

Connecticut WIC Program Local Agency Observation Tool Guidance

Appointment and Participant Description	Suggested Action
<p>Appointment Type</p> <p>Participant category</p> <p>Time scheduled</p> <p>Time in clinic</p>	<p>Observe how staff determines what kind of appointment the participant is scheduled for and how this information is used to determine what type of paperwork is needed for the visit.</p> <p>Determine the appropriate category of the participant.</p> <p>Observe if the participant's appointment time is verified by checking the schedule.</p> <p>Record the time that the participant arrives and the time that the participant left the office.</p>
Customer Service	Suggested Action
<p>Participant greeted by receptionist or other clinic staff.</p> <p>If paperwork/forms are required, staff explains to participant</p> <p>Participant is notified of expected wait time (as appropriate)</p> <p>Participant is informed that nutrition education is an integral part of the WIC Program and will be offered at every visit.</p>	<p>Observe if the participant is acknowledged when she/he approaches the reception area.</p> <p>Is the participant screened for the appropriate paperwork? Is the reason for the paperwork/forms explained?</p> <p>Did staff share the approximate wait time (offer participant to reschedule as appropriate)</p> <p>Listen to hear if staff informs participants that at each visit they will be offered nutrition education prior to receiving checks.</p>
Income, Residency and Identity	Suggested Action
<p>Income is checked and documented (Adjunctive income eligibility is verified)</p> <p>Residency is checked and documented</p> <p>Physical presence requirement is followed</p> <p>Appropriate use of Self-Declaration Form</p> <p>WIC Participant Rights and Responsibilities are explained</p> <p>Applicant/Participant Authorization Form is explained and completed</p>	<p>Observe the process used to verify Medicaid/TFA/SNAP eligibility and requesting/documentation of other income.</p> <p>What is requested from the participant to verify residency?</p> <p>Is this documented on Cert Action Screen and is exemption reason accurate?</p> <p>If provided, is the Self-Declaration Form used appropriately?</p> <p>Are participants asked to read the Rights and Responsibilities Form before they use the e-signature pad? Is a copy of the signed form provided to the Authorized Person (AP) or Caretaker?</p> <p>Form is completed by staff and signed by Applicant/Participant. If AP declines, box is checked and dated. Form is scanned into CT-WIC</p>

<p>Caretaker Request Form is explained and completed</p> <p>WIC Selected Referrals Brochure provided</p>	<p>Is form explained and completed? Is the Caretaker information documented in CT-WIC? If declined, check box is completed.</p> <p>Is the brochure reviewed, provided and documented?</p>
<p>Anthropometrics and Blood work</p>	<p>Suggested Action</p>
<p>If done at clinic, proper technique is used for measurements (Height/Length and Weight)</p> <p>Bloodwork results</p>	<p>Observe staff to assess how they use the equipment and the accuracy of measurements.</p> <p>When participant arrives with bloodwork results, observe if staff verifies that the information is current and then documents results in CT-WIC, Lab Screen, Bloodwork Table. If the participant states that bloodwork was drawn but he/she did not have the results, staff should call the Health Care Provider (HCP) for the results (if time allows) and document the source of the bloodwork results in CT-WIC. Otherwise, if bloodwork is not available, there should be a note on the bloodwork grid or in CT-WIC Alerts Screen to indicate that the family be set to monthly issuance.</p>
<p>Nutrition Assessment, Risk Determination, Nutrition Education</p>	<p>Suggested Action</p>
<p><u>WIC Nutrition Assessment</u></p> <p>Nutritionist or paraprofessional reviews appropriate Guided Script Screens</p> <p>If WIC Certification/ Medical Referral Form is completed, staff reviews, countersigns and scans into CT-WIC participant record</p> <p>Nutrition risk eligibility is explained to participant</p> <p>If Breastfeeding, was an appropriate assessment conducted?</p> <p><u>Nutrition Education</u></p> <p>Nutrition education is relevant to nutrition risk.</p> <p>Counseling is individualized for participant's category, nutrition risk etc.</p> <p>Motivational Interviewing Techniques are employed</p>	<p>In addition to the bolded-closed questions (auto-risk assignment) are open-ended questions used during the assessment? Observe if the questions are covered in a conversational manner and if the assessment is complete.</p> <p>Does the Nutritionist/ Nutrition Assistant/Aide II review the WIC Certification/Medical Referral Form and verify appropriate risk(s) identified? Are manual risks identified?</p> <p>How is this presented/explained to the participant? Is the Form countersigned and scanned into CT-WIC?</p> <p>Is staff using Breastfeeding Information and Breastfeeding Notes Screen effectively?</p> <p>Does staff connect the risk factor(s) to the education that is being provided to the participant? Accuracy of information provided.</p> <p>Is staff addressing the most pressing nutritional problem identified as well as the problem the participant is most interested in? Is staff demonstrating good time management?</p> <p>Is staff using MI to determine stage of change and counseling based on readiness?</p>

<p>Nutrition goal is selected by participant</p> <p>Nutrition education materials provided?</p> <p>Appropriate referrals are made and documented</p> <p>Nutritionist will reinforce the value of nutrition education and discuss participant's role in determining relevant nutrition topics.</p> <p>Is contact documented in both Nutrition Education Screen and Notes Tab?</p>	<p>Assess if staff assist participant in setting their own personal goal.</p> <p>Was the appropriate education material offered and was it reviewed with the participant? Record as needed.</p> <p>Is the need for an appropriate referral identified/offered to the participant and is the referral documented? If there was a prior referral, did staff conduct a follow-up with the participant?</p> <p>Was the Nutritionist able to convey to the participant the value of good nutrition and its relationship to positive health outcomes or health and well-being? Was the participant engaged in identifying other relevant nutrition topics? Was the contact participant centered and not participant driven?</p> <p>Is nutrition education topic reflective of visit? Is staff efficient at documenting Notes and Alerts?</p>
<p>Food Prescription and Benefits Issuance</p>	<p>Suggested Action</p>
<p>Appropriate staff creates an e-WIC account</p> <p>If enrollment appointment, the Food Delivery System(i.e. How to use WIC Benefits-eWIC card) is explained</p> <p>Appropriate staff discusses Food Package selection</p> <p>Separation of duties is observed</p> <p>Participant is asked about any Food Package changes at re-certification and second nutrition education contacts</p> <p>Information is provided on how to shop for and to use WIC foods</p> <p>WIC Food Guide is provided and explained</p> <p>Family Benefits List is reviewed, printed</p>	<p>Is it clear which staff person is responsible for setting up an e-WIC account?</p> <p>Is the e-WIC brochure provided and explained? Does the staff review PIN creation? Is participant informed that they will be automatically terminated if they fail to visit WIC for nutrition education and benefits issuance? Is the participant informed about aggregate family benefits and more flexibility in using WIC benefits?</p> <p>Does the Nutritionist discuss the WIC food package, tailor the package per assessment and participant needs and review that WIC's food benefits are supplemental? Was it thoroughly discussed?</p> <p>Are two people involved in a certification visit?</p> <p>Is participant asked if they wish to make any changes to their food package prior to their benefit issuance?</p> <p>Is participant instructed on how to select and maximize the use of WIC foods in food preparation? Dates to use WIC benefits and how to find out their remaining e-WIC card balance is reviewed</p> <p>Ensure that participant is given a WIC Food Guide and provided with an explanation on how to use when shopping. List of vendors should also be given to participants.</p> <p>Does Nutritionist ensure that Family Benefits List is accurate prior to printing?</p>

<p>and discussed with participant WIC Shopper App is offered and explained</p> <p>Questions You May Have About Your WIC Food Benefits (fraud and abuse) is explained</p>	<p>TBD</p> <p>Does staff review important points about use of foods and WIC policies re: the offer for sale or actual sale of WIC benefits on-line?</p>
<p>High Risk Follow-up</p>	<p>Suggested Action</p>
<p>Qualified staff provides nutrition assessment and education</p> <p>Appropriate referrals are provided, documented</p> <p>Follow-up on prior referrals is documented</p> <p>Nutrition education is relevant to nutrition risk and documented in CT-WIC</p> <p>Participant concerns/questions adequately addressed.</p> <p>Nutrition education material provided and explained</p>	<p>Assess if the assessment and education was provided by the appropriate staff.</p> <p>Is the need for an appropriate referral identified/offered to the participant and is the referral documented? If there was a prior referral, did staff conduct a follow-up with the participant?</p> <p>Is appropriate risk(s) identified? How is this presented/explained to the participant? Does staff connect the risk factor(s) to the education that is being provided to the participant? Accuracy of information provided.</p> <p>Was the participant given an opportunity to ask questions? Determine if staff adequately addressed any questions/concerns.</p> <p>Determine if education material is appropriate and was it reviewed with the participant and documented.</p>
<p>Individual/Group Second Nutrition Education</p>	<p>Suggested Action</p>
<p>Qualified staff provides nutrition education building upon nutrition education at previous visit.</p> <p>Second contact is relevant to participant category.</p> <p>Participant(s) questions are addressed</p> <p>Follow-up on prior referrals documented, New referrals provided, documented</p> <p>Prenatal participants are weighed at every visit and weight is documented</p> <p>Nutrition education materials provided and explained</p>	<p>Did staff address the participant's progress in relation to goals that were previously set?</p> <p>Ensure that secondary individual/group education is category specific and include education that is pertinent to the participant instead of a nutrition education brochure on a random topic.</p> <p>Was the participant(s) given an opportunity to ask questions? Determine if staff adequately addressed questions/concerns.</p> <p>If there was a prior referral, did staff conduct a follow-up with the participant? Is the need for an appropriate referral identified/offered to the participant and is the referral documented?</p> <p>Does staff discuss weight gain at every prenatal visit? If not provided from HCP, weight is taken in office.</p> <p>Determine if education material is appropriate and was it reviewed with the participant and documented.</p>

Breastfeeding Education and Support	Suggested Action
<p>Qualified Staff provides breastfeeding information</p> <p>Breastfeeding education is tailored to participant's needs</p> <p>Appropriate intervention and referrals are made and/or prior referrals followed up on?</p> <p>During Pregnancy, Breastfeeding Checklist is reviewed</p> <p>Breastfeeding education materials provided and explained</p> <p>Breast Pumps</p>	<p>Assess staff knowledge and competency in the delivery of breastfeeding education and support.</p> <p>Is the education and counseling geared to the needs of the participant? i.e. need and breastfeeding goal driven?</p> <p>Did staff ask the appropriate questions in order to assess the participant's success at breastfeeding? Was the need for referral indicated and was a referral made? If there was a prior referral, did staff conduct a follow-up with the participant?</p> <p>Does staff use BF Checklist to guide conversation about, hospital preparation including reference to Ten Steps i.e. skin-to-skin contact and rooming in AND to plan for transition to home in early days/weeks?</p> <p>Determine if education material is appropriate and was it reviewed with the participant.</p> <p>Is staff knowledgeable and helpful regarding securing an appropriate insurance provided breast pump? If WIC pump is indicated are proper policies and procedures followed? Is staff knowledgeable about CT BF laws re: public breastfeeding and workplace lactation accommodations?</p>
Breastfeeding Status Change	Suggested Action
<p>Qualified staff provides nutrition updates Breastfeeding Screen</p> <p>Prior to issuance of supplemental formula, participant's new breastfeeding goal is discussed and documented</p> <p>Nutritionist contact HCP as needed with questions</p> <p>Appropriate referrals are provided, documented Follow-up on prior referrals is documented</p> <p>Participant concerns/questions adequately addressed</p> <p>Changes to Food Package are discussed</p> <p>Nutrition education material provided and explained</p>	<p>Assess if the assessment, education and update was provided by the appropriate staff.</p> <p>Is new breastfeeding goal established?</p> <p>Does staff contact HCP to discuss supplementation strategies and update breastfeeding goal? Is staff professional with HCP office staff and/ or HCP?</p> <p>Is the need for an appropriate referral identified/offered to the participant and is the referral documented? If there was a prior referral, did staff conduct a follow-up with the participant?</p> <p>Was the participant given an opportunity to ask questions? Determine if staff adequately addressed any questions/concerns.</p> <p>Staff discussed new food packages with participant. If necessary formula preparation and storage are reviewed.</p> <p>Determine if education material is appropriate and was it reviewed with the participant and documented.</p>

Medical Documentation Form	Suggested Action
<p>Qualified staff provides nutrition assessment and education</p> <p>WIC Medical Documentation is reviewed by Nutritionist for accuracy</p> <p>Nutritionist contact HCP as needed with questions</p> <p>Appropriate referrals are provided, documented Follow-up on prior referrals is documented</p> <p>Participant concerns/questions adequately addressed.</p> <p>Is special formula issuance process reviewed and explained? Is pharmacy selected</p> <p>Nutrition education material provided and explained</p>	<p>Assess if the assessment and education was provided by the appropriate staff.</p> <p>Does staff verify the information on the form?</p> <p>If staff has questions, is the HCP contacted for clarification?</p> <p>Is the need for an appropriate referral identified/offered to the participant and is the referral documented? If there was a prior referral, did staff conduct a follow-up with the participant?</p> <p>Was the participant given an opportunity to ask questions? Determine if staff adequately addressed any questions/concerns.</p> <p>Does Nutritionist review with participant how to purchase special formula via WIC approved pharmacy?</p> <p>Determine if education material is appropriate and was it reviewed with the participant and documented.</p>
In-Eligible Applicant/Participant	Suggested Action
<p>Notice of Participant Action Form is completed and explained</p> <p>Appropriate referrals are provided, documented Follow-up on prior referrals is documented</p> <p>Participant concerns/questions adequately addressed.</p>	<p>Staff completed the NOPA and explains to participant reason for actions and Fair Hearing process. Signed NOPA is scanned in CT-WIC</p> <p>Is the need for an appropriate referral identified/offered to the participant and is the referral documented? If there was a prior referral, did staff conduct a follow-up with the participant?</p> <p>Was the participant given an opportunity to ask questions? Determine if staff adequately addressed any questions/concerns.</p>