

## **WIC TIME STUDY CATEGORIES AND GUIDANCE**

Time studies shall be completed quarterly for each date worked during the following months: February, May, August and November. Results shall be submitted to the State Agency, via email, 15 calendar days following the end of the reporting period. Completed and submitted time studies will be used for WIC time allocation among the four core functions (listed below).

All local agency staff shall complete the time study using the latest version NH StarLINC MIS system. Only breastfeeding peer counselors that maintain a dual roll shall complete a time study documenting WIC hours. Refer to the Time Studies Policy for additional information.

### **ADMINISTRATION ACTIVITIES**

Time spent on the following activities: caseload management, outreach, vendor management, civil rights, program planning and management, fiscal management, quality assurance (file reviews), professional development and travel.

**Administrative Tasks** – Staff meetings, ME and SE reports, QA activities, program planning and management, personnel management, financial management, proposal and contract preparation, evaluation, PPM development and implementation and internal agency operations.

**Coordination of Programs** – Meetings and correspondence with related agencies (State or local level) for the purpose of coordinating service delivery, planning and promotion of the WIC Program.

**Outreach** – Production and procurement of outreach materials, meetings with referral agencies and providers, posters, mailings, public information and education activities.

**Vendor Relations** – Review, representative monitoring, training, onsite visits, identification of high-risk vendors, vendor newsletter, telephone calls, correspondence, records. (Primarily SA role)

**MIS**- Training, meetings and phone calls related to StarLINC operations, E-WIC planning and implementation.

**Travel** – Travel to all-staff statewide meetings, local agency staff meetings, outreach and non-nutrition and non-breastfeeding workshops/meetings.

### **CLIENT SERVICES ACTIVITIES**

Time spent to deliver food benefits and other participant services and benefits, including travel to and from, set-up and clean-up of a clinic, preparing and maintaining participant files, certifying participants, conducting health and dietary assessment and delivery of food instruments. This also includes participant surveys and studies.

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**Certification Procedures** – Participant phone calls, screening eligibility criteria such as residency, identity and income, program explanation, basic contacts, scheduling appointments, contacting participants who missed appointments, 30 day temp report follow up, recording participant information, pre-clinic schedule management. Determining participant eligibility, assigning priority, completing certification screens and assigning to a waitlist (when applicable).

**Health and Dietary Assessments** – Taking and recording health measurements (anthropometrics, lead, hemoglobin, and risk factors), use of the medical information form, calls to health care providers for measurements. Collecting & recording an applicant's dietary intake.

**Prescribing Food Package** – Assigning food package and tailoring.

**Food Delivery System** – Participant and/or proxy education on food instrument (FI) issuance, pick up and redemption, explaining and documentation lost/stolen FIs.

**Special Infant Formulas** – Communications with HCP, RPh and DMEs, calling families to discuss DME formula coverage, requesting HCP paperwork and maintaining special formula file.

**Travel** – For travel to clinics apply the percentage of that clinic time spent on client services activities.

## **NUTRITION EDUCATION ACTIVITIES**

Time spent on nutrition counseling and documentation (not diet assessment) provided at certification appointments including physical activity education. This includes policies and procedures related to nutrition education and risk criteria. Participation in nutrition related committees, coalitions, in-services and professional development activities.

**Individual, Group Counseling and Documentation** – Nutrition counseling provided during certification or FUN appointment, in a 1:1 and/or group setting. This includes nutrition topics, handouts and goals documentation during and after the appointment.

**Nutrition Education (NE) Materials** – Telephone calls, travel to purchase nutrition education materials, researching, writing, editing, procurement, copying, printing, travel arrangements to pick up or deliver NE materials.

**Staff Training and Monitoring** – Continuing education activities such as professional reading and time spent at nutrition related workshops and conferences, time spent preparing and presenting nutrition education in-services. Observing co-workers and being observed by nutrition coordinator for nutrition education counseling, as well as reviewing nutrition goals for file monitoring.

## **WIC TIME STUDY CATEGORIES AND GUIDANCE**

**Evaluation Activities** – Review of NE activities, materials, and protocols; design and administration of nutrition education related studies and surveys.

**Administrative Functions Related to Nutrition Education** – Time spent preparing the nutrition education section of the state plan, management evaluations, coordination efforts, work plans, time spent preparing a nutrition education needs assessment or budget.

**Travel** – Travel to and from conferences or to and from different sites specifically to perform nutrition education activities.

### **WIC GENERAL BREASTFEEDING**

Time spent on breastfeeding education, promotion and support, whether at a certification or a FUN appointment by a Nutritionist. This includes policies, procedures, trainings, handouts, brochures and coalition meetings. This category does not include any breastfeeding activities conducted by a Breastfeeding Peer Counselor (BFPC).

**Individual, Group Counseling and Documentation**- Breastfeeding education, promotion and support counseling during certification as well as other counseling including assigning and teaching how to use a breastpump. Counseling may be face-to-face or by telephone, and may take place in any setting.

**Breastfeeding Education Materials** – Telephone calls, travel to purchase breastfeeding education and support materials, researching, writing, editing, procurement, copying, printing, travel arrangements to pick up or deliver materials.

**Staff Training and Monitoring** – Continuing education activities such as professional reading and time spent at breastfeeding related workshops and conferences, time spent preparing and presenting breastfeeding education in-services. Observing co-workers and being observed by nutrition/breastfeeding coordinator for breastfeeding counseling, as well as reviewing notes for breastfeeding follow up by nutrition staff. Trainings include BF Trainings, Annual BF Conference and quarterly BF Coordinator meetings.

**Evaluation Activities**– Review of breastfeeding promotion activities (WBW), materials, and protocols; design and administration of breastfeeding related studies and surveys.

**Administrative Functions Related to Breastfeeding Promotion** – Time spent preparing the breastfeeding promotion section of the state plan, management evaluations, work plans, time spent preparing a breastfeeding promotion needs assessment.

**Coordinating of Activities** – Coordination of activities related to general WIC Program breastfeeding, such as World Breastfeeding Week event planning and coordination.

**Travel**– Travel to and from conferences or to and from different sites specifically to perform breastfeeding activities.