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# Presentation- Chani Knight Montana Pediatrics



# State Office Updates

## Funding:

- Continued resolution through March 14th
- We are hearing to be prepared for a shut down
- After review, MT is fine with funding through May
- Please do not issue benefits past May for right now

## Expenditures:

- There is a new template for FY25. We must receive all tabs of the expenditure report.
- Time study information must be provided
- Expenditures due by the 28<sup>th</sup> of the month following the month for which the report is submitted, unless the department agrees there is good cause for the delay and provides written approval. Department has no obligation to reimburse the contract for expenditure reports submitted beyond the above submittal deadline

## Staffing:

- **Outreach and QI Coordinator**
  - Welcome Kyra Clayton
  - Started Monday 2.24.25
- **Assistant WIC Director/Nutrition Coordinator**
  - Welcome Back Aimee Duncan
  - Started Monday 3.3.25
- **Vendor Coordinator**
  - Welcome Bailey Menager
  - Starts Monday 3.10.25
- Update org chart will be put on the website

## SO Projects

- WIC eFMNP
- WIC App
- EBT Processor
- RFP's
- ME's x2 (March and June)
- Data matching and outreach Medicaid, SNAP, TANF coming.
- Customer service survey is coming out in April, check newsletter for link and details.

## Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

1625 11<sup>th</sup> Ave., USF&G Building (Basement), PO Box 4210, Helena, MT 59620-4210  
Toll Free: (800) 433-4298 Direct: (406) 444-5533 Fax: (406) 444-0239 Email: [montanawicprogram@mt.gov](mailto:montanawicprogram@mt.gov)

### Early Childhood & Family Support Division (ECFSD)

Tracy Moseman, Administrator  
Ph: 444-6676 Email: [Tracy.moseman@mt.gov](mailto:Tracy.moseman@mt.gov)

### Family & Community Health Bureau (FCHB)

Jacqueline Isaly, Bureau Chief  
Ph: 444-4743 Email: [jacqueline.isaly@mt.gov](mailto:jacqueline.isaly@mt.gov)

### WIC Program

WIC State Director/Section Supervisor: Lacy Little, MPH, RD, CLC  
Ph: 444-5923 Email: [Lalittle@mt.gov](mailto:Lalittle@mt.gov)

**Aimee Duncan MPH, RD, CLC** – Assistant WIC Director- Nutrition Coordinator  
Ph: 444-0909 Email: [Aimee.Duncan@mt.gov](mailto:Aimee.Duncan@mt.gov)

Primary Responsibilities:  
Nutrition policy updates; nutrition education resources & training; new employee approvals; continuing education approval; monitoring; special formula order approval; SPIRIT User Group (CCWG); Nutrition Risk Codes/High Risk Criteria; food package review; Approved Product List (APL) updates; inventory control.

**Nicole Bulik CLC**– Public Health Nutritionist/Breastfeeding Coordinator  
Ph: 439-5592 Email: [Nicole.Bulik@mt.gov](mailto:Nicole.Bulik@mt.gov)

Primary Responsibilities:  
Breastfeeding promotion; breast pump policies and guidance; Breastfeeding Peer Counselor Program oversight; local agency monitoring; technical assistance related to any breastfeeding, nutrition and/or clinic services.

**Lori Reed** – Public Health Nutritionist & Vendor Coordinator  
Ph: 444-2740 Email: [Lori.Reed@mt.gov](mailto:Lori.Reed@mt.gov)

Primary Responsibilities:  
Local agency monitoring; technical assistance for clinic services; policy updates and implementation; program integrity and outreach activities; formula orders; supplies ordering/inventory.

**Kevin Moore, MS**– Vendor/PS Lead  
Ph: 444-5530 Email: [KMoore@mt.gov](mailto:KMoore@mt.gov)

Primary Responsibilities:  
Vendor coordinator (outreach, training, technical assistance); retailer newsletter; peer group review and updates; retailer/LARC materials and training; policy updates and implementation; eWIC transaction research and resolution; program complaints & fraud detection.

**Bailey Menager** – Vendor & Farm Direct Coordinator  
Ph: 444-2840 Email: [Bailey.Menager@mt.gov](mailto:Bailey.Menager@mt.gov)

Primary Responsibilities:  
Farmers Market Coordinator; retailer contract management; policy updates and implementation; retail compliance investigations; retailer stocking requirements; retailer complaints; FDP reporting.

**Kyra Clayton BA, MA** – Outreach & Quality Improvement Coordinator  
Ph: 444-4747 Email: [Kyra.Clayton@mt.gov](mailto:Kyra.Clayton@mt.gov)

Primary Responsibilities:  
Outreach; project management; quality improvement; collaboration & coordination with partners; website updates; newsletters; other communications.

### Business/Operations Support (BSO)

Supervisor: Chris Delvaux, Bureau Chief  
Ph: 444-4746 Email: [chris.delvaux@mt.gov](mailto:chris.delvaux@mt.gov)

**Andrew McKeever** – IT Systems Lead  
Ph: 444-2739 Email: [Andrew.McKeever@mt.gov](mailto:Andrew.McKeever@mt.gov)  
Helpdesk: (800) 433-4298 x 1 [wichelp@mt.gov](mailto:wichelp@mt.gov)

Responsibilities:  
SPIRIT system management; database management; data queries; helpdesk and testing oversight/back up; SPIRIT User Group member (ESC, STAC)

**Chelsea Giguere** – QA Analyst  
Ph: 444-7015 Email: [Chelsea.Giguere2@mt.gov](mailto:Chelsea.Giguere2@mt.gov)  
Helpdesk: (800) 433-4298 x 1 [wichelp@mt.gov](mailto:wichelp@mt.gov)

Responsibilities:  
Primary Tester for SPIRIT and S3; help desk; Intake EBT/APL issues; receive and process access requests

**Vacant** – QA Analyst  
Ph: Email:  
Helpdesk: (800) 433-4298 x 1 [wichelp@mt.gov](mailto:wichelp@mt.gov)

Responsibilities:  
Tester for SPIRIT and S3; help desk; Intake EBT/APL issues; receive and process access requests



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# eFMNP Update

- Healthy Together Software
  - App to app transactions
  - Families will be encouraged to use app but cards available if they do not have a smart phone
- Recently office hours for farmers and locals
- Training for locals April 2<sup>nd</sup> and 8<sup>th</sup>
- Roll out aim:
  - May 23<sup>rd</sup> - small pilot Missoula
  - May 26<sup>th</sup> - full pilot Missoula
  - 1<sup>st</sup> week of June- full FMNP Agency roll out



# WIC App- Healthy Together

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- Healthy Together Software
  - This is a platform that will transform WIC services
    - Participants
      - Screening tool- NAVA tool from NAP project
      - Online scheduling
      - Secure document uploading
      - Signatures for forms
      - Messaging
      - Online education – WICSmart
      - EBT Card activities
    - Local Agency Staff- Admin portal
      - Portal to see all screens that are submitted
      - Requesting materials- documents, signatures, appointments, proofs, etc.
      - Messaging
      - Appointment reminders
    - Vendor
      - Online applications
      - Monitoring
    - State office
      - Will manage backend access
      - Reporting

# Nutrition Services-Linking Charts

- Having 2 infants linked to mom, even if one is toggled as “not enrolled in WIC” creates a wrong food package.
- Example, 2 infants linked, one toggled as being enrolled in WIC and one not and both infants are fully Bfing. Mom will get a fully Bfing multiples food package.
- Please delete the infant that is linked that is not an actual WIC participant.

Infants Born from This Pregnancy							
<b>Infant Enrolled in WIC</b> <input type="checkbox"/>	<b>State WIC ID</b>	<b>Infant Status</b> Live at Postpartum Visit	<b>Gender</b> Female	<b>Birth Length</b> 20 Inches 4 Eighths	<b>Birth Weight</b> 6 Lbs 14 Ozs		
<b>Ever Breastfed</b> Yes	<b>Breastfeeding Now</b> <input type="checkbox"/>	<b>Breastfeeding Amount</b> Fully Breastfeeding	<b>Breastfeeding End Date</b>	<b>Age at Introduction of Formula</b>	<b>Infant in Foster Care</b> <input type="checkbox"/>		
						<a href="#">Add</a>	<a href="#">Edit</a>
						<a href="#">Delete</a>	<a href="#">View</a>
<b>Infant Enrolled in WIC</b> <input type="checkbox"/>	<b>State WIC ID</b> <del>XXXXXXXXXX</del>	<b>Infant Status</b> Live at Postpartum Visit	<b>Gender</b> Female	<b>Birth Length</b> 20 Inches 4 Eighths	<b>Birth Weight</b> 6 Lbs 14 Ozs		
<b>Ever Breastfed</b> Yes	<b>Breastfeeding Now</b> <input type="checkbox"/>	<b>Breastfeeding Amount</b> Fully Breastfeeding	<b>Breastfeeding End Date</b>	<b>Age at Introduction of Formula</b>	<b>Infant in Foster Care</b> <input type="checkbox"/>		

# Formula RX/Food Package Reminders

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- Formula RX
  - CPAs are allowed to approve formula RXs
  - If states “defer to RD for supplemental foods,” then an RD does need to approve the supplemental foods
  - Pediasure can’t be issued for a diagnosis of milk allergy. Pediasure is a milk based supplemental formula.
- Food Package
  - When benefits are issued after the 1<sup>st</sup> of the month, staff need to determine if a prorated package should occur.
  - $\frac{3}{4}$  packages occur when there are 16-23 days left in the month
  - $\frac{1}{2}$  packages occur when there are 15-8 days left in the month
  - $\frac{1}{4}$  packages occur when there are 7 or less days in the month





# Food Rule Reminders

- **Resources in eLearn**
- Tailoring
  - 6mo CVB documentation
    - \$11 + 64 oz OR \$22
- If adding CVB for juice, please be sure to remove the juice



## Tailoring Documentation:

- When exchanging jarred fruits and vegetables for the infant CVB in January, documentation needs to show that an assessment has been done indicating that intro to solid foods is appropriate. Education must be provided, and documented, on developmental readiness, safe food preparation, storage techniques, and feeding practices including appropriate textures.

# Zero Income Form vs. Affidavit Form

## Zero Income Form

- Declaring Zero Income
  - Examples:
    - No financial support
    - Has no income or savings
    - Living off loans
- Scan into all applicable folders
- Verbal acceptance during remote appts is permitted with documentation
- Must be referred to assistance programs
- Can issue up to 3 months of benefits
  - Must follow-up at every appointment.

## Affidavit

- Has income but no proof
  - Examples:
    - Cash Income
    - Living off savings
    - Someone else paying bills
- Scan into all applicable folders
- Verbal acceptance during remote appts is permitted with documentation
- Can issue benefits normally
  - Best practice is to follow-up every appt, but up to participant to report changes

# IT Updates

- Continue to check the 2025 Food Package Changes Tableau report
  - <https://dataportal.mt.gov/#/site/HHSWIC/workbooks/4787/views>
- Please notify [WICHelp@mt.gov](mailto:WICHelp@mt.gov) if you are unable to access SharePoint.





# Vendor Updates

- New staff – Meet Bailey
- New contact information for vendor inquiries ([wicvendor@mt.gov](mailto:wicvendor@mt.gov))
- USDA FNS Audit
  - Reviewing all policies and procedures
  - Reducing paperwork & manual admin processes
  - Clarifying selection criteria
  - New participant access determination criteria
  - Reviewing peer group structure & high-risk criteria
- Managing new store contracts
- Monitoring and mitigating max price fluctuations to better reflect shelf prices

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## Conferences, Meetings, Trainings

- WWG
  - April 10-11th, Helena, St. Peters Hospital
- NWA Annual Education and Training Conference
  - April 22-25, 2025, Las Vegas, Nevada
- Breastfeeding Learning Collaborative
  - May 19-20, 2025, Fairmont
- NWA Technology Conference
  - September 3-5, 2025 Minneapolis MN



# Questions

