

# Core WIC Training

## Assessment Questions



Questions? Contact us:

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## Introduction

### Objectives:

- Review policies and procedures for asking the Assessment Questions (AQ).
- Explore the Assessment Questions in Client Services.
- Practice asking the Assessment Questions while using WIC Connects skills.

### Availability of hard copy AQ:

- On Washington WIC web site
- In Eight different languages
- Specific for category, age and feeding method

### Why use the Assessment Questions?

- Standardized way of assessing
- Assures consistent, fair and personalized information
- Meets client's needs for providing services
- Creates effective conversation

## Part 1

### WIC Connects Skills

The core of a conversation begins with the spirit you bring to the conversation. Also, bring curiosity and your WIC Connects skills.

At the beginning of the Assessment Questions, there is an introductory statement, **“I am going to ask you some questions about your child’s health, nutrition and safety. We ask everyone these questions. If you have questions or concerns we will come back and address them. Does that work for you?”**

Value in this statement:

- Prepares the client/caregiver of the next course of action
- Supports holding off on providing education until the full assessment is done
- Puts control back with the client/caregiver

Best practice is to ask all the Assessment Questions before providing any education.

If the client asks a question while going through the Assessment Questions, ask permission from the client to come back to the question later.

Consider these responses:

- Let me write that down so we can visit about it later.
- We'll come back to that; is that OK?
- We'll talk about that more in a second. Is that OK with you?
- Good point! If it's OK with you, we'll talk about those in a moment.
- That's a great question! I'd like to write that down and after we get through the questions, come back and talk about it. Is that OK?

## PART 2

### Client Services-Assessment Questions

The Assessment Questions automatically pop up when doing a:

- New Certification (NC)
- Recertification (RC)
- Complete Cert (CC)
- Infant Health Assessment (HA)

The questions available are specific to the client category, age and feeding method.

The infant feeding method populates depending on what's selected on the Infant Start Tab or "CC" tab.

Staff makes a feeding method choice based on whether or not the infant is taking in solid foods. Switching between "solids" or "no solids" won't cause you to lose previous assigned risks or notes.

**To see the risks associated with the question:**

- Double-click on the question or select the  button off to the left side of the questions.
- By checking the box, it assigns the risk and the risk shows up on the client's Assessment Tab.
- A note may be connected to this specific risk by writing in the "Risk Note" field.

**Summary tab** shows all the risks that have been identified.

**Notes tab** is a field where you can enter additional information. This entry will also show in the "Notes" tab of the wizard.

**Identified Risk** turns the question blue.

**High Risk** turns the question pink.

Assessment for Jolardo, Mike T

Summary **Assessment Questions** Notes

**Selection Criteria**

Age: 0 - <6 Feeding Method: Partially Breastfed Solids: [Show All] Risk: [ ] Find

Questions 0 - < 6 months - Partially Breastfed - No Solids

Starts With  Contains

<input type="checkbox"/> Tell me how feeding is going. <ul style="list-style-type: none"> <li>How do you know when your baby is hungry? When he/she is full?</li> <li>How often does your baby breastfeed in 24 hours?</li> <li>How long does the baby nurse on each side?</li> <li>How much formula does your baby drink in 24 hours?</li> <li>Does your baby drink iron fortified formula?</li> <li>(If drinking less than 17 ounces of formula per day) Is your baby getting a vitamin D supplement?</li> </ul>			
<input type="checkbox"/> Not Supporting Development/Feeding Relationship	<input type="checkbox"/>		
<input checked="" type="checkbox"/> Breastfeeding Complications	<input checked="" type="checkbox"/>	01/29/2010	Having difficulty with the latch
<input type="checkbox"/> Limited Frequency of Breastfeeding (<= 6 months)	<input type="checkbox"/>		
<input type="checkbox"/> Inadequate Vitamin/Mineral Supplementation	<input type="checkbox"/>		
<input type="checkbox"/> Very Restrictive Feeding	<input type="checkbox"/>		
<input type="checkbox"/> Tell me how you prepare your baby's formula. <ul style="list-style-type: none"> <li>How much water and how much formula do you use?</li> <li>What type of water do you use to prepare the formula?</li> </ul>			

Show Risks Hide Risks

Save & Close Cancel

<b>PART 3</b>
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**Exercises**

**Activity 1: AQ Policy and Procedures Quiz**

Select True (T) or False (F) for the following statements. Use the Child AQ on pages 8-9 as a reference. Review the answers found on pages 10-14.

**AQ Policy and Procedures Quiz**

	True	False	Statement
1.	T	F	You must always ask the Assessment Questions (AQ) in the order they appear in Client Services.
2.	T	F	Translated Assessment Questions are available on the WA WIC web site.
3.	T	F	Once one risk is found, no other Assessment Questions need to be asked of the client.
4.	T	F	The AQ are to keep the client from talking so you can complete the appointment on time.
5.	T	F	AQ are to be asked at certifications, recertifications and Infant Health Assessments.
6.	T	F	It's best practice to document the client's responses to the AQ in Client Services, if the information is pertinent.
7.	T	F	Sometimes there's a group of questions together (example on page 8, question #7). As long as you ask at least the first question, you don't need to ask the others.
8.	T	F	Assessment Questions help us learn about the client's medical and nutrition practices.
9.	T	F	You should ask the Assessment Questions exactly like they're written.
10.	T	F	A "comprehensive and thorough assessment" is accomplished by only asking the Assessment Questions.
11.	T	F	If the client answers a question that appears farther down the screen/form, you still need to ask the client the question when you come to it later.
12.	T	F	It's mandatory to ask a question about breastfeeding to every pregnant woman.
13.	T	F	The client has responded to all of your questions and no risk was identified; this client will not qualify for WIC.

14.	T	F	Your agency has a grant and is requiring you to ask all clients about lead. If you're running behind on the certification, it's OK to ask the client the "lead" question first and get as far as you can on the Assessment Questions.
15.	T	F	Instead of using the Assessment Questions, you can ask other open-ended questions at the mid-cert health assessment for children and breastfeeding women to assess their health and feeding concerns.
16.	T	F	You're required to get answers to all the assessment questions to identify risk criteria and conduct a complete nutrition assessment.

**Activity 2: Practice WIC Connect skills with the Assessment Questions**

- 1) Pair up with a co-worker and practice asking the [Assessment Questions](#) for all the different categories. Have the co-worker respond as a WIC client.
- 2) Focus on one WIC Connects skill to practice while doing the questions:
  - Rapport building
  - Open-ended questions
  - Affirmations
  - Reflections
  - Summaries
- 3) Begin by building rapport; introducing yourself to your client. Use the introduction statement at the beginning of the Assessment Questions.
- 4) Switch roles with co-worker; it's helpful for new staff to hear how more experienced staff ask the questions and use their critical thinking skills to decide when to ask more questions.

Each week challenge yourself to strengthen your communication skills in one of the WIC Connects skills.

Use the **Child Assessment Questions** below as your guide to answer the quiz on pages 6-7.

### CHILD ASSESSMENT QUESTIONS

Question	Risk/purpose
<b>I am going to ask you some questions about your child's health, nutrition and safety. We ask everyone these questions. If you have questions or concerns we will come back and address them. Does that work for you?</b>	Rapport building
How is your child doing?	Rapport building
1. Has your doctor identified any health problems or medical conditions for your child? • (If yes) Tell me more.	<Select appropriate medical risk(s)>
2. Has your child had any recent major surgeries or serious injuries or burns? • (If yes) Tell me more.	Recent Major Surgery, Trauma, Burns
3. Is your child taking any medications? • (If yes) Tell me more.	Drug Nutrient Interactions
4. Do you give vitamins or other dietary supplements to your child? • (If yes) What and how much? • (If no) Does your child take a Vitamin D supplement?	Inappropriate or Excessive Supplements Inadequate Vitamin D Supplementation
5. Does the water your child drinks have fluoride? • (If no) Do you give your child a fluoride supplement?	Inadequate Fluoride Supplementation
6. Does your child have any problems with his/her teeth or gums, or unfilled cavities? • (If yes) Tell me more.	Severe Dental Problems
7. What are your concerns about your child's eating? • How is your child's appetite? • Does your child feed her/himself? • What does your child do when hungry? And when full? • Does your child have any problems with choking or swallowing? • (If yes) Tell me more.	Not Supporting Development/ Feeding Relationship, Developmental Delays Affecting Chewing/Swallowing
8. Does your child avoid or do you limit any foods ( <i>for your child</i> ) for any reason, including food allergies? • (If yes) Tell me more.	Very Restrictive Diet Food Allergy (Severe Diet Impact), Lactose Intolerance
9. What type of milk does your child drink (soy, rice, goats milk, almond milk, non-dairy creamer)? • (If cow's milk) Is it non-fat, low-fat milk, or whole milk?	Reduced-fat or Non-fat Milk (12-23 months), Inappropriate Milk Substitutes
10. What else does your child drink? (soda, sports drink, Kool Aid, sweetened tea) • How often?	Feeding Sugar-containing Drinks

## Child Assessment Questions - continued

<b>CHILD ASSESSMENT QUESTIONS</b>		
Question		Risk/purpose
11.	Does your child use a bottle? A cup? <ul style="list-style-type: none"> <li>• How often does your child drink from the bottle/cup? What is in the bottle/cup?</li> <li>• Does your child take a bottle/cup to bed? (If yes) What is in the bottle/cup?</li> </ul>	Inappropriate Use of Bottle/Cup
12.	Does your child: <ul style="list-style-type: none"> <li>-Drink raw milk or fresh squeezed juice?</li> <li>-Eat soft cheeses such as feta, Brie, blue cheese, queso blanco, or queso fresco?</li> <li>-Eat rare or undercooked beef, pork, or poultry?</li> <li>-Eat raw seafood or hot dogs that haven't been heated?</li> <li>-Eat raw or runny eggs?</li> </ul>	Potentially Contaminated Foods
13.	Does your child eat things such as dirt, clay, paint chips, or starch? <ul style="list-style-type: none"> <li>• (If yes) Tell me more.</li> </ul>	Pica
14.	Does anyone smoke inside your home? <ul style="list-style-type: none"> <li>• (If yes) Tell me more.</li> </ul>	Secondhand Smoke
15.	Is there anyone in your life who is hurting you or your child(ren)? <ul style="list-style-type: none"> <li>• (If yes) Tell me more.</li> </ul>	Recipient of Abuse (past 6 months)
<p><b>Note:</b> During the risk interview consider the following additional risks that are not included in the previous questions:</p> <ul style="list-style-type: none"> <li>• Slow Weight Gain</li> <li>• Foster Care (past 6 months)</li> <li>• Caregiver with Limited Ability to Make Feeding Decisions</li> <li>• Caregiver Alcohol/Drug Addiction</li> <li>• Migrancy</li> <li>• Homelessness</li> </ul>		
<p><b>If no risks have been identified, assign:</b></p> <ul style="list-style-type: none"> <li>• Not Meeting Feeding Guidelines (12-23 months)</li> <li>• Not Meeting Dietary Guidelines (2-5 years)</li> </ul>		

**ANSWERS: AQ Policy and Procedures Quiz**

1.	<b>F</b>	<p>You must always ask the Assessment Questions (AQ) in the order they appear in Client Services.</p> <ul style="list-style-type: none"> <li>The AQ can be asked in a different order if it feels more comfortable to you. To make the most use of the certifier time, certifiers will often ask some of these questions in the anthropometric room while the caregiver is undressing/dressing the child. Best practice, as a new certifier, is to have the AQ in front of you as you are learning them.</li> </ul> <p>(Policy &amp; Procedures (P&amp;P), Vol. 1, Chap. 11, Section 1, B, c, pg. 4)</p>
2.	<b>T</b>	<p>Translated Assessment Questions are available on the WA WIC web site.</p> <ul style="list-style-type: none"> <li>Translated versions are found under Value Enhanced Nutrition Assessment topic, available from the <a href="#">Washington WIC website</a>. (8 languages)</li> <li><a href="#">Language Link</a> is a contracted service for local agencies to use when needing translation for a client.</li> </ul> <p>(P&amp;P, Vol. 1, Chap. 11, Section 1, A, pg. 4)</p>
3.	<b>F</b>	<p>Once one risk is found, no other Assessment Questions need to be asked of the client.</p> <ul style="list-style-type: none"> <li>A complete assessment must be obtained. This means all the questions are asked, even if you find a risk right at the beginning of asking the Assessment Questions. You still need to continue through the questions until you have received answers for all the questions on the computer screen/form.</li> </ul> <p>(P&amp;P, Vol. 1, Chap. 11, Section, pg. 4)</p>
4.	<b>F</b>	<p>The AQ are to keep the client from talking so you can complete the appointment on time.</p> <ul style="list-style-type: none"> <li>The AQ are designed to be a tool for initiating conversation. The Assessment Questions are a blend of open and close-ended questions. Open-ended questions are going to foster a conversation with the client.</li> </ul> <p>(P&amp;P, Vol. 1, Chap. 11, Section 1, B, c, pg. 4)</p>
5.	<b>T</b>	<p>AQ are to be asked at certifications, recertifications and Infant Health Assessments.</p>

		<ul style="list-style-type: none"> <li>The AQ are to be asked when completing a certification, recertification and the infant health assessment. If you are completing any one of these wizards, when you select the Assessment tab in Client Services, the Assessment Questions will be open. (P&amp;P, Vol. 1, Chap. 11, Section 1, pg. 4)</li> <li>The child and breastfeeding health assessments require you to ask a few open-ended questions to assess for health and feeding issues. (P&amp;P, Vol. 1, Chapter 18, page i)</li> </ul>
6.	<b>T</b>	<p>It's best practice to document the client's responses to the AQ in Client Services if the information is pertinent.</p> <ul style="list-style-type: none"> <li>For example, if the client has the risk of allergies, you would want to find what type of allergy and document this information into Client Services. (P&amp;P, Vol. 1, Chap. 11, Section 1, H, pg. 5)</li> </ul>
7.	<b>F</b>	<p>Sometimes there's a group of questions together (example on page 8, question #7). As long as you ask at least the first question, you don't need to ask the others.</p> <ul style="list-style-type: none"> <li>All of the questions listed, need to be asked. Each question has been developed to help identify a risk factor. (P&amp;P, Vol. 1, Chap. 11, Section 1, B, a, pg. 4)</li> </ul>
8.	<b>T</b>	<p>Assessment Questions help us learn about the client's medical and nutrition practices.</p> <ul style="list-style-type: none"> <li>The AQ provide information and insight about the client's medical and nutritional practices. The questions lead to dietary behaviors, cultural preferences, cooking and shopping practices, household situations, etc. WIC risk criteria will be identified depending on how the client/caregiver responds to the questions.</li> </ul>
9.	<b>F</b>	<p>You should ask the Assessment Questions exactly like they're written.</p> <ul style="list-style-type: none"> <li>You can use your "Own Voice." Using your "own voice" means you need to keep the intent of the question, but can change it slightly to be more like the way you would ask the question. Best practice is to ask the Assessment Questions "as written," especially when you are first learning them. (P&amp;P, Vol. 1, Chap. 11, Section 1, C, pg. 4)</li> </ul>

		<p><b>Note:</b> Not only is it important to know the AQ, but to also be familiar with the risk criteria. So that overtime, you will be able to be more conversational with the client and use your “own voice” while getting the answers for the questions.</p> <p><b>Tip:</b> One clinic decided to have staff use the questions every morning exactly as written for a client in each category. They were then allowed to use the questions with their “own voice”. They found this helped to keep the questions fresh in their minds and not lose the intent of the questions.</p>
10.	<b>F</b>	<p>A “comprehensive and thorough assessment” is accomplished by only asking the Assessment Questions.</p> <ul style="list-style-type: none"> <li>• A comprehensive and thorough assessment acquires answers for all the Assessment Questions, and obtaining the length/height, weight and hemoglobin measurements. Collectively, all of these components provide a comprehensive and thorough assessment about the client’s health and nutritional status for the WIC certification.</li> </ul>
11.	<b>F</b>	<p>If the client answers a question that appears farther down the screen/form, you still need to ask the client the question when you come to it later.</p> <ul style="list-style-type: none"> <li>• You do not need to ask the question again if the client answers a question that identifies a risk listed further down on the screen/form.</li> </ul> <p>( P&amp;P, Vol. 1, Chap. 11, Section 1, B, a, pg. 4)</p> <p>For example, let’s use the prenatal question “Do you have any health problems or medical conditions not related to pregnancy?” The PG woman states she has epileptic seizures and is taking Phenobarbital. She shares more about her condition, the daily dose, and that she is not taking any other medications. Since she already provided you with information about the medications she is taking, you would not need to ask her question #9 on PG Assessment Questions, "Are you taking any medications?," once you get to that question.</p>
12.	<b>T</b>	<p>It’s mandatory to ask a question about breastfeeding to every pregnant woman.</p> <ul style="list-style-type: none"> <li>• An example of a breastfeeding question to ask a woman applying for WIC is: “What have you heard about breastfeeding?” This question is not included in the Assessment Questions because it does not have a risk associated with it. However, it is required to be asked sometime during the pregnant woman’s initial visit.</li> </ul> <p>( P&amp;P, Vol. 1, Chap. 11, Section 1, D, pg. 5)</p>

13.	<b>F</b>	<p>The client has responded to all of your questions and no risk was identified; this client will not qualify for WIC.</p> <ul style="list-style-type: none"> <li>• If no medical or dietary risks have been identified: <ul style="list-style-type: none"> <li>✓ after asking all the Assessment Questions,</li> <li>✓ after checking the client’s hemoglobin and anthropometric measurements,</li> <li>✓ and therefore, Client Services shows nothing on the Assessment Questions - Summary Tab (no risks have been identified),</li> </ul> </li> </ul> <p>then assign:</p> <ol style="list-style-type: none"> <li>a) “Not Meeting Dietary Guidelines” women and children 2 years and older, or</li> <li>b) “Not Meeting Feeding Guidelines” infants 4 through 12 months and 12 through 23 months.</li> </ol> <p>The federal guidance requires completion of a thorough assessment before selecting one of these risks.</p> <p>( P&amp;P, Vol. 1, Chap. 11, Section 1, G, pg. 5)</p>
14.	<b>F</b>	<p>Your agency has a grant and is requiring you to ask all clients about lead. If you’re running behind on the certification, it’s OK to ask the client the “lead” question and get as far as you can on the Assessment Questions.</p> <ul style="list-style-type: none"> <li>• Agencies sometimes have objectives for their nutrition education plan or the Basic Food Program which require staff to ask clients additional questions. Examples of the questions are usually around local issues such as candy with lead, pesticides, or mercury.</li> <li>• Additional questions in regards to local concerns or goals, can be asked. However, all Assessment Questions must still be asked. Be cautious about adding more questions because time is often limited in WIC.</li> </ul>
15.	<b>T</b>	<p>Instead of using the Assessment Questions, you can ask other open-ended questions at the mid-cert health assessment for children and breastfeeding women to assess their health and feeding concerns.</p> <ul style="list-style-type: none"> <li>• You must ask a few open-ended questions to assess for health or feeding issues.</li> </ul> <p>( P&amp;P, Vol. 1, Chap. 11, Section 1, pg. 4 - Policy)</p> <p>Examples for child:</p>

		<ul style="list-style-type: none"> <li>• What has changed in your child’s health since your child’s certification on [date of last certification]?</li> <li>• How has your child’s eating changed?</li> <li>• What concerns do you have about your child’s health or eating?</li> </ul> <p>Examples for breastfeeding woman:</p> <ul style="list-style-type: none"> <li>• What has changed in your health since your certification?</li> <li>• What has changed in your eating or physical activity?</li> <li>• What concerns do you have about your health, eating or physical activity?</li> </ul>
16.	<b>T</b>	<p>You’re required to get answers to all the assessment questions to identify risk criteria and conduct a complete nutrition assessment.</p> <ul style="list-style-type: none"> <li>• Sometimes more than one risk can be identified when asking the AQ. You will need to assess for all the risks.</li> </ul> <p>An example is the child question #9 (pg. 8), “What type of milk does your child drink (soy, rice, goats milk, almond milk, non-dairy creamer)?” This question has two different risks associated with it. By asking all the questions in #9, you can be comfortable in knowing that you have probed for all the risks related to #9.</p> <ul style="list-style-type: none"> <li>• The federal regulations require us to conduct a complete nutrition assessment. This is done by assuring answers to all the assessment questions.</li> <li>• Some answers by the client/caregiver may require the certifier to ask additional questions to obtain the answer (e.g. Tell me more...).</li> </ul> <p>Another example, child question #8 (pg. 8), asks “Does your child avoid or do you limit any foods (<i>for your child</i>) for any reason, including food allergies?” If the caregiver states “yes” then you would want to gather more information to find out what she is limiting or what type of allergies the child has and how/if it impacts the child’s diet. So, one way to collect more information is to ask the caregiver to “Tell me more about avoiding or limiting foods”</p> <p>(P&amp;P, Vol. 1, Chap. 11, Section 1, pg. 4 - Policy)</p>

### Maternity Support Program: Pregnant Woman’s Assessment

If your agency has a Maternity Support Services (MSS) program, you can use the MSS questionnaire for the pregnant woman’s certification. You’re not required to use WIC’s Pregnant Woman Assessment Questions, however, you must ask four additional questions.

We compared the MSS questionnaire with the WIC questionnaire. It's acceptable to ask the PG MSS questionnaire in place of the WIC questionnaire if:

- ✓ The certification is being done on the same day
- ✓ It's the same person doing both appointments.

And the following four additional WIC Pregnant Woman AQ must be asked (see WIC's PG Assessment Questions):

- ✓ Question #5 regarding history of past births
- ✓ Question #8 regarding Bariatric surgery
- ✓ Question #12 regarding food allergies
- ✓ Question #13 regarding potentially contaminated foods

Only the MSS Pregnant Woman's questionnaire can be used in place of the WIC AQ.

The Infant WIC Assessment Questions were compared to the First Step Intake questions. However, the First Steps questions ask more about the development of the infant, while WIC questions focus more on food and nutrition.

When we compared the BF questions between the two programs, again, we found they were not close enough and would therefore require staff to ask the WIC's BF Assessment Questions for breastfeeding moms.