

## **NUTRITION FIRST DISCUSSION MEETING –Nutrition Education Resources**

May 26, 2020

Welcome by Carolyn Conner

Discussion of providing WIC Nutrition Education remotely:

**WHAT IS WORKING WELL BY IN DOING NUTRITION EDUCATION REMOTELY?** No comments.

**HOW DOES MOTIVATIONAL INTERVIEWING WORK DIFFERENTLY OVER THE PHONE?**

Brenda says she has found clients are more open and willing to have a conversation. Kids are home and parents are looking for more ideas. Clients are more interested and wanting handouts to be mailed to them. She has been giving ideas like playing hot potato while naming fruits and vegetables.

José says he has found that clients are sharing more while viewing handouts online.

José also finding that clients are more open over the phone so he is able to refer to more programs like SNAP, etc.

Stacey agreed that she is also able to make more referrals to a variety of resources

From Jenna: clients are sharing more. we text pictures of handouts. they love it, some clients prefer the handouts mailed though.

Stacey says while working from home, there is a desk person at the office mailing out the handouts.

From Myra Little: Is anyone sending links providing education and access to their benefits?

José emails the weblink to “published WIC handouts”. All languages are available in PDF. The clients really like seeing all the handouts. Actually one mom is referring friends to website. Here is the link to WIC publications on web if needed:

<https://www.doh.wa.gov/Publications/WICWomenInfantsandChildren>

From Jean O'Leary :Hi everyone1 Are your families getting in to see their medical provider if they need an MDF form filled out?

Diane says she is connecting with providers so much more now since doing remote. She is able to call nurses in the clinics and get verbal orders for the MDF.

From Allison Fischer: So far it has been okay getting back MDFs, we are all working in-office which is helpful

**BESIDES THE DOH WEBSITE, ARE THERE ANY OTHER WEBSITES BEING USED AS NUTRITION EDUCATION RESOURCES?**

Anyone using the VROOM website/app? [www.VROOM.org](http://www.VROOM.org)

Yvette Fierce re VROOM app. It is very helpful for first-time parents, especially discussing milestones

From wende dolstad Are there nutrition education options in Vroom?

Yvette says some around textures and finger foods but not so much on actual nutrition. More focused on parenting.

José Likes using the ChooseMyPlate website for the whole family especially if they have teens or older children. Parents can go on and get more information and meals plans by age group.

<https://www.choosemyplate.gov/>

Diane said one of her clients is craving granola. Diane remembered seeing recipe on Food Hero and referred her. She says it is a good website for recipes; also video about making granola with child.

<https://www.foodhero.org/>

Stacey refers to recipe buttons on Cascades App. Some recipes pulled from Food Hero. Recipes using WIC foods.

Chop Chop magazine has been sending out a weekly lesson plan with simple recipes that kids can make. Has little science lessons as well. Not all WIC foods but many are and basic foods. Or ask to get on their mailing list [info@chopchopfamily.org](mailto:info@chopchopfamily.org) Website is <https://www.chopchopfamily.org/>

From Sheila Schweiger:

I like to refer client to CDC's Milestone Tracker APP or their website for Learn the Signs, Act Early for clients that have questions about their child's development.

<https://www.cdc.gov/ncbddd/actearly/index.html>

**IS ANYONE USING VIDEO CHAT TO DO NUTRITION EDUCATION?**

Diane is offering clients a choice to use video. Clients eager to try. Seems to improve the conversations She "joined" another client for lunch. They were just sitting down to eat when she called for their WIC appointment. She has done some screen sharing, too, for nutrition education.

From yvette fierce: has anyone declined to be on video with you for a visit?  
have you had any troubles with the internet connections?

Diane said One declined because of poor reception and not comfortable trying it yet.

From Myra Little: Does it pull too much from their data plan?

Diane said she doesn't think it pulls too much data.. She is doing from home and her internet is handling it well. When using Go-To-Meeting, she notices that when setting up the meeting the sound is distorted. She has found it works best to turn off speaker and turn back on and it corrects itself.

Todd shared to call in via phone to avoid echo and poor video

But are clients using phone to join videochat?

Diane says Yes, clients are using their phones and they download the app.

Diane says they are working out details on how to start call with clerk and transfer to certifier.

Stacey says best to have all log in together.

Jose says they use Skype for everything. Front desk verifies everything on the phone. Skype allows to transfer the call.

Carolyn commented that it is nice for clients to be able to see a face.

**ARE THERE OTHER WIC SERVICES THAT ARE NOW DONE REMOTELY THAT THERE IS A GAP OF SERVICES OR RESOURCES? What else is needed?**

**Other questions/comments about WIC remote services.**

**BEFORE THIS COVID-19 REQUIRING REMOTE SERVICES WAS ANYONE OFFERING ANY TYPE OF 2C OR OTHER REMOTE LEARNING CLIENTS COULD DO ON THEIR OWN?**

Diane said when she was with but Oregon WIC, they did 2C's online. Clients could view a course online and answer questions to satisfy their nutrition education for WIC.

From Rachel Markham We had something similar to remote 2C at years ago where the participant could complete a lesson then send their confirmation.

Carolyn suggested that anyone viewing the National WIC conference look for ideas for remote education now being used in other states.

From stacey busey : I would like to see this as an option again in the future.

From J Beard to Everyone: The state is exploring online nutrition education options now that we have Cascades, we don't have the same security issues that we had earlier. From Jacqueline

José said it would be great if the WIC app had built-in 2C function.

Brenda said used to be a link on WIC app. So we could guide participants through the information and count as 2C.

From Jean O'Leary : I can check in with Cynthia about the shopping app

From Edith Urieta : WIC shopper still has recipes on the foods we afford by category

From wende dolstad : I agree that it would be nice to have Food Hero back on the App. Nice way to connect client to ed

From Rosaura Gutierrez : Nutrition Matters is coming out with an app for online nutrition education called OneOnline Nutrition education. Are we going to be able to use this for WIC?

From J Beard : Nutrition Matters is one app the state is looking at. Also, be sure to see Memo 59 from Heidi Feston for many nutr education options related to fruits and vegetables - sent Thursday

Today's notes will be posted on Nutrition First website. [www.nutritionfirstwa.org](http://www.nutritionfirstwa.org)

Notes from the WA WIC COVID -19 UPDATES and remote policies also posted there.

**ANNOUNCEMENT!** There are still openings for

**Advances in Lactation Support Conference – A Trauma Informed Approach.**

**June 3, 2020. Live Webinar!!** Register at [www.nutritionfirstwa.org/events](http://www.nutritionfirstwa.org/events)