



Implementing wichealth.org in your Local Agency

Frequently Asked Questions

This guide is designed to assist you as you implement wichealth.org in your local agency. The Frequently Asked Questions are divided into categories including: Background, Getting Started, Day-to-Day Management, and Miscellaneous. If you have additional questions beyond those answered below, please contact your Regional Nutrition Consultant.

Background

Q: What is wichealth.org?

A: wichealth.org is an online nutrition education system that provides low-risk nutrition education for WIC participants. A completed wichealth.org lesson can qualify as a nutrition education contact for low-risk follow-up visits. The participant-centered lessons are based on the Stages of Change model and are evidence-based. A variety of nutrition education topics are available for all participant categories.

Q: What are the benefits of using wichealth.org?

A: wichealth.org is a convenient option for WIC participants to access and complete low-risk nutrition education lessons at their convenience. The website is user friendly and after registering for wichealth.org participants can:

- Complete a lesson at their own pace using a computer, tablet, or smartphone 24/7.
- Engage in interactive lessons tailored to their needs.
- Access Health eKitchen, a curated library of healthy recipes that focus on NC WIC approved ingredients.
- Receive food benefit issuance without being present in the local agency after completed lessons have been approved by local agency staff. See WIC Program Manual Chapter 8, Section 3 for details.

Q: Our agency has heard of wichealth.org, but we have never used it. What is different this time around?

A: Crossroads and wichealth.org are now interfaced. Completed wichealth.org lessons will automatically be documented in the Nutrition Education section of the participant's record. WIC staff should continue to verify that the lesson is completed in the Topic Status area of the Nutrition Education screen, issue benefits, and set-up future appointments.

Getting Started

Q: My agency is interested in offering wichealth.org as a low-risk nutrition education option. Is there an approval process required by the Community Nutrition Services Section?

A: The decision to offer participants wichealth.org as a low-risk nutrition education option is at the discretion of the local agency. Approval from the Community Nutrition Services Section is not required; however, you should designate at least one staff member in your program to be the wichealth.org lead and notify Sara Moss (sara.moss@dhhs.nc.gov) at the Community Nutrition Services Section with their name so that the directory of users can be updated.

Q: We are interested in offering wichealth.org to our clients. Where do I start?

A: Congratulations! wichealth.org is a great addition to your program! Follow the steps below to get started:

1. Create an agency specific email address that will receive participant certificates. Personal email addresses should not be used.
2. Access wichealthsupport.org by setting up a staff account.
 - Request your staff account by emailing help@wichealth.org with your first and last name, email address, state, and agency.
 - Receive an email invitation to register from wichealth.org.
 - Click on the link in the email to register.
 - Complete the registration process. You will be asked to create a username and password for your staff account. You can share the username and password with staff, or each staff member can request a unique staff account.
 - Receive email confirmation.
 - Login to wichealthsupport.org.

Q: I have the needed staff accounts, what are my next steps?

A: Great! Once you have accounts you should:

- Encourage all staff to explore the [wichealth.org support site](#) and the wichealth.org Academy to better understand how wichealth.org works. These sites provide promotional resources, statistical reporting tools and reports, client search functions, FAQs, training materials, as well as an opportunity for staff to tour and experience wichealth.org from a participant perspective.
- Discuss the logistics for scheduling and following up on wichealth.org lesson completion and subsequent food benefit issuance with your team and decide who will be responsible for which action.
- Set a date to start offering wichealth.org.

Q: I have multiple clinic sites. Can I have multiple emails set up to receive certificates?

A: Yes, one agency can have unique site emails set up to receive the certificates for multiple locations. This may only be beneficial for large agencies that have multiple sites open most days of the week.

Q: Is there an app for wichealth.org?

A: No, currently there is not a wichealth.org app; however, the site is compatible with mobile devices.

Q: If my agency chooses to offer wichealth.org, are all participants required to use it?

A: No, participants are not required to use wichealth.org if your agency chooses to offer the program. Participants at your agency can complete their low-risk nutrition education through any combination of in-person low-risk education (i.e., mini lessons), low-risk education via telephone or mobile device with a CPA or through lessons on wichealth.org. Those participants without internet access or interest in wichealth.org may utilize your agency's other nutrition education offerings.

Wichealth.org cannot replace in-person nutrition education contacts required for initial and subsequent certification, mid-certification assessments, and high-risk follow-up visits.

Q: What are certificates of completion?

A: When a participant completes a lesson on wichealth.org, the email account you designated for the agency will receive a certificate of completion detailing the lesson completed and the participant's information.

Day-to-Day Management

Q: How will local agency staff verify that a wichealth.org lesson was completed?

A: The process for verifying lesson completion in Crossroads is relatively simple. Local agency staff should follow the steps below:

1. Check the agency specific email account for wichealth.org certificates of completion.
2. Login to the staff account on www.wichealthsupport.org and click on the Client Search tab. You may also click on the Statistics tab [Client Certificate Listing] to search for lessons completed by date.
3. Search for the family in Crossroads and navigate to the Nutrition Education screen. Now that Crossroads and wichealth.org are interfaced, all completed wichealth.org lessons will be listed in the Topic Status box. Refer to the Crossroads document "wichealth.org and Crossroads" for additional information.

Note: If staff receive a completion certificate for a lesson that is available for participants to complete but it did not automatically update as completed in the participant's Care Plan, staff will need to manually record the completed nutrition education contact in the participant's record.

Q: If a family transfers into my agency and reports that they have completed a wichealth.org lesson, but I have not received a certificate, how will I know the lesson is complete?

A: Local agency staff will only have access to clients in their agency through the "Client Search" function on wichealthsupport.org. The participant must update the local agency and clinic name associated with their wichealth.org account so that all certificates will be sent to the correct agency email address and the wichealth.org statistics are accurate. All completed lessons will be documented in the participant's record as long as the Family ID is correct.

Q: If a participant completes a wichealth.org lesson and is eligible for food benefit issuance, how will staff know it is time to issue food benefits to the eWIC account if the participant does not come to the local agency?

A: The procedure for food benefit issuance without being physically present may differ from agency to agency. Here are a few ideas of how to incorporate wichealth.org into the clinic flow:

- Designate a staff member to check the agency specific email account and/or wichealthsupport.org account on a regular basis for completed lessons/certificates.
- Schedule a designated low-risk nutrition education appointment with a note of 'wichealth.org' for a participant's next appointment. During this appointment time, staff can verify lesson completion, issue food benefits, mail the shopping list and/or any notices due, and call the family to schedule the next appointment.
- Block several sets of designated Food Benefit Issuance (FBI) appointments and reserve them for wichealth.org lesson follow-up. Participants can be instructed to call during these time frames as they would for a clinic using open access scheduling. The blocked FBI appointment times could also be used by staff to verify lesson completion and issue food benefits.
- Create a weekly Nutrition Class for wichealth.org. Add participants to the class based on the date closest to their next issuance. Instruct participants to complete the wichealth.org lesson by the class date. On the day of the class, staff will verify lesson completion, issue food benefits, mail the shopping list and/or any required notifications, and schedule the next appointment.
- Instruct the participant to call when they have completed a lesson. Have a designated staff member verify that the lesson has been completed, issue food benefits, mail the shopping list and/or any required notifications, and schedule the next appointment.

Q: What if a participant completes a lesson before the food benefits are due to be issued?

A: We suggest that you choose a designated location to store certificates (electronic or printed) for families that are not due for issuance. Review the folder on a regular basis and issue food benefits when they are due. After food benefit issuance, mail the shopping list and/or any required notifications and call the participant to schedule the next appointment.

Q: Does a participant have to complete a scheduled/assigned lesson, or can they choose a lesson that interests them?

A: The CPA can suggest lessons to be completed as part of the follow-up or the participant can choose a lesson that they prefer. Participants will need to choose a lesson appropriate for their participant category to be counted as a nutrition education contact. For example, if a mom with a 9-month-old completes a lesson for children 1-5 this does not count as a nutrition education contact.

Q: What if the participant does not complete the wichealth.org lesson?

A: Each local agency will decide how they will follow up with participants that fail to complete a lesson. If a lesson has not been completed or an inappropriate lesson was completed, the local agency can contact the participant to reschedule if the client still wants to do the wichealth.org lesson or a CPA can provide nutrition education over the phone if available. Upon completion of the missed nutrition education contact, subsequent scheduling for the participant's next appointment can then be conducted via phone call or letter. If local agency staff cannot reach the participant via phone call, missed or rescheduled appointment notifications can be sent for additional follow-up.

Q: If a participant completes multiple lessons at one time, can the additional completed lessons count as a nutrition education contact for future follow-up assessment?

A: No. Unfortunately, if a participant completes multiple lessons, they cannot be counted for future follow-up nutrition education contacts. Participants can repeat a previously completed lesson that was not counted toward a past nutrition education contact if desired. This repeated lesson can then count toward the current nutrition education contact requirement.

Q: Can a participant save a lesson and return to it later?

A: Yes. Wichealth.org has a "Finish Later" feature that bookmarks where a participant stopped in a lesson. The next time the participant logs into their wichealth.org account, the saved lesson will be on their dashboard. The participant has the option to either continue with the lesson where they left off, or they can start the lesson over.

Q: What does it mean if the Topic Status on the Nutrition Education screen says "Completed (Inappropriate)"?

A: There are two instances when you may see "Completed (Inappropriate)" in the status column under Topic Status.

1. The wichealth.org lesson completed is NOT appropriate for the participant category. For example, a mother of a two-year-old child completes a breastfeeding lesson. This topic is not applicable for a two-year-old child and will not count as a Nutrition Education contact.
2. A wichealth.org lesson that is not "Scheduled" in Crossroads is completed and only applies to some participants in the family. For example, a breastfeeding mother with an infant and an older child completes a breastfeeding lesson that is not "Scheduled" in Crossroads. After lesson completion, the title will be listed in the Topic Status box for every participant in the family. If the topic is appropriate for the participant category, the status will be "Completed" for that individual and if the topic is not appropriate for the participant category, the status will be "Completed (Inappropriate)". **Refer to the Crossroads document "wichealth.org and Crossroads" for additional information.**

Q: What if a family has a baby that needs a mid-certification assessment and a 2-year-old that needs a low-risk nutrition education contact?

A: There are a few options for mom to meet her nutrition education requirements. First, mom could complete a wichealth.org lesson for the 2-year-old before the next appointment. At the mid-certification assessment appointment, staff can verify the wichealth.org lesson completion for the child and follow-up with mom if she has questions. Nutrition education for the baby should be provided at the mid-certification assessment appointment. The family's food benefits are still issued at the mid-certification assessment appointment, **OR** staff could complete the nutrition education contact for both the child (Low-risk nutrition education) and the baby (mid-certification assessment) in person at the mid-certification assessment appointment.

Q: Does Crossroads have the ability to automatically upload participant benefits when a lesson is completed?

A: No. All food benefits must be issued to participants by WIC staff after lesson completion is verified.

Q: Can one lesson count for multiple participants in a family?

A: Yes, if the lesson is appropriate for each participant category in a family.

Q: How do I document completed lessons that are not in Crossroads?

A: All wichealth.org lessons should be in Crossroads. However, if changes are made to wichealth.org and Crossroads has not been updated to include the new lesson, local agencies can document the lesson that was completed as a "General Nutrition Topic". The wichealth.org lesson can be noted in the comments section of the "Topic Status Update".

Miscellaneous

Q: What is Health eKitchen? Does it count as a nutrition education contact?

A: Health eKitchen is a library of healthy recipes that use NC WIC approved foods. Participants can search for recipes based on ingredients, as well as print, like, comment, bookmark, and share recipes on social media. Resources offering a variety of cooking tips, guides, and solutions are also available. Although a great resource for participants, the Health eKitchen does not include lessons and therefore does not count as a nutrition education contact.

Q: Can two different wichealth.org usernames be associated with the same Family ID?

A: No. A Family ID can only be associated with one username.

Q: Can wichealth.org count as a high-risk nutrition education contact?

A: wichealth.org lessons do not count as a high-risk nutrition education contact. Participants can complete a lesson that interests them in addition to the high-risk nutrition education contact with a CPA if desired.

Q: Do local agency staff have to scan the certificates of completion into the participant record?

A: No. Scanning the certificates is not necessary.

Q: Does promoting wichealth.org count as a nutrition education contact?

A: Unfortunately, promoting wichealth.org does not count for a nutrition education contact with participants.

Q: Are the lessons available in languages other than English?

A: Most of the lessons are available in Spanish. Participants can select their language preference when they set up their profile. Currently, languages other than Spanish and English are not available.

Q: What are some ways that we can promote wichealth.org to participants?

A: Once staff are comfortable with the features of wichealth.org, local agencies will need to determine how to promote the service to WIC participants. The Community Nutrition Services Section offers materials to promote wichealth.org. The materials are available on the Community Nutrition Services Section website (or www.ncdhhs.gov/ncwic). Additionally, staff account holders can access the wichealth.org Academy page and review suggested marketing ideas for local agencies.

