On-Going WIC Activities Flyers at Vitals and other Agencies; Networking with other agencies, hospitals, schools, clinics; Attending health resource events; On-site enrollment of clients* (not WIC clinics) Client Becomes Eligible Other On-Going Activities Client becomes aware of WIC (checks website; talks to friend/relatives) (pregnancy, financial) **Home Visits** Client calls for WIC makes a reminder WIC takes call and Formula line approvals appointment call to client makes appointment* Radio ads, bill boards Decides to receiv **WIC** services Call non-participatory clients No Client comes to Client Walks-in appointment Late pickup call backs **WIC CLIENT CASELOAD** Yes **FLOW CHART Bring Children** 2nd DRAFT 4/30/13 Manage Daily Log Sheet Wait **Bring Documentation** MCDPH WIC QI PROJECT Language Line **Receives Nutritional** Client fills out. WIC Conducts Intake Education and is given ntake docs **GREEN=WIC STAFF** appropriate referrals Review pre-[End of Interaction] RED=CLIENTS appointment notes No Yes No WIC Eligible **Returning Client** Underlines items need Follow-up from previous clarification (correction?) Yes Issue breast appointment pumps; In-*Indicates items identified as Staff log labs Client undergoes anthro-hgbs height-weight Groups* ventory possible processes for QI to pumps; Pump focus upon WIC conducts assessments (ABCDE, GTHM)* Client undergoes assessments contracts; Clean pumps; Tailor food Give Nutritional Education Receive Nutrition Education packages for AREA INSIDE DOTTED LINE INDICATES ACTIVITES INSIDE THE CLINIC breastfeeding; Referrals to social IF NEEDED: Receive IF NEEDED Give Baby IF NEEDED: Receive Receive check to Write Notes* Schedule next **Behavior Training & Breastfeeding Sup**services High risk counseling; cash at store appointment Assessment* port &/or Pumps; Give high risk coun-Give referrals Shopping at Store Give check Give breastfeeding seling Client receives training education IF NEEDED Give directions on cashing checks Receive directions on checks