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Special Supplemental Nutrition Program
for Woman, Infants, and Children

March / April 2017

Here's To You!

WIC is a Choice with a Positive Impact

As a nationally recognized, premiere public health nutrition program, WIC has a positive and proven record of helping families live healthier lives! What we each choose to do, every day in WIC influences everyone we interact with, and our actions contribute to the health of the community around us. We are proud of the work you do every day, as it makes a positive impact on the health and well-being of those you serve in Michigan! You have a positive impact on 53% of all the infants born in Michigan, who are on WIC and we are proud of the work you do!



Thank YOU to over 480 local agency WIC front line staff that filled out the survey, we heard you! Based on your feedback, we recognized the need for a newsletter for all our WIC local agencies. The plan for this newsletter is to help share success stories, experiences, keep you all better informed on WIC updates, and upcoming events. We welcome your comments, ideas and feedback. Many thanks to Stacey Laverty and Hanna Thelen for ALL their work and creative ideas in pulling together this very first WIC Newsletter!

Thank You for All You Do for WIC!

Stan Bien

Michigan WIC Director



MWA UPDATES

Michigan WIC Association 2017-2018 Executive Board

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Dr. Velonda
Anderson

Secretary

Tracie Bolton

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Kate White

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Becky Ginbey

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Region 4

Martha Brooks



*"Coming together is a beginning.
Keeping together is progress. Working
together is success."*

--Henry Ford



Promotion and Retention Work Group, Kent
County Health Department. Jan. 20th

LOCAL CLINIC TOUR

At the Promotion and Retention Work Group

we had the opportunity to tour Kent County's Fuller St WIC Clinic!

By Abby Bishop, Kent County

Kent County WIC serves a caseload of 18,522 clients. We are made up of 4 Kent County Health Department WIC clinics and 3 Sub-Contract WIC clinics all within the greater Grand Rapids area. We operate Monday-Friday from 8-5 pm, and on the 2nd and 4th Thursdays of each month we have a night clinic providing services from 10 am-7 pm. Night clinics are very popular among clients and often fill up fast.

Kent County WIC employs approximately 70 employees. Our WIC teams are made up of 7 Clerks, 21 Clinic Assistants, 19 Registered Nurses, 8 Registered Dietitians, 1 IBCLC, 4 CLS and 3 Breastfeeding Peer Counselors. Our WIC program is integrated with our Immunization program creating a one stop shop for our clients who are due for routine vaccines.

All of our Health Department clinics operate as pod systems. This works much like your regular visit to the physician's office. The clients check in at the front desk and fill out a routing slip which contains the client's name and appointment type. The client waits in the waiting room until they are brought back to an open clinic room to receive WIC services. The client stays in that room for the remainder of their visit that day. Eligibility determination, collection of anthro/lab data, and the Nurse or RD WIC assessment all get done in the same room so the clients do not have to leave the room. The flow of services for a specific client/family in a room is organized by utilizing the routing slip and a colored flag system outside the clinic room doors. If Breastfeeding Peer Counselor services are needed or requested, the Peer will do her best to visit with the client between the Tech and the CPA or after the CPA has completed his/her assessment.

If you are interested in touring one of our clinics or learning more about the pros and cons of the pod system we operate here at Kent County, please do not hesitate to contact us at 616-632-7200.

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"Making one person smile can change the world, maybe not the whole world, but their world" -Unknown



Shiawassee, WIC Breastfeeding Moms.
Photo Courtesy of Jennifer Babcock (White Daisy Photography)



LA BREASTFEEDING SUCCESS STORY

By: Taylor Herald, DHD 10

On October 25th in Me-costa County, a client came in for an appointment and said that she was sure she just needed to be done with breastfeeding. The client said that baby is not latching on whatsoever and that the pump she had wasn't working at all. The client brought her pump to her appointment, so we checked it out and I asked the client to show me how she was using it. It was very clear that the Even-flow pump the client had was not the right size for her, even on the biggest size flange option that came with the pump. I provided the client with a Medela pump we had in stock, and also provided her with 36mm flanges. We worked on latching for a while as well, and we were able to get baby to latch on for a brief period of time. The client pumped in the office because she was so engorged from her pump not working correctly, and you could already see the world of difference that this pump was making. The client contacted me on December 30th to let me know that if it wasn't for my help she would have given up on breastfeeding. She had to go out and buy a deep freezer because she has over 1,000 ounces pumped for her baby!

COFFECTIVE UPDATE

An archived Coffective webinar, sharing information on next steps with Coffective, is available for viewing on MPH's website. You will learn...

As part of the WIC Statewide Initiative, hundreds of hospital leaders and staff responded to the initiative surveys. The findings from these surveys have been compiled into a Statewide Hospital Report that brings together data from all respondents across the state as well as customized Hospital Reports for each hospital.

To move survey data to action, hospitals were provided an Action Plan that gives concrete next steps for hospitals to improve their staff knowledge, hospital environment, and community engagement. The Action Plan serves as an order form for materials that they can order for FREE from WIC.

Next Steps for hospitals involve a series of webinars that show the findings as well as logistical elements of getting materials to hospitals so they can start their quality improvement efforts based on those survey findings. The first webinar, *"Thoughts to Action" Overview*, took place on February 27th. After the webinar, the hospitals received their sample packets and free tools so that they can better understand their hospital data and how to effectively use the materials in their quality improvement. Future webinars will address improving referrals to WIC and creating a more breastfeeding-friendly environment to educate patients and promote community resources.

WIC agencies will also be mailed a packet that includes:

- A WIC-specific version of the Statewide Report overviewing the entire initiative;
- A condensed version of your local hospital's report; and
- A copy of the hospital Action Plan so that you are familiar with what is being provided to hospitals.

If your local hospital did not complete a hospital leadership and staff survey, your WIC agency will receive the Statewide Hospital Report with aggregate data from across the state. You can use the data to prioritize conversations with clients and help better prepare mothers to receive evidence-based practices in the hospital.

CUSTOMER/CLIENT SERVICE TIPS



Impressions Matter: First, During, and Last!

Imagine going into a new Doctor's office. You're a little nervous and uneasy. The first person you see, the receptionist, is smiling and happy to see you which makes you settle down and start to relax. The medical assistant calls you in and engages in a conversation with you while taking your vitals and getting your medical history. This helps to ease your stress. Next the Doctor comes in and actively listens to you, discusses any concerns, makes a treatment plan, and sends you on your way. He never once made you feel rushed through the appointment. Before you leave, you have to check back out with the front desk. The receptionist is still smiling and giving you her full attention. Your next appointment is scheduled and you leave the office.

Impressions matter: the first interaction, during the appointment, and when leaving the office!

Now imagine going through this whole appointment, anxiety ridden, with no smiling faces, no engaged conversations, and given the feeling that you have to rush. Which appointment would you rather go to?

TRY IT!

Working in a WIC clinic can be daunting and exhausting, but remember great customer/client service can help bring clients back and in turn, change a life for our nutritionally vulnerable population.

Take a couple of days within your WIC clinic to evaluate your customer service skills throughout an entire client appointment. From making an appointment on the phone, to when the client leaves the building; remember impressions matter, from the beginning all the way to the end!

UPCOMING EVENTS/TRAININGS/WORK GROUPS

March

- 14-15 Breastfeeding Basics -Detroit
- 17 Promotion and Retention Workgroup -Jackson Co. Health Dept.
- 21 Lab Training – Mt Pleasant
- 22 Anthro Training – Mt Pleasant
- 22 Breastfeeding Coordinator Training - Okemos-MPHI
- 23 Milk Expression – Okemos-MPHI
- 28-29 CPA Training – Bay City

April

- 5-6 Clerical Training – Lansing
- 6 Advanced CPA – Newberry
- 18-19 WIC Conference – Traverse City
- 20 Anthro and Lab Training (choose only one) - Traverse City

May

- 16-17 CPA Training – Marquette
- 16-17 Milk Mob Training (CPA only) - Lansing
- 18– Record Review – Marquette
- 23– Advanced CPA – Big Rapids
- 25- Advanced CPA Training – Lansing
- 26– PRWG – Gaylord (HDNW)

Visit MPHI's website at

events.mphi.org

to sign up for
trainings!



#2017-06- 2017 MI-WIC Release Schedule

2017 MI-WIC Release Schedule	WIC Clinic staff stop using MI-WIC by 5:00 p.m. on this Wednesday evening	Release available in WIC clinic on this Thursday – clinic staff encouraged to schedule light
Release 7.7	May 10, 2017	May 11, 2017
Release 7.8	November 1, 2017	November 2, 2017

#2017-07: Revised Consultant Assignments

Please see the new Consultant Assignment list to include our new consultant Heather Sanders!

#2017-08: Introducing Complementary Foods to Infants - Peanut Allergy

The National Institute of Allergy and Infectious Diseases (NIAID), part of the National Institutes of Health, recently published clinical practice guidelines to address the prevention of peanut allergy. These guidelines, endorsed by multiple organizations including the American Academy of Pediatrics (AAP), were developed following the landmark clinical trial, Learning Early About Peanut Allergy (LEAP). This study indicated peanut allergy can be prevented by introducing peanut-containing foods early in life. Because this recent scientific research is contrary to what has been promoted in the past, it has resulted in questions from WIC staff and clients.

****Please see E-Notice highlighting additional resources for staff!****

#2017-12: Pertussis (whooping cough) Advisory

Reported levels of pertussis activity have increased in Michigan since late fall 2016. The increase has been seen particularly in children age 4 or younger who have not completed their fifth dose of DTaP and who are in childcare settings. Please share the following information with clinicians and other appropriate health care providers.

****Please see E-Notice for more information!****

#2017-13: MSUE WIC Project FRESH Contract Ending

MSUE WIC Project FRESH contract will be coming to an end on February 28, 2017. Discussions have begun regarding other support methods which will be in place prior to the start of the Project FRESH season. Please look for more information coming soon, as well as at the Project FRESH session at the annual WIC Conference on April 18-19, 2017.

#2017-17: Immigration and WIC Participation

The President’s Executive Order (1/27/17) limiting travel to the US by citizens of seven countries, as well as a leaked draft of another potential Executive Order relating to public charge rules for immigrants who use federal public benefits, have created questions and concerns for our WIC clients. Some clients have requested to discontinue WIC services, and in certain cases, to pay back the WIC Program for benefits received and have their WIC records be deleted. These concerns have been shared with USDA as well as the National WIC Association (NWA), and are reportedly not unique to clients within our State.

In accordance with State WIC policy, please remember that WIC services must be provided at no cost to the client, and all Program records must be retained for a minimum of 3 years, 150 days after the completed fiscal year.

In an effort to help put clients at ease when visiting the WIC clinic, we have developed an inclusion poster. Using this poster in your WIC clinics can help reassure clients on the following points:

- data is not requested or retained related to visa status or citizenship;
- every client is asked the same questions; and
- all data/responses are kept confidential.

Posters are going to be sent directly to Local Agencies. Clinics are welcome to print and use the pdf from the E-notice until posters are sent. Extra quantities are available if needed.

****Please see E-Notice for more information!****



March is National

NUTRITION 101

HEALTHY RECIPE: CHICKEN FAJITAS

Ingredients

- 1 tablespoon chili powder
- 1 teaspoon cumin
- 1 teaspoon paprika
- 1/4 teaspoon cayenne pepper
- 1/4 teaspoon garlic powder
- 1 teaspoon salt
- 1 teaspoon ground black pepper
- 3 tablespoons olive oil, divided
- 1 1/2 pounds boneless, skinless chicken breast, sliced into strips
- 2 bell peppers, sliced
- 1 onion, thinly sliced
- 8 small whole wheat tortillas

Directions

- Preheat oven to 250 degrees.
1. Make fajita seasoning: Whisk together chili powder, cumin, paprika, cayenne pepper, garlic powder, salt, and pepper in a small bowl. Set aside.
 2. Heat 1 tablespoon olive oil in a cast-iron grill pan or frying pan over medium-high heat.
 3. Add chicken and sprinkle with 3/4 of fajita seasoning. Mix together and cook for 6 to 10 minutes, or until browned.
 4. In a second pan, heat remaining 2 tablespoons oil over medium heat. Add peppers and onion. Stir in remaining fajita seasoning. Cook until vegetables are soft, about 8 to 10 minutes, stirring occasionally.
 5. While veggies and meat are cooking, wrap tortillas in tin foil and warm in oven.
 6. To assemble fajitas, fill warmed tortillas with chicken, peppers, and onions. Top with favorite garnishes.

Healthy Guideline

By Emily Rykaczewski, GVSU
Clinical Dietetic Intern

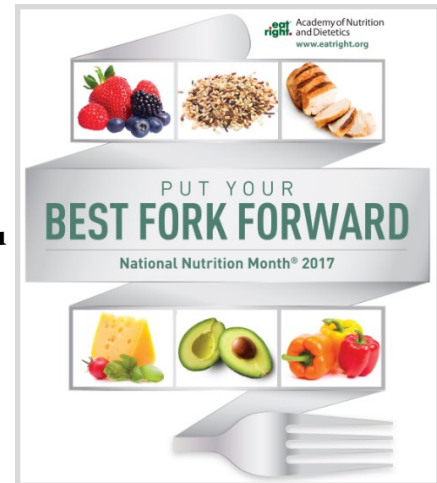
Every meal, food, and drink you consume matters. Eating a healthy, balanced diet that incorporates a variety of nutrient dense foods has many benefits. The Dietary Guidelines for Americans provide a useful framework to help you do just that! Following a healthy eating pattern is critical not only to ensure you meet your nutrient requirements ~ it also just helps you to feel good!

Focus on diversity and density. You should aim to eat a variety of nutrient-dense foods in the appropriate amounts. Being aware of the five food groups outlined in the Dietary Guidelines can help with this. The five food groups include fruits, vegetables, grains, protein, and dairy. Each of these groups contain a variety of food options. The levels of vitamins, minerals and other healthful compounds vary in different types of foods, which is why eating the same foods over and over again is not recommended. For example, the potato is the most commonly consumed vegetable in the US. Although it does have some health benefits, eating only potatoes will lead to a lack of dietary diversity. Regularly switching up the foods you eat each day will help provide the variety of different nutrients and other helpful compounds that your body needs.

Reduce added sugars, saturated fats, and sodium. While ensuring a diverse and varied intake from each of the five food groups, it is also important to reduce your intake of added sugars, saturated fat, and sodium. Actively reviewing the nutrition label on packaged foods can be very helpful. Compare products in the same category, and try to pick the options with less added sugar and saturated fat. Do the same for sodium. The Dietary Guidelines recommend individuals consume no more than 2,300 mg of sodium or ~1 teaspoon of salt a day. Swapping for products that contain less sodium is an excellent way to encourage positive dietary changes, both in yourself and those close to you.

Be an advocate. Encourage healthy eating patterns to your friends, family, and co-workers. Offer positive encouragement to those making healthier food choices in any setting, whether that be at home, school, or work. Creating a supportive environment will foster positivity around healthy eating and increase the general approval of healthy eating habits.
Real change can start with you.

Source: United States Department of Agriculture. A Snapshot of the 2015-2020 Guidelines for Americans. ChooseMyPlate website. <https://www.choosemyplate.gov/snapshot-2015-2020-dietary-guidelines-americans>.



Visit www.eatright.org/nnm
for more info on National
Nutrition Month!

Nutrition Month

NOTE FROM TARA

Your State Agency Nutrition Education Lead

March is National Nutrition Month, and we hope your local agency or clinic will find some small way to celebrate. The Academy of Nutrition and Dietetics theme this year is ***Put Your Best Fork Forward***. This isn't always easy in our fast-paced world. For me, the biggest challenge is getting a healthy, balanced meal on the table for my family each night. You've seen the memes, right? Exhausted mom lying on the chair with her hand over her head, lamenting "Why do they want dinner *every single night*?" The only way I make it through is by investing some time planning out our evening meals before the hectic work week begins.

If you have a little extra time, check out the Mothers in Motion lessons on wichealth.org on Meal Planning ~ and tell your clients to check it out too (see some positive feedback about these lessons in the NE Success Story)! There are some great tips in there to learn and share ~ and maybe one of these tips will help make the difference in being able to ***Put Your Best Fork Forward*** this week (or next). ☺



Nutrition Education Advisory Team (NEAT), and GVSU Interns

WIC NUTRITION EDUCATION STORY

Mothers in Motion on wichealth.org Nutrition Education Success!

By Meryl Smith, District Health Department 10

A WIC mother of 3 young children (ages 9 months, 2 and 3 ½ year old) completed all 11 [wichealth](http://wichealth.org) Mothers in Motion videos in one night! When the CPA called to follow-up on the [wichealth](http://wichealth.org) lesson, the mom told the CPA her [wichealth](http://wichealth.org) had taken her 3 hours to complete! The CPA's initial thought was, "Oh my, what happened!?! Why did it take so long?" Then, the mother said how she had really enjoyed the new lessons, especially the information shared around stress and time management. She hadn't realized she only needed to do 1 module, yet was enjoying the information in the lessons so much she spent the evening completing them all. She found the new lessons very informative, helpful, and will definitely use the information she learned.

"You can't out exercise bad nutrition" - Hippocrates

WINTER WELLNESS

Stretch at Your Desk

By Abby Bishop, Kent County



Does your desk job leave you feeling stiff and sore at the end of the work day? Standing or sitting for long periods of time can take a toll on your muscles. Consider taking some time to do a little stretching throughout the day in the comfort of your office space to relieve tension in your wrists, back, and shoulders. Stretching at your desk doesn't have to be the extent of it - wander around the office or take a stroll outside for some extra steps. Make it a daily goal to take 2 minutes twice a day at 10 am and 2 pm to stretch at your desk. Below are some stretch at your desk ideas you can try and share with your co-workers, family, and friends.

Try these work friendly stretches

- **Thriller** - Arms behind back, grab wrist with opposite hand and pull while tilting head to the side. Reverse and repeat. 10-12 seconds/side
- **Can't Touch This** - Hands together, fingers interlaced, extended arms with palms reaching forward. 10-20 sec.
- **Straight Up** - Fingers interlaced, pull arms over head with palms reaching up. 10-15 seconds
- **The Twist** - Cross one leg over another, take opposite arm to knee, twist towards open side. 8-10 seconds/side
- **Pump It Up** - Arms above head, grab ahold of opposite elbows, lean side to side. 8-10 seconds/side

For pictures and more information visit http://wellnessforlife.com.sg/wp-content/uploads/2015/01/Desk_Stretches.jpg

Source: Wellmark Blue Cross Blue Shield. Copyright 2013 Blue Zones

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WE NEED YOUR HELP!

There were many comments in the Front Line Employee Satisfaction Survey stating people would be interested in hearing about what other clinics are doing. Now is your chance! You are the driving force behind WIC News and we need stories from your Local Agencies. Please submit any Local Agency success stories, teamwork/team building ideas, great Client Centered Services skills you've acquired, and anything else you think should be shared to Stacey @Lavertys1@michigan.gov.



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