WIC
FALL 2010
TRAINING

Montana WIC

Session 1

- Welcome & Introductions
- Federal ME Update
- MT Farm Direct
- 2011 State Plan Review
- Break
- WIC/M-SPIRIT Back to Basics – Vendor & Clinic
- Risk Code 10 Revision

State Plan Updates

Linda Stallings

STATE PLAN UPDATES

- Chapter 3 – Monitoring and Time Studies
- Chapter 4 – Computer Training & Access, Benefit Stock & Records Management
- Chapter 5 – Policy & Operating Changes
- Chapter 7 – Breastfeeding Promotion Info
- Chapter 8 – Benefit Information
- Chapter 9 – Retailer Information
- Miscellaneous & Contact Information

CHAPTER 3

- **Policy 3-17, p. 3-50 – Monitoring**
  Part VI: Local Program Review of their Operations

  - Local lead agencies must review/monitor satellites annually
  - The State Office will monitor this in the future
  - **Attachment C** – Local agency review form
  - **Attachment E** – State WIC Office review form to evaluate State WIC Office Procedures and Personnel

CHAPTER 3 (CONTINUED)

- **Policy 3-18 – Time Studies**
  - 80% submitted on time
  - 98% submitted by the end of the month
  - One month 100% were received before the next one was due!
  - Good job!

CHAPTER 4

- **Policy 4-5, p. 4-9**
  - Computer System Training – Deleted
  - State Office is planning for a new training system, but right now TBD
  - Reminder: WIC Weekly Newsletter has replaced numbered memos
  - Supervisors are required to ensure all employees read the newsletter

CHAPTER 4 (CONTINUED)

- **Policy 4-18, p. 4-29 – Benefit Stock Management**
  - Please review the section for changes
  - Section 4, Voided Benefit Stock is new
- **Policy 4-20, p. 4-35 – Records Management**
  - Here's where it tells you how long you must keep participant paper files!
- **Policy 4-26 – deleted**
- **Policy 4-30, p. 4-62**
  - M-SPIRIT Access from Non-WIC Computers is new

CHAPTER 5

- **Policy 5-2, p. 5-2 – Income Guidelines**
  - No Change
- **Policy 5-11, p.5-14**
  - Certification Period changes due to M-SPIRIT
  - Risk codes
- **Policy 5-14, p. 5-53 – Participant Records**
  - Changes to accommodate going paperless

CHAPTER 5 (CONTINUED)

- Policy 5-18, p. 5-61 – Search and Inquiry System (SIS) has some changes
- Policy 5-20, p. 5-66 – Migrant Farmworkers/ Native Americans/Homeless
- Policy 5-21, p. 5-68 – Application/Certification Updates Due to M-SPIRIT
- Policy 5-22, p. 5-74 – Categorical Eligibility Changes
- Policy 5-23, p. 5-75 – Residential Eligibility just Rewording

CHAPTER 5 (CONTINUED)

- **Policy 5-24, p. 5-77 – Financial Eligibility**
  - **Part III – Adjunctive Eligibility Changes**
    - Added Food Distribution Program on Indian Reservations (FDPIR)
    - Added Free and Reduced School Lunch Program
  - **Part XV – Zero Income – Minor Wording Changes**
  - **Part XVI – Income – Procedure Changes Due to M-SPIRIT**
  - **Part XVIII – Native American Households**
    - Tribal Members residing on Reservations
    - Procedure Changes Due to M-SPIRIT
- **Policy 5-25, p. 5-84 – Nutritional Eligibility Changes**
- **Policy 5-26, starting on p 5-87 – Hematological Testing Procedure Updates**

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CHAPTER 7

- **Policy 7-1 – Breastfeeding Promotion and Support**
  - Significant Change:
    - Attachment Z
    - Breastfeeding Food Package Guidance Final
      Attachment 2 Counseling Points

CHAPTER 8

- **Policy 8-10 – Benefit Issuance**
  - **Section C, p. 8-34**
    - WIC Benefit Issuance Frequency
    - One time Issuance of One Month of WIC Benefits
  - **Section II:** Food Package Changes Within a Benefit Cycle
    - Changes Are Highlighted

CHAPTER 8 (CONTINUED)

- **Policy 8-11, WIC Benefits and Fruit and Vegetable Benefits**
  - **Section II:** Alternate Representatives vs. Proxies
  - **Section V:** Deleted, Duplicated in Chapter 9, Intended for Retailers
- **Policy 8-12, Food Delivery System**
  - Changes Highlighted/Lined Thru

CHAPTER 9

- Pertains to retailers
- Local LARC's may want to peruse this section

STATE PLAN – MISCELLANEOUS

- Attachments: In the Back of State Plan
- Errors or Other Changes: Call or email me at 444-0909 or lstallings@mt.gov
- Are You Planning a Move?
  - Remember : If you move or are planning on moving Any clinic site you must notify the State Office
  - Include the physical address
- Questions or Comments at ThisTime?

Break

WIC Intensive Certifications

Missoula/Billings

Kim Mondy

Our Job at Certification

- Complete a thorough assessment
- Make appropriate referrals
- Assign correct nutrition risk factors
- Provide pertinent nutrition education
- Work with the participant on goal setting
- Prescribe an appropriate food package
- Create a plan for future visits
- Document the visit thoroughly

Assessment – the “A” in VENA

- Should evaluate where the participant is in relation to achieving the Health Goals for their age and category
- For example, for a child:
  - Receiving Ongoing Health Care
  - Achieving a Normal Growth Pattern
  - Remaining Healthy and Safe
  - Consuming a Variety of Foods
  - Achieving Self-feeding Milestones

Assessment – Where to find the info

- Demographic Information – residency, income, household size, adjunctive eligibility
- Anthropometric information – height/length, weight, hemoglobin, pre-pregnancy weight
- VENA question answers – ask more to clarify when needed
- Information learned in conversation
- Observations

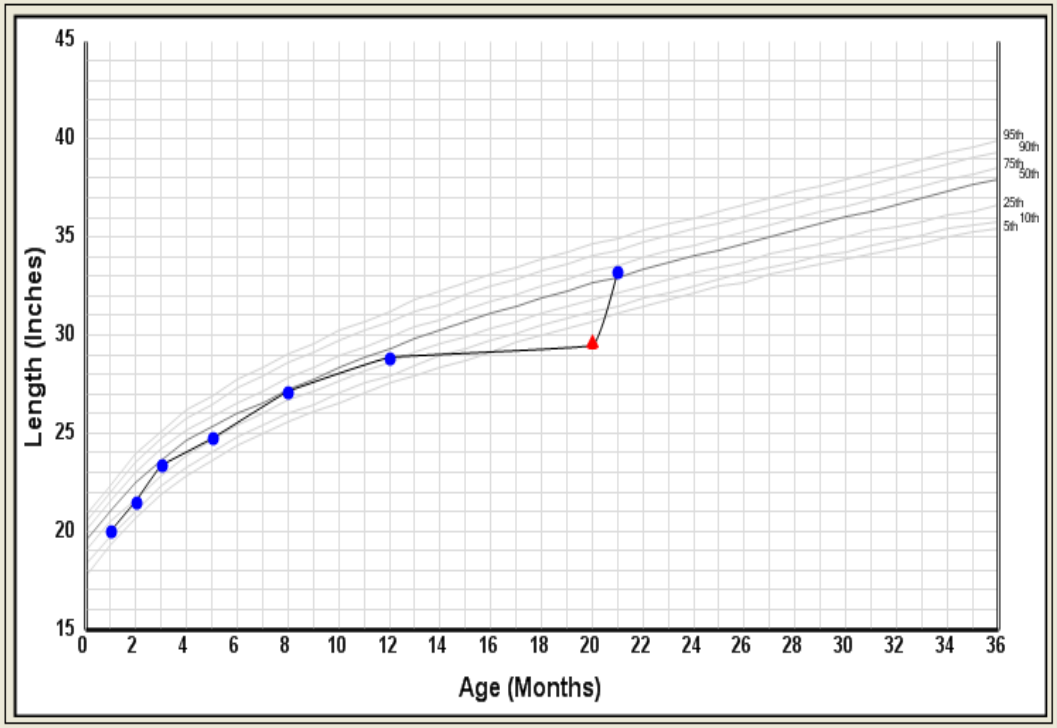
Demographic Information

- What can you learn from demographic information?
  - Where someone is living – homeless, foster care
  - Can they get to a store to purchase food?
  - Do they have a place to prepare food?
  - Resources – can they obtain food?

Anthropometric Information

- Review growth grid or prenatal weight gain grid each time new measurements are obtained.
- If measurements don’t look right – recheck them!

Y2-6 HT/Age | Y2-6 WT/Age | Y2-6 WT/HT | BMI | B-36 Len/Age | B-36 WT/Age | B-36 WT/Len



	Date	Age	Height	Position	Percentile
▶	08/16/2010	1 Year 8 Months 15 Da	33.3 in	Recumbent	65.74%
	08/05/2010	1 Year 8 Months 4 Day	29.5 in	Recumbent	1.43%
	12/07/2009	1 Year 0 Months 6 Day	28.9 in	Recumbent	43.30%
	07/24/2009	0 Years 7 Months 23 D	27.1 in	Recumbent	56.68%
	04/23/2009	0 Years 4 Months 22 D	24.8 in	Recumbent	41.08%
	03/13/2009	0 Years 3 Months 12 D	23.4 in	Recumbent	52.01%

Print | Close

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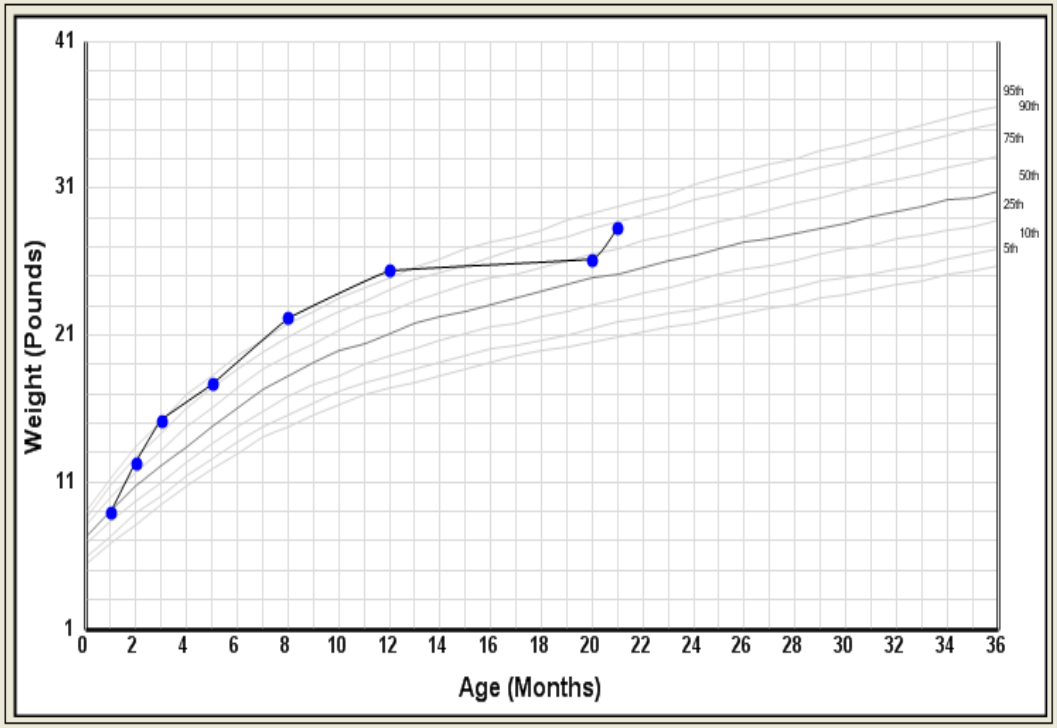
Y2-6 HT/Age | Y2-6 WT/Age | Y2-6 WT/HT | BMI | B-36 Len/Age | B-36 WT/Age | B-36 WT/Len



Date	Age	Weight	Position	Percentile
08/16/2010	1 Year 8 Months 15 Da	28.2 lbs	Recumbent	82.61%
08/05/2010	1 Year 8 Months 4 Day	26.0 lbs	Recumbent	63.54%
12/07/2009	1 Year 0 Months 6 Day	25.3 lbs	Recumbent	95.95%
07/24/2009	0 Years 7 Months 23 D	22.0 lbs	Recumbent	97.20%
04/23/2009	0 Years 4 Months 22 D	17.5 lbs	Recumbent	94.12%
03/13/2009	0 Years 3 Months 12 D	15.0 lbs	Recumbent	96.22%

Print | Close

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VENA Questions

- Use reflective listening skills.
- If an answer is unclear, ask for clarification.
- Document additional information received.

Observations

- Who is present for the appointment?
- Interactions between those present
- Does what's happening in the office "fit" with what the participant is saying?

Make Appropriate Referrals

- Referrals should be tailored to the participant's needs
- A referral should generally not be made to a service the participant is already accessing
- Remember, all referrals must receive follow-up at subsequent visits

Nutrition Education

- Documentation for 3-year-old girl who had fallen from 40% to 5% weight/height over past 6 months
- Rights and Responsibilities
- Purpose of WIC Program
- Nutrition Risk Codes
- Benefits of WIC Foods
- Alchol, Tob, Drug Use (Caregivers)
- Consuming a Variety of Foods
- Achieving Self-Feeding Milestones

The rest of the chart note didn't help:

- A: Good growth
- P: Dental

- What do you think was discussed with this participant's mother?
- What was her plan for you to follow-up on? (dental?)

Provide Pertinent Nutrition Education

- Nutrition Education provided should be tailored to the participant's needs
- Broad Nutrition Education topics (based on required topics for certification and Health Goals) are provided in M-SPIRIT
- The topics based on Health Goals should be selected only if something in that area was discussed.
- For broad topics like "Consuming A Variety of Foods" – document what was discussed; for example – discussed ways to offer veg. for snacks

Goal Setting

- Keep working on this!
- It gets easier with practice!
- Don’t be searching for the perfect goal. Capitalize on areas brought up in conversation.
- Goals should be specific and measurable. “Eat more healthy” means something different to everyone. What does it mean to your participant?

Plan

- Should provide enough details for the next "detective" to follow-up on the case.
- Striving for continuity (seamless service) no matter which staff person the participant sees.
- Needs to be specific enough for your clinic setting

Let’s Practice

- Each team will receive a case file.
- Your job is to thoroughly analyze your case as a group.
- Your witness has additional information or a piece of evidence about your case. Ask your witness any questions on which you’d like more information.

Case Report

- Brief Overview of Case
- Additional Information You Gathered
- Your Assessment
- Nutrition Topics Discussed (may just mark on sheet)
- Referrals Made
- Three Lead-In Statements to Reach a Goal
- Plan for Future Visit

Benefit Review

Carrie Reynolds

Benefit Preview & Review

MONTANA WIC PROGRAM
PO BOX 202951
HELENA, MT 59620-2951

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC)

WIC ENCOURAGES BREASTFEEDING

ACCT # 835100

CLINIC ID	WIC ID	PARTICIPANT NAME	FIRST DAY TO USE

MONTANA RETAILER STAMP	DATE USED
	LAST DAY TO USE
	INITIALS / CORRECTION
	AMOUNT OF SALE
REJECTED BY BANK IF NOT CLEARLY STAMPED	

RETAILER - DO NOT ACCEPT UNLESS YOU HAVE A MONTANA WIC CONTRACT

PAYABLE THROUGH FSMC AN AFFILIATE OF SECURITY STATE BANK, HOWARD LAKE, MINNESOTA 55349

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

Montana WIC

Benefit Review

MONTANA WIC PROGRAM
PO BOX 202951
HELENA, MT 59620-2951

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC)

WIC ENCOURAGES BREASTFEEDING

ACCT # 839100 71-1248 06

CLINIC ID	WIC ID	PARTICIPANT NAME	FIRST DAY TO USE

MONTANA RETAILER STAMP	DATE USED
	6/27/10
	LAST DAY TO USE
	INITIALS / CORRECTION
	AMOUNT OF SALE
REJECTED BY BANK IF NOT CLEARLY STAMPED	5 67

RETAILER - DO NOT ACCEPT UNLESS YOU HAVE A MONTANA WIC CONTRACT

PAYABLE THROUGH FSMC AN AFFILIATE OF SECURITY STATE BANK, HOWARD LAKE, MINNESOTA 55349

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

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Revision 10 Nutrition Risk Codes

Kim Mondy

To be Implemented
September 27, 2010

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New Risk Codes

- Risk #304 – History of Preeclampsia
- Risk #345 – Hypertension and Pre-hypertension
- Risk #363 – Pre-diabetes

Risk #304 – History of Preeclampsia

- May be assigned for Pregnant, Breastfeeding and Non-breastfeeding Women

- Condition must be diagnosed by a physician or by a health care provider. The applicant/participant/ caregiver or someone working under a health care provider's orders may report the diagnosis.

Risk #345 – Hypertension and Pre-hypertension

- Previously using just for Pregnancy-Induced Hypertension
- Now may be assigned for Infants, Children, Pregnant, Breastfeeding and Non-breastfeeding Women
- Presence of hypertension or pre-hypertension
- Must be diagnosed by a physician or by a health care provider. The applicant/participant/caregiver or someone working under a health care provider's orders may report the diagnosis.

Risk #363 – Pre-diabetes

- May be assigned for Breastfeeding and Non-breastfeeding Women
- Impaired fasting glucose (IFG) and/or impaired glucose tolerance (IGT)
- Condition must be diagnosed by a physician or by a health care provider. The applicant/participant/ caregiver or someone working under a health care provider's orders may report the diagnosis.

Risk #303 – History of Gestational Diabetes

- Now can be assigned based on <u>any</u> history of gestational diabetes, not just with the most recent pregnancy

Woman Health Information

Postpartum Info | Pregnancy Info

Current Pregnancy Information

- [ ] Expecting Multiple Births
- [ ] Diabetes Mellitus
- Expected Delivery
- [ ] Planned C-section
- [ ] Gestational Diabetes
- LMP Start Date
- Pre-pregnancy Weight
- [ ] Hypertension or Prehypertension
- Pre-pregnancy BMI
- [ ] Has Not Received Prenatal Care
- Date Prenatal Care Began /
- Age at Conception
- [ ] Requires Food Package III
- Date Food Package III Verified

Previous Pregnancy Information

- Number of Pregnancies
- Number of Live Births
- Number of WIC Pregnancies
- Number of Pregnancies 20 or more Weeks
- Last Pregnancy Ended /

Multivitamin Consumption

- Month Prior to Pregnancy
- During Pregnancy

Cigarette Usage

- Per Day - 3 Months Prior to Pregnancy
- Per Day - Current
- Smoking Change

Alcohol Intake

- Drinks/Week - 3 Months Prior to Pregnancy
- Drinks/Week Current

Any Pregnancy History

- [ ] Low Birth Weight
- [ ] Premature Birth
- [ ] Fetal or Neonatal Loss or 2 or more Spontaneous Abortions
- [ ] Gestational Diabetes
- [ ] Preeclampsia

OK | Cancel

Certification Risk Factors

- Previous Certifications/Risk Factors
  - 07/27/2005 - 11/10/2005 [Non-breastfeedin
  - 12/30/2008 - 08/11/2009 [Pregnant]
    - C Inappropriate Nutrition Practices for Wome
    - C History of Gestational Diabetes (303)
  - 08/12/2009 - 02/05/2010 [Non-breastfeedin
    - C High Maternal Weight Gain (133)
  - Current Certification Attempt [Pregnant]

Currently Identified Risk Factors

Available

Risk Factor	Description
101	Underweight Women
131	Low Maternal Weight Gain
133	High Maternal Weight Gain
301	Hyperemesis Gravidarum
302	Gestational Diabetes
303	History of Gestational Diabetes
311	History of Preterm Delivery

Search

Selected

Risk Factor	Description

☐ High Risk

Risk Factors Details Guide | OK | Cancel

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Certification Guided Script

File Guided Script Help

Certification Guided Script

- [ ] Demographics
- [x] Health Information
- [ ] Height, Weight, and Blood
- [ ] Immunizations
- [ ] VENA
- [x] Risk Factors/High Risk
- [ ] Referrals/Other Programs
- [ ] Nutrition Education
- [ ] Food Prescription
- [ ] Create SOAP Notes
- [ ] CPA Determined Follow-up
- [ ] Issue Benefits

Household Member Information

- [x] High Risk

Issuance Monthly

Education

Education Method

Group Education

Risk Factor	Description
303	History of Gestational Diabetes

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Woman Health Information

Postpartum Info | Pregnancy Info

Current Pregnancy Information

- [ ] Expecting Multiple Births
- [ ] Diabetes Mellitus
- Expected Delivery: 12/31/2010
- [ ] Planned C-section
- [ ] Gestational Diabetes
- LMP Start Date: 3/29/2010
- Pre-pregnancy Weight: 135
- [x] Hypertension or Prehypertension
- Pre-pregnancy BMI: 24.8
- [ ] Has Not Received Prenatal Care
- Date Prenatal Care Began: 05/2010
- Age at Conception
- [ ] Requires Food Package III
- Date Food Package III Verified:

Previous Pregnancy Information

- Number of Pregnancies: 2
- Number of Live Births: 2
- Number of WIC Pregnancies: 2
- Number of Pregnancies 20 or more Weeks: 2
- Last Pregnancy Ended: /

Multivitamin Consumption

- Month Prior to Pregnancy: 7 times (daily) per week
- During Pregnancy: 7 times (daily) per week

Cigarette Usage

- Per Day - 3 Months Prior to Pregnancy: 0
- Per Day - Current: 0
- Smoking Change: Unknown or Refused to Answer

Alcohol Intake

- Drinks/Week - 3 Months Prior to Pregnancy: 0
- Drinks/Week Current: 0

Any Pregnancy History

- [ ] Low Birth Weight
- [ ] Premature Birth
- [ ] Fetal or Neonatal Loss or 2 or more Spontaneous Abortions
- [x] Gestational Diabetes
- [ ] Preeclampsia

OK | Cancel

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Certification Guided Script

File Guided Script Help

Certification Guided Script

- [ ] Demographics
- [x] Health Information
- [ ] Height, Weight, and Blood
- [ ] Immunizations
- [ ] VENA
- [x] Risk Factors/High Risk
- [ ] Referrals/Other Programs
- [ ] Nutrition Education
- [ ] Food Prescription
- [ ] Create SOAP Notes
- [ ] CPA Determined Follow-up
- [ ] Issue Benefits

Household Member Information

- [x] High Risk

Issuance Monthly

Education

Education Method

Group Education

Risk Factor	Description
303	History of Gestational Diabetes
345	Hypertension (Includes Chronic and Pregnanc

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Changes to Current Risk Codes

- Risk #101 – Underweight Women
- Risk #111 – Overweight Women
- Risk #131 – Low Maternal Weight Gain
- Risk #133 – High Maternal Weight Gain
- Risk #303 – History of Gestational Diabetes

BMI Range Changes

- For Risk #101 – Underweight Women – Change in BMI < 18.5 (was < 19.8)
- For Risk #111 – Overweight Women – Change in Pre-pregnancy BMI ≥ 25.0 (was ≥ 26.1)
- For Risks #131 – Low Maternal Weight Gain and #133 – High Maternal Weight Gain – change in Pre-pregnancy Weight Group definitions (on next page)

Pre-pregnancy Weight Groups

DEFINITIONS	CURRENT	REVISION 10
Underweight	BMI < 19.8	BMI < 18.5
Normal Weight	BMI 19.8-26.0	BMI 18.5-24.9
Overweight	BMI 26.1-29.0	BMI 25.0-29.9
Obese	BMI ≥ 29.1	BMI ≥ 30.0

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Risk Factor #131 - Low Maternal Weight Gain

- Weight gain cut-offs are changed from a monthly average to a weekly average
- Prenatal grid titles are changed to reflect BMI range rather than “Underweight”, “Overweight”, etc.

Low Maternal Weight Gain

DEFINITIONS	CURRENT	REVISION 10
Underweight	< 4 lb/month	< 1 lb/week
Normal Weight	< 2 lb/month	< 0.8 lb/week
Overweight	< 2 lb/month	< 0.5 lb/week
Obese	< 1 lb/month	< 0.4 lb/week

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Risk #133 – High Maternal Weight Gain

- Major change is for Pregnant Women
- Risk was assigned during pregnancy to women who gained ≥ 7# per month
- Now risk will be assigned based on weight gain in the 2nd and 3rd trimesters based on weight category
- Guidelines for twin pregnancy weight gain based on pre-pregnancy weight status have been added (but not used for risk code assignment)

High Maternal Weight Gain (for Pregnant Women)

DEFINITIONS	GAIN MORE THAN…
Underweight	1.3 lb/week
Normal Weight	1 lb/week
Overweight	0.7 lb/week
Obese	0.6 lb/week

High Maternal Weight Gain
(For Breastfeeding and Non-breastfeeding Women)

DEFINITIONS	CURRENT	REVISION 10
Underweight	Gain > 40 lb	Same
Normal Weight	Gain > 35 lb	Same
Overweight	Gain > 25 lb	Same
Obese	Gain > 15 lb	Gain > 20 lb

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Other Changes to Risk Codes (Not due to Revision 10)

- Risk #411 – Inappropriate Infant Feeding
- Risk #427 – Inappropriate Nutrition Practices for Women

Inappropriate Infant Feeding

- A new criteria has been added
- Risk code may be used for: Not providing a supplement of 200 IU of Vitamin D to infants who are ingesting less than 16.9 ounces per day of Vitamin D-fortified formula

Inappropriate Nutrition Practices for Women

- A new criteria has been added
- Consumption of less than 400 mcg. of folic acid from fortified foods and/or supplements daily by a non-pregnant woman

Risk Factor Guide

- Nutrition risk factors which appear in the risk factor help guide are now state specific

Break

Session 2

- M-SPIRIT Release Training, Questions & Discussion
- Civil Rights
- Break
- Rebranding & Food List Update
- Wrap Up & Questions

M-SPIRIT Release Training Questions & Discussion

Bobbi Walker

THE PLAN

- Welcome
- Notes from Mark about Future Releases and Long Term Plan
- Current Release Changes – “In the Noise”
- Current Release Changes – Relevant
- Q & A

WELCOME!

- Your Training Session
- Cover Highlights of Release
- Take Your Questions
- All M-SPIRIT Questions are Fair – Old and New
    - Will Keep List and Address at End

NOTES FROM MARK ABOUT FUTURE RELEASES

- State Office Will Test All Releases
- Risks Rev 10 – This Release (2.10)
- Mid-Nov 2010 – Bug Fixes (2.11)
- Mid-Jan 2011 – Vendor Upgrades and Bug Fixes (2.13)
- Mid-Feb 2011 – Bug Fixes (2.14)

NOTES FROM MARK ABOUT LONG TERM RELEASE PLAN

- Numerous Software Upgrades for Next 6 Months
- CSC to Fix All *Known* Bugs By March 2011!
- Let Us Know Bugs You Find So We Can Get Them Reported And Fixed!
- After That, Quarterly Releases With Enhancements

NOTES FROM MARK – QUARTERLY RELEASES

SUG: Spirit Users Group

1. SUG: Receives and Tests (3 Weeks) Quarterly Enhancement Release
2. SUG: Requests Defect Release
3. CSC: Three Weeks of Development for Fixes and Delivery of Defect Fix Release
4. SUG: Two weeks of coordinated testing
5. SUG: Defect release requested
6. CSC: Two weeks of Development for Fixes and Delivery of Defect Fix Release
7. SUG: Two weeks of coordinated testing
8. SUG: Verify All Defects Fixed
9. SUG: Quarterly Enhancement Released to Users

CURRENT RELEASE

- CSC Release Notes: 9/27 Newsletter
- CSC Releases 2.03–2.10
- Things Are Changing So …

  Friday Newsletter – <u>MUST READ</u>

  Training Slides: Friday Newsletter
- Training – Highlights

NOTES ABOUT … "CSC RELEASE NOTES"

- *A Lot of Them!*
- I Am Not Recommending You Read Them
- PC2010 Issues (Ignore)
- EBT or *EBT*: Electronic Benefits Transfer (Ignore)
- MN: Minnesota Issue (Ignore some)
- ENH: Enhancement (ENH-1: Rev. 10 Risk Codes)
- SUG: Bug Fix
- CLD: Report Updates
- Example from 2.08 Release Notes…

NOTES ABOUT … "CSC RELEASE NOTES"

Example:

Issue #	Application Module	Primary Function	Detail
SUG-649	Clinic	Risk Factors	**Issue**: Risk Factor 121 is being assigned but not being flagged as high risk for a child participant in a valid certification who is less than 2 years old and whose gestational weeks = 37. **Resolution**: Code has been added in "HasChangeInRiskFactors()" to check if the High Risk flag has changed on any existing risk factors

CURRENT RELEASE CHANGES – "IN THE NOISE"

- A Lot of Little Nits Like … "Space is Missing Between Inches and Eighths in SOAP note" (MN-350)
- So many, they are just "noisy"
- No Training On These

CURRENT RELEASE CHANGES – RELEVANT

- Food
- Risks
- Growth Grids
- Benefit Changes
- VOCs
- Bug Fixes

FOOD Rx

- Infant BF Status Changes Rx and Dates (Bug Fix)
- Proration of 1 Can of Formula: Was Object Reference Error, Now Message (Bug Fix)
- FP III Date Now Being Saved (Bug Fix)
- FP III Food Package Assignment

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FOOD PACKAGE III

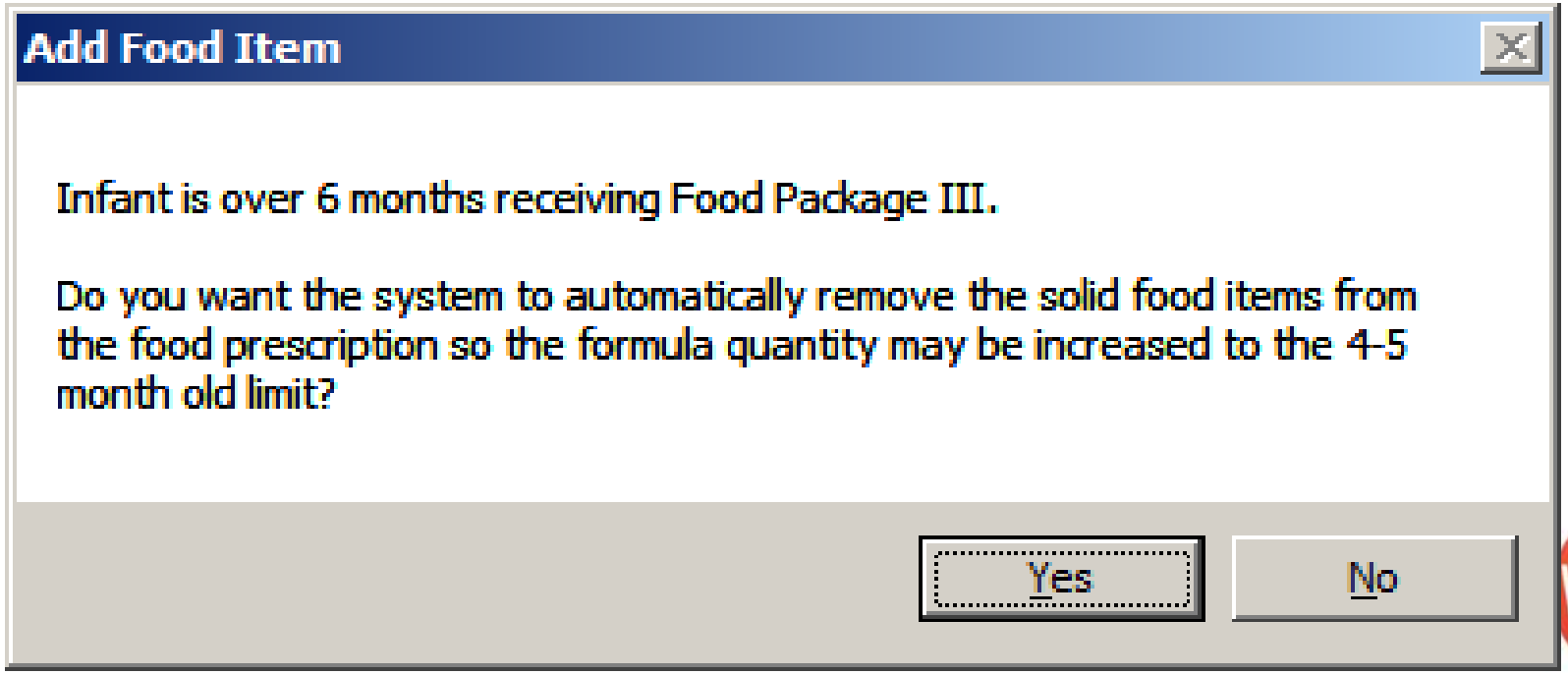
- You Can Now Select “Use Default”

Guest Speaker: Kim Mondy

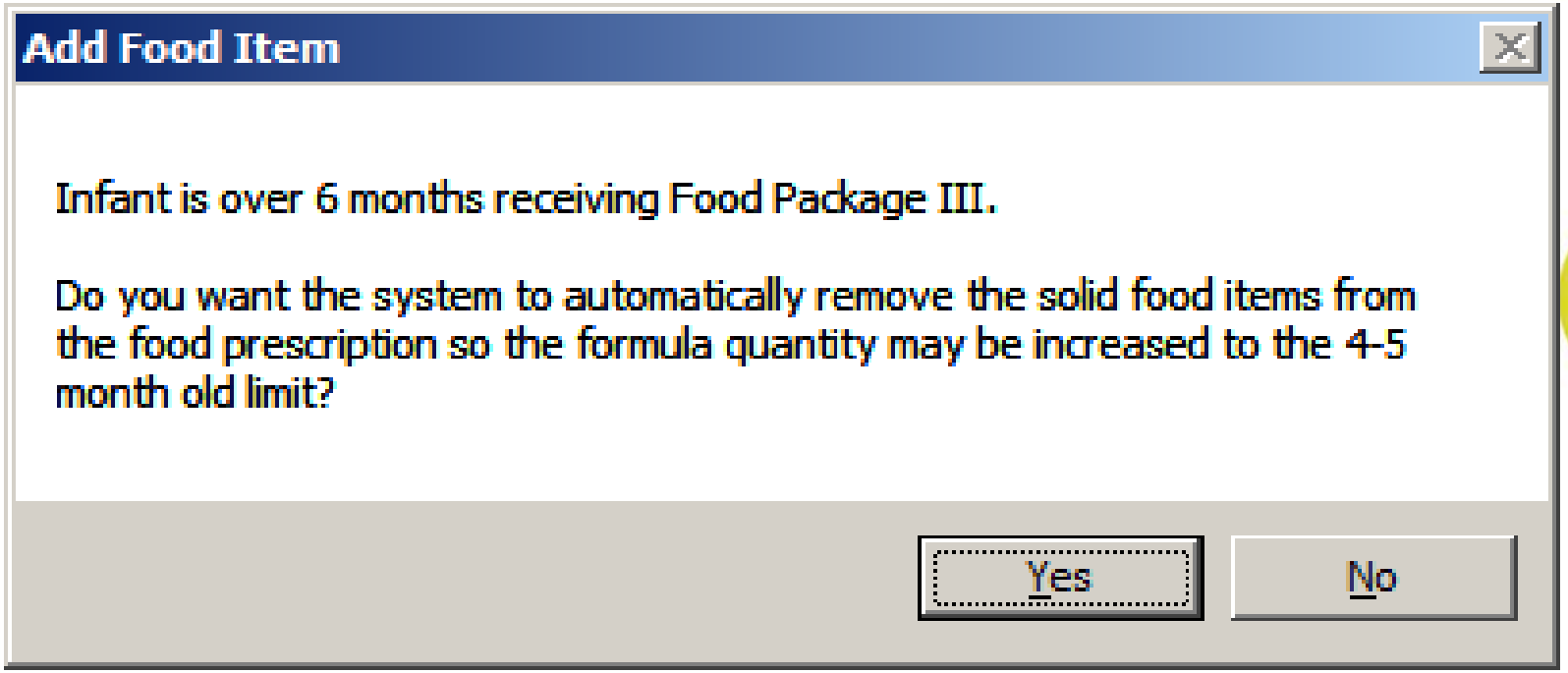
- Examples: FP III Infant Over 6 Months
  - Add Formula
  - Add Non-Formula

FP III – Add Formula

- Add Food Prescription for an Infant
- Select the “Use Default” Button
- Adds Non-Formula Food Items
- Select “Add Item” and Add Formula



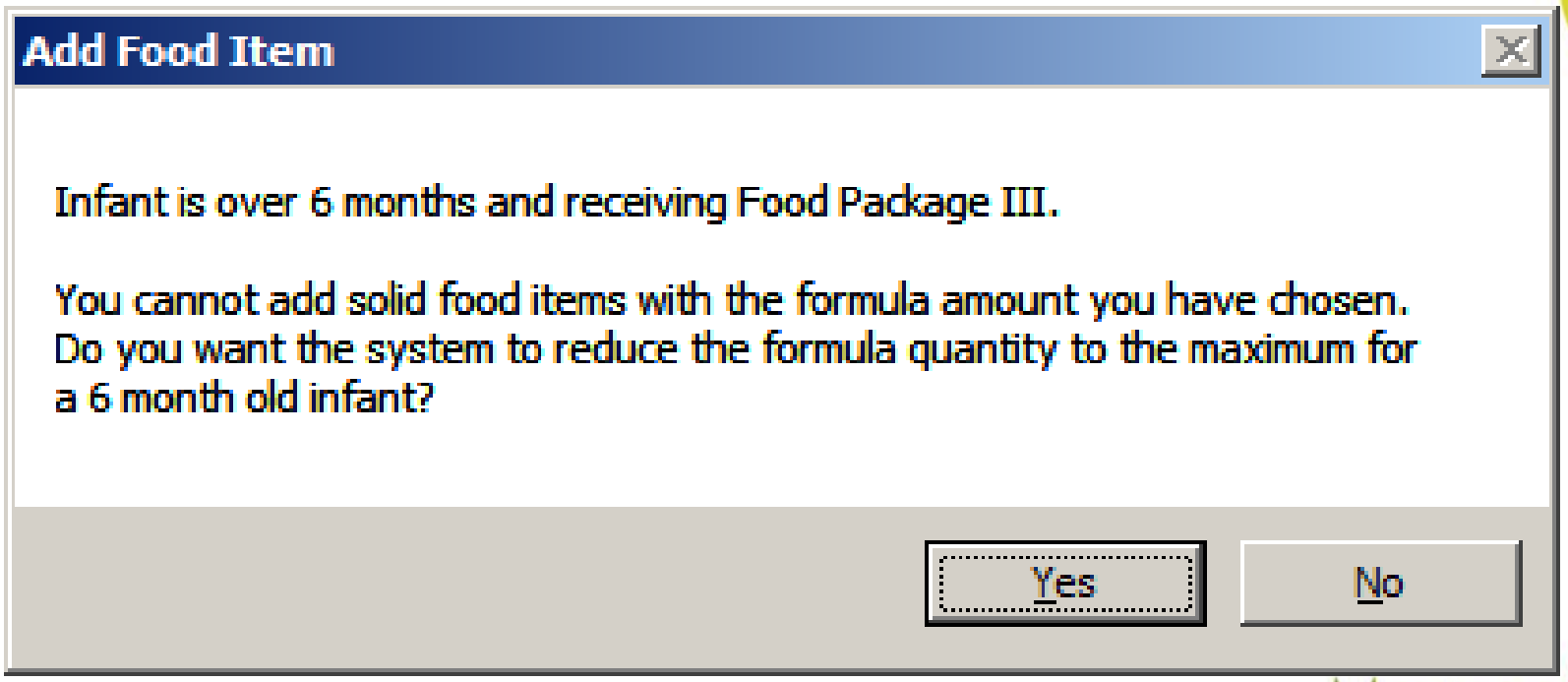
FP III – Add Formula



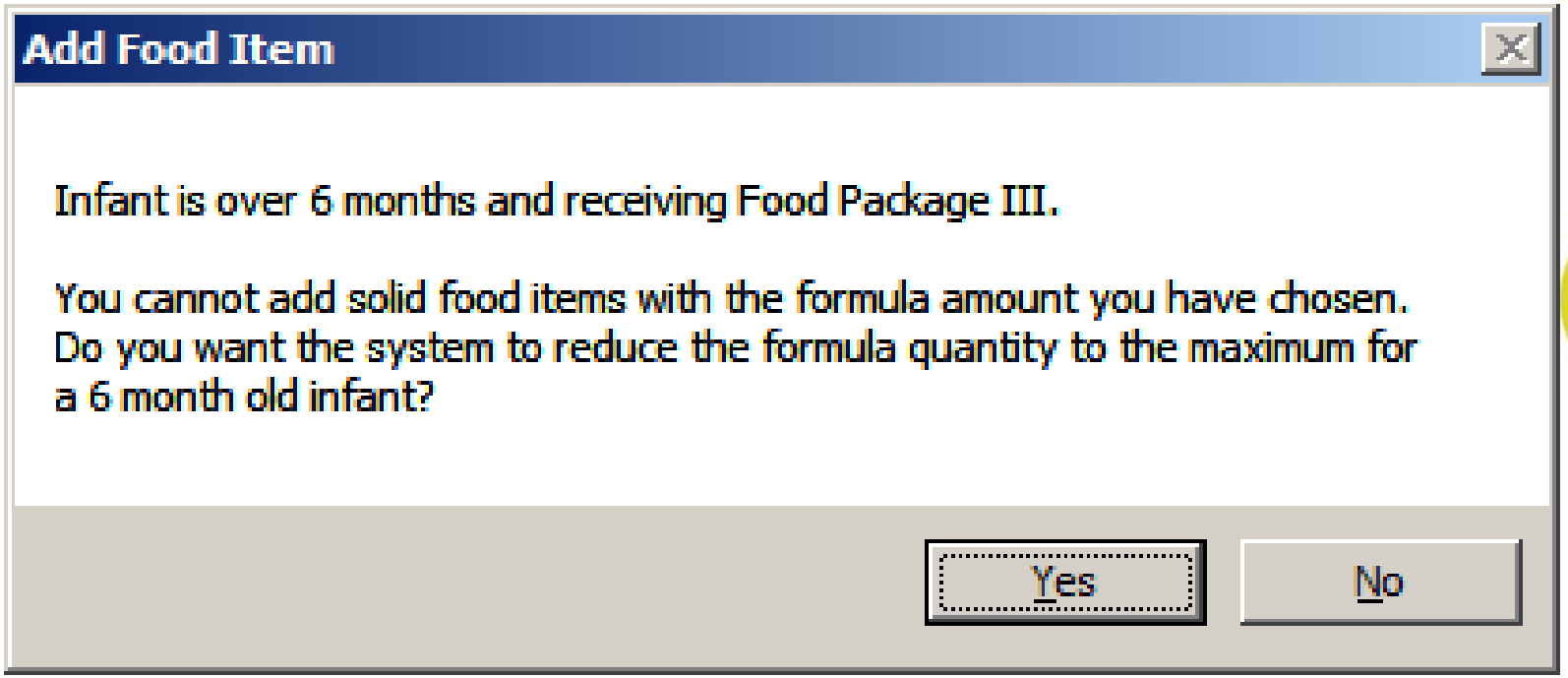
- Yes: Removes *Non-formula Food Items* and You Can Add Formula (Must Be On Rx)
- No: Food Package will not be Affected and You Can Add Formula

FP III – Add Non-Formula

- Add Non-Formula to Rx with Formula that Exceeds Max



FP III – Add Non-Formula



- Yes: Formula Reduced and Non-Formula Item Added
- No: Formula Not Affected, Non-Formula Item Not Added.

RISKS

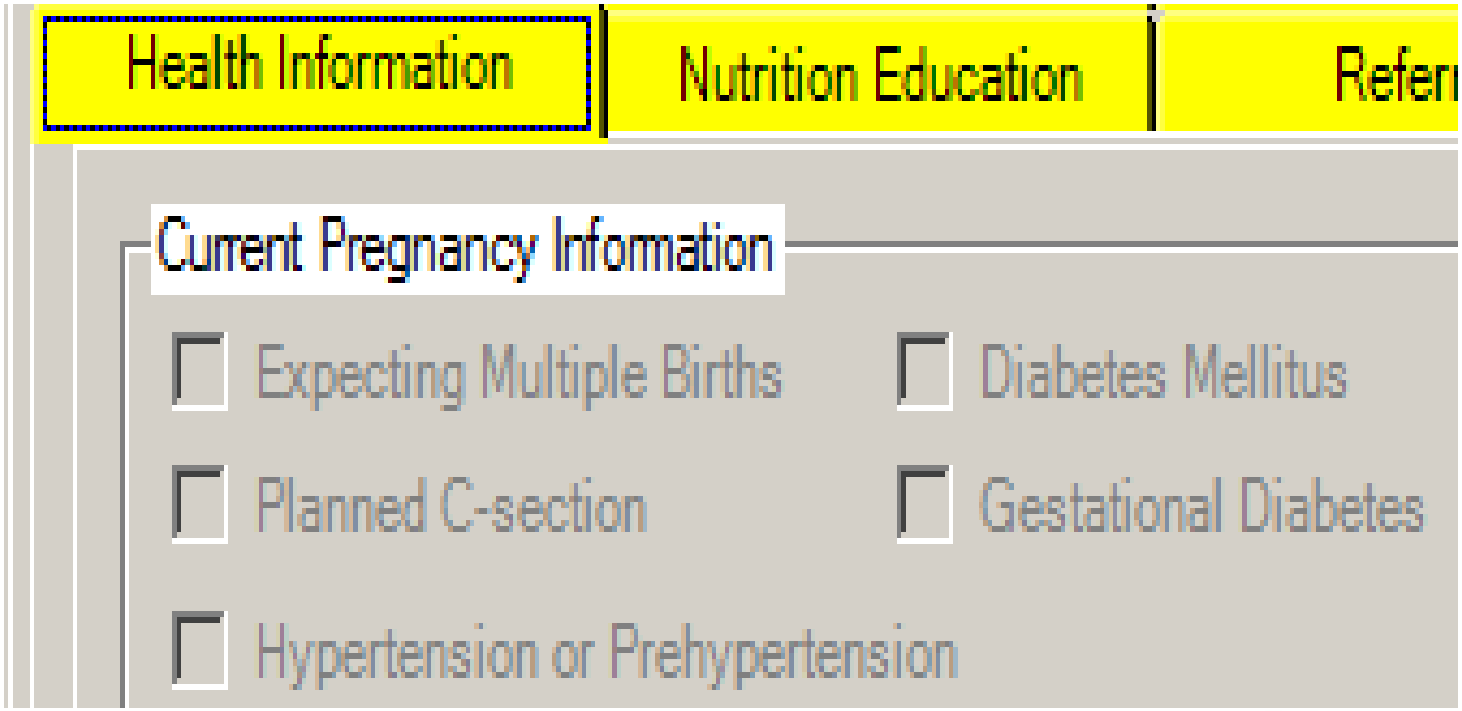
- Revision 10 Risk Factors – Kim
- Risk Factor Guide
- Risks Should Be Reporting Accurately
- Please Tell Us About Issues
- CPA Assigned Risk No Longer Removed when CGS is Reentered (Bug Fix)
- Health Information ☑ 's

CPA ASSIGNED RISK NO LONGER REMOVED WHEN CGS REENTERED

- Some Risks Assigned By System, CPA or Both
- Scenario That Caused Our Problems…
  - CPA Assigns a “Both” Risk in CGS and Closes Door On Cert
  - Aide ReOpens CGS to Print Benefits
  - Benefits won’t Print Because No Risks

HEALTH INFORMATION ☑ 'S

- More Than There Used To Be
- Due to Rev 10 Risks



☑'S IN CGS

Woman Health Information

Current Pregnancy Information

- ☐ Expecting Multiple Births
- ☐ Diabetes Mellitus
- ☐ Planned C-section
- ☐ Gestational Diabetes
- ☐ Hypertension or Prehypertension

- ☑ Can Cause "System" Generated Risk
- ☑ Only Active in CGS
- Risk Can Be Assigned in CGS Through "Risk Factors" ("CPA" Assigned)

Montana WIC

☑'S OUTSIDE CGS

Health Information | Nutrition Education | Refe

Current Pregnancy Information

- ☐ Expecting Multiple Births
- ☐ Diabetes Mellitus
- ☐ Planned C-section
- ☐ Gestational Diabetes
- ☐ Hypertension or Prehypertension

- ☑ Cannot be Clicked – Grayed Out
- Assigning Risk Via "Risk Factors" Causes ☑
- Unassigning Risk Via "Risk Factors" Causes ☐

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FOR WOMEN

PREGNANT	NEW
Expecting Multiple Births	
Planned C-section	
Hypertension or Prehypertension	√
Has Not Received Prenatal Care	
Requires Food Package III	
Diabetes Melitus	√
Gestational Diabetes	√
Low Birth Weight	
Gestational Diabetes	√
Premature Birth	
Preclampsia	√
Fetal or Neonatal Loss or Spontaneous Abortion	√
History of …Neonatal Loss ….	Gone

POSTPARTUM	NEW
C-section Delivery	
On WIC During Most Recent Pregnancy	
Did Not Receive Prenatal Care	
Requires Food Package III	
Diabetes Mellitus	√
Hypertension or Prehypertension	√
Low Birth Weight	√
Multi-fetal Gestation	
Premature Birth	√
Fetal or Neonatal Loss or Spontaneous Abortion	√
Gestational Diabetes (History of)	√
Preclampsia (History of)	√

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FOR CHILDREN

CHILDREN	NEW
Premature Birth	
Requires Food Package III	
Breastfeeding Now	
Diabetes Melitus	√
Hypertension or Prehypertension	√

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GROWTH GRIDS

- BMI – Percentile Lines have been corrected
- BMI – Only Standing Measurements On BMI Charts
- Age shown correctly (Weeks (P) vs. Years (Others))
- New Prenatal Weight Gain Grid For BMI > 30 (2.10)

BENEFIT CHANGES

- Now Prompted For Signature When “Adding” Benefits (Bug Fix)
- Replacing Benefit At End Of Certification Will No Longer “Add” (Bug Fix)
- Benefit Date Change
- 7th Set of Benefits

BENEFIT DATE CHANGE

- Old: Current Benefit Printed FDTU = TODAY
- New: Current Benefit Printed FDTU = IDEAL DATE
- As if they had shown up on time to get Benefits

BENEFIT DATE CHANGE– EXAMPLE

- Benefit Period: Sept 1 – Sept 30
- Picked Up Benefit Sept 17
  - Old: Sept 17 – Sept 30
  - New: Sept 1 – Sept 30
- Changed by Request of the Feds
- Can See the Issue Date …
- Benefit Detail and Benefit History

BENEFIT DATE CHANGE– EXAMPLE

ECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC)

VIC ENCOURAGES BREASTFEEDING

00724275

ACCT # 806100 75-1248 / 919

	PARTICIPANT NAME	FIRST DAY TO USE
61	[redacted]	9/1/2010

	MONTANA RETAILER STAMP	DATE USED
1% OR 2% MILK		
VIC CHEESE		
TE EGGS		LAST DAY TO USE
AKFAST CEREAL		9/30/2010
BOTTLE OR 12 OZ CAN FROZEN JUICE		INITIALS / CORRECTION
HOLE GRAIN CHOICE		

VOID

BENEFIT DATE CHANGE– EXAMPLE

Health Information | Nutrition Education | Referrals | Income History | Bene

Benefits History

Checks

00724275 FDTU: 09/17/2010 - LDTU: 09/30/2010 Printed FDTU: 09/01/2010 Agency 03 Clinic 073

Benefit Details

Benefit Number 00724275

Signature

Status Issued

Issued Date 09/17/2010

Participation Date 09/2010

First Date To Use 09/17/2010

Last Date to Use 09/30/2010

Printed First Date To Use 09/01/2010

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7TH SET OF BENEFITS

- If A Client has a 6 Month Cert
- Entitled to 6 Months of Benefits
- Have You Noticed Benefits that Print Past Cert End Date?
- Will Not Happen *Automatically* in the Future
- This is the 7th Set of Benefits
- You Must "Add" Set of Benefits

7TH SET OF BENEFITS – POLICY

POLICY – NOT NEW

Attempt to Get Participants
In For Recertification
Prior to 6 Months, Even Though
Certified to the End of the 6th Month

What if You Can't Get Them In?

You Must "Add" the 7th Set

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7TH SET OF BENEFITS

- Generalize The Rule
- Applies To All Certification Periods
- 12 Months → 12 Sets of Benefits

VOCs

Transfers…

- *Into* Montana
- *From* Montana

VOCs – TRANSFERS INTO MONTANA

- POLICY -- QUIZ
  - How many months of benefits can you issue without proof of Id, Residence or Income?
- Why do I ask?
- Program used to save you
- Program will not save you

VOCs – TRANSFERS FROM MONTANA

- Have You Needed to Print a VOC More than Once?
- VOCs Can Be Printed Multiple Times
- Can Only Choose "Terminate" Once Now

Montana WIC

BUG FIXES

- Incorrect Password Message – Fixed
- Nutrition Ed Topics Are Now Category Specific And Alphabetical
- Log Out After “Show Details” Causes 3 Object Reference Errors – Fixed
- Appointments/Calendar
- Note Subjects are Back On!

APPOINTMENTS/CALENDAR

- Default Appointment Times Are Now Being Saved!
- “View Appointments For Date” Times Are Now In Order!
- Group Ed Resource Is Now Blocked Off For the Resource (Can’t Double-Book)
- Can Reschedule Block of Appointments

SUMMARY

- Use the System
- If You Need More Info, Let Us Know!
- M-SPIRIT Evolves …
- For Us! Because of Us!
- Share Your Findings
- Window Of Opportunity!

Q & A

- What to do if someone Says … "I've Never Been On WIC"
  - Search for them Anyway?
  - How?
- Other Questions?

Civil Rights

Joan Bowsher

PURPOSE

- All local agencies must comply with USDA regulations on nondiscrimination and the following requirements:

CIVIL RIGHTS

- Several laws were enacted from 1964 to 1990 addressing various components of Civil Rights

NO PERSON CAN BE DENIED BENEFITS BASED ON

- Race
- Color
- National Origin
- Age
- Sex
- Disability

ADDITIONAL MONTANA PROTECTED CLASSES

Montana also protects a person from discrimination based on:

- religion
- creed
- political ideas
- marital status

RACE/NATIONAL ORIGIN (ETHNICITY):

- Race refers to people of the same ancestry
- National Origin refers to the ethnic background

RACIAL/ETHNIC DATA

- Is collected by each local agency on the demographics screen in the WIC Information
- System Data is used to generate reports required by the Federal and State Governments

NATIONAL ORIGIN IS REPORTED AS...

EITHER

- Hispanic or Latino—meaning a person of Cuban, Mexican, Puerto Rican, South or Central America, or other Spanish culture or origin regardless of race.
  - The term “Spanish origin may also be used.

OR

- Non-Hispanic or Non-Latino

RACE/NATIONAL ORIGIN IDENTIFICATION:

- A pull-down menu is available in M-SPIRIT to select national origin/ethnic background and race(s)
- Ask the person their country of birth to identify ethnic background

RACE
IS REPORTED AS...

5 RACIAL CATEGORIES

- **American Indian or American Native** – person who has origins in any of the original peoples of North Central, or South America and who maintains tribal affiliation or community attachments
  - **Asian –** person with origins in any of the original people of the Far East, Southeast Asia, Indian subcontinent, i.e. Cambodia, China, India, Japan, Korea, Pakistan, Philippines, Thailand
    - **Black** – person with origins in any of the Black racial groups in Africa; Terms such as “Haitian”, “Negro” or “African American” may also be used
      - **Native Hawaiian or Pacific Islander --** person with origins in any of the original people of the Hawaii, Guam, Samoa or other Pacific Islands
        - **White** – person with origins in any of the original peoples of Europe, the Middle East, or North Africa

CHOICES

WIC and FMNP participants may chose:

- one ethnic background for national origin; and
- one or multiple races

ADA-AMERICANS WITH DISABILITIES ACT:

Guarantees equal opportunity for individuals with disabilities in

- employment
- public services
- public transportation
- public accommodation, and
- telecommunications

INDIVIDUAL WITH DISABILITIES

Person who has

- a physical or mental impairment which substantially limits one or more major life activities,
    - has a history or record of such an impairment,
        - or is perceived by others as having such an impairment.

RECORDS

- Records include racial/national origin data, participant eligibility records and forms, participant civil rights complaints and logs.
- Records must be kept for 3 years after close-out of the federal fiscal year in which the client was terminated
- Safeguards must be maintained that prevent the use of this information for discriminatory purposes

COMPLIANCE MONITORING

- Required to assure WIC and WIC FMNP are administered in compliance with civil rights requirements.
    - The State reviews local programs.
    - Local programs review subcontractors and WIC FMNP authorized farmers.
    - Records are reviewed.
    - Interview questions are asked.

COMPLIANCE MONITORING

During the review:

- records are checked,
- questions are asked, and
- observations are made

to obtain the information to access civil rights compliance.

COMPLIANCE MONITORING

In addition WIC FMNP looks at:

- Farmer applications for information about accessibility for persons with disabilities.
- Review farmer monitoring reports for accessibility issues.
- Survey responses about perception of treatment at the farmer booth/stand/stall.

NON-COMPLIANCE

- Non-compliance found during routine monitoring and its responsibility for correction:
- SA responsibilities = specific actions for reporting, tracking and ensuring requirements
- LA and clinic responsibility = bring practices into compliance

PUBLIC NOTIFICATION

- Newspaper articles
- Radio/Television
- Pamphlets/Fliers
- Grassroots organizations

NON-DISCRIMINATION

All materials must contain the non-discrimination statement that no person will be denied program benefits on the grounds of race, color, national origin, age, sex, or disability.

NON-DISCRIMINATION STATEMENT: FULL STATEMENT

"In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write:

USDA Director,
Office of Adjudication and Compliance,
1400 Independence Avenue, SW,
Washington, D.C. 20250-9410
or call: (866) 632-9992 (toll free) and
(202) 401-0216 (TDD).

USDA is an equal opportunity provider and employer."

Montana WIC

NON-DISCRIMINATION STATEMENT:
MINIMUM STATEMENT

If the material is too small to permit the full statement to be included, at a minimum include one of the following statements, in print no smaller than the text that…

"WIC is an equal opportunity provider"

Or

"This institution is an equal opportunity provider".

WEB ADDRESS

For further information, civil rights check out the following web site:

www.ascr.usda.gov

NON-DISCRIMINATION STATEMENT

- Found on Right and Responsibility form and in the participant version of the Program Booklet
- MUST be read to or read by each participant or authorized representative/co-caretaker at each certification
- Must be signed by participant or authorized representative

Montana WIC

NON-DISCRIMINATION POSTER

- Non-discrimination poster MUST be displayed in a prominent place at all sites
- For example, in the lobby or waiting area
- Including out-lying clinics and satellite sites

Montana WIC

EXAMPLES OF DISCRIMINATION

- Certification of potentially eligible persons based solely on race, color, national origin, age, sex, or disability
- Inequitable service or allocation of WIC or WIC FMNP checks based on the above
- Issuance of WIC or WIC FMNP checks in a place, time, or manner that results in denying or limiting benefits to a specific group

Montana WIC

RIGHT TO FILE A COMPLAINT

- Any person or representative alleging discrimination on the basis of the protected classes:
    - Race
    - Color
    - Age
    - National Origin
    - Sex
    - Disability
- Can file a complaint within 180 days of the alleged discriminatory action

Montana WIC

INFORM THE COMPLAINANT

- The complainant must be advised that the complaint and information will be kept confidential.
- It will be encouraged that the complaint will be resolved at the lowest possible level and as quickly as possible.

Montana WIC

ALL CIVIL RIGHTS COMPLAINTS WILL BE ACCEPTED

- Written
- Oral
- Anonymous

INFORMATION NEEDED

- Complainant's
  - Name
  - Address
  - Telephone number
- Location where discrimination occurred
- Nature of the incident
- Basis for the claim: race, color, age, disability, national origin, or sex
- Names of witnesses
- Dates when action(s) occurred

Montana WIC

WHAT WIC STAFF ARE TO DO

- Notify the WIC Coordinator immediately
- Provide forms for written complaints *OR*
- Take detailed notes of oral complaints and complete the form
- Complaints must be reported immediately
- Be aware of timeframes.

Montana WIC

COMPLAINTS INVOLVING MONTANA CIVIL RIGHTS

- Protects from discrimination based on religion, creed, political ideas and marital status
- Must be reported within 180 days of the alleged discrimination
- Collect the same information
- Will be forwarded to the:

  Montana Human Rights Commission
  PO Box 1728,
  Helena, MT 59624

COMPLAINT LOG

- WIC and WIC FMNP have civil rights complaint logs
- Any civil rights complaint should be included in the log for tracking purposes
- Local agencies document all follow-up with the State Agency, complainant or investigator until a resolution has been reached.

Montana WIC

PROGRAM ELIGIBILITY COMPLAINT

- Complaints concerning program eligibility are generally issues for fair hearings
- Discuss the matter with individual
- Explain the eligibility criteria

Montana WIC

WHAT YOU CAN DO TO PREVENT CIVIL RIGHTS COMPLAINTS?

- Treat all WIC and WIC FMNP participants fairly and in the same manner.
- Reduce barriers to service that limit participation by persons with a disability or language issue.
- Train others on good customer service.

Montana WIC

CONFLICT RESOLUTION

- **The first priority:** follow the formal process and requirements.
- **The second priority:** check if anything could have been done differently.
- Many complaints are because of
  - Ineffective communication
  - Lack of customer service
  - Misunderstanding of requirements

Montana WIC

CONFLICT RESOLUTION (CONT.)

- Training can provide staff with the skills to resolve conflict
- VENA Principles for Rapport Building
  - Customer service principles
  - reflective listening (OARS or 3 Step Counseling)
  - Cultural diversity
- WIC Works Resource
  - Online Modules, Lesson 1

Montana WIC

CIVIL RIGHTS

Questions?

Break

Rebranding & Food List Update

Carrie Reynolds