



Oregon WIC Listens Child Recertification – Sample Script

Introduction

Key participant centered skills: build rapport, set agenda, affirm, reflect, check what the client already knows/understands, ask permission before talking/giving advice, affirm client's right to choose, exchange ideas, minimize certifier talk time, use open ended questions.

Scenario: Mom with a very overweight child arrives at the WIC office for a recertification appointment and approaches the check-in window.

Clerk: Good morning (*build rapport*). How can I help you?

Mom: I'm here for a WIC appointment.

Clerk: Great! (*affirm*) Let me get you checked-in. Do you have your WIC ID card with you today?

Mom (irritably): No. My car wouldn't start and I had to call my girlfriend to give me a ride, and I left my purse on the kitchen table.

Clerk: Sounds like you've had a rough morning (*reflect*). I'm glad you made it here! (*affirm*)

Mom: Yeah, it's been frustrating.

Clerk: Who are we seeing today?

Mom: My son.

Clerk: What is your son's name and date of birth?

Mom: Jose Ramos and his birthday is April 10, 2005.

Clerk: OK, I see him on the schedule. His appointment is to requalify for WIC. As you know, for these appointments we need to have proof of income, identity and where you live so I can update his information. (*set the agenda*) Is Jose still on the Oregon Health Plan?

Mom: Yes.

Clerk: Did you bring his Oregon Health Plan card?

Mom (irritably again): I just told you I forgot my purse! I don't have any of my information with me!

Clerk: Oh that's right. *(acknowledge oversight to build rapport)* When do you think you might be able to bring in his OHP card? *(affirm client's right to choose)*

Mom: I guess I could bring it on Monday. He has a doctor's appointment that day in town.

Clerk: That would be perfect! *(affirm)* We are open from 8.00 to 5:00 on Monday. And here's a reminder slip where I've marked what you can bring as proof in case you don't have his OHP card for this month yet. What questions do you have about bringing in his proofs? *(open ended question)* *(check for understanding)*

Mom: Nothing about this. I just want to know if you are going to see him today.

Clerk: Sure, we can still go ahead and see Jose today. He will receive some of his vouchers now and the rest on Monday when you come in with his OHP card. If it's alright with you, I just have a couple more questions to ask in order to complete his update. *(ask permission)*

Mom: OK

Clerk: What is your gross monthly income and household size?

Mom: I earn \$1000 per month and its just Jose, me and his dad in my apartment.

Clerk: Thanks. *(build rapport)* I see you live on 345 Main Street and your phone number is 503-555-1212. Is this still correct?

Mom: No, my phone number has changed. It's now 503-123-4567.

Clerk: That is good to know! *(build rapport)* I'll make a note of the change. And to finish up, here is a list of rights and responsibilities for WIC participation. Please feel free to review this information.

Mom: I don't need to, I've seen this before.

Clerk: That's fine. What questions do you have about your rights? *(open ended question)* *(check for understanding)*

Mom: No questions.

Clerk: Alright, then I'd like to ask you to please read this form. If you understand and agree with all of this information, please sign this line.

Mom: OK.

Clerk: What other questions do you have before we get started with the rest of your visit? *(open ended question)*

Mom: I can't think of anything else.

Clerk: Then that's all we need for now! I'll let the staff know you are ready. Please have a seat and they will call you and Jose in just a few minutes. See you on Monday! (*build rapport*)

(Mom and Jose sit in waiting area.)

CHW: Jose?

(Mom gets up and pretends to pull Jose along)

Mom: Come on, let's go.

CHW: (addressing Mom) Hi, my name is _____ and I'll be taking Jose's measurements today. And this must be Jose? (*build rapport*)

(addressing Jose) Hi there Jose! How are you today? We're going to see how much you've grown since the last time we saw you. (*build rapport*)

(addressing Mom) Since Jose is over two years old, we just need his jacket and shoes off to get an accurate weight and height (*set the agenda*).

(mom takes off Jose's coat and shoes) That's great! (*affirm*)

(addressing Jose) Jose, can you step up here on the scale? Wow, what a good job standing still.

(*affirm*) OK, let's step over here, and have you put your feet together. Now we're going to slide this "hat" down to see how tall you are today. OK, all done! (addressing Mom) Jose's iron was great last time, so we don't need to do a finger poke today. Please have a seat here and the WIC counselor will call you soon.

(Mom and Jose are seated in the exam room)

CPA: __ (mom's name) __? Hi, my name is _____ and I'll be your counselor today. It's nice to meet you. Hi Jose! How are you doing? (*build rapport*)

Jose: (shyly) Fine.

CPA: That's great! (*affirm*) Let's all go on back to my room. (While walking down hall...)

Today we are going to look at Jose's health, growth and nutrition, and requalify him for WIC.

(*set the agenda*) Here we are, please have a seat. Jose, here's some toys you can play with while I talk to your mom. (addressing to mom) So how's it going today? (*open ended question*)

Mom: Oh, OK. (mom is leaning back in the chair with her arms crossed)

CPA: (looking at the computer) Hmm, I see Jose is going to turn 3 years old next month – what are you finding fun or interesting about him right now? (*open ended question*)

Mom: (thinking for a minute) Well, he is a really good eater. He'll eat just about anything I put in front of him.

CPA: So you like that he's not a picky eater and he has a good appetite. *(reflect)*

Mom: Yes. You know, he's my miracle baby.

CPA: (leaning forward) Tell me more about that. *(open ended question)*

Mom: He was a premie and small for his age – only 4 lbs at birth. And the doctors were very worried about his weight and his growth for a long time. They used to give me a hard time about him not gaining weight, so I worked really hard to give him special foods and get him to eat. Now he's eating really well and I think he looks great.

CPA: You've really put a lot of love and effort into caring for Jose. *(affirm)*

Mom: Yes, and I don't need other people telling me what I should feed him.

CPA: You know best what Jose likes and doesn't like. *(reflect)*

Mom: That's right.

CPA: So what kinds of things do you and Jose like to do together? *(open ended question)*

Mom: Well, he really likes to run around in the park and ride his tricycle. It's hard now with the rainy weather we've been having.

CPA: That's great that you encourage him to be physically active. *(affirm)* What are ways you've thought of to keep him active in spite of the rain? *(open ended question)*

Mom: Well, there's an elementary school down the block from my apartment that has a covered play area. Sometimes we go down there with his tricycle and he rides around.

CPA: That sounds like fun! *(affirm)* What other concerns do you have about Jose's health or nutrition? *(open ended question)*

Mom: Well, I've noticed some white spots on his front teeth. Jose really loves his bottle, but do you think that's a problem for his teeth?

CPA: What have you heard about baby bottles and tooth decay? *(open ended question)* *(check for understanding)*

Mom: Well, his dad says it's from him still drinking a bottle during the night. I guess it could be hurting his teeth. But I've tried some things to get him off the bottle and none of them work.

CPA: Tell me about what you have tried. *(Open ended, clarifying)*

Mom: I tried bribing him with a new Teddy Bear, but he still wanted the bottle. I also tried just putting a little bit of milk in the bottle, but he would cry for more. Since I wanted him to gain weight, I'd go ahead and give him a little more.

CPA: Many moms find it's hard to get kids off the bottle (*reflection with norming*) Would it be OK with you if we went over some ideas in this pamphlet that have worked for other moms? (*ask permission*)

Mom: Yeah, that would be OK.

Clerk: Here are some ideas to consider. (circling items on the pamphlet). What do you think you might be able to try? (*open ended question*) (*client's right to choose*)

Mom: Hmm...(looking at the pamphlet) I think I could put water in that night bottle.

CPA: That would be an excellent step. (*affirm*) How do you think Jose will react? (*open ended question*)

Mom: I don't think he'll like it but maybe then he would stop wanting it.

CPA: You think this change might encourage him stop on his own. (*reflect*)

Mom: I hope so! It's worth a try.

CPA: It feels like a good place to begin. (*reflect*). I'm going to make a note of this in Jose's record so I can check back with you at his next appointment to see how it went. Would you like to take this pamphlet with you? (*ask permission*)

Mom: Yes, I'll show it to his dad and see what he thinks.

CPA: Good. It would be great to be able to work on this together! (*affirm*) I know you'll do great. (*self efficacy*). So, today we have visited about Jose's appetite and activities and nighttime bottle. (*summary*) What other questions or concerns do you have about Jose's health or nutrition? (*open ended question*)

Mom: Nothing else today.

CPA: OK. In order to continue helping with you with Jose's diet, Jose can be requalified on WIC for another 6 months. We'll need to see you and Jose in three months for an appointment to check on how he is doing with that nighttime bottle and while he is here we can also check his growth and weight gain. How does that sound? (*ask permission*)

Mom: That should work.

CPA: We'll send you a reminder in the mail and then see him back in September for his next certification appointment. We're all done here, so let me give you this paper with Jose's height and weight today, and you can take this back to the front desk for his vouchers.

Mom: Thanks for your help.

CPA: You take care. Thanks for coming in today! (*build rapport*) See you in a few months.

(Mom and Jose return to the front desk.)

Clerk: Jose Ramos?

Mom: We're here.

Clerk: Hi again! We have April vouchers for Jose today and then as soon as you bring in his OHP card or other proofs we can print off May and June vouchers. What concerns do you have about shopping with his vouchers? (*open ended question*) (*check for understanding*)

Mom: I haven't been having any problems.

Clerk: That's good to hear! Do you need another voucher folder?

Mom: No, it is at home.

Clerk: Alright, please sign these FI stubs. Good, we're all set. How else can I help you today? (*open ended question*)

Mom: No, we're good. Thanks!

Clerk: Great! Thanks for coming! (*affirm*)