

**WIC COORDINATOR ORIENTATION AND TRAINING**  
**March 2021**  
**(Links embedded! Use electronic version in order to follow links)**

**Important Resources:**

- [Michigan WIC Website](#)
- **DuJour (Help Line):** 800-942-1636, press 1, then 2  
For MI-WIC procedure or client assistance, contact the DuJour line
- **3 Sigma Help Line:** 800-942-1636, press 1, then 1  
For MI-WIC technical assistance, contact 3 Sigma
- [Michigan WIC Policy Manual](#)
- [WIC Federal Regulations](#)
- [National WIC Association for Michigan](#)
- [Local Agency Map and Contacts](#)

**INTRO TO WIC**

**A. WIC Program Background**

- WIC at a Glance: [USDA FNS WIC website](#)
- [WIC FAQ](#)
- Michigan WIC [Mission and Vision](#)

**B. Orientation to WIC Staff Roles**

- Definitions of roles: [Policy 1.07](#)
- All new WIC staff should complete the [All Staff Training checklist](#)
- Review WIC Coordinator description: [Policy 1.07A](#)

**C. Contact your State WIC Consultant**

State WIC Consultants are your contact to Michigan WIC for policy updates and clarification, and Local Agency (LA) issues, questions or maintenance.

- Request to be added to Administrative Lists.
  - E-notices and E-forms, assure [MiLogin access](#) and subscribe to MI-WIC, and EPPIC, wichealth.org, MI Health Benefit Plan Medicaid Eligibility, etc., as needed.
- Ask about a peer mentor.
- Arrange a time to meet in person or by phone.
  - Review LA's current caseload and past 3-month trend.
  - Review current Nutrition Services Plan (NSP).
    - Nutrition Education, Breastfeeding and Outreach plan

**D. Clinic Observations**

- Perform Clinic Observations for Categories: Pregnant, Breastfeeding, Non-Lactating, Infants and Children ("PBNIC").
  - Use Clinic [Observation Tools](#) for CPA and Nutrition Support Staff (Clerk/Tech).
- Follow minimum of 5 different clients throughout entire certification process.
- Observe various appointment types, including:
  - CERT: Certification

- RECERT: Recertification
- PCERT: Pre-certification
- EDU: Education (EDUO, EDUW, EDUT)
- IEVAL: Infant Evaluation
- CEVAL: Child Evaluation
- NCRD: Nutrition Counseling with Registered Dietitian
- PFRESH: Project FRESH (seasonal)
- Breastfeeding (BFLC, BFLS, BFPC)
- Perform a clinic audit 1x/year. View [policy 1.11 Annual Quality Services Review](#) for more information.

#### E. Budget Information

- Arrange meeting with your Administrator/Accounting Staff assigned to your budget, if possible.  
**Objectives:**
  1. Identify LA budgeting process (who, how, WIC Fiscal Year versus LA Fiscal Year, etc).
  2. Identify budget cycle deadlines, and process for adjustments.
  3. Identify positions funded for the current fiscal year (which are filled/vacant).
  4. Identify impact of budget on current clinic operations and potential needs.
  5. Identify internal process for personnel actions: recruitment, hiring, budget changes, etc.
  6. Identify services/contacts for any indirect costs in agency funds for WIC.
  7. Identify both internal agency and external WIC capital expenditures, and physical clinic maintenance/improvement processes.

#### F. State of Michigan WIC Trainings

- See Policy [1.07L Staff Training Plan](#) for required and recommended trainings.
  - [Training Calendar](#)
    - Go to [MPHI](#) website to register for trainings.
  - Other web-based trainings: <https://courses.mihealth.org/PUBLIC/home.html>
    - For help and instructions to register, see [instructions on the WIC website](#).
    - Civil Rights Training is required annually for all staff.
  - [Client Centered Services](#)
  - [Current and archived webcasts](#)

#### G. Tools/Manuals to review

- [Anthropometric Manual](#)
- [Laboratory Manual](#)
- [WIC Tool Works Outreach Manual](#)
- [Management Evaluation Tools](#)
- [Project FRESH](#)

### COORDINATOR IN ACTION

#### A. Read and share E-notices as received

- E-notices are time sensitive and can be used to educate new information to staff. It is imperative that they are read and shared in a comprehensive manner to all, or to the appropriate staff.

## **B. Clinic Function**

- Assign and regulate roles
  - Email Raquel Tabet at [tabetr@michigan.gov](mailto:tabetr@michigan.gov) to allow LA staff to access EPPIC and for role requests.
  - Read [Policy 9.03 A-C](#) for single certifier clinics.
- Generate schedules in MI-WIC
  - For a scheduling session, contact Heather Sanders [SandersH@michigan.gov](mailto:SandersH@michigan.gov) or your consultant.
- Annual reviews of employees
  - Use State M/E tools or your own. Identify training and competency needs.

## **C. Inventory Control**

- Review [System Equipment Inventory Policy 10.01 \(SEPARATE\)](#)
- System Equipment
- Breast Pumps
- See policy [section 4.04-4.08](#)
- Hemocue

## **D. Caseload**

- Identify how clinic caseload directly impacts future funding in the current/next year.
- Demonstrate how to generate Caseload Report; identify valid closeout participation date.

## **E. Attend [Workgroups](#)**

- Nutrition Education Workgroup (March, June, September)
- Breastfeeding Workgroup (February, June, October)
- Promotion and Retention Workgroup (January, May, September)
- Technology Workgroup
- Policy Workgroup (Contact State Policy Coordinator)

## **F. WIC Retention and Outreach Strategies**

- Participation is at the center of WIC services. Please contact Whitney Jackson at [JacksonW6@michigan.gov](mailto:JacksonW6@michigan.gov) for State consultation services to help with caseload.
- Attend or call in for Promotion and Retention Workgroup meetings.

## **G. Nutrition Services Plan**

- Follow up with goals & objectives.