A Message from Our Director

wichealth Partners,

As we all know, COVID-19 has provided many challenges in all of our lives. As WIC agencies are strained with providing clients with needed services, we are thankful wichealth.org is in a position to help. We have taken a number of steps to do all we can during COVID-19.

At the start of the crisis, we reached out to non-partner states, especially those that currently do not subscribe to any online education service, and offered them the use of wichealth.org as a means for helping them care for their clients. Pennsylvania, New Mexico, and the U.S. Virgin Islands took us up on this offer and are either already using or getting ready to employ wichealth.org throughout their agencies.

We created a series of four COVID-19 resources compiling CDC and other state and national guidelines that are relevant for WIC clients. Many of our states have chosen to add these resources to their wichealth.org home page for easy client access.

We worked directly with California in helping them put a series of waiting room welcome and enrollment videos into a lesson for new clients.

Finally, we have boosted our support site monitoring to be aware of any COVID-related comments or issues. We feel fortunate to be
partners with such an essential supplemental feeding program and recognize the responsibility we have for all of our clients.

Healthy regards,

Bob

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**Nutrition Education: Our Focus**

At wichealth, we provide online nutrition education that is client-centered, stage-based, and steeped in theory. Whether we are developing new features, creating new lessons, or ensuring your clients are able to successfully log in to wichealth.org, we are constantly and consistently focused on providing the best nutrition education available. In this newsletter, you will find updates on the heart of our nutrition education, our lessons.

Before you continue, check out wichealth Academy where you will find *Nutrition Education - The Heart of wichealth.org*. This resource consists of two training modules to help you better understand how lessons are developed and include our key features:

- *Lessons in the Making*
- *Our Key Ingredients*

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**Lessons: What's New**

We recently completed a basic update to 19 lessons!
These “basic” updates included dialogue changes, redirection of two pathways, and revised resource offerings.

The updated lessons are listed below:

1. *A Recipe for a Healthy Pregnancy*
2. *Baby’s First Cup*
3. *Choose MyPlate to Build a Healthier Family*
4. *Farm to Family: Keeping Food Safe*
5. *Food Safety for Moms-to-Be Stage Of Change*
6. *Fun and Healthy Drinks for Kids*
7. *Get Into Shape After Your Baby Arrives*
8. *Happy, Healthy, Active Children*
9. *Help Your Child Make Good Eating Choices*
10. *Keep Your Family Safe From E. Coli*
11. *Make Meals and Snacks Simple*
12. *Make Mealtime a Family Time*
13. *Making Healthy Meals*
14. *Meatless Meals for Busy Families*
15. *Preparing for a Healthy Pregnancy*
16. *Secrets for Feeding Picky Eaters*
17. *Starting Your Infant on Solid Foods*
18. *Trust Your Child to Eat Enough*
19. *Two Minutes Twice a Day for a Healthy Smile*

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**Lessons: What's Next**

The states in the Midwest Region applied for (and were granted!)
Operational Adjustment Funds from the USDA-WIC Program to completely redo six lessons focusing on Infant and Child Feeding.

This means the following lessons will be rewritten and redesigned with new algorithms, new resources, and new action plans. All six lessons will be developed in English and Spanish by our team of writers and registered dieticians. Additionally, they will be thoroughly reviewed by our state partners who are also registered dieticians. We will be adding new custom photography to the lessons once it is safe to conduct in-home photoshoots. These images will be available to our state partners after the completion of the lessons as well!

**Infant Feeding Lessons:**

*Baby's First Cup*

*Starting Your Infant on Solid Foods*

*Offer Your Baby New Foods as He Grows*

**Child Feeding Lessons:**

*Make Mealtime a Family Time*

*Help Your Child Make Good Eating Choices*

*Secrets for Feeding Picky Eaters*

You can expect to see the new and improved lessons by the end of the year!

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**Most Popular Lesson in April:**

*Secrets to Feeding Picky Eaters*

This lesson is consistently in the top five of lesson completions month after month and year after year. Why? If you have children,
you have a story of at least one of your children going through a phase of refusing to eat something.

Therefore, this is a topic to which all parents can relate. Parents want their children to be healthy eaters. And, this lesson gives them great tips to help them get through the phase without allowing it to turn into a bad habit.

“These are really good solutions. I like the one that says your children will not starve if you offer nutritious foods because they will learn to feel hunger and eat.”

~Amie from California

“This is very helpful. I’m going to stick to our meals and not allow her to push away her plate for me to then grab her something else to eat.”

~ Katie from Florida

“I didn’t realize that emotional attachment being created by this and wonder if that’s a major cause of weight problems. Who would have thought something as harmless as cookie rewards could have such long-lasting negative effects on our children?”

~Josh from Vermont

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**Don't Underestimate the Power Of Making a Meal Plan**
Making a Meal Plan was released in November 2019, and to date we have little over half of our states offering it to their participants. To date, almost 4,000 WIC clients have completed the lesson.

The main objective of this lesson is to encourage clients to always grocery shop with a list. The lesson provides tips for planning list based meals with ingredients you have on hand, family favorites, and what is on sale or in season.

Explore *Making a Meal Plan* which can be found in the Meal Planning category. It is the perfect lesson for anyone for handy tips to make meal planning and shopping just a little bit easier.

Below are a few resources that can be found in *Making a Meal Plan*. Click the title to see the full resource and be sure to check out the comments for additional ideas from WIC parents!

**Secret Single Ingredient**

“I do this often - use one item to make a few days worth of meals so that leftovers don’t go to waste. Starting with an Italian herb profile in a tomato sauce, like oregano, means that extra sauce can become the base of a bean chili and go in a more Tex-mex direction the next night!”

~Kira from South Dakota

**Good Questions for Kids**

“I loved this article! My son is three and I would ask vague questions about lunch or dinner and get no answer. I asked him..."
just now pb&j or ham and cheese with apples and I got an answer!
Much easier. :)"
~Gina from Indiana

Certificate of Completion:
Starting the Conversation

The Certificate of Completion does not have to be the end of nutrition education. In fact, it is a great place to start a followup conversation with your clients.

At the end of every lesson, clients are asked:

"What's one thing you can start or keep doing based on what you learned today."

The answer to this question then becomes the client's Action Statement. It can be found on the Certificate of Completion. The next time you meet with a client, whether it be by phone or in-person, use the Action Statement to start the conversation. Ask your client about
her progress or challenges. or ask if she has additional questions about the lesson she took.

which health does not have to be the end. It is only the beginning, opening doors to learning, communication, and relationships.

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**Health eKitchen**

**Featured Recipes**

As life with Covid-19 continues to challenge each of us, nutritious, budget and pantry-friendly meals have never been more important. Keeping this in mind, we have chosen to make simple, delicious bean and rice recipes the focus of this month's *Featured Recipes*. Try one today!

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**Welcome to Health eKitchen**

**Featured Recipes**

- **Bulgur Chickpea Salad**
  This salad is high in fiber and free of dairy, nuts, and added sugars.
  - Calories: 67
  - Time: 30 mins

- **Spicy Bean Burgers**
  Chili powder and onion add a lot of flavor to these easy bean patties.
  - Calories: 189
  - Time: 25 mins

- **Rice and Tuna Casserole**
  Need a creative way to use leftover rice? Try this delicious casserole!
  - Calories: 201
  - Time: 40 mins

- **Microwave Mushroom Risotto**
  This creamy rice dish is full of fiber and requires minimal prep time.
  - Calories: 186
  - Time: 40 mins

- **Thai Style Curry**
  This meal will serve a large group and is packed with protein and veggies.
  - Calories: 82
  - Time: 40 mins

- **Masala Spiced Chickpeas**
  This plant-based dish is full of vegetables, protein, and fiber.
  - Calories: 92
  - Time: 25 mins

- **Breakfast Beans Over Toast**
  A protein-rich breakfast that is dairy, sugar, and nut-free. Yum!
  - Calories: 62
  - Time: 25 mins

- **Pasta and Bean Soup**
  Full of antioxidants, this delicious soup makes great comfort food.
  - Calories: 15
  - Time: 25 mins

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**Save the Date**

Our next Steering Committee is scheduled for Tuesday, June 2, 2020 at 1:30 ET.
HELP DESK STATISTICS

FIRST REPLY TIME
April
2.98
March
2.63

SATISFACTION RATING
During the month of April, our help desk had a 93% satisfaction rating as compared to 98% in March.

Our Helpdesk tracks the satisfaction of both WIC staff and clients after using our service.

"I was surprised at how fast the problem was resolved. Very happy with the support I received." - California

"Thank you for not only helping with my issue but doing so in a very timely manner!!" - Tennessee