

WIC Update Webinar Notes – 7/23/20

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.

Topic/Question	Information/Answer	State Staff Follow-up
Opening remarks		
	<p>Slide 4 has a set of dog expression: How are you doing in dog scale? Staff shared numbers in the question box:</p> <ul style="list-style-type: none"> Dog 1 – 6 Dog 2 – 0 Dog 3 – 1 Dog 4 – 4 Dog 5 – 3 Dog 6 – 2 Dog 7 – 3 Dog 8 – 1 Dog 9 – 3 	
	<p>Slide 5 - Every day looks like the same day as before, it's hard to experience this. Important to keep our sense of humor and check in with each other about how we're doing.</p>	
	<p>Slide 6 - Huge kudos to Yakima County for wearing masks and taking other important measures to reduce the virus spread in their county. The Yakima Health Department reported recently that 95% of people in Yakima are wearing a face covering in public. Yakima County is the only place in the state right now where each person who gets COVID-19 on average spreads it to less than one other person.</p> <p>We need to do better in the rest of the state.</p>	
	<p>Slide 7 - Goal is to reduce positive cases to 2%, we are at 5% right now. Governor Inslee has paused phase movements for most</p>	

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	<p>counties because of increased spread. We need to continue to do everything we can to reduce the spread – wear face covering, limit outings, gathering in small numbers, etc.</p>	
	<p>Slide 8 - Contact tracing is one of the fundamental tools we have to control the spread of the disease. It's very important for COVID-19 because of asymptomatic or pre-symptomatic spread. We're staffing up our contact tracer team – up to 1000 staff. If you or a family member gets a call about this, it comes from this team.</p>	
	<p>Slides 9 & 10 - Looking forward, there are many positives:</p> <ul style="list-style-type: none"> • As we reopen, WIC will look different than what it's been in the past. We are working on plans to support you to reopen. • We have plenty of funding to keep WIC working smoothly, so this isn't a concern. • Food supplies have stabilized. We're not hearing about major shortages. Grocery stores have done a great job, including offering special hours for high risk people. • We're hearing great feedback about our remote services. They're working very well. We're also hearing that conversations are more meaningful and more in-depth. We know we can't do anthros or hgb remotely, but we're able to do most parts very effectively. • State budget is tight. WIC receives federal funding so hopefully we'll be ok. WIC isn't impacted by state furloughs. • We have a powerful state advocacy group – Nutrition First. Only 6 states have a state advocacy organization that supports WIC. • NWA has become a very powerful voice for speaking with Congress and one of the reasons we were able to get the waivers extended through Sept 30. • Our entire WA congressional delegation is very supportive and are firmly behind WIC. 	

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	<ul style="list-style-type: none"> • The WIC Authorization Bill has some positive changes if it were to be passed, including: <ul style="list-style-type: none"> ○ Children eligible until 6 ○ Postpartum women eligible for one year • NWA is looking at some lessons learned due to COVID-19. They'll try to include some of these in the bill. e.g. remote services, shopping options, more flexibility, etc. • We are looking at ways within our state for how we can run WIC to be the most flexible and effective program. 	
	<p>Slide 12 – from the slide: We always need reminders to do good self-care. These are the reminders:</p> <ul style="list-style-type: none"> • Breathe • Become aware of your body • Become aware of your emotions • Lean into your emotions • Accept your emotions • Connect with your values <p>Tell us one of your values: Staff shared in the questions box their values.</p> <p>Thank you for all you do and for being grounded so you can provide important WIC services to our families.</p>	
Announcements		
2020 NWA Virtual Conferences	<ul style="list-style-type: none"> • Be sure to view the conference sessions by July 31st • If you have problems accessing the platform, email confsupport@nwica.org • Checked the NWA website this am for the NWA Nut Ed and BF Promotion conference agenda. They have times for sessions but no topics. There are 4 general sessions offered and 32 concurrent session options. 	<p>Watch for a memo in next 2 weeks that will share:</p> <ul style="list-style-type: none"> • Conference funding • Conference details

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	<ul style="list-style-type: none"> Checked with Contracts staff and heard that amendments are progressing. 	
Equipment replacement	<ul style="list-style-type: none"> Due to travel restrictions, we're not able to do any replacements at this time. We replace computers every 5 years. We haven't done any replacements this year due to COVID-19. If you or your staff are due for a new computer and you are having issues with your computer, please reach out to the IT Support Desk at 1-888-457-2467 and we'll take care of you. We're now replacing desktop computers with laptops. When working from the office, you'll have a laptop that will be compatible with your current monitor, keyboard, and mouse. Laptops will provide more flexibility for staff to work remotely, when needed. 	
Have you considered getting laptops with larger screens?	<p>We're not sure what the IT Service Desk ordered. Update: The laptops have 14 inch screens.</p>	
Follow-up: Masks during pregnancy	<p>We received a question about pregnant women using masks on a previous webinar.</p> <ul style="list-style-type: none"> Please email your questions about masks and other specific COVID-19 related questions to https://www.coronavirus.wa.gov/about. These are the experts in DOH who can best answer your questions. We also encourage you to refer participants with specific COVID-19 questions to their medical providers. 	
Foods and formula update		
Food update	<p>Memo 2020-82 Food Update sent July 2nd stated food updates weren't active in Cascades, all foods are now active in Cascades.</p> <p>See slide 15 for detailed food changes and explanation for decisions.</p>	

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	<p>If there's a food that isn't in the Approved List and participants or staff think it should be included, please submit this information to us:</p> <ul style="list-style-type: none"> • Have participant use the "I can buy that" feature in WICShopper app • Collect the UPC, brand name, ingredient list, and any other important features about the product <p>What we're doing:</p> <ul style="list-style-type: none"> • We're updating the Shopping Guide to include the new foods and will be printing and posting it to the web. • We're planning for another food review: <ul style="list-style-type: none"> ○ If there are foods you would like to have included, please send them to us at WAWICFoods@doh.wa.gov ○ We can only review brand specific food items (baby foods, cereal, pasta, soft tortillas, tofu, soy beverage, juice, goat milk) during a formal food review, these items can't be added on rolling basis like other foods such as milk, yogurt, frozen fruits/vegetables, cheese, etc. 	
Will MDF be updated to include whole milk yogurt?	Yes.	
If a participant buys an 8 oz package of string cheese, does that remove the full pound when they purchase it?	No. Only 8 ounces of cheese is removed.	
Are the new foods added in the list in the WICShopper app or do we need to share them verbally?	Yes, they're in the food list in the WICShopper app.	
Participants are asking for Tillamook yogurt, are these available?	Currently not on the list.	We'll look into Tillamook yogurt.
When will the whole milk yogurt be available for the 12- 23 month olds?	It's on there now.	

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Does the MDF that includes whole milk need to specify whole milk yogurt in order to provide this yogurt to children over 2 and women?	We're not sure. We'll need to check the federal regulations.	We'll look into this.
Do we need a Medical Documentation Form for one year olds or whole milk yogurt?	No, you don't need a Medical Documentation Form completed to provide whole milk yogurt for one year olds. It is in Cascades and you should be able to issue it.	
Whole milk yogurt does not yet show on the newly approved foods list.	Thanks for letting us know.	We'll look into this.
19 kcal/oz formula	<p>Slide 16: Similac Sensitive, Similac Total Comfort and Similac Sensitive Spit Up are changing back to 20 kcal/oz.</p> <ul style="list-style-type: none"> • Will no longer require MDFs • Can size changed, but still yields 90 fluid ounces per can • Updating all documents associated with formulas <p>See slide 17 for timeline for formula changes.</p>	
How long do we still need to use MDFs for 19 kcal/oz formulas?	<p>Participants need to have MDFs until we switch over to the 20 kcal/oz formula. Once the formula is out there, you no longer need to get MDFs for these participants.</p> <p>See slide 17 for timeline for formula changes.</p>	
Why are 19 kcal / oz formulas changing to 20 kcal?	Formulas that are 19 kcal/oz don't meet federal regulations. The formulas were previously 20 kcal/oz but Abbott decided to change them a few years ago. They have decided to change them back to meet WIC standards.	
Participant Survey – Remote Services		
	<p>Survey went live on Tuesday 7/21 and we already have 71 responses.</p> <p>Participants can access the survey:</p> <ul style="list-style-type: none"> • On the WIC Shopper app – says: Please Take the Remote Services Survey. Survey in both English and Spanish. • On the Remote Services webpage <ul style="list-style-type: none"> ○ Google “Remote Services” web page • On the Nutrition First webpage – News section 	

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	<p>Encourage participants to take the survey. It only takes about 10 minutes depending on if the participant shares information in the open-ended questions.</p> <p>This survey closes on Monday, August 31st.</p> <p>We're excited to hear from participants and will share results with you.</p> <p>Staff can view the participant survey, however non-participants are asked to not take the survey.</p>	
<p>Will there be a survey for local WIC staff to gather input about remote services?</p>	<p>Nutrition First board has discussed this but don't have a plan at this point.</p>	
<p>High Risk Participants report follow-up</p>		
	<p>On July 16th, you could access this report via the SFT process.</p> <p>Cascades can't provide us with a HRCF report like we were able to get in CIMS. Cascades doesn't have a HRCF wizard.</p> <p>We can provide you with a list of active high risk participants and some appointment information. You can use this report to assess the HR participants file to determine if a HRCF was completed.</p> <p>We'll need to add in functionality to Cascades so it knows a HRCF was completed for participant. Then we'll be able to have a report that can tell you when a participant needs a HRCF.</p> <p>For a participant to be on the report:</p> <ul style="list-style-type: none"> • Must be currently active at the time the report is run. • Must be designated as High Risk 	

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	<p>Three ways to identify a participant as high risk:</p> <ul style="list-style-type: none"> • At certification, select a nutrition risk that puts the participant in the high risk status • At certification, use professional discretion and select High Risk radio button on the Certification Summary screen • If participant wasn't certified as high risk, select a nutrition risk that puts the participant at high risk later in the certification. <p>Report looks at three RD appointment types: RD, MSS-RD and NE-RD</p> <p>Report uses information from these appt types and populates the Previous RD and Next RD fields.</p> <p>However, Cascades can't decipher:</p> <ul style="list-style-type: none"> • If appointment completed was really an RD appointment. • If staff use the RD appointment types for other types of appointments for the RD. • If a high risk care plan was actually written in the participant's file. 	
Learning more about the report	<p>See slide 24 – Report example</p> <p>Column H - there will be a Y for Yes if staff marked professional discretion high risk button.</p> <p>Column I – shows nutrition risk codes that put the participant into high risk status, uses NULL when used professional discretion.</p> <p>Use the Staff Tool: Nutrition Risk Factors available on web to learn what nutrition risk was marked according to the High Risk Codes field.</p> <p>Column J – shows the date of the previous RD appt that was scheduled and completed. Don't know for sure what kind of appointment was really done.</p> <p>Column K – shows the date of the next RD appt scheduled in the future. Row 8 child next appt is July 28, 2020;</p>	

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	<p>Column L – shows the date of the next appt scheduled of any type (if the appt is a RD appt, will show the same date, Row 8 child)</p> <p>Column M – shows the latest food benefit issued by first date to spend date</p> <p>Row 15 – high risk child has no RD appointment and no future appointments</p> <p>Row 21 – PG woman also no high risk appointment or future appt, however, due date May so by now she may not need a high risk appt.</p>	
	<p>Critical to think about how you're using RD appts when you schedule</p> <ul style="list-style-type: none"> • If you use only use the RD appt for RD visits, you can have more confidence in the report that these are RD appts • If you have a RD appt but plan to do a different WIC service, cancel the RD appointment and add the correct appointment type into the calendar • Consider writing a Family Alert when a HRCP was completed. When you review this report, you can quickly go into the participant's file and see if HRCP was completed. 	
<p>Comment: We use NE – RD for non-high risk appt but RD is doing the appt. So it's better if this appt isn't shown on the report.</p>	<p>This report will only show HR participants, so if the participant is not high risk, the participant won't show on this report.</p>	
<p>Will there be additional training on the report for the RDs?</p>	<p>We haven't planned to do training at this time. Contact Margaret Dosland if you'd like support for your RDs around this report.</p>	
<p>What about if one family member is HR and the rest not? How should we be scheduling? It normally would be done by the RD.</p>	<p>Schedule the high risk participant in the RD column and the other non-risk participants would be the NE-RD. Only the high risk participant will show on the report.</p>	
<p>What if the participant is no longer high risk, what should we do?</p>	<p>You document in the participant's file that the participant is no longer high risk per current policy.</p>	

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Comment: MSS-RD for MSS appointments with the RD, may or may not be HR for WIC	If participants aren't HR participants they will not show on the List of Currently Eligible High Risk Participants report.	
Would it be possible to add HR as a nutrition education topic in Cascades for better tracking?	We'll look into this.	
Polling questions	<ol style="list-style-type: none"> 1. Have you used the List of Currently Eligible High Risk Participants? Yes - 36% No - 61 % No, I don't plan to use it - 3% 2. Are you using the RD appointment types to schedule only High Risk appointments for your RD staff? Yes, RD appointment type - 66% Yes, MSS-RD appointment type - 5% Yes, NE-RD appointment type - 18% No - 30% 3. Which of the following appointments are you scheduling for your RD staff using one of the following RD appointment types? Second nutrition education contact - 79% Mid-certification health assessment - 65% Certification/subsequent certification - 69% Other – (use questions field) - 19% <ul style="list-style-type: none"> • very often they have to see RD for all as 1 or more ppts are high risk and need close f/u by RD • MSS-RD is how we schedule all appointments with an RD, regardless of HR, IC, HA, etc. 4. Would you like to run this report for previous certifications? 	

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	Yes - 62% No - 38%	
Questions and answers		
I'm curious about reports on breastfeeding stats as my agency is asking me for that report.	We're working on a Breastfeeding report. We appreciate your patience as most of the RAE team (all but 1) are deployed to the Incident Management Team for the COVID-19 emergency response.	
Where to get help		
COVID-19 Resources for WIC Staff and Participants		
Who to Contact for Questions	<ul style="list-style-type: none"> • State COVID Assistance Hotline: 1-800-525-0127 • Text the word "Coronavirus" to 211-211 for updates on your phone • Ask a question: DOH.information@doh.wa.gov 	
Multilingual Resources	<ul style="list-style-type: none"> • Coronavirus.wa.gov • Health education materials in 26 languages • DOH-Novel Coronavirus Outbreak (COVID-19) 	
Stress due to COVID-19	Washington Listens – talk to someone about stress due to COVID-19 <ul style="list-style-type: none"> • Call 1-833-681-0211. Language services available. • Available Monday-Friday 9 am to 9 pm and weekends 9 am to 6 pm 	
A Healthy Dose of Information	<ul style="list-style-type: none"> • Public Health Connection – DOH blog posts • WA WIC Memos posted on the: <ul style="list-style-type: none"> ○ Local Agency SharePoint page ○ Nutrition First website 	
State Staff Contacts		

Contact us with your questions:	Policy Support phone: 1-800-841-1410, press 3, then press 1 or email at wicpolicysupport@doh.wa.gov Clinic changes/closures - call your LPC or email Your Local Program Consultant (LPC) or email us at wiclpc@doh.wa.gov	
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