



Meet & Greet

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Rollout Process

- ❖ Step 1: Think about how to roll it out
- ❖ Step 2: Pilot your idea
- ❖ Step 3: Identify the roles for the team
- ❖ Step 4: Develop the process that works for your agency

Process

Frontline staff

- ❖ Introduce wichealth
- ❖ Provide Household ID(HH ID) and Agency Name in NYWIC
- ❖ Send wichealth FAQ
 - ❖ Best Practice – Set up wichealth account while on the phone with participant

Nutrition Staff

- ❖ Nutrition Education screen
- ❖ Issue benefits to match Benefits Valid Through (BVT) -
 - ❖ Make sure BVT date and wichealth due date align (Cannot be past the BVT date)
 - ❖ Write note on the Online NE offered line (in the NE tab)
 - ❖ When online NE is accepted – DO NOT schedule an appointment in NYWIC

Who to Target?

- ❖ Recertification appointments
- ❖ Missed NE appointments
- ❖ Audience:
 - ❖ Use professional judgement
 - ❖ Agency Specific -
 - ❖ ? first time WIC applicants
 - ❖ ? newborn BF infants

Steps to Monitor

- ❖ Check Participants Eligible for Issuance Dashboard (Dashboard)
 - ❖ Offered
 - ❖ Completed
- ◇ Document the Follow-Up (consider creating a note template)
 - ◇ Heading “online NE f/u”
 - ◇ Noted if they had questions
 - ◇ If they were not reached – time of calls are documented. Must document all attempts at contacting participants in a NOTE.
 - ◇ Noted what appointment letters were sent/how
 - ◇ Noted benefits issued/or not based on wichealth response

Accessing the dash board....

The screenshot shows the WIC Program dashboard. At the top, there is a navigation bar with tabs: File, Scheduler, Certification, Benefits, Miscellaneous, Messages, and Reports. Below this is a search bar with options for 'Search', 'Advanced Search', and 'Participants Eligible for Issuance Dashboard'. A dropdown menu for 'Local Agency/Site Name' is set to '3070000 Research Foundation of S...'. On the left, there is a sidebar with 'Active Record' and 'Scheduling Tasks' (Search, Prescreening, Income Guidelines, Schedule Appt, Daily Schedule, Group Education, Onsite List, Guided Script). The main content area shows search criteria for 'Participant' or 'Auth Rep' and fields for ID, Last Name, First Name, WIC EBT Card Number, and Birth Date. Below the search criteria, a table header is visible with columns: Last Name, First Name, I, Birth Date, AR Last Name, AR. The message 'No Records Exist in Data Source' is displayed.

This screenshot shows the search results for the 'Participants Eligible for Issuance Dashboard'. The 'Local Agency/Site Name' is '3070000 Research Foundation of SUNY Stony Brook'. The 'Date Range' is set to 'From date: [] To date: []'. A 'Find' button is present. The search results are displayed in a table with the following columns: Title of Online Lesson Completed, Date Online Lesson Completed, BVT Date, Online Lesson Due Date, and Cert End Date. A large orange redaction box covers the first row of the table. The visible rows of the table are as follows:

Title of Online Lesson Completed	Date Online Lesson Completed	BVT Date	Online Lesson Due Date	Cert End Date
WH-In the Hospital...	8/7/2023	11/2/2023	11/2/2023	11/17/2023
WH-In the Hospital...	8/7/2023	11/2/2023	11/2/2023	11/17/2023
WH-Taking Care Of...	10/22/2023	11/3/2023	11/4/2023	8/22/2024
WH-Feeding Your I...	10/30/2023	11/3/2023	11/3/2023	1/30/2024
WH-Taking Care Of...	10/22/2023	11/3/2023	11/4/2023	8/22/2024
WH-Feeding Your I...	10/30/2023	11/3/2023	11/3/2023	2/28/2024
WH-Feeding Your I...	10/30/2023	11/3/2023	11/3/2023	5/10/2024

At the bottom of the table, there is a pagination control showing '1' selected, with 'Prev' and 'Next' buttons.

New York WIC System-Clinic

Last Log
10/30/23 - 4
NYWIC-P

Agency: 3075201 Stony Brook Medical WIC

OK

File Scheduler Certification Benefits Miscellaneous Messages Reports

Scope: Local Agency State Site

Local Agency/Site Na
3070000 Research Four

Search

Search By: Participant Auth Rep

OR

How did you hear about WIC?
NE Groups
NE Methods
NE Topic Frequency
Online Nutrition Education
Referrals

No Records Exist in Data Source

New York State WIC Program
Online Nutrition Education
Site: 30701 Stony Brook Medical WIC

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Title of Online Lesson Completed	Date Online Lesson Completed	BVT Date	Online Lesson Due Date	Cert End Date
		10/22/2023	10/22/2023	4/8/2024
		10/23/2023	10/27/2023	7/25/2024
		10/26/2023	10/27/2023	2/13/2024
		10/26/2023	10/27/2023	2/13/2024
		10/26/2023	10/25/2023	1/15/2024
		10/27/2023	10/28/2023	12/21/2023
		10/27/2023	10/26/2023	7/24/2024
		10/27/2023	10/28/2024	7/24/2024
		10/27/2023	10/27/2023	7/25/2024
		10/28/2023	10/29/2023	1/26/2024
		10/28/2023	10/28/2023	7/27/2024
		10/29/2023	10/30/2023	1/24/2024
		10/30/2023	10/22/2023	2/4/2024
		10/31/2023	10/31/2023	8/8/2024
		10/31/2023	10/31/2023	8/8/2024
		11/3/2023	11/4/2023	2/10/2024
		11/3/2023	11/3/2023	2/23/2024
		11/3/2023	11/3/2023	2/23/2024
		11/3/2023	11/3/2023	12/12/2023
WH-Feeding Your Infant Solid Foods	10/30/2023	11/3/2023	11/3/2023	5/10/2024
WH-Feeding Your Infant Solid Foods	10/30/2023	11/3/2023	11/3/2023	2/28/2024

Report Parameters - Google Chrome

nywic.health.ny.gov/NYWIC/Clinic/WebForms/Reporting/ReportParams.aspx?fiFAlYRQYXJhbUR...


Online Nutrition Education

Site 3075201 Stony Brook Medical WIC

Run Report Cancel

wichealth Dashboard

News and Updates

 **Welcome, WIC Staff!**
We hope you will take some time to explore our support site!

Client Search

Enter a client's WIC ID and see details for each of their completed nutrition education lessons.

Usage Statistics

Check out the latest wichealth usage statistics for your state, agency, or clinic.

Resources

Access a variety of free training and promotional materials for WIC staff and clients.

CLIENT SEARCH STATISTICS ▾ ACADEMY RESOURCES EVALUATION REPORTS FAQs

Statistics Total Lesson Completions

This report shows the total number of lessons completed for the WIC organization identified during the selected date range. This report does not indicate the number of lessons completed by unique clients, among the data there are clients who have completed multiple lessons.

Start Date: 09/30/2023 End Date (11:59 PM)*: 10/30/2023 Language: -- All Languages --

States: New York Agencies: Research Foundation of SUNY

Update Report

Location Name	% of Total	Completed Lessons ^
Research Foundation of SUNY Stony Brook (307)	100%	276
Total		276

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Access a variety of free training and promotional materials for WIC staff and clients.

Client Search

Use the fields below to search for lesson completion certificates for your WIC clients.

WIC Client Search

States / ITOs

New York

Agencies

Research Foundation of SUNY Stony Brook

Search By

Household ID/Family ID

Search Term

Household ID/Family ID

Enter the Household ID/Family ID for this account

SEARCH

Lesson Completions



In the Hospital – The First 48 Hours

Completed on 8/7/2023

[VIEW CERTIFICATE](#)



Evaluation Reports

Discover the impact of wichealth by checking out our annual evaluation reports.




FAQs

Get answers to the most frequently asked questions we hear from staff.

 [Log In as Client - English](#)

 [Log In as Client - Spanish](#)

 Good Afternoon, lbran3.

 MY BOOKMARKS  EDIT PROFILE

Start Or Continue A Lesson

Start a new online nutrition education lesson or continue where you left off last time.

[Begin](#)



Health eKitchen Meal Planner

Stay on budget with recipes that include WIC foods. Save time in the kitchen by planning weekly meals.

[Get Started!](#)

Process for Follow-Up

- ◆ **Assign staff daily to monitor dashboard**
- ◆ **Update breastfeeding status**
- ◆ **Send Letters**
- ◆ **Exit counseling**
- ◆ **Encourage participants to set a reminder to complete online lesson**
- ◆ **Teletask sends out reminder 1 week ahead (LA must create a message)**
- ◆ **Text ahead of BVT date if you have noticed the participant hasn't completed the lesson (program support) – By reviewing Dashboard or using Online NE Report**
- ◆ **Benefits Not Claimed Report will catch participants that have not received benefits for 60 days**