

COVID19 Webinar Notes – 6/11/20

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
Opening Remarks from Paul		
<p>COVID-19 in WA State</p>	<p>Confirmed Cases, Hospitalizations and Deaths by County graph: We continue to get new cases and WA is seeing about 5% death rate vs other states that are around 1%. Yakima county is spiking.</p> <p>Confirmed Case and Deaths by Illness Onset Date and Hospitalization by Administration Date graph: By day of onset, we did good getting over height at the end of March. It looks to be a constant or flattening of the curve. We need to get ready for the world after COVID-19.</p> <p>Washington's Phased Approach – Governor's plan with Phase 1, Phase 2, Phase 3, and Phase 4 provides information for High-Risk Populations, Recreation, Gatherings (social and spiritual), Travel, and Business/Employers.</p> <p>Counties in Different Phases (at the time of Thursday webinar) Phase 1 – 6 counties Phase 2 – 25 counties Phase 3 – 8 counties</p> <p>Customer-facing government services can resume but telework remains strongly encouraged – which would include providing remote services by WIC. WIC has been successful and DOH WIC encourages remote services be continued when your county transitions to Phase 3. Customer-facing government services are not required to re-open.</p> <p>Phase 4 - none</p>	

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<p>FNS Waivers</p>	<p>Changes to the process include: Waiver extensions will be issued month-by-month Will require justification and supportive evidence July's extension request is due by June 15, 2020 Subsequent requests due by 7th of prior month</p> <p>Our plan is to:</p> <ul style="list-style-type: none"> • Request extension of all waivers for July • Most of state still not in phase 3 • Possibility of backsliding • Disruption to services of a rapid change at this time <p>The consideration of our waiver requests will be handled at the Western Regional Office, not like the past ones that were handled at the national level.</p> <p>We do not know if FNS will grant future waivers, but 9/30/2020 is the last legal date for extensions. We are not expecting that all our waivers will be approved through 9/30/2020. We may be planning for an 8/1/2020 reopening.</p> <p>Reopening is a reality. When and how are unknown but we are looking at what can we retain from our remote services experience. We are having these conversations and will include the local agency staff.</p> <p>Question: Congressional action will be required for waivers beyond 9/30, do you think that it is very likely that this will happen? Answer: Hard to predict</p>	
<p>Client Services Manager Recruitment is in process</p>	<p>https://www.governmentjobs.com/careers/washington/doh/jobs/2791614</p> <p>Federal requirements are included for this position. Please spread the word to anyone that may be interested.</p>	

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	We hope to look at applications during the first part of July, but we expect that COVID-19 will affect the application process.	
Announcements		
ProviderOne outage on Saturday, June 13 th	Memo 2020-70 was sent out last Friday for ProviderOne outage on June 13 th for 6:00 am – 6:00 pm. Please plan to use alternate methods to assess income eligibility on this day.	
WICShopper app (new banners)	During the last meeting, we received great feedback so thank you. Based on your feedback, we removed “WIC is Open” and New Foods”, so we could add the new “WIC Scam Alert!” banner.	
2020 Training Opportunities for WIC Staff updated (time sensitive trainings)	New live webinar training has been added in June. Hot Topics in Public Health: Addressing Racism and COVID-19 is on June30 th from 12-1:00pm. There are also more webinars added on inclusion and diversity. The updated 2020 Training Opportunities for WIC Staff is attached and available on the WIC website.	
Cancelling June 25 th COVID-19 webinar so staff can virtually attend the NWA conference	Please take this day to participate in the NWA conference.	
Nutrition First – June 16 th Topic – WIC FMNP	Next Tuesday, 6/16, from 12:00 – 1:00 WIC FMNP Nutrition First newsletter goes out today with the information Nutrition First Discussion – Topic: WIC FMNP Join us for a discussion on how your clinic is doing FMNP this year. Share ideas and learn from each other. Time: Jun 16, 2020 12:00 PM Pacific Time Join Zoom Meeting (no pre-registration required) https://us02web.zoom.us/j/86314226684 Meeting ID: 863 1422 6684	
Fact Finders Update		
When and how staff get GoTo Meeting licenses	We’ll start sending emails out tomorrow with GoTo meeting licenses for LA staff whose agencies have requested licenses. Each staff	

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	<p>person will receive two emails – one from LogMeIn and another email from Cascades staff with attachments.</p> <p>6/12/2020 Update: 2 GoToMeeting handouts have been created: 1 handout for WIC staff and 1 handout is for participants. We encourage staff to review both of these handouts before they begin using GoToMeeting.</p>	
<p>How to request GoToMeeting licenses and equipment</p>	<p>For requests to purchase items, (e.g. Webcams, headsets, etc.) need to complete the funding request form found on Nutrition First website and submit to LPC email – wiclpc@doh.wa.gov</p> <p>For requests for licenses send the following information to the LPC email – wiclpc@doh.wa.gov</p> <p>Include in request:</p> <ul style="list-style-type: none"> ■ Staff name ■ Email ■ Position ■ Whether for WIC or BFPC 	
<p>GoTo Meeting Appointments</p>	<p> GoTo Mtg Schedules breakdown MASTER-1</p> <p>KCR staff created a document to assist staff with scheduling GoToMeeting appointments. Certifier makes GTM appointments. On appointment day, spreadsheet is printed and reviewed at the morning huddle with staff to determine any changes. Clerk is one to make the initial contact with the participant, then gets off of the GoToMeeting and Certifier resumes the appointment.</p>	
<p>Fact Finders agencies</p>	<p>Tri-Cities Community Health Kitsap Community Resources Community Action of Skagit County Sea Mar Regional Health</p>	

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	PHSKC Cascades Support	
Sharing from staff who participated in Fact Finders team	<p>Refer to appointments as virtual meeting, video chat or GoTo Meeting, not VideoWIC</p> <p>Challenges:</p> <p>Internet connections can be weak – encourage phone for audio and computers for viewing</p> <p>Classes – share with participants that other participants will see all other participant names and need to get permission from them.</p> <p>Tiffany, KCR shared: really positive experience; way to connect with participants in their homes; One participant drives 45 min one way with her 1 month old for appointment, which requires a lot of transitions for the mom, mother is amazing and visited while baby was sleeping in her crib; Viewing their environment presents new opportunities to give participants positive feedback.</p> <p>Every participant who has been asked if they like the GoTo and they do – more open ended questions, use WIC Connects, opened up more information.</p> <p>Tiffany answered a question that appointments are not taking more time, they are scheduled the same; save some time by not doing ht/wt/hgb</p> <p>Wilma from KCR shared: she also has had very positive experiences with some challenges that were resolved and going more smoothly now; explain that participants share wt/ht information; participant commented that it was great.</p> <p>Diane from Community Action of Skagit County, shared:</p> <ul style="list-style-type: none"> • Participants were hesitant to do the video appointments at first • After appointment participants stated that they really enjoyed the remote appointments • They enjoyed the connection (may have been stuck inside for some time) 	

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	<ul style="list-style-type: none"> • One mom was excited to see the growth grid for her child during the appointment • Breastfeeding mom of twins was so proud of herself and showed WIC staff the breast milk from her fridge <p>Tricia with Sea Mar Community Health Centers shared: able to do direct breastfeeding education using GoTo</p>	
Can you share your screen with participants?	Yes, you can share screens to show growth grids in Cascades and show nutrition and breastfeeding handouts.	
Breastfeeding assistance with GoTo	Creates a comfortable environment for participant to feel safe to discuss BF with BFPC or other WIC staff.	
Outreach polling questions		
Have you been able to do outreach since the start of COVID-19?	<p>Results: Yes - 32% No – 68%</p> <p>Those doing outreach shared these activities: Sending out materials to food pantries, calling radio, emails, posters, Facebook posts, within own health agency, on-boarding providers about WIC</p>	
What barriers prevent you from doing outreach?	<p>Results: Places we usually do outreach are closed due to COVID-19 69% We're short staffed due to COVID-19 emergency response 48% Protests make it challenging to get out for outreach 5% No time for staff are busy seeing new participants 42% Staff are concerned/afraid to do in-person outreach 48%</p>	
What factors are affecting your caseload?	<p>Results: Not eligible due to increased unemployment benefits 36% Participant receiving SNAP don't think they need WIC 63% Public charge fears 59% Other 25%: Caseload is going up Not all participants are getting word that WIC is open and seeing participants remotely Phone numbers aren't in service so they can't contact participants</p>	

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	<p>Participants are just staying home and not engaging</p> <p>More people are not using all of their benefits as they are limiting grocery store visits or are not going.</p> <p>No curbside pickup or delivery of WIC foods</p> <p>WIC benefits are not worth the trouble</p> <p>Participants may not know about all the new food items recently added.</p>	
Reopening check in		
We're working on what guidance we can provide for reopening and what is our role	State agencies in the Western Region are discussing this. We will be talking about this in the future with all of the local agencies.	
Poll question: Are you hearing from your agency administrators about reopening for services? Y/N	<p>Yes: 47%</p> <p>No: 53%</p>	
Poll question: Are you involved in any planning for reopening? Y/N	<p>Yes: 39 %</p> <p>No: 61%</p>	
How can future appointments be done in person, yet minimize or decrease the face-to-face time with participants?	Great question and we are definitely looking into this.	
Will the State office be providing guidance for re-opening of WIC offices?	We will provide some guidelines for the LAs to consider but it is likely a county or agency decision.	
Will other remote items be considered beyond the current items under the waivers?	We are allowed to do remote services for just about everything except parts of certifications. That is we do not need waivers in order to provide remote RD, BFPC, 2C or Health Assessment (need to verify this). We are checking on exactly what we have to do face to face. Right now it looks like ht/wt and hgb, unless we can get that data in the right timeframe from a health care provider.	

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Questions and Answers		
Are all local agencies NWA members?	All WA local agencies (staff) are members as WA State WIC has paid for your memberships.	
Special announcement & wishes shared	Suki B, San Juan WIC Coordinator, is retiring from her position. Best wishes in retirement years!!!	
Reminders		
Have questions or need help?	<p>Remind staff to call Policy Support Line or send questions to wicpolicysupport@doh.wa.gov email</p> <p>Clinic changes/closures - call your LPC or email wiclpc@doh.wa.gov email</p>	