

New Hampshire WIC Policy & Procedure Manual

Chapter 2. NUTRITION & BREASTFEEDING SERVICES

A. Nutrition Education

Nutrition Education-Alternative Modes

Purpose To allow for alternative modes to meet the follow-up nutrition education requirements that do not require physical presence.

Policy Alternative modes of nutrition education follow-up (FUN) may be completed using state selected on-line education services, phone calls when conditions are met or coordinated follow-up with nutrition related entities with State approval.

The use of on-line nutrition education is allowed for low risk children 13 months to 5 years old, without a Pregnant or Breastfeeding woman or an infant within their family group.

Phone call nutrition education and follow-up is allowed for any FUN and high risk/ professional discretion high risk FUN (HR/PDHR_FUN) appointment not requiring an in person appointment for anthropometric measurements or bloodwork.

Authority CFR 246.11(e), SFY19 Policy Memo#5

Procedure The following alternate modes of nutrition education are allowed:

1. Completion of on-line education module/lessons in the State selected on-line education service.
 - Staff shall verify in in the State selected on-line education service website completion of a nutrition education lesson/module within the needed (specified) time period.
 - Staff will document in StarLINC on the Nutrition Education Topics screen one of the following trigger topics as appropriate:
 - FUN before mid-certification for remote benefit loading
 - FUN after mid-certification for remote benefit loading
2. Nutrition education provided by CPA/nutritionist by phone:
 - CPA/Nutritionist with successful contact w/ caregiver shall:
 - Use the 3-point verification for services provided over the phone when contacted by the family/parent/caregiver (participant/caller must be able to verify three of the following: caregiver name, caregiver's date of birth (DOB), child's name, client DOB, or zip code) when providing nutrition education via phone.
 - Complete the LR_FUN nutrition education phone appointment with the parent/caregiver and document in the StarLINC

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- Nutrition Education Topic screen the appropriate nutrition education topic(s) discussed and "FUN Phone Contact".
- Complete the HR/PDHR_FUN nutrition education phone appointment (not requiring an in person visit for anthropometrics or bloodwork to be obtained (i.e. it is not needed or has been sent via referral data) or as determined as needed by the CPA) with the parent/caregiver and document in the StarLINC Nutrition Education Topic screen the appropriate nutrition education topic(s) discussed and "HR/PDHR FUN Phone Contact" and the Nutrition Ed Note.
 - Document handout to be mailed as appropriate or as "handout declined".
 - Load three up to (3) months of benefits on the Issue Benefits Screen
 - Document on the Benefit Issue Screen "not present" check box.
 - Inform the participant that benefits have been loaded
 - Confirm contact information and schedule their next appointment. (Offer to mail appointment letter.)
 - Determine when the current certification period is to expire and shall provide the 15-day notice of end of certification as appropriate. Depending on number of months loaded on the eWIC card and its sequence in a certification, staff must determine and notify the participant when they must come to the next appointment for a mid-certification or a (re)certification.
 - Inform participant how to access their benefit balance/list (Offer to mail benefit list.)
 - Inform the participant about the State Shopper APP for WIC authorized foods and stores. If requested, a Shopping List shall be sent to the participant.
- CPA/Nutritionist with unsuccessful attempts to provide nutrition education by phone contact shall:
- Document the 3 separate attempts to provide nutrition education phone contact(s) with the parent/caregiver on the StarLINC Nutrition Education Topic screen with the topic "FUN Phone Contact #1-attempted", FUN Phone Contact #2-attempted" and FUN Phone Contact #3-attempted" as appropriate.
 - Document the nutrition education handout to be mailed as "handout declined" in the StarLINC Nutrition Education Topic screen or as appropriate if a handout is mailed.
 - Staff may load one (1) month of benefits on the Issue Benefits Screen after three (3) documented unsuccessful phone call attempts.
 - One (1) month of benefits at a time may be loaded up to three (3) times in a six (6) month period with the

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appropriate steps are followed to contact the family.)

- Document on the Benefit Issue Screen “not present” check box.
 - Staff shall leave a message that benefits have been loaded, how to access their benefit balance and the need to reschedule their next appointment.
3. Agency may request to have coordinated nutrition education FUN appointments for LR_FUN participants such as, but not limited to, Cooperative Extension classes, Head Start classes, cooking classes through the NH Food Bank—Share Our Strength.

See related policy in Chapter 9C Remote Benefit Issuance.