

☺ Job Aid: Missed Nutrition Education Appointments and Nutrition Education Refusal

Chapter 3: Client Processes

Section 9: Second Nutrition Education Contact

Lesson: Nutrition Education Refusal

Policy Summary 810: Nutrition-focused Counseling and Education

Participants shall not be denied food benefits for failure to attend or participate in nutrition education activities.

Follow these steps when a participant is unable to attend their scheduled nutrition education:

1. Try to reschedule the participant for another nutrition education appointment within the same month and issue food benefits at that appointment.
2. If it is not possible to reschedule the participant within the same month, allow the participant or caretaker to be issued one month of food benefits and reschedule the participant for their second NE activity the following month.
3. One month of food benefits may be issued if there is 2-way contact between the WIC clinic and the participant.
4. Continue to issue one month of benefits at a time until they either complete NE activity or they are due for a certification appointment.
5. If the participant refuses any 2nd nutrition education offered during the initial or subsequent certifications, they must contact the clinic the month their food benefits end to be issued additional benefits. Document NE refusal in the participant's record in TWIST.

Documentation for Nutrition Education (NE) Offerings, Refusals, Reschedules and No Shows

(Refer to Policy 840: Documentation of Nutrition-focused Education and Counseling)

Process	Flow	Documentation
1. WIC Staff Offer Client NE	Offer and encourage attendance at quarterly NE* at <u>every</u> cert/recert appointment. (Regardless of whether participant has refused NE in the past).	Document in Family Appt record: An NE request or booked NE appointment for each family member
2. Client Refuses NE***	Only occurs at cert/recert visit when participant refuses to attend <u>any</u> quarterly nutrition education (this should happen very rarely). Let the participant know which month they need to contact the WIC clinic to be issued more benefits.	Document in FAR using the NE Refusal button. Write the month to contact the clinic on the participants Benefits List, ID card, or other document.
3. Client Reschedules Quarterly NE	Participant calls <u>before</u> scheduled quarterly NE to say they can't attend. Offer to reschedule. If cannot reschedule, issue one month of benefits and schedule for NE next month.	No additional documentation needed – this is not a “refusal
4. Client No Shows Scheduled Second NE	Participant does not attend quarterly NE. Make effort to contact family to reschedule NE. If reach family but they are unable to reschedule NE this month, issue one month of benefits and reschedule NE for next month.	Unattended scheduled appts. are marked “no show” by End of Day. No other documentation is needed.

*Second Nutrition Education Contacts may include the following appointment types: F1, F2, F3, FD, IE, MI, MW, MC, GE.

** PU (“Benefit Pick-up”) appointments do not qualify as second NE contacts.

***In this scenario, a participant may receive up to 3 months of benefits.

♪ NOTE: NE Refusal documentation can be viewed on the Family Appointment Record by selecting client and clicking on the “**NE Refusal**” button. Documentation of refusal will remain in the system unless or until user chooses to remove it.