
310.08**WIC Service Delivery****Overview**

- Introduction** Personnel with specific qualifications or credentials must perform tasks required for certifying participants and providing program benefits. These requirements may be due to:
- Scopes of practice that set limits,
 - Mandatory licensing acts, or
 - Policy decisions made by the Iowa WIC Program.

This policy describes strategies for maximizing applicant's access to WIC services and the personnel qualifications required to perform specific clinic tasks.

- Nutrition FTEs** Each local WIC agency must employ enough licensed dietitians to ensure that high risk participant needs are met. See Policies 240.50 and 240.55 for information on specific requirements for licensed dietitians and high risk participants. Agencies also must ensure that adequate dietitian personnel is available to maintain the nutrition integrity of the program.
-

- In this policy** This policy contains the following information:

Topic	See Page
Access to Services	2
WIC Staff Roles	3

Access to Services

Schedule

Local WIC agencies must plan their service delivery schedule to maximize access for the eligible population in the service delivery area. Co-location or integration of services with community partners, using personnel resources in the most efficient manner and monitoring client satisfaction are ways to assure this.

Access to services

Local WIC agencies shall:

- Provide an opportunity every month to certify all categories of WIC participants in every county within the service delivery area.
 - Be able to make WIC appointments during hours that the agency is open for business, and
 - Have regular and ongoing communication with participants about operating hours.
-

Best practices

Local WIC agencies are encouraged to consider the following strategies to maximize clinic service delivery:

- Cross-train staff;
 - Determine optimum clinic site location;
 - Offer noon-hour coverage or extended hours for working families; and
 - Co-locate clinic with other public health and social services;
-

WIC Staff Roles

Determining eligibility

A CPA uses standardized assessment tools (health and diet history) and eligibility criteria to determine whether an applicant is eligible to receive WIC services and confirms certification.

Note: See Policy 310.05 for the definition of CPA.

Bloodwork

In WIC clinics, hemoglobin may be performed by health professionals that include but are not limited to:

- Registered nurses,
- Licensed practical nurses,
- Licensed dietitians,
- Phlebotomists,
- Medical assistants,
- Nutrition educators, or
- Other credentialed health care professionals.

Note: See Policy 215.72 for more information.

Diet history

A CPA must complete diet histories. The Iowa WIC Program strongly encourages local agencies to employ licensed dietitians and nutrition educators to perform this task.

Nutrition education

Each WIC agency must employ at least one licensed dietitian to provide nutrition education to high-risk participants.

Note: See Policies 240.50 and 240.55 for more information.

Food packages

Food packages must be prescribed and tailored by a CPA.

WIC Staff Roles

Clinic staffing options

Local WIC agencies have several options for staffing clinics. The table below lists clinic functions and staff who can perform those functions. Staff must receive training to perform their assigned functions.

Clinic Function	Support Staff	LPN	Health Professional Non-CPA	CPA
Intake				
Family and individual demographics	X	X	X	X
Income	X	X	X	X
Voter registration	X	X	X	X
Health Assessment				
Height/Weight	X	X	X	X
Immunization status	X	X	X	X
Hemoglobin		X	X	X
Health history		X	X	X
Nutrition Assessment				
Diet history				X
Certification				
Assign nutrition risks				X
Determine certification eligibility				X
Referrals				
Referrals: verbal	X	X	X	X
Referrals: written		X	X	X
Nutrition Education				
Breastfeeding Promotion/Support	X	X	X	X
Rent/distribute breast pump		X	X	X
Breastfeeding Education			X	X
Nutrition education – low risk			X	X
Nutrition education – high risk				X
Care Plan				
Partial or complete SOAP note			X	X
Food Package				
Create/revise food package			X	X
Issue food instruments	X	X	X	X
Out-take				
Rights and responsibilities	X	X	X	X
Flip chart	X	X	X	X
Vendor list and food flyer	X	X	X	X
Make appointments	X	X	X	X