

2021 WIC Nutrition Services Plan (NSP) Form



County/Agency:

Person Completing Form:

Date:

Phone Number:

Email Address:

When completed, click the *Submit* button in the top right corner of this form. You will receive a confirmation email within 48 hours. Call or email Bonnie Ranno if you have not received this confirmation: bonnie.ranno@dhsosha.state.or.us 971-673-0048

Return 2021 NSP on or before Friday, 12/11/20.

Check here if this plan has been reviewed with staff.

Check here if this plan includes an optional goal.

Goal 1 – Using Participant Centered Counseling Skills to Provide Nutrition Education and Breastfeeding Support

Objectives:

1. To strengthen certifiers' skills in using active listening, curiosity, critical thinking, and summaries when providing nutrition-focused counseling and breastfeeding support.
2. To provide nutrition and breastfeeding education in a way that is responsive to participants' knowledge, strengths, experiences and perspectives.
3. To build counseling skills applicable to both in-person and remote counseling environments.

Activities to accomplish this objective:

1. Staff will complete the state-provided in-service training on using summaries to strengthen counseling skills which will be sent out in the first quarter of 2021.
2. Staff will complete the state-provided in-service training on strengthening counseling skills in breastfeeding support which will be sent out in the second quarter of 2021.
3. As a staff, determine one counseling-related activity your agency will focus on in 2021 and record it in the box below.

Goal 2 – Using Technology to Strengthen Remote Services in Your Agency

Objectives:

1. To improve the process and safety of providing remote services in local agencies.
2. To increase the options available in your agency for providing virtual WIC appointments.
3. To make it easier for participants and staff to collect the documents and signatures needed for certification appointments in a remote environment.

Activities to accomplish this objective:

1. Discuss as a staff what would be the most effective way to streamline processes given your agency's resources and needs.
2. Identify any resources needed to enhance remote services in your agency and use the state-offered telehealth funding to purchase personal protective equipment (PPE), software or equipment needed for video conferencing, or other related business equipment. Examples:
 - Video conferencing software (Zoom, Skype, etc.)
 - Equipment for video conferencing (laptops, iPads or webcams, etc.)
 - Additional monitors for staff to simplify appointments with multiple family members
 - Secure document transfer software (Salesforce, DocuSign, etc.)
3. Evaluate the effectiveness of any new technology adopted. Report results back to the state office.

Goal 3 - Optional

Your agency may choose to develop one or more additional goals or to continue a nutrition, breastfeeding or outreach goal from the 2020 NSP. Contact your nutrition consultant if you have questions. Ideas:

- Brainstorm ideas for reaching out to underserved or high risk populations in your area, such as minorities, migrants, employed, pregnant teens, disabled or homeless.
- Revise the referral data base with updated partner information.
- Assign an *Information and Referral Coordinator* or *Team* to review and update your agency's handouts used for referring participants to breastfeeding, housing, food resources, Head Start, OB/GYNs, pediatricians and other identified community resources.
- Connect with community partners to share messaging about how WIC is providing safe services during the pandemic

Goal:

Objective:

Activities to accomplish this objective:

- 1.
- 2.