

2023-24 NYS WIC Learning Community:

Adapting to the New Normal: Best Practices for Maintaining High Quality WIC Services in a Hybrid Clinic

Cover Letter:

Dear WIC Coordinator and Nutrition Coordinator,

The NYS WIC Training Center at CAI, in partnership with the NYS DOH WIC Program, is excited to introduce that the focus of the 2023-24 learning community will be on investigating and establishing best practices for the successful provision of hybrid services (both in-person and remote) in WIC. What we know is that for at least the next three years, hybrid WIC services in NYS *must* be offered to WIC participants—but exactly how NYS WIC local agencies will adapt to this change remains to be seen.

This application represents a call to action for twelve highly motivated NYS WIC local agencies to apply to be a part of an investigative group willing to think critically about what best practices look like in NYS when providing high quality hybrid services for WIC participants, staff, and the community in this new landscape.

Areas we intend to explore over the 6-month course of the learning community may include appointment scheduling and workflow, staffing considerations and the balance between remote and in-person agency needs, the quality of remote WIC services including nutrition education, participant-centered services, and the experience of receiving hybrid services from the perspective of the WIC participant, and strategies to build connection and community with staff working in multiple locations, as a start.

Additionally, common components and themes important to the overall integrity, quality and success of hybrid WIC program services will be explored like continuity of care, online nutrition education capabilities, the shifting needs, desires, and expectations of WIC participants, and outlined rules and requirements of the ARPA waivers themselves.

As a result of this learning community, participants will:

- Explore the challenges and opportunities related to providing high quality remote and in-person WIC program services from the perspective of WIC participants, WIC staff, and the community.
- Examine staffing patterns and how to balance between in-person and remote agency and participant needs.
- Rejuvenate the role of leadership in building motivation, buy-in and capacity of WIC staff to succeed in a hybrid landscape.
- Establish or strengthen a set of best practice recommendations for providing high quality remote and in-person WIC services for the foreseeable future.
- Assess the relationship between hybrid services and continuity of care.
- Explore the needs, desires and expectations of WIC participants around receiving hybrid services to ensure participant-centered services meet these expectations.

Please return completed applications electronically by the submission due date of September 8th, 2023. Once your application is submitted, a member of the team at CAI will contact you to schedule an interview with the proposed team members at your agency.

***Please note that all check-ins and learning sessions (including the Summative Congress) will be fully remote.**

Sincerely,

The NYS WIC Program & NYS WIC Training Center at CAI

Eligibility Requirements for Participation:

1. The WIC Learning Community will be made available through a competitive application process. Priority will be given to those who have not participated in a Learning Community previously, however, all local agencies are **strongly** encouraged to apply. To be eligible, a WIC local agency must:
 - Complete and submit the application by **Friday, September 8th, 2023.**
 - Participate in a Zoom interview.

Commitments and Requirements for Participation

2. **Designate 2023-24 WIC Learning Community Implementation Team Members**

- The WIC Coordinator must select a performance improvement team, to be made up of 2-4 staff per local agency. It is best practice to assign team members to the Learning Community from a variety of different roles within the Local Agency. Please review the list below for an example implementation team. Note that at least one person on the team **must** have oversight/managerial responsibilities:
 - Coordinator/Manager with oversight responsibilities (**Required**)
 - Nutrition Coordinator and/or Site Supervisor
 - Clerical/Support Staff
 - Nutritionist

3. **Participate in and Attend All 2023 WIC Learning Community Activities**

- Learning Community implementation team members should be prepared to participate in:
 - WIC team interviews which may last up to 1 hour (**all team members must attend**).
 - Three, virtual two-day Learning Sessions (**all team members must attend**).
 - These will be 3, 2-day virtual workshops done via Zoom. Each day will last 3 hours, for a total of 6 hours for each of the 2 sessions and are titled as follows:
 - Learning Session One

- Learning Session Two
 - Learning Session Three
- One, remote final report-out event called the Summative Congress.
 - Summative Congress - a two and a half-hour live report-out to colleagues across NYS.
- Several Remote Check-Ins (90 minutes each), **in which at least one team member must attend.**
 - A remote check-in is an interactive meeting held via Zoom. The check-ins support improvement efforts, provide implementation assistance, assess progress, and provide additional learning opportunities.
- Coaching Opportunities (**agency participation may vary**).
 - Throughout the 2023-24 WIC Learning Community, trainers from CAI will offer participating local agency teams with regular opportunities to connect and receive one-to-one support in implementing experimental strategies or initiatives.
- Participate in Follow-up/Progress initiatives and/or activities:
 - This may include listening sessions to discuss monitoring and evaluation of experiments, initiatives or implemented strategies after the Summative Congress in March of 2024.

Tentative Timeline:

Reminder: **All team members** will be required to participate in three virtual workshops and remote monthly check-ins over a six-month period.

ACTIVITY	DATE
Application Dates: Applications go out to agencies:	July 17 th , 2023
Applications due back to CAI:	September 8 th , 2023
Remote Check-In #1- Orientation	October 3 rd , 2023 1:00 PM-2:00 PM
Remote Learning Session #1	October 25 th -26 th , 2023 9:00 AM-12:15 PM
Remote Check-in #2	November 15 th , 2023 1:00-2:30 PM
Remote Check-in #3	December 6 th , 2023 2:00 PM-3:30 PM
Remote Learning Session #2	January 10 th -11 th , 2024 1:00-4:15 PM
Remote Check-in #4	February 7 th , 2024 9:00-10:30 AM
Remote Check in #5	February 28 th , 2024 9:00-10:30 AM
Remote Learning Session #3	March 26 th , 2024 9:00 AM-12:15 PM March 27 th , 2024 9:00 AM-12:15 PM
Remote Summative Congress Report Out Event	March 27 th , 2024 1:00 PM-3:30 PM

2023-24 NYS WIC Learning Community Application:

Adapting to the New Normal: Best Practices for Maintaining High Quality WIC Services in a Hybrid Clinic

Instructions:

WIC local agencies interested in participating in the 2023-24 WIC Learning Community must complete and submit this application. Zoom interviews will be scheduled mid-August to early September. Completed applications must be received no later than **Friday, September 8th, 2023.** Submit completed application to the attention of **Zada Edwards** as follows: zedwards@caiglobal.org

Please complete the following fields:

Program Name:

Primary Contact:

Title:

Phone #:

Email:

Address:

Address2:

Name of person completing the application:

Title:

Date:

Identification of 2023-24 WIC Learning Community Implementation Teams:

Instructions: In the table provided below, list the local agency staff members who will participate in the WIC Learning Community. These individuals **must** include a WIC Coordinator (or other staff with managerial/oversight responsibilities) and at least 1-3 additional staff.

Reminder: **All team members** will be required to participate in two virtual workshops, one **in-person** summative congress event and several remote monthly check-ins over a six-month period.

<u>Staff Name</u>	<u>Title</u>	<u>Email</u>	<u>Phone Number</u>

Please specify why these staff members were chosen, their experience with WIC, and their leadership roles in your local agency.

Please explain why your local agency should be chosen to participate in the WIC Learning Community:

WIC Sponsoring Agency Senior Management Approval and Support:

I, _____ have reviewed this application and
(Print name of Senior Administrator)

find it accurate. Should our application be accepted to participate in the WIC Learning Community, I will ensure that I am available when necessary to support all activities related to the WIC local agency staff participation in the WIC Learning Community. This includes providing WIC staff members with necessary resources, guidance, support and encouragement to achieve the goals of the WIC Learning Community.

I acknowledge my agency’s participation in the WIC Learning Community and recognize that the work completed through the Learning Community will lead NYSDOH WIC Program efforts to improve nutrition education services.

Sponsoring Agency Senior Administrator Signature

Title

Date

WIC Coordinator Signature:

Date

Nutrition Coordinator Signature (as applicable):

Date

