

COVID19 Webinar Notes – 4/16/20

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
Welcome and announcements		
<p>Announcements</p> <ol style="list-style-type: none"> 1. Press Release and Facebook posts 2. BF Support during COVID-19 Q&A - Pump Update 3. Policy Updates 	<ol style="list-style-type: none"> 1. Press Release and Facebook posts Plan to send out a press release tomorrow (English and Spanish) along with the Facebook and Twitter posts. Please repost Facebook and Twitter posts on your agency sites. 2. Updated BF Support during COVID-19 Q&A Only updated the information about Options for the release form (pg. 3): <i>"In the participant signature line of the release form, staff will document the reason for remote issuance on the form."</i> <ul style="list-style-type: none"> • Review the release form with the participant. • Refer to the COVID-19 BF Q&A, Issuing Pumps. 3. Policy Updates <ul style="list-style-type: none"> • Remote Certification Policy - Updated policy reflects all currently approved waivers • Individual Authorization to Release WIC Information posted on these two web pages - <ul style="list-style-type: none"> • WIC Remote Services page, for participants • Cascades Forms & Materials page • The form is in English. We're getting it translated in Spanish. • Stimulus Payment Checks per CARES Act - Stimulus payments <u>don't</u> count as income for WIC. <p>Note: We're consolidating all current policies and procedures to 1 webpage. This may affect bookmarks and favorites on your computer.</p> 	<p>We'll notify you when the press release and Facebook/Twitter posts go out. (Sent 4/17/20)</p> <p>We'll let you know when all current policies and procedures are posted to one webpage.</p> <p>See updated COVID-19 BF Q&As attached to email with these notes.</p>
Update Approved Food List		

Question	Answer	State Staff Follow-up
<p>Adding foods to the Approved Food List</p>	<p>We are adding foods daily into the Cascades System. We are reviewing foods as the information comes in and on slide #7 listed new food items such as:</p> <ul style="list-style-type: none"> • Cheeses - increased variety, added 8 oz. packages, shredded, cheese sticks • Peanut butter - increased variety, organic • Soy beverage - Walmart's Great Value brand • Whole wheat pasta - increased variety • Yogurt - low fat flavored varieties <p>We continue to work on the list as we receive information from the participants, and they are sending us some great information, which we appreciate.</p> <ul style="list-style-type: none"> • The Approved Food List will only be posted weekly on the WIC web page due to DOH staff working on the COVID19 response. • Participants who have the WICShopper app can check for the foods on their app. They can scan the foods at the store to see if, by chance, the food item has been added to the list. <p>Refer to the APL handout in the webinar (dated April 14, 2020). We are sharing it with you during our webinar because the list isn't posted on the website. We want it to make sure you have a current list available to you.</p> <p>Foods that haven't been added yet, due food cost issues. We're still working on the following:</p> <ul style="list-style-type: none"> • Milk - Organic • Eggs - Cage-free and organic • Yogurt - Greek and organic 	
<p>New WIC Foods for More Choice</p>	<p>Thinking about our communication for our participants and staff, on our DOH WIC Website there is a webpage called Shopping with WIC.</p>	

Question	Answer	State Staff Follow-up
	<ul style="list-style-type: none"> • On the webpage under “Shop”, participants will see a communication on the foods we're adding and the newest food list. The newest foods list is dated 4.14.2020 and should be posted soon. • All information was translated into Spanish, and that information has been sent to the web coordinator. We hope the Spanish information will be available on Monday April 20, 2020. • Once available, you can find the Spanish webpages by selecting the Español button at the top of the page. 	
WICShopper App	<p>The three banners are up and running.</p> <ul style="list-style-type: none"> • New Food Banner • Banner Message • Other languages, a feature by clicking the preferred language it will change what's on the App to that selected language. • Under the WIC Allowable Foods button <ul style="list-style-type: none"> ○ You'll see two options English and Spanish foods list. ○ English is currently live. ○ When selecting the language, you'll see the COVID19 message. <ul style="list-style-type: none"> ▪ Select "All newly approved foods" button; tap twice. The food list will come up. ○ We sent the Spanish information to the developer and it will be available by Monday. <p>Suggestion: The banner was blue but is now orange. The participants are confused when the banner changes colors. Could we keep the banner the same color? Yes. The contractor changed the banner color without notifying us.</p>	We'll work with the contractor to help them know that changing the banner color adds confusion for participants.
Will the new foods you're adding stay on the program after the COVID-19 outbreak?	Yes, we're adding foods that are within the federal regulations and plan to keep them after the outbreak.	

Question	Answer	State Staff Follow-up
I had our local grocery store call me this morning stating that they do not know what the new foods are and are wondering when they will get the list so they can tag the groceries.	We will be sending out a notification about food changes and updates to the vendors. We'll also share the web links where they can see the new foods and update their systems.	We'll share the vendor communication with you once it's sent to vendors.
Farmers Market Nutrition Program		
2020 FMNP Season Update	<p>We have some updates to share:</p> <ul style="list-style-type: none"> • Farmer's Market (FM) is an essential service <ul style="list-style-type: none"> ○ FM is considered an essential service during the pandemic. Many markets are still open, and many will continue to stay open or reopen, following the social distancing guidelines. • Farmer Market Checks <ul style="list-style-type: none"> ○ We told you last week that checks would be mailed to participating local agencies around the middle of May. We found out yesterday that the bank and print shop will begin sending FM checks out today. ○ Checks should start to arrive at the agency as early as tomorrow or possibly early next week. FedEx will send them and they require a signature upon delivery. So if someone is not at the address where they're shipped, they will not be dropped or left. FedEx will need to reattempt the delivery. We ask you to keep the checks securely stored until closer to season. ○ Plan to have training for staff in mid-May. More information will follow when and what to expect. ○ We are requesting you to start asking participants if they are interested in receiving the benefits for this upcoming season. ○ We will be following up on the waiver submitted to FNS for mailing checks to participants. As we mentioned last week, checks can be mailed from your local agency to the participants or worst-case scenario if your agency is 	

Question	Answer	State Staff Follow-up
	closed, we could potentially send the checks from the state office.	
How can we fairly distribute checks? Normally we distribute as “first come first serve”	Let's post that question along with others so that we can address your questions and give you some ideas on how to handle this.	
If we're listed as the contact and are now working remotely from home, is it possible to change the contact to a staff who is still working onsite? Or can the checks be delivered to a home?	<p>The checks will be delivered to the contact at the address that was provided for where to ship them. If no one is at that location, the checks won't be delivered. If there's a change of address required, meaning if no one is at the agency to receive to them, that's the information we need right away at the state office. We can change the address for your delivery so that they can be shipped to the contact designated and correct address.</p> <p>No, the checks can't be mailed to a person's home.</p>	
Are checks being sent to each agency or each site?	This season, the checks will be sent to the agency locations only. The agency will then distribute the checks to each site that is participating.	
Can we get tracking numbers for the checks so we can estimate delivery?	Once the checks are sent, we will have access to the tracking numbers. We'll put a list together and send it to those requesting or to everyone.	We'll get the tracking numbers per agency and send this out.
With a FedEx package, can anyone sign for the package? It doesn't have to be the contact person, is that true?	Yes, anyone can sign for the FedEx delivery.	
<p>Our office is closed to the public, so we can't get packages at our agency. We aren't receiving mail or packages at the agency. How can we get the package?</p> <p>Who do I contact to make sure we have a correct location?</p>	<p>If your agency is closed to the public and you're not able to receive any mail or delivered packages, you'll need to let us know where you'd like your checks to be sent. We need this information right away.</p> <p>Send the address where you want your FM checks to be delivered to this email: FMNPTeam@DOH.WA.GOV.</p>	We will send Q&As from this webinar.

Question	Answer	State Staff Follow-up
We have a sign up for our delivery drivers to deliver to the clinic next door. Do you think that will suffice, or should we submit a more formal address change?	If that's the address where you're receiving mail and deliveries, you can continue to use that location, as long as someone goes and retrieves the package soon after it's delivered.	
Would there be something on the WICShopper app that will notify the client to call us for Farmers Market checks?	Yes, We had information about the Farmer Market on the app last year. We can include something about Farmers Market before the season start.	We'll work on adding messaging about the Farmer's Market to the WICShopper app.
With COVID-19 this year, can we still issue FMNP checks at the market?	Yes, staff can distribute checks at the Farmer's Market. We will be providing more guidance for participants to keep them safe at the market.	
We have to write a policy about how to distribute the checks to be equitable. Ideas are appreciated.	We can explore ideas for how to distribute checks equitably on another webinar.	We'll add this topic to a future agenda.
If we see someone today and they say they want the checks, are you saying that we put them on a list now?	Yes, an option would be to add the participant's name to a list so you can follow-up with them when you're ready to send checks out.	
Summary of Status of WIC Services Survey		
	<ul style="list-style-type: none"> • On behalf of the ONS staff, thank you for completing the weekly survey. • Last week we had a 96.5% completion rate. We appreciate you taking the time to complete the survey. <p>Overview</p> <ul style="list-style-type: none"> • The purpose of the weekly survey is to assess the current status of delivery of essential WIC services. 	

Question	Answer	State Staff Follow-up
	<ul style="list-style-type: none"> • We need to do the survey weekly because we know clinics and your work are continually evolving. We need to know the latest information. • Data collection <ul style="list-style-type: none"> ○ Some data is repetitive to monitor for changes each week. We're adding or deleting questions based on our assessment needs. • Timeframe <ul style="list-style-type: none"> ○ The data we're collecting is the projection for the upcoming week. ○ We do ask you to complete the survey by Monday at midnight. • Technology Questions <ul style="list-style-type: none"> ○ Please send all the technology requests to the WIC LPC mailbox at WICLPC@doh.wa.gov. Adding notes to the survey doesn't replace the need to submit a request to the LPC email box. ○ See slides to see summary of the WIC Services Survey for the week of April 13. ○ Reviewed upcoming questions in next survey <ul style="list-style-type: none"> ▪ How many staff are working and providing services remotely (not face to face), from the office or at home? ▪ Please provide us a list of staff names you requested a video chat license for on the March 30 survey. ▪ If you need additional video chat licenses, please list these in the section provided. ▪ Local agencies who reported ten or more staff will receive a separate Excel spreadsheet to send in via email, so the Status of Remote Service does not need to be completed on the survey. 	

Question	Answer	State Staff Follow-up
Do we count curbside pick-up/drop off (for WIC cards, pumps, proofs, etc.) as face-to-face service?	Yes, we call that face-to-face service.	
What does FTE mean?	FTE is the abbreviation for Full Time Equivalency; a percentage of how much an employee works in a 40 hour week.	
Do we include BF peer counselors?	Yes, the BFPCs are providing WIC Services.	
I was having a difficult time putting a decimal in the FTE answer in the survey. I wanted to enter 8.25, but I kept getting an error until I changed to a whole number.	There's one question that asks how many staff you have, which is the total number of staff (not FTEs). This number would be a whole number, no decimal points. There are 2 questions where we ask about FTEs, so for these questions you can add a decimal point.	We'll look into the FTE questions and determine if we need to change to allow two decimal points.
Are video chat licenses just for the laptop or are they for desktop computers?	It can be either.	
Questions and answers		
COVID-19 Q&As and Webinar Notes (polling questions)	<p>We'd like to gather some information from you to assess what materials are most useful and if there's changes needed.</p> <p>Polling Question – COVID-19 Update Q and A and results</p> <ol style="list-style-type: none"> 1. I share the Q and A with my staff <ul style="list-style-type: none"> • Yes - 80% • No - 20% 2. The information in the Q and A helps inform me because: (select all that apply) <ul style="list-style-type: none"> • When staff questions come up, I refer to the Q&A - 75% • I like having the answers all in one place - 89% • Hyperlinks are useful to find information easily - 76% • I don't find the Q & A useful, just need Webinar Note - 1% 3. As the Q and A continues to grow in length, would you prefer: (select all that apply) <ul style="list-style-type: none"> • Keep as is, i.e. Q and A's added and flagged as new - 67% • Receiving the "New" Q and A's in a separate document for the month - 36% 	

Question	Answer	State Staff Follow-up
	<ul style="list-style-type: none"> Older Q and A topics fall off as guidance/policies are posted - 25% 	
Polling Questions – continued	<p>Polling Questions – COVID-19 Update webinar notes and results</p> <ol style="list-style-type: none"> I share the notes from the meeting with my staff: <ul style="list-style-type: none"> Yes - 73% No - 27% The notes are useful to me because: (select all that apply) <ul style="list-style-type: none"> I get tips from others to use for my clinic - 54% The answers from the webinar are good to refer to - 84% I don't always attend the webinars, keeps me updated – 44% I don't use the notes, I wait for the Q&As – 6% Overall, I: (select one answer) <ul style="list-style-type: none"> Like getting both Webinar Notes and Q&As - 94% Prefer only getting the Webinar Notes - 5% Prefer only getting the Q&As – 5% 	
If we can't get a Release of Information form completed, should a RDN not fax a MDF to the doctor to be completed during a food grace period?	We don't have an answer yet, please keep communicating with the doctor.	We're working on this question and hope to have an answer for you next week.
What time is the breast pump inventory webinar on April 30, 2020?	The webinar is at 10:00 – 11:30 am.	