



**KANSAS WIC INFORMATION MEMORANDUM**  
**KANSAS-WIC-I-2014-03**

**TO:** Parent and Sub-Agencies

**FROM:** Dave Thomason  
Nutrition & WIC Services Director

**DATE:** December 20, 2013

**RE:** Formula - Changes to ProSobee  
Breastfeeding: Breastpumps - Request for Purchasing Change  
WIC Advisory Committee: Call for Agenda Items for 1/22/2014 Meeting  
Resources: Nutrition Education – New Handout Available  
Resources: Nutrition Education - New and Revised Lesson Plans Posted  
Client Program booklets (WIC approved food lists)  
KWIC Focus – More about Text & Email Reminders  
Training: Educational Opportunities

**Changes to ProSobee**

The SA has been notified that Mead Johnson Nutrition will be changing the graphics and making a minor formulation change to ProSobee in 2014. They are currently estimating the newly labeled products will be on retailer shelves in early May. Mead Johnson will be developing flyers that show the old and new label graphic changes to assist clients. We will forward the flyers when they are available.

**ACTION REQUIRED:** Notify clients receiving ProSobee of the upcoming label change.

**Breastfeeding: Breastpumps - Request for Purchasing Change**

Karen Meek will be taking over management of the WIC breastpump program. Please contact Karen at [kmeek@kdheks.gov](mailto:kmeek@kdheks.gov) or 785-296-0949 to request permission to purchase breastpumps or equipment. Reimbursement forms and invoices should also be sent to Karen. For more information about the Kansas WIC Breastpump Program review the policies under Nutrition Education at [http://www.kansaswic.org/local\\_agencies/policy\\_procedure\\_manual.html](http://www.kansaswic.org/local_agencies/policy_procedure_manual.html)

**ACTION REQUIRED:** Notify appropriate staff of program change.

**WIC Advisory Committee: Call for Agenda Items for 1/22/2014 Meeting**

(This item is a repeat from the November I-memo except the date for submitting agenda items has been extended.) The next WIC Advisory Committee conference call is January 22, 2014 at 10:00 AM. **Please submit agenda items to your WAC representative or Patrice Thomsen by January 3, 2014.** You can find your representative name and contact information on the [WIC Advisory Committee](#) page of the Kansas WIC website. As a reminder, questions about policy implementation should be directed to your agency's assigned state staff member.

If there are no agenda items, the conference call will be cancelled.

**ACTION REQUIRED:** Submit agenda items by January 3, 2014.

**Resources: Nutrition Education – New Handout – Safe Infant Formula Preparation**

A new handout has been developed and is now available to print and use with clients. *Safe Infant Formula Preparation* has been placed on the WIC website on the Nutrition Education Window under Infant Feeding. This item may be shared with local hospitals and health professionals to insure safe usage of infant formula.

**ACTION REQUIRED:** Share information about this new handout with appropriate staff and other health professionals as appropriate. Begin use immediately.

**Resources: Nutrition Education - New and Revised Lesson Plans Posted**

Check the WIC website for new and revised nutrition education lesson plans. The SA is in the process of posting new and revised lesson plans that can be used to accompany the monthly themes in the 2014 WIC calendars. These lessons can be used by LAs whether or not they ordered the calendars. Lessons will continue to be added, so check back periodically. [http://www.kansaswic.org/nutrition\\_education/lesson\\_plans.html](http://www.kansaswic.org/nutrition_education/lesson_plans.html)

**ACTION REQUIRED:** Share this information with all appropriate WIC staff.

**Client Program Booklets (WIC approved food lists)**

Local agencies should continue to use the current (effective October, 2011) Program booklets (WIC approved food lists). The SA is ordering additional copies of these Program booklets, as needed. New, revised booklets are anticipated to be issued and effective March 1, 2014. Watch for more information about these items prior to implementation.

**ACTION REQUIRED:** Share this information with all appropriate WIC staff.

### **KWIC Focus – “More about Text and Email Reminders”**

This month’s issue of *KWIC Focus* is included at the end of this memo and is also available on the web site at [http://www.kansaswic.org/local\\_agencies/kwic\\_focus\\_newsletter.html](http://www.kansaswic.org/local_agencies/kwic_focus_newsletter.html).

**ACTION REQUIRED:** Have all staff read *KWIC Focus*.

### **Training: Educational Opportunities**

- **KS WIC Glow and Grow Breastfeeding Training** Each new WIC employee is required by USDA to attend this training. For more information, see the [Training page](#) of the Kansas WIC website. Space permitting, we will allow attendance of non-WIC staff. Consider inviting other non-WIC staff such as Healthy Start Home Visitors.
  - **Spring 2014 – Topeka (Date to be determined.)**
  - **Fall 2014 – Wichita (Date to be determined)**

- **Kansas Nutrition Council Annual Conference** – April 24, 2014, at Four Points by Sheraton, Manhattan, KS. Watch for more details.



- La Leche League of Kansas presents **Breastfeeding 2014: Journey to Successful Breastfeeding** A Continuing Education Program for Health Care Professionals. Featuring Kathleen Marinelli, MD, FAAP, IBCLC, FABM **Friday, March 7, 2014** Newton, Kansas  
Registration OPEN at <http://www.kansaslll.org/breastfeeding2014.htm>
- **WIC Breastfeeding Basics**, a one hour online course from the WIC Works Resource System is now approved for 1 credit for dietitians, nurses and lactation consultants. WIC Breastfeeding Basics is the first WIC Works course to offer CERPs. You’ll need to create an account, etc. Check it out today at <http://wicworks.nal.usda.gov/wic-learning-online>
- An Online Breastfeeding Continuing Education Tutorial: **Expanding Pediatricians' Roles in Breastfeeding Support: Continuing Medical Education (CME) Online Tutorial** There is no charge for this tutorial. To access the program, click on or cut and paste this link into your browser: <http://www.northeastern.edu/breastfeedingcme/index.html>
- The University of Nebraska-Lincoln’s (UNL) Department of Nutrition and Health Sciences is offering the Dietetics M.S. Degree program 100% online. This program combines research-based curriculum with practical real-world experience to produce graduates

prepared for leadership positions. This online program allows registered dietitians to integrate continuing education into work and professional life. For more information go to <http://online.unl.edu/dietetics>. SA Financial Support is NOT available for this opportunity.

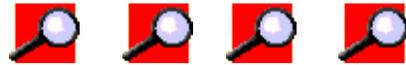
- Telephone trainings are available on the Office on Women's Health online information system –Quick Health Data Online. The system contains data on demographics, mortality, reproductive and maternal health, disease incidence, and access to care at the county level for all states and territories; additionally, data are included on prevention, violence, and mental health at the state level. To the extent possible, data are provided by race, ethnicity and gender, and where applicable/available, by age. Also, the system incorporates graphing and mapping features so that the data of interest can be used directly as tables, graphs/chart and maps. The training will last one hour, and you can be sitting at your desk using your computer. There are two trainings per month. The first one will provide an overview of the system and the second will emphasize mapping techniques. The dates and times available for the sessions are as follows:
  - Tuesday, January 21, 4-5 pm ET- Basic
  - Thursday, January 23, 1–2pm ET - focus on mapping
  - Monday, February 24, 2-3pm ET - Basic
  - Wednesday, February 26, 3-4 ET— focus on mapping
  - Tuesday, March 18, 3-4pm ET - Basic
  - Thursday, March 20, 1-2pm ET - focus on mapping

Prior to the start of the session, please (1) be sitting in front of your computer, (2) open Internet Explorer on your computer, (3) go to the following web address: [www.womenshealth.gov/quickhealthdata](http://www.womenshealth.gov/quickhealthdata) (4) call Toll Free Number: 1-877-925-6129  
Passcode: 410171

**ACTION REQUIRED:** Share information with appropriate WIC staff about these continuing education opportunities. Consider sending appropriate WIC staff according to your local agency training needs and as the local agency budget allows. If appropriate, refer to ADM 11.02.00 Financial Support for Local Agency On-Going Training for information on the possibility of obtaining financial support from the SA. Notice the policy specifies that staff time is not covered in these special funds.

If you have any questions regarding this memo, please contact the state staff member assigned to your agency.

Enclosures: *KWIC Focus*



**Question:** What if a PG client is on a 30-day hold (i.e. 30 Day Temporary Certification because income proofs were not presented) and they call to report a miscarriage? Now we need to certify them as a PP. Does the 30 day hold start over?

**Answer:** If a PG client is on a 30 Temp Cert, and they call in to report a miscarriage, they must bring in proof of income in order to certify them as PP. Clients cannot have two 30-Day Temp certifications in a row. This is true for any category, not just this situation.

When you open the WIC Certification Guide, you will get this warning.



You can choose to click OK and continue entering information for the new PP certification. But when you get to the last step, "Complete WIC Certification", the PP certification will not complete. If you hover over the link, you can see the hover message in this screen shot. So you won't be able to complete the certification and issue checks until she brings proof of income.



**Question:** When you try to delete cell number and carrier, you cannot save. Is this a bug?

**Answer:** This is a bug that will be corrected in Release 41. You can change the number or carrier but not delete it. Release 41 will be out the first part of February.

In the meantime, if the client doesn't want to receive or doesn't have the phone number anymore, just uncheck the Text box and they will not receive an appointment reminder. If they get a new number in the future, staff can edit the number and the carrier and then check the Text box again.

Telephone ( ) -  
Message Telephone ( ) -  
Telephone Notes  
Cell Phone (785) 969-4787 Carrier T-Mobile  
Email  
Receive Appointment Reminders  Email  Text (Phone)





**Question:** We like the new feature of KWIC to send text or email reminders, but some of our WIC clients state they are not receiving appointment reminders. Do you have any tips I can pass on? I don't have any specific client names.

**Answer:** It is hard if you don't have names of clients reporting the problem. If you have the client name, there are a couple reports in Client Services - Reports that can help you investigate who is signed up and who has received the reminders. The **Appointment Reminder Report** will show you who received reminders. Put in the date range you want (it is looking for the appointment date) to verify and click generate. The list of clients who received reminders will display.

The second report is the **Appointment Reminder Audit**. This report tells you who has signed up for the reminders and whether they signed up for text, email or both.

If you can't find the client on either of these, please check the Demographic tab to make sure that for:

- Texts - the cell phone number and carrier is provided and Text is checked. (See the November 2013 KWIC Focus for more information about Carriers.)
- Emails – the email address is provided and Email is checked.

Here is a clip from the Demographics tab:

Telephone  Message Telephone ( ) - Telephone Notes   
Cell Phone  Carrier   
Email  Receive Appointment Reminders  Email  Text (Phone)

**Question:** How far in advance are text and e-mail reminders sent?

**Answer:** Clients receive appointment reminders 24 hours prior to their appointment time. So a client with an 8:00am Monday appointment receives their reminder at 8:00am on Sunday.

**Question:** When will they fix the bug that prevents risk factors for 11-month-olds from saving?

**Answer:** Release 41 will address this bug and will roll out the first part of February.

As a reminder for all, the work-around for this bug was in an email sent by CQuest staff on 9/30/2013.

**Bug:** For clients less than 12 months old and being certified as a Child, the system does not save risk factors if the assigned risk factor is a Child-only risk factor. The WIC Certification Guide also does not recognize a risk has been saved if only Child-only risk factors have been assigned.

**Workaround:** When needed in order to complete a certification, assign Assumed Risk for Infants & Children between 4 & 24 mos. Document in the Note field on the risk screen, Risk Factor bug. All risk factors assigned can be viewed on Risk Factor History.

