



Food and Nutrition Service

U.S. DEPARTMENT OF AGRICULTURE

WIC Nutrition Assessment and Tailoring Study: Final Report Part 2 – Appendix F

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Submitted to

**USDA Food and Nutrition Service
Office of Policy Support
1320 Braddock Place
Alexandria, VA 22314**

Project Officers

**Dr. Karen Castellanos-Brown
Alexander Bush**

This WIC Nutrition Assessment and Tailoring Study was conducted by Westat under Contract No. GS00F009DA, funded by the U.S. Department of Agriculture's Food and Nutrition Service. The findings and conclusions in this report are those of the authors and should not be construed to represent any official USDA or U.S. Government determination or policy.

In approving Ohio WIC's participation in this study, the Ohio Department of Health Institutional Review Board requires that publication of research findings include the following disclaimer: "This study includes data provided by the Ohio Department of Health which should not be considered an endorsement of this study or its conclusions."

In approving Nebraska WIC's participation in this study, the Nebraska Department of Health and Human Services requires that publication of research findings include the following disclaimer: "These findings and their interpretation are the sole responsibility of the author and do not necessarily reflect the opinions or policy position of DHHS."

Suggested citation

Gabay, M., Wroblewska, K., Borger, C., Manglitz, C., Neenan, R., Shah, N. (2024). *WIC Nutrition Assessment and Tailoring Study: Final Report Part 2*. Prepared by Westat, Inc., Contract No. GS00F009DA. Alexandria, VA: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, Project Officer: Karen Castellanos-Brown.



Submitted by

Westat
An Employee-Owned Research Corporation®
1600 Research Boulevard
Rockville, Maryland 20850-3129
(301) 251-1500

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Appendix F

Clinic Flowcharts

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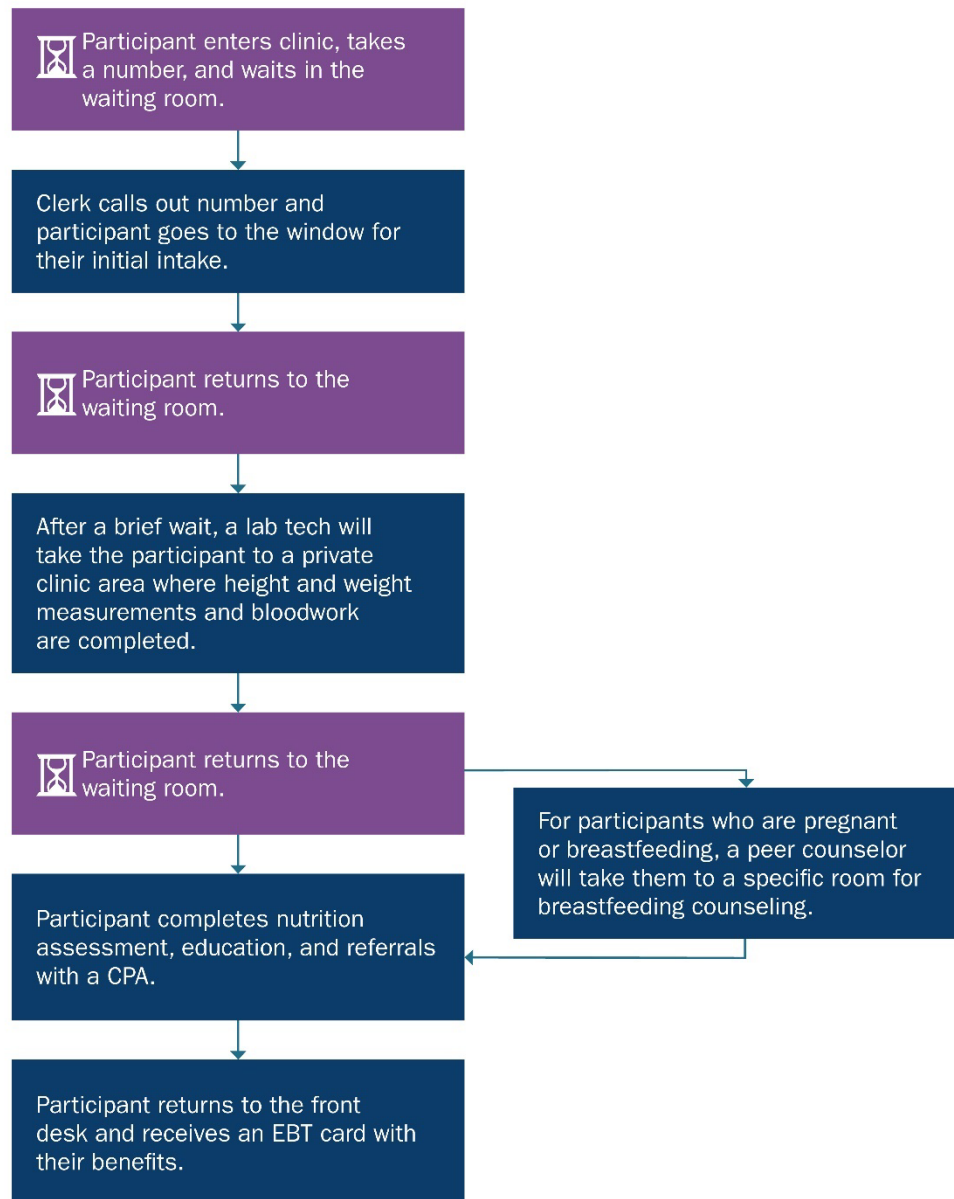
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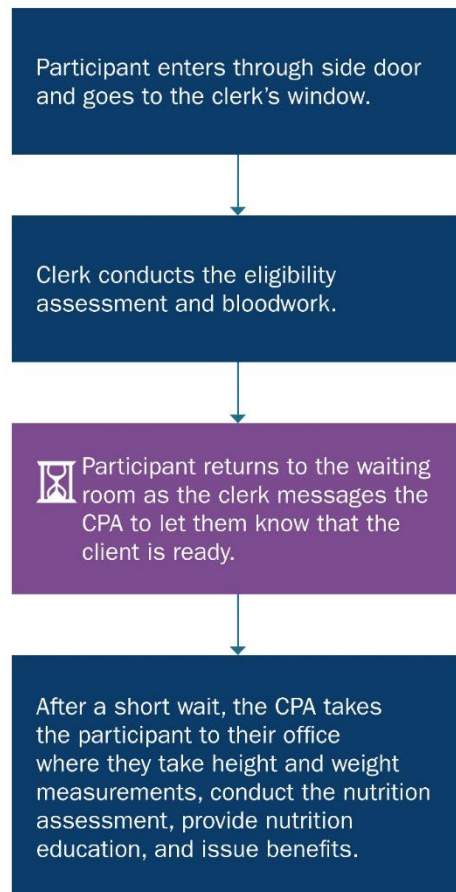
Background

Data collectors observed clinic flow in 25 WIC clinics during in-person site visits. Observers documented clinic flow by creating a flowchart that recorded the typical activities they observed while accompanying participants during their visit, including information such as which WIC staff member conducted each activity (e.g., clerical staff, competent professional authority [CPA]) and where the activity physically occurred in the clinic (e.g., waiting room, office). Clinic flow data were collected to visualize differences in how clinics move participants through the activities involved in a certification or recertification visit.

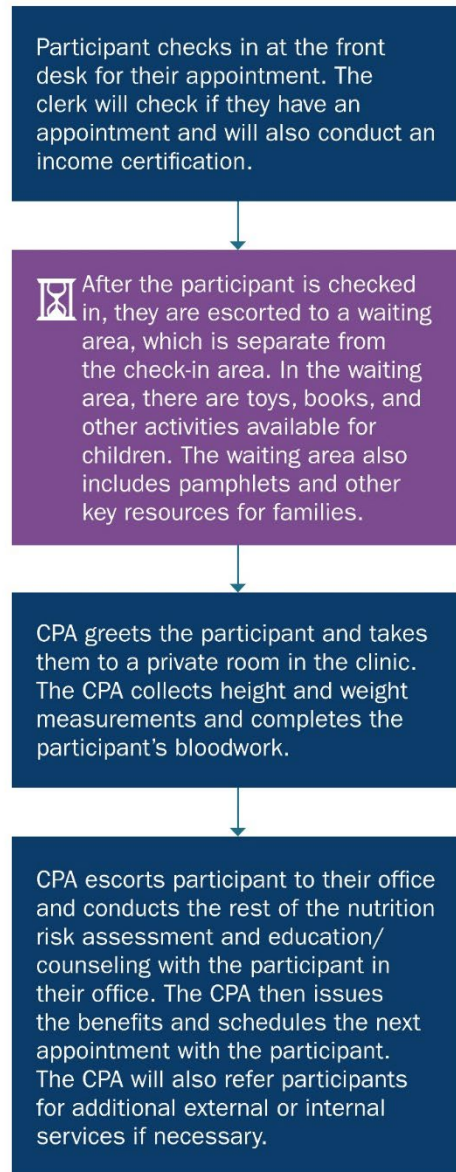
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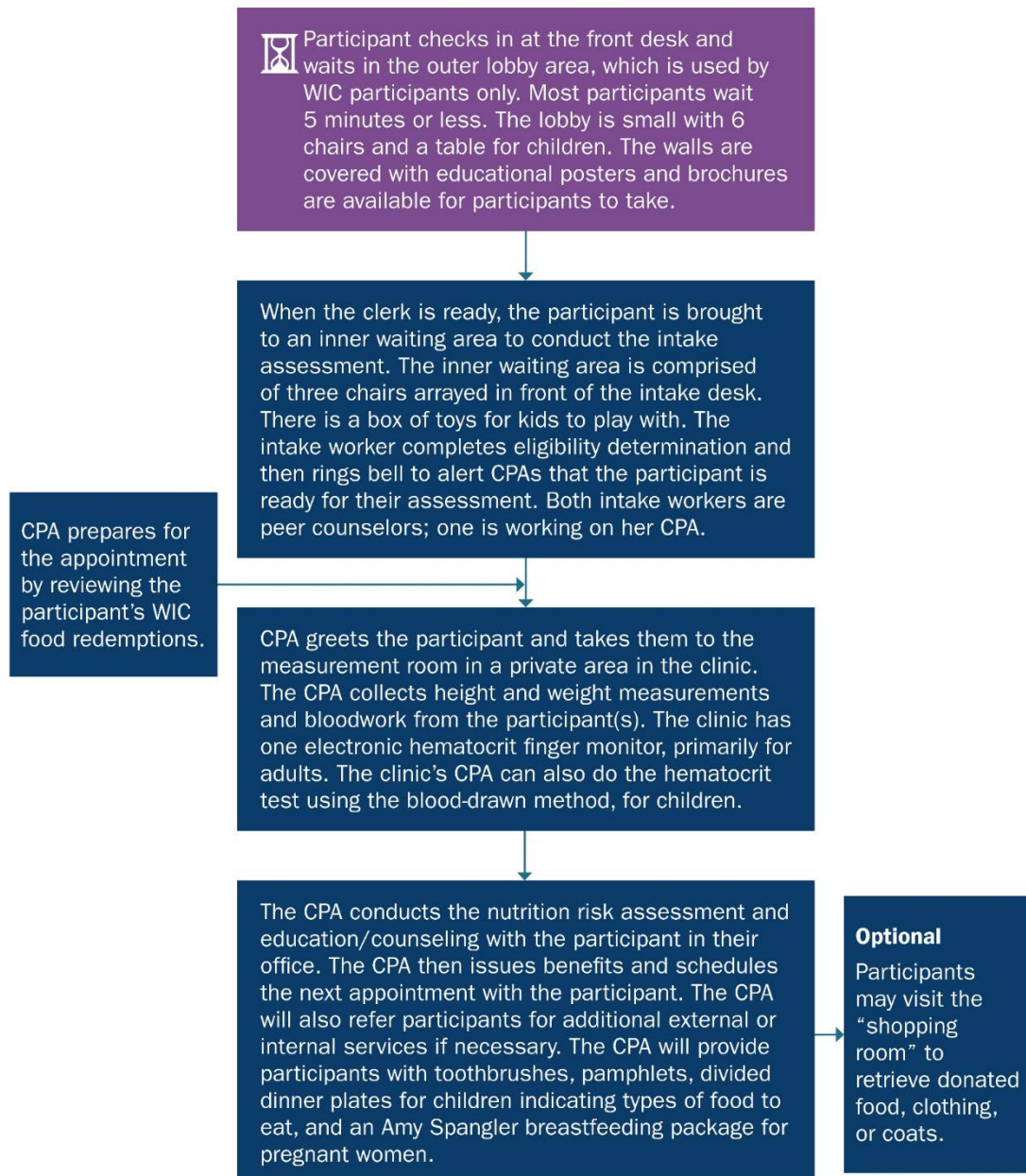
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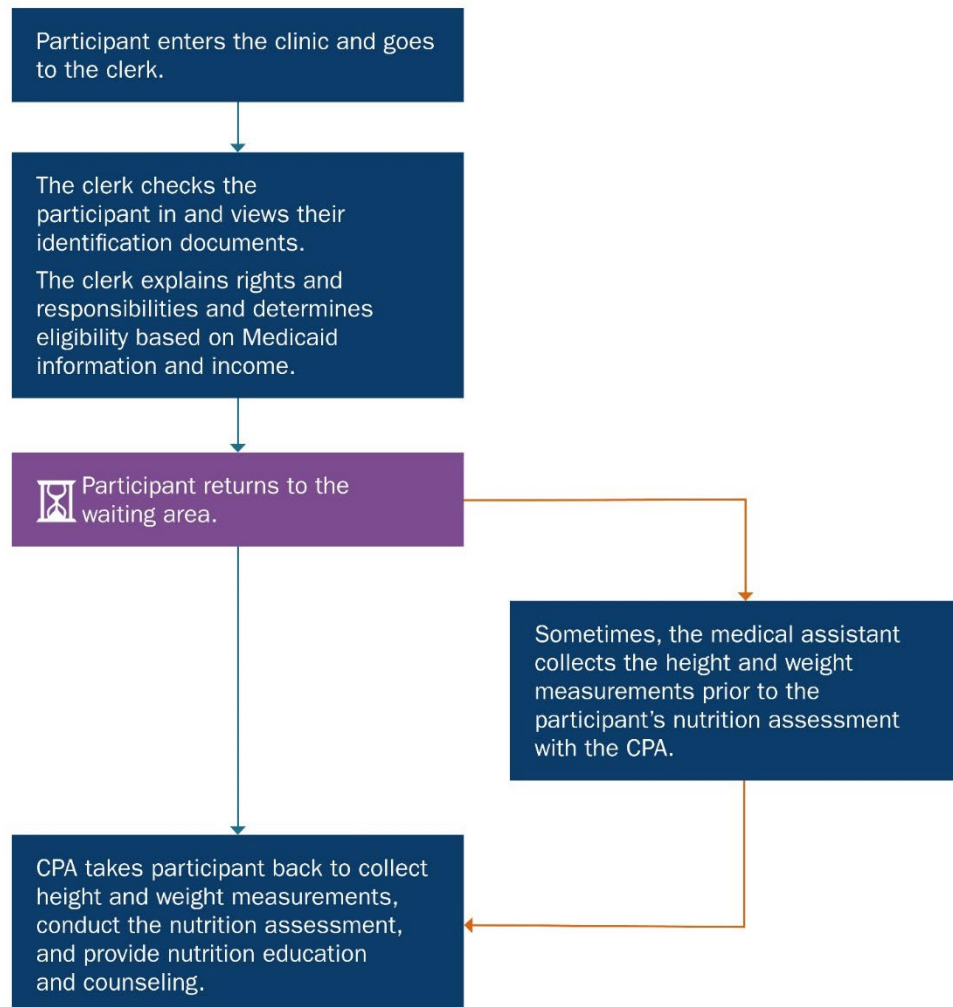
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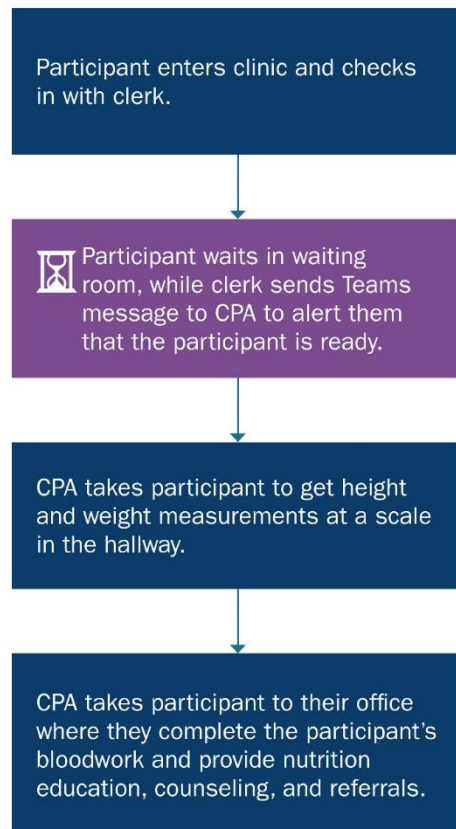
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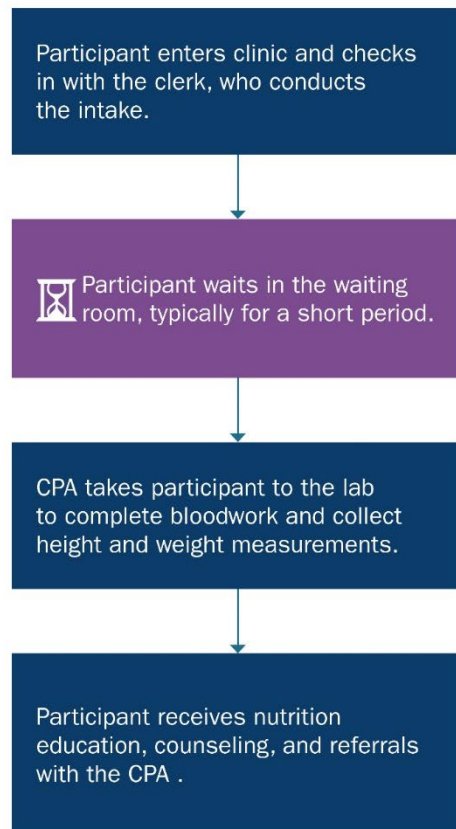
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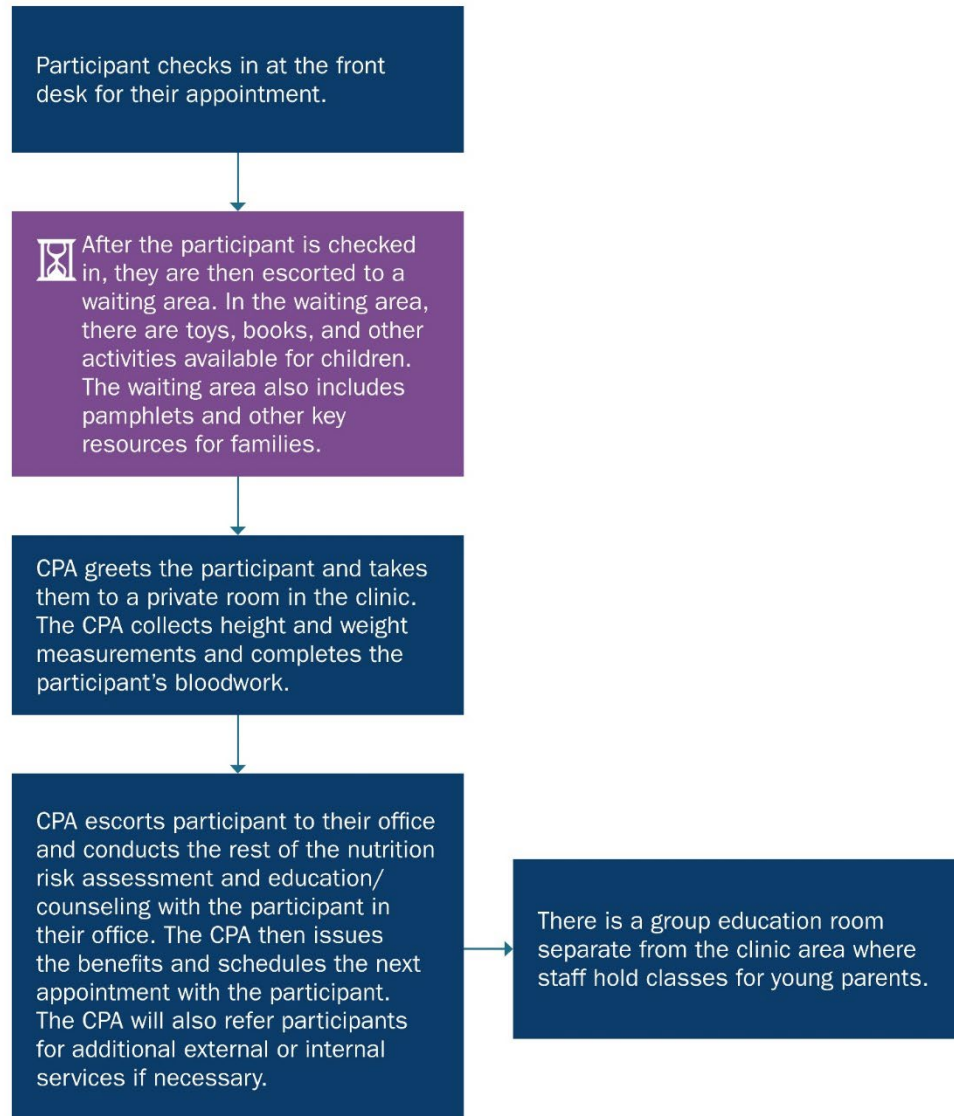
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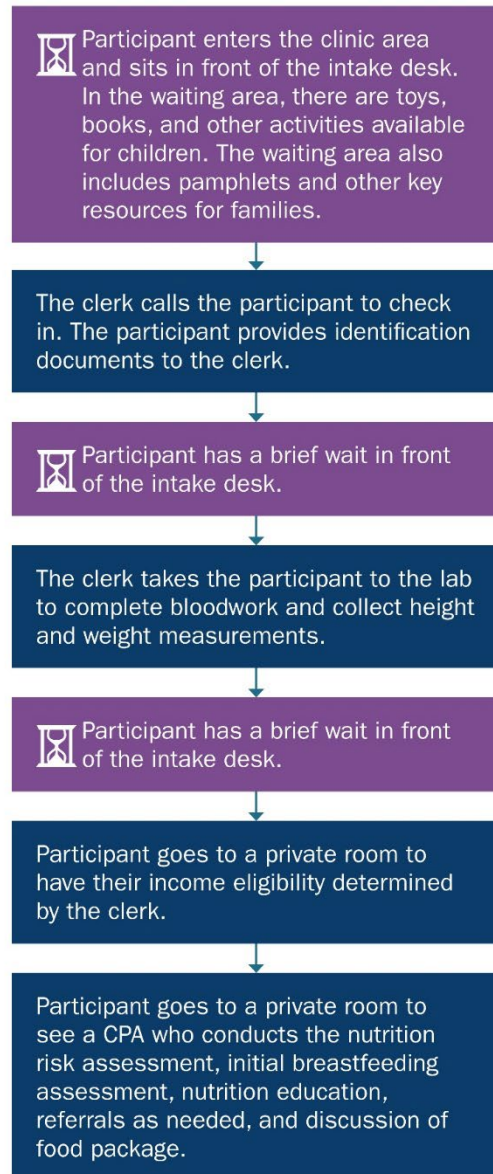
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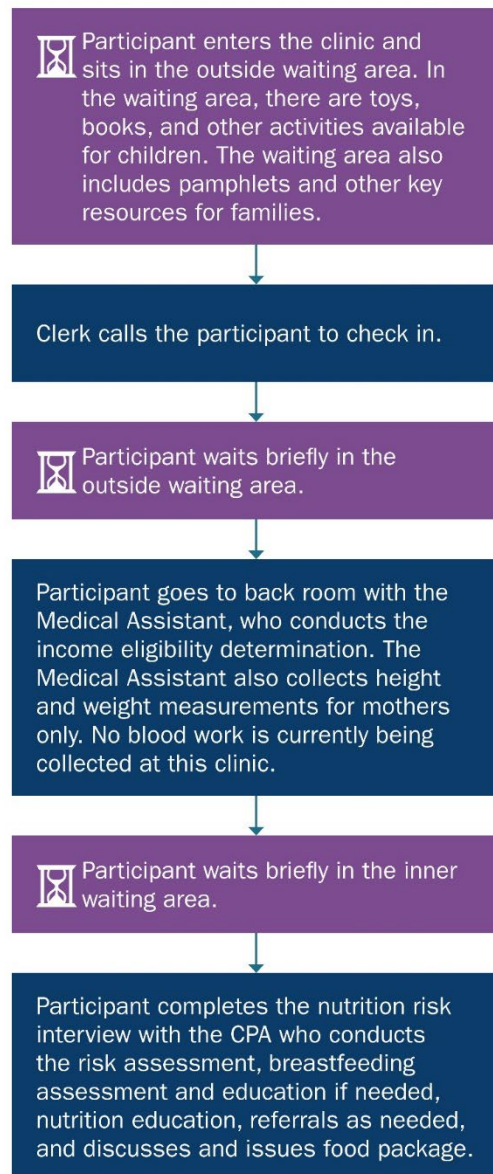
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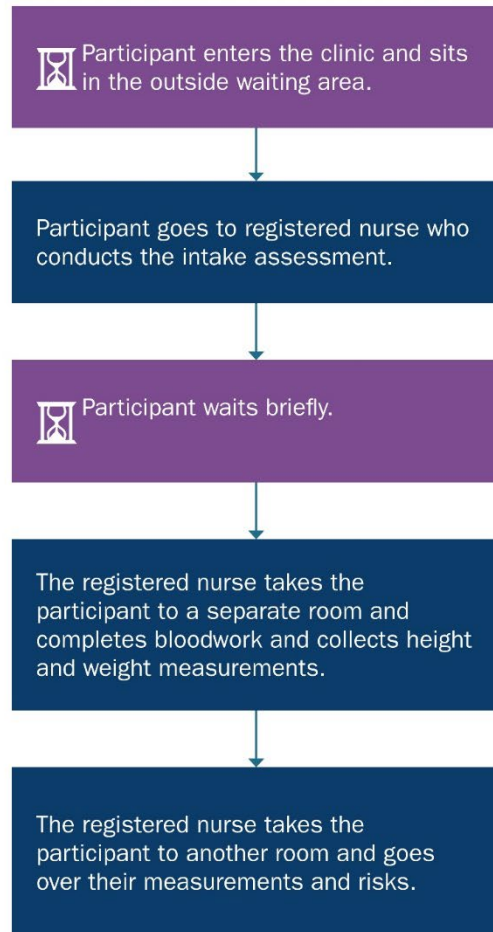
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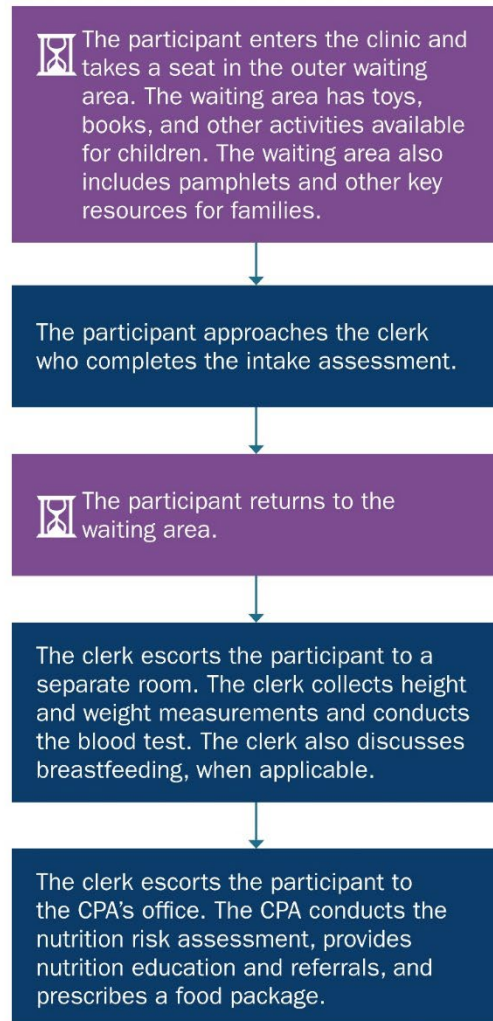
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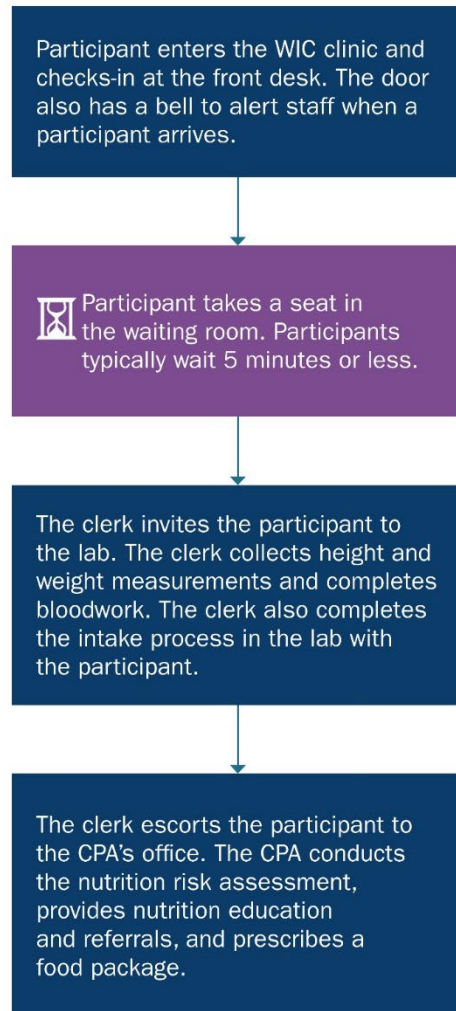
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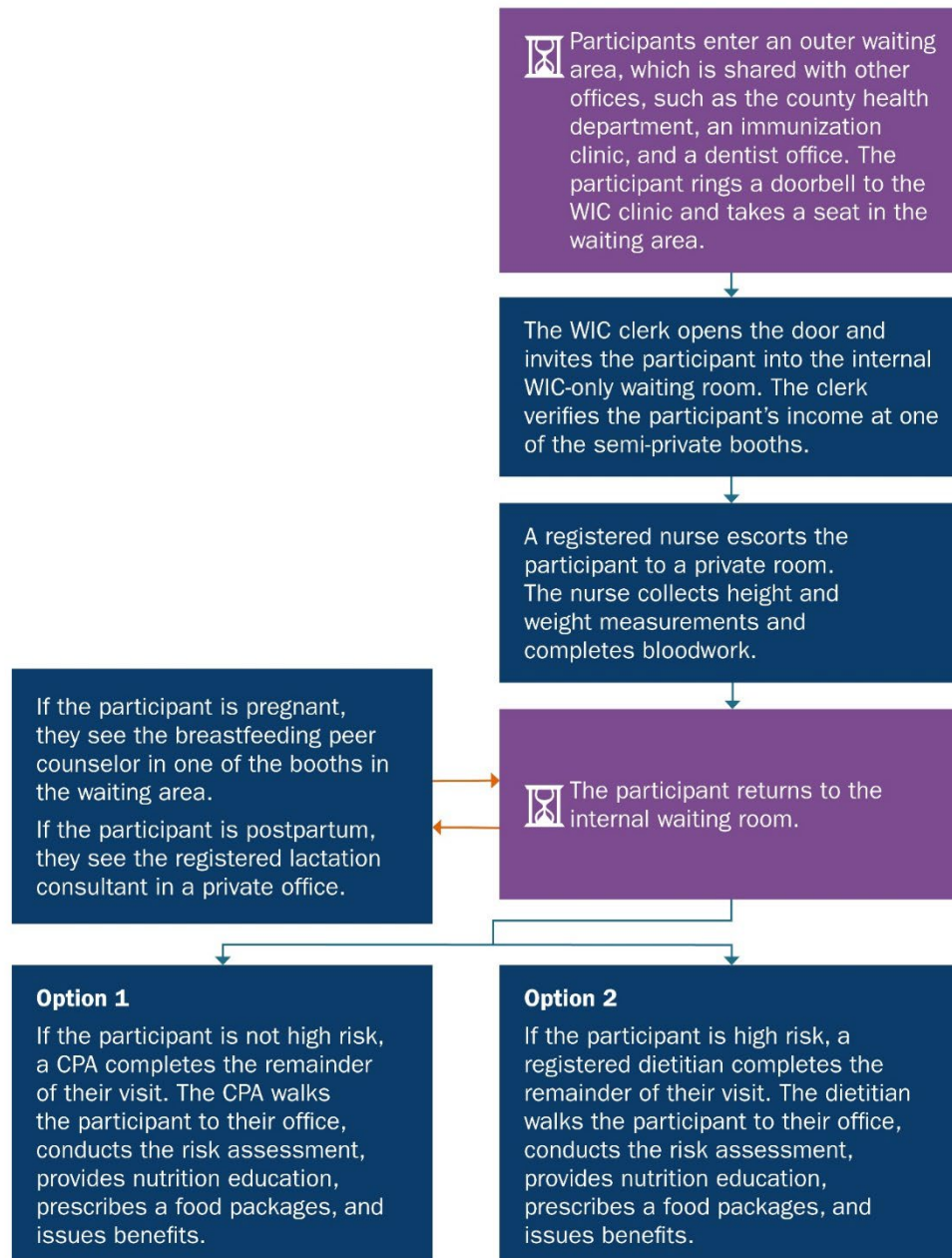
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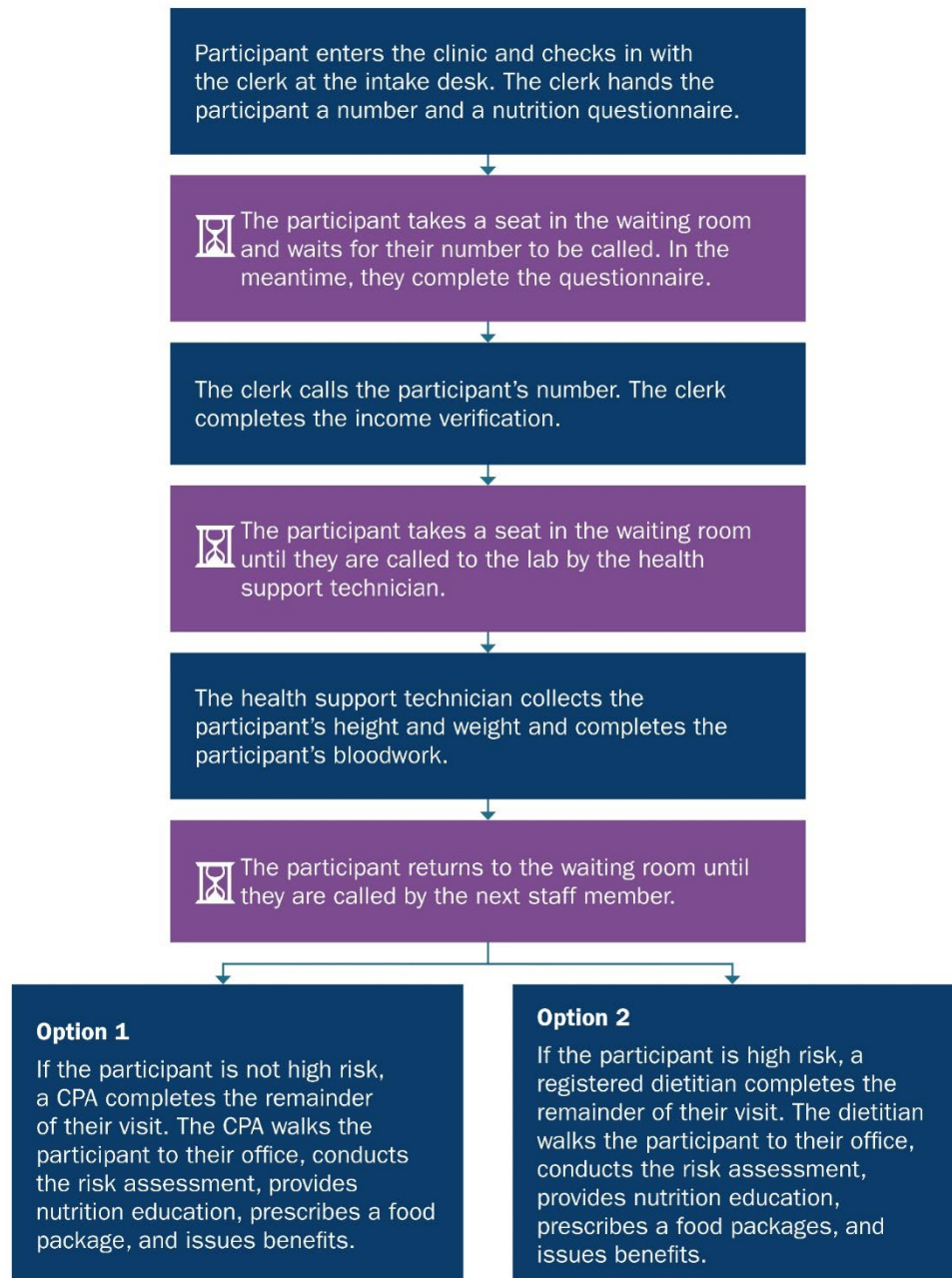
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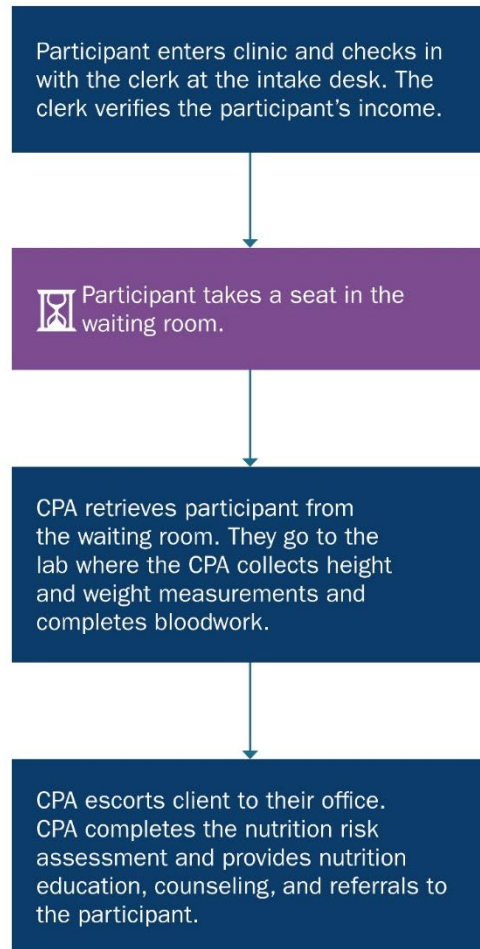
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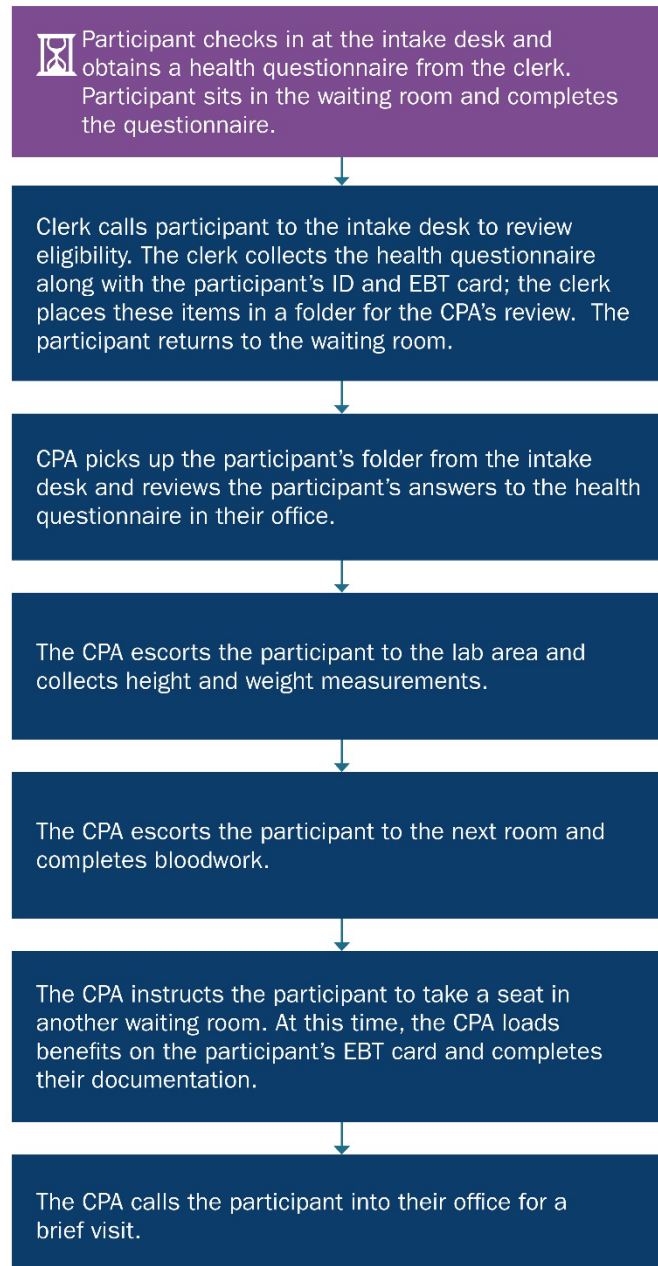
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Clinic Flow | **Chart 17**



Clinic Flow | Chart 18



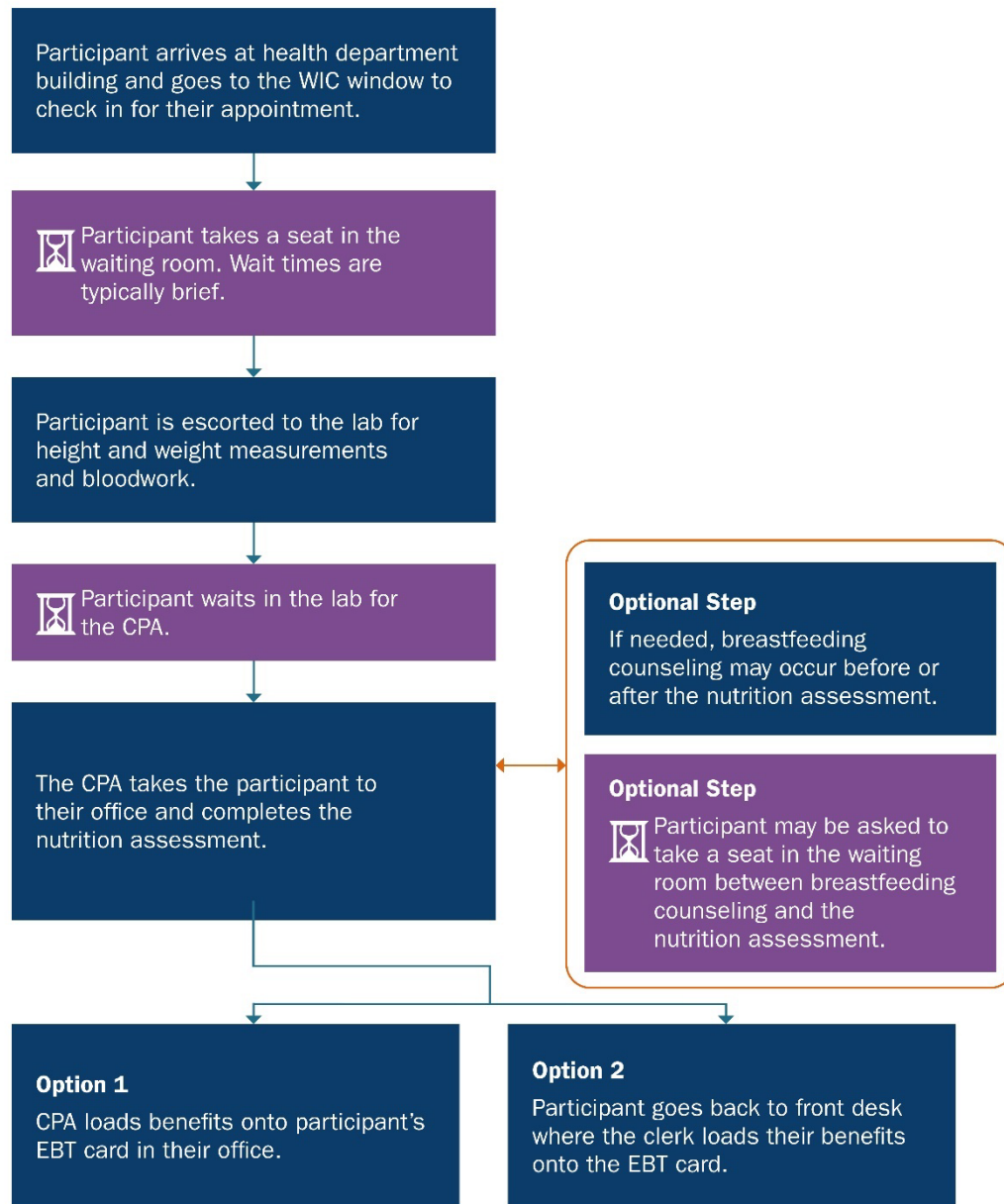
Clinic Flow | Chart 19

Participant enters the county health department building and checks in at the front desk. The clerk messages the CPA that the participant has arrived.

 The participant takes a seat in the waiting room, which is used for WIC as well as other county health services. The waiting room is small, with 4 chairs, a table for literature, and one children's toy. Participants typically wait for less than 5 minutes.

The CPA enters the waiting room and escorts the participant back to their office. The CPA collects anthropometric measurements, completes the nutrition risk assessment, prescribes a food package, issues benefits on an EBT card, and refers the participant to additional services.

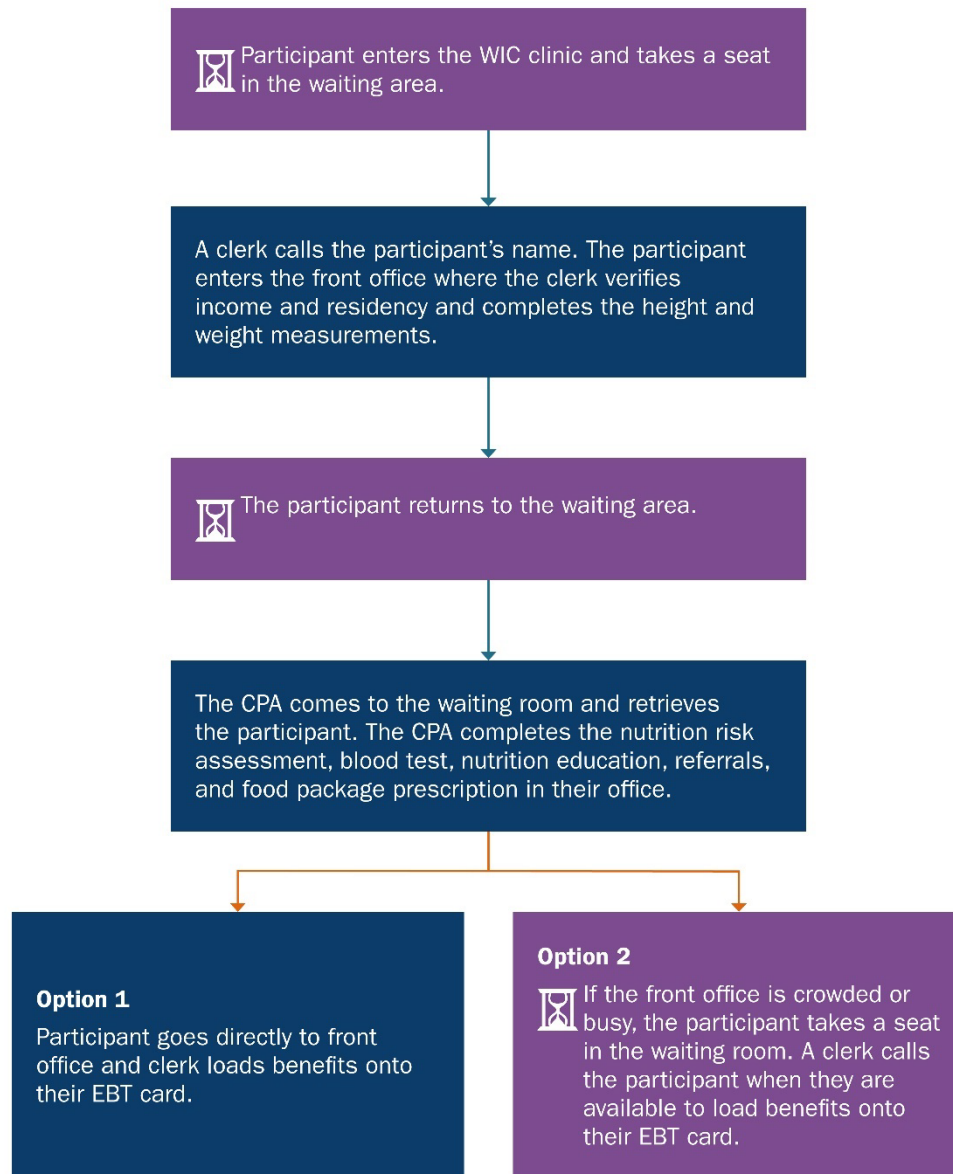
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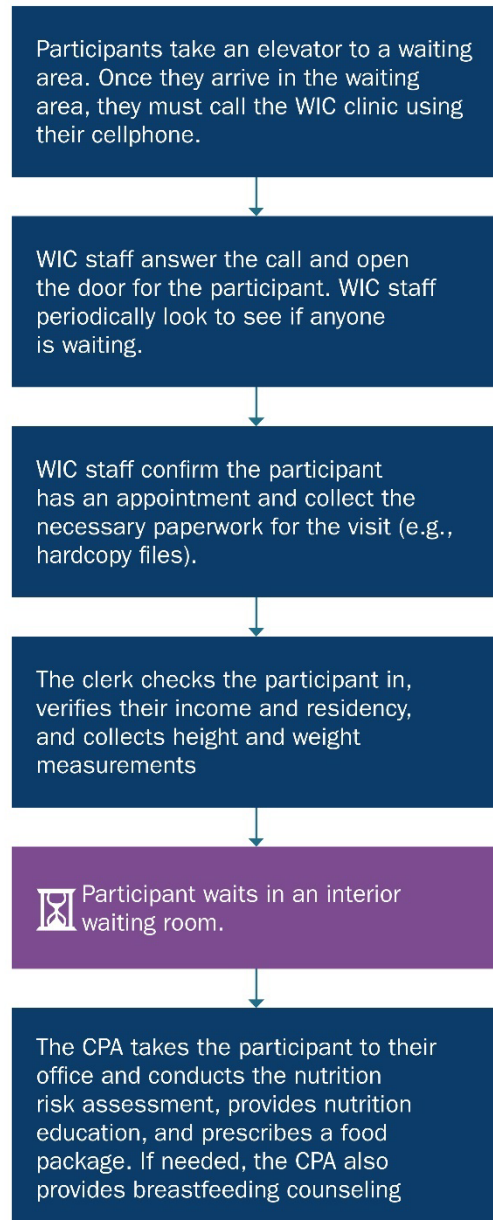
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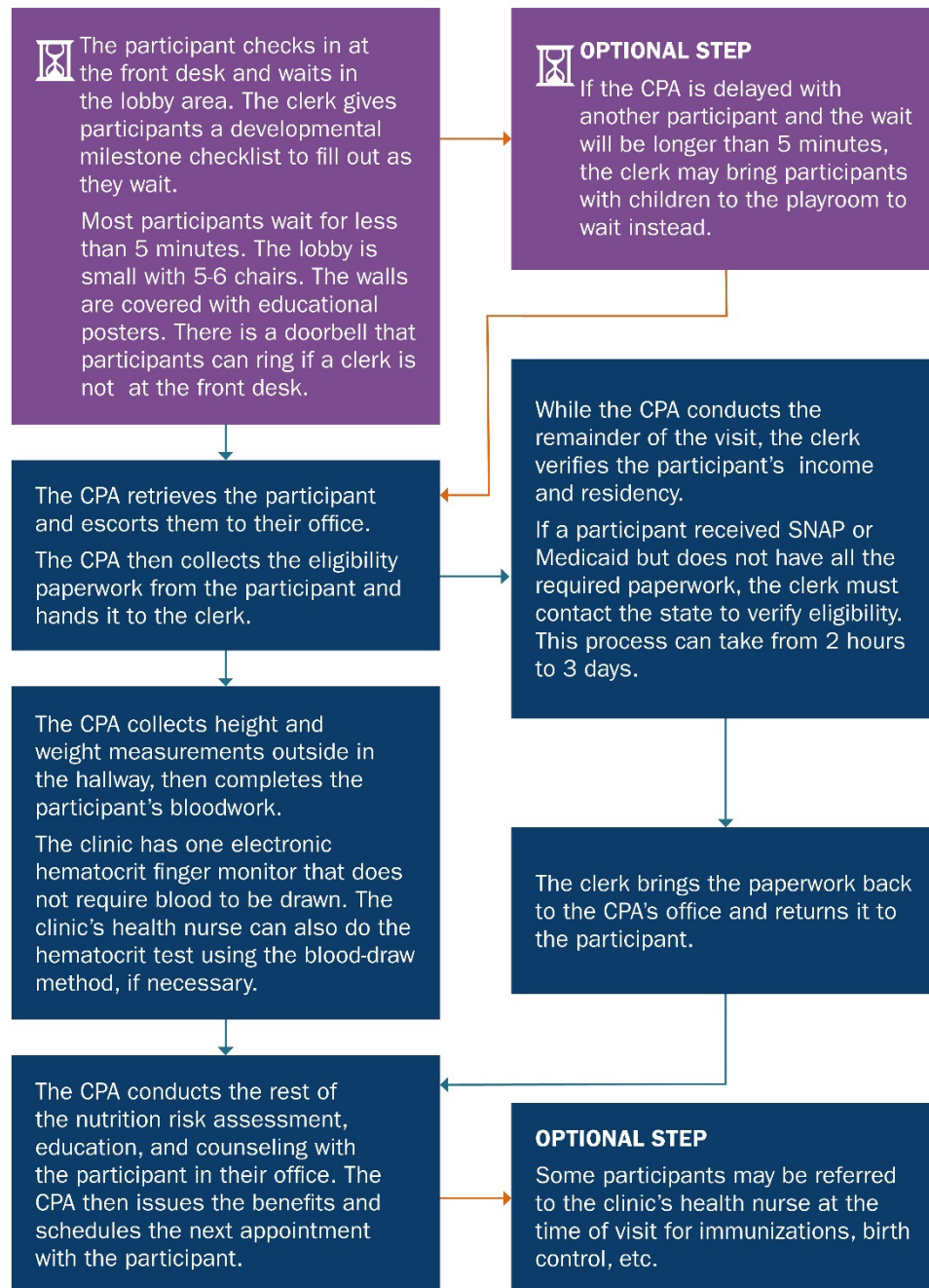
Clinic Flow | Chart 22



Clinic Flow | Chart 23



Clinic Flow | Chart 24



Clinic Flow | Chart 25

