

COVID19 Webinar Notes - 3/26/20

These notes capture what was shared on this webinar. Information is changing quickly. We'll share updated information during the webinars and in future webinar's notes as it becomes available.

Question	Answer	State Staff Follow-up
WIC is an essential service		
No questions		
Staff working from home		
No questions		
Technologies for providing remote services		
I'm concerned with providing WIC services to participants in a grocery store so they can use the store's free Wi-Fi.	We're exploring different options for where participants could use free Wi-Fi, if they don't have internet at home. One suggestion is to use a grocery store's free Wi-Fi with the participant sitting in the car outside the store. Another idea is to use Starbuck's free internet. We know communities will have different options available and you'll know better what your community has to offer.	
Has doxi.me been considered or assessed as a platform to use for video chats?	DOH has looked at a number of platforms and has determined that GoToMeeting is the best option. It's a state approved platform.	We will be providing more guidance on using Go To Meeting.
Some of the local internet providers are offering free internet to low income families because of school closures.	Thank you for sharing this information.	
Charter is offering free internet to families with children in the Sunnyside area.	Thank you for sharing this information.	
Is it possible to offer a link in the WIC shopper App?	Meeting invites will need to be sent by email. We will not be using the WIC Shopper App for scheduling and sending GoToMeeting appointments.	
What about the participants that don't have email addresses?	We do understand that using Go To Meeting may not work in all situations. We're working to provide	

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	different options for you and your WIC families. The URL can be typed into a browser if needed. If there is an agency cell phone a GoToMeeting invite can be texted.	
We would really like internet options to be accessed from home for safety reasons.	We will keep looking for options; if you hear of free internet services, let us know.	
Participants have expressed positive feedback about the phone calls. Are phone calls still allowed?	Yes, using the phone to provide remote services works too.	
Local agency survey		
Can the PC laptops be used?	We want the PC services to continue. If you are considering using PC <i>laptops</i> , contact your Peer Counseling Contact at WICBFPC@DOH.WA.GOV .	
Do you still want agencies to use the LPC email to inform you about clinic changes or closures?	If there's something that happens quickly, use the LPC email, wiclpc@doh.wa.gov . If it's not an immediate change, you can share changes when you complete the weekly survey.	
Will the state provide laptops to staff that don't have agency laptops?	We are exploring this option. We need to see a local agency policy and directive that staff need to work from home. We can't tell you to work from home. If you're told you must work from home, please contact us so we can help you continue to provide services. You must have internet access at home and our preference is for staff to use laptops.	
Can any laptop be used or do the laptops need special software?	You can't use a personal laptop. You must use an agency laptop and yes, the laptops need special software for security reasons. Our plan is to send a memo about working remotely, what to consider and we'll share the required specifications.	
Do you plan to deal with clinic closings on a case by case basis or is there a plan in place?	We will be meeting next to start planning for this scenario. We have several options that we are exploring. Our preference is to provide all services from the Local Agency.	

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	We won't be penalizing agencies for reduced caseload due to the outbreak. Email us at wiclpc@doh.wa.gov, as soon as possible if your agency is closing.	
Is there any chance to have dedicated phones to take home?	Unfortunately not DOH phones.	
Did DOH consider Skype?	Yes, we did explore Skype. It isn't an option for us to use due to DOH's rules and licensing constraints.	
Can we load software like Shore Tel that allows staff to use the computer to handle phone calls?	It depends. We'll need to consider this on a case by case basis. Email your questions about different apps or software to wiclpc@doh.wa.gov .	
Is the staff home internet bill an allowable cost if they are providing services from home?	We think it is an allowable cost; but the service can only be used for WIC purposes.	We need to explore this further.
Do you have to have a telephone line for GTM?	No. All you or participants need is an internet connection. You can also run a GTM using your cellular service, though video may not work as well.	
Can we use our agency's GTM license?	Yes, you can.	
For folks that don't have internet, can they use the MiFi route that the state gave us?	Yes this may be a possibility. We want to work with you to determine the best option for your situation. Please email these questions to us at wiclpc@doh.wa.gov .	
Expanding the WIC food list		
When will the new foods be available for purchase?	We're hoping to get an updated Approved Product List to give to the retailers and post to the web by April 1st. We're also working on lists of the new foods, including translations. We hope to make these available and post them to the web by April 15 th . It depends on the availability of DOH webmasters,	

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	<p>many of whom are working on the COVID-19 response team. We'll provide an update at the next webinar.</p> <p>We strongly encourage you to continue to promote the WIC Shopper App. It will have the most up-to-date list and will help WIC families choose the correct WIC foods.</p>	
<p>Are the food changes long term or just during the outbreak?</p>	<p>We're discussing this and want to do what we can to increase choice. We have quite a bit of food dollars right now so we think we might be able. Any changes we make that require federal waivers, such as remove the requirement for low fat milk for children and women or having fewer than 50% of our breakfast cereals be whole grain are temporary. These changes would end when USDA no longer approves the waivers. Our current waivers are through May 30th.</p>	
<p>Are there options for other types of milk, such as almond or other non-dairy milk?</p>	<p>We aren't considering these milks at this time. These types of milk require a waiver and would be for a limited time only.</p> <p>We have to weigh the confusion for participants to be able to buy these foods for a limited time only.</p>	
<p>Are there other options for eggs, like liquid eggs?</p>	<p>We will take a look at this suggestion.</p>	
<p>Are there messages we should provide to participants about these new foods?</p>	<p>We'll help provide messaging for help you inform participants.</p>	
<p>When will stores get the updated list of foods?</p>	<p>Almost as soon as we add them. It happens very fast. Stores download the APL daily. This will happen faster than we can get communication out.</p>	

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Will the new foods be in the ShopperApp?	Yes.	
Can you send the food slides out after the webinar?		We'll send today's PowerPoint to you.
Questions and answers		
Complaints about formula shortages – announcement from Paul Throne.	If you are getting complaints about formula shortages, please share with us using the wiclpc@doh.wa.gov email. Get as many details as possible. What was the store, what was the product, was it limited, or completely out, what day and time, etc. Please contact us versus calling other organizations.	
Staff are concerned about receiving returned formula to clinic. What do staff do if the participant needs a different formula?	<p>If the participant needs a different formula, you can replace it, following current procedures for documenting and replacing formula. The change is that staff will instruct participants to throw the formula away. We don't want participants bringing cans of formula back to the clinic.</p> <p>If the caregiver asks if she can give to a friend, let her know that she can't give WIC formula to others or sell the formula.</p>	
We received questions asking if staff can clean the cans of unopened formula with disinfectant wipes and then accept formula.	Staff also can't clean or disinfectant the formula cans. There's still a concern about safety of formula. The participants needs to throw it away.	
Announcement about the R&R in the Shopping App -	<p>When you select the R&R banner, you will see a message in English with a link to the English R&R form. Scroll down past the message to see other languages.</p> <p>I am working with App developer to improve visual format. Let us know if you have any questions.</p>	

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Are we recording the webinars?	No, we aren't. We will send webinar notes from the webinars. The notes can give you a quick summary of the webinar versus having to listen to the whole hour.	We'll consider recording future webinars.
Can we use Zoom or other platforms for participant access?	Zoom isn't a secure platform for the work we do. It's not an approved platform for Washington State agencies.	
Can we use GTM for staff meetings and what is the maximum number?	Yes, you can. The maximum depends on the license. We'll provide you with that information as we make GTM available to you.	
Could we get a list of other options besides GTM?	No, we were advised to limit the number of options we provide to you. That is why we're providing only GTM at this time. We also want to effectively support your staff and having many different platforms won't allow us to do this.	
Can GTM be used for an outbound call where participants can pick up the phone without having to log in and enter an access code?	GTM doesn't work like answering the phone. Participants will have to get an invitation to log in and enter in an access code. Staff may choose to offer remote services using a phone if GTM isn't an option for you.	
Does this supersede the guidance given earlier to check with our IT department on what platforms we can use to provide remote services?	Yes. At the time we said check with your agency's IT staff about what platforms to use because we didn't have information about what platforms were secure. We do now and we want you to use GTM. If your agency uses a different platform, email us at wiclpc@doh.wa.gov so we can determine the best options for you.	
We're starting to have people who are now unemployed call to see if they're eligible. How do we assess their income when they	Usually current income means income received in the past 30 days, but for unemployed persons current income refers to income available in the next 30 days.	

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have gotten (or will get) paychecks this month?		
Will the payments people receive as part of the Cares Act (Coronavirus Aid, Relief and Economic Security Act) count as income for WIC eligibility?	We don't know yet.	We will share when we hear from FNS if the payments count.
The new R & R doesn't say to report changes in income. For participants coming on to WIC due to job lay-offs, do we need to ask them to tell us when they return to work?	<p>Yes, we need to ask participants to tell us when there are changes in their income when they return to work.</p> <p>The following statement on the R & R is intended to address this requirement: "All of the information I give WIC is true. I will tell WIC staff right away if there are any changes."</p>	