

How to Verify Lesson Completion using *Client Search*

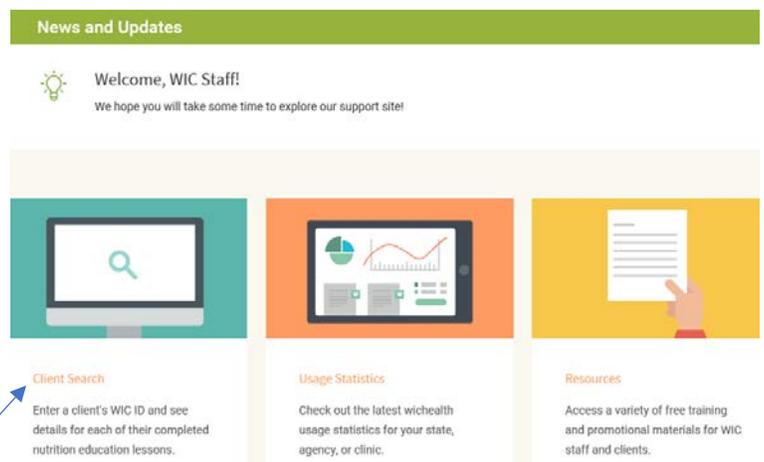
Participants can notify your agency by phone, text, email or in person that they have completed one or more WIC Health lessons. There are two ways for staff to verify lesson completion on the Support WIC Health website:

1. Use the look-up feature called *Client Search*, described here.
2. Track lesson completion by running daily lesson reports. See *How to run daily WIC Health lesson reports* for details on that method.

To get started, you will need your agency's:

- WIChealth.org username
- WIChealth.org password

Instructions:

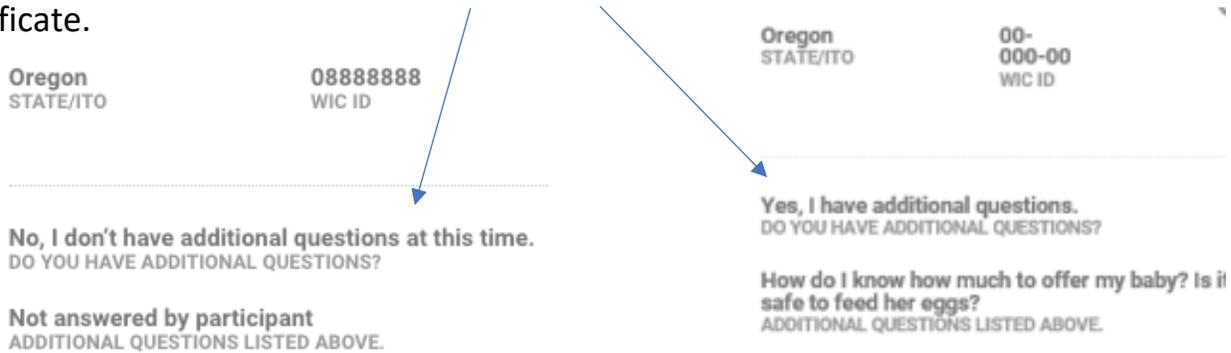
1. Go to <https://www.wichealth.org/support> and log-in with your agency username and password.
2. Click on the *Client Search* box 
3. Enter the participant's WIC ID in the box.
 - HINT: An **8-digit** number must be entered. If number is less than 8 digits, add one or more zeroes to the beginning of the number to make it an 8-digit number.
4. Click *Search*, wait a few seconds, then scroll down to see the client name and lesson completed.
5. Click on *View Certificate* (far right) to open the participant's certificate and see their answers to the two mandatory questions:
 - *What's One Thing You Can Start or Keep Doing Based on What You Learned Today?*
This is the participant's "Action Statement" about what they plan to do differently because of what they learned in the lesson.
 - *Do you have additional questions?*

The participant is given the opportunity to share what they plan to do differently as a result of the lesson, and to record any questions. This interactive component of the lesson meets the "two-way conversation" requirement in policy 820.

The participant's *Action Statement* is shown in two places on the certificate:



Participants response to whether they have additional questions is listed on the right side of the certificate. They can answer NO or YES. If yes, questions will be listed on the certificate.



6. If the participant **did not** enter any questions, staff can call, text or send an email message to let them know that lesson completion has been verified. Up to 3 months of benefits may be issued if timing is appropriate. The participant does not need to respond back.
7. If the participant **did** enter questions, staff can follow-up with a phone call, text or email message to provide answers to the questions.
 - If contact is made with the participant, respond to questions and issue benefits.
 - If the participant cannot be reached or does not respond, leave a message that lesson completion has been verified, and that benefits have been issued. Invite the participant to contact the WIC office about their questions. Document their specific questions in their record so staff can follow-up when the participant calls back or at their next appointment.
8. In both instances, document the quarterly contact and benefit issuance in TWIST. Mark the appointment as a "Show", select the lesson title in the *NE Provided* dropdown, and document any conversations or questions in Progress Notes.
9. Refer to guidance document for more details on the follow-up process for benefit issuance.