



TEXAS
Health and Human
Services



Memorandum

#23-081

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: December 20, 2023

SUBJECT: Upcoming Changes to Texas WIC Individual Counseling Framework

The State Agency is working on revisions to the individual nutrition counseling framework, as outlined in Policy NE:1.0. In the coming calendar year, we will introduce the revised framework, make policy updates, and begin training. Monitoring of the new policies will not occur until at least calendar year 2025.

During this transition time, the state agency is setting performance expectations of nutrition counseling to ensure demonstration of at least 60% of the current framework. Effective FY2024, and until further notice, observational monitoring will reflect this change. Staff will be assessed on the following:

1. Did staff demonstrate at least 3 of the following skills:
 - a. attempt to establish rapport;
 - b. attempt to identify and explore parents' concerns using active listening skills and open-ended questions;
 - c. summarize the conversation, if appropriate;
 - d. attempt to assist participant in setting a goal, if appropriate;
 - e. provide relevant referrals as needed.
2. Was the nutrition education provided evidence-based?
3. Was information regarding VENA (Family Nutrition Topic) accurately enter in the MIS?

For questions, please contact Andrea Urquidez, NECS Project Manager at andrea.urquidez@hhs.texas.gov, or Nicole Notarianni, Quality Assurance Manager at nicole.notarianni@hhs.texas.gov.