectation	Assessment	Potential Action Steps
	comfortable, create rapport, and make eye contact as culturally appropriate	<p>Any other adults present at appointments are acknowledged and included in conversations.</p> <p>Staff make intermittent eye contact with client and others, and avoid looking only at the computer screen.</p>
Education is based on a thorough nutrition assessment	____ Each client receives a thorough nutrition assessment ensuring nutritional needs are addressed	<p>The CPA conducts a thorough assessment, by:</p> <ul style="list-style-type: none"> <li>• Using age and category appropriate diet questionnaires</li> <li>• Completing all sections of the Health Interview and ATOD screen</li> <li>• Asking open ended questions</li> </ul> <p>This information is used to:</p> <ul style="list-style-type: none"> <li>• customize the education of the client/cg, including any written information given.</li> <li>• provide an appropriate food package and tailor it as needed</li> </ul> <p>KWIC Notes provide enough detail to document education provided and the plan of care for the future.</p>
Education is adapted to meet the client's needs	____ Client's/cg's literacy and primary language needs are assessed and services provided as appropriate	<p>Staff assesses the client's/cg's literacy level and primary language.</p> <p>The client's primary language and need for interpreter is documented in KWIC.</p>

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Expectation	Assessment	Potential Action Steps
		Materials and services are obtained to meet these needs, such as interpreter services, as appropriate.
Education includes a life course perspective	____ Education is appropriate to the client's category (PG, BF, etc.) and addresses health across the life course	Staff use materials and messages appropriate to the client's category and include information about nutrition across the life course. For example, a postpartum or breastfeeding woman would receive information about the importance of folic acid, in case they become pregnant again; caregivers of children are given anticipatory guidance regarding their child's next developmental stage; or caregivers of all four year olds would receive information regarding good nutrition as the child ages out of WIC. Developmental stages resource: <a href="http://www.cdc.gov/ncbddd/childdevelopment/facts.html">http://www.cdc.gov/ncbddd/childdevelopment/facts.html</a>
Alcohol tobacco and other harmful substance abuse (ATOD) information is provided ( <a href="#">NED 02.01.00</a> )	____ ATOD information is provided to all clients/caregivers at every certification/re-certification appointment	CPAs will provide and document provision of ATOD information to all clients/caregivers at every certification/re-certification appointment. For example: <ul style="list-style-type: none"> <li>• Staff discusses the dangers of tobacco/alcohol/other drugs, and always provide information on how to</li> </ul>

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Expectation	Assessment	Potential Action Steps
		<p>get help if needed and document this under Topics.</p> <ul style="list-style-type: none"> <li>• Or staff discuss the dangers of tobacco/alcohol/other drugs, give out the Community Resource list and point out resources on the list and document the Community Resource list as a Referral.</li> <li>• Or staff always provide the Eat Grow Live brochures, point out information included about the dangers of tobacco/alcohol/other drugs, and document under Handouts.</li> <li>• If appropriate materials are not available, materials are obtained.</li> </ul>
<p>Clients identify their own individualized, simple and attainable goals</p>	<p>___All clients have documented goals and plans to achieve these goals</p>	<p>Client goals are stated in the client’s own words, not written by the CPA for the client.</p> <p>Avoid using the word “goal” with client. Instead, ask the client, “Based on what we talked about – eating more fruits and vegetables, drinking more water, eating together as a family – is there something you would like to work on?” Another example, “of the things we talked about today is there one thing you would like to work on?”</p> <p>The client is assisted by the CPA to make a plan to achieve their goal.</p>

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Expectation	Assessment	Potential Action Steps
		<p>The goal and plan are documented in KWIC.</p> <p>At the next appointment, the CPA reviews the previous goal with the client/caregiver, discusses progress and evaluates whether or not the client has achieved it and provides additional assistance if needed to achieve their goal. This follow-up regarding progress on the goal is documented in KWIC.</p>
High risk clients receive secondary nutrition education from an RD/LD	<p>___ All high risk clients are scheduled to receive their secondary nutrition education from an RD</p>	<p>The agency has on staff or obtains the services of an RD/LD (this is a requirement). And the agency evaluates whether the number of RD/LD hours available are sufficient.</p> <p>The clerk and/or the CPA schedules all high risk clients to see an RD/LD.</p> <p>The RD/LD documents KWIC Notes using RD as the Note title.</p> <p>The agency has a procedure whether RD appointments are rescheduled or not.</p> <p>Clients who do not come for their appointment are marked as No Show.</p>
LA conducts quality assurance	<p>___ LA utilizes some method to evaluate the quality of the nutrition education provided to</p>	<p>Periodic chart reviews are conducted to assess quality and completeness of staff KWIC</p>

**Nutrition Assessment** - WIC Nutrition Services Standard 6: The local agency ensures that appropriate staff members perform a comprehensive nutrition assessment using Value Enhanced Nutrition Assessment (VENA) policy and guidance and to provide quality nutrition services in a participant-centered framework and to determine program eligibility.

Expectation	Assessment	Potential Action Steps
activities	clients	<p>documentation.</p> <p>Staff are observed when interacting with clients and providing education</p> <ul style="list-style-type: none"> <li>• Supervisors observe WIC employees conducting appointments, documenting in KWIC, etc., including the CPA and clerk portions of appointments</li> </ul> <p>LA conducts periodic client satisfaction surveys and uses this information to improve services.</p> <p>LA staff are encouraged to make suggestions regarding improvements</p>

**Program Coordination and Client Referrals (Standards 10 and 11)**

- [CRT 08.00.00 Coordination of Services and Referral](#)
- [CRT 08.01.01 Immunization Screening and Referral](#)
- [CRT 08.01.02 Interface between the Kansas Immunization Registry and KWIC](#)
- [CRT 08.02.00 Medical and Social Service Referrals](#)
- [CRT 08.03.00 Drug and Substance Abuse Referrals](#)
- [CRT 08.04.00 Breastfeeding Referrals](#)

<p><b>Program Coordination</b> -WIC Nutrition Services Standard 10: The State and Local Agency coordinate program operations with services of other public and private programs at the local, State, and national level that will benefit participants.</p>		
Expectations	Assessment	Potential Action Steps
<p>Develop plans and foster positive relationships with community partners and other entities that interface with clients.</p>	<p>Check those with which your clinic has an active working relationship. If you'd like to add the specific program names, that is optional.</p> <ul style="list-style-type: none"> <li>___ Child care centers</li> <li>___ Child nutrition programs</li> <li>___ K-State Extension</li> <li>___ Head Start/Early Head Start</li> <li>___ Family planning agencies</li> <li>___ Hospitals</li> <li>___ Immunization providers</li> <li>___ Physicians and health care providers</li> <li>___ Oral health services</li> <li>___ Shelters and food pantries</li> <li>___ Faith-based organizations</li> <li>___ Teen and parent programs.</li> <li>___ Other agencies/programs (MCH, mental health, smoking cessation, etc.</li> <li>___ Educational institutions that train</li> </ul>	<p>Coordinator attends community public health services meeting.</p> <p>Invite a program rep to speak at staff meeting.</p> <p>Offer to speak at community partner staff meetings to explain about WIC.</p> <p>Memorandum of Understanding (MOU) with homeless shelter. <a href="#">CRT 05.01.01 Homeless Facility or Other Institution.</a></p> <p>On-going relationship with area medical providers to provide WIC information.</p> <p>Offer a "WIC Referral Day". Clinic is closed for the day to allow LA staff to physically visit other community partners to learn about other programs and thus make better referrals.</p>

<p><b>Program Coordination</b> -WIC Nutrition Services Standard 10: The State and Local Agency coordinate program operations with services of other public and private programs at the local, State, and national level that will benefit participants.</p>		
	<p>nurses and dietitians.          ___ Other _____          ___ Other _____</p>	<p>Allow students to obtain training through the clinic, e.g. shadow, complete a rotation.</p>
<p><b>Client Referrals</b> -WIC Nutrition Services Standard 11: The State and Local Agency ensure the provision of appropriate referrals to health and public assistance programs for WIC Program applicants, clients, and designated proxies.</p>		
Expectations	Assessment	Potential Action Steps
<p>Provide program applicants and clients with relevant, updated, and accurate referral information on health-related and public assistance programs.</p>	<p>___ Maintain a list of current resources including:</p> <ul style="list-style-type: none"> <li>• Local Medicaid</li> <li>• Kansas Food Assistance Program</li> <li>• TAF</li> <li>• Food banks</li> <li>• Drug and other harmful substance abuse counseling and treatment</li> <li>• Other beneficial community programs.</li> </ul>	<p>Check to be sure contact information is current.</p> <p>Update Community Resource List.</p> <p>Reformat the resource list to be easy to copy and user-friendly.</p>
	<p>___ Provide written information when referring clients to the Medicaid and Kansas Food Assistance Programs at least once, preferably at the time of certification. (Community Resource List or State Agency's DCF/SSA Bookmark)  <a href="#">CRT 08.02.00 Medical and Social Service Referrals</a></p>	<p>Train staff, identifying which staff member has this responsibility (e.g. if a clerk and nurse or dietitian both see the client during the appointment, then determine which will provide this.)</p> <p>Be sure written materials are available at each work station.</p>

	<p>____ Referrals are documented on the Referral window in KWIC.</p>	<p>Perform record review to determine if referrals are being documented.</p> <p>Review a "Referrals To" report for a particular month. Then have staff training and evaluate the results by comparing to a subsequent "Referrals To" report.</p>
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**Outreach**

[ADM 01.03.02 Access to WIC Services](#) , [ADM 01.03.03 Outreach](#)

<p><b>Outreach</b> -There is no specific USDA Nutrition Standard for Outreach.</p>		
Expectations	Assessment	Potential Action Steps
<p>The Local Agency has policies and procedures and/or processes that promote the WIC Program and make reasonable accommodations so clients are aware and encouraged to apply.</p>	<p>___ Has a plan to accommodate working families for appointment scheduling.</p> <p>___ Working families are made aware of possible appointment accommodations, not just when they ask.</p>	<p>At a minimum, at least one of the following methods must be used to improve program access:</p> <ul style="list-style-type: none"> <li>• Extend clinic hours</li> <li>• Be open over the lunch hour</li> <li>• Scheduling clinics in remote locations</li> <li>• Schedule appointments outside of normal clinic hours or days</li> </ul> <p>Develop posters that say “Ask about scheduling appointments around your work schedule.”</p>
<p>At a minimum, the LA shall conduct two public outreach activities each year designed to reach those populations most at risk (pregnant women, infants, migrants, and homeless).</p>	<p>___ At least two WIC outreach activities are completed every year.</p> <p>___ Plans for outreach efforts include strategies to promote WIC to high-risk and hard-to-reach groups, e.g. teen mothers, immigrants, migrants, farmers and other employed people who do not realize they might be eligible.</p>	<p>*Any of the following ideas can count as a required outreach activity.</p> <p>Posters in break room at local employer, e.g. packing plant.</p> <p>Presentation at high schools, teen centers, church groups.</p> <p>Develop relation with groups that serve hard-to-reach populations. (Homeless shelters, free clinic, organizations that work with ethnic populations.)</p> <p>Develop a relationship with your local Kansas Statewide Farmworker Health Program staff.</p>

**Food Package Prescriptions** -WIC Nutrition Services Standard 13: The local agency authorizes a competent professional authority (CPA) to prescribe food packages that address a participant’s eligibility category and nutritional needs and make available the maximum monthly allowances of State-authorized supplemental foods to a participant.

The CPA prescribes, and as necessary, tailors a client’s food package in accordance with Federal regulations and State policy.

\_\_\_\_ Staff understand and follow policies to document client education on safe food preparation, storage and feeding practices. For example document in KWIC the topic “Making Baby Food” or the use of the handout “Homemade Baby Food.” See policies FCI 02.01.01 and FCI 02.01.02.

\_\_\_\_ (name of staff person) educates all staff on food package changes and new client food package education materials.

Assign a staff person to be in charge of staff education on food package changes and client food package education materials.

**Nutrition Services Documentation** - WIC Nutrition Services Standards 14: The local agency develops documentation procedures that facilitate clear communication between staff as well as a seamless continuum of care for clients.

<p>Staff documents appointment No Shows appropriately.</p>	<p>___ At the end of each clinic day, staff record all incidences of clients not attending their appointments in KWIC.</p>	<p>Assign a staff person to be in charge of recording No Shows in KWIC. Have this person do so every _____.</p>
<p>Staff uses KWIC reports to improve WIC Services.</p>	<p>___ Our clinic uses the _____ report to help improve _____.</p> <p>Please choose one report that your clinic runs and discuss how it is used to improve an area of your clinic.</p>	<p>Staff accurately enter appropriate information in KWIC.</p> <p>Assess accuracy through a chart review.</p> <p>Choose a report that helps improve services and management, learn more about it, plan how the clinic will use, who will run, etc. and utilize it in the clinic. For example, use the Thirty-Day Temporary Cert List report to call people to remind them to bring in the necessary proof(s).</p>

2016 Clinic Improvement Strategic Action Plan

**Local Agency/Clinic Name:** \_\_\_\_\_

**WIC Nutrition Services Standard:** \_\_\_\_\_

<b>Objectives</b> <b>Include the problem to be addressed, target audience, time frame, and the amount of change expected.</b>	<b>Action Steps</b> <b>Minimum of 3 action steps included.</b> <b>At least one must address a significantly new or improved strategy toward your objective. Please identify new steps with “*” or bold font.</b> <b>Each action step should be written with sufficient detail and depth to support your objective.</b>	<b>Person Responsible</b>	<b>Implementation</b> <b>Date or Date Range</b>
<b>Short Term or Periodic Evaluation:</b>	<b>Description:</b>	<b>Person Responsible</b>	<b>Date or Date Range</b>
<b>Final Evaluation:</b>	<b>Description:</b>	<b>Person Responsible</b>	<b>Date or Date Range</b>

2016 Nutrition Education Offerings

Not applicable, clinic only offers individual nutrition education (NEI)

Month(s)	Class Title	Type of Class (group, self-study, notebook, interactive center, etc.)	Client Category (PG, PP, BF, I-<6 months, I->6 months, C)	Includes Learning Objectives (Yes/No)	Brief description of class content (include how this class applies to each client category)	What is used for interactive component? (other than a quiz)	List evaluation method and how client sets their goal	Outside Instructor (Yes/No) If yes, list who