

Peer Counseling Monitoring**Policy No. BF-1290.02**

Effective Date: October 1, 2016

No. of Pages: 2

Policy

The Breastfeeding Coordinator, Peer Counselor (PC) Supervisor, Lead Peer Counselor, or other designee is responsible for monitoring Peer Counselors' caseloads and documentation; observing their face to face and telephone contacts; and completing quality assurance surveys.

Purpose

To standardize consistency with peer counseling management of their roles and responsibilities.

Procedures

- I. Breastfeeding Coordinators, Peer Counselor Supervisors or Leads shall ensure that Peer Counselors':
 - A. Carry a caseload size that is 2 to 3 times their scheduled hours worked.
 - B. Have appropriate caseload ratio (i.e. prenatal versus postpartum) (See [Peer Counselor Caseload Management Policy](#)).
 - C. Contact participants within appropriate timeframes (See [Breastfeeding Peer Counselor Policy](#))
 - D. Document in the Peer Counselor Database (PCDB) record
 1. Participants' concerns
 2. How they were educated
 3. Participants' breastfeeding goal
 4. Use of "[Talking Points](#)" for conversation guidance.
 - E. Addresses any follow up from the previous contact
 - F. Yield to Designated Breastfeeding Expert or skilled care (if applicable)
- II. Breastfeeding Coordinators, Peer Counselor Supervisors or Leads shall ensure that each Peer Counselor have one face to face and one telephone observation per quarter. (See [Peer Counselor Observation Checklist](#)).
- A. Maintain documentation that Peer Counselor staff received required quarterly observations. (See [Continuing Education Documentation Log](#))
- III. Breastfeeding Coordinators, Peer Counselor Supervisors, or Leads shall ensure that random quality assurance participant surveys are completed quarterly as detailed below. (See [Peer Counselor Participant Survey](#)).

Peer Counseling Monitoring**Policy No. BF-1290.02**

Effective Date: October 1, 2016

No. of Pages: 2

- A. Five (5) percent of participants on the [Peer Counselor Database](#)'s "Recently Off Program" list from the previous quarter.
- B. Five (5) percent of participants on the "Peer Counselor Database" *Estimated Due Date (EDD)* list.

Authority

Georgia WIC Program Policy

Definitions/Supporting Information

Peer Counselor Database (PCDB): a web-based application that provides mobile access to Peer Counselors' (PCs) caseloads. This allows PCs to input time sensitive data from any location that has a secure internet network.