

COVID19 Webinar Notes – 8/13/20

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		
COVID-19 Updates	<p>Paul provided a COVID-19 update and talked about the health disparities seen within WA state.</p> <p>Paul also touched on messages of hope. Based on epi data it looks like we may be turning the corner and COVID-19 numbers are improving. In particular the declining hospitalizations and the low reproductive number in Eastern WA.</p>	
Announcements		
P-EBT and WICShopper App	<p>Per local agency request, we are adding a P-EBT banner to the WICShopper app for August.</p> <p>To make room for the P-EBT banner, we will remove the FMNP banner. On September 1st the P-EBT banner will be removed and the FMNP banner will be reactivated within the app.</p>	
Topics		
<p>Reopening clinics aka</p> <p>Post-waiver WIC services</p>	<p>Instead of “re-opening” we are going to call this next phase “post-waiver”. We are doing this as WIC has always been open (even though most clinics are closed to the public), plus we aren’t necessarily planning on providing face to face services once the waivers run out. Our friends at the California WIC Program came up with this language and we liked it.</p> <p>Our plan is to minimize the time staff and participants are face to face, if at all.</p>	

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	<p>Main points regarding post waiver planning:</p> <ul style="list-style-type: none"> • We are going to the Governor for guidance. • We are still working on a plan, which we hope to have for you in the next few weeks. • We plan to give a 60 day implementation period. We hope many of you may implement faster, but that depends on our plan. 	
Laptop discussion polling questions	<p>Knowing schools will start remote/online, we are wondering how many staff may need laptops in the fall. Staff will need their supervisor approval for this type of work and we need to start planning for this now.</p> <p>Poll</p> <ol style="list-style-type: none"> 1. Do you anticipate that more staff will request laptops to work from home when school starts? Y/N. <ul style="list-style-type: none"> • Yes - 41% • No - 59% 2. If yes, approximately how many laptops do you need? <ul style="list-style-type: none"> • 1-3 = 53% • 4-6 = 32% • 7-9 = 9% • 10-15 = 6% • 16+ = 0% 	
World Breastfeeding Week Sharing	<p>Happy Native Breastfeeding week, August 9 to 15. Jessica went over the messages shared within this year's theme and the artwork. https://www.facebook.com/NativeBreastfeedingWeek/</p> <p>The artist, Autumn Gomez, describes the symbolism and inspiration behind her powerful and beautiful "<i>heartwork</i>."</p>	

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	<p>The artist shares:</p> <ul style="list-style-type: none"> • Mua (moon) our closest cosmic relative. The moon holds cycles of time and cycles of our bodies of water. The moon gently reflects light from the sun, some nights so brightly that we can navigate safely through the darkness of night. • Onaa & pia (baby and mother/parent) inspired by a moment between Veronica Cata and her son. Baby and parent having a moment of pure love during the hustle of day-to-day life. • Older babies and toddlers breastfeed too! All parents have different feeding goals. I feel breast/chest feeding into the toddler's age deserves to have more representation in our Indigenous communities. Inspired by a breastfeeding indigenous counselor. • Tu Sina (Personal items hanging from the belt) I wanted this piece to reflect my matriarchal lineage, which is Numunuu (Comanche). While New Mexico and pueblo territories have increasing numbers of birth workers (thanks to places like Tewa Women United). I want to make sure that plains relatives received my support and hope for a growing Indigenous birth community. • Aruka (deer) as a Pueblo person, for me the Mother deer is a symbol of survival through ancestral knowledge and natural resources. I wanted the image to feel safe and warm though it's outdoors at night. I dream of a world of safety for our parents and upcoming generations. <p>Jessica also shared two examples (see slides) of WIC clinics' celebrations:</p> <ul style="list-style-type: none"> • Tri-cities Community Health – Drive-Thru celebration • Jefferson County Health District – press release for World BF week and Farmers Market week 	

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	<p>Jessica asked to hear what other agencies are doing for breastfeeding week. Staff shared on the webinar:</p> <ul style="list-style-type: none"> • We created a “WIC-tok video.” • We added continuing education opportunities to staff meetings every week this month. Topics discussed so far include: Feeding multiples & breastfeeding education best practice tips and tricks. We plan to keep having these continuing education opportunities for the rest of the month and beyond! • Our Peer Counselors sent "thank-you for breastfeeding" post cards to BF clients. • We made 2C BF talking points and 2C handouts <p>Please share what you’re doing to celebrate breastfeeding by emailing Jessica.armstrong@doh.wa.gov. She’ll share your celebrations with everyone.</p>	
<p>Managing Participant Appointments with Remote Services</p>	<p>Jody acknowledged local agencies are the experts on how things work best at the local level. For this reason, we would like to gather their input on how to manage appointments with remote services.</p> <p>How are clinics communicating the different appointment types?</p> <ul style="list-style-type: none"> • Remote appointments • GoToMeeting Video Chat appointments • In office appointment (Physical Presence) • Other <p>Here are some methods we heard about:</p> <ol style="list-style-type: none"> 1. Detail Clinic Daily Appointment Schedule - One way is to use and look at the comments under Detail Clinic Daily Appointment Schedule. Some agencies are tracking the appointment delivery method here. 	

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	<p>In order to add info into comment you need to be in the appoint schedule page. On that page, there is an appointment sticky note where you can add this information and it appears in the comments on the Detail Clinic Daily Appointment Schedule</p> <ol style="list-style-type: none"> 2. Family alerts – Add a note about appointment delivery method in family alerts under an individual participant or as a family. 3. Clinic Family Workflow Dashboard – If your agency is not concerned with documenting and tracking actual walk-ins during this COVID-19 period if a scheduled participant actually is in the clinic for a face-to-face appointment you could cancel their appointment and add them as a walk-in on the Clinic Family Workflow Dashboard and they would appear with the walking person icon that could be used to denote a participant needs to be seen face-to-face vs remotely. 4. GoToMeeting Appointment schedule – Kitsap Community Resources (KCR) are using a GoToMeeting schedule to document the Video Chat appointment delivery types and other information. The memo from the webinar where the form was shared is 2020-75. <p>After sharing examples above, Jody asked agencies to send in success stories. Agencies could enter examples in the chat box. We'll share these on the next webinar.</p> <p>Here were some other ideas shared with us that may not work as well:</p> <ul style="list-style-type: none"> • Add phone and video option in Cascade drop down when identifying exception to physical presence. Unfortunately, you don't see this information quickly when looking at 	

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	<p>appointments and staff would need to go into the participant demographic page for each participant to see.</p> <ul style="list-style-type: none"> • Add video to options under special needs section in participant demographics but this would remain in the file until changed and it would only indicate a Yes on the Detail Clinic Daily Appointment Schedule, identified. <p>To have Cascades populate the specific information on the clinic dashboard next to special needs column would require extensive programming and this type of change wouldn't be possible for at least another year.</p> <p>Managing Participant appointments – We'd like to learn how your staff manages appointment for staff with the same role. To gain more information we would like to complete some polls.</p> <p>Poll Questions:</p> <ol style="list-style-type: none"> 1. Clinic staff who are completing remote participant appointments <ol style="list-style-type: none"> a) 100% work in the clinic and call the participants – 48% b) 100% work from home and call the participants – 4% c) Are mixed with some staff working from home and some staff working from the clinic – 48% 2. Our clinics are managing delivery of services to remote participants by utilizing. <ol style="list-style-type: none"> a) The Detail Clinic Daily Appointment Schedule - 43% b) The Clinic Family Workflow Dashboard and staff monitor the rooms to know they need to complete an appointment - 24% 	

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	<p>c) IMs are sent to staff by another staff to notify them that there is a participant ready for an appointment - 16%</p> <p>d) Other (enter in chat box) - 16%</p> <p>Local agency other include:</p> <ul style="list-style-type: none"> • Huddles to go over • Combination of options above • Clinic calendar report modified • Sticky notes on calendar • Email • Add to Seattle Indian Health Board schedule <p>3. For clinics using the Detail Clinic Daily Appointment Schedule to determine which staff is completing which participants' appointments, how and when is the determination made?</p> <p>a) Morning Huddle with the team – 18%</p> <p>b) Supervisor completes a schedule for each staff member- 26%</p> <p>d) Each staff go - 37%</p> <p>e) Other – 18%</p> <p>other - Clerk makes notes on who apt is assigned to</p> <p>We would like to know what your clinic is doing. Please send this information to jody.ceesay@doh.wa.gov and we'll share at the next webinar.</p>	

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<p>NWA Virtual Nutrition Education and Breastfeeding Conference and Exhibits – <i>Please see slides for specific instructions and many links to NWA webpage</i></p>	<p>We wanted to highlight the NWA Virtual Nutrition Education and Breastfeeding Promotion Conference and Exhibits and help you prepare.</p> <p>When? September 8 - Preconference workshop, 3 sessions September 9 to 11 – Virtual conference, 32 concurrent sessions, 4 general sessions, several times to view exhibits and a poster session</p> <p>Plus all sessions are recorded and registrants may access the conference platform and view the recorded sessions until Oct 11.</p> <p>Who can attend? We encourage all WIC staff including peer counselors to attend.</p> <p>How?</p> <ul style="list-style-type: none"> • Register staff by August 23 (for early bird rate) and before September 2. • Log into virtual conference platform and view. <p>Where? In the comfort of your clinic or home</p> <p>Registration:</p> <ul style="list-style-type: none"> • All WIC staff in WA are NWA members – the state office pays for your agency to be a member and all staff within your agency are members. NWA knows your agency name; however, they don't know individual staff names. • Each staff member in your agency needs to create an NWA account before you can register them for the conference. • You can register all staff at one time. • Group rates are available – contact registration@nwica.org prior to entering information on the registration screen and they'll help you register with the group rate. 	

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	<p>Contracts and conference funding – We added \$185 per staff member per agency.</p> <ul style="list-style-type: none"> • Staff numbers were based LMS staff accounts for your agency. • A letter was emailed to each coordinator sharing the specific funding added to their contract for the conference. • Agencies can use general training funds to cover costs, if needed. You can also use breastfeeding peer counseling funds to register Peer Counselors. <p>Once the contract amendments are signed, the funding is available. Funding period is Sept 1 to 30.</p> <p>If staff can't attend this training, you can use this funding to attend another nutrition or breastfeeding training. Please contact Jacqueline.Beard@doh.wa.gov to obtain approval for a different training.</p> <p>Slide 48: See fees and registration for payment information on NWA website. Scroll down the webpage to find purchase order information as a payment option. Send a copy of your purchase order and a copy of NWA online registration invoice to NWA by Sept 2.</p> <p>Slide 49 – links for NWA Help:</p> <ul style="list-style-type: none"> • Monday morning reports • Read how virtual conference work • Check out FAQ • Contact NWA – registration@nwica.org or 202-232-5492 <p>Questions:</p> <p>Q1. How do we pay for it if we don't have funding until September? A1. A purchase order will be your best option, NWA will bill you.</p>	

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	<p>Q2. Can we use this training toward our training requirements? A2. Yes, this training helps you and your staff to meet both your nutrition and breastfeeding training requirements, e.g., twelve hours of nutrition training for CPAs/certifiers, etc.</p> <p>Q3. Can staff share computers and reduce registration costs? A3. Please register each staff member using this additional conference funding and general training funds, if needed. You can also use Breastfeeding Peer Counseling funds to register Peer Counselors. We want to support the important work that the National WIC Association does for our program and WIC families. This conference funding supports their efforts!</p> <p>Q4. How does group registration work? A4. Several local agencies obtained the group rate for the NWA annual conference in June. They said to contact NWA by emailing registration@nwica.org to get the group discount rate. NWA staff are very responsive and helpful!</p> <p>Q5: I attended the NWA conference in June but I haven't received a certificate yet. What should I do? A5: Contact NWA at registration@nwica.org</p>	
State staff comment	Since the NWA Virtual Conference is occurring Wednesday through Friday, we'll cancel the WIC Update Webinar for September 10.	State will cancel 9/10/2020 WIC Update Webinar and send out a reminder at that time.
Close meeting		
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 	

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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	<p>Washington Listens – talk to someone about stress due to COVID-19</p> <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 	
Contact us with your questions:	<p>Policy Support phone: 1-800-841-1410, press 3, then press 1 or Email at wicpolicysupport@doh.wa.gov</p> <p>Clinic changes/closures - call your LPC or email Your Local Program Consultant (LPC) or Email at wiclpc@doh.wa.gov</p>	