

COVID19 Webinar Notes – 5/11/20

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 – Terri Trisler		
Happy Mother's Day and happy National Women's Health Week!		
Opening Remarks – Paul Throne		
NWA Virtual National Conference	<ul style="list-style-type: none"> • You'll receive an email from the state office with information about the NWA virtual conference. • We strongly encourage local agencies to have staff attend. • https://www.nwica.org/events/info/2020-virtual-conference 	
COVID-19	<ul style="list-style-type: none"> • Stay at home order can be fatiguing. • Important to continue to follow the governor's Stay Home & Stay Safe order. • Infections may be rebounding in some parts of the state. • DOH is likely to not fully staff personnel at the state office for the rest of the calendar year. • Please stay vigilant and use the tools we've provided to do WIC services remotely. 	
Thought for the week	Pick your battles. Nope. That's too many battles. Put some battles back. Pick fewer battles.	
Signature on Release of Information – Cathy Franklin		
What counts as a signature on Release of Information (ROI)?	<ul style="list-style-type: none"> • A verbal agreement counts as a signature for the ROI. • Document in the Individual Care Plan the information was read to the participant and understood/acknowledged. • A view of a signed ("wet" or electronic) signature on the ROI. • "Wet" signature = one done by the person, usually in ink. • Don't have people take pictures of a signed document and send them by text or email. • You can have the person show you via video chat, etc. 	

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What about HIPAA?	<ul style="list-style-type: none"> • WIC doesn't come under HIPAA, but some agencies do fall under the HIPAA rules - refer to your local agency. • King Co got the same authorization to read the form to the participant or parent guardian, accept the verbal agreement/permission and document in the participant file. 	
Follow-up to Cascades Reports – Michaela Phillips		
What reports can agencies use to track activity?	<ul style="list-style-type: none"> ✓ Daily Appointments to be Rescheduled Detail: <ul style="list-style-type: none"> • Run on a weekly basis to catch participants who missed their appointment and don't have another one scheduled. • Searching using dates longer ago results in some errors. ✓ Summary of Actions Due Listing Details: <ul style="list-style-type: none"> • Run this report monthly. • This shows participants with certifications due. • Staff can extend certifications 30 days if still within the current eligibility, or schedule a certification appointment. ✓ Detail and Summary Issuance Due Report: <ul style="list-style-type: none"> • Use this report with the Detail Clinic Daily Appointment to look up appointments for participants who are eligible for benefits and haven't received them. You can focus on scheduling the participants who don't have an appointment. ✓ Detail Clinic Daily Appointment Schedule 	
Where to store reports that have confidential information?	<ul style="list-style-type: none"> • We don't recommend saving these reports to your desktop since they have confidential information. • Work with your IT staff in your clinic to determine a secure location to save the reports. • Suggestion: I believe OneDrive is HIPAA compliant, this might be a place we can download reports. 	
How to use the VLOOKUP formula in Excel to look up appointment information in the Detail Clinic Daily Appointment Schedule?	Refer to the Managing No Activity hand-out from the webinar with detailed instructions.	Sent the Managing No Activity handout with Memo 2020-50

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Do you know approximately, when Cascades will have the reports available?	We're working on it, but we don't have an estimated time right now.	
We used this process to contact participants from the Family Search using alphabetical order (shared by local staff person in chat)	<p>Process:</p> <ol style="list-style-type: none"> 1. Checked Family and Participant Box 2. Under Last Name add for example the letter ""A"" 3. Unchecked Active Only box 4. Search 5. Two clicks on ""Certification End Date"" column to sort the data from newest to oldest date 6. Work with the data under ""Status"" column - Certification Expired 7. Left click on the client's info (not the pencil), it will highlight the row. 8. Checked the ""Selected Row Details""- 9. Verify the client's future appointments, phone numbers and family members in this screen. 10. Go to the pencil to Edit information like left messages, send letter, phone disconnected, transfer out, etc. 11. After adding and saving the notes press the ""Cancel"" button as many times to take you back to the Family Search screen that you left before. " 	
Questions and Answers		
Mask use	<p>Shared from state staff and participants:</p> <ul style="list-style-type: none"> • The recommendation is to wear a mask to prevent other people from getting ill. • Even homemade cloth masks are helpful, but we can't state the % actual effectiveness due to variations in how they're made. • Wearing them in the car between places decreases touching the mask and cross-contamination. The less touching the mask the better. • Our health officer is asking the public to wear cloth masks universally when out among others (at the store, etc.). 	<p>Shared the following link from the CDC about wearing masks: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html</p>

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	<ul style="list-style-type: none"> Regarding wearing in the car: Sometimes I have my mask on in the car because I didn't take the time to take it off when I finish shopping. 	
As we go back to the office, whenever that may be, do you think that we will be required to wear masks when seeing participants?	<ul style="list-style-type: none"> This will probably be a local agency decision. Based on the CDC guidelines, this could be a possibility. This is a good question to send in to the DOH website. Comment: Multicare will require masks when we re-open. 	Link to the DOH website to submit a covid19 question: https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5
Have sites been hearing about families using medications (prescription or over the counter) not intended for treating COVID-19? And is there guidance about this on the DOH website?	<ul style="list-style-type: none"> We haven't heard about this. This would be a good question to submit to DOH. You can send your questions using the link provided. 	Link to the DOH website to submit a covid19 question: https://app.smartsheet.com/b/form/2562f1caf5814c46a6bf163762263aa5
When allowing added fat milk what is the procedure and policy?	We decided not to use this waiver because it was only allowed through May. We didn't want to cause confusion about this for staff and participants. Follow current policy regarding what types of milk to issue participants.	
I didn't hear when DOH employees are going back at 1/3 staffing?	<ul style="list-style-type: none"> There isn't a specific timeline for WIC state staff. Guidance from our Chief of Staff – expect to work as we are now for quite some time. 	
I didn't catch what Paul said about starting up again. At which phase can we open our offices?	<ul style="list-style-type: none"> It depends on which Phase your agency/office is in. Refer to the Governor's re-opening schedule for the phasing process. Governmental agencies fall under Phase 3. Not sure how this affects tribes and tribal agencies. 	
Does anything change if our county moves to Phase 2?	<ul style="list-style-type: none"> It depends on your agency and will be a negotiation between you and the agency. Although the phasing gives permission to loosen restrictions, it isn't a requirement. If your agency has the ability to continue doing services remotely, we encourage that practice. 	

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Sorry I joined in late- did I miss information on fair distribution of FM checks?	We didn't discuss FMNP check issuance today.	5-12-20 Update See Memo 2020-51 for 2020 Farmers Market Update
How long does WIC have waivers to do services over the phone? Are we looking at doing remote services for the rest of the summer? I'm just not sure what to be telling our clients.	<ul style="list-style-type: none"> • The current waivers are effective until May 31st. • We'll request an extension for all the waivers we applied for as soon as USDA gives guidance on the process. • By law the extension would only go through September 30th. • The National WIC Association (NWA) asked USDA to extend the waivers for all USDA programs automatically through September 30th. 	We'll keep you posted on all waiver status updates.
Does this mean we are not seeing clients in office until Sept?	We can't definitely say that right now, but our plan to continue remote services until the end of September.	
Can we use Go To Meeting now for our staff meetings?	<ul style="list-style-type: none"> • We're getting the Fact Finders going, they'll use this for their staff meetings also in addition to participant appointments. • If you want to use this for staff meetings only, email the wawictraining@doh.wa.gov to make this request. • We're hoping to get the GoToMeeting licenses out soon. 	
We use Zoom for our staff meetings. It is free for 40 minutes at a time.	<ul style="list-style-type: none"> • Many organizations are using Zoom, just know it isn't as secure as some other platforms. 	