

COVID19 Webinar Notes – 6/29/20

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		
NWA loss	DuWvaughn Pierre Francois was truly a great leader who will be missed by many.	
NWA Work Plan on Racism - action plan for being an ally-accomplice and dismantling anti-black racism	There is active language about dismantling anti-black racism. The goal is to provide opportunities to improve and become good allies and the use of the word allyship – doing actual concrete things, but it's not enough. NWA has adopted the word ally-accomplice, which goes deeper. The vision is to dismantle anti-black racism and work collaboratively with other organizations that promote opportunities. NWA is not going to stand by, instead will take action.	
What does the future look like and how do we navigate the stages of grief?	<p>Our lives will be different after COVID-19 and may not look like life, as we knew it before the pandemic. We are looking forward to how people prefer to receive services and maintain as much as we can. Going into the unknown is a little bit scary.</p> <p>Before COVID, we had a semblance of “normal functioning” (see second “Where are we?” slide, stages of functioning to self-actualization). We can sometimes go back and forth through the stages of grief. Ideally, we will get to a point where we have gone through all stages and put together a plan going forward to a meaningful life. We are not there yet and many are in different stages. You are not alone and we are in this together.</p> <p>Some things we need to do, are to be there for each other, put energy in relationships, explain why, let people know what to</p>	

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	<p>expect, and reframe behaviors. We give each other grace not to be 100% all the time and we do our very best in the situation. It is more about the relationship than what we are supposed to be doing right now i.e. practice compassion, empathy, and help others get through this.</p>	
<p>Are facemasks mandatory?</p>	<p>Yes, face coverings are now required for indoor public spaces and outdoors if you can't stay 6 feet apart. Cases are on the upswing. Masks are one of the best ways we can help reduce numbers of cases. There are a few exceptions to this i.e. children under 2, deaf or hard of hearing, some disabilities/health conditions. Here's the link to WA State coronavirus mask page.</p> <p>NOTE: In no case should children under two years of age wear a face covering due to the risk of suffocation.</p> <p>Special requirement: Due to the high number of cases in Yakima County, businesses must not serve people who don't wear a mask.</p> <p>Until we get a vaccine, masks are one of the best ways to help control the spread of the virus.</p>	
<p>Masks for low-income population?</p>	<p>Free masks are available to people who are 200% of the federal poverty level. The state distributes masks to local emergency management centers who work with CSOs and other local service organizations to distribute them.</p> <p>For more information: https://mil.wa.gov/news/state-distributing-millions-of-free-face-masks-to-low-income-residents</p>	
<p>Are masks effective?</p>	<p>Masks are more effective at protecting others from our droplets. Wearing a mask prevents these droplets from becoming airborne in the event that we have the virus. My mask protects you. Your mask protects me. We are all with you.</p>	

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What about DOH WIC furloughs?	The only staff furlough in WIC is Paul Throne, so there will be full state support for local staff. The DOH Service Desk will continue to provide support if you need help with hardware, printers, etc.	
A client mentioned today that new research showed that a pregnant women wearing a mask could increase her high blood pressure and pass less oxygen to the baby. Have you heard this?	We haven't heard this but will check into it.	We will provide information on a future webinar.
Is emergency management sending out children's masks for over age 5 and low income?	<p>We don't know if they have masks for children. The state Emergency Management Center will distribute masks to the local emergency management centers who work with CSOs and other local service organizations to distribute them to low income families.</p> <p>For more information: https://mil.wa.gov/news/state-distributing-millions-of-free-face-masks-to-low-income-residents</p> <p>All programs supporting low income families like Headstart and ECEAP can access masks through their local emergency centers.</p>	
What is the difference between masks and shield?	<p>There are many options for face coverings. Here's a link for more information about cloth face masks: https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf.</p>	
GoToMeeting update		
	<ul style="list-style-type: none"> • Having problems with laptop camera, contact Cascades Support • If requested a license, the email will come from LogMeIn • The email with guidance for activating the account comes from Shannon Weatherly • GoToMeeting licenses are still available. Please send requests to WICLPC@doh.wa.gov 	

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I have a person who fills in for me, does she need her own GoToMeeting account?	Update 6-30-20 Yes, each person needs to get their own GoToMeeting license. The person who fills in would also need to be added as a co-organizer for the appointment.	
Participant Survey on Remote Services (Nutrition First)		
Participant surveys	Nutrition First will be doing a participant survey to gather information about participants' experiences with remote services. Participant surveys will be in the WICShopper app via a button or banner and will be in English and Spanish. The surveys are optional, anonymous, and won't affect WIC benefits. Nutrition First will provide talking points for WIC staff to review, and keep you updated on when the survey is posted. Once we post the survey, please review the talking points, and let participants know about the survey and how they can access it.	See Participant Survey for Remote Services – WIC Staff preview PDF included with Memo 2020-81.
Will the link be on Nutrition First website?	Yes, find on the Nutrition First website	
When will the survey be open and for how long?	Next week or the following week and it will stay open for 30 days.	
Is it possible to hold survey open longer due to FMNP season?	Nutrition First will consider this suggestion and get back to us.	
Future Webinars		
When are they?	<ul style="list-style-type: none"> • New name: WIC Update Webinar (changing the name as we are including other updates besides COVID-19 updates) • Beginning in July, we'll be having one webinar per week - on Thursdays. We'll no longer have Monday webinars. • Begin July webinars July 9th through September • No webinar July 2nd due to holiday weekend 	
How do I access them?	We need to create a new webinar link for the next 3 months series with new phone numbers. Watch for a memo from J Beard with the new link and register for the next webinar series.	We'll send a memo with the new webinar link for July – September WIC Update webinars.
NWA Nutrition Education and Breastfeeding Promotion Conference		

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NWA Nutrition Education and Breastfeeding Promotion Conference	<ul style="list-style-type: none"> • We're excited that NWA is going to offer the fall Nutrition Education and Breastfeeding Promotion conference virtually! • The conference title is: Feeding Families, Fueling the Future. • We are adding funding to your contracts to support you and your staff to participate in this virtual conference. We'll provide \$185 per staff person per agency. • We're using the staff numbers from the Learning Management System accounts. 	We'll be sending a memo about the added funding for this conference and more details.
NWA 2020 Annual Virtual Conference	We want to remind you to continue viewing the conference sessions of last week's NWA Annual Virtual Conference. Sessions are available through July 31 st .	
Do we know what is on the agenda for the Breastfeeding Promotion Conference?	No. We don't know what's on the agenda yet. NWA is still in the planning process and haven't posted the agenda yet. Check the NWA Nutrition Education and Breastfeeding Promotion Conference for more information. They'll be updating the page to share more about the virtual conference in the fall.	
Will all staff be eligible for the conference, including part-time staff?	We are using LMS staff report to identify how many staff per agency. This should include both full time and part time staff.	
Washington Listens – NEW PROGRAM!	<p>Please share the new Washington Listens program and increased behavioral health services with your WIC families and staff!</p> <ul style="list-style-type: none"> • The WA Health Care Authority (HCA) received over \$4 million to respond to Washingtonians' increased stressors, uncertainties, and isolation due to the COVID-19 pandemic. • Half of the funding supports "Washington Listens," a new program that provides support and referrals to needed resources for individuals and families across the state. • Persons who need additional support can call 833-681-0211 Mon-Fri 9AM-9PM, Sat-Sun 9AM-6PM. The counselors will provide all levels of support from individuals with loneliness and isolation to families needing financial or medical services. • The HCA works with many regional partners across the state to assure adequate support during this difficult time. (See webpage to learn about regional partners.) 	

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	<ul style="list-style-type: none"> In addition to the support line, the funding will increase mental health counseling and substance use disorder treatment for individuals who don't have health care coverage or their coverage doesn't adequately support their treatment needs. 	
Stay Home, Stay Safe, Stay Vaccinated campaign	<ul style="list-style-type: none"> We're seeing reduced vaccination rates due to parents' fear of going into doctor's office. In Q-WIC notes, there is a link to Trudy Inslee's video encouraging families to get their kids immunized. Important to tell WIC families that medical clinics are taking steps to protect their patients and WIC families. See the website (and attached flyers) for flyers. They're available in multiple languages. You may want to send a link to the flyers to participants or show the flyer as you discuss immunizations and help participants feel safe to take their kids for immunizations. Find the campaign's Social Media Toolkit and repost messages to your agency's Facebook, Twitter and Instagram sites. Please share this information with your families and support them to keep their kids' immunizations up-to-date. 	
Waiver Update		
What's the latest with federal waivers?	<p>All current waivers from FNS will stay in place through the end of September. Woot Woot! This gives us more time to solicit input and put together a plan for reopening.</p> <p>We will continue to advocate for continuation of remote services after reopening and appreciate your assistance and feedback so we can make a case for this.</p>	
Separation of Duties (SOD) Waiver file review		
What are the requirements for the waiver?	FNS approved the SOD waiver at the end of March with the condition that each state submit a proposal for file review by May 31 st .	<ul style="list-style-type: none"> The Separation of Duties report is run at either the state or agency level. We've heard some coordinators and leads for

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	<p>WA state reviewed what other states were doing and submitted a proposal with the lowest percentage of file reviews.</p> <ul style="list-style-type: none"> • What: Agencies review a random 5% of certifications not meeting SOD each month. • When: June 1st through the end of September <p>You can use the Separation of Duties report (Operations report category) to get the list of records that don't meet SOD requirements.</p> <p>The process is similar to the chart review that is already in the standard SOD policy including calling the participant using the call form or reviewing the record. See the remote services section of the WIC Policy & Procedure page.</p> <p>If you have challenges doing the file review or need assistance, please schedule a consultation with your LPC.</p> <p>You can contact the policy support line if you have questions about the process.</p>	<p>clinics in large agencies haven't been able to run the report for the agency. We think this could be a permission issue if the person isn't associated with all the clinics in the agency.</p> <ul style="list-style-type: none"> • We're looking into this issue and will follow-up with guidance.
<p>Why are we just now hearing about this? I feel like we've been blind-sided.</p>	<p>We didn't share the process sooner because we didn't know whether FNS would approve it. We are sorry about this.</p>	
<p>For agencies with small staff, will the state complete the chart reviews?</p>	<p>What you were doing pre-COVID 19 would be best. If you have other concerns, please contact your LPC.</p>	
<p>What month should the SOD start?</p>	<p>June 1st through September 30th.</p>	
<p>Should we send the chart reviews to the state or hold on to them?</p>	<p>Just hold onto them and be able to produce during a monitor.</p>	
<p>Is it 5% of all charts or just the ones that don't meet SOD</p>	<p>Just 5% of the ones that don't meet SOD. This is a great clarification. You can get a list by running the Separation of Duties report.</p>	
<p>Trouble maintaining SOD when issuing FMNP checks?</p>	<p>FMNP benefit issuance is not part of the SOD now. The person who does income eligibility must be different from the person doing the nutrition assessment. Anyone can issue benefits.</p>	

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	If the concern is having time to complete the reviews due to added workload from FMNP, contact your LPC to discuss. Coordinators and leads who have run the report have told us they were relieved at the low number of reviews required due to the 5% review rate.	
When are the SOD due?	The SOD reviews need to be done on a monthly basis.	
Do we have to do a review for June?	Yes.	
Is the goal to see if the participant is “real” or if the person is eligible?	For program integrity, you’re really assessing for both.	
Is the initial phone contact required or just chart review?	Per the policy, you have to try calling once and then you can do the file review if there’s no answer.	
Can we scan the SOD into the participant file?	No need to scan. You keep the form in the clinic files and have available for monitoring purposes. You could write a sticky note documenting that you did a file review if you’d like.	
Is the SOD report active?	Yes. We have heard of some issues for staff who work in large agencies (see first item for this topic above for more information).	
Where do we document the SOD in the participant file?	Participant demographics is the best place to document SOD.	
What is the name of the report?	It is the Separation of Duties report in the Operations report category.	
Pandemic EBT Update		
What is it?	DSHS and OSPI are jointly administering Pandemic-EBT: Emergency School Meals Program to fill a gap in 2020 when children are out of school.	
Does it affect WIC eligibility?	Pandemic-EBT doesn’t affect WIC eligibility and you don’t count it as income.	
What can you do to promote the program?	We want you to promote the program and refer families to the P-EBT web page. We don’t want you to explain the program to them. This would be outside the scope of WIC.	
Can families access both P-EBT and summer meals?	Yes. Families just need to apply for the P-EBT and still can use the summer meals program. Summer meals are available for all children under the age of 18. Please refer to the websites on the last slide.	
Are early head start or EHS children eligible for P-EBT?	It depends on the school. Some schools allow this, so families should call the school. Families should apply for it to see if they are eligible.	

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Next webinar	Join us for the next webinar on July 9 th at 1:00pm.	We'll send a memo with the new webinar link for the July through September webinar series.