

Hi Everyone,

1. Change Wording on DPA Notice of Benefits—we have an opportunity to change the wording on the benefit notice that goes to clients from DPA. Attached is a copy of the current language—Doc x055 draft and the proposed language below:

Being on Medicaid, Denali Kid Care, or Food Stamps automatically qualifies you for WIC if you are pregnant, breastfeeding, have just had a baby or have a child under 5. All you need to do is apply at your local WIC office!

Not only does the WIC program offer monthly free healthy food, the program also offers nutrition information, breastfeeding support, referrals to needed programs and support to families making changes for better health.

Take a copy of this notice with you when you go to the WIC office for income verification.

To find out more about the WIC program, please go to your nearest WIC clinic or call 1-800-478-2221.

WIC provides good food and a whole lot more!

The phone number listed is Alaska 211. If you have comments or suggestions on this language, please send your ideas to Dana.Kent@alaska.gov by June 15th. We are limited to 34 lines.

2. The [WIC Program Expansion to South Anchorage Report](http://hss.state.ak.us/dpa/programs/nutri/default.htm) has been posted to the State WIC Website at <http://hss.state.ak.us/dpa/programs/nutri/default.htm>.
3. June 7 WIC Coordinator's Teleconference Minutes: see attached
4. The FMNP program will be purchasing nutritional education supplies for Local Agencies. We are renewing the Chop Chop prescription and are purchasing some *Fruits and Veggies Cooking and Storage Tips*, the *Because More Matters Guide (F&V)*, and two books, *All our Fruits & Vegetables* and *I Like Fruit Board Book*. If there are other product you like that go along with the fresh fruits and vegetables theme, or if you need some of the produce recipe books, please email Alice. If you have not done so already, you should begin issuing your FMNP warrants to clients.
5. Breastfeeding Committee ---The Breastfeeding Committee is currently working on World Breastfeeding week activities. The World Breastfeeding theme that Alaska has chosen to adopt this year is "The Road to Lifelong Health Begins with Breastfeeding." We need your input for radio PSAs to run during October. Can you query your clients and breastfeeding peer counselors

with the following question, "Why do moms breastfeed?" We will take snippets of their responses and turn them into radio PSAs that will be aired during a three month time frame. Please send their written responses to me via email, fax or snail mail by **July 13**. You can have them verbally tell you what their response is and write it down yourself or have them write the response themselves. Our radio PSA will only be 26 seconds long so please be sure your clients are not writing a dissertation in response to our question! Thank you for your help. We will try to send out reminders in upcoming Friday Update emails. If you are interested in working on World Breastfeeding Week activities, please contact Dana at 465-5322. We can always use more energy to further our breastfeeding efforts around the state.

6. Vendor Update---The Vendor Unit notifies Local Agencies when WIC participants make inappropriate uses of their benefits, including
- selling WIC food items such as formula for cash,
 - purchasing food items over the limit of their checks,
 - substituting non-approved items for the items listed on their warrants, or
 - using outdated warrants to purchase food.

In these cases we ask you to issue an inappropriate action notice to the participant, and to provide a copy of the notification to the Vendor Unit and document the contact in AKWIC. We have not been receiving copies of inappropriate action notices, although we have sent documentation of participant transgressions to LAs a little more frequently in the past few months – there has been a small rise in participant abuse of the program. The program is required to maintain documentation of our follow-up in all of these cases in our auditable files. Please make sure you document your actions in response to notifications of program abuses and provide copies to the Vendor Unit. If you have any questions about a request to issue an Inappropriate Notice, please call Alice.Albrecht@alaska.gov , 907/465-8630, or Sandra.Harbanuk@alaska.gov 907/465-4704. Thanks for your assistance with these important program compliance issues. Sandy

7. WICHealth.org Webinars--- Below you will find a link that will direct you to a recording of the May 31st "In Clinic Lessons" webinar. Please pass this link along to staff who were unable to attend or might be interested in viewing the recording.

<https://student.gototraining.com/98qm7/recording/5763943760673969664>

Below is a list of our upcoming webinars.

Getting Your Agency Started! - June 26, 2012 11:00 AM EDT / 10:00 AM CDT / 9:00 AM MDT / 8:00 AM PDT: This webinar is targeted to agencies that are wanting to start using wichealth.org or have already been using it and need some more tips!

Registration link:

<https://student.gototraining.com/r/1669094175741221376>

Follow-up in the clinics - June 28, 2012 11:00 AM EDT / 10:00 AM CDT / 9:00 AM MDT / 8:00 AM PDT: State and local agency WIC staff were

surveyed on how their wichealth.org Follow-up in the clinic works. Learn what other agencies from our partner states.

Registration link:

<https://student.gototraining.com/r/6069500240380441088>

Troubleshooting Tips - July 26, 2012 11:00 AM EDT / 10:00 AM CDT / 9:00 AM MDT / 8:00 AM PDT: Learn how to troubleshoot some common issues that arise.

Registration link:

<https://student.gototraining.com/r/3256371153413264640>

All of these webinars will be archived for future access.

Thanks,

Rod Laylin, BS, eHealth Innovations Project Specialist, HPHE
Department, 4024 SRC, Western Michigan University, Kalamazoo MI,
49008 roderick.l.laylin@wmich.edu

MUNI WIC LEAN Update:

From Pam at Muni WIC:

1. What were the problem areas identified by MUNI WIC to be addressed by LEAN?

1. We decided to LEAN our front desk processes because the staff was struggling to keep up with all the phone calls that were necessary with an appointment system and related to large numbers of no-shows for appointments. (We seldom got a call from clients when they could not make it in, so we were unable to fill those vacant slots except with the occasional walk-in client.) Phone calls included making appointments over the phone, the reminder calls we made one business day ahead of the appointment, calls to reschedule all those who failed to keep their appointments, calls when clients were at risk of being terminated from the program for any of a variety of reasons, incoming calls and call-backs for those who left messages (Usually about 60-70 messages alone daily.)

2. How was client wait-time for an appointment chosen?

1. We were finding it difficult to meet mandatory processing standards consistently because of the lack of courtesy shown by clients who failed to come in for scheduled appointments. When we talk about wait-time we were looking at this aspect rather than the actual time they spend in clinic.

3. What was the average wait-time for an appointment prior to LEAN?

1. We were averaging between 10-13 calendar days to get a brand new client in. At times that had increased to as much as 17 days in the 2 months prior to starting the new method. Since we can't always know ahead who may be high risk with a new client, we have always tried to meet that shorter time frame with all clients to be sure we handled the more serious situations appropriately.

4. What is the average wait-time now?

1. Most clients are seen the same day as they first turn up at the clinic. Occasionally, they have to be turned away because the volume that day is too high, but that happened

primarily in the first couple of weeks. As people started to realize that there was a new process, they started coming in earlier in the afternoon, or even in the morning (morning appointments have never been well-attended.) We are beginning to fall into a pattern again, and staff is usually busy, but not overwhelmed like they were in the first days of this new practice.

2. Now clients are getting in within 2-3 days if we can't accommodate them on the first day, and most of the "delay" is based on client schedules. All clients are told that the best times to arrive are earlier in the morning, or earlier in the afternoon to be assured they will be seen.
3. We are using a "slotting system" to anticipate when we need to start turning folks away so they don't wait all day and then can't be seen. We also divide into morning and afternoon slots, but will always offer the first slots of the afternoon to someone who can not be served in the morning. Many days we actually serve more clients than we expect to because the clients don't need as much time as we allow in our slots; but we want to be considerate of our client's time as well, so the slotting system allows us that.
4. Actual time spent in the clinic is probably a little longer for many clients, but even that is waning as more clients understand how we are handling things now.
5. Time spent on phone calls is drastically reduced for our staff since beginning the walk-in clinics because we are not making appointments or having to call people back about appointments. This has freed up more time to process clients and to keep the terminations under control, so even those phone calls are reduced from what they were before.
6. Since the scheduler template in AKWIC is very cumbersome, another real benefit we have seen is that the staff that previously entered the appointment slots in the scheduler have more time now to assist with servicing clients and maintaining terminations in a timely manner.
7. We feel that our internal system that now allows us to maximize the time we spend with the clients is superior to the one we used previously that created more administrative burden for all staff. Obviously, there are still administrative functions that must happen, but they have been reduced to only those that have to exist to meet all regulations by adopting the walk-in clinics.

I hope this gives you a brief overview of how this has impacted the program, our clients and our staff.

Pam

Nice to Know



**You are Invited to a Webinar
Participant-Centered Services and Beyond:**

Tools and Trainings
Tuesday, June 12, 2012
2 pm - 3:30 pm EDT

Description: Join us for the first webinar hosted by the Food and Nutrition Service (FNS) for WIC State and local agency staff. The webinar will introduce tools and trainings used by State agencies throughout the country to implement Participant- Centered Services and similar initiatives. Introductory remarks by Audrey Rowe, FNS Administrator. Presentations by WIC Programs in California, Washington, Arizona, Oregon, Maryland, Pennsylvania, and Chickasaw Nation.

Participation: This session will be available via Microsoft Office LiveMeeting (webinar) and is free to all participants. You will need access to a telephone line and a computer with internet access for this webinar.

To participate in the webinar on June 12, 2012:

Log in to the following website:

<https://www.livemeeting.com/cc/usdafns/join?id=88WJMH&role=attend&pw=bnB8x%2BS.T>

If requested, type in the following entry code (case sensitive): bnB8x+S.T

Meeting ID: 88WJMH

For the audio for this webinar, you must listen in by telephone. Call: **(800) 288-8967**

Inform the operator that the title of the webinar is “**WIC Participant-Centered Services**”, as well as provide your first and last name, and organization.

If you have not used LiveMeeting before, use the link above to download the software at least two hours prior to the webinar to preclude disruptive connectivity issues.

Questions?

If you have any questions regarding the presentation, please contact Rich Proulx, WIC Director, Western Region, rich.proulx@fns.usda.gov

If you have any questions on webinar logistics, please contact Cheryl Wilson, USDA/FNS, cheryl.wilson@fns.usda.gov

Space is limited - staff from the same agency are encouraged to share phone lines and computers. The slide show and a recording of the webinar will be placed on WICWorks after the event.

Attached articles: NIH-funded study exams use of mobile technology to improve diet and activity behavior; USDA’s myplate celebrates it’s first anniversary; Join us June 28 for the webinar: The art of sustainable trail management.