



Staff Ideas – Connecting, Building Skills, & Reaching Out

There are times when staff either have a no-show or a schedule change where they're not actively working with a participant. This time can be an opportunity to connect with participants, build skills, pre-plan for appointments, complete trainings either new or as a re-fresher, and reach out to share information about WIC during COVID-19.

The State WIC Office shares these ideas:

Pre-Plan:



- Review participant files and notes for the day's appointment – review of goals and follow up needed for participant's next steps.
- Prepare for upcoming days – review future appointments and prepare by reviewing participant files for goals, risks, food prescriptions, notes, etc.

Connect with Participants:



- Make reminder calls to participants, include anything needed for the appointment (if participant had recent measurements, etc.).
- Call the participant you saw last week and check in on the struggles they talked with you about.
- Call participants who got a breast pump – check in to see how it's going.

Connect with Each Other:

- Prepare for virtual staff meetings or huddles.
- Plan remote team activities – schedule virtual stretch breaks or a virtual 'walk and talk' for the team check-in.
- Do something to help or encourage a teammate.



Run or Review Clinic Reports & Manage Notifications:



- Review the monthly ***No Activity Report*** as soon as possible after it comes out, while the data is still current.
- Review the ***Detail and Summary Issuance Due Report*** and contact participants who either:
 - Don't have current benefits or
 - Have benefits that are about to run out
- Use the ***Appointment History Report*** to see appointment outcomes, i.e., manage No-Shows.



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- Use the *Daily Appointments to be Rescheduled Detail* (appointments report category) to reschedule participants who missed their appointments and did not reschedule.
- Manage notifications daily to assure No-Show letters are mailed to participants who have “mail” as their preferred method of communication.

Complete trainings and policy reviews:



- Policy trainings:
 - [Providing Remote WIC Services](#) – draft policies for remote services.
 - [Policy Training](#) – Policy courses have moved to The Learning Center (TLC). Search for them in TLC by their name, beginning with DOH State WIC.
- Assure [Civil Rights](#) and other required WIC training, including local agency required trainings, are complete. (Coming in 2021: updates to the Civil Rights training. Note: the Civil Rights information is correct.)
- Nutrition Education – view nutrition, breastfeeding and health equity trainings provided through webinars and online platforms, for example, the National WIC Association (nwica.org) has a variety of education and learning opportunities.
- Baby Behavior - review [Baby Behavior materials](#).
- Breastfeeding - review resources on the [Breastfeeding Resource list](#).
- Breastfeeding - listen to the free webinar recording from the California Breastfeeding Coalition: [Making the Shift from In-Person to Virtual Care and Support](#), how to provide excellent lactation care and support when you can't be physically present with those you are serving.
- Read and keep up-to-date on information from the COVID-19 Update webinars:
 - Memos include Notes, Presentation Slides, and [Questions and Answers](#).
 - Memos, including all attachments, are posted on the [Nutrition First](#) web page and on the [Local Agency SharePoint](#) page.

Schedule time for refreshers:

Search for these trainings in The Learning Center (TLC):

- DOH State WIC - Handling Difficult Situations



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- DOH State WIC - WIC Participant Centered Services – Setting the Stage:
- DOH State WIC - WIC Participant Centered Education Part 1: 1-5 and depending on job duties, Part 2: 1-5
- DOH State WIC - WIC Principles of Influence

Update resources:

- Review <http://www.parenthelp123.org> website:
 - ✓ Use the search functions to confirm and update local resources, such as addresses, phone, and hours, etc.
- If your agency uses a referral list, review and update resources for:



- ✓ Medicaid providers who are accepting new patients
- ✓ Birthing hospitals
- ✓ Food banks/pantries - what they have on hand and whether or not they have referral criteria etc.
- ✓ Schools who are doing virtual education
- ✓ Childcare providers
- ✓ Local schools

Reach out:



- Call referral organizations to let them know WIC is open.
- Call medical providers and let them know WIC is open.
- Encourage your participants to spread the word about WIC.
- Explore social media resources for COVID-19 from the National WIC Association (NWA):
 - ✓ Find them at www.nwica.org
 - ✓ All staff have a membership for NWA – resources are free to use.



Your Ideas:



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