

## Assessment and Planning 2: Enhancing Existing Peer Counseling Programs

**State or Local Agency** \_\_\_\_\_

Using the FNS *Loving Support*© Model for Successful Peer Counseling Programs and the Program Self-Evaluation tool, examine your current peer counseling program to assess gaps in services, policies that should be revisited, new partners to engage, and improvements that could enhance the effectiveness of your program.

Program Questions	Activities to Consider	Specific Tasks	Who will take the lead	Timeline
<b>Program Management</b>				
What designated program manager positions should be considered?				
What standardized policies need to be revisited and/or revised?				
What type of training should be provided for State and local agency managers?				
How supportive are local WIC clinic staff? What activities need to be implemented to improve support?				
What are the primary internal and external gaps in services to WIC participants that should be addressed?				
What community partnerships should be explored for enhanced support?				

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Who do peer counselors contact for assistance beyond their scope of practice?				
What initiatives would help build breastfeeding expertise within the WIC agency?				
What procedures could be implemented to streamline peer counselor documentation?				
<b>Peer Counselor Staffing</b>				
What new methods could improve recruitment of qualified peer counselors?				
What career path programs are in place or could be implemented to increase upward mobility/retention?				
What is the current salary for peer counselors? Does this need to be revised?				
What recognition opportunities could improve retention of peer counselors?				
<b>Peer Counselor Training</b>				
Who is available to provide training for peer counselors?				
What modifications should be made to the FNS “ <i>Loving Support</i> © Through Peer Counseling: A Journey Together” to reflect State policy?				

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What observations and shadowing opportunities should be added?				
What improvements should be made to regular staff meetings?				
What ongoing continuing education should be provided?				
<b>Peer Counselor Supervision</b>				
What changes should be made to provide designated supervisors?				
What systematic mentoring program is currently in place? How should it be improved?				
How are peer counselors monitored? What improvements could be made?				
How often are team meetings conducted?				
Do peer counselors participate regularly in WIC staff meetings?				
<b>Peer Counselor Practice</b>				
Where do peer counselors primarily practice? What other practice settings should be investigated?				

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Does the agency provide cell phones? Texting plans?				
What social media plans should be investigated?				
Do peer counselors provide services in local hospitals? What efforts should be considered?				
Do peer counselors provide home visits? How practical would this be to add to program services?				
Are breastfeeding classes available?				
Are breastfeeding support groups provided?				
How effective are peer counselors in counseling WIC participants? What further training/practice opportunities would help build counseling skills?				
Do peer counselors operate within their Scope of Practice? What changes can be made to address this?				
What type of referral system is in place? What other options should be considered?				

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How does the agency collect feedback from WIC participants?				
Does the agency conduct an exit survey with peer counselors?				
<b>Other Program Aspects</b>				