

WIChealth.org Frequently Asked Questions for WIC Staff

Question	Answer
1. What do participants like about WIChealth.org?	<ul style="list-style-type: none"> • 24/7 remote access on smartphone, tablet, or laptop. • Variety of nutrition topics to choose from. • Self-directed learning at own pace, on own time. • Enhance and expand what they learn from you during WIC appointments. • Access to a recipe database using WIC foods. • Access to a meal planning tool.
2. Which languages is WIChealth.org available in?	English and Spanish.
3. Which Nutrition Education Contacts can WIChealth.org be used for?	Second nutrition education contacts for low-risk participants.
4. Does telling a participant about WIChealth.org and explaining how to create an account count as a Nutrition Education contact?	No. Telling a participant about WIChealth.org doesn't meet the requirements of providing nutrition education
5. How do I document that participant plans to take a WIChealth.org lesson for their second nutrition education contact?	<p>You can include in the individual Care Plan Note. Or can schedule in Care Plan Nutrition Education topics.</p> <p>Discuss with your staff the plan for consistent documentation and follow-up plan to ensure the education contact is completed.</p>
6. Can participants take more than one WIChealth.org lesson?	Yes. They can take as many lessons as they would like. They can also repeat lessons.
7. If a participant completes more than 1 lesson, does it count for future second nutrition education contacts?	No. Second Education Contacts are required to occur approximately quarterly and can't be completed early or carried forward.
8. What resources are available to help me tell participants about WIChealth.org?	<p>Resources available on WA WIC Website:</p> <ul style="list-style-type: none"> • How to Use WIChealth.org Rack Card • Lesson Descriptions. • Lesson Recommendation Guide. • Promotional bookmarks, posters, and videos.
9. What if I don't have time during the certification appointment to tell participants about WIChealth.org?	You can tell participants about WIChealth.org during other appointments, such as the Mid-Certification Health Assessment.
10. Am I required to recommend a specific lesson to participants?	No, this is not required, however it is an option. Please do instruct participants to take a lesson that applies to them or their child.

	<p>Many lessons apply to all WIC participant categories. (For more information, refer to the Lesson Descriptions or Lesson Recommendation Guide. Lessons that apply to all are highlighted in yellow.)</p>
<p>11. Is WICHealth.org required for low-risk participants to use as a second education contact?</p>	<p>The expectation is that all English and Spanish speaking participants are given the option to use WICHealth.org. They aren't required to use it.</p>
<p>12. If participant isn't interested in WICHealth.org, what should I do?</p>	<p>Schedule for in-person, class, or remote second nutrition education contact.</p> <p>Best practice is to assess interest again during the next certification period.</p> <p>You may want to discuss with your clinic staff how to document when a participant isn't interested in WICHealth.org to help the next staff person. Some options include: sticky note, family alert, note in family or individual care plan.</p>
<p>13. Where can I find training on WICHealth.org?</p>	<p>In the Learning Center. DOH State WIC WH Online Nutrition Education</p>
<p>14. I only have access to WICHealth.org reports for 1 clinic. How do I get access to the other clinics in my agency?</p>	<p>Send an email to help@wichealth.org. Include your agency and the name of the additional clinics you need to have access to.</p>
<p>15. Who do I contact if I can't log in to my WICHealth.org staff account?</p>	<p>There is a 'trouble signing in' link under the login buttons and a 'help' button available on www.wichealth.org.</p> <p>You can also contact help@wichealth.org.</p>
<p>16. Who do I contact if WIC participants need help logging in to their WICHealth.org account?</p>	<p>There is a 'trouble signing in' link under the login buttons and a 'help' button available on www.wichealth.org.</p> <p>They can also contact help@wichealth.org.</p>
<p>17. Are usernames and passwords case sensitive in WICHealth.org?</p>	<p>Usernames: no, not case sensitive. Passwords: yes, case sensitive.</p>
<p>18. Are Family ID's case sensitive in WICHealth.org?</p>	<p>Yes. Please encourage use of capital letters when participants enter their Family ID. (For example: FL000000001 vs. fl000000001.)</p> <p>Family ID is only entered during account set-up, however if you want to look up participant activity in WICHealth.org, you can search by Family ID.</p>

19. Can I text or email a Family ID# to a participant?	Yes. Family ID isn't PII (Personal Identified Information.) Please do ask the participant if it's ok for you to text or email the Family ID number and explain why they need it for WIChealth.org.
20. How do new WIC staff get a WIChealth.org staff account?	Supervisors can request an account for new staff through the Learning Center Account Form .
21. As a staff person, can I take WIChealth.org lessons?	Yes! We encourage you to take as many lessons as you can. It's a great way for you to learn about nutrition topics, and the more familiar you are with WIChealth, the easier it will be to recommend to participants.
22. How can I sign up for WIChealth.org news and updates?	You can use this link to register for the WIChealth.org monthly email newsletter. (This newsletter isn't WA WIC specific.) Note: You may need to log out of VPN for this link to work.
23. What is WIChealth.org "Coffee Talk?"	WIChealth.org hosts "Coffee Talk" the last Friday of each month from 10:30-11:00 AM PT. This is a chance to learn more about WIChealth.org. Registration link . (This event isn't hosted by WA WIC.)
24. How can I see if participants have completed WIChealth.org lessons?	<ol style="list-style-type: none"> 1. Cascades – Nutrition Education Topics. WIChealth.org lessons start with "WH." (See image below.) 2. WIChealth.org – go to Client Search. (See images on next page.)

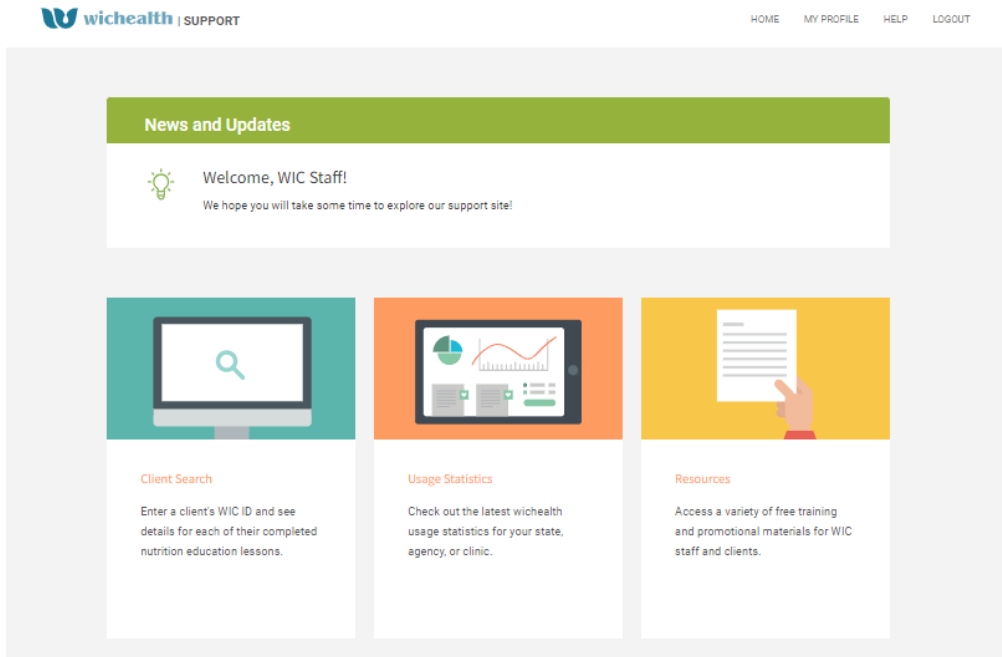
How WIC Health works with Cascades

If staff scheduled the topic and the lesson was completed by the participant or parent guardian, the status shows as "Completed" with the date it was scheduled and the date the participant completed the lesson (24 hours after the participant takes the lesson). This shows twice because there were two individuals in the family.

Topic	Individual Name	Method	Status	Scheduled Date	Completion Date
X Breastfeeding	[REDACTED]	Individual	Completed		9/12/2022
X WH - Making A Meal Plan		Online/Internet	Completed	11/29/2022	11/30/2022
X Breastfeeding		Group	Completed		6/6/2022
X Formula feeding		Individual	Completed		6/6/2022
X Infant 0-6 months		Individual	Completed		6/6/2022
X Parent/child relationship		Group	Completed		6/6/2022
X Breastfeeding		Group	Completed		7/27/2022
X Formula feeding		Individual	Completed		7/27/2022
X Breastfeeding		Individual	Completed		8/12/2022
X WH - Making A Meal Plan		Online/Internet	Completed	11/29/2022	11/30/2022

How to search for a participant in WIChealth.org

1. Click on “Client Search”



2. Enter Agency, Clinic, Family ID and then “search.”



Client Search


Use the fields below to search for lesson completion certificates for your WIC clients.

WIC Client Search

States / ITOs <input type="text" value="Washington"/>	Search By <input type="text" value="Family ID"/>
Agencies <input type="text" value="Community Action of Skagit County"/>	Search Term <input type="text" value="Family ID"/>
Clinics <input type="text" value="-- All Clinics --"/>	Enter the Family ID for this account
	<input type="button" value="SEARCH"/>


3. Participant profile and lessons completed will be displayed.

Client Found!




Member since 2023


Profile Information EDIT

Username [Redacted]	Family ID [Redacted]
State / ITO Washington	Email [Redacted]
Agencies MultiCare Health System	Password  Send Password Reset
Clinics Puyallup	
Children [Redacted] [Redacted]	


Lesson Completions



Getting The Support You Need For Baby's First Weeks
Completed on 7/19/2023
[VIEW CERTIFICATE](#)



Preparing To Meet Your Newborn
Completed on 7/19/2023
[VIEW CERTIFICATE](#)



Taking Care Of You After Baby Arrives
Completed on 7/19/2023
[VIEW CERTIFICATE](#)

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To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)



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