YOU GOT THIS.

WIC UPDATE WEBINAR
September 24, 2020
Today’s Agenda

- Welcome – Jacqueline Beard
- Opening remarks – Paul Throne
- Announcements – Jacqueline Beard
- Waivers extended – Cathy Franklin
- Breastfeeding “Unknown” status – Jessica Armstrong
- WIC Card Line changes – Todd Mountin/Shannon Franks
- Questions and answers – Marian Polsak
WIC Waivers Extended!
A Quick Word about Election Year Conversations

Comic:

- Character 1: It's awkward when you guys talk to my friends, so I made this.
- Character 2: It's a list of things you're allowed to say to them. "Hello" and "goodbye"?
- Character 3: What about sign language? I'm thinking of an appropriate one right now.
Announcements

- **NWA Nutrition Education and Breastfeeding Conference**
  - View sessions until October 11

- **Supporting Community Based Workers to Promote Flu Vaccine training** – October 8th at 11:00am – 12:00pm PDT
  - See handout for registration link and agenda
  - Two videos coming, in English and Spanish
Waivers extended

- Business as “usual”
  - Provide all WIC services in the way we are currently providing them
Waivers include:

- The requirement for height/length, weight and hemoglobin is deferred

- The requirement for physical presence is deferred

- Provide benefits remotely

- Follow same procedures for documenting proofs of income, ID and residency
Separation of Duties waived

- Separation of duties waived:
  - A single staff person may determine nutrition risk and income eligibility for all certification criteria and issue food benefits for the same participant.
  - Only a 5% file review is required for certifications where a single staff person determines income and nutrition risk eligibility.
Breastfeeding “Unknown” status
Cascades System Issue: Breastfed Status defaults to "Unknown" in the Health Information Screen
Issue

When a breastfeeding participant stops breastfeeding:

• You change the response to "Are you breastfeeding" from "Yes" to "No"
• The breastfeeding status radio button for “Ever Breastfed” changes to “Unknown”
• It should stay as "Yes"
A closer look of the “Unknown” status
Did you know?

If you keep the selection as “Unknown”:

- These questions can’t be answered.
  - "Age Infant Stopped Breastfeeding"
  - "Reason Infant Stopped Breastfeeding"
- This leaves the breastfeeding history panel incomplete.
Solution

• Change the “Ever Breastfed” response to “Yes”

• We can improve and provide more meaningful breastfeeding data.
Breastfeeding Information Container

Data Collection Date
9/2/2020

Are you breastfeeding?  
- Yes  No

Age Infant Stopped Breastfeeding

Ever Breastfed?  
- Yes  No  Unknown

Reason Infant Stopped Breastfeeding

Are you breastfeeding?  
- Yes  No

Age Infant Stopped Breastfeeding

Ever Breastfed?  
- Yes  No  Unknown

Reason Infant Stopped Breastfeeding
Complete answering the circled questions.
Breastfeeding History panel

<table>
<thead>
<tr>
<th>Data Collection Date</th>
<th>Currently Breast Fed?</th>
<th>Formula Fed?</th>
<th>Formula Amount</th>
<th>Age Supplement was given</th>
<th>Frequency</th>
<th>Breastfed Stopped At</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/17/2020</td>
<td>Yes</td>
<td>Yes</td>
<td>25.00 oz.</td>
<td></td>
<td>1 time in 24 hours</td>
<td></td>
</tr>
<tr>
<td>9/7/2020</td>
<td>No</td>
<td>Yes</td>
<td>32.00 oz.</td>
<td>3 months</td>
<td>5 months</td>
<td></td>
</tr>
</tbody>
</table>
Friendly reminders

• Reflect and affirm the participant’s infant feeding choice.

• Document the brief assessment.
Cascades Steps

Updating Breastfeeding “Unknown” Status in the Health Information Screen

This Cascades Steps show when a breastfeeding participant changes the breastfeeding status in the Health Information screen. The steps below are to correct the “Ever Breastfed” status to “Yes” when the system defaults to “Unknown” in two places in Cascades— in the infant Health Information screen and Breastfeeding Peer Counseling Care Plan.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Cascades Screen</th>
</tr>
</thead>
</table>
| **Step 1**: Reflect and affirm the participant’s infant feeding choice.  
- Participant states they stopped breastfeeding.  
- Offer support. Offer support.  
- Complete a brief assessment to confirm whether there is a need for breastfeeding support or not. | ![Cascades Screen Image] |
| **Step 2**: Change the infant feeding method.  
- Select the infant icon to access the infant’s record.  
- From Quick Links, go to Health Information. | ![Cascades Screen Image] |
| **Step 3**: Update “Ever Breastfed.” | ![Cascades Screen Image] |

https://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/LocalHealthResourcesandTools/WIC/Cascades/ProgramFormsMaterials
We are here to support you!

Call
1-800-841-1410, option 3, then option 1

Email
WICPolicySupport@doh.wa.gov
WIC CARD LINE CHANGES

STARTS MONDAY SEPTEMBER 28!
WHAT'S CHANGING?

• Cascades Support is the new Customer Service for the WIC Card Line

• The WIC Card Line, live representative option, IS changing from 7 days a week from 7 am to 7 pm to MONDAY-FRIDAY 8 am to 5 pm

• Starting MONDAY, SEPTEMBER 28 – when a participant needs help from a live representative, they’ll be sent to the Cascades Support line during normal business hours (M-F 8-5)
WHAT ISN’T CHANGING?

• The WIC Card Line phone number ISN’T changing

• The 24/7 automated line will continue to offer participants the option to:
  • Set / Change PIN
  • Hear their benefit balance
  • Hear their benefit end date

Before you use your card for the first time, call the WIC Card Line, anytime, day or night. Follow the prompts to:
• Enter your zip code.
• Enter the Cardholder’s date of birth.
• Choose a 4-digit Personal Identification Number (PIN) you’ll remember.

Call the WIC Card Line day or night to:
• Change your PIN.
• Unlock your card if you’ve entered the PIN wrong four times.
• Check to see what WIC foods you have.
• Hear information on recent purchases.

WIC CARD LINE: 1-844-359-3104
WHAT YOU CAN DO:

• Share with participants the WIC Card Line, live person option, is only available Monday to Friday 8 to 5 (not the days and hours indicated on the WIC ID and Card Folder.

WILL THE STATE BE CHANGING MATERIALS TO REFLECT THE NEW DAYS AND HOURS?

• Yes, however not for a while. We have recently reprinted and have 92,000 English folders and large supplies of all languages.
• We’d like your help in using what we have until we’re able to re-print in all languages.

WIC CARD LINE:
1-844-359-3104 (TDD/TTY 711)
Report lost, stolen, or damaged cards only between 7 a.m. and 7 p.m. when customer service is available to help you.
WHAT YOU CAN DO TO HELP

- Remind your staff to confirm the correct DOB for cardholders in Cascades
- Let participants know the hours have changed for customer service when talking about the WIC Card
- Use the mail or curbside inserts to share information about the change (provided in English and Spanish)
- Add your clinic phone to the back of the WIC ID and Card folder so participants can call you with questions or to get help
Questions?

Contact us with your questions:

Policy Support phone: 1-800-841-1410, press 3, then press 1 or email at wicpolicysupport@doh.wa.gov

Your Local Program Consultant (LPC) or email at wiclpc@doh.wa.gov
## COVID-19 Resources for WIC Staff and Participants

| Who to Contact for Questions | • **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](mailto:DOH.information@doh.wa.gov) |
|-------------------------------|--------------------------------------------------|
| Multilingual Resources        | • [Coronavirus.wa.gov](http://Coronavirus.wa.gov)  
|• Health education materials in 26 languages  
| Stress due to COVID-19        | **Washington Listens** – talk to someone about stress due to COVID-19  
|• 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 | • [Public Health Connection](http://Public-Health-Connection) – DOH blog posts  
|• [WIC Remote Services](http://WIC-Remote-Services) – forms, policies, tools for remote services  
|• WA WIC Memos posted on the:  
|  • [Local Agency SharePoint](http://Local-Agency-SharePoint) page  
|  • [Nutrition First](http://Nutrition-First) website |

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