

Customer Service

Thanking participants and telling them how much you appreciate them are important parts of the participant's emotional journey, and it is important to remember that these expressions are only as valuable as they are authentic.

Question:

When a participant checks in for their appointment, or when they are completed with their certification, are you thanking them for coming in?

Hopefully the answer is 'Yes'.

1. Thank You (thanks, thankful)

There is nothing wrong with a simple thanks or thank you when speaking with a participant,

"Thank you for coming in today."

2. Appreciate (appreciative, appreciation)

Appreciate sends a powerful, positive message to the listener's brain.

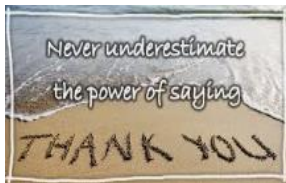
"We really appreciate you coming in today. Have a great day!"

3. Grateful (gratitude)

Grateful is a great alternative to appreciate.

"Thank you for coming in today. We are truly grateful."

Often, a simple "thank you" is enough; sometimes though, we want to express our gratitude more fully. The options above should help you find more ways to thank your participants that will resonate with them emotionally.



The simple act of saying 'thank you' is a demonstration of gratitude in response to an experience that was meaningful to a customer or citizen."

— Simon Mainwaring

Nutrition Section

This month, in lieu of our Client Satisfaction Survey, WIC clinics will be conducting focus groups. The focus group model is not much different than the facilitation group classes that Nutritionists and NEIs perform with our WIC clients. Many of the same rules apply, and many tips given to focus group facilitators can be applied to our classes. So, in preparation for our Focus Group project starting on November 4th, 2019, I put together some professional tips for focus group facilitators to help with conducting this project and to help improve your facilitation skills.



Having a group to facilitate is both rewarding, and difficult. It's rewarding because if the focus group is well facilitated, the depth of valuable information is endless. But, if the group has a few dominating personalities that 'hijack' the conversation, it could make the others in the group shutdown and not feel heard. It's critical to be able to manage those vocal participants. Below are some tips to conduct a facilitated group session successfully.

Focus Group Facilitation



1. Create a safe environment: During your introduction, make your intentions known that you have a specific time frame to complete this focus group and the importance of hearing from everyone in the room. Setting up these parameters regarding duration and participation will set the tone right off the bat. Obviously, 'problem' participants will still make facilitating hard, so rely on your skills from teaching nutrition education.
2. Connect and Redirect: If one personality is dominating the conversation, and you notice that a few people haven't spoken at all, try reflecting back one thing that he or she is saying, then asking the entire group, 'has anyone else experienced this,' and call on one of the other participants.
3. Blame the clock: If you see that the question you posed to the group was sufficiently answered, but the conversation keeps going on, don't hesitate to blame the clock. Saying, 'Excuse me, I'm sorry to interrupt, we

got some great answers and for the sake of time, let's move on to the next topic.' This will not only keep your group on task, but it will re-establish your role as the facilitator.

4. Keep asking open-ended and probing questions: If you determine that the group is not understanding how to answer the question, try asking it in a different way, but remember to keep them open-ended. To do this successfully it's important to have a solid understanding of the questions you will be asking before the event, and practice different ways to ask that question is an open-ended form.

More information:

- <https://www.actionable.com>
- <http://masstapp.edc.org>

Focus groups start on Monday, November 4th, so please practice the script, use these tips, and most importantly, rely on the facilitation skills you've been developing daily at WIC.

No upcoming mandatory trainings in November.

Nursing (Breastfeeding) Section



Nursing Advisory Phone Call on 11/5/19 at 9:00am

Regional Coordinators Meeting on 12/3/19 in Albuquerque from 10:00-3:00



A nipple shield should be used to reduce nipple pain or damage??

MYTH: Nipple shields are not indicated for pain or damaged nipples and using one can actually increase trauma. Improving latch, taking a breastcathion (expressing the injured breast), and using moist wound

therapy with colostrum, human milk, lanolin, a non-allergenic oil, and/or medi-honey (with care provider approval) are the best measures for reducing pain or damage.

If you have a question you would like to see answered as a myth or fact for the next newsletter, email holly.beck@state.nm.us

BPC Section

NMBTF's One-Day Primary Care Breastfeeding Medicine Course Las Cruces 11/9/19



We apologize for any inconvenience, but this course was recently cancelled for WIC-sponsored BPC participation.

If BPCs still wish to attend, they will have to do so on their own time and expense, and they will need to contact the NMBTF to re-register.



Loving Support Training

(in Spanish) will be held on November 6th- 8th at:

Otero County Public Health Office
1207 E. 8th Street
Alamogordo, NM 88310
(575) 437-9340

Please contact Elsa for more information.

Loving Support Training

(in English) will be held November 18th-20th at:

Socorro Public Health Office
214 Neel Ave
Socorro, NM 87801
(575) 835-0971

BPC RCs: Please send names of BPCs names attending to Elsa and Sharon by November 8th.

Food Management Section



Gerber Changes

Gerber Gentle is now Gerber GentlePro



Gerber Soothe is now Gerber SoothePro



Gerber Soy Powder graphic's change



Financial Section

WIC Finance wants you to *Remember...*

1. All requisitions must be approved by WIC Finance. If available in SHARE, Kay can approve. If not, either Andy or Kay can send e-mail approval, which needs to be sent in to PHD with your requisition. Gregory Baird is sending out revisions to this policy soon. He indicated that he wants a printed e-mail approval regardless. In that case, please print out the e-mail response you get from WIC Finance, stating that the requisition is approved in SHARE.

2. All FFY19 purchases must be paid by December 31. Because of delays in final approvals, especially during the final weeks of the calendar year, please submit as soon as possible, and if there is a balance on the purchase order, submit that change order as well. There seems to be a difficulty in decreasing purchase orders after a grant closes, which results in encumbrances tying up budget authority.
3. WIC Finance has the Financial Specialist position open and advertised. (That also means we are short-handed but are trying to respond quickly). View the Job posting here:

WIC Financial Specialist (DOH/PHD #27384)



https://careers.share.state.nm.us/psc/hprdcg/EMPLOYEE/HRMS/c/HRMS_HRAM_FL_HRS.CG_SEARCH_FL.GBL?Page=HRS_APP_SCHJOB_FL&FOCUS=Applicant&

Clinic Operations Section

Proof of Residency

We are allowing the use of the Medicaid Portal as an acceptable 'Proof of Residency Type' as long as the participant is **active** on Medicaid and is verified in the NM Medicaid Portal.

Continue to use the 'Documentation of Current Enrollment in TANF, SNAP, Medicaid, or FDPIR' type.

Hopefully this helps to reduce some barriers for our participants. 😊

Training Section



NMSOL New Staff Training

November 20th - November 22nd
WIC Training Lab
2040 S. Pacheco
Santa Fe, NM 87505

Live Online Training


Thursday, November 14th
11:00 am
Topic TBD



Tips for Choosing a Help Desk

NMSOL Help Desk

Phone: (844) 696-6765 or 844-MY NMSOL
Email: servicedesk@misops.onmicrosoft.com

Through NMSOL: Navigation Bar >  > *Sign In* > My Support > Create Ticket

When to contact NMSOL Help Desk:

- ✓ NMSOL in-system functionality problems (excluding password, card reader, or signature pad errors)

NM DOH Help Desk

Phone: (800) 280-1618
Online Portal: <http://ithelp>

When to contact NM DOH Help Desk:

- ✓ Password resets (for all applications)
- ✓ Hardware not working (card reader, signature pad, scanner, etc.)
- ✓ Network outages (email and internet)

Vendor Section



QUESTION: What do staff need to do if a participant tells them a particular food item did not scan at the store?

ANSWER: Offer the participant a complaint form. Then ask the participant if next time they are at the store to take a picture of the item front and back (include UPC). If you are able to get the pictures from the participant, email them to the Vendor Team:

DOH-WIC_Vendor_Section@state.nm.us

What happens next?

The Vendor Team will check to make sure the food item is eligible to be purchased. We will then add the item to the APL if it is allowed.

Civil Rights



Limited English Proficiency (LEP) and Program Access

Who are persons with LEP?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English because of their national origin.

What does this have to do with WIC?

Recipients of Federal financial assistance, including WIC, have a responsibility to take reasonable steps to ensure meaningful access to their program and activities by persons with LEP. Failure to provide “meaningful” access to persons with LEP could be discrimination on the basis of national origin.

What does NM WIC do to help persons with LEP?

We translate many of our key documents and resources.

We provide oral translations and notification of free language services.

Note:

- Applicants and participants cannot be asked to bring their own interpreters
- Children should **not** be used as interpreters

Examples of Language Services

- Bilingual staff
- Telephone interpreter lines
- Oral interpretation services
- Written language services

For information of Requesting Language Service, please contact your Region Management Staff.



Recipe of the Month



Glazed Sweet Potatoes

Ingredients

- 2 pounds Sweet Potatoes or 2 cans (15.75 oz) Sweet Potatoes, Drained
- ¼ Cup Butter, Cubed
- ¼ Cup Maple Syrup
- ¼ Cup Packed Brown Sugar
- ¼ Teaspoon Ground Cinnamon

Instructions

1. If using fresh sweet potatoes, place in a large saucepan or Dutch oven; cover with water. Bring to a boil. Reduce heat; cover and cook 25-40 minutes or until tender. Drain; cool slightly and peel. Cut into chunks.
2. Preheat oven to 350°. Place sweet potatoes in a 2-qt. baking dish. In a small saucepan, combine butter, syrup, brown sugar and cinnamon; bring to a boil, stirring constantly. Pour over potatoes.
3. Bake, uncovered, 30-40 minutes or until heated through.

According to the NM Farmers Market website, Sweet Potatoes are in season for month of November.

NOVEMBER		
FRUITS		
Apples		
VEGETABLES		
Arugula	Herbs	Red Chile
Beets	Kohlrabi	Root Vegetables
Broccoli	Leeks	Salad Greens
Cabbage	Lettuce	Spinach
Carrots	Onions	Sweet Potatoes
Fennel	Potatoes	Turnips
Garlic	Pumpkins	Winter Squash
Greens (Cooking)	Radishes	

<http://farmersmarketsnm.org/resources/shopper-resources/whats-in-season/northern-nm/>

