

Appointment Schedules, Site Flow & Logistics for Food Package Implementation

Tulare County HHSA WIC



Clinic	Families	Participants	RDs	Staff
Dinuba	2,825	4,500	2.0	6.0
Farmersville	1,100	1,800	0.8	3.0
Lindsay	1,265	2,150	1.0	3.0
Porterville	4,160	6,800	2.0	9.0
Tulare	2,990	4,900	2.4	7.0
Visalia	3,640	5,850	2.0	9.0
Woodlake	760	1,150	0.2	2.0
Earlimart	1,100	1,775	0.6	3.0
Total	17,840	28,925		



Appointment Schedule Considerations:

- Due to differences in the clinic size and staffing levels, variations in appointment schedules will occur – no one way fits all clinic sites.
- Easier to increase class size and or appointment length in larger clinics.
- Grouping classes by category beneficial in larger clinics, but may not be effective in smaller clinics.
- Use Let's Go Shopping curriculum for all class contact types.



Appointment Schedule Considerations:

- Book lighter the first few days of October to give staff a chance to adjust to ISIS changes and participant education.
- Number of service days in month may influence adjustment of the NEP.
- Concentrate/maximize group classes in October due to more service days and no holidays. This will also make participants happier to have new packages sooner, and there will be fewer old packages for vendors to deal with.



NEP Adjustments for Food Package Implementation

April	SR						
May		SR					
June			SR				
July	GA			SR			
August		GA	GA↑		SR		
September	SR↑					SR	SR↑
October	GA	GA	GA	GA	GA↑	GA	GA
November		SR					
December			SR				
January				SR	SR↑	GA	GA
February							
March						SR	
April							SR



Logistic Considerations:

- Train staff on NEP adjustments beginning in May.
- Adopt policy to not convert old food packages to new food packages in all clinics. Notify participants of this.
- Develop a WIF tag to alert participants of increased appointment time, not to send proxies or alternates during Oct – Dec, and no exchange of old food package prior to their scheduled appointment – do not just rely on verbal notification. Begin use in July.
- Use September 29 and 30 for final staff training, review of changes, clinic stocking and other preparation, and “Celebrate WIC History in the Making!”





For questions, please contact:
Peggy Redfern, WIC Program Director
County of Tulare HHSA WIC Program
559-685-2519
predfern@tularehhsa.org

