WIC WASHINGTON
YOU GOT THIS.

Washington State Department of Health
WIC UPDATE WEBINAR
September 3, 2020
Today’s Agenda

- Welcome – Terri Trisler
- Opening remarks – Brittany Tybo
- Announcements – State staff
- Post-waiver Guidance Update – Cathy Franklin
- Research Updates – Cathy Franklin, Lynn Kidder, Stacy Hackenmueller
- Nutrition Services Assessment and Tailoring Study – Jean O’Leary
- How to get the right help – Jean O’Leary
- Washington State – Wifi Hotspot Location Finder – Todd Mountin
- NWA 2020 Nut Ed and BF Conference – Jacqueline Beard
- Questions and answers – Marian Polsak
Opening Remarks

IT'S OKAY IF YOU FALL APART.
TACOS FALL APART AND WE STILL LOVE THEM.
Develop personal resilience: REST model

**Reward:** Reward yourself for a job well done. Build reinforcements into your work. Help pay attention to this aspect for maintaining resilience.

**Establish:** Establish healthy boundaries. When you are off duty, stick to that boundary.

**Share:** Share your feelings, concerns, and stories. Participate in support and consultation groups. Make time for connections and activities in your life.

**Trust:** Trust your support network and reach out as needed. Refer people elsewhere if you are too tired or compromised emotionally to be able to offer support.
Announcements

- No Local Agency Surveys in September – Terri Trisler
- Weekly WIC Update Webinars – Terri Trisler
  - Will schedule webinars Oct 1 – Dec 17th, if not needed we’ll cancel
- Separation of Duties report update – Marian Polsak
Separation of Duties (SOD) Report

- Finalizing requirements for the report
- Designing the report for the waiver period and beyond
- **Question for you:** Should we include phone number on the report?
  - 1 phone call attempt is required by policy
  - If no answer, must do a file review
  - Would make the report longer – more columns for phone number, Do not Call, language and Interpreter needed
  - Do staff go into the file anyway?
  - Would there be a bias in which files staff choose to review?

**What do you suggest?**
Adverse Childhood Experience (ACE) Trainings - Toi Sennhauser

1. **LMS Course: Adverse Childhood Experiences (ACEs)**
   - Course Catalogue: DOH STATE WIC Adverse Childhood Experiences (ACEs)
   - Approx. 2 hours 15 minutes

2. **Upcoming Webinar by NIHCM:** Protecting Our Children: COVID-19s Impact on Early Childhood and ACEs
   - Hosted by National Institute for Health Care Management (NIHCM)
   - September 10 - 10:00 am to 11:00 am PST
   - Recording available the week following (no pre-registration necessary)

Complete either to meet FFY21 Nutrition Service Plan objective (Memo 2020-96)

“4.B By September 30, 2021, staff will complete required breastfeeding trainings. Attend at least one training on Adverse Childhood Experiences (ACES).”
Post – waiver Guidance Update

- Proposed plan is making it’s way to top leadership in DOH.

- Our two proposals both included almost all remote services
  - Face to face services will be minimal, if at all
Research Updates

- State WIC office and Center for Public Health Nutrition (UW) Healthy Eating Research grant to assess remote WIC services – Cathy Franklin

- Public Health Seattle King County grant to assess remote services – Lynn Kidder

- Yakima Valley Farmer Workers Clinic, Catalyzing Retention Efforts in WIC (CREW) – Stacy Hackenmueller
Healthy Eating Research Grant with UW

- Robert Wood Johnson Foundation grant, effective September 1, 2020 through May 30, 2021

- Assess programmatic changes during the COVID-19 pandemic
  - Provide all services remotely
  - Expanded the list of allowable foods

- The study will draw on statewide WIC programmatic data and a sample of WIC staff and participants
CREW (Catalyzing Retention Efforts in WIC)

- NWA 18-month grant through Robert Wood Johnson. Four grantees piloting promising practices across the nation to increase participation and retention in WIC.

- Our project goals:
  - Provide “mobile WIC services” at 13 different partner sites every month in Yakima (7), Yamhill (3), and Marion (3) Counties.
  - Increase WIC Caseload by 5%.
  - Increase overall WIC service saturation of clients accessing Medicaid who are eligible for WIC but not currently on WIC by 4%.
  - Through survey of WIC staff, partner staff and WIC clients, determine effectiveness and feasibility of providing WIC services in this way.
WIC Nutrition Assessment and Tailor Study (NATS)

- NATS is a USDA sponsored study
- Objectives:
  - Learn about the WIC nutrition risk assessment process and how local staff use the assessment data to tailor (individualize) program benefits for participants.
  - Identify best practices that lead to participant and staff satisfaction.
- WA is one of 10 state agencies in the study
- Timeline unknown; we will keep you informed
- The NWA Conference has a session about study
How to get the right help

- See updated WA WIC Email Addresses, dated September 2020
  - Added Farmers Market
  - Removed BFPC email since not used

- Be sure to use the Policy Support phone line or email rather than calling individual staff phone extensions
  - Assures local staff reach a live person – gets immediate help
    - Policy Support staff schedule set times on their calendars
    - Individual staff may be in meetings or training, focused project work
  - WICPolicySupport@doh.wa.gov – routinely checked
    - Individual staff receive a lot of emails; higher chance of delayed response
Washington State – Wifi Hotspot Location Finder

I'M ATTENDING!

NATIONAL WIC ASSOCIATION

NUTRITION & BREASTFEEDING CONFERENCE

FEEDING FAMILIES, FUELING THE FUTURE 2020

#NWA2020NBF
NWA 2020 Nutrition Education and Breastfeeding Conference and Exhibits

Each registrant will receive an email from Chandra Champion (cchandra@nwica.org)

- Subject: Onboarding Platform Information for the NWA 2020 Nutrition Education and Breastfeeding Conference

- Includes:
  - Event website: https://2020nebf.hubilo.com/community/#/login
  - Your email:
  - Your unique password: (do not share with others, unique to you)

- Log in and create your profile to facilitate networking

- Begin to explore the platform, view exhibits and posters and engage with conference participants!
NWA 2020 Nutrition Education and Breastfeeding Conference and Exhibits

Tips for Accessing the Virtual Conference Platform:

1. Highly recommend using Google Chrome for seamless viewing of sessions

2. Review the following guides:
   - Minimum Operating Requirement document
   - Instructions on How to watch sessions on the platform
   - Instructions on How to access the networking lounges

3. Register and view Virtual Platform "Know Before You Go" Webinar. NWA staff will demonstrate how to access and navigate the event website. Friday, Sept. 4 at 7:00am Register here.
NWA 2020 Nutrition Education and Breastfeeding Conference and Exhibits

- See [agenda](#) for sessions on September 9-11, (3 workshops on September 8)

- Able to view recorded sessions 20 minutes after session ends and until October 11
  - Be sure to adjust Eastern Standard Times on agenda to Pacific Standard Times
    - Wednesday, Sept 9 begins at 7:30am and ends at 4:00pm PST
    - Thursday, Sept 10 begins at 6:00am and ends at 3:30pm PST
    - Friday, Sept 11 begins at 6:00am and ends at 2:15pm PST

- View and interact with 50+ exhibitors and listen to Oral Poster Presentations and engage with presenters

- [Virtual exercise classes Thursday & Friday at 5:00am PST](#)
### September A-19 Billing

1. Enter NWA Conference in Description column (yellow highlighted)
2. Enter total amount spent on NWA conference and/or another state approved training in Amount column

```
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>State Use Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>NWA Conference (manually enter)</td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>
```
### September A-19 Billing

<table>
<thead>
<tr>
<th>Vendor Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURR. DOC. DATE</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>REF</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>---</td>
</tr>
</tbody>
</table>

**ACCOUNTING APPROVAL FOR PAYMENT**

<table>
<thead>
<tr>
<th>DATE</th>
<th>WARRANT TOTAL</th>
<th>INVOICE NO.</th>
</tr>
</thead>
</table>

**Reference:** Memo 2020-109 A-19 Billing for NWA Conference

3. See Master Index code 76101206; this designates Nutrition Education funding

4. Enter total amount spent on NWA conference and/or other approved training in Amount column, same row as highlighted Nutrition Education code
NWA Conference Help

- **NWA Nutrition Education & Breastfeeding Promotion Conference and Exhibits webpage**
- Check Monday Morning Reports for conference announcements and updates
- Check out Frequently Asked Questions [here](#)
- **NWA contact information:**
  - Email: [registration@nwica.org](mailto:registration@nwica.org) or [confsupport@nwica.org](mailto:confsupport@nwica.org)
  - Phone: 202-232-5492
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](https://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](https://coronavirus.wa.gov) – DOH blog posts  
| | • [WIC Remote Services](https://wic.wa.gov) – forms, policies, tools for remote services  
| | • WA WIC Memos posted on the:  
| | • [Local Agency SharePoint](https://sharepoint.wa.gov) page  
| | • [Nutrition First](https://nutritionfirst.org) website
To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.