

WIC COORDINATOR ORIENTATION AND TRAINING
(Links embedded! Use electronic version follow links)

Important Resources:

- [WIC Website](#)
- Dujour (Help Line): 800-942-1636, press 2
For MI-WIC procedure or client assistance, contact the DuJour line
- MI-WIC Help Desk: 800-942-1636, press 1
For MI-WIC technical assistance, contact the MI-WIC Help Desk
- [Michigan WIC Policy Manual](#)
- [WIC Federal Regulations](#)
- [National WIC Association for Michigan](#)
- Local Agency [Map](#) and Contacts
- [Michigan WIC's Vendor Site](#)
- [Vendor Complaint Form](#)

I. 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](#)
- [Staff Training Plan](#)

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 WIC Direct, Wichealth.org.
- Ask about a peer mentor.
- Arrange a time to meet in person, by phone or virtually.
 - 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 (if new to WIC)

- 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: Priority 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)
 - Virtual Appointments (BFLCV, BFLSV, BFPCV, EDUV, NCRDV, and PFRESHV)
- 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.
- [Review policies](#) 11.01 Program Costs and 11.02 Program Incentive Items.

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, Coordinator Summit and WIC Conference.
 - [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](#)

II. 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 for assistance with role permissions.
 - To obtain WIC Direct access e-mail MDHHS-WICEBTQuestions@michigan.gov .
 - Read [Policy 9.03 A-C](#) for single certifier clinics if relevant.
- Generate schedules in MI-WIC
 - For a scheduling session, contact Heather Sanders SandersH@michigan.gov or your consultant.
- Annual reviews of employees
 - Use State ME tools or your own. Identify training and competency needs.
 - Annual Role Review. See [Policy 10.03](#) Systems Security/MI-WIC Access.

C. Inventory Control

- System Equipment
[System Equipment Inventory Policy 10.01](#)
- Breast Pumps [MDHHS Website - Breastfeeding Equipment Policy Section 4.04-4.08](#)
- Hemocue Analyzer – separate inventory
- Microcuvette Quarterly Orders/Inventory Survey

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.
- Discuss 10/20 Day Report and discuss with consultant when is best to run this report/look all clinic schedules and the next available appointment.
- Integrated Service Delivery (ISD): Click on this link for the webcast & resources - [WIC \(mihealth.org\)](#).

E. Attend [Workgroups](#)

- Nutrition Education Workgroup (March, June, September)
- Clerk/Tech Workgroup (see the MPHI [website](#) for scheduled dates)
- [Breastfeeding Workgroup](#) (January, April, July, October)
- Promotion and Retention Workgroup (January, May/June, 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 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.
 - Consultants will share current/previous NSP with Coordinator.
 - Consultant will show Coordinator the NSP screen in MI-WIC.
- Due annually prior to the start of the fiscal year:
 - Complete goals and objectives, enter in the MI-WIC ADMIN module, and
 - Complete a data collection and needs assessment.