



## Education Choice - WIChealth in 2017

### Q&A

#### Intro

##### 1. What is WIChealth.org?

WIChealth.org is a nutrition education website. A completed WIChealth.org lesson qualifies as a participant's nutrition education contact for follow up visits. This online education is participant-centered and based on the Stages of Change model.

##### 2. What are the benefits of WIChealth.org?

- Participants can access WIChealth.org on their computer, tablet or smartphone 24/7!
- WIChealth.org is easy to use!
- Lessons are interactive and tailored to the participant's needs!
- Participants in Colorado and nationwide love it!
- Participants receive great nutrition education via a variety of methods (e.g. videos)!
- Saves staff time! A Care Plan is not required.

#### 2014 vs. 2017 Implementation

##### 3. WIChealth.org was made available for Colorado local agencies in 2014. Why are we talking about this again?

In 2014 WIChealth.org was only available for low risk children ages 1-5. Caregivers of children could complete the lesson and come into the clinic to pick up their checks. Now, in 2017, WIChealth.org is available for all low risk participants (women, infants and children). When a participant/endorser completes a lesson, their benefits can be loaded remotely. They no longer have to come into the clinic!

#### Eligibility & Promotion

##### 4. Is it required that all local agencies implement WIChealth.org?

No. Implementation is optional at this time, however it is highly encouraged and will likely be a required option offered to all eligible participants in the future.

##### 5. If an agency chooses to offer WIChealth.org, are all participants required to use it?

No. WIChealth.org lessons meet the requirements for low risk nutrition education contacts only. Agencies can offer WIChealth.org to endorsers with internet access (either through their phone, tablet, computer, library, friend/family), who express interest in using this nutrition education method. WIChealth.org is available in English or Spanish.

WIChealth.org cannot replace:

- In-person nutrition education contacts for certification, recertification or mid-certification appointments; and
- High risk follow-up appointments.

**6. Does promoting (explaining) WIChealth count as a nutrition education contact?**

No.

**7. Are foster children eligible for WIChealth?**

Yes, as long as they meet the low-risk requirements and the endorser is interested in completing nutrition education online.

**8. What if a family has a baby that needs a midcert, but the mother has a low risk older child?**

Here are a couple of options:

- The family returns for the in-person midcert appointment for the baby. The mom can complete WIChealth.org for her older child prior to the appointment. At the family's scheduled in-person appointment (the baby's midcert), nutrition education specific to the baby can be provided. Staff can simply ask mom if she has any questions about the WIChealth.org lesson she took for her child. Staff will only need to create a Care Plan for the baby.
- The family returns for in-person appointments for both the baby (midcert) and the child (follow-up).

**9. After a high risk participant sees the high risk counselor, are they eligible for WIChealth.org?**

Yes. Once the high risk factor is addressed by the high risk counselor, the high risk counselor may choose to release the participant. That participant would then be eligible for WIChealth.org. This release is at the professional discretion of the high risk counselor.

## **Setting up an Account & Accessing WIChealth**

**10. How does an endorser access WIChealth.org?**

It's quite simple. The endorser creates an account profile at WIChealth.org using their Compass Family ID. This is called the WIC ID in the WIChealth.org account set up.

**11. How critical is it for the participants's wichealth profile to be accurate?**

Participants must enter the correct Family ID into their wichealth profile in order for completed lessons to successfully transfer to Compass. In order for the clinic to receive credit for the lesson the participant took (in the WIChealth Usage Statistics), it is important that participants choose the correct local agency and clinic when the participant is setting up their profile.

12. If the participant transfers to a different Colorado clinic, does she need to update her local agency and clinic in WIChealth?

Yes. She will need to update her local agency and clinic in order for the WIChealth usage statistics to be accurate. However, her lessons will still transfer to her Compass FID even if she does not update her WIChealth profile.

13. Can two different wichealth usernames be associated with the same Compass Family ID (FID)?

No, an FID can only be associated with one wichealth username.

## Completing the Lesson

14. When does the endorser complete the lesson?

The endorser completes a lesson any time after her WIC appointment and before the next date of benefit issuance.

15. How do I know if an endorser completed a lesson in WIChealth.org?

There are two options:

- Check Compass. Compass and WIChealth.org are connected. Each time the endorser completes a lesson in WIChealth.org, a Nutrition Education panel record in Compass is created for each participant attached to the Family ID. Compass syncs with WIChealth approximately every 2 hours.



- Log into WIChealth.org and click on Client Search to search for the participant and check lesson completion.

16. How many lessons will an endorser need to complete if there is more than one eligible participant in the family.

One lesson. The lesson will transfer to the Nutrition Education panel for all participants in the Family. For example: A pregnant mom and her 3 year old child completed their certification appointment. The staff member offers WIChealth for their next nutrition education contact. Mom completes one WIChealth lesson which serves as the nutrition education contact for both the mom and child. Two lessons do not need to be completed.

17. What should I do if an endorser does not complete WIChealth.org?

It is important to fully explain the expectations and procedures to participants. If the participant calls the clinic or arrives at the clinic without the completion of the

WIChealth.org lesson, they may complete a lesson or be scheduled for a follow-up appointment with an educator for an in-person nutrition education contact.

**18. Are participants required to set a goal?**

There is an option within WIChealth to enter a goal. However this information does not transfer to Compass. The information is maintained in the participant's WIChealth record.

**19. If a participant completes many lessons at one time, can the additional lessons completed count as a nutrition education contact for a future follow-up appointment?**

No.

## Following Up with Participants

**20. How should I follow up with an endorser who completes WIChealth.org?**

We have some ideas, but your local agency may find a different system that works better for you.

- Create a “Nutrition Education Class” in Compass for WIChealth. Add participants who will complete WIChealth to the class during the month their last food benefits will end. Instruct the participant to complete a lesson by the “class date”. On the class date, staff verify lesson completion then call all participants in the class to issue benefits or remind them to the complete lesson.
  - For example: A mom certifies her child in March and receives March, April and May benefits. You would schedule her into a WIChealth class in May (probably towards the end of the month).
- Instruct the participant/endorser to complete the WIChealth lesson and contact the clinic in the month her benefits will end (Last FB date). Once lesson completion is verified, remote issue her the food benefits.
  - For example: A mom certifies her child in March and receives March, April and May benefits. She calls the clinic in May to notify the clinic of her lesson completion. The clinic verifies lesson completion, asks her if she has any questions, schedules her next in-person WIC appointment and then issues her food benefits remotely.

**21. Do I have to create a Care Plan for those participants that complete WIChealth.org?**

No. The Nutrition Education record created by WIChealth.org satisfies the nutrition education contact requirement.

**22. When do I follow up on the goals made at the cert/recert/midcert appointment?**

The goal that is created at the cert, recert or mid-cert appointment will be followed up on at the next in-person nutrition education contact.

23. If a participant completes a WIChealth lesson right before their WIC appointment and staff verify the lesson was complete, do staff need to enter the Compass Nutrition Education panel and create a record?

No, WIChealth will transfer the lesson to the Compass Nutrition Education panel.

## Getting Data

24. How do we log onto the WIChealth.org support site to view our local agency usage statistics?

Go to [www.wichealth.org](http://www.wichealth.org) , log in with your username and password, then click on Usage Statistics.

25. Is there a way to search for all participants, within a particular agency, who have signed up for WIChealth?

No. You can only look up individual FIDs or the total number of profiles created for your agency.

## WICHealth - Ins and Outs

26. How long is each lesson?

Lesson length depends upon the number of links the participant accesses. On average, a participant spends 10-15 minutes per WIChealth lesson.

27. Can a participant save a lesson and return to it later?

No. The participant must complete the lesson from start to finish during the same time period in order to receive credit. However, once they complete a lesson or they find a resource they like, they are able to save that resource using the “Save to Favorites” icon so they can return to it again later.

28. Health eKitchen is now an option for WIChealth users. Does Health eKitchen count as a lesson?

No. Health eKitchen offers recipes only.

29. Is there an app for WIChealth?

No, however WIChealth can be viewed on all devices because it has a responsive design, meaning it will expand or shrink accordingly depending on the size of the device.

## Next Steps

30. My local agency is interested in promoting WIChealth, but we need a refresher training. How do we get started?

- 1) Create a WIChealth account(s). You have two options when creating an account:
  - Create a clinic username and password for all staff to use

-OR -

- Have each staff member create their own WIChealth username and password.
- 2) Once you decide on a group account or individual accounts, contact [help@Wichealth.org](mailto:help@Wichealth.org) with the name, state, local agency, clinic and email address.
- 3) Encourage staff to log into WIChealth.org and explore it! Click around! Complete a lesson! The more familiar staff are with the site, the easier it will be to promote it to participants.
- 4) Determine clinic procedures for following up on WIChealth lesson completion and remote benefit issuance.
- 5) Have staff talk through/role play on how they will promote WIChealth to participants? What words will they use?
- 6) Pick a promotion date!