

MEMORANDUM

ACTION MEMO #16-20

TO: District Nutrition Services Directors

FROM: Angela Hammond-Damon, IBCLC 
Deputy Director, Operations and Nutrition Services
Georgia WIC Program

DATE: March 4, 2016

RE: WIC Champion: Required Strong4Life Counseling Observations

In an effort to improve counseling skills, Georgia WIC will be requiring that ten percent (10%) of all Competent Professional Authorities (CPAs) are observed on a monthly basis effective April 1, 2016. Observations must be conducted during certification or high risk secondary education visits. These observations will be conducted utilizing the Strong4Life WIC Champion Observation Form. This tool focuses on the quality improvement area of counseling skills.

Observations conducted utilizing the Georgia WIC Monitoring Tool as part of Local Agency Self-Review may not be substituted for any part of this requirement. The Strong4Life WIC Champion Observation Form may not be used when completing observations for the Local Agency Self-Review.

The number of Strong4Life counseling observations needed monthly, by district, was calculated based on the March 2015 Workforce Survey. Attachment A outlines the total number of monthly observations required by each district.

Who should be observed?

All local agency staff who complete Georgia WIC Certifications should be observed (managers, supervisors, and CPAs).

See Attachment A: Budgeted CPA Positions by District, March 2015
Number of Observations to Complete Monthly

WIC Strong4Life Champion Observation Summary:

1. Strong4Life WIC Champions must conduct observations using the Strong4Life WIC Champion Observation Form. (Attachment B)
2. Observations must be conducted during a Georgia WIC Certification or High Risk Secondary Education Visit.
3. All observations must be entered into the Strong4Life Redcap Database by the last working day of the month. Link to the Redcap Database: <http://j.mp/1ReMJ3p>
4. Local agencies may request additional Strong4Life WIC Champions be trained by the Children's Strong4Life Mentor.
5. Local agencies may randomly select the CPAs to observe. The State WIC office recommends that all CPAs are observed over the course of a year.



See Attachment B: Strong4Life WIC Champion Observation Form

Action Steps:

- A. Notify your Strong4Life WIC Champion of the required number of observations.
- B. Notify your Strong4Life WIC Champion that the monthly deadline for observations to be completed in the Redcap Database is the last working day of each month.
- C. Verify your Strong4Life WIC Champion is connected with a Strong4Life Mentor.
- D. Verify your Strong4Life WIC Champion is using Attachment B “Strong4Life WIC Champion Observation Form for observations.
- E. Establish an internal district process to ensure WIC Strong4Life Champion Observations are completed as required.

Georgia WIC will monitor monthly reports from Strong4Life that verifies the number of observations that are entered into the Strong4Life Redcap Database. Paper copies of Attachment B “Strong4Life WIC Champion Observation Form” do not have to be retained.

In regards to additional questions or concerns, please contact Barbara Stahnke at 404-656-9869 or via email at Barbara.Stahnke@dph.ga.gov .

Attachments

Attachment A: Budgeted CPA Positions by District, March 2015
Number of Observations to Complete Monthly

Attachment B: Strong4Life WIC Champion Observation Form

- c: Debra L. Keyes, MA, RD - Director, Georgia WIC Program
Todd R. Stormant, RD, LD - Nutrition Operations Manager
Sonia Jackson - Program Delivery & Review Manager
District Health Directors
District Program Managers
WIC Deputy Directors
WIC Managers

Attachment A

Budgeted CPA Positions by District, March 2015 Number of Observations to Complete Monthly							
District	Nutritionist	LD	RD, LD	RN	LPN	Total CPAs	Monthly Required Champion Observations 2016
1-1 Rome	23	1	5	0	1	30	3
1-2 Dalton	11	0	9	0	1	21	2
2-0 Gainesville	13	1	7	0	3	24	2
3-1 Cobb-Douglas	16	1	6	0	0	23	2
3-2 Fulton	1	1	13	0	0	15	2
3-3 Clayton	9	0	3	0	0	12	1
3-4 Gwinnett	13	1	15	0	4	33	3
3-5 DeKalb	33	0	5	0	0	38	4
4-0 LaGrange	25	1	11	0	0	37	4
5-1 Dublin	3	1	3	0	1	8	1
5-2 Macon	20	0	4	0	1	25	3
6-0 Augusta	8	0	3	20	8	39	4
7-0 Columbus	16	0	5	0	0	21	2
8-1 Valdosta	11	0	1	1	2	15	2
8-2 Albany	6	0	3	9	14	32	3
9-1 Coastal	5	1	5	30	13	54	5
9-2 Waycross	3	0	5	58	10	76	8
10-0 Athens	14	1	2	0	3	20	2
12 Grady	2	0	1	0	0	3	0



Strong4Life WIC Champion Observation Form

Date: _____

Clinic Name: _____

Champion Name: _____

Nutritionist Observed: _____

Techniques Used

How often did the nutritionist use the following client centered counseling techniques? (Check one answer per row)	Never	Rarely	Sometimes	Frequently	Always
Asked open ended questions	<input type="checkbox"/>				
Used reflective listening	<input type="checkbox"/>				

Which of the following client centered counseling techniques were used by the nutritionist? (Check all that apply)

- Praised client for positive healthy habits during the counseling session
- Provided positive verbal support to encourage progress towards goal(s)
- Asked permission prior to sharing their concerns with the client
- Followed up on the previous goal(s)
- Assessed client's motivations to change
- Asked client to verbalize their goal prior to leaving
- Worked with the client to create achievable goal(s) using client's ideas and language
- Placed responsibility for change with client
- Summarized the discussion

Tools Used

Which of the following Motivational Interviewing tools and resources were used to facilitate the behavioral change conversation? (Check all that apply)

- Letter
- S4L Healthy Habits Assessment
- Ruler
- S4L BMI Poster
- Permission Slip
- S4L Healthy Choices for Healthy Kids Handout
- Other (website, referral, etc). _____
- S4L Goal Sheet: If yes, what was the goal? _____

Feedback

What ongoing goal to improve counseling skills did the nutritionist choose to work on?

What other feedback do you have for the nutritionist?