

MI-WIC POLICY

Eligibility/Certification

1.0 Administration

Effective Date: 05/31/2018

1.07K Nutrition Services Support Staff

Implementation Date: 10/01/2018

NUTRITION SERVICES SUPPORT STAFF

General Description

Nutrition Services Support Staff assist in daily WIC operations that are essential to certifying eligible clients. Nutrition Services Support Staff communicate program requirements in a client centered environment.

State Offered Required Trainings

Clerk

- Clerical Training
- Breastfeeding Basics
- CCS Webcasts (all new and archived, role-specific)
- CCS Rethinking How We Listen & Respond in WIC (role-specific)
- Web Based Training Modules:
 - Michigan WIC Civil Rights Training
 - MI-WIC All Clinic Staff Training
 - MI-WIC Clerk Training
 - EPPIC Training

Technician

- Anthropometric Training
- Laboratory Training
- Breastfeeding Basics
- CCS Webcasts (all new and archived, role-specific)
- CCS Rethinking How We Listen & Respond in WIC (role)
- Web Based Training Modules:
 - Michigan WIC Civil Rights Training
 - MI-WIC All Clinic Staff Training

State Recommended Training

Clerk

- WIC Conference

Technician

- Clerical Training
- WIC Conference

Examples of Work

Clerk

- a. Determine client eligibility including verifying identity, residency, presences, and income
- b. Review program requirements with client, including Client Agreement
- c. Provide clients with EBT card issuance and review food package information with client
- d. Schedule client appointments according to policy (refer to MI-WIC Policy 3.01, Processing Timeframes and Appointment Scheduling)
- e. Perform other responsibilities as assigned by the state or local agency
- f. Participate in promotion and retention efforts to improve caseload

Technician

(Refer to Laboratory and Anthropometric Manual for more specific requirements)

- a. Complete anthropometric and hematological measurements and documentation
- b. Complete appropriate tasks in the MI-WIC System, including reviewing client immunization status
- c. Participate in promotion and retention efforts to improve caseload

References:

- 3.01 Processing Timeframes and Appointment Scheduling