

# CHAPTER 1: OVERVIEW AND ORGANIZATION

---

**Approval Date:** June 2016  
**Supersedes:** October, 2014

## OVERVIEW

---

The Idaho WIC Program operates according to WIC program specific federal regulations as well as the Department of Health and Welfare operation guidelines. Sections in this chapter describe State agency and local agency responsibilities.

## PURPOSE

---

The sections in this chapter describe the organizations structure and responsibilities of all WIC program staff.

## SCOPE

---

The policy applies to all State and local agency staff operating within the Idaho WIC Program.

## DEFINITIONS

---

### **Breastfeeding Promotion Coordinator**

Registered Dietitian or licensed nurse who serves as a resource person and central contact for the coordination of breastfeeding promotion and support activities in the local WIC agency.

### **Competent Professional Authority (CPA)**

An individual on the local agency staff who is trained and authorized by the Idaho WIC Program as competent to determine applicant eligibility, nutritional risk, assign priority, and prescribe appropriate food packages.

### **CFR**

Consolidated Federal Regulations

### **FTE**

Full-Time Employee

### **Licensed Dietitian**

A person licensed by the State to practice as a Registered Dietitian.

### **Project Dietitian**

Individual with a B.S. in Nutrition who is a Registered Dietitian (RD) and Idaho Licensed Dietitian (LD). This person oversees nutritional risk certification, nutrition education, and high-risk counseling at the local WIC agency.

## **Registered Dietitian (RD)**

A person registered with the Commission on Dietetic Registration (the certifying agency of the American Dietetic Association).

### **IN THIS CHAPTER**

---

- Section A State Agency Organization
- Section B Local Agency Organization
- Section C Applicant Records
- Section D Supplies and Materials
- Section E Nutrition Services and Administration

# SECTION A: STATE AGENCY ORGANIZATION

## OVERVIEW

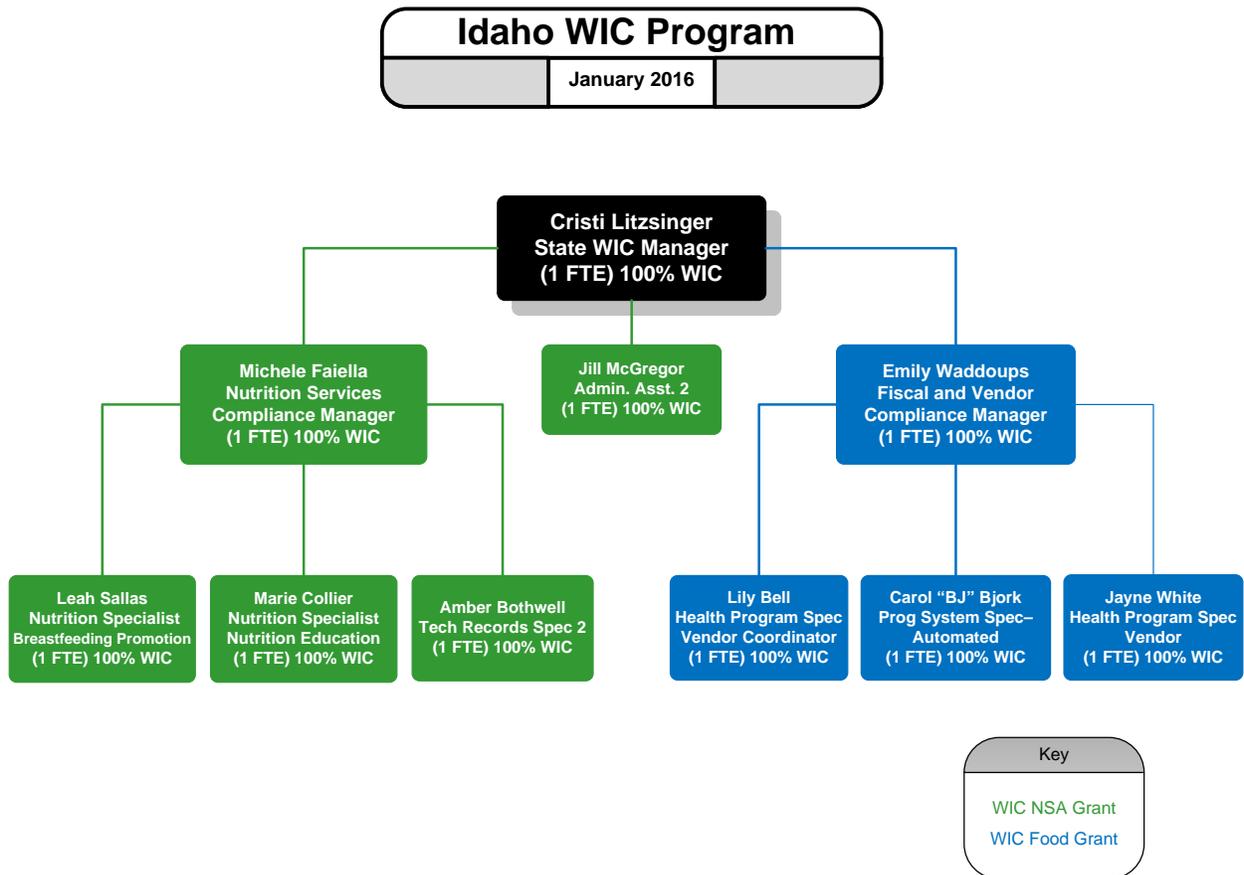
The Idaho WIC Program is organizationally located within the Idaho Department of Health and Welfare. The State agency is organizationally located in the Bureau of Clinical and Preventive Services within the Division of Public Health.

## IN THIS SECTION

Organizational Chart  
State Agency Primary Functional Responsibilities

## ORGANIZATIONAL CHART

## POLICY



## **STATE AGENCY PRIMARY FUNCTIONAL RESPONSIBILITIES**

### **STATE AGENCY CONTACT AND MAILING INFORMATION**

Idaho WIC Program  
Idaho Department of Health and Welfare  
Pete T. Cenarrusa Building  
450 W. State Street – 1st Floor West  
P.O. Box 83720  
Boise, ID 83720-0036  
208-334-5948 phone  
1-866-347-5484 toll free  
208-332-7362 fax

WISPr Help Desk  
208-334-4905 phone  
1-800-942-5811 toll free

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Cristi Litzsinger, RD, LD            State WIC Manager            334-5951            TOLL FREE: 1-866-347-5484  <a href="mailto:litzsinc@dhw.idaho.gov">litzsinc@dhw.idaho.gov</a></p> <p>Back-up is Nutrition Specialist assigned to Acting Manager role</p>	<p>Federal grants management - NSA, Peer Counseling, any Operational Adjustment grants; WIC Food</p> <p>Contracts and budget oversight and reporting</p> <p>SFY budget review</p> <p>Program staffing and performance evaluation</p> <p>Program planning and evaluation; coordination of State Plan activities</p> <p>Food cost containment with Fiscal and Vendor Compliance Manager</p> <p>WIC program operation changes/policy oversight</p> <p>Authorize changes to WISPr and funding of changes</p> <p>Caseload management in conjunction with Nutrition Services Compliance Manager</p> <p>Civil rights complaints/Fair Hearings</p> <p>Program representative to Hunger Task Force</p>
<p>Emily Waddoups, RD, LD            Nutrition Specialist – Vendor Manager            334-5952            TOLL FREE: 1-866-347-5484  <a href="mailto:waddoupe@dhw.idaho.gov">waddoupe@dhw.idaho.gov</a></p> <p>Back-up is Health Program Specialist - Vendor Coordinator</p>	<p>Direct supervision of Vendor Coordinator, PSSA, and HPS-Vendor. Conduct annual performance review.</p> <p>eWIC lead for program exploration, planning, and implementation.</p> <p>Assist Program Manager on any vendor hearings, fraud investigations, and cost containment measures.</p> <p>WIC Food Grant management.</p> <p>Budgets/monthly financial reporting</p> <p>Program contract monitor (Health District, bank, eWIC, and vendor). Works closely with DHW Contracts Management Unit for content review and issuance.</p> <p>Financial monitoring of local agencies</p> <p>Financial audit lead for program</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Marie Collier, RD, LD  Nutrition Specialist - Nutrition Education Coordinator  334-5953  TOLL FREE: 1-866-347-5484  <a href="mailto:collierm@dhw.idaho.gov">collierm@dhw.idaho.gov</a></p> <p>Back-up is Nutrition Specialist - Nutrition Services Compliance Manager/Breastfeeding Coordinator</p>	<p>Nutrition education coordination  Value Enhanced Nutrition Assessment (VENA) lead  Participant Centered Services (PCS/PCE) lead  State Nutrition Action Coalition (SNAC) representative  Nutrition Education Plan (NEP) lead  Healthy Eating Active Living (HEAL) representative  Nutrition Education Advisory Team (NEAT) lead  General nutrition questions  Nutrition portion of Maternal Child Health (MCH) block grant  Nutrition Risk Criteria coordination  Nutrition Service Standards coordination  RD referrals/standards of care  Cultural competency lead  Program outreach lead. *Works closely with Nutrition Services Compliance Manager/Breastfeeding Coordination and Program Manager  Program Representative for Western Region Nutrition Section Committee  Works closely with training lead regarding training for all areas of nutrition services</p>
<p>Michele Faiella, MPH, RD, LD  Nutrition Specialist – Nutrition Services Compliance Manager  334-5919  TOLL FREE: 1-866-347-5484  <a href="mailto:faiellam@dhw.idaho.gov">faiellam@dhw.idaho.gov</a></p> <p>Back-up is Nutrition Education Coordinator and Breastfeeding Coordinators</p>	<p>Program lead for policy changes. *Works closely with WIC Finance and Vendor Compliance Manager and Program Manager  Works with PSSA for implementation of policy changes, methods and materials related to WISPr.  Clinic procedures and caseload management. *Works closely with Program Manager.  Certification and eligibility  WIC quarterly report coordination and oversight  Infant formulas/Exempt infant formulas/Medical foods  MAWIC coordination  Immunization linkage oversight; coordination with DHW immunization program as needed  WSCA Contract coordination with AA2 and program manager or Finance and Vendor Compliance Manager  Monitoring lead for program.  Data Requests*Works closely with Vital Statistics/TRS2 and Program Manager; tracks data requests and completion.</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Leah Sallas, RD  Nutrition Specialist – Breastfeeding Coordinator  334-4937  TOLL FREE: 1-866-347-5484  <a href="mailto:Sallasl@dhw.idaho.gov">Sallasl@dhw.idaho.gov</a></p> <p>Back-up is Nutrition Education Coordinator and Nutrition Services Compliance Manager</p>	<p>Breastfeeding promotion and support for program  Breastfeeding/Peer Counselor training  Breastfeeding equipment, State breastfeeding equipment, RFNS oversight  Oversight of peer counseling program plan; work closely with Program Manager on budget oversight  Lead screening  Training lead for local agency staff and state office staff. Work with PSSA on technical support/WISPr.  Annual civil rights training. Work with -Nutrition Services Compliance Manager  Breastfeeding portion of MCH block grant</p>
<p>Lily Bell  Health Program Specialist – Vendor Coordinator  334-4933  TOLL FREE: 1-866-347-5484  <a href="mailto:belll@dhw.idaho.gov">belll@dhw.idaho.gov</a></p> <p>Jayne White  Health Program Specialist – Vendor  334-0605  <a href="mailto:whitej@dhw.idaho.gov">whitej@dhw.idaho.gov</a></p> <p>Back-up for each other</p>	<p>Communication liaison for program to Western Region Office for vendor management; report submittal as indicated. SNAP communication on compliance violations.  Vendor Agreement and new store authorization.  Final Food Package Rule implementation oversight.  Authorized Food List  Vendor-related complaints/fraud. Termination of vendors or sanction application  Vendor monitoring  Vendor inventory audits  Vendor portion of State Plan  Vendor training-materials, methods, tracking (current and new vendors)  Vendor peer group analysis with data analyst  Price list surveys  Identification procedures for risk level  Assists with vendor fraud investigations; repayment procedures  Coordinates compliance buy investigations with supervisors, local agency staff as indicated  Returned check processing and payment  Coordinates infant formula rebate submission  Develops and maintains authorized vendor table with contact information, peer group assignment, SNAP authorization, vendor type and tax ID number, other information as required by regulation/program</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Carol "BJ" Bjork            Program System Specialist – Automated            334-5836            TOLL FREE: 1-866-347-5484  <a href="mailto:bjorkc@dhw.idaho.gov">bjorkc@dhw.idaho.gov</a></p> <p>Back-up is Technical Records Specialist 2</p>	<p>Coordinate/conduct system training for WIC program. *Works closely with all areas of program for system training needs.</p> <p>Reviews, edits documents on request for clarity and technical correctness. Supports software developers and performs user acceptance testing to support end users. Conveys changes back to IT development staff and Information Systems Coordinator. Assist with the discovery of Requirements for new and revised computer system functionality, if needed.</p> <p>Analyze business requirement documents and make suggested revisions to the business requirements based on best practices, project resources and timeline considerations.</p> <p>Design user interface components to support business requirements.</p> <p>Develop, update and maintain system training guides for end users</p> <p>WIC hardware specialist and technical support            Disaster Recovery and Continuous Operations Plan            WIC Help Desk computer and applications support-secondary</p> <p>Requirement Documents and submit to DHW IT for estimates. Maintain WISPr backlog</p> <p>Coordinate updates for MIS changes that affect program areas of operations; EBT planning            MIS replacement project – Product Owner</p> <p>Assist staff w/ PowerPoint presentations, laptop/digital equipment set-up</p> <p>Participant Survey lead. Work closely with other program areas for identified survey content</p>

STAFF MEMBER	PRIMARY RESPONSIBILITIES
<p>Amber Bothwell, MBA            Technical Records Specialist 2            WIC Help Desk            334-4998            TOLL FREE: 1-800-942-5811  <a href="mailto:Leupolda@dhw.idaho.gov">Leupolda@dhw.idaho.gov</a></p> <p>Back-up is Program System Specialist - Automated</p>	<p>WIC Help Desk computer and applications support- primary</p> <p>WIC hardware specialist and technical support</p> <p>Computer table changes; work with Nutrition Specialists over clinic operations and training coordination as needed.</p> <p>Daily/Monthly reconciliation computer reports; reconciliation, dual participation, unmatched redemptions, bank reports</p> <p>Security requests</p> <p>Coordinate with -Nutrition Services Compliance Manager and Vendor Coordinator on formula returns, check audit reports, returned check processing, and payment.</p> <p>Works with Finance and Vendor Compliance Manager on financial reports and budget spreadsheets</p> <p>State Plan coordination</p> <p>Coordinate with DHW staff for website and SharePoint updates</p> <p>Check printer inventory and computer supplies (toner, check paper)</p> <p>Coordinate with DHW ITSD for connectivity troubleshooting</p> <p>WIC data, data requests, surveys. Work closely with Nutrition Specialist-Clinic Operations</p> <p>Schedule conference rooms and assist with setup as needed</p>
<p>Jill McGregor            Administrative Assistant 2            334-5607            TOLL FREE: 1-866-347-5484  <a href="mailto:mcgregoj@dhw.idaho.gov">mcgregoj@dhw.idaho.gov</a></p> <p>Back-up is Technical Records Specialist 2</p>	<p>Office support</p> <p>Works with all areas of program operations to provide or direct assistance for material development</p> <p>Invoice/receipt processing</p> <p>Preparation of WIC correspondence</p> <p>Contract liaison – hotels, printing, graphic design</p> <p>Assist with contracts/amendments and MOUs</p> <p>Assist with budget review preparation (anticipated expenditure input and worksheet preparation)</p> <p>Write purchasing requisitions and coordinate submission with Bureau AA</p> <p>Research expenditure questions using Navision</p> <p>Order office supplies and other supplies as needed</p> <p>Coordinates quarterly forms orders</p> <p>Reserve state vehicles for program staff</p> <p>Conference/meeting facility liaison</p> <p>Weekly report and I-time reminder</p>

## **SECTION B: LOCAL AGENCY ORGANIZATION**

### **OVERVIEW**

This section describes general descriptions of the minimum staffing requirements for local agencies. Local agencies may have additional positions.

### **IN THIS SECTION**

Registered Dietitian  
Project Dietitian  
Registration Eligible  
Breastfeeding Promotion Coordinator  
Lactation Educator  
Competent Professional Authority  
Local Agency Roster

- Panhandle Health District
- Public Health – Idaho North Central District
- Southwest District Health
- Central District Health Department
- South Central Public Health District
- Southeastern Idaho Public Health
- Eastern Idaho Public Health District
- Nimiipuu Health
- Benewah Medical Center

---

## **REGISTERED DIETITIAN**

### **POLICY**

At a minimum, the local agency must employ at least one licensed, registered dietitian to manage the program and to provide high-risk counseling.

### **RESPONSIBILITIES**

#### **WIC Coordinator**

Performs administrative supervisory and professional work necessary to the planning, implementation, and evaluation of local WIC program activities. Many of the duties of this role may be delegated to other staff; however, the ultimate responsibility for clinic operations falls on the WIC Coordinator.

#### **Other Registered Dietitian**

Performs professional work necessary for delivery of direct client services, primarily providing counseling and nutrition education for high-risk clients. Participates in supervision of clinic operations and program planning, and evaluation as assigned. Writes/oversees general nutrition education classes for Clinical Assistant.

## **PROJECT DIETITIAN**

### **POLICY**

The local agency will appoint a Project Dietitian with a Bachelor of Science degree in Nutrition who is a Registered Dietitian (RD) and Idaho Licensed Dietitian (LD).

### **RESPONSIBILITIES**

- Oversee nutritional risk certification
- Oversee nutrition education
- Oversee high risk counseling components

### **REFERENCE**

State policy

## **REGISTRATION ELIGIBLE**

### **POLICY**

An individual who possesses a bachelor's degree and can provide documented proof of eligibility to take the Commission on Dietetics Registration (CDR) examination may be hired to provide nutrition services to participants. High risk care plans must be co-signed by a RD and LD. Upon request, a local agency shall provide the State agency with certification of an employee's qualifications. Verification for a registration eligible individual must be in the form of *Current Verification Statement* from the Commission on Dietetic Registration (CDR) Verification of eligibility to take the RD exam.

If the registration eligible applicant does not pass the RD examination within six months of the date of completing a dietetic internship program, but remains eligible to test with the CDR, the local agency may use its own discretion on whether to continue the employment and pay scale agreed upon in the employment contract. However, the State agency recognizes a staff person who does not pass the RD examination within the first six months may only provide services within a Competent Professional Authority (CPA) scope of practice.

Local agencies are expected to follow the provisional licensure regulations for supervised practice established by the State of Idaho Board of Medicine.

### **REFERENCE**

7 CFR 246.2 and 7 CFR 246.6 (b) (2)  
California WIC Program Manual

## **BREASTFEEDING PROMOTION COORDINATOR**

### **POLICY**

Each local agency will appoint a Breastfeeding Promotion Coordinator. The local agency Breastfeeding Promotion Coordinator is a staff member who serves as a resource person and central contact for the

coordination of breastfeeding promotion and support activities in the local agency. The local agency Breastfeeding Promotion Coordinator shall be given support from the local agency to ensure that the resources are available to perform the duties and responsibilities of this position.

## **RESPONSIBILITIES**

Responsibilities are to include but are not limited to the following:

- Lead the implementation of a breastfeeding promotion and support plan for the local agency.
- Review breastfeeding data with local agency Coordinator on a regular basis to determine the effectiveness of the plan.
- Maintain current, accurate breastfeeding information resources such as posters, handouts, breastfeeding equipment, resource and referral information, etc. to optimally support breastfeeding in all clinics.
- Work with local agency Coordinator and staff to provide a baby- and breastfeeding-friendly clinic environment for all participants.
- Coordinate the planning and implementation of the breastfeeding promotion and support activities for the local WIC program under the direction of the WIC Coordinator.
- Participate in and conduct or coordinate ongoing training for WIC staff on breastfeeding promotion and support issues and information.
- Collaborate and interact with the local breastfeeding coalition/promotion council.
- Conduct and/or coordinate World Breastfeeding Week activities annually.
- Monitor breastfeeding classes, counseling, and charting.

## **REFERENCE**

7 CFR 246.11(c) Establish Standards for Breastfeeding Promotion and Support

## **LACTATION EDUCATOR**

### **POLICY**

The local agency must employ a qualified person to serve as a Lactation Educator.

### **RESPONSIBILITIES**

Provides breastfeeding training for WIC staff, and breastfeeding education and support for WIC participants via classes, individual counseling, and telephone support. Assists Breastfeeding Coordinator in the implementation of special projects, performing community breastfeeding/outreach activities, and conducting breastfeeding support services for WIC participants.

## **COMPETENT PROFESSIONAL AUTHORITY (CPA)**

### **DEFINITION**

An individual on the local agency staff who is trained and authorized by the Idaho WIC Program as competent to determine nutritional risk, assign priority, and prescribe appropriate food packages

## **POLICY**

Local agencies shall have at least one Competent Professional Authority (CPA) to determine nutritional risk eligibility and prescribe an appropriate food package for each client.

## **PROFESSIONAL**

The following health professionals are qualified as CPAs without completing the minimum paraprofessional competencies.

### **Registered Dietitian**

Registered by the Commission on Dietetic Registration as a registered dietitian and licensed by the state of Idaho.

### **Nutritionist**

Bachelor's or Master's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health, or Home Economics with emphasis in Nutrition.

### **Registration Eligible**

Bachelor's or master's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health, or Home Economics with emphasis in Nutrition. Individual who has completed an approved dietetic internship and eligible to take the registration examination by the Commission on Dietetic Registration (CDR). Has provisional licensure with the State of Idaho Board of Medicine.

## **PARAPROFESSIONAL**

Paraprofessional competency must be demonstrated after completing the Idaho WIC Program Paraprofessional Staff Training Program. Performance objectives which define specific tasks, skills, knowledge of WIC program policies and procedures, and basic nutrition must be mastered before being designated a CPA by the WIC Coordinator.

**NOTE:** The signature and title of the CPA are required on each certification and ineligibility document.

**AGENCY 100: PANHANDLE HEALTH DISTRICT**

Kim Young  
WIC Coordinator  
Panhandle Health District  
8500 N. Atlas Rd., Hayden, ID 83835  
(208) 415-5130 phone  
(844) 415-5130 toll free  
(208) 415-5131 fax

<b>Clinic Number</b>	<b>Address and Telephone</b>	<b>Clinic Number</b>	<b>Address and Telephone</b>
101	HAYDEN 8500 N. Atlas Rd. 83835 415-5130 phone 844-415-5130 toll free 415-5131 fax	108	SANDPOINT 1020 W. Michigan Ave. 83864-1788 263-6963 fax
104	SAINT MARIES 137 N. 8th 83861 245-3692 fax	110	BONNERS FERRY 7402 Caribou 83805-0893 267-3795 fax
107	KELLOGG 114 W. Riverside Ave. 83837-2351 783-4242 fax	111	Post Falls 925 E. Polston Ave. 83854

**AGENCY 200: PUBLIC HEALTH – IDAHO NORTH CENTRAL DISTRICT**

Kara Jo Herndon, RD, LD  
 WIC Coordinator  
 Public Health – Idaho North Central District  
 215 10th St., Lewiston, ID 83501-1910  
 (208) 799-0390 phone  
 (208) 799-0349 fax  
[kherndon@phd2.idaho.gov](mailto:kherndon@phd2.idaho.gov)

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
201	LEWISTON 215 10th St. 83501-1910 799-0390 phone 799-0349 fax	204	OROFINO 105 115th St. P.O. Box 1239 83544 476-7850 phone 476-7494 fax
202	MOSCOW 333 E. Palouse River Dr. 83843-8916 882-7353 phone 882-3494 fax	206	KAMIAH 132 N. Hill St. P.O. Box 277 83536-0277 935-2124 phone 935-0223 fax
203	GRANGEVILLE 903 W. Main 83530 983-2842 phone 983-2845 fax		

**AGENCY 300: SOUTHWEST DISTRICT HEALTH**

Emily Geary, MS, RD, LD  
 WIC Coordinator  
 Southwest District Health  
 13307 Miami Ln., Caldwell, ID 83607  
 (208) 455-5333 phone  
 (208) 455-5443 fax  
[emily.geary@phd3.idaho.gov](mailto:emily.geary@phd3.idaho.gov)

Clinic Number	Address and Telephone	Clinic Number	Address and Telephone
301	CANYON COUNTY 13307 Miami Ln., Caldwell 83607 455-5330 phone 454-7722 fax	308	GRAND VIEW 410 Roosevelt 83624 834-2550 phone
302	PAYETTE 1155 3rd Ave. N. 83661 642-9321 phone 642-5098 fax	311	HOMEDALE 132 E. Idaho St. 83628 337-4931 phone 337-4081 fax
303	COUNCIL Adams Co. Medical Clinic 205 Berkley St. 83612 (phone Payette or Weiser)	312	TEEN PARENT Parkview High School 609 15th Ave. N., Nampa 83687 498-0558 phone
304	EMMETT 1008 E. Locust St. 83617-2711 365-6371 phone 365-4729 fax	315	FARMWAY VILLAGE 222730 Farmway Rd., Caldwell 83607 454-7850
306	WEISER 46 W. Court 83672-1941 549-2370 phone 549-2371 fax	316	WILDER 218 Golden Gate Ave. 83676 318-4207

**AGENCY 400: CENTRAL DISTRICT HEALTH DEPARTMENT**

Angela Spain, RD, LD  
 WIC Coordinator  
 Central District Health Department  
 707 N. Armstrong Pl., Boise, ID 83704  
 (208) 327-7488 phone  
 (208) 321-2243 fax  
[aspain@cdhd.idaho.gov](mailto:aspain@cdhd.idaho.gov)

<b>Clinic Number</b>	<b>Address and Telephone</b>	<b>Clinic Number</b>	<b>Address and Telephone</b>
401	BOISE 707 N. Armstrong Pl. 83704 327-7488 phone 321-2243 fax	409	HORSESHOE BEND (use Boise address and phone)
402	MOUNTAIN HOME 520 E. 8th St. N. 83647-2199 587-4409 phone 587-3521 fax	410	GARDEN VALLEY (use Boise address and phone)
404	MCCALL 703 N. 1st St. P.O. Box 1448 83638-1448 634-7194 phone 634-2174 fax	412	Garden City (use Boise address and phone)
405	IDAHO CITY (use Boise address and phone)	413	Marion Pritchett (use Boise address and phone)
406	GLENNS FERRY (use Boise address and phone)	414	Kuna (Use Boise address and phone)
408	CASCADE (use Boise address and phone)	415	Meridian (Use Boise address and phone)

**AGENCY 500: SOUTH CENTRAL PUBLIC HEALTH DISTRICT**

Tammy Walters, RD, LD  
 WIC Coordinator  
 South Central Public Health District  
 2311 Parke Ave., Unit 4, Suite 4, Burley, ID 83318-3412  
 (208) 678-8608 phone  
 (208) 678-7465 fax  
[twalters@phd5.idaho.gov](mailto:twalters@phd5.idaho.gov)

<b>Clinic Number</b>	<b>Address and Telephone</b>	<b>Clinic Number</b>	<b>Address and Telephone</b>
501	TWIN FALLS 1020 Washington St. N. 83301-3156 737-5923 phone 734-9502 fax	505	GOODING 255 N. Canyon Dr. 83330-0494 934-4477 phone 934-8558 fax
502	BURLEY 2311 Parke Ave., Unit 4, Ste.4 83318-3412 678-8608 phone 678-7465 fax	506	JEROME 951 H Ave. E. 83338-3028 324-1323 phone 324-9554 fax
503	SHOSHONE (use Jerome address and phone)	507	BELLEVUE 117 Ash St. 83313 788-4335 phone 788-0098 fax

**AGENCY 600: SOUTHEASTERN IDAHO PUBLIC HEALTH**

Kathy Puckett, RD, LD  
 WIC Coordinator  
 Southeastern Idaho Public Health  
 1901 Alvin Ricken Dr., Pocatello, ID 83201  
 (208) 239-5263 phone  
 (208) 478-9297 fax  
[kpuckett@siph.idaho.gov](mailto:kpuckett@siph.idaho.gov)

<b>Clinic Number</b>	<b>Address and Telephone</b>	<b>Clinic Number</b>	<b>Address and Telephone</b>
601	POCATELLO 1901 Alvin Ricken Dr. 83201 239-5263 phone 478-9297 fax	609	AMERICAN FALLS 590½ Gifford Ave. 83211-1314 226-5096 phone 226-7145 fax
602	BLACKFOOT 145 W. Idaho St. 83221-1726 785-2160 phone 785-6372 fax	610	ABERDEEN (use American Falls address) 397-3764 phone
604	PRESTON 42 W. 1st S. 83263-1205 852-0478 phone 852-2346 fax	611	ARCO 178 Sunset P.O. Box 806 83213-0806 527-3463 phone 527-3972 fax
605	MONTPELIER 455 Washington St., Ste. 2 83254-1544 847-3000 phone 847-2538 fax	614	FORT HALL (use Pocatello address and phone)
606	MALAD 175 S. 300 E. 83252 766-4764 phone 766-2528 fax	615	WIC Mobile – Pocatello (use Pocatello address and phone)
607	SODA SPRINGS 55 E. 1st S. 83276 547-4375 phone 547-4398 fax		

**AGENCY 700: EASTERN IDAHO PUBLIC HEALTH DISTRICT**

Angy Cook, RD, LD, IBCLC  
 WIC Coordinator  
 Eastern Idaho Public Health District  
 1250 Hollipark Dr., Idaho Falls, ID 83401  
 (208) 522-3823 or (208) 522-0310 phone  
 (208) 528-0857 fax  
[acook@phd7.idaho.gov](mailto:acook@phd7.idaho.gov)

<b>Clinic Number</b>	<b>Address and Telephone</b>	<b>Clinic Number</b>	<b>Address and Telephone</b>
701	IDAHO FALLS 1250 Hollipark Dr. 83401 522-3823 or 522-0310 phone 533-3258 fax	706	DUBOIS (use Rigby address) 374-5216 phone 374-5609 fax
702	RIGBY 380 Community Ave. 83442 745-0346 phone 745-8151 fax	707	SALMON 801 Monroe St. 83467 756-2123 phone 756-6600 fax
703	ST. ANTHONY 45 S. 2nd W. 83445-0490 624-7585 phone 624-0954 fax	708	CHALLIS 1050 N. Clinic Rd. 83226 879-2504 phone 879-5679 fax
704	DRIGGS 139 Valley Centre Dr. 83422 354-2220 phone and fax	709	TERRETON (use Idaho Falls address) 663-4860 phone
705	REXBURG 314 N. 3rd E. 83440-0128 356-9594 or 356-3239 phone 356-4496 fax		

**AGENCY 800: NIMIIPUU HEALTH**

Julie Keller, MS, RD, LD, CDE  
 WIC Coordinator  
 Nimiipuu Tribal Health  
 111 Bever Grade, P.O. Drawer 367, Lapwai, ID 83540-0367  
 (208) 843-2271 phone  
 (208) 843-9406 fax  
[juliek@nimiipuu.org](mailto:juliek@nimiipuu.org)

<b>Clinic Number</b>	<b>Address and Telephone</b>	<b>Clinic Number</b>	<b>Address and Telephone</b>
881	NIMIIPUU HEALTH 111 Bever Grade P.O. Drawer 367 Lapwai, ID 83540-0367 Telephone: 843-2271 FAX: 843-9406	882	KAMIAH (use Lapwai address) 935-0733 phone

**AGENCY 1100: BENEWAH MEDICAL CENTER**

Carla Patterson, RD, LD, CDE  
 WIC Coordinator  
 Benewah Medical Center  
 427 N. 12th St., P.O. Box 388, Plummer, ID 83851  
 (208) 686-1931 phone  
 (208) 646-8052 fax  
[cpatterson@bmc.portland.ihs.gov](mailto:cpatterson@bmc.portland.ihs.gov)

<b>Clinic Number</b>	<b>Address and Telephone</b>
1101	BENEWAH MEDICAL CENTER 427 N. 12th St. P.O. Box 388 Plummer, ID 83851 686-1767 phone 646-8052 fax

## **SECTION C: APPLICANT RECORDS**

### **OVERVIEW**

#### **IN THIS SECTION**

Confidentiality

---

### **CONFIDENTIALITY**

#### **POLICY**

The use or disclosure of information regarding WIC applicants and participants is restricted to:

- Persons directly connected with the administration and enforcement of the WIC program.
- Representatives of the Department of Agriculture and the Comptroller General of the United States shall have access to all program records during normal business hours. Any reports or documents generated from records review that are released to the public may not include confidential applicant or participant information.
- Representatives of other Department of Health and Welfare programs, as agreed upon by the State agency, as part of service coordination and adjunctive income information.
- Specific vendors approved by the State agency to provide services if the participant or Responsible Adult signs a release of information, e.g., special formula direct shipment or breast pump related.

#### **SUBPOENA**

A subpoena is a request for information issued by a clerk of a court in response to an attorney representing a party. Responding to a subpoena will be according to District legal guidance and Federal WIC Regulation.

#### **REQUESTS FOR INFORMATION**

Participant information must not be released without a signed release of information. This includes telephone requests.

#### **CONTACTING PARTICIPANTS**

Participant information must not be released to persons not directly connected with the administration or enforcement of the WIC Program without signed consent. This includes contact from the WIC clinic in regards to appointment scheduling, reminders and follow-up, etc. Participants have the option to consent or decline consent for the WIC program to contact them using the phone number provided to the WIC clinic. Participant consent acknowledges awareness that messages may contain information such as the WIC program name or information related to appointments.

Staff should use caution when contacting participants or leaving messages. Details should not be disclosed unless consent has been obtained. Staff must only share information with the participant, responsible adult or authorized signer. Staff may confirm the individual's identity, such as asking for a date of birth. Participants have the right to change their consent selection on the Rights, Responsibilities and Consent form at any time.

**NOTE:** Participant option to accept or decline consent by selecting the appropriate check box as defined by the WIC Participant Rights, Responsibilities and Consent:

"I do (or do not) authorize the WIC program to contact me, for example leave a voicemail message or text message, at the phone number I provide to WIC. I understand messages may contain information including but not limited to the WIC program name, applicant, participant and/or family name(s) and information related to appointments."

### **RECORD RETENTION AND REMOVAL**

All records pertaining to WIC operations at the State and local agency level must be retained for a minimum of four (4) years per Idaho WIC Program. Records include but are not limited to:

- Financial operations
- Food delivery systems
- Food instrument issuance and redemption
- Equipment inventory and purchases
- Certification
- Nutrition education
- Civil rights
- Fair Hearing proceedings

If any litigation, claim, negotiation, audit, or other action involving the records has been started before the end of the four-year period, the records must be kept until all issues are resolved or until the end of the four-year period, whichever is longer.

In the event that the State or local agency wishes to remove records past the minimum retention requirement, records are to be destroyed per individual agency policy (e.g., shredding, incineration, etc.). Confidentiality of WIC Program records is to be maintained throughout the process.

### **MAILING**

Information containing a client name, identifying information, or medical information sent via mail or fax should be clearly marked as Confidential. This notice must appear on the outer envelope or lead page and is intended for the addressee only.

### **ELECTRONIC INFORMATION**

#### **ACCESS TO ELECTRONIC RECORDS**

The Idaho WIC program uses The WIC Information Systems Program to store participant information. Access to electronic participant records is restricted. Electronic participant records cannot be released without a signed release of information.

Permission may be granted on a case-by-case basis. If permission is granted, WISPr allows for varying levels of access based on staff responsibilities or roles such as an auditor. The local agency Coordinator is responsible to notify the Technical Records Specialist 2 at the State Office immediately to deactivate individuals that no longer require access.

#### **STORING ELECTRONIC INFORMATION**

The Idaho WIC program has adopted the use of electronic records. It is the responsibility of State and local agencies to ensure the reliability and integrity of the technology used. This will confirm the security and confidentiality of information documented and filed electronically. This includes safeguarding benefits in the event of a technology failure or disaster. Local agencies are encouraged to follow the policies and procedures established by their health district or tribal organization and consult their IT departments.

#### **SENDING ELECTRONIC INFORMATION**

Use caution when sending participant information electronically. A disclaimer notice should be attached.

Example:

The information contained in this email may be privileged, confidential or otherwise protected from disclosure. All persons are advised that they may face penalties under state and federal law for sharing this information with unauthorized individuals. If you received this email in error, please reply to the sender that you have received this information in error. Also, please delete this email after replying to the sender.

#### **REFERENCE**

7 CFR 246.25 Records and Reports

7 CFR 246.26 Other Provisions

State Policy

## SECTION D: SUPPLIES AND MATERIALS

### OVERVIEW

#### IN THIS SECTION

Forms and Materials Orders  
Ordering WIC Check/CVV Supplies

---

### FORMS AND MATERIALS ORDER

#### POLICY

Each central ordering clinic must appoint a Point of Contact (POC) responsible for ordering forms and materials from the State agency. This person will be the contact between the State agency and the local agency if any questions or problems with an order arise.

**NOTE:** The POC handles all forms/materials orders except check registers, check paper, and MICR toner for the check printers. For procedures on ordering these items, see Ordering WIC Check/CVV Supplies.

#### QUARTERLY ORDERING

The State agency will send an ordering and shipping schedule to each POC prior to the beginning of each federal fiscal year.

The State agency will send a Forms and Materials Order Sheet to the POC in each central ordering clinic every quarter. The POC will inventory the central clinic supply and contact outlying clinics to identify their needs. The POC may make copies of the sheet for distribution to each clinic and is responsible for compiling all orders and returning the completed local agency order sheet to the State agency. Items must be ordered in quantities noted on the order sheet. Packages will be divided at the local agency to accommodate individual clinic needs. Because forms and brochures are updated on a regular basis, each clinic should keep only a three-month supply in stock.

If a clinic runs out of a nutrition education, breastfeeding, or outreach item, copies may be obtained from a neighboring clinic within the local agency. If a photocopied, two-part or three-part form is needed, the State agency may be contacted for an electronic copy that will be reproduced at the local agency. Changes to State-developed forms are not permitted.

#### SHIPPING AND RECEIVING

Upon receipt of the full shipment, the POC will:

- Unpack the orders as soon as possible.

- Check to make sure the proper quantity of each item is received.
- Contact the State agency immediately if discrepancies are discovered.
- Divide packets and distribute items as needed to satellite clinics.
- Upon receipt of new or revised forms or materials, each clinic will dispose of the outdated item(s).

## **ORDERING WIC CHECK/CVV SUPPLIES**

### **POLICY**

### **SUPPLIES**

To order:

- Check registers – contact the WIC Help Desk
- Check paper – contact the State agency
- MICR toner cartridges (for check printer) – contact the State agency

### **SHIPPING**

Allow two weeks for delivery. If an emergency order of check paper is needed, it may be obtained from a neighboring clinic within the agency.

## **SECTION E: NUTRITION SERVICES AND ADMINISTRATION**

### **OVERVIEW**

#### **IN THIS SECTION**

Participant Survey  
Nutrition Education Plan

---

### **PARTICIPANT SURVEY**

#### **POLICY**

Periodically perform and document evaluations of nutrition education and breastfeeding promotion and support activities. The evaluations shall include an assessment of participants' views concerning the effectiveness of the nutrition education and breastfeeding promotion and support they received.

#### **METHODS**

Participants' views on nutrition education, breastfeeding promotion and support, WIC foods, and understanding of core WIC messages will be assessed periodically through one or more of the following methods:

- **Questionnaire:**  
A State-developed questionnaire with instructions for distribution and collection will be sent out to local agencies. Local agencies that are being monitored by the State agency will be exempt that year from distributing the questionnaire.
- **Focus Groups (State agency):**  
State agency may decide to conduct focus groups in lieu of questionnaires. All local agencies that would be impacted will be notified in advance.
- **Focus Groups (Local Agencies):**  
Local agencies may conduct focus groups if desired.

#### **RESULTS**

Results from the annual assessment of participant views will be made available to all local agencies.

#### **REFERENCE**

7 CFR 246.11(c) State Agency Responsibilities  
State policy

## **NUTRITION EDUCATION PLAN**

### **POLICY**

- Develop an annual Nutrition Education Plan consistent with the State's nutrition education component of operations and in accordance with guidelines described below.
- The State Agency and local agencies have common goals to promote optimal birth outcomes, maintain optimal anthropometry and hematology, promote and support breastfeeding, provide nutrition education to participants and staff, and to manage caseloads.
- The local agency Coordinator shall submit the nutrition education plan to the State agency by a date specified by the State agency.

### **LOCAL AGENCY CHARACTERISTICS**

Each local agency has unique characteristics related to the population that it serves. This section at a minimum should include the following:

- The counties served by the local agency
- Population information
- Current economic status of the region served by the local agency
- Social factors
- WIC statistics (number of participants served, education level, marital status, etc.)
- Food insecurity
- Other information as determined by the local agency Coordinator

### **HEALTH AND NUTRITION INDICATORS**

Health and Nutrition Indicators are how the health of the WIC community is measured. Each Health and Nutrition Indicator reflects a major health concern in WIC. The Health and Nutrition Indicators were selected on the basis of their impact on the WIC community, the availability of data to measure progress, and their importance as public health issues.

The Health and Nutrition Indicators are:

- Infants and Children
- Prevalence of Breastfeeding
- Low Hematology
- Underweight
- Overweight
- Baby Bottle Tooth Decay
- Baby Bottle Tooth Decay Risk Behaviors
- Women
- Low Hematology
- Underweight
- Overweight
- Low Birth Weight
- Premature Birth
- Prenatal Weight Gain
- Time of WIC Enrollment
- Begin Prenatal Care
- Self Reported Alcohol Use
- Self Reported Cigarette Use
- Self Reported Drug Use

- Severe Dental Problems
- Family
- Food Insecurity

## **REQUIRED ACTIONS**

There are actions required by federal regulations and state contract that must be performed by local agencies. They are:

## **NUTRITION EDUCATION**

Standard 1 – Quality nutrition education and counseling are provided to all participants or, when appropriate, their caregivers or proxies (collectively referred to as “participants”).  
FR §246.11(c)(6)

Standard 2 – Provision of an individual care plan for low-risk and high-risk participants.  
FR §246.11(e)(5)

Standard 3 – Provide appropriate orientation and task-appropriate training on breastfeeding promotion and support.  
FR §246.11(c)(7)(iii)

Standard 4 - Prepare a Local Agency Program Plan annually.  
FR §246.11(d)(2)

## **BREASTFEEDING**

Standard 1 – Implementation and evaluation of specific strategies that promote and support breastfeeding within the population served.  
FR §246.11(c)(7)

Standard 2 – Local WIC agency will appoint a designated Breastfeeding Promotion Coordinator.  
FR §246.11(c)(7)(ii)

Standard 3 – Provide appropriate orientation and task-appropriate training on breastfeeding promotion and support.  
FR §246.11(c)(7)(iii)

Standard 4 – Implementation of a policy that encourages a positive clinic environment and that endorses breastfeeding as the preferred and normal way to feed infants.  
FR §246.11(c)(7)(i)

Standard 5 – Quality breastfeeding education and support shall be offered to all pregnant WIC participants.  
FR §246.11(c)(7), FR §246.11(e)(1)

Standard 6 – Breastfeeding women will be provided with support, information, and appropriate referrals throughout the postpartum period, particularly at critical times, to successfully establish and maintain breastfeeding for one year or longer if so desired.  
FR §246.11(c)(7)(iv)

Standard 7 – All eligible women who meet the definition of breastfeeding are certified, to the extent that caseload management permits, and receive a food package consistent with their nutritional needs.  
FR §246.11(e)(1), FR §246.10(b)(2)(iii)

### **OUTREACH/TARGETING**

Standard 1 – Local agencies will conduct consistent targeted outreach to WIC-eligible populations.  
FR §246.4(a)(7)(i)

### **SUBSTANCE ABUSE SCREENING AND REFERRAL**

Standard 1 – Local agencies will ensure that quality information and updated referrals on drug and other harmful substance abuse are provided to all participants or, when appropriate, to their caregivers or proxies.  
FR §246.11(a)(3), FR §246.7(a)

### **CASELOAD MANAGEMENT**

Standard 1 – Maintain a quarterly average caseload level of 97-100% of the authorized participating caseload (including migrant clients) allocated by the State WIC Office. Authorized caseload is defined as the caseload number used to calculate funding and is based on the recent 12-month period's (July-June) actual participation. [WIC Contract Scope of Work, II.D]

Caseload is reviewed on a quarterly basis. If a Contractor is under-serving (serving less than 97%) of the authorized participating caseload, a corrective action plan is completed by the agency and the agency is encouraged to increase caseload. If the standard of 97% is not met on average for the year, a reduction in caseload funding is effective beginning the next fiscal year. [WIC Contract Scope of Work, II.E]

On a quarterly basis, if a Contractor is over-serving (serving more than 100%) of the authorized participating caseload, the State WIC Office will increase the Contractor's caseload and corresponding funding allocated to serve the caseload. Funding will be increased through the contract amendment process. The increased funding will cover both the quarter in which caseload exceeded 100% and future quarters in order to maintain the higher level caseload. [WIC Contract Scope of Work, II.F]

Standard 2 – Maintain a waiting list to ensure highest risk applicants are served first and within processing timeframes.