



WIC & Head Start – A Recipe for a Healthy Life Process Activity Tool Kit FFY 2020

Effective December 2019

GEORGIA WIC PROGRAM OFFICE OF OPERATIONS AND NUTRITION SERVICES





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MEASUREMENT AND EVALUATION

Task:	Measurement and Evaluation
Reference:	Prosci Assessment
Purpose:	Assess Readiness or Implementation Stage of the Project
Responsible Person(s):	Nutrition Services Director (NSD) or Designee
Process Activity Steps:	Process Activity I Reference the PROSCI Assessment to evaluate ADKAR: • Awareness of the need for change (Increase caseload) • Desire to participate and support the change • Knowledge on how to change • Ability to implement required skills and behaviors • Reinforcement to sustain the change Process Activity II • Set objectives/create a strategy • Create timeline • Appointment key players • Identify what milestones need to be achieve • Awards/Recognition





COMMUNICATION (Implementation and Outreach)

Task:	Communication (Implementation and Outreach)
Reference:	Action Memorandum
Purpose:	Reclaim child participants between ages 1 and 5 within the State of Georgia. Increase caseload within your targeted health district through innovative partnership with Georgia Head Start
Responsible Person(s):	 WIC Nutrition Services Director (NSD) WIC Project Coordinator Public Health Leadership Local Agency Health Advisory Board Local Agency Regional Teams
Process Activity Steps:	 Process Activity I Funds Management: Meet with the Health Director/Accounting to discuss the budget, operations, and travel. Determine which county will be involved/what staffing will look like Determine if Head Start will be managed at the district level or by the local agency, i.e., Health Department or WIC Clinic Contact the Operations Program Specialist, to request a Head Start site number. Site numbers are used to track participants enrolled through the Head Start project and distinguishes them from participants enrolled in a local WIC clinic. Local agency's that will operate Head Start as a new clinic must complete the <u>Request to Establish New Clinic Number/Clinic Changes</u> form and request a Head Start site number. Process Activity II Meetings: Contact the Head Start Grantee and start interest conversations, request days of availability for a formal meeting to discuss
	 request days of availability for a formal meeting to discuss collaboration efforts. Grantee's may include but are not limited to: Economic Opportunity Council (EOC) Board of Education Local University Local Service Agency Head Start Centers site can be located at the Georgia Head Start Association https://georgiaheadstart.org/. and/or at Spreadsheet Meetings may be facilitated by the local agency or state staff Coordinate meeting/Send Invite (See sample invite). Invites may include the following attendees: Head Start Director Family Service Worker Head Start Project Coordinator
	 Health Coordinator





COMMUNICATION (Implementation and Outreach) (Cont.)

Process Activity Steps:	 Nutrition Coordinator
	 Education Coordinator
	 Operations and Nutrition Services Deputy Director
	 Operation Program Review and Delivery Manager
	 Operations Program Specialist
	 Meetings must include the following objectives:
	 Overview of the WIC Program
	 Efforts to begin collaboration
	 Establishing a MOU
	 Prepare meeting packets. Include the following:
	 Agenda (<u>See Head Start Meeting Agenda template</u>)
	• Memorandum of Understanding (MOU) (<u>Local Agency</u>
	MOU template)
	 Sign-In Sheet (<u>See Head Start Sign-In Sheet template</u>)
	Signing of the MOU:
	 Coordinate MOU signing
	 Obtain the signed MOU
	 Submit signed copy of the MOU to the State WIC Office
	 Submit MOU to the assigned WIC Operations Specialist
	within five days of completion
	Process Activity III
	Head Start Site Visit/ Meet and Greet:
	Learn your service area
	Become familiar with the staff/Introduce District Staff
	Meet with Center Directors, Managers, Family Service Workers,
	Family Partners, Bus Drivers
	Obtain the roster from Child Plus. Roster must include:
	 ○ Child's Full Name
	 Date of Birth
	 Telephone Number





COORDINATION OF SERVICES

Task:	Coordination of Services
Reference:	Georgia WIC Procedures Manual - Policy CT 850.01 Transfer of Certification
Action:	Determine Eligibility
Responsible Person(s):	Clerical Staff/Project Coordinator or Assigned Designee
Frequency:	Initial enrollment and one-year Certification
Materials/Supplies:	Roster, Voter Registration, Assessment form
Process Activity Steps:	Process Activity I
	 Consent to Services: Verify participant enrollment status through GWIS.net for transfers Set up dates for heights/weights/hemoglobin Provide the Head Center with the electronic or hard copy of the Assessment form and Voter Registration Coordinate retrieval of forms Review Assessment forms Contact the parent/guardian for missing information or declined consent forms





CERTIFICATION INTAKE: Eligibility Determination and Documentation

Task:	Certification Intake: Eligibility Determination and Documentation
Reference:	 Georgia WIC Procedures Manual Policy No. CT-800.03 Income Eligibility Requirement Policy No. CT-800.2 Residency Requirement Policy No. CT-840.02 Thirty Day
Description	Action Memorandum #19-21, Gateway Application Processing Goal
Description:	Reasonable documentation of personal identity, income and current residency must be verified at each certification.
Responsible Person(s):	Clerical Staff/Project Coordinator/Assigned Designee
Frequency:	Initial Enrollment and One-Year Certification
Materials/Supplies:	Sample Roster, WIC Head Start Assessment Form, and Voter Registration
Process Activity Steps:	 Process Activity I Head Start Roster: Review each participant's Assessment form and Voter Registration application Coordinate voter registration completion with Head Start staff for participant's requesting an application to register to vote Enter/Update the participant demographics into the front-end system (FES) Enter the identifying Head Start clinic number Medical records with an assigned clinic number may be kept at the district office or local agency. Process Activity II Proof Verification: Check Gateway and/or the FES for Identity and adjunctive eligibility proofs (Option 1) Use the proofs provided to Head Start during enrollment (Option 2) Local agencies (LA) may accept Head Roster as identification for the child Process Activity III Enter the participant's information into Gateway (if inoperable used the frontend system): Reference the Identification, Residency, and Income Code Reporting Chart for allowed proof codes





CERTIFICATION INTAKE Eligibility Determination and Documentation (Cont.)

Process Activity Steps:	 Process Activity IV Designation of a Proxy/Alternate-Proxy: Record the designation that is listed on the Assessment form.
	 Process Activity V Dual Participation, Fair Hearing, Rights & Responsibilities: At each certification and recertification, participant must acknowledge they have read, or have had read to him/her, the Rights & Responsibilities, and the Notice to Disclose.





NUTRITION ASSESSMENT

Task:	Nutrition Assessment
Reference:	FFY 2020 Nutrition Risk Criteria Handbook
	 Georgia WIC Procedures Manual: Policy No. NS - 200.11 Nutrition Education Policy No. NS - 200.09 Nutrition Education Contact Policy No. CT - 810.05 Required Medical Data
Description:	Hemoglobin, Anthropometrics, and Education
Responsible Person(s):	NSD or Competent Professional Authority (CPA)
Frequency:	Initial Certification/Recertification/Secondary Education/High Risk - Low Risk Education
Materials/Supplies:	See Project Necessities
Process Activity Steps:	 Process Activity I Anthropometrics and Hemoglobin: Review each participant's nutrition/medical assessment. Anthropometrics and hemoglobin may be retrieved from Head Start records, Assessment form or completed at the Head Start site. The Medical Data Date required for certification (length/height and weight) may precede the date of certification by up to, or equal to, sixty (60) days. Anthropometric data greater than sixty (60) days old cannot be used to assess WIC eligibility. The Hematological Data Date required for certification (hemoglobin/hematocrit) may precede the date of certification by up to, or equal to, sixty (60) days. Anthropometric data greater than sixty (60) days. Hematological Data Date required for certification (hemoglobin/hematocrit) may precede the date of certification by up to, or equal to, ninety (90) days. Hematological data greater than ninety (90) days old cannot be used to assess WIC eligibility. Enter the anthropometrics and hemoglobin into the front-end system (FES).
	 Process Activity II Low Risk Nutrition Education: The following may be provided to the parent/guardian/participant Online Education Education materials sent home with participant via outreach envelope which include nutrition messaging or by mail Classes with children/and or parents at the Head Start facility Phone Education Contact Process Activity III High Risk Nutrition Education. Education may be provided to the parent/guardian via phone or in person. High Risk Secondary Nutrition Education Contact



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NUTRITION ASSESSMENT (cont.)

Process Activity Steps:	Process Activity VI
	Half-Certifications:
	 Local agencies are encouraged to utilize phone counseling as an option when the parent is unavailable at the time of the Head Start certification or mid-assessment. The initial Head Start Assessment form or paper Certification form will be used to update any change in nutrition data.





VOUCHER ISSUANCE

Task:	Voucher Issuance
Reference:	 Georgia WIC Procedures Manual: Policy No. FD 940.01 Voucher Issuance Policy No. CT 840.01 Certification Periods Policy No. FD-940.01 Mailing-Delivery of WIC Vouchers
Description:	Issue the Eligible Quantity of Monthly Food Benefits
Responsible Person(s):	Designated staff
Frequency/Timing/Deadline	One - Three Month Issuance
Materials/Supplies:	See Project Necessities
Process Activity Steps:	 Process Activity I: How to Issue Vouchers Vouchers must only be issued to participants who are in a valid certification period. Process Activity II: Responsible Person(s) WIC staff may issue vouchers onsite to the parent/guardian Vouchers issued to a child participant must be in sealed envelope or securely placed in the child's backpack WIC staff may coordinate voucher issuance to be provided by the Family Service worker, Teacher or Bus Monitor (see <u>Verification of Vouchers Delivered to Head Start form</u>). WIC staff may securely store vouchers in the Head Start recipients back packs, Head Start envelope or other secure means. WIC staff may mail vouchers to Head Start participants; this includes mailing vouchers for summer months, late enrollment, and late voucher pick-up. WIC Identification cards must be delivered separately, via mail or through the child. Process Activity III: Voucher Accountability and Monitoring The NSD or designee shall ensure all food instruments are accounted for monthly. WIC staff must complete the Lost, Stolen, Destroyed Voucher Report and Investigation of Missing Voucher Report for vouchers





REPORTING

	Reporting
Reference:	SharePoint
Description:	Organized Narrative of Reclaiming and Retaining
Responsible Person(s):	NSD or Assigned Designee
Frequency/Timing/Deadline	Quarterly
Materials Supplies:	SharePoint access
	 SharePoint access Process Activity I Recording Data: Locate the district tab On the District "Sites" tab: Click "+" and "- "to open and close each clinic site. Enter baseline data (column B in green). Enter numbers in the first three rows Number of children previously enrolled, not currently on WIC Number of children currently on WIC at another WIC site "Number of Children on Roster Who Qualify" cell has a formula (total of the other rows). Do not enter data. Process Activity II Enter data for each quarter: Where to enter 1st Quarter 2020 data (columns G, H, I in cream) 3rd Quarter 2020 data (columns K, L, M in cream) 4th Quarter 2020 data (columns O, P, Q in cream)
	 1st Quarter 2021 data (columns T, U, V in light blue) 2nd Quarter 2021 data (columns X, Y, Z in light blue) 3rd Quarter 2021 data (columns AB, AC, AD in light blue) 4th Quarter 2021 data (columns AF, AG, AH in light blue) What to enter Number of participants receiving vouchers at Head Start site Number of participants receiving vouchers at another site (i.e. health department) Number of children added to roster Number of children transferred into Head Start WIC Number of certifications





REPORTING (cont.)

Process Activity Steps:	Note:
	 Do not add data in gold or dark blue cells. These contain formulas that will calculate as data is added. Number of children on roster who qualify Percent of eligible participants receiving vouchers Do not add data to quarter total columns (i.e. columns F and J). These contain formulas that will calculate as data is added. "Number of Children on Roster who are WIC Eligible" row will change based on: a. "Number of Children Added to Roster" b. "Number of Children Who Dropped Off WIC" Turned 5 Left Head Start Program
	Process Activity III
	Vouchers:
	 Enter Number of Participants Receiving Vouchers Leave rows blank for months without issuance Count participate one time for each month for which they received vouchers. For example, if child received three months of vouchers, they would be counted once for each of the three months.
	 "Percent of Eligible Participants Receiving Vouchers" row will calculate based on numbers entered. Note: This number should never be > 100%.
	Process Activity IV
	Summary:
	On the District "Summary" tab:
	\circ Click "+" and "-"to open and close Baseline/Quarterly tables.
	 Do not enter data in the baseline table. Check that data pulled correctly from District "Sites" tab.
	 Verify data entered in the "Sites" tab pulled to "Summary" tab correctly.
	 Complete the "Summary of Activities Completed" section for each quarter.
	 a. Number of Head Start sites (within district) b. Number of WIC Head Start sites c. Number of site visits/meetings (during this quarter) d. Number of WIC staff meeting (regarding Head Start) e. Number of Head Start trainings (for Head Start staff) f. Number of MOU signed g. Follow-up activities and resources needed h. Challenges and delays





REPORTING (cont.)

Process Activity Steps:	 Submit required information with your Head Start Reporting Tool to the State WIC Office. Submit documents separately. On the "State Summary" tab (far right):
	 Click "+" and "- "to open and close Baseline/Quarterly tables. Do not enter data into the tables. Verify that district Baseline and current Quarter data pulled over correctly. For totals to calculate the formulas must be removed from inactive sites.





Project Requirements

Materials/Supplies	Equipment	Security and Storage	Outreach
 Rechargeable Batteries Clip Boards Hand Sanitizer Ink/Toner Sticky Notes/Paper Voter Registration Applications DPH HIPPA Consent form How to File a Complaint WIC Approved Foods List Sani Cloths/Medical Towels Gloves Gauze/Cotton Balls Band Aids VMARS Stock Paper Void Stamp Voucher Receipt box Blue/Black ink pens Gateway GRITS GWISnet Foods for NE education demonstration Plates, utensils, napkins, cups Charts for all students Labels to identify charts (with name and chart number) Thirty-day Temporary Certification file Files for Client Statement Files for Voter Registration / Declination File to keep NE Lesson Plan Photo Release Form Agenda Template MOU Template Sign-In Sheets Point of Contact List Head Start Survey Disclosure Assessment/Consent Form Voucher Delivery Form Kid Friendly Stickers 	 Height Board Length Board Portable Scales Massimo/Sensor Cell Phones Laptop/Tablet/ Computer w/VPN Access Printer MIFI Blender Skillet Surge Protector Hgb Machine Lancets/Cuvettes Camera (photos) Extension cords Scanner 	 Lock Box/ Bag WIC ID Cards ID Card Protector/ Plastic Rolling Bag Biohazard Container Red Biohazard Storage Bags 	 Head Start Envelope Back Packs Pop Up Stands Recipe Cards Gateway Flyer





Project Implementations and Intervention Strengths

The project afforded a great number of implementation and intervention strengths to include the following:

- **Collaboration and Partnerships** Establishing an innovative partnership between WIC and Head Start enabled the opportunity to provide nutritious foods and education to qualified families within targeted districts and increase caseloads by reclaiming participants between one (1) and five (5) years of age.
- **Mutually Beneficial** The WIC and Head Start programs serve the same families and share common goals, striving to promote positive health and nutrition status for young families while offering nutritious foods, health and nutrition education, and assistance in accessing on-going preventive health care. Working together, allows the programs to coordinate these services and maximize use of scarce resources (e.g., funding, staff, space); minimizing duplicative efforts on the part of families and staff; more opportunities for WIC and Head Start to benefit from each program's strengths, expertise and best practices; and ultimately, more ways to make a positive impact on good health and nutrition for children and families.
- The project helped both programs meet specific requirements, including height and weight assessments, providing nutrition education, and . Specifically, both WIC and Head Start can complete and share data related to eligibility, nutrition education, anthropometrical and hematological assessments.
- Supplemental nutritious foods during the summer months Head Start recipients received benefits during the entire eligibility period, including months that school was closed. This ensured continuous nutrition education, certifications, and vouchers issuance being provided by phone counseling and mailing vouchers, resulting in less hunger for children in the summer months.
- Efficiently Trained Staff- Head Start staff were not knowledgeable of WIC's operating procedures. Training was completed to lighten the workload of WIC staff and increase Head Start staff engagement. Delegated responsibilities could include, educating participants on voucher use, conducting anthropometrics, or performing outreach.
- Parent Interaction Opportunities Working with district centers early enough in the year to capture all Parent interaction is very limited during the school year. Knowledge of parent meetings and pick up/drop off times is essential for scheduling visits and developing process activities.
- Verifying current status in GWIS (GA WIC System) and Required Documentation (Client Statements)

 Staff utilizes the Georgia WIC Information System (GWISnet) to obtain current enrollment status, nearest Health Department, and detailed demographic information.
- Recognizing distance from clinics to main WIC offices Knowledge of the distance between Head Start centers and the Health Departments reduces participant transportation barriers, planning staff commutes times and travel budgets.





Project Implementation and Intervention Challenges

- Student rosters change throughout the year, which is a challenge, and requires monthly communication. The importance of obtaining the student roster during the implementation was not outlined in the initial Memorandum of Understanding (MOU) signing, which created missed opportunities to identify new enrollees or student drop offs on a monthly basis.
- Thirty-Day Temporary Certification Forms Proof verifications are required when processing a certification. Staff will exhaust all opportunities by researching imported documents/medical records first for proofs. Any proofs that cannot be found, please contact the District Office. Head Start recipients that are unable to provide proof of identification, residency or income shall receive a temporary thirty-day certification. Contacting the parent/guardian and coordinating retrieval of the proof verifications can be challenging for local agency staff.
- **Declined Applications** During the initial enrollment, staff provides parent/guardians with consent forms to obtain WIC services. Parents may decline services due to the stigma of extenuating wait times, using WIC vouchers as opposed to EBT cards and the lack of knowledge of new foods. The declination results in staff coordinate times to educate the participant on the benefits of receiving WIC services.
- Incomplete Assessment Forms Incomplete assessment forms result in staff coordinating the opportunity to retrieve the missing documentation. Local agencies are encouraged to utilize phone counseling as an option when the parent is unavailable at the time of the Head Start certification or mid-assessment. Parent/guardian contact information may not be accurate with creates barriers for processing the certification.
- Staff dedication to this project and balancing clinic's needs appeared to be a limitation to district leadership- Health Department staff may be required to work in various units outside of WIC, which may potentially limit the amount of time designated to Head Start. Limitations of staff utilization can be challenging for Nutrition Services Directors.
- Reporting/Tracking Opportunity to analyze enrollment data and compare the performance to the over goal of reclaiming participation. Reporting measures provided the capability to identify what milestones were or need to be achieved.
- **Defining the Definition of Reclaim and Retain** Understanding to reclaim Head Start participants is the act of reinstating previously enrolled participants that had a break in service. Retaining Head Start participants is continuous participation for greater than six months.





Opportunities

- Devising a plan for children that miss school often (servicing absent children) Alternative dates, phone certifications and voucher mailing are essential devised plans for ensuring absent children receive WIC benefits.
 - Implement a new and improved MIS System to verify participation status and collect required documentation
- Calculate the Return on Investment (ROI) to help define when and where to utilize staff resources
 Knowing when to utilize as many staff as possible Tracking and reporting Head Start caseloads determines the number of key players needed and the amount of time required to provide services.
- Implement organizational change management Using the ADKAR Prosci's model for individual changes during the beginning phase-Referencing the PROSCI Assessment to evaluate ADKAR in the beginning phase ensures staff awareness of the need for change (Increase caseload); desire to participate and support the change; knowledge on how to change; ability to implement required skills and behaviors; reinforcement to sustain the change. Several WIC Dietetic Interns worked with the State Team to evaluate the overall project using Prosci assessment tools (Exhibit P).
- A **texting policy** has been developed and approved by both Georgia DPH and SERO FNS. Implementation of this policy will allow districts to inform participants of when WIC is coming to Head Start for services.





Lessons Learned

- Assess the need to shift funds accordingly within the district for special projects Conduct further evaluation
 of the cost-effectiveness of the project- especially considering how to more-objectively determine the
 difference in staff time compared to clinic; identify the cost per capital or return investment's funds
 accordingly. Shift funds by altering budget line items to accommodate project needs Conduct future
 research on allocating efficient evaluation resources, determining how to best maximize outputs for the
 resources allocated.
- Alter processing and operating procedures(the way we do business) Implement communication strategies to improve communication between WIC, Head Start, and participants. This may include incorporating Change Management principles and plans to better manage resistance and increase awareness, desire, and knowledge of the program.
- Maximize opportunities to build relationships with stakeholders and Collaborate with other services to get the job done (Food Banks, YMCA, summer food program) Maximizing opportunities to build relationships by collaborating with other services to get the job done (banks, WMCA, summer food program).
 - Ensure Program Integrity and Staff Recognition The state agency will implement conducting unannounced compliance visits and routine reviews to ensure program integrity is maintained.
- Provide on-going training to receptive Head Start staff as a strategy to lighten workload on WIC staff and increase Head Start staff engagement. Delegated responsibilities may include educating participants on voucher use, conducting anthropometrics, or performing outreach. Consistently provide on-going thorough training to participants (and Head Start staff where pertinent) about how to use their vouchers.

Project Enhancements

- > Developed a Head Start Project Reporting Tool
- > Encouraged additional Health Districts to implement the Head Start Project
- > Developed and released a texting policy to enhance communication with Head Start Parents

Project Sustainability

- Improve efficiency by providing on-going support and providing the opportunity for districts to share innovations and best practices that were implemented to improve efficiency.
- Conduct future research on targeted project areas to identify potential impact (e.g. large Head Start sites, high participant work conflicts, high WIC nonparticipation rates)., in districts where reaching all Head Start sites is not immediately feasible or practical.
- Review the current way we do business and consider altering practiced by implementing new policies, procedures, and messages to improve project participation among families with other WIC-eligible children that are not in Head Start.
 - ✓ Pursue external funding opportunities that will provide more resources to the districts, by offsetting costs, and increase statewide project expansion.
 - Ongoing reporting will be required for each Health District to ensure access and accountability.
 - ✓ Districts will be required to utilize current funding to implement the project.
 - ✓ Increases in participation may ultimately increase funding.





Outreach Materials

Outreach and promotional materials can be located via SharePoint at https://gets.sharepoint.com/sites/DPHIntranet/WICResources/SitePages/Home.aspx

Omni 20 oz. Bike Bottle - Colors	Budget Backpack
Item # VGDHJ-DNHWI	Item # KHDGK-GVSXV
1. 750 – Blue 2. 750 – Red 3. 750 – Purple 4. 750 – Orange	 750 – Blue 750 – Red 750 – Purple 750 – Orange
With this image imprinted on them (no gray background):	With this image imprinted on them (no gray background):
WIC & Head Start A Recipe for a Healthy Life	WIC & Head Start A Recipe for a Healthy Life Exercice

Bike Water Bottles and Budget Backpacks can be ordered by contacting:

 Michael Carter GA Promotional Products Office: 678-845-0397 Cell: 404-218-5921 www.GaPromotional.com https://www.viewpresentation.com/98302949138





Outreach Materials (Cont.)

Head Start Envelopes (English)

WC & Hea	pe for a Healthy Life	Head Start Center -		
		Child's Name: Mart Vouchar Isros Data Camtracytis:	e	
		gawiconlin	Contact Information	
	Brastleight		Biblis anvelages i fast, chose saffer Kamiler abere.	-
WICE	Head Stort		wic.gs.gov	
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Head Start Envelopes (Spanish)

Centra de Hisad Stars Facha de amistin del potoine vale: Consentante: Consentante: Consentante: Consentante: Deformación de contacto: gawicondine.org In sun de sus ny fuebe suite active. Inter de Stars de Hisad Stars
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