

## COVID19 Webinar Notes – 5/7/20

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
<b>Opening remarks</b>		
Shared slides	I Cannot Control/I Can Control What I thought would make me productive/what actually does	
FNS Updates	<ul style="list-style-type: none"> <li>- New WIC Branch chief – Chad Davis Montgomery</li> <li>- No concerns about federal funding – over \$1.5 B federally to distribute to states.</li> <li>- Waivers – some expire May 31; hopeful they will be easy to extend but cannot go beyond Sept 30; need to begin thinking about how we will be going back to the way we did business before.</li> <li>- WIC applications – thrilled to know people turning to WIC - 2.5% increase based on March participation but is below what we expected to see; with additional unemployment and SNAP benefits, not seeing as many new participants, SNAP may be a more attractive program.</li> <li>- Redemption –1/2 - 2/3 redemption; how can we remind participants to use benefits before they expire?</li> </ul>	
Is there a difference in new applications by county? We are finding we are having many new applicants.	We will look into providing this data for you, number of new applications by county.	Have RAE provide number of new WIC application by county
<b>Announcements</b>		
<a href="#">Washington State Resource Guide for Families and Caregivers: Caring for your Family During COVID-19</a>	<p>Division of Child, Youth and Family's, Family Support Program developed this guide to help parents and caregivers during the COVID-19 pandemic.</p> <p>It's a compilation of information and resources to help bolster the incredible resiliency of parents and families. We encourage you to share this with your families and/or hope you find it useful yourself.</p>	

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	<p>DCYF recognizes the challenges parents and caregivers are experiencing during this unprecedented time. Many parents and caregivers are carrying the burden of school closures and limited child care availability, all while facing their usual work schedules, working from home or job loss.</p>	
<p><a href="#">Making the Shift from In Person Breastfeeding webinar</a></p>	<ul style="list-style-type: none"> <li>- The speaker, Robin Kaplan discusses best practices to perform virtual lactation education &amp; consultations.</li> <li>- How to prepare for the consultation, such as having your YouTube video links available, props and online intake form and what to ask from your participant, such as an intake form or maybe a video of the dyad nursing.</li> <li>- She reviews some of the tools and technology options to complete a lactation assessment of mother/baby dyad and even how to offer a video of the session to your participant so they can review recommendations from lactation consultant.</li> <li>- Ideas for collaborating with the mother/baby healthcare team</li> <li>- And common challenges and solutions.</li> <li>- Approved for continuing education units (1.5) for RDs, IBCLCs and (1.0) RNs</li> <li>- State WIC staff found the webinar to be extremely useful and timely and highly recommend it to all WIC staff including the breastfeeding peer counselors. This education can be counted for the required training needed yearly for WIC staff.</li> </ul>	
<p>Any resources for CEU for IBCLC?</p>	<p>Refer to the Breastfeeding Coordinator’s Resource Toolkit on the <a href="#">WA WIC Training Materials and Modules</a> website. The above training counts for IBCLC CEUs.</p>	<p>BF team will provide specific ideas for training for IBCLCs</p>
<p><b>GoToMeeting Fact Finders</b></p>	<p>Many thanks to the agencies/clinics volunteering to be pilot group:</p> <ul style="list-style-type: none"> <li>- Sea Mar Regional Health Center – Vancouver to Bellingham</li> <li>- Community Action Council of Skagit County</li> <li>- Tri-Cities Community Health Center</li> <li>- Kitsap Community Resources</li> <li>- CHI Franciscan – Harrison Medical Center</li> </ul>	

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<b>Shopping App Update</b>		
	<p>Changes to the app banners occurred today</p> <ul style="list-style-type: none"> <li>- WIC is Open and New WIC Foods: <ul style="list-style-type: none"> <li>o Spanish and English are combined in the same banner</li> <li>o Once the banner is clicked you have an option of English or Spanish</li> <li>o Once you select a language, the full message appears.</li> <li>o Let us know if you see any areas of improvement.</li> </ul> </li>   <li>- R&amp;R <ul style="list-style-type: none"> <li>o Banner removed</li> <li>o R&amp;R button is live</li> <li>o All languages are in the app button.</li> </ul> </li>   <li>- FMNP banner and button: <ul style="list-style-type: none"> <li>o Content completed by Friday.</li> <li>o FM button will show allowed items and locations</li> </ul> </li> </ul>	
<p>The time it takes to switch from one banner to the next seems long. I think participants will not see that there is more than one banner because they will have already 'moved on' before the second banner appears.</p>	<p>We agree with your concern. The app developer is unable to speed up the banner rotation at this time. The app developer is aware of our concern and added it to a list of app improvements.</p>	<p>We will ask the developer about a scroll button on bottom of screen. <b>Completed 5/8/2020</b></p>
<p>The WIC Shopper app is awesome. There are a number of participants that can't access it for one reason or another. Could DOH produce an educational material that lists the expanded foods? Something with fewer pages than the excel doc?</p>	<p>We will look at this and see what we can do to help.</p>	<p>Explore creating a handout of new foods added for participants</p>
<p>Will the FM icon...explain that these are checks? I am afraid participants might try to use the WIC EBT card at the market.</p>	<p>The Farmer's Market section of the app talks about checks.</p>	

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Will the FM icon also include how to use the FM checks?	The Farmer’s Market section covers this at a high level. We may not be able to add a lot of detail in the app. There will be Participant FMNP Education PowerPoint on our DOH webpage that staff can use to help educate participants on how to use FMNP checks.	Explore linking the FMNP Participant Education PowerPoint tool in app
Seeing blank white screen instead of banner. What does that mean?	This can happen when the app developer is in the app making changes. If this continues, take a photo send it to us.	
Can you change the R&R to have the English in a blue box like the other languages?	We will submit this suggestion to the app developer	We will ask developer about this. <b>Completed 5/8/2020</b>
I notice a lot of the buttons surrounding R&R are blue. Is it possible to vary the colors more among those buttons so if we direct people to the blue R&R button it might "pop" a little more? Just an idea.	Good idea. I will talk with the developer about this. We may need to change the R&R button to green or another color. That may be easier than changing all the other buttons.	We will ask developer about this. <b>Completed 5/8/2020</b>
Will we have more info soon about FMNP details (prioritization of categories, whether we can mail them/how we will distribute) soon so when participants begin calling to ask us we have some answers for them? It sounds like messaging is going out on the app and Facebook to call sites and we are still waiting for information.	The message will say, “Contact your WIC office to learn how to get Farmers Market benefits. Use the, <b>Find a WIC Office</b> button in the app to find their phone number. Use the, <b>Find a Farmer’s Market!</b> Button, to learn more about market benefits and how to find a market near you.”	
Some of the string cheese is in packages larger than 8 oz. Can they buy any size up to 1#?	We are limited to the products we know about, but we are allowing participants to get the 8oz, 16oz, or 32oz sizes depending on their WIC benefits.	
Why is shredded Tillamook mozzarella cheese allowed but not block?	It probably wasn’t submitted to us so we don’t have the product UPC.	
Are the foods on the list in orange those that haven’t been added yet to the system?	All foods on the new foods list are active and WIC approved. This list is long, so the coloring is to help show where one food group starts or ends.	

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<b>Ideas for staff when they're not with a participant</b>		
State staff created a list (see handout for details)	<p>Pre-plan for the day(s) ahead  Connect with participants that are being challenged  Check in with other staff  Run clinic reports  Complete trainings and policy reviews  Schedule time for refreshers (LMS)  Update your resource/referral list  Outreach / social media  NWA Virtual Conference – ok to register as no out of state travel needed</p> <p><b>LA Ideas:</b></p> <ul style="list-style-type: none"> <li>- We have continued to do reminder calls to everyone the day prior</li> <li>- Completing QA activities – file reviews</li> <li>- Looking for immunizations and adding family alert</li> <li>- Housekeeping: dusting, organizing, clean out file drawers....</li> <li>- We are adding the P1# as an alert for the future SC an IC and looking for the immunizations for infants and children's that have an HA or SC or IC appointments this month so we can have that ready</li> <li>- Work on a bulletin board from home for when we are back in the office</li> <li>- Completing quality assurance activities such as records reviews</li> </ul>	<p>2020 Training Opportunities for WIC Staff table has been updated to include NWA virtual conference and is now posted to the WIC Training Materials and Modules page located <a href="#">here</a>. (Pg 4)</p> <p>Dates for this conference are June 23-25 depending on which sessions you choose.</p>
<b>Cascades Reports</b>		
See Managing No Activity handout for details	<p>Thanks for the volunteers! CHCW clinic was selected for demo  Discussed managing no activity – recommend doing so daily  Daily Appt to be Rescheduled report (Appointment report)</p> <ul style="list-style-type: none"> <li>- Shows those who cancelled or missed appt</li> </ul> <p>Summary of Actions Due Listing Details report (Caseload report)</p> <ul style="list-style-type: none"> <li>- Shows certification expirations</li> <li>- Work ahead to schedule participants before SC needed</li> </ul>	

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	<ul style="list-style-type: none"> <li>- If can't schedule appt then can extend cert within 30 day SC time period</li> </ul> Detail and Summary Issuance Due report (Redemption report) <ul style="list-style-type: none"> <li>- Provides FBI data</li> </ul> Detail Clinic Daily Appointment Schedule (Appointment report) <ul style="list-style-type: none"> <li>- Provides up to 3 months of participant appointment data</li> </ul> Export both and combine to compare reports side by side to get info (refer to handout for instructions)	
The titles of the reports in the Managing No Activity pdf are incorrect.	This will be corrected on the handout.	Handout was updated with correct titles. The corrected handout is attached to the memo. <b>Completed 5/8/2020</b>
Will there be training on the reports that all staff can view?	We don't have plans for a training on reports at this time. Review the handout provided and contact Michaela directly for assistance.	
I was showed the formula several months ago, we have found the results very useful. It is worth the effort and easy to do after the first time.	Great! Thanks for the vote of confidence in learning this complicated process.	
<b>Summary of Status of WIC Service Survey</b>		
	<p>207 sites reported; 59 sites closed &amp; other clinic providing services; 78 sites curbside services; 20 inside clinic services; 50 all services provided remotely; 341 staff providing services remotely.</p> <p>When asking # of sites providing all WIC services remotely with no curbside and no face to face – each site should only fall into one category. The sum of your answers should equal the number of clinics you have.</p> <p>Keep in mind: we are asking how many WIC participants you are serving face to face in clinic (<u>not curbside</u>).</p>	

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	New questions on survey: <ul style="list-style-type: none"> <li>- Personal cell phone use (4 questions)</li> <li>- Formula – how many participants are waiting for provider to approve alternate/therapeutic formula?</li> </ul>	
Is picking up a card considered curbside? Or is that still considered only remotely serving participants?	Mark it either as curbside or face-to-face, depending on whether participant is coming into clinic or just to curbside.	
I did not know we were supposed to be tracking waiting on providers for approval.	If you have an approximate #, please provide so we can share with FNS.	
Awaiting approval: Can that mean the RD already sent the form with the letter and is waiting for confirmation or changes?	Yes, count this as waiting.	
<b>Questions and Answers</b>		
Will we have info soon on mailing vs. coming to get FMNP checks?	We received authorization to mail checks.	
FMNP-Would State WIC ever not allow us to distribute checks at the market? Or, will you leave it up to the individual agencies?	Issuing checks at the market is up to agencies. We'll be sending more information out next week.	
What about signing FMNP registers	Participant signatures are not required on registers.	
When will FMNP training for staff be available?	We are working on training now – expect to have it available online at the end of next week. We will be providing guidance on FMNP education early next week to all participating clinics with a FAQ document.	
Any answers yet on prioritization and equity for distribution of FMNP?	This will be addressed in forthcoming guidance.	
If we can provide checks at the market then why can we not use the laptop when at the market? I'm not sure why use of the laptop confuses things. We are already providing services at the market by providing the checks at the market.	Staff are able to use their laptop at the market as long as they have a secure internet connection.  Staff must not use public WIFI to access Cascades at the farmers market or farm store.	

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Is it possible to do the Farmers Market training during the Thursday webinar on 5/21?	<p>Thanks for this suggestion. This year’s FMNP training will be self-guided. We’ll post the training on the FMNP web page and all staff can review on their own. The training will include the current updates for remote services.</p> <p>Due to the time constraints this year, we won’t have a recorded webinar or place the training in the LMS.</p>	
What about participant FMNP education this year?	<p>We’ll post a participant FMNP Benefit Education presentation to the FMNP web page before June 1. This will be available in English and Spanish. It’s a short presentation (visual only- there’s no audio with the slides) that covers the information participants need to use their FMNP benefits. Staff can walk through the information with participants on a remote services appointment, direct them to view the presentation if checks are mailed, show it on a laptop at the Farmers Market, or use along with interpreter services for languages other than English or Spanish.</p>	
Is organic milk on list now?	No	
<b>Meeting closing</b>		
	<p>Please remind staff to call Policy Support Line or send questions to <a href="mailto:wicpolicysupport@doh.wa.gov">wicpolicysupport@doh.wa.gov</a>; for clinic changes/closures - call your LPC or email <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a></p>	