Ideas for WIC Health Activities

Participant website: https://www.wichealth.org      Staff website: https://www.wichealth.org/Support

If your agency is NOT yet enrolled in the WIC Health online nutrition education program, you must complete Activity #1 below:

1) Enroll your agency in WIC Health. This involves several steps:
   - Accessing the generic email address that has been set up for your WIC agency
   - Setting up a staff account for your agency through the Support WIC Health website, so staff can access lessons and verify lesson completions for participants
   - Reviewing Policy 820, sections 4.0 and 7.0.
   - Training staff on how to offer, explain and follow-up with participants using online lessons
   - Writing a local policy that includes procedures on how your agency will offer, train, and document WIC Health lessons – approval by the state agency required prior to starting implementation.

   Contact Bonnie Ranno for assistance: bonnie.ranno@dhsoha.state.or.us

If your agency is already enrolled in the WIC Health online nutrition education program, you may select one or more Activities from the following:

2) Check with all staff working with WIC Health to ensure that they are using the staff account associated with your agency, including using the same log-in information when accessing the Support WIC Health website. Ensure that staff are aware of the resources available on this site, including how to view lessons. For staff who have set up individual log-ins using their personal email addresses, encourage them to switch to the staff account and discontinue the individual log-in.

3) As a staff, review the list of available WIC Health lessons and discuss which lessons would be appropriate for each category of WIC participant. Log-in to the Support WIC Health website and view one of the newer lessons together as a staff. Discuss how the newer lessons are longer, cover information in more depth, and require looking at more than one resource.

4) As a staff, review one or more of the 9 WIC Health Academy courses during a staff meeting – available from the Support WIC Health website under Academy.

5) Check out the training and promotional resources that are available from the Support WIC Health website under Resources. Determine how to use one or more of these resources in your agency.

6) Review Policy 820, sections 4.0 and 7.0, at a staff meeting or by asking staff members to review these sections on their own – this is the policy that describes the components of offering online nutrition education through WIC Health. As a group, discuss whether your agency is following all aspects of the policy, and if not, how to make improvements to your local process.

(continued)
7) Discuss the various ways that local agency staff can verify participant’s lesson completion. Methods include receiving participant’s certificates by email, using the client search feature online, or checking daily reports from WIC Health. Please note that agencies may not ask or require participants to bring a copy of their completion certificate to the agency. If participants do so on their own it may be used but reassure them that this is not necessary for future appointments. We do not want the printing of a certificate to be a barrier for anyone taking WIC Health lessons, particularly because so many participants use their phone to complete lessons.
   - Determine which lesson verification method(s) your agency will use and ensure that all staff members are informed and consistent in these methods.
   - Discuss the follow-up process with participants – how they will be informed that their lesson completion has been verified, how questions (if any) will be answered, and how they will be notified that their benefits have been issued.
   - Discuss how the online lessons will be documented in TWIST, including the showing of the appointment, the specific lesson being documented in the NE Provided dropdown, and the use of Progress Notes to record any follow-up to questions if that occurred.

8) Become familiar with the types of usage statistics that are available through the WIC Health Support website. Identify helpful reports to run routinely and make a plan for using this data.

9) Check out the Health eKitchen recipe site, featuring recipes and videos using WIC foods. Identify ways that this resource could be shared with participants.

10) Review the various WIC Health documents available on our Oregon website:
    
https://www.oregon.gov/OHA/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/ne-resources.aspx
    
Ask staff to bookmark ones that will help them assist participants when issues arise.

11) Ensure staff know that a button has been added to the WIC Shopper App so participants can access WICHealth directly from the App. Identify how that information will be shared with participants.

12) Talk with participants about their experience using WIC Health. What works or what doesn’t work for them? Share this information with staff to help improve the use of WIC Health in your agency.

13) Have a staff discussion about the various lessons that are available. A lesson list is available here:

https://www.oregon.gov/OHA/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/ne-resources.aspx

- What lessons or resources are favorites of staff members?
- How do staff make lesson recommendations to participants?

14) Update your local policy on online nutrition to ensure it captures the newer elements in WIC Health regarding lesson verification and communication with participants following lesson completion.

15) Have a staff discussion about digital literacy. How can staff help participants with online applications? Use WIC Health as a possible example.

16) Design your own activity related to WIC Health participation, and describe who will do it, how it will be accomplished, and the timeline for completion.