



**Week ending issue: June 13, 2014 – Issue #216**

### ***Policy***

#### **From the WIC Services Policy and Procedure Manual – 320.40 Civil Rights Complaints**

WIC clinics should create and maintain a Civil Rights Complaint folder that contains instructions about how to file complaints, complaint forms, and documentation of all Civil Rights complaints that have been filed at their clinics either verbally or in written form. This folder must be available at all times and all staff must know how to access this folder.

When a Civil Rights complaint has been made, the local agency WIC Coordinator and your agency's Nutrition Consultant should be notified immediately.

The local agency WIC Coordinator must track and record the closure of Civil Rights complaints and must notify the local agency's nutrition consultant who will track and record the closure of the complaint on the State's Civil Rights Complaint Log.

**Note:** All complaints must be processed and closed within 90 days of receipt.

### ***Information***

#### **WIC Web Portal-Policies Updated**

Many policies within the 200, 300, and 400 series have been updated on the Policy tab of the WIC Web Portal. Your coordinator and lead staff have been notified as to the specific policy numbers or you will notice a revision date of 10/1/13 in the upper right hand corner of the policy when you open it from the web portal. These same policies still remain on the Pending Policy tab as well until later this year when we hear back about them from the MPRO, in the mean time we have been granted permission to implement them in the interim.

### ***Save the Date***

#### **Save the Date for 2014 Iowa WIC Training**

At the end of the Friday Facts, you will find a draft agenda for the 2014 Iowa WIC Training to be held on Thursday, October 9<sup>th</sup> at the Scheman Building at Iowa State University. This will give you the information you will need for planning to attend.

This year's agenda includes topics for both CPAs and Support Staff. Please plan to send as many staff members as possible. There is adequate time at this point to reschedule any conflicts.

If you have any questions, do not hesitate to contact Pat Hildebrand, Jane Stockton, or Michele Ries at 1-800- 532-1579

## *WIC 40<sup>th</sup> Anniversary Trivia*

### **WIC 40<sup>th</sup> Anniversary Trivia Week 6**

**Here is Week #6 trivia with answers from Week # 5.**

Week #5 questions **with answers in BOLD:**

- Prior to IWIN, Iowa's WIC data system was called PATH, what does PATH stand for? **Portable Access To Health**
- Has Iowa WIC ever used Social Security numbers as the family number? **Yes** (can you imagine that)
- A food item on in the 1980s was called Concentrate, name this item. **The food item was cereal**

**Week #6 questions:**

- What president 10 years before WIC's first WIC clinic in Kentucky pledged a war against poverty and the decision to have a nationwide survey conducted on "America's poor".
- How many years ago did computer-printed checks made a debut in Iowa? Multiple choice: 17, 30 or 36 years ago?
- What food was removed from the infant food package?

## *Find Us on Facebook*



<https://www.facebook.com/IowaWIC>

## *Dates to Remember*

### **2014**

- Final Food Rule Changes for Local Agency Staff Training – September 10 at Noon
- Final Food Rule Changes for Local Agency Staff Training – September 15 at 8 a.m.
- 2014 Iowa WIC Training – October 9

### **New Employee Training Go-to-Meeting**

- 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**

- Infant/Child: August 28, 2014
- Communication and Rapport: October 29, 2014

### **Contractor's Meetings**

- August 26 - 10:00 a.m. - 3:00 p.m.

## ***Available Formula***

<b>Product</b>	<b>Quantity</b>	<b>Expiration Date</b>	<b>Agency</b>	<b>Contact</b>
Peptamen Junior	6 cases/24 - 8.45 - oz	6/2014	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Pregestimil	1 can (16 oz) Powder 10 cans (16 oz) Powder	7/2014 9/2014	Upper Des Moines Opportunity	Tammy Chapman 712-859-3885 Ext. 110
Powder Vanilla Ketocal 4:1	8 containers -11 oz	8/10/14	Webster County	Kathy Josten 515-573-4107
Powder Vanilla Ketocal 4:1	1 container -11 oz	9/28/14		
Powder Vanilla Ketocal 4:1	4 containers -11 oz	11/1/14		
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
Vanilla Pediasure 1.5 Calorie w/Fier	3 cases (24 cans/case)	2/2015	MICA	Sierra Meyer 515-232-9020 x105

Elecare Jr Unflavored Powder	2 cases/6 cans each	5/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Powdered Nutricia Neocate Infant DHA/ARA Amino Acid Based Infant Formula w/iron	5 cans	8/2015	North Iowa Community Action	Carla Miller 641-432-5044 X24
Duocal Powder	2 cans 1 can	8/2015 6/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
EleCare Jr. Unflavored, powder	12 cans, 14.1 oz	11/2015	Siouxland	Allyson Woltman 712-279-6636
Duocal	1 can – 14 oz	4/2016	Mid-Sioux Opportunity	Glenda Heyderhoff 712-786-3417

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Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

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**2014 Iowa WIC Training Agenda**

**Thursday, October 9, 2014**

**Agenda**

*7:30 am – 8:30 am: Registration*

*8:30 am – 9:00 am: Welcome*

*9:00 am – 10:15 am: Pam McCarthy (all staff)*

*10:15 am – 10:35 am: Break*

*10:35 am – 11:50 am: Pam McCarthy (all staff)*

*11:50 am – 12:50 pm: Lunch (40<sup>th</sup> Anniversary Presentation)*

*12:50 pm - 2:05 pm:*

- a. Pam McCarthy (CPAs)*
- b. Stephanie Bess/Shirley Smith – IL WIC (Support Staff)*

*2:05 pm – 2:25 pm: Break*

*2:25 pm – 3:40 pm*

- a. Pam McCarthy (CPAs)*
- b. Janice Edmund-Wells – Life Course Game (SS)*

*3:40 pm – 4:00 pm: Wrap up and adjourn*

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