



Week ending issue: January 3, 2014 – Issue #197

Policy

From the WIC Services Policy and Procedure Manual – 225.75 Missed Appointments and Food Instruments (FIs)

Contract agencies must establish written procedures for alternate means of issuing FIs when participants timely present adequate reasons for their inability to come to their scheduled appointment. These procedures are subject to approval of the state office.

Adequate reasons for inability to appear in clinic include but are not limited to the following extenuating or extreme personal circumstances:

- A medically fragile parent/guardian/participant,
- A pregnant woman confined to bed,
- A death in the family, or
- Another family emergency.

Note: The contract agency may identify additional reasons considered adequate for inability to appear in clinic in their written procedures.

Contract agencies must communicate their missed appointment policy to all participants by written notice at certification or signage posted in the clinic. This communication must address at least the following points:

- The importance of notifying the local WIC agency as soon as possible;
- Whom the participant must notify (coordinator, agency staff or clinic staff); and

Their options include rescheduling the appointment or arranging for a proxy who must also have an appointment.

Scheduling options for contract agencies to consider implementing to increase participant access to FIs when appointments are missed include:

- Reserving portions of or full days for “make-up days.”
- Offering early morning, noon hour, and late afternoon appointments to accommodate employed parents/guardians/participants.

When several clinic days are scheduled each month, hold clinics in different parts of the month rather than consecutive days.

Information

New Employee Training Materials

The documents associated with NETC are now posted on the web portal (see screenshot below) rather than having each agency try to keep a NETC notebook up to date at their agency for new employees to print note taking outlines and associated handouts out of.

[Logout](#)

The screenshot shows the Iowa WIC Agency Portal. On the left is a navigation menu with buttons for Home, Policies, Pending Policies, Training, and Resources. The main content area is titled "Training - Personnel Training" and includes sub-sections for Personnel, IWIN Security, and Webinars/CEUs. The "Local Agency New Employee Orientation" section refers to human resource directors and WIC Policies 300.10 and 300.11. The "New Employee Training Course (NETC)" section provides registration information and a list of links for training materials, including dates, registration forms, homework, and note-taking outlines for various staff categories.

Please help new employees access the web portal to print what they need prior to their NETC webinar days. We have created a template for each slide and identified some of the main points of that slide for them. We have also identified associated policies on it for easy reference.

Food Products

Similac Advance

Similac Advance will be changing to a staged formula starting March 1, 2014. Stage 1 will be meant for infants birth to 12 months. Stage 2 will be meant for infants 6 – 12 months. Stage 1 will continue to be 20 kcals/fluid oz. where Stage 2 will be 19 kcals/fluid ounce. Stage 1 will be WIC eligible and Stage 2 will not. Due to the upcoming name change, an OR statement has been added to the check descriptions for Similac Advance. They now read as follows:

Powder: Containers 12.4 oz. Powder Similac Advance OR Similac Advance Stage 1
Concentrate: Containers 13 oz Concentrate Similac Advance OR Similac Adv. Stage 1
RTU: Containers 32 oz. RTU Similac Advance OR Similac Advance Stage 1

Voided FIs that have Been Redeemed Report

Upon review of the “Voided FIs that have Been Redeemed Report” from October 1, 2013 until November 30, 2013 it was noted that 14 families from 8 different agencies had FIs that were redeemed with the void code “Returned Unused” or “Local Agency Error”. The fact that these void codes were used on checks that were in fact redeemed indicate an error. Please make sure to take a double look at the entire check number before voiding and issuing checks to make sure the participant is given the correct checks and that when you are voiding returned checks you are in fact voiding the correct ones.

Dates to Remember

2014

- 2014 Iowa WIC Training – October 9

New Employee Training Go-to-Meeting

- NETC Go-To-Meeting (All new staff) – January 9, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – January 16, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – January 23, from 8:30-11:30
****** Please note changes in order of trainings for January**

- NETC Go-To-Meeting (All new staff) – March 13, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – March 20, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – March 27, from 8:30-11:30

- NETC Go-To-Meeting (All new staff) – May 8, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – May 15, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – May 22, from 8:30-11:30
****** Please note changes in order of trainings for May**

- NETC Go-To-Meeting (All new staff) – July 10, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – July 17, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – July 24, from 8:30-11:30

- NETC Go-To-Meeting (All new staff) – September 11, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – September 18, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – September 25, from 8:30-11:30
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- NETC Go-To-Meeting (All new staff) – November 6, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – November 13, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – November 20, from 8:30-11:30

Core Trainings

- Maternal: March 25, 2014
- Breastfeeding: March 26, 2014
- Infant/Child: August 28, 2014
- Communication and Rapport: October 29, 2014

Contractor's Meetings

- January 29 – 9:00-11:00 and 1:00 -3:00
- January 30 – 9:00-11:00 and 1:00-3:00
- August 26 - 10:00 a.m. - 3:00 p.m.

Available Formula

Product	Quantity	Expiration Date	Agency	Contact
Pregestimil	5 cans (16 oz) powder 1 can (16 oz) Powder 10 cans (16 oz) Powder	1/2014 7/2014 9/2014	Upper Des Moines Opportunity	Tammy Chapman 712-859-3885 Ext. 110
Peptamen Junior	6 cases/24 - 8.45 - oz	6/2014	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Duocal	1 can – 14 oz	4/2016	Mid-Sioux Opportunity	Glenda Heyderhoff 712-786-3417
Elecare Jr Vanilla Powder	4 can 1 can	9/2014 10/2014	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Elecare Jr Unflavored Powder	1 case/6 cans each	1/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Elecare Jr Unflavored Powder	2 cases/6 cans each	2/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Elecare Jr Unflavored Powder	2 cases/6 cans each	5/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Duocal Powder	2 cans 1 can	8/2015 6/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488