

# COVID-19 AND WIC UPDATE QUESTIONS & ANSWERS

**As of August 20, 2020**

QUICK LINKS TO TOPICS IN THIS DOCUMENT	
<a href="#">Benefits</a>	<a href="#">Income</a>
NEW <a href="#">Breastfeeding</a>	<a href="#">Medical Documentation Forms (MDF)</a>
<a href="#">Cascades</a>	<a href="#">Miscellaneous/Outreach</a>
NEW <a href="#">Certification</a>	NEW <a href="#">Remote Services/Post-waiver</a>
NEW <a href="#">Certifier Competency Training</a>	<a href="#">Reports</a>
<a href="#">Expanded Food List</a>	NEW <a href="#">Technology</a>
<a href="#">Farmers Market</a>	<a href="#">Transfers</a>
<a href="#">Formula</a>	<a href="#">WICShopper App</a>

Topic	Question	Answer
<b>COVID-19 Materials</b>	Where to find COVID-19 materials?	<p>All COVID-19 numbered memos, webinar notes and materials are posted to <a href="#">Local Agency SharePoint</a> and <a href="#">Nutrition First web</a></p> <p>Find forms to use during participant appointments on WIC web at: <a href="#">WIC Remote Services</a></p> <p>Find policies and mailed card letters on WIC web at: <a href="#">Providing Remotes Services from the Clinic</a></p>
<b>COVID-19 Resources</b>	Where can we find answers to our questions about COVID-19?	<p><a href="#">Centers for Disease Control and Prevention (CDC) Coronavirus (COVID-19)</a></p> <p><b>Washington 211 COVID-19 Call Center</b>                      Do you need information or answers to your questions and concerns about the novel coronavirus (COVID-19)? You can call 1-800-525-0127 or text 211-211 for help. You can also text the word "Coronavirus" to 211-211 to receive information and updates on your phone wherever you are. You will receive links to the latest information on COVID-19, including</p>

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		county-level updates, and resources for families, businesses, students, and more. Please note that this call center can't access COVID-19 testing results. For testing inquiries or results, please contact your health care provider.
<b>BENEFITS</b>		
<b>Benefits/Shopping</b>	What should we do if participants can't find WIC foods?	Send an email <a href="mailto:wicfoods@doh.wa.gov">wicfoods@doh.wa.gov</a> when participants tell you they can't find WIC foods. Be sure to include the store name, street address, city, date and time if possible, and the specific food so our vendor staff can follow-up with the store.
<b>Benefits/WIC Cards</b>	For new certifications or PEs, how do we get their card to them? Can we mail?	Give the participant the option to mail or pick the card up at the clinic or curbside. Wash your hands before mailing or giving cards in person or curbside. Examples of curbside card issuance: <ul style="list-style-type: none"> <li>• Place the card on the participant's car and stand 6' away while the person takes the card off their car.</li> <li>• Place the card in a sanitized container (drop-box) and place the container with the card in it in a location the participant is able to pick up on their own, either in the clinic waiting room or parking lot. Wear gloves to pick up the basket and sanitize for the next person.</li> </ul>
<b>BREASTFEEDING</b>		
<b>Breastfeeding/Breast pumps</b>	Where can I find questions and answers about breastfeeding support and breast pumps?	See the Breastfeeding Support during COVID-19 Questions and Answers on the WIC webpage. We plan to have them posted by the end of August.
<b>CASCADES</b>		
<b>Cascades Sandbox</b>	What was updated in the Sandbox? I'm wondering if the	Yes, it should be the same as whatever was in the June 1 <sup>st</sup> Cascades software update. Participant data will be refreshed later.

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	food packages, MDF, formula exchanging, etc. will all be the same as Cascades now.	
<b>Cascades/Dashboard</b>	As we provide NE-I or other apt over the phone the same day, are we allowed to check in/out the participants from the dashboard to count as part of the productivity?	Yes, it's recommended to check participants in for their appointments from the Dashboard.
<b>Cascades/Dashboard</b>	If providing services for someone who is not on the schedule, do we need to add them to the calendar or as a walk-in using the dashboard?	Yes, you can add them as a walk-in as this will record them as a non-scheduled participant, but adding them to the Master Calendar is an option if your agency prefers it.
<b>Cascades/Modifications</b>	Can Cascades be changed to help in providing remote services?	<p>We're not able to change Cascades features that require programming at this time, these include:</p> <ul style="list-style-type: none"> <li>• We're unable to send the R&amp;R by text</li> <li>• We're unable to provide a link to SNAP to assess adjunctive eligibility (similar to ProviderOne).</li> <li>• We're unable to provide a text message reminder for newly added appointments in Cascades.</li> <li>• We're unable to use Cascades to send mass texts or emails because Cascades only sends notifications if participant misses, cancels, or books appointments.</li> </ul>
<b>Cascades/Modifications</b>	<p>Are we ever going to have the option of making clients PDHR after the cert? And at other appointments?</p> <p>It's not uncommon to have PDHR come up at a visit after a cert.</p>	We added this to the enhancement request list.

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<b>Cascades/No Show Rates</b>	How can we have access to our agency's no show rate from last month? Are there reports in Cascades we can run?	<p>There are a couple of options: From the Appointment drop down menu in the Cascades Reports, you can access two reports:</p> <ul style="list-style-type: none"> <li>• The Appointment History Report shows the show rate at the bottom of the report for the time period you select.</li> <li>• The Participant Appointment Show Rate Report gives the show rate for the reporting time period.</li> </ul> <p>Note: We haven't yet validated these reports, but they should give a good estimate on your no show rate.</p> <p>The Master Calendar also shows the appointments completed from the previous day. If you select the month view, you can see percentages for previous days for the month.</p>
<b>CERTIFICATION</b>		
<b>Certification/ Separation of Duties</b>	Are we required to do separation of duties at this time?	No, we received approval for this waiver. Local staff don't have to meet separation of duties during this emergency period.
<b>Certification/ Separation of Duties</b>	Does the separation of duties waiver apply for farmers market benefits?	Yes, it does.
<b>Certification/ Separation of Duties</b>	What are the requirements for the waiver?	<p>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<sup>st</sup>.</p> <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"> <li>• What: Agencies review a random 5% of certifications not meeting SOD each month.</li> <li>• When: June 1<sup>st</sup> through the end of September</li> </ul> <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>

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		<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 &amp; 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>
<b>Certification/Separation of Duties</b>	It looks like the Cascades Separation of Duties report isn't correct? Is this true?	You're correct. The Cascades SOD report isn't working as expected. <b>Please hold off on completing file reviews (shared on 8-6-20 webinar).</b> We're working to develop an accurate report for you. Thank you for your continued patience.
<b>Certification/Separation of Duties</b>	For agencies with small staff, will the state complete the chart reviews?	What you were doing pre-COVID 19 would be best. If you have other concerns, please contact your LPC.
<b>Certification/Separation of Duties</b>	Should we send the chart reviews to the state or hold on to them?	Just hold onto them and be able to produce during a monitor.
<b>Certification/Separation of Duties</b>	Is it 5% of all charts or just the ones that don't meet SOD	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.
<b>Certification/Separation of Duties</b>	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.
<b>Certification/Separation of Duties</b>	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.
<b>Certification/Extend Certification</b>	Are we being asked to extend certifications when possible? Or are we supposed to do certifications rather than extend them?	Policy states that staff can extend the certification for 1 month when appointments aren't available – which could be the case if you don't have staff. Be sure to extend the participant's certification <b>before</b> their eligibility ends date.

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<b>Certification/ Foster Children</b>	Can you talk about doing cert for foster children? Are there any special considerations?	No special considerations. If you have a specific question about certifications for foster children, please email us <a href="mailto:wicpolicysupport@doh.wa.gov">wicpolicysupport@doh.wa.gov</a> .
<b>Certification/ Subsequent Certifications</b>	Do we use the "COVID-19" reason for children's subsequent certification (SC) if child isn't present or change to "hardship"?	When completing a Subsequent Cert, document "no" the participant isn't present and select "COVID-19" for the Physical Presence Exception Reason.
<b>Certification/ PE Complete Assessment</b>	You mentioned that marking not physically present at the PE Complete Assessment doesn't release the requirement to enter information on the Anthro/Lab screen. Do we still document "Not present" on the Participant Demographics screen or only on the Anthro/Lab screen in the Bloodwork Deferment Reason dropdown?	Yes, you still document "not present" on the Participant Demographics when doing a remote PE Complete Assessment appointment. You also have to mark the Deferred Reason "participant not present" on the Anthro/Lab screen to remove the requirement to enter a bloodwork value.
<b>Certification/ Release of Information</b>	Can we get verbal authorization for Release of Information (ROI)?	Yes, we received approval to get verbal authorizations for the Release of Information. <ul style="list-style-type: none"> <li>• Have the participant read the Release of Information form and get a verbal agreement. A verbal agreement counts as a signature for the ROI.</li> <li>• Document in the Individual Care Plan the information was read by/to the participant and understood/acknowledged.</li> <li>• A view of a signed ("wet" or electronic) signature on the ROI is also acceptable Note: "Wet" signature = one done by the person, usually in ink.</li> <li>• Don't have people take pictures of a signed document and send them by text or email.</li> </ul>

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		<ul style="list-style-type: none"> <li>You can have the person show you a signed ROI using a video platform.</li> </ul>
<b>Certification/Measures</b>	A participant knew her infant's weight, but not length. Cascades requires both. Do you have any guidance here? Should we put it in notes or just not record either?	You can't enter a sticky note on the Anthro/Lab screen unless you enter measurements. Staff can add a sticky note on the Health Information screen, Participant Demographics screen or in the Participant's Care Plan. Your agency can decide where these measurement notes should be documented.
<b>Certification/Measures</b>	Do we need to make up measurements if they were due during this time?	No, we received a waiver from USDA to waive measurements during this emergency period.
<b>Certification/Measures</b>	Do we take the participant's word on height and weight?	Yes. Document the measurements and the date they were taken in the Anthro/Lab screen. Add a sticky note indicating where measurements were taken.
<b>Certification/Measures</b>	If we can't get measurements for a participant, do we provide only one month of benefits?	No, you may issue up to 3 months of benefits. We received a waiver for measurements during this emergency period.
<b>Certification/Mid-Cert HA</b>	Is it ok to issue 3 months of benefits since the participant can't come in for the mid cert HA?	Yes, complete a remote Mid-Cert HA and issue 3 months of benefits. See Remote policy: <a href="#">Remote Mid-Certification Health Assessment</a> for additional information.
<b>Certification/Proofs</b>	If the participant sends us proofs via email, is this OK?	Yes, it's okay as long as the participant knows the risks if their email isn't secure. Staff document that the participant was informed about potential risk so it's clear it's the participant's choice.
<b>Certification/R&amp;R</b>	Do we sign for the R & R like for remote issuance?	Yes, clinic staff assure the participant read the R&R or staff read it to them, ask the participant if they agree, then sign the R&R with staff initials and "Remote Cert".

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<b>Certification/R&amp;R</b>	I can't seem to find the updated R/R (post cascades rollout) in other languages online, only English. Where can these other languages be found?	<a href="#">Access R&amp;Rs here</a> Click the "+" beside the gray View Other Languages bar, below the English R&R to see R&Rs in other languages.
<b>Certification/R&amp;R</b>	Why was the language about immigration status removed from the new R&R?	We were concerned that that statement wasn't true at the time the forms were printed. Now that we know the statement is still true, we're updating the R&Rs.
<b>CERTIFIER COMPETENCY TRAINING</b>		
<b>Certifier Competency Training/COVID updates</b>	Will you provide the documentation form in a format we can type in?	Yes, we believe we can do this.
<b>Certifier Competency Training/COVID updates</b>	Can staff work fully as a certifier with the temporary CCT form?	Once they complete all the competencies and documentation form, they can do all duties except the measurements and hematology with the temporary CCT certificate.
<b>Certifier Competency Training/COVID updates</b>	Can we submit the original competency documentation form now and send the one with the completed anthros and hematology later?	If you are currently training a staff person and have already filled out most of the current CCT Documentation form and it would be a difficult to transfer the information to the new form, go ahead and email us the current form. Document which observations didn't include measurements and blood work.  If you've just started filling out the current CCT Documentation form, please transfer the information onto the new COVID-19 CCT Documentation form and send it.
<b>Certifier Competency Training/COVID updates</b>	Is there updated HIV/AIDS training?	We recently learned there were changes in the HIV/AIDS training requirements based on newly passes legislation this past legislative session, so this training may not be required. We are confirming this.

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		If confirmed, we won't post HIV/AIDS training in the new Learning Management System (The Learning Center, TLC).
<b>Certifier Competency Training/COVID updates</b>	When will the new forms be posted?	We expect them to be posted within the next two weeks. Contact Toi and she can send them out to you separately (see contact information above), if you need them right away.
<b>Certifier Competency Training/COVID updates</b>	Can an experienced certifier do the observations?	Coordinators can identify who in the clinic are the certifier trainers. This includes RD's and experienced CPAs. Coordinators must
<b>Certifier Competency Training/COVID updates</b>	Do we need to put the participant ID next to the date on the Observation Tool?	We feel it would be helpful for monitoring purposes, for follow-up and reviewing documentation. It is up to you to determine what is valuable and needed.
<b>Certifier Competency Training/COVID updates</b>	Will there be a requirement for all WIC staff to complete the new Cultural Humility and Implicit Bias training?	We're discussing if this will be required for all staff. We're excited about this training and know it would be valuable.

### EXPANDED FOOD LIST

<b>Expanded Food List/Update</b>	What foods have been updated?	See Memo 2020-82 Food Updates sent on July 2, 2020. <b>Note:</b> the memo stated the foods weren't all active in Cascades yet, they are all active now.
<b>Expanded Food List/Update</b>	What are the food changes we should know about?	See slide 17 in the WIC Webinar Update on July 23, 2020 for a detailed list of changes and explanations for decisions. As a short overview: A2 and organic milk were removed Pasteurized eggs were removed
<b>Expanded Food List/Update</b>	What should we do if we think a food should be allowed and it isn't?	Use the "I can't buy this" feature on the app or collect the UPC, brand, ingredient list and email it to the <a href="mailto:WAWICFoods@doh.wa.gov">WAWICFoods@doh.wa.gov</a> .
<b>Expanded Food List/Update</b>	Will MDF be updated to include whole milk yogurt?	Yes.

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<b>Expanded Food List/Update</b>	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.
<b>Expanded Food List/Update</b>	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.
<b>Expanded Food List/Update</b>	Participants are asking for Tillamook yogurt, are these available?	Currently not on the list.
<b>Expanded Food List/Update</b>	When will the whole milk yogurt be available for the 12- 23 month olds?	It's on there now.
<b>Expanded Food List/Update</b>	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.
<b>Expanded Food List/Update</b>	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.
<b>Expanded Food List/Update</b>	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.
<b>Expanded Food List/Update</b>	Whole milk yogurt does not yet show on the newly approved foods list.	Whole milk yogurt was just recently added to Cascades and is now available at the store and in the WICShopper app when scanning for checking My Benefits. We will work to add the approved yogurt to the food list posted in the app and on the web.

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<b>Expanding Food List/ Milk Alternatives</b>	Are there options for other types of milk, such as almond or other non-dairy milk?	We aren't considering these milks at this time. These types of milk require a waiver and would be for a limited time only.  We have to weigh the confusion for participants to be able to buy these foods for a limited time only.
<b>Expanding Food List/Eggs</b>	How about organic milk and other types of eggs like liquid eggs?	We're looking at them but we have challenges with the "Not to Exceed" amounts. We're working on solutions and hope we can make these available.
<b>Expanding Food List/String cheese</b>	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 16oz or 32oz sizes depending on their WIC benefits.
<b>Expanding Food List/</b>	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.
<b>Expanding Food List/Updating the Shopping Guide</b>	Will the Shopping Guide be updated with these changes?	Yes, however this is a longer term process. <ul style="list-style-type: none"> <li>• First we wanted to get the new foods entered into the Approved Food List and posted to the web.</li> <li>• Second, we're working to get all the foods into the WICShopper App.</li> <li>• Third, we will work on updating the guide, but it's a longer term project. Many staff who worked on the guide are working on IMT.</li> </ul>
<b>FARMERS MARKET</b>		
<b>Farmers Market/Update on 2020 Farmer Market Season</b>	How are we providing FMNP services during this COVID-19 time?	Please be sure all staff involved with Farmers Market complete the <a href="#">2020 Farmers Market Nutrition Program Local Agency Training</a> on the web before issuing benefits. Also, see guidance in <a href="#">Memo 2020-51 2020 Farmers Market Update</a> and <a href="#">Frequently Asked Questions (FAQ's)</a> .
<b>FORMULA</b>		
<b>Formula/19 cal/oz</b>	How long do we still need to use MDFs for 19 kcal/oz formulas?	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.

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<b>Formula/19 cal/oz</b>	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.
<b>Formula/Reissuing</b>	What if the participant purchased their formula and the baby can't tolerate it and they need a new formula? We can't take the formula from the participant, so can we still issue the new formula?	Yes, you can still issue the new formula even if you can't get the purchased formula back. Reissue the new formula, document in the participant's record and tell the participant to throw away the formula. We don't want participants bringing cans of formula back to the clinic. <ul style="list-style-type: none"> <li>• If the caregiver asks if she can give to a friend, let her know that she can't give WIC formula to others or sell the formula.</li> </ul>
<b>Formula/Returned Baby Foods</b>	Are we throwing away all returned baby food due to possible contamination as well?	Yes. Due to safety concerns don't accept any returned foods. If you have returned foods, throw them away.
<b>Formula/Returned Formula</b>	Could we ask USDA to let us keep and distribute or donate returned formula instead of destroying?	If someone calls and wants to exchange cans of formula: <ul style="list-style-type: none"> <li>• Exchange the formula remotely.</li> <li>• Ask them to throw the formula away due to safety concerns about bringing formula to the clinic.</li> </ul> We've been told there should never be redistribution of formula due to safety issues and concerns about how long the virus can live on surfaces.
<b>Formula/Returned Formula</b>	Depending on new guidance for pump cleaning, could we use similar process to clean and disinfect cans of unopened formula, then accept the formula?	Staff can't clean or disinfectant the formula cans. There's still a concern about safety of formula. The participants needs to throw it away.
<b>INCOME</b>		
<b>Income/Grace Period</b>	If we gave a grace period for missing proof and the person still	If the participant isn't able to provide the proof because they don't have secure email or text, or the clinic doesn't have secure video chat, use COVID-19 as the proof selection. Staff are able to issue benefits without

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	can't show us the proof the next month, can we give another one?	restriction with this proof selection. We received a waiver for proofs during this emergency period.
<b>Income/Current and Annual Income</b>	How do I assess people earning more income with supplemental benefit than they normally receive?	<p>Use current or annual income – whichever is most reflective of the household's financial status</p> <ul style="list-style-type: none"> <li>• Current = income received in the <b>past</b> 30 days</li> <li>• Annual = income received in the <b>past</b> 12 months</li> </ul> <p>Unemployed – use the amount during unemployment if it makes the household eligible</p> <ul style="list-style-type: none"> <li>• Current = income received in the <b>next</b> 30 days</li> <li>• Use the amount determined by Employment Security</li> <li>• If not determined yet, use zero income when appropriate and update when there are changes</li> </ul> <p>Assess if annual income is more reflective.</p>
<b>Income/Household Size</b>	Could you clarify the policy for household size?	<p>Determining household size is key for the income assessment. The purpose is to assess for all sources of income and support to accurately determine the economic unit.</p> <p>Household size (<a href="#">Ch. 6 – Income</a>, p. 21)</p> <ul style="list-style-type: none"> <li>• Household = economic unit</li> <li>• FNS had us add the following in 2017: A household/economic unit must have its own source of income or savings adequate to support living expenses (Guidance \$500 per person/mo)</li> </ul>
<b>Income/Economic Stimulus</b>	What counts and doesn't count as income?	<p><b>Doesn't count:</b></p> <ul style="list-style-type: none"> <li>• Stimulus payments – CARES Act             <ul style="list-style-type: none"> <li>○ This is an advance tax credit, which isn't counted as income for WIC</li> </ul> </li> </ul> <p><b>Does count:</b></p> <ul style="list-style-type: none"> <li>• Unemployment benefits and the Supplemental benefit (\$600/week)             <ul style="list-style-type: none"> <li>○ Unemployment benefits count for WIC (based on WIC regulations)</li> </ul> </li> <li>• Family Medical Leave and/or Family Protection Leave</li> <li>• No regulatory allowance to exclude</li> </ul>

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<b>Income/Emailing Proofs</b>	If the participant sends us income proofs via email, is this OK?	Staff should share with participants that most email is not secure so before they email documents with personal information, they should find out if their email is secure. We want to help participants keep their documents safe, so it's important to help them know about the risks.
<b>Income/Viewing Proofs</b>	Can agencies use video-conferencing to view and validate proofs? For example, a client shows a picture on their phone either through a socially distanced location or through a video-conference platform.	<p>If you are on the phone call and the participant gives you the P1 number, you can use that information for proofs.</p> <p>If you are using an approved video communication platform, like GoToMeeting, and can see the proof, then you can use that info.</p> <p>We're following guidance from the Washington State Office of the Chief Information Officer (OICO) on what platforms are secure for WIC services. The OICO has determined GoToMeeting is secure; that's why we're providing you Go To Meeting licenses.</p>
<b>Income/COVID-19 Proofs</b>	When should staff use the COVID-19 proofs?	<ul style="list-style-type: none"> <li>• If staff are able to see a participant's proofs (ProviderOne, secure video chat, secure email or text) then select them.</li> <li>• If the participant can't provide them, then mark the COVID-19 option. This doesn't give the temporary certification (grace period).</li> <li>• We updated the <a href="#">Remote Certification policies</a> with the new waiver information on the website.</li> </ul>
<b>Income/Subsequent Certifications</b>	Are we supposed to ask about income at Subsequent Certification appointments or at all appointments?	Only ask about income at certification appointments. On the R&R that participants sign, it states that they need to let us know when there has been an income change. We need to continue to be careful to treat all participants equitably.
<b>Income/Reporting</b>	What do we do if a participant self-reports higher income mid-cert?	When you become aware of income changes, you are required to act on it. Enter it in to Cascades. If the amount makes them income ineligible then try income averaging. If that does not work we are required to give them the 20 day ineligible notification letter. You may have to issue one more month of food benefits then take them off the program.
<b>Income/Reporting</b>	If their new income puts them over income guidelines but they	Yes, adjunctive eligibility takes priority for income eligibility.

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	still have provider one, they are still eligible, correct?	
<b>Income/Reporting</b>	What do we do when one child is adjunctively eligible through Provider One and one child is not?	If this does happen, look for other types of adjunctive eligibility that make the other child eligible. If still not eligible, do an income-based assessment. If still not eligible, remove from program.
<b>Income/Reporting</b>	One of our participants earns less income than when she was certified, do I need to change something in Cascades that reflects this? She is also adjunctively eligible.	You only need to enter increases that would affect eligibility. In this particular situation, what we really need to know is when the participant no longer qualifies for adjunctive eligibility.
<b>Income/No Proof</b>	If an applicant has no proof of income – do we need to have the affidavit of income signed?	Yes, clinic staff select the <a href="#">Statement of Income form</a> and sign with staff initials and “Remote Cert.”
<b>Income/Unemployment</b>	For participants coming on to WIC due to job lay-offs, do we need to ask them to tell us when they return to work?	<p>Yes, we need to ask participants to tell us when there are changes in their income when they return to work.</p> <p>The following statement on the R &amp; R is intended to address this requirement: “All of the information I give WIC is true. I will tell WIC staff right away if there are any changes.”</p>
<b>Income/Unemployment</b>	Many people are calling because they’ve been laid off and are applying for unemployment benefits. How do we assess income for unemployed people?	<p>See guidance in <a href="#">Chapter 6</a>: When assessing income for unemployment use income the family expects to receive in the next 30 days.</p> <ul style="list-style-type: none"> <li>• When the person knows what their unemployment benefits will be, use this amount to determine income eligibility.</li> <li>• If they’re laid off and they don’t know what the unemployment benefits will be, you can use zero income to determine income eligibility. Use the <a href="#">Statement of Income form</a> as the proof selection, then staff sign with staff initials and “Remote Cert” on the Certification Signature screen.</li> </ul> <p>Ask the participant to call with the unemployment information when they receive it.</p>

## COVID-19 AND WIC UPDATE QUESTIONS & ANSWERS

<b>Income/Unemployment</b>	Can you clarify who is getting the \$600 supplemental benefit?	According to <a href="#">COVID-19 information</a> on the Washington State Employment Security Department website “An additional \$600 per week will be available to nearly everyone on unemployment from March 29 through week ending July 25.”
<b>Income/Zero Income</b>	How do I document zero income?	Zero income ( <a href="#">Ch. 6 – Income</a> , p. 35) <ul style="list-style-type: none"> <li>• After assessing the above, if the household has no income:</li> <li>• Document Zero Income Declaration Reason on the income screen</li> </ul> Electronically sign the Statement of Income Form (Affidavit) <b>Note:</b> the zero income declaration isn’t required for adjunctive eligibility. Enter “0” in the self-declared field.
<b>MEDICAL DOCUMENTATION</b>		
<b>Medical Documentation Forms/Policy</b>	Where can I find the policy about providing therapeutic formula during COVID-19?	We posted the <a href="#">Providing Therapeutic WIC Formulas and Foods during COVID-19</a> on the WIC webpage with the other remote service policies. Please use this policy to guide you with issuing therapeutic formulas and foods and completing the Medical Documentation Form.
<b>Medical Documentation Forms/Diagnosis</b>	What do we put in diagnosis and ICD10 in Cascades if we don’t hear from the doctor?	We don’t use the ICD 10 codes; we use the Medical Reason field to document the medical diagnosis. Right now we’re using “Other Medical Diagnosis” for the Medical Reason in Cascades. We are trying to have clear documentation so we can easily run a report for FNS in the future.  We’ll add COVID-19 as a Medical Reason in Cascades in the Medical Documentation screen. We’ll notify you when this is available.
<b>Medical Documentation Forms/Follow-up to PCP</b>	Are RDNs required to follow up to the MDF request sent? What happens if the PCP doesn’t respond?	No. We asked the health care provider to respond and if they don’t respond, then staff still provide up to 2 months of benefits
<b>Medical Documentation Forms/Follow-up to PCP</b>	What guidance would you give us if we call you after we don’t hear back from the doctor?	We want to understand what is going on in your community and work with you to develop a solution to assure the participant gets fed while we wait to hear from medical provider.
<b>Medical Documentation Forms/Grace Period</b>	If we are waiting to get approval/denial on MDF from the	Yes, you can still issue formula and foods for the participant while you wait to hear from the PCP.

## COVID-19 AND WIC UPDATE QUESTIONS & ANSWERS

	PCP, can we only enter/issue the food prescription for one month?	
<b>Medical Documentation Forms/Grace Period</b>	Can we give grace periods for medical prescriptions for formula for transfers?	<p>Yes, you can give a grace period.</p> <p>We're allowing RDNs to fill out the MDF form and fax it to the medical provider with a note saying we know you aren't seeing WIC participants due to COVID-19 and please contact us if you have any concerns. Add a sticky note in the MDF section of the participant's record to document the MDF was sent to the primary care provider and then scan it into Cascades.</p>
<b>Medical Documentation Forms/Grace Period</b>	Is there still a one month grace period?	Yes, if the participant takes the MDF to the PCP, they can have a one month grace period.
<b>Medical Documentation Forms/Letter to PCP</b>	<p>What about handling medical documentation forms (MDF)?</p> <p>Can the Registered Dietitian Nutritionist (RDN) complete the MDF and provide the formula and medical foods?</p>	<p>Yes. Have the RDN fill out the form, fax it to the health care provider with the following message:</p> <p><i>Date</i></p> <p>Dear Health Care Provider:</p> <p>Your patient is requesting a WIC formula or food that requires a WIC Medical Documentation Form. Due to COVID-19 your patient may not be able to come to your clinic. The WIC Registered Dietitian Nutritionist (RDN) has assessed the nutritional needs of your patient and documented them on the attached form.</p> <p>Please respond in the next 30 days to:</p> <ul style="list-style-type: none"> <li>• Approve what the WIC RDN recommends for your patient</li> <li>• Make changes to the WIC foods we are providing</li> </ul> <p>You can notify us by:</p> <ul style="list-style-type: none"> <li>• Sending an email with your approval</li> <li>• Emailing, faxing or calling our staff with your changes</li> </ul> <p>Sincerely,</p> <p>WIC RDN/Staff</p>

## COVID-19 AND WIC UPDATE QUESTIONS & ANSWERS

		<p>Clinic address Phone Fax Email</p> <p>Scan the returned form into the Medical Documentation Screen.</p> <p>Document in the Participant’s Care Plan that the RDN completed the MDF and sent it to health care provider for approval and update.</p>
<p><b>Medical Documentation Forms/Signature on Form</b></p>	<p>Does the RDN sign the MDF? Will we give out formula without the doctor’s signature?</p>	<p>No, the RDN doesn’t sign the Medical Documentation Form. Yes, you can still provide the formula without the doctor’s signature.</p> <p>It’s important that RDNs aren’t making the medical diagnosis. For the diagnosis, document in the “Notes” section of the MDF why the caregiver is asking for the formula (why the participant needs the formula).</p> <p>The RDN documents in Cascades in the Participant’s Care Plan that the RDN completed the form and notified the Primary Care Provider (PCP) for approval and updates.</p>
<p><b>Medical Documentation Forms/Release of Information</b></p>	<p>What counts as a signature on Release of Information (ROI)?</p>	<ul style="list-style-type: none"> <li>• Have the participant read the Release of Information (ROI) form and get a verbal agreement. A verbal agreement counts as a signature for the ROI.</li> <li>• Document in the Individual Care Plan the information was read to the participant and understood/acknowledged.</li> <li>• A view of a signed (“wet” or electronic) signature on the ROI is also acceptable Note: “Wet” signature = one done by the person, usually in ink.</li> <li>• Don’t have people take pictures of a signed document and send them by text or email.</li> <li>• You can have the person show you a signed ROI using a video platform.</li> </ul>

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<b>Medical Documentation Forms/Release of Information</b>	If we can't get a Release of Information form completed, should a RDN not fax a MDF to the doctor to be completed during a food grace period?	Correct. RDN should obtain a Release of Information from the participant prior to faxing the MDF form to the medical provider. You can get a verbal agreement from the participant if needed – see answer above.
<b>Medical Documentation Forms/Release of Information</b>	Is it acceptable to obtain a verbal agreement for HIPAA?	WIC doesn't come under HIPAA, but some agencies do fall under the HIPAA rules. Please refer to your local agency.
<b>Medical Documentation Forms/Verbal Order</b>	If a verbal order is taken, how long is the MDF good for? End of eligibility or only until May 31st?	It could be good for the entire time of the Rx or the medical provider may indicate an amount of time based on his assessment. It depends on what the medical provider thinks the participant needs.
<b>Medical Documentation Forms/Faxing forms</b>	Since we're working from home, We're using a fax to email method to fax MDFs to medical providers. Is this okay?	Yes, as long as you can assure your faxing method is secure. If it's not secure or if you don't know, go into the clinic to fax MDFs to providers. Check with you agency privacy officer or IT staff to learn which systems are secure. You can also mail the forms to providers.
<b>Medical Documentation Forms/Waiver</b>	Did we ask for a waiver for just alternate formulas? This is the bulk of the MDFs we process.	<p>The waiver included all WIC therapeutic formulas, including the 19 calorie formulas. Oregon asked for this specific waiver and was denied. Oregon is going to ask NWA to reach out to the AAP and FNS to see if we can ease the requirement for MDFs for 19 calorie formulas.</p> <p>Background: Federal regulations state standard formulas must have 20 calories/ounce. The 19 calorie formula falls outside of this definition and that is why there are considered therapeutic formulas.</p>
<b>MISCELLANEOUS/OUTREACH</b>		
<b>Miscellaneous/A-19 Reimbursements</b>	Can we expect normal timing for A-19 reimbursements?	<ul style="list-style-type: none"> <li>• It is a high priority for us. We are moving towards electronic submission for A-19s. We will send out a memo that explains how the electronic submission will work.</li> <li>• Look for a memo to local agency Coordinators and fiscal staff from Brittany Tybo about the new process.</li> <li>• We also plan to continue to have staff monitor physical mail to catch any mailed A-19s.</li> </ul>

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		Use the LPC email address to let us know if you are waiting for payment so we can follow-up quickly.
<b>Miscellaneous/ Time Studies</b>	Is there any way that the time studies for April can be waived?	Local agencies can defer time studies to May or June if you prefer, rather than April.  You must complete Time Studies in July. If you didn't complete the time study in July, please complete it in August. See 8-6-20 Webinar Notes for more details)
<b>Miscellaneous/Caseload</b>	Is the State still looking at agency caseload averages from April through July to determine caseload for 20-21?	We haven't made this decision yet. We will be as generous as possible in these unorthodox times.
<b>Miscellaneous/Outreach</b>	What Outreach is currently being done at this time?	<ul style="list-style-type: none"> <li>• We've been focused on getting the word out that we're open. This includes messages for Facebook, Twitter and a press release. Both English and Spanish messages are included.</li> <li>• We're delaying the "on Medicaid, not on WIC letters" until the fall.</li> <li>• The <a href="http://signupwic.com">signupwic.com</a> website directs applicants to ParentHelp123.org website.</li> <li>• The <a href="#">NWA COVID-19 Messaging Toolkit</a> provides ready-to-use social media messages, talking points, and press release information.</li> <li>• We're planning a pilot project August-October with WithinReach on text messaging to reach potentially eligible individuals who are on the Medicaid, not on WIC list.</li> <li>• There are a variety of other outreach projects in the works that Cathy Franklin is working on.</li> </ul>
<b>Miscellaneous/ WIC Outreach</b>	Are new applicants for Medicaid getting WIC information?	Medicaid by law is required to give WIC information, but we're not sure how well they are doing.
<b>Miscellaneous/ WIC Outreach</b>	What are local agencies doing to get the word out that WIC is open and doing remote services?	<ul style="list-style-type: none"> <li>• Multicare staff sent a flyer to all Multicare medical clinics saying "WIC is open" and asked them to distribute flyers to patients and staff getting laid off.</li> <li>• Sea Mar CHC staff are working with their communication staff to increase their social media posts.</li> </ul>

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		<ul style="list-style-type: none"> <li>Swedish staff emailed their social workers, medical staff who normally do a lot of referring to WIC and their Frist Hill primary care clinic.</li> <li>ICHS staff sent a notice out to their entire staff.</li> <li>ParentHelp123/org is actively referring callers to WIC.</li> </ul> <p>Nutrition First will put ideas into their newsletter which will be sent out soon. Send Carolyn Connor ideas and stories about how you're providing services and how you get the word out that WIC is open and providing remote services at email: <a href="mailto:info@nutritionfirstwa.org">info@nutritionfirstwa.org</a></p> <p>Our staff are sending out text messages to friend our agency's Facebook page to get updates, find out about food updates and to get the WIC Shopper App.</p>
<b>Miscellaneous/Pandemic-EBT</b>	What is Pandemic-EBT?	DSHS and OSPI are jointly administering Pandemic-EBT: Emergency School Meals Program to fill a gap in 2020 when children are out of school.
<b>Miscellaneous/Pandemic-EBT</b>	Does it affect WIC eligibility?	Pandemic-EBT doesn't affect WIC eligibility and you don't count it as income.
<b>Miscellaneous/Pandemic-EBT</b>	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.
<b>Miscellaneous/Local Agency Survey</b>	Do we count curbside pick-up/drop off (for WIC cards, pumps, proofs, etc.) as face-to-face service?	No, we call that curbside service.
<b>Miscellaneous/Local Agency Survey</b>	What does FTE mean?	FTE is the abbreviation for Full Time Equivalency; a percentage of how much an employee works in a 40 hour week.
<b>Miscellaneous/Local Agency Survey</b>	Do we include BF peer counselors?	Yes, the BFPCs are providing WIC Services.
<b>Miscellaneous/Local Agency Survey</b>	Is picking up a card considered curbside? Or is that still	Mark it either as curbside or face-to-face, depending on whether participant is coming into clinic or just to curb.

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	considered only remotely serving participants?	
<b>Miscellaneous/Local Agency Survey</b>	I did not know we were supposed to be tracking waiting on providers for approval. Am I supposed to do this?	Yes, if you have an approximate #, please provide so we can share with FNS.
<b>Miscellaneous/Local Agency Survey</b>	Awaiting approval: Can this mean the RD already sent the form with the letter and is waiting for confirmation or changes?	Yes, count this as waiting.
<b>REMOTE SERVICES/POST-WAIVER</b>		
<b>Remote Services/Post-waiver</b>	Is there a timeline for remote services?	<ul style="list-style-type: none"> <li>• We received approval for continuing with remote services through September 30<sup>th</sup>. We encourage local agencies to continue providing remote services.</li> <li>• We're following Gov. Inslee's recommendations for Stay Home, Stay Healthy and social distancing.</li> <li>• Post-waiver government offices are in Phase 3, which is where most WIC clinics would be placed.</li> </ul>
<b>Remote Services/Post-waiver</b>	Reopening clinics aka Post-waiver WIC services	<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> <p>Main points regarding post waiver planning:</p> <ul style="list-style-type: none"> <li>• We are going to our approving authorities for guidance.</li> <li>• We are still working on a plan, which we hope to have for you in the next few weeks.</li> </ul>

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		We plan to give a 60 day implementation period. We hope many of you may implement faster, but that depends on our plan.
<b>Remote Services/Post-waiver</b>	So, keep remote until at least Oct 30th ... Correct?	State office will give 60 days for local agencies to implement; if have guidance out August 15 <sup>th</sup> , would have until October 15 <sup>th</sup> , etc. Intention is to have guidance out sooner rather than later.
<b>Remote Services/Post-waiver</b>	Sounds like Nutrition Ed, RDN & lactation support appointments for October can be over the phone. The other types are pending until further notice?	Yes, nutrition education, RD, and lactation support can be remote. Health assessments may also be done by phone or video chat.  We'll get some advice for you soon about other appointment types.
<b>Remote Services/Post-waiver</b>	So it sounds like we'll be doing remotes services through October, is this correct?	We will give you 60 days for local agencies to implement once you receive the guidance; we plan to share the guidance with you once we get approvals from our approving authorities.
<b>Remote Services/Post-waiver</b>	Since we haven't received the guidance yet, is Nov 1 possible open date?	Yes. Some agencies may choose to open earlier, and we encourage you to do so if you can, but bottom line is Oct 1 is not the re-open date because we haven't provided the guidance yet. It is our intention to get guidance out as soon as possible but we also want to give time to agencies to be ready.
<b>Remote Services/Post-waiver</b>	This is a comment: We are concerned about Separation of Duties meaning increased contact among staff and/or extra time cleaning multiple spaces. This is just a comment for your consideration as you work on ideas for safely opening up.	Yes, we'll keep that in mind and the LPC will also help you work through these concerns.
<b>Remote Services/Post-waiver</b>	Which appointments require physical presence?	Only certification appointments; mid cert HA do not require ht/wt/hgb data collection or physical presence. We want to minimize face-to-face contact between participants and staff if at all.

## COVID-19 AND WIC UPDATE QUESTIONS & ANSWERS

<b>Remote Services/Post-waiver</b>	If waiver unlikely, and given that you'll provide a 60 day notice, how will this work? Timeline doesn't work.	The state office will be temporarily out of compliance. We know some agencies won't need the full 60 days to implement, but others may. We believe FNS will understand as we cannot be the only state in country with this issue. We will be working towards being in compliance as soon as we can.
<b>Remote Services/Post-waiver</b>	Should we plan for all NE appointments to be done over the phone in October?	Yes, that is a great plan
<b>Remote Services/Post-waiver</b>	What about Health Assessments?	HA should be done remotely too.
<b>Remote Services/Post-waiver</b>	Which are remote and which in person?	Only certifications require physical presence. We are still working on what this might mean, e.g. is seeing the child in the car adequate? Agencies can obtain ht/wt/hgb data from the health care provider. We realize the challenges of getting hgb because not all providers believe it's necessary to test children on the schedule in the WIC federal regs. We are also looking at obtaining ht/wt from the participant/caregiver. All other services may be done remotely also.
<b>Remote Services/Post-waiver</b>	If we are still in phase 2, do we remain remote without physically being present in the clinic?	Yes, we will not ask you to do something that the Governor says you can't do. So if your county is in phase 2 you continue to do services remotely Even though phase 3 allows government services face to face, we are trying to come up with strategies to get the ht/wt/hgb data remotely. But if your county is in phase 3 and your agency wants to provide face to face services, that is a local agency decision.
<b>Remote Services/Post-waiver</b>	Communication – We've been telling participants to assume phone appts for October and November, and we will call them if we will need them to come in.	This is a good plan, that is, to assume only remote services in October and November.
<b>Remote Services/Post-waiver</b>	If we continue doing most services remotely past 10/1, will	No – once the waivers are over, use normal grace or other options to obtain proofs.

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	we still be able to use Covid-19 as an option when proofs cannot be obtained?	
<b>Remote Services/Post-waiver</b>	Would we be able to ask assessment questions via phone and just come in for ht/wt/hgb to minimize contact?	Yes, but even that may not be necessary if we can get the information from the provider or the participant/caregiver. We still have to figure out what to do about the physical presence requirement.
<b>Remote Services/Post-waiver</b>	Any thoughts on disinfecting between clients?	We understand there will need to disinfect equipment, areas, furniture, hard surfaces, etc. in-between participants. We'll be referencing DOH and CDC guidelines and recommend you review these as well. We'll consider the time needed between appointments for disinfecting.
<b>Remote Services/Post-waiver</b>	Can agencies bring employees back to work before Phase 4?	It is a local agency decision with strong recommendations from the state. Agencies are responsible for their staff. We would like to see agencies to take precautions, but we understand that agencies have policies they need to follow. We don't have the authority to tell agencies what they need to do. We will do our best to support agencies as they reopen. Thankfully, we received federal approval to continue providing remote services through September 30 <sup>th</sup> . We're working on guidance to support local agencies to reopen when needed.
<b>Remote Services/Post-Waiver</b>	Can we look at waivers on a county-by-county basis since counties are in different phases?	Yes, we'll be diligent with reviewing state COVID-19 data, following Governor Inslee and Secretary Weisman's orders and supporting agencies with guidance for post-waiver services. We want to keep your WIC families and staff safe.
<b>Remote Services/Prevent Exposure at Clinic</b>	All our staff work at the clinic. Does anyone have a plan to prevent COVID-19 exposure among staff?	We're sharing these CDC guidelines for <a href="#">How to Protect Yourself and Others</a> from COVID-19 including wearing a face covering, social distancing at least 6 feet apart, sanitizing surfaces, frequent hand-washing, etc.  Also, the Department of Labor & Industries has multiple fact sheets with information about COVID-19 prevention in the workplace.
<b>Remote Services/Evaluation</b>	After things have gotten quieter with COVID 19, is there data you can look at re: how remote	Yes, we're working with Nutrition First to gather this data. <ul style="list-style-type: none"> <li>Nutrition First is doing a participant survey to gather information about participants' experiences with remote services.</li> </ul>

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	<p>services have positively/negatively impacted clients?</p>	<ul style="list-style-type: none"> <li>Participant can take surveys 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.</li> <li>Please share the survey with participants and how they can access it.</li> <li>See copy of Participant Survey for Remote Services – WIC Staff preview PDF included with Memo 2020-81.</li> </ul>
<p><b>Remote Services/Clarification and Definition</b></p>	<p>Could you clarify about providing remote services?</p> <p>What does remote services mean?</p>	<p>We want agencies to continue to provide remote services for as long as possible. USDA approved the federal waivers through September 30<sup>th</sup>.</p> <ul style="list-style-type: none"> <li>Remote means no face to face contact between staff and participants.</li> <li>Can we still serve participants face to face in WIC clinics, including walk-ins? <ul style="list-style-type: none"> <li>While we discourage this, as long as staff are following <a href="#">CDC guidelines</a>, this is an agency decision.</li> </ul> </li> <li>Is it o.k. to place materials in a box or other mechanism, e.g. “Curbside services”? Yes</li> </ul>
<p><b>Remote Services/Waivers</b></p>	<p>Is FNS supportive to following science based public health guidelines?</p>	<p>Yes, but decisions are sometimes made at USDA headquarters in WA DC, not at our regional FNS office. WIC directors continue to advocate with FNS to have flexibility with waivers.</p>
<p><b>Remote Services/Waiver Update</b></p>	<p>How long does WIC have waivers to do services over the phone? Are we looking at doing remote services for the rest of the summer? I'm just not sure what to be telling our clients.</p>	<ul style="list-style-type: none"> <li>The current waivers are effective through September 30.</li> <li>This gives us more time to solicit input and put together a plan for reopening.</li> <li>We will continue to advocate for continuation of remote services after post-waiver and appreciate your assistance and feedback so we can make a case for this.</li> </ul>
<p><b>Remote Services/Cloth Face Coverings</b></p>	<p>What is the recommendation for wearing masks? 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 requirement: 1) children under 2 years, 2) deaf or hard of hearing, and 3) people with certain disabilities and health conditions. Here's the link to <a href="#">WA State coronavirus mask page</a>.</p>

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		<p><b>NOTE:</b> In no case should children under two years of age wear a face covering due to the risk of suffocation. Officials recommend children 3-5 years wear face coverings, if possible. Children 5 and older are required to wear face coverings.</p> <p>Beginning July 7<sup>th</sup>, businesses must require face coverings of all customers and may not serve any customer if they do not comply with the <a href="#">statewide face covering order</a>.</p>
<b>Remote Services/Cloth Face Coverings</b>	What if WIC families need masks?	<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:</p> <ul style="list-style-type: none"> <li>• <a href="https://mil.wa.gov/news/state-distributing-millions-of-free-face-masks-to-low-income-residents">https://mil.wa.gov/news/state-distributing-millions-of-free-face-masks-to-low-income-residents</a></li> </ul>
<b>Remote Services/Cloth Face Coverings</b>	Are masks effective?	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Remote Services/Cloth Face Coverings</b>	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?	<p>We haven't heard this, but we'll check into it and provide an update.</p> <p>We encourage you to use the following resources to help with questions like this:</p> <p><b>Washington 211 COVID-19 Call Center</b></p> <p>Do you need information or answers to your questions and concerns about the novel coronavirus (COVID-19)? You can call 1-800-525-0127 or text 211-211 for help. You can also text the word "Coronavirus" to 211-211 to receive information and updates on your phone wherever you are. You will receive links to the latest information on COVID-19, including county-level updates, and resources for families, businesses, students, and more. Please note that this call center can't access COVID-19 testing results. For testing inquiries or results, please contact your health care provider.</p>

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<b>Remote Services/Cloth Face Coverings</b>	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:  <a href="https://mil.wa.gov/news/state-distributing-millions-of-free-face-masks-to-low-income-residents">https://mil.wa.gov/news/state-distributing-millions-of-free-face-masks-to-low-income-residents</a></p> <ul style="list-style-type: none"> <li>All programs supporting low income families like Headstart and ECEAP can access masks through their local emergency centers.</li> </ul>
<b>Remote Services/Cloth Face Coverings</b>	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:  <a href="https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFaceMasks.pdf">https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFaceMasks.pdf</a>.</p>
<b>Remote Services/At Home</b>	How do you monitor staff productivity?	<p>Some agencies have a tracking sheet that staff complete every day on who they are seeing and what they did. Staff send this sheet daily to supervisors via secure email.</p>
<b>Remote Services/At Home</b>	How do you track who is doing what?	<p>Clinics have huddles every morning via Skype. They go over the schedule so everyone knows which staff see which participants for the day.</p>
<b>REPORTS</b>		
<b>Reports/High Risk Participant</b>	Will there be additional training on the report for the RDs?	<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>
<b>Reports/High Risk Participant</b>	<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>
<b>Reports/High Risk Participant</b>	What if the participant is no longer high risk, what should we do?	<p>You document in the participant's file that the participant is no longer high risk per current policy.</p>

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<b>Reports/Breastfeeding</b>	When will we have breastfeeding statistics?	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.
<b>Reports/ No Activity</b>	Does the No Activity report include 5 year olds and participants who are no longer BF and were terminated in the last two months?	No, 5-year-olds who are no longer eligible won't be included in the No Activity report. BF participants who don't have eligibility are not included in the report (i.e. infant turns 1 or category changes to non-breastfeeding and infant is >6 months old).
<b>Reports/Use combination of reports to track activity</b>	What reports can agencies use to track activity?	<ul style="list-style-type: none"> <li>✓ Daily Appointments to be Rescheduled Detail: <ul style="list-style-type: none"> <li>• Run on a weekly basis to catch participants who missed their appointment and don't have another one scheduled.</li> <li>• Searching using dates longer ago results in some errors.</li> </ul> </li> <li>✓ Summary of Actions Due Listing Details: <ul style="list-style-type: none"> <li>• Run this report monthly.</li> <li>• This shows participants with certifications due.</li> <li>• Staff can extend certifications 30 days if still within the current eligibility, or schedule a certification appointment.</li> </ul> </li> <li>✓ Detail and Summary Issuance Due Report: <ul style="list-style-type: none"> <li>• Use this report with the Detail Clinic Daily Appointment to look up appointments for participants who are eligible for benefits and haven't received them. You can focus on scheduling the participants who don't have an appointment.</li> </ul> </li> <li>✓ Detail Clinic Daily Appointment Schedule</li> </ul>
<b>Reports/No Activity</b>	What reports can I piece together to get the no activity report?	<ul style="list-style-type: none"> <li>• The Detail and Summary Issuance Due Report (Redemption Report Category) identifies who is due benefits. Select from current date to current date in the search criteria to get a full list of participants due at least one month of benefits.</li> <li>• The Detail Clinic Daily Appointment Schedule (Appointments report category) identifies participants who have appointments based on dates staff specify in the search criteria. Select 3 full months from current date in the search criteria.</li> </ul> <p>You can enter a VLookup formula in the Summary Issuance Due Report to lookup appointment information in the clinic appointment schedule.</p>

## COVID-19 AND WIC UPDATE QUESTIONS & ANSWERS

		<p>Once you have the appointment information, you can filter out participants who already have appointments.</p> <p>This process will give you a list of participants who don't have a full 3 months of benefits and don't have appointments.</p> <p>Refer to the "Managing No Activity" webinar handout for detailed instructions on how to use the VLookup formula.</p>
<b>Reports/Storing Reports</b>	Where to store reports that have confidential information?	<ul style="list-style-type: none"> <li>• We don't recommend saving these reports to your desktop since they have confidential information.</li> <li>• Work with your IT staff in your clinic to determine a secure location to save the reports.</li> </ul>
<b>Reports/Training</b>	Will there be training on the reports that all staff can view?	See the handout provided during the webinar Managing No Activity – from Memo 2020-54) and the Using Excel with Cascades Reports handout included with Memo 2020-84.
<b>Reports/No Activity Report</b>	Will this report be formatted to fit on one page? Can we filter the columns we need for printing purposes?	Since there's so much information, we can't format it to fit on one page. We'll provide it in Excel format and you will be able to sort, filter, or hide columns. We'll also provide in PDF format.
<b>Reports/No Activity Report</b>	What will be in the Family Alert column?	The Family Alert column will include system generated alerts only. It doesn't include the Family Alerts created by clinic staff.
<b>Reports/No Activity Report</b>	When will we get the No Activity Report?	We uploaded the first No Activity and High Risk Participants Report in your Secure File Transfer Protocol (SFTP) accounts.
<b>Reports/No Activity Report</b>	Will it be on our SFTP account only, as some of us have difficulty getting into that account?	There's one or two persons from each agency who have access to this account. If you are having problems, please let us know and we can help you.
<b>Reports/High Risk Participant Report</b>	What's available for High Risk Participant and Contact Reports?	<p>Cascades doesn't have a high risk participant and contact report – we developed one with the Research, Analysis and Evaluation Unit (RAE).</p> <ul style="list-style-type: none"> <li>• Cascades doesn't have a way to identify if a participant scheduled for HR visit actually attended the appointment, and if a HRCP was written.</li> <li>• The report relies heavily on the Cascades Scheduler – important to schedule with the RD. If person is scheduled for a different</li> </ul>

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		<p>appointment, cancel/reschedule with the RD to reflect if they saw the RD.</p> <ul style="list-style-type: none"> <li>• Clinic staff will still need to look at the participant’s Care Plan to check for the HRCP.</li> <li>• We’ll send to clinics 1X month by SFT (secure file transfer).</li> <li>• First tab will be a confidential message.</li> <li>• Profession Discretion High Risk = staff selected the High Risk “Yes” radio button near the top of the Certification Summary screen.</li> <li>• High risk codes = the nutrition risk codes assigned in Cascades (see the <a href="#">Nutrition Risk Staff Tool</a> posted on the Policy &amp; Procedure page.)</li> <li>• The “Scheduled Date” on the report doesn’t mean the RD visit was completed.</li> <li>• We’re looking into options to put a button (or something similar) in Cascades so the RD can document when a HRCP was completed.</li> </ul>
<b>Reports/Clinic Access</b>	Will you send each clinic a high risk client list each month?	We uploaded the first High Risk Participant Report in your SFTP accounts. We’re working to get this report into Cascades.
<b>Reports/No Activity</b>	Will we be getting the no activity report soon?	RAE unit has delayed this due to activation of their staff for the Coronavirus response. We are working with them to get this report into Cascades for agencies to be able to run. We’re not sure what the timeline is.
<b>Reports/No Activity</b>	Can we use the Detail Summary Participants Who Failed To Pick Up Benefits report as No-Activity report, it is very close.	Participants who failed to pick up benefits report means participants who didn’t redeem their full food package this month or any previous months. This report omits any participants who typically redeem all of their benefits, so it isn’t accurate and we recommend not to use it.
<b>Reports/Where to get</b>	Why can’t the sites run caseload, no activity, and high-risk reports?	Our RAE unit developed and runs these reports. It would be ideal for the clinics to run these reports. We’re working to make this happen, however we don’t have a timeline yet.
<b>Reports/Full Participant List</b>	<p>Is there a way to generate a full participant list?</p> <p>Does the random list of participants report give the full</p>	<ul style="list-style-type: none"> <li>• No. The random list of participants doesn’t give a complete list of participants. Even when you select 100% for each participant category, it only provides a list of records that staff have accessed during the period staff specify in the search criteria.</li> </ul>

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	list when you choose 100% of each category?	<ul style="list-style-type: none"> <li>You can see all participants by going to the Family Search screen as follows: If you choose your location, use the % sign in the last name field, and check the participant and active only boxes – you’ll see all active participants. This list won’t print or export.</li> <li>To get a printable full participant list, please submit a data request to <a href="mailto:WICDataRequests@doh.wa.gov">WICDataRequests@doh.wa.gov</a>.</li> </ul>
<b>Reports/Summary of Actions Due</b>	Can you clarify what the Summary of Actions Due report does?	The Summary of Actions Due Report (Caseload report category) identifies participants who have an upcoming certification due. It includes those who have temporary certification end dates as well as subsequent certifications.
<b>Reports/High Risk</b>	Can we get the HR report mid-month? We’re looking at this report as an opportunity for retention, quality assurance and compliance.	Not at this time. We’re working to get these reports into Cascades so you can run them yourselves.
<b>Reports/BF Statistics</b>	Is it possible to get 2019 breastfeeding statistics report	We’re working on this with the RAE unit.
<b>TECHNOLOGY</b>		
<b>Technology/ Funding</b>	Is there still funding to purchase equipment or other needs during COVID-19?	<p>LPCs are still accepting funding requests and approval requests for remote services. If you still need a laptop, web cam or other equipment and/or to get approval to purchase something using training funds, please:</p> <ul style="list-style-type: none"> <li>● Complete the Equipment Purchase and Funding request form (download from <a href="#">Nutrition First</a>)</li> <li>● Send requests to LPC email – <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a></li> </ul> <p>Please don’t send them to individual LPCs, because we’ll be able to support you better if you send request forms to the LPC email.</p>

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<b>Technology/ Internet Access</b>	Can we get MiFi to use DOH laptops remotely?	We have provided MiFi for satellite clinics. We'll address these needs on a case by case basis. Please send your specific clinic needs to the <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> email.
<b>Technology/ Internet Access</b>	How do we get internet access set up for staff working remotely?	We'll work with you to explore internet access options for your staff and clinics. Send your questions and include your clinic needs in your requests; send requests to <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> by April 10 <sup>th</sup> . <b>Options shared for free internet access:</b> <ul style="list-style-type: none"> <li>• Some of the local internet providers are offering free internet to low income families because of school closures.</li> <li>• Charter is offering free internet to families with children in the Sunnyside area.</li> </ul>
<b>Technology/ Internet Access</b>	Is the staff home internet bill an allowable cost if they are providing services from home?	We think it is an allowable cost; but the service can only be used for WIC purposes.
<b>Technology/ Laptops and Cell Phones</b>	We need clarification about WIC staff working remotely. Can they use a WIC designated laptop and cell phone?	Please see COVID-19 Webinar slides from 4/2/20 webinar and Memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades. Please send your questions and requests for equipment and funding to the <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> email by April 10 <sup>th</sup> .
<b>Technology/ Internet Access</b>	What about the participants that don't have email addresses?	We understand that using GoToMeeting may not work in all situations. We're working to provide different options for you and your WIC families. The GoToMeeting URL can be typed into a browser if needed. If there is an agency cell phone a GoToMeeting invite can be texted. Participants click the GoToMeeting link to start the session. They don't have to download an app.
<b>Technology/Platform</b>	What platform will WIC use for video conferencing?	<b>We are offering the GoToMeeting platform.</b> The licenses will be for 12 months. We are very confident that GoToMeeting will be work well for your agencies. If LA staff need support with GoToMeeting, webcams, and/or headsets, please call Cascades Support.

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<b>Technology/Platform</b>	Are there still more GoToMeeting licenses available for staff to have video calls with participants?	<p>We have plenty of licenses so please talk with your staff and consider request licenses needed.</p> <ul style="list-style-type: none"> <li>○ Send requests to LPC email – <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a></li> <li>○ Include in request: <ul style="list-style-type: none"> <li>○ Staff name</li> <li>○ Email</li> <li>○ Position</li> <li>○ Whether for WIC or BFPC</li> </ul> </li> </ul>
<b>Technology/Platform</b>	Can we use another person’s GoToMeeting license and is there a staff ratio allocated for number of licenses per clinic?	<ul style="list-style-type: none"> <li>● <b>Each individual person must have their own license.</b> You can’t use another person’s license.</li> <li>● There aren’t a specific number of licenses per staff or agency size. Any WIC staff who wants a GoToMeeting license can have one.</li> </ul>
<b>Technology/Platform</b>	Can we use GoToMeeting now for our staff meetings and staff observations?	Yes, you can. Email <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> to request GoToMeeting licenses.
<b>Technology/Platform</b>	I’m hearing two things – clinics can use the platform their agencies are using and that we have to use Go To Meeting, which we don’t have yet.	<p>Local WIC agencies can use DOH approved platforms. We’re providing GoToMeeting licenses and recommend you use this platform.</p> <p>If you have other platforms you want to use, contact Todd Mountin at <a href="mailto:todd.mountin@doh.wa.gov">todd.mountin@doh.wa.gov</a> or 360-236-3617. We’ll research each platform individually to ensure it is safe and secure.</p>
<b>Technology/Platform</b>	Can we share screens with our participants when using GoToMeeting?	Yes. You can share a growth grid in Cascades and share nutrition education handouts with participants.
<b>Technology/Nutrition Education Platforms</b>	We used to have a way for participants to do second nutrition education contacts online. Is there any thought of going back to having electronic 2C’s?	<p>Yes, we’re exploring online options. We did use wichealth in the past. We had to stop using it due to security issues, which wichealth has resolved.</p> <p>There are several options out there that we’re looking at, including wichealth.</p>

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<b>Technology/Cell Phones</b>	If our agency provides cell phones with secure hot spots, can we tether our lap tops to connect to Cascades?	Yes, you can use the agency cell phone's hot spot.
<b>Technology/Getting equipment</b>	Do you have any suggestions how to get a webcam? They're sold out.	<p>Staff suggested the following:</p> <ul style="list-style-type: none"> <li>• Get a cell phone with camera.</li> <li>• Order equipment. Even if it's on backorder as they will send them out once they get them.</li> <li>• Other agencies have been able to get webcams, so keep trying.</li> </ul> <p>Send cell phone contract considerations to <a href="mailto:WICLPC@doh.wa.gov">WICLPC@doh.wa.gov</a> before purchasing.</p>
<b>Technology/Cell Phones</b>	Can our PC (peer counselor) phones be allowed for working remotely?	<p>Yes, however, you'll need to track the time and charge the monthly billings and fees from BFPC to WIC NSA funding.</p> <p>Staff need to track the hours they are working as a peer counselor separately from hours worked as a CPA. The only exception would be if the local agency is using WIC NSA funds to support the peer counselor's time.</p>
<b>Technology/Cell Phones</b>	Do staff who use their personal phones get a stipend?	If agencies allow staff to use personal cell phones, it'd be up to the agency to determine if staff get reimbursed for using their personal cell phones.
<b>Technology/Cell Phones</b>	Is there any chance to have dedicated phones to take home?	We don't have DOH cell phones to provide local agency staff. If you need agency cell phones, please include this in your funding and equipment request and email it to <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> .
<b>Technology/Cell Phones</b>	Is there something special about agency cell phones vs. personal cell phones?	<p>Agencies have their own policies about phone use. We want staff to be careful about using personal cell phones for these reasons:</p> <ol style="list-style-type: none"> <li>1. We don't want staff to share their personal cell phone numbers with participants.</li> <li>2. We don't want participants' information on staff's personal cell phones. This include the participant's phone number and photos</li> </ol>

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		<p>of documents the participant may send via text or email e.g. proofs, release of information form, etc.</p> <p>3. If there is a public record disclosure request and you are using your personal phone, you may be required to hand your phone over to legal authorities.</p> <p>We know there are apps available that help make personal cell phones more secure, however, we need to discuss these with you. Please send your questions and the apps you'd like to explore to <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a>. Be sure to include information about cell phone needs in your email.</p>
<b>Technology/Desktops</b>	Does anyone know if the DOH monitors have cameras so we can use for video chats?	Computer monitors for desktop computers don't have webcams, but most laptops do. We can help purchase web cams (and microphones) if desktops are used but we'd like to talk with you about your needs. Please tell us about your needs and submit your request to <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a>
<b>Technology/Laptop Replacement Plan</b>	What is the plan for computer replacement for local agencies?	<ul style="list-style-type: none"> <li>• 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.</li> <li>• If you or your staff are due for a new computer and you are having issues with your computer, please reach out to:             <ul style="list-style-type: none"> <li>○ <a href="tel:1-800-841-1410">Cascades Support</a> at 1-800-841-1410, press 3, press 2, or <a href="mailto:Cascades.Support@doh.wa.gov">Cascades.Support@doh.wa.gov</a> or</li> <li>○ <a href="tel:1-888-457-2467">IT Support</a> at 1-888-457-2467 or <a href="mailto:WIC.helpdesk@doh.wa.gov">WIC.helpdesk@doh.wa.gov</a></li> </ul> </li> <li>• Along with IT staff, we decided to only purchase laptops rather than desktops. The laptops will be compatible with monitors, keyboards, mice, etc. This provides more flexibility for staff to work from home when needed.</li> </ul>
<b>Technology/Laptops</b>	Have you considered getting laptops with larger screens?	We're not sure what the IT Service Desk ordered. We determine our needs for computer and what type to purchase each year, so the laptops purchased were for this year.
<b>Technology/Equipment mail out</b>	What is the plan for replacing equipment?	<p>We plan to mail equipment to local agencies since the DOH IT staff aren't able to travel. Here's the plan:</p> <ul style="list-style-type: none"> <li>• Objective – Safely replace &amp; remove WIC equipment.</li> </ul>

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		<ul style="list-style-type: none"> <li>• DOH will mail out WIC equipment and partner with local agencies competing set up remotely. Local agencies will be asked to mail back old equipment.</li> <li>• Timeline             <ul style="list-style-type: none"> <li>- Aug – Pilot (4 agencies)</li> <li>- Sept – Connect (coordinators, IT staff, Innovations team, LPC and HTS)</li> <li>- Oct – Mail &amp; Set Up</li> </ul> </li> </ul> <p>If successful, we will consider for all future equipment updates. We'll include prepaid packaging to return equipment.</p>
<b>Technology/Equipment mail out</b>	Who are the pilot agencies?	We'll announce at next update after we confirm with those agencies.
<b>Technology/Laptops</b>	Can any laptop be used or do the laptops need special software?	You can't use a personal laptop, you must use an agency laptop. Yes, the laptops need special software for security reasons.
<b>Technology/Laptops</b>	Can the PC laptops be used?	We want the PC services to continue. If you are considering using PC laptops, email us <a href="mailto:wicbfpc@doh.wa.gov">wicbfpc@doh.wa.gov</a> so we can help you.
<b>Technology/Laptops</b>	Can we get MiFi to use DOH laptops remotely?	We have provided MiFi for satellite clinics. We'll address these needs on a case by case basis. Please send your specific clinic needs to the <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> email.
<b>Technology/Laptops</b>	Can we load software like Shore Tel that allows staff to use the computer to handle phone calls?	It depends. We'll need to consider this on a case by case basis. Email your questions about different apps or software to <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> .
<b>Technology/Laptops</b>	Will the state provide laptops to staff that don't have agency laptops?	We are exploring this option. We need to see a local agency policy and directive that staff need to work from home. We can't tell you to work from home. If you're told you must work from home, please contact us so we can help you continue to provide services. You must have internet access at home and our preference is for staff to use laptops.
<b>Technology/Video Communication</b>	Will the sound quality be similar to what we are experiencing during these webinar?	It could be similar. Using voice over the internet (computer audio) uses more internet bandwidth and can cause poor sound quality. Many users find that using a phone to dial into the video conference does make a positive difference with sound quality.

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<b>Technology/Video Communication</b>	Can we use our agency's GoToMeeting license?	Yes, you can.
<b>Technology/Video Communication</b>	Does each staff person providing remote services via video chat need a GoToMeeting license?	Yes, each person requires their own license.
<b>Technology/Texting &amp; Emailing</b>	How can we be sure that emailing and texting is secure? What if the participant use these platforms to send us info?	The participant needs to determine if their email and/or texts are secure. It varies among email and cellular providers.  It's the participant's decision whether to use their text or email to send you information. Let them know that it's best practice to check with their providers to see if their email and text services are secure. We want to support participants make informed decisions.
<b>Technology/Video Communication</b>	Do our participants need to have access to the same video chat as we do to provide the services?	Yes, they must have access to the same service to connect with clinic staff. Remember – you don't have to do video chats, you can choose to do phone conversations.
<b>Technology/Video Communication</b>	If agency sets up Skype or Zoom account to issue to participants to allow the visual confirmation of information (or Zoom). Is this allowable?	Agencies must use a DOH approved video communication platform which include: GoToMeeting, Microsoft Teams and Skype for Business. Zoom isn't an approved platform per DOH IT policy.  <b>We recommend agencies use GoToMeeting because Cascades Support can support local staff using this platform. We don't provide technical support for other platforms.</b>
<b>Technology/Video Communication</b>	Are video chat licenses just for the laptop or are they for desktop computers?	It can be either.
<b>TRANSFERS</b>		
<b>Transfers/Email and Texting Information</b>	Can the participant email or text information for transfers?	Yes. Ultimately we would need to get the hard copy transfer information. It's best practice to ask the participant if they know if they have secure texting or email. It's their choice if they want to do this, but we want to be sure they know about any risks if their email or text services aren't secure.

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<b>Transfers/ Physical Presence</b>	From transfer between clinics, if participant is not able to be present, is any way the State could give us the exception to transfer and provide benefits?	Yes, you can provide remote services for all types of transfers. See <a href="#">Remote Transfer policies</a> .
<b>Transfers/Out of State</b>	Why are FMNP benefits listed as additional information to document on the participant's transfer card if they are moving out of state?	It's to prevent dual participation. This lets the receiving clinic know what the participants have received from WA State.
<b>WICSHOPPER APP</b>		
<b>WICShopper App/Nutrition First Survey</b>	When will the Nutrition First survey be on the WICShopper app?	Survey went live on Tuesday 7/21 and we only have 71 responses. Participants can access the survey: <ul style="list-style-type: none"> <li>• Via the WICShopper app</li> <li>• The app banner shows: "Please take the Remote Services survey." It's available in both English and Spanish.</li> <li>• Surveys can also be accessed from the Remote Services webpage <ul style="list-style-type: none"> <li>○ Google Remote Services web page</li> </ul> </li> <li>• Nutrition First webpage – News section</li> </ul>
<b>WICShopper App/Nutrition First Survey</b>	What can I do to help get the word out?	Encourage participants to take survey, only takes about 10 minutes. Time will depend if the participant shares information in open-ended questions. This survey closes on Monday, August 31 <sup>st</sup> .
<b>WICShopper App/Nutrition First Survey</b>	Can non-participants or staff take the survey?	The survey is for hearing how the participant is experiencing remote services. Staff can view the survey. Non-participants shouldn't take the survey.
<b>WICShopper App/Updates</b>	What are the new features or updates for the app?	<ul style="list-style-type: none"> <li>• Find a Farmers Market button was updated for 2020</li> <li>• A new FMNP banner was added</li> <li>• An R&amp;R button was added</li> <li>• A WIC Scam Alert! banner was added</li> </ul>

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		<ul style="list-style-type: none"> <li>• New foods info added under allowed foods button</li> <li>• There's no way to make the banners rotate faster. For this reason, we continue to work with Coordinators to prioritize and limit the number of banners rotating at one time.</li> </ul>
<p><b>WICShopper App/Updates</b></p>	<p>Can we add more languages to the app?</p>	<p>The app isn't working as expected when other languages are used. For example when using Spanish, the buttons may not always show up in Spanish. Once a buttons selected, the content appears in English and the participant has to select a button on the screen each time to see the content in Spanish. The app developer is working to resolve these issues. Once resolved we can look at paying for and translating the app into additional languages.</p>



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