

**KANSAS WIC INFORMATION MEMORANDUM**  
**KANSAS-WIC-I-2016-01**

**TO:** Parent and Sub-Agencies

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

**DATE:** October 28, 2015

**RE:**

- FFY2015 Deadline for Monthly and Supplemental Affidavits is November 13<sup>th</sup>
- Affidavit Reimbursements
- KWIC Food Packages: Need to retailer to get the new Fresh Only FVC and \$11 FVC for women
- Food packages: Foods that come in Multi-packs
- Selecting Infant Formula in KWIC
- KWIC “Referral To” Dropdown List Now Includes “Text4Baby”
- 2015 Spanish Client Program Booklet errors and reprinting
- 2015 Client Program Booklets – Ordering Additional Booklets
- Nutrition Education - KS Baby Behavior Campaign Local Clinic Meeting #4
- Nutrition Education - Yogurt Information, Handouts and Recipes
- Nutrition Education – Milk Matters Bookmarks Being Shipped to all WIC Clinics
- Nutrition Education - National Action Plan to Increase Safe Infant Sleep
- KWIC Focus-Reminders: Void and Replace and Auto Void
- Training: Additional Educational Opportunities

**FFY2015 Deadline for Monthly and Supplemental Affidavits is November 13th**

In order for the State Agency to meet Federal reporting deadlines, *all* expenses related to FFY2015 must be received from the Local Agency no later than November 13, 2015. **All of the September bills such as: trainings, medical and office supplies, utility bills etc. should be placed on a September affidavit or a Supplemental affidavit only.**

Requests for breastpump and equipment reimbursements must also be received by November 13, 2015. If FFY2015 expenses are received after November 13, 2015, they may not be reimbursed.

If you have any questions, please contact Rachelle Hazelton at (785) 296-1328 or by email [rhazelton@kdheks.gov](mailto:rhazelton@kdheks.gov).

**ACTION REQUIRED:** Notify all WIC staff, as well as other Health Department or County staff who are involved with providing affidavits to the WIC Program.

### **Affidavit Reimbursements**

The State's SMART accounting system will be unavailable to process affidavit reimbursements for several weeks starting the last week in October through November 12<sup>th</sup>.

Please continue to submit your affidavits to the State Agency as usual. The affidavits will be reviewed and submitted to the fiscal department for reimbursement. If you want to track your reimbursements you can access the KDHE Self Service Website at <http://admin.ks.gov/offices/osm/vendor-payment-self-service>

**ACTION REQUIRED:** Notify all WIC staff, as well as other Health Department or County staff who are involved with providing affidavits to the WIC Program.

### **KWIC Food Packages: Need to retailor to get the new Fresh Only FVC and \$11 FVC for women.**

(Note: These issues were originally addressed in emails to WIC Coordinators on Oct. 6, with an update on Oct. 7.)

You have noticed by now that all tailored food packages for women and children had to be retailored due to the change of the FVC to "fresh-only" and the change of the women's FVC to \$11. This provides an opportunity to tell caregivers and clients about the yogurt option.

We apologize that we did not warn agencies in advance. FYI, in the past there was a food package change that retailored existing tailored food packages and made the retailored food packages available to staff. This was not possible with these changes because the food package changes were required by October 1<sup>st</sup> and did not require a new release of KWIC.

**ACTION REQUIRED:** Consider the need for staff time to retailor food packages for women and children.

### **Foods that come in Multi-packs**

The Kansas WIC program allows baby foods to be purchased in 2-packs. Gerber now only makes 2-packs for their baby foods. Other manufacturers have single containers as well as 2-packs.

Formula can also come in single containers or in multi-packs; they can come in 4-packs, 6-packs, or 8-packs.

**ACTION REQUIRED:** Inform all clients who purchase baby food that when they get a 2-pack, that counts as 2 containers.



Inform all clients who purchase formula, that if the check states **24 8 ounce bottles** and it comes in 4 packs, or 6 packs, or 8 packs they get less packs of the 8 ounce containers.

Examples of purchasing 24 containers:

3-packs (the client would pick up 8:3-packs)

4-packs (the client would pick up 6:4-packs)

6-packs (the client would pick up 4:6-packs)

8-packs (the client would pick up 3:8-packs.)



### **Selecting Infant Formula in KWIC**

Please make sure to double check that the correct infant formula is being selected in KWIC. Recently, we had a few incidents where the wrong formula type was selected, which caused issues when the client redeemed the check and/or caused the check to reject. An example includes: A 6-9 month old infant was issued Similac Sensitive for Fussiness & Gas powder. When the infant's food package changed at 9-12 months and was tailored, Similac Sensitive for Fussiness & Gas RTF was issued in error instead of Similac Sensitive for Fussiness & Gas powder.

**ACTION REQUIRED:** Please take a moment and double check that the correct infant formula is being issued before printing checks. Double check those checks!

### **KWIC "Referral To" Dropdown List Now Includes "Text4Baby"**

"Text4Baby" was added to the KWIC "Referral To" dropdown list so it is available for all Local Agency staff to use.

**ACTION REQUIRED:** Inform all staff who make referrals. Document referrals to Text4Baby as applicable.

### **2015 Spanish Client Program Booklet Errors and Reprinting**

There are some errors in the 2015 Spanish Client Program Booklets that were just shipped to clinics. The food measurements are in metric – grams and milliliters, instead of ounces. Also, the color of the cover page of the Spanish booklet is the same as the English booklet.

The Spanish client booklets are being revised and reprinted and will be reshipped to all clinics. It is estimated that the revised Spanish booklets will be shipped by Monday, November 23<sup>rd</sup>.

Until then, the current (incorrect) Spanish booklets should be used by clinics until their revised booklets are received. Once clinics have received their revised Spanish Client Program Booklets, the incorrect Spanish booklets should be disposed of/recycled.

The Spanish Client Program Booklet posted on our website will also be replaced with the corrected version once the booklets are shipped.

**ACTION REQUIRED:** Notify all WIC staff of this information. For questions, contact Julie Ornelas, [jornelas@kdheks.gov](mailto:jornelas@kdheks.gov) or 785-296-0094.

### **2015 Client Program Booklets – Ordering Additional Booklets**

Clinics may begin ordering additional 2015 Client Program Booklets from the Brush Art website: <http://www.brushartwicmaterials.com>. Once on this website, use the following information to place orders. **Select:** Current clients, **Select:** Kansas, **username:** kansas, **password:** sunflower.

For each item needed: find it on the list, click on the item, check that it is the item needed and enter the number of items needed (the actual number, not number of packages). Once all needed items are selected and the numbers needed are entered, recheck the list of items you have ordered, then if complete, select Checkout. Enter all shipping information in the appropriate fields and submit your order.

**ACTION REQUIRED:** Use the information above to order additional Client Program Booklets and any other items needed from Brush Art.

### **KS Baby Behavior Campaign Local Clinic Meeting #4**

Continuing use of the Kansas Baby Behavior Campaign (KBBC) messages and materials provides important information to Kansas WIC families. Attached are the information and the agenda for the KBBC local clinic meeting that should be completed by **December 31, 2015**.

Also, some agencies have asked if they can continue using the Baby Behavior materials and Interactive centers. The answer is YES! Although we did not require it in your 2016 Nutrition Services Plan, our intent is that Baby Behavior become integrated into your work with clients. For instance if you no longer want to have an interactive center for a particular topic, you could adapt the materials and use as an interactive notebook when desired/appropriate. The magazine and pamphlets will continue to be available for you to order through Brush Art.

**ACTION REQUIRED:** Read the attached Local Clinic Meeting #4 information. The local Clinic WIC Coordinators should set a meeting time, notify all staff, provide an agenda for the meeting and complete assignments as described in the KBBC Meeting #4 Agenda by **December 31, 2015**. File documentation in the agency WIC training folder. Send information to the State Agency as specified in the Follow-up section of the attached Local Clinic Meeting #4 information.

### **Yogurt Information, Handouts and Recipes**

Yogurt is now a food package option that can be tailored, to substitute for 1 quart of milk. This is ideal when a food package is tailored to include 1 lb of cheese. By adding 1 quart of yogurt, there is no longer a dangling quart of milk. Clients can choose plain, strawberry or vanilla yogurt as specified in the WIC Client Program Booklet. The yogurt fat level (whole, low-fat or nonfat) is specified on the check.

There are some websites that have good resources for using yogurt. One is the Missouri WIC Program. We thought this handout was especially good:

<http://health.mo.gov/living/families/wic/wiclwp/pdf/YogurtFactSheet.pdf>

Another resource is the Midwest Dairy Association's website, where you can find lots of recipes:

<https://www.midwestdairy.com/nutrition-and-health/dairy-nutrition/yogurt/>

The National Dairy Association has a long list of recipes with yogurt:

<http://www.nationaldairycouncil.org/Recipes/RecipeIndex/Pages/RecipeIndex.aspx#Yogurt>

**ACTION REQUIRED:** Share these resources with staff involved in nutrition education.

### **Milk Matters Bookmarks Being Shipped to all WIC Clinics**

The Midwest Dairy Council is shipping Milk Matters bookmarks to all clinics, which are a great addition to clinic's nutrition education efforts. The bookmarks include information about the nutrients provided by milk and a fat comparison between the different types of milk. Based on clinic observations, staff sometimes refer to whole milk as vitamin D milk. Vitamin D is in all types of milk. The only difference between the types of milk is fat and calorie content.

**ACTION REQUIRED:** Watch for shipment of Milk Matters bookmarks. Use these for client nutrition education.

Note: See the November issue of the Nutrition and WIC Update newsletter for resources on promoting fruits and vegetables.

### **National Action Plan to Increase Safe Infant Sleep**

The National Action Partnership to Promote Save Sleep (NAPPSS) National Action Plan to Increase Safe Infant Sleep was released on Wednesday, October 21. To learn more about NAPPSS or to access a recording of the webinar go to [NAPPSS.org](http://NAPPSS.org). For regular updates sign up to be a *Friend of NAPPSS* under Contact Us on that website.

**ACTION REQUIRED:** Share information with staff. The National Action Plan to Increase Safe Infant Sleep is evolving. Sign up as a *Friend of NAPPSS* for future information.

### **KWIC Focus- Reminders: Void and Replace and Auto Void**

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: Additional Educational Opportunities**

- View the documentary *Milk* in Emporia. Milk is a unique documentary that brings a universal perspective on the politics, commercialization, and controversies surrounding birth and infant feeding over the canvas of stunningly beautiful visuals and poignant voices from around the globe. The screening is planned to be on **Thursday, November 5** at 7:30 pm. The

theater needs 37 ticket reservations to secure the show. Please join me in learning about and sharing in experiences of motherhood at this special private screening.

**For location details and to reserve your tickets, visit:**

<http://gathr.us/screening/13336>

- Kansas WIC New Employee Breastfeeding Training -“Using Loving Support to Grow and Glow in WIC”. All new employees are required to attend Loving Support training. WIC Coordinators may choose to wait and send new employees to the nearest training, as long as the person will have been employed in WIC for less than one year by the time they attend.
  - Wichita – November 18, 2015. See registration information in the [August I-Memo](#). Registration deadline is November 9.
  - Topeka – June 2016 (exact date to be determined)
- Midwest Dairy Council would like to invite you to attend a free webinar on November 18, 2015 at 2:30 pm CT. The webinar titled “**Addressing Health with the DASH Eating Plan: Beyond Sodium Restrictions**” will discuss:
  - Recent trends in the USDA food patterns and food group consumption by the U.S. Population
  - Explanation of the DASH eating plan and DASH and the dietary guidelines
  - DASH as it relates to health conditions
  - Practical tips to help clients implement healthy dietary behaviors

This webinar has been approved by the Commission on Dietetic Registration for 2 continuing education credits for Registered Dietitian Nutritionist. Use this link to register. Space is limited. Register today! <https://attendeegotowebinar.com/register/2154995881187523585>

- An online breastfeeding continuing education tutorial titled: “Expanding Pediatricians' Roles in Breastfeeding Support Continuing Medical Education (CME) Online Tutorial” is available. 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>
- Breastfeeding 101 Education – free on-site trainings with CEUs coming near you throughout 2016. See the attached handout for locations and to register.
- **Save the Date - Breastfeeding 2016: Hands-On Management Practices Friday, March 4, 2016 a continuing education program sponsored by the Kansas La Leche League.** Registration opens Dec. 1, 2015. Visit [www.KansasLLL.org](http://www.KansasLLL.org) .

The featured speaker is Jane Morton, MD,FAAP,FABM presenting her research on breastmilk expression *Game-changing Research about Breastmilk Expression, Early Hand Expression and Hand-on Pumping, Bedside Care for Low- and High-Risk Infants, and Beyond Baby Friendly, Thinking Out of the Box*. This year a second speaker, Sherry Payne, Executive Director of Uzazi Village in Kansas City will speak on *What You Don't Know Hurts Us: The Impact of Racism and White Privilege on Breastfeeding in the African – American Community*. While this might be a difficult conversation to hear, changes in how

the Kansas WIC program approaches the support of races other than Caucasian need to be made as evidenced by lower breastfeeding rates.

The breastfeeding initiation rate for African American women on WIC is about 10% lower 69.6% as compared to 78.6% for all other races. The rate of initiation for the Race – Native Hawaiian/Other Pacific Islander is 71.2%, for Asian is 80.7%, for American Indian/Alaskan Native is 78.3%, and for Caucasian is 78.6%. Women of Hispanic ethnicity initiate breastfeeding at a higher rate – 80.6% as compared to women not indicating Hispanic ethnicity 76%.

- **Save the Date – The NWA Annual Education and Networking Conference & Exhibits will be at the Duke Energy Convention Center in Cincinnati, OH, May 22 - May 25, 2016.** This Conference will offer an excellent opportunity to acquire new skills and to network with an estimated 1,000 of your peers, colleagues and exhibitors who provide WIC related products and services for your participants. The conference will also offer an opportunity for attendees to hear from USDA officials and to dialogue on relevant updates and challenges that the program faces. For the rest of the conference, you will have the opportunity to choose from 27 general and concurrent sessions that is sure to expand your professional skills and knowledgebase to equip you to face coming WIC challenges and to take advantage of current and future WIC opportunities.  
<https://www.nwica.org/events/info/2016-annual-education-and-networking-conference-exhibits>
- **Save the Date - The NWA Biennial Nutrition Education and Breastfeeding Conference will be held at the Sheraton Downtown Hotel in Denver, CO from September 8 - 10, 2016.** This conference is the most popular gathering of the **WIC nutrition and breastfeeding professionals** in the US, attracting more than 1,200 staff from USDA, state and local WIC agencies. Education sessions will cover current and emerging nutrition and breastfeeding science, research, policy and best practices. Poster Sessions and special forums will offer additional learning and networking opportunities. More than 40 exhibitors will be on hand to provide the **latest on WIC-related products, technology and services.**  
<https://www.nwica.org/events/info/2016-nutrition-education-and-breastfeeding-conference-exhibits>

**ACTION REQUIRED:** Share information with appropriate WIC staff about these continuing education opportunities. WIC staff is encouraged to attend additional nutrition and breastfeeding trainings and conferences. Consider sending appropriate WIC staff to trainings and conferences according to your local agency training needs and as the local agency budget allows. The SA encourages WIC staff, if appropriate, to also obtain funding through - [ADM 11.02.00 Financial Support for Local Agency On-Going Training](#).

This policy provides information on the possibility of obtaining financial support from the SA for additional training. Be aware that the policy specifies that staff time is not covered in these special funds. Appropriate staff time would be covered under regular WIC funds or other county

WIC-I-2015-01  
October 28, 2015  
Page 8 of 8

funds as approved by supervisor. If additional regular WIC funds are needed for staff time, contact your SA lead for guidance.

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

Items: Breastfeeding 101 Training Sites  
Kansas Baby Behavior Local Clinic Meeting #4 Agenda  
KWIC Focus

## FREE On-Site Breastfeeding Education Coming Near You!

“Breastfeeding 101” will cover breastfeeding basics through the first year of life, positioning and latch assessment and strategies for reducing formula supplementation. FREE CEUs will be provided for RNs, RDs, and IBCLCs. The training will be presented by Brenda Bandy, IBCLC. This project is in partnership with KDHE, Nutrition and WIC Services.

Everyone interested in helping mothers and babies is welcome to attend. This would include but is not limited to staff at hospitals, physician offices and health departments as well as Parents as Teachers, La Leche League Leaders and child care providers.

FREE “Breastfeeding 101” trainings will be held in the following communities. To register to attend, please contact the person listed below at least 2 weeks prior to the training.

### Breastfeeding 101 Training Sites

Community	Date	Location	Contact Person (RSVP)
Colby	December 17, 2015 9:30 am – 3:00 pm	Colby Community College	Kendra Glassman <a href="mailto:receptionist@thomascohealth.com">receptionist@thomascohealth.com</a>
Wellington	January 14, 2016 10:00 am – 3:30 pm	Raymond Frye Complex 320 N Jefferson Ave., Wellington, KS, 67152	Meridith Gierhart <a href="mailto:mgierhart@co.sumner.ks.us">mgierhart@co.sumner.ks.us</a>
Manhattan	January 27, 2016 10:00 am – 3:30 pm	Family & Children Resource Center 2101 Claflin Rd., Manhattan KS 66502	Cathy Jones <a href="mailto:cjones@rileycountyks.gov">cjones@rileycountyks.gov</a>
Kansas City	February 11, 2016	TBD	Paul Cesare <a href="mailto:pcesare@mchc.net">pcesare@mchc.net</a>
Topeka	May 6, 2016 7:30 am – 12:00 pm	Pozez Education Center, Stormont Vail 1505 SW 8th Ave, Topeka, KS 66606	Martha Hagen <a href="mailto:mhagen@kdheks.gov">mhagen@kdheks.gov</a>
SE KS	April 22, 2016 10:00 am – 3:30 pm	Via Christi Hospital 1Mt. Carmel Way, Pittsburg, Kansas 66762 Room: DePaul Hall	Diane VanBecelaene <a href="mailto:dvextra@hotmail.com">dvextra@hotmail.com</a>
Liberal	TBD	TBD	Susan Lukwago <a href="mailto:slukwago@sbcglobal.net">slukwago@sbcglobal.net</a>
Dodge City	TBD	TBD	TBD
Hutchinson	TBD	TBD	Heather Peterson <a href="mailto:heather.peterson@renogov.org">heather.peterson@renogov.org</a>



# Kansas Baby Behavior Campaign (KBBC)

## Local Clinic Meeting #4

**Leader:** WIC Coordinator or person appointed for other KBBC local meetings

**Purpose:** The California WIC Program and the University of California, Davis Human Lactation Center partnered on a Fit WIC Baby Behavior Study in 2006 – 2009. They found in that study that baby behavior messages increased the number of exclusive breastfeeding food packages distributed by California WIC and that there were fewer infants assigned the risk 95<sup>th</sup> percentile for weight-for-age.

Kansas WIC hypothesized that the Kansas Baby Behavior Campaign would help increase exclusive breastfeeding rates at 6 months of age and reduce the number of infants that at 6 months were high weight for length. Unfortunately in KWIC we cannot separate the risk factor high weight for length being assigned at an infant's certification at one week of age from an assignment at six months of age so cannot run a report for that data. If anyone has anecdotal observation data, please let us know.

Kansas WIC can determine exclusive breastfeeding rates at six months. The exclusive breastfeeding rate for the state at six months for infants turning seven months during 2013 was 16.2%, for 2014 the rate was 16.4%, and the rate for the first nine months of 2015 was 17.7%. In this meeting you will discuss how your clinic's exclusive breastfeeding rates at six months compares.

More information: the KS exclusive breastfeeding rate at six months for infants born in 2012 in the 2015 Breastfeeding Report Card was 24.5% so WIC continues to lag behind KS as a whole. The Healthy People 2020 Objective that we are striving for is 25.5%.

**Preparation:** WIC Coordinator runs reports for your clinic's exclusive breastfeeding before the meeting.

**To run Exclusive Breastfeeding Reports** – use the [KWIC Breastfeeding Reports How To](#) found on the Training Page on the Kansas WIC website under Breastfeeding. Run your clinic's exclusive breastfeeding reports for the 7<sup>th</sup> month cohort for 2013, 2014 and for January 1, 2015 through September 30, 2015. The SA hopes that your exclusive breastfeeding rates are improving and that you beat the state WIC average.

**All staff should review the Baby Behavior material (notebooks from training) and complete the attached worksheet *Promoting Positive Interactions* before coming to the staff meeting.**

Identify a recorder for the meeting. Recorder should record conclusions of the group about which Baby Behavior messages are working in the clinic and send those to: [cthomas@kdheks.gov](mailto:cthomas@kdheks.gov) by December 31, 2015.

### Agenda:

1. Discuss local clinic reports for exclusive breastfeeding. How do your local rates compare to the state rates? How do your local rates compare to the Healthy People 2020 objective. Staff should share anecdotal observations about the risk factor high weight for length for babies as they return for midcerts.

2. Staff share which Baby Behavior messages:
  - a. they continue to use routinely with clients,
  - b. might affect exclusive breastfeeding rates, and
  - c. might reduce overfeeding of infants.
3. Group determines three baby behavior messages that everyone in the WIC clinic will purposefully use from January 1, 2016 – June 30, 2016.

**Follow Up:**

1. Recorder is to send the following to Cindy Thomas at [cthomas@kdheks.gov](mailto:cthomas@kdheks.gov) before Dec. 31:
  - a. The three messages selected to purposefully use in 2015.
  - b. The answer to these questions – Is your clinic’s exclusive breastfeeding rate improving? Is your rate better than the state average rate for the first nine months of 2015?
2. Place a copy of this agenda with the date of the meeting, notes from the meeting and a list of the attendees in the WIC training folder.

**Running Exclusive Breastfeeding Reports** – using the [KWIC Breastfeeding Reports How To](#) found on the Training Page on the Kansas WIC website under Breastfeeding.

Run your clinic’s exclusive breastfeeding reports for the 7<sup>th</sup> month cohort for 2013, 2014 and for January 1, 2015 through September 30, 2015. The SA hopes that your exclusive breastfeeding rates are improving and that you beat the state average.

**Baby Behavior Campaign - *Promoting Positive Interactions***  
**(begins on next page)**

## Promoting Positive Interactions

### Instructions:

Read the scenario and answer the questions. All the babies in these scenarios are healthy, eating well, and growing appropriately.

### Here is a completed scenario example:

Dad is bottle-feeding 3-month old Roberto as he sits in your counseling office. As you watch, Roberto stops sucking, kicks his feet, starts to fuss, and tries to turn his head away. The father jiggles the bottle until the baby starts sucking again. The dad asks, "How do I get Roberto to finish his bottle?"

<b>What do you see? <i>(Here is a completed example.)</i></b>	
<p>The baby is giving:</p> <p><input type="checkbox"/> Engagement cues (I want to be near you)</p> <p><input checked="" type="checkbox"/> Disengagement cues (I need something to be different)</p>	<p>List the specific cues the baby is giving:</p> <ul style="list-style-type: none"><li>• Turning away</li><li>• Fussing</li><li>• Lots of movement</li><li>• Stops sucking (fullness cue)</li></ul>
<b>What additional questions would you ask the parent?</b>	
<p>Can you tell me a little more about how Roberto shows you he's done eating?</p> <p>Let's look at Roberto...what do you think he is telling you?</p>	
<b>What might you say to affirm the parent?</b>	
<p>I can see how you would think he might need to finish the bottle, and I can tell that you really care about doing the best for your son.</p>	
<b>What message might you share about engagement and disengagement cues?</b>	
<p>When babies turn away from the bottle or slow or stop sucking, that means they are done eating.</p>	

1. During her WIC appointment, Mom tells you that 4-year-old Daniel just loves to play with 3-week-old Amber. You watch as Daniel puts his face very near baby Amber's face and then she yawns, opens and closes her eyes, and tries to turn away. Daniel then begins to sing a loud song, you watch as Amber stiffens her hands and points her fingers. The mother smiles and says, "Daniel just loves playing with Amber, but sometimes she gets so fussy and I don't know why."

*Complete the following, based on the above scenario.*

<b>What do you see?</b>	
<p>The baby is giving:</p> <p><input type="checkbox"/> Engagement cues (I want to be near you)</p> <p><input type="checkbox"/> Disengagement cues (I need something to be different)</p>	<p>List the specific cues the baby is giving:</p>
<b>What additional questions would you ask the parent?</b>	
<b>What might you say to affirm the parent?</b>	
<b>What message might you share about engagement and disengagement cues?</b>	

2. Bradley looks proudly at his 2-month-old son, Jonathan during their WIC appointment. He talks about his son's interest in solid foods. He has been giving him 'tastes' of table food because he can tell by the way the baby looks at food that he wants to eat more than just breast milk.

Tip: Think about what cues Jonathan is giving to his Dad at home.

*Complete the following, based on the above scenario.*

<b>What do you see?</b>	
<p>The baby was giving:</p> <p><input type="checkbox"/> Engagement cues (I want to be near you)</p> <p><input type="checkbox"/> Disengagement cues (I need something to be different)</p>	<p>List the specific cues the baby was giving:</p>
<b>What additional questions would you ask the parent?</b>	
<b>What might you say to affirm the parent?</b>	
<b>What message might you share about engagement and disengagement cues?</b>	

3. On the nutrition questions form Sara answers “no” to question #10, “Does your baby seem satisfied after feeding?” When you ask her about this, Sara tells you she is thinking of weaning Carlos, who is a large 3 week old, because he is “never satisfied” after breastfeeding. She tells you that Carlos will start to fuss and move around just a few minutes after each feeding. Sara is sure she doesn’t have enough milk, even though Carlos is growing well.

*Complete the following, based on the above scenario.*

<b>What do you see?</b>	
<p>Which is the baby giving?</p> <p><input type="checkbox"/> Engagement cues (I want to be near you)</p> <p><input type="checkbox"/> Disengagement cues (I need something to be different)</p>	<p>List the specific cues the baby is giving:</p>
<b>What additional questions would you ask the parent?</b>	
<b>What might you say to affirm the parent?</b>	
<b>What message might you share about engagement and disengagement cues?</b>	

4. Susan comes to the desk to ask if she can get some help with breastfeeding. She tells you she is not sure when she's supposed to feed her 7-day-old baby. You notice the baby is moving around in the car seat, his eyes are open and is rooting.

*Complete the following, based on the above scenario*

<b>What do you see?</b>	
<p>The baby is giving:</p> <p><input type="checkbox"/> Engagement cues (I want to be near you)</p> <p><input type="checkbox"/> Disengagement cues (I need something to be different)</p>	<p>List the specific cues the baby is giving:</p>
<b>What additional questions would you ask the parent?</b>	
<b>What might you say to affirm the parent?</b>	
<b>What message might you share about engagement and disengagement cues?</b>	



## Reminders

### Void and Replace Checks

Due to the change in the FVC amount from \$10 to \$11 on October 1, 2015, when completing a Void and Replace on checks, make sure you select, “Void the Checks I select and issue replacement Checks with a new food package that I will choose” option as depicted in the screen shot below. This way we can ensure the client is receiving their full FVC benefit. If you select “Void the Checks I select and issue replacement Checks with the original food package”, clients will not receive their full FVC benefits if their voided set of checks does not include the new \$11 FVC amount.

Appointment Book [Group]

Gender Female      WIC Active BF      Delivery Date 04/30/2015  
 DOB 10/04/1981, 34 Years      Cert. Period 05/21/2015 to 04/30/2016      Priority 1

Void and Replace Checks    Notices

**Void and Replace Checks**

What would you like to do?

- Void the Checks I select. I do not want to issue replacement Checks.
- Void the Checks I select and issue replacement Checks with the original food package.
- Void the Checks I select and issue replacement Checks with a new food package that I will choose.

Why are you voiding Checks?

Select the months you want to void:

- September, 2015**
- October, 2015 - No Checks to Void for the Month.**
- November, 2015 - No Checks to Void for the Month.**
- December, 2015 - No Checks to Void for the Month.**





**KWIC Auto Void**

Auto Void has been running as a nightly batch process as of June 16, 2015 on all the unredeemed checks in KWIC. The system will automatically void checks when all the following conditions are met:

- The check has not been voided under any other circumstances
- The check was never replaced
- The check has never been redeemed
- The first use date is at least 90 days old

You will see checks listed as “AutoVoid” under the Status column on the Check History screen. See screen shot below.

03/16/2015	04/16/2015	1075536502	Child 12 to 24 mo old - 3	3	On Demand	Voided	<a href="#">View Signature</a>
Voided on <b>06/16/2015</b> for <b>AutoVoid</b>							
03/16/2015	04/16/2015	1075536501	Child 12 to 24 mo old - 3	2	On Demand	Voided	<a href="#">View Signature</a>
Voided on <b>06/16/2015</b> for <b>AutoVoid</b>							
03/16/2015	04/16/2015	1075536500	Child 12 to 24 mo old - 3	1	On Demand	Voided	<a href="#">View Signature</a>
Voided on <b>06/16/2015</b> for <b>AutoVoid</b>							

