



There are times when staff either have a no-show or a schedule change where they're not actively working with a participant. This time can be an opportunity to connect with participants, build skills, pre-plan for appointments, complete trainings either new or as a re-fresher, and reach out to share information about WIC during COVID-19.

The State WIC Office shares these ideas:

Pre-Plan:

- Review participant files and notes for the day's appointment – review of goals and follow up needed for participant's next steps
- Prepare for upcoming days – review future appointments and prepare by reviewing participant files for goals, risks, food prescriptions, notes, etc.

Connect with Participants:

- Make reminder calls to participants, include anything needed for the appointment (if participant had recent measurements, etc...)
- Call the participant you saw last week and check in on the struggles they talked with you about
- Call participants who got a breast pump – check in to see how it's going

Connect with Each Other:

- Prepare for staff meetings
- Plan remote team activities – virtual stretch breaks or team check-ins
- Do something to help or encourage a teammate

Run Clinic Reports:

- Use the *Detail and Summary Issuance Due Report* (Redemption report category) and compare it to the *Detail Clinic Daily Appointment Schedule* (Appointments report category) to see if participants who need benefits have an appointment in Cascades.

Note: The state WIC office is working on a report agencies can use to track people who are due benefits, but don't have an appointment scheduled.

- Use the *Daily Appointments to be Rescheduled Detail* (Appointments report category) to reschedule participants who missed their appointments and did not reschedule.



Complete trainings and policy reviews:

- Policy trainings:
 - ✓ [Providing Remote WIC Services](#) – draft policies for remote services
 - ✓ [Cascades Software and Policy Training](#) – list of training(s) and locations
- Assure [Civil Rights](#) and other required WIC training, including local agency required trainings, are complete
- Nutrition Education – view nutrition, breastfeeding and health equity trainings provided through webinars and online platforms, see [2020 Training Opportunities for WIC Staff](#)
- Baby Behavior - review [Baby Behavior materials](#)
- Breastfeeding - review resources on the [Breastfeeding Resource list](#)
- Breastfeeding - listen to the free webinar recording from the California Breastfeeding Coalition: [Making the Shift from In-Person to Virtual Care and Support](#), how to provide excellent lactation care and support when you can't be physically present with those you are serving.
- Read and keep up-to-date on information from the COVID-19 Update webinars:
 - ✓ Memos include Notes, Presentation Slides, and Questions and Answers
 - ✓ Memos, including all attachments, are posted on the [Nutrition First](#) web page and on the [Local Agency SharePoint](#) page

Schedule time for refreshers:

Trainings in the LMS:

- [WIC Handling Difficult Situations](#) - training
- [WIC Participant Centered Services](#) – Setting the Stage:
- WIC Participant Centered Education Part 1: 1-5 and depending on job duties, Part 2: 1-5
- [WIC Principles of Influence](#)
- [WIC Planting a Seed for Change](#) – training for certifiers

Update resources:

- Review <http://www.parenthelp123.org> website:
 - ✓ Use the search functions to confirm and update local resources, such as addresses, phone, and hours, etc.



Staff Ideas – Connecting, Building Skills, & Reaching Out

- If your agency uses a referral list, review and update resources for:
 - ✓ Medicaid providers who are accepting new patients
 - ✓ Birthing hospitals
 - ✓ Food banks/pantries - what they have on hand and whether or not they have referral criteria etc.
 - ✓ Schools who are doing virtual education
 - ✓ Child care providers
 - ✓ Local schools

Reach out:

- Call referral organizations to let them know WIC is open
- Call providers and let them know WIC is open
- Encourage your participants to spread the word about WIC
- Explore social media resources for COVID-19 from the National WIC Association (NWA)
 - ✓ Find them at www.nwica.org
 - ✓ All staff have a membership for NWA – resources are free to use
- Re-post social media posts from the Nutrition First Facebook page:
 - ✓ Posts include: WIC is OPEN: WIC has new foods, Call WIC for Remote Services, etc.

Your Ideas:
