WIC UPDATE WEBINAR
October 1, 2020

WIC WASHINGTON
YOU GOT THIS.

Washington State Department of Health
Today’s Agenda

- Welcome – Terri Trisler
- Opening remarks – Paul Throne
- Announcements – State staff/Carolyn Conner
- Follow-up to Waivers Extended questions – Cathy Franklin
- Referrals in Cascades – Rachel Markham
- Learning Management System Move Update – Toi Sennhauser
- Questions and answers – Heidi Feston
Director’s Update

- COVID-19 Epi Update
- Federal budget outlook
- Executive Order on training
Staying home is still safest

We must prevent runaway spread of COVID-19 in Washington state. Our individual actions make a difference. Fewer, shorter and safer interactions are crucial.

<table>
<thead>
<tr>
<th>Confirmed Cases</th>
<th>87,042</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitalizations</td>
<td>7,483</td>
</tr>
<tr>
<td>Deaths</td>
<td>2,124</td>
</tr>
<tr>
<td>Percent of Deaths (deaths/confirmed cases)</td>
<td>2.4%</td>
</tr>
<tr>
<td>Total Tests</td>
<td>1,854,399</td>
</tr>
</tbody>
</table>
Our progress may be slowing
Our progress may be slowing
Our progress may be slowing
Demographics aren’t changing
# Health Disparities Persist

## Confirmed Cases by Race/Ethnicity

<table>
<thead>
<tr>
<th></th>
<th>Confirmed Cases</th>
<th>% of Cases</th>
<th>Total WA Population (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Number</strong></td>
<td>87,042</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Unknown Race/Ethnicity</td>
<td>27,682</td>
<td>32%</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Total with Race/Ethnicity Available</strong></td>
<td>59,360</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>24,497</td>
<td>41%</td>
<td>13%</td>
</tr>
<tr>
<td>Non-Hispanic White</td>
<td>23,276</td>
<td>39%</td>
<td>68%</td>
</tr>
<tr>
<td>Non-Hispanic Black</td>
<td>3,499</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Non-Hispanic Asian</td>
<td>2,916</td>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>Non-Hispanic Multiracial</td>
<td>1,543</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Non-Hispanic Native Hawaiian or Other Pacific Islander</td>
<td>1,472</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Non-Hispanic Other Race</td>
<td>1,170</td>
<td>2%</td>
<td>NA</td>
</tr>
<tr>
<td>Non-Hispanic American Indian or Alaska Native</td>
<td>987</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Federal Budget Picture

Continuing Resolution

- The president signed the CR last night
- As of yesterday morning, the bill stretches about $1.4 trillion in current government funding until Dec. 11.
- Includes $8 billion in pandemic nutrition assistance.
- Extends FNS waiver authority through FFY21.
- FNS Western Region Office informs us today that they are studying the bill and will reach out as soon as possible.

- House and Senate leaders want to negotiate a spending deal by mid-December to boost federal agency budgets for the remainder of fiscal 2021, which begins today.
- A budget deal before the inauguration is very uncertain
Coronavirus Relief

- House has released a reduced package of $2.2 trillion
- Still more than $1 trillion more than the Senate has agreed to
- House plan includes another $1,200 direct cash payment and enhanced unemployment benefits at $600/week.
- Would increase SNAP benefits by 15%, add $400 million in funding for WIC, and permits state agencies to increase the WIC Cash Value Benefit up to $35/month through January 31, 2021.
- Also includes a provision that requires USDA to issue recommendations on implementing online purchasing by September 2021.
Announcements

- Status of WIC Services Survey – Jody Ceesay
- 19 calorie formula update – Katie Harding Mendez
- Nutrition First update – Carolyn Conner
  - Nutrition First Annual Membership Meeting (Zoom)
    - Friday October 9, 12:00-1:00
    - Link to join meeting: https://us02web.zoom.us/j/89227571078
  - Local Agency WIC Staff Survey is open!
    - https://www.surveymonkey.com/r/YQFZVPS
  - WIC Participant Survey results coming in October
WIC 800 Line

GOING TO VOICE MAIL* ON THESE DATES AND TIMES:

- October 9, 2020 9am-noon
- November 18, 2020 9am-noon
- December 4, 2020 9am-noon

*WHILE ADMIN STAFF ATTEND A TRAINING

STILL AVAILABLE TO ANSWER CALLS:

Policy Support
1-800-841-1410 – Press 3, then press 1
- wicpolicysupport@doh.wa.gov

Cascades Support
1-800-841-1410 – Press 3, then press 2
- Cascades.Support@doh.wa.gov

Contact: Jean O’Leary 360-236-3662
- Jean.O’Leary@doh.wa.gov
Announcements - continued

- **WICShopper app update**
  - WIC Card phone line banner is live
  - Banners are now rotating faster
  - Participants can rotate banners (see arrow)

- **Nutrition Service Plans**
  - FFY2020 ended 9/30/2020
  - FFY2021 starts 10/1/2020

WIC Card phone line hours have changed. All automated options will stay the same, 7 days a week 24 hours a day. If you need to talk with a person, please call M-F from 8:00 am to 5:00 pm. The WIC Card phone line number is 1-844-359-3104.

Cynthia.huskey@doh.wa.gov
360-236-3710
Medical Assistant license – Terri Trisler

- Continue to renew your Medical Assistant license. It’s challenging to start over and requirements can change.

- New staff
  - You may want to wait to apply
  - When begin to work as a MA-Registered apply within 7 days.
Announcements - continued

**Budget Workbooks** – Terri Trisler

- Due September 30
- How to get an extension – email us at wiclpc@doh.wa.gov
Follow-up to Extended Waivers questions
Referrals in Cascades
Mandated Referrals

1) **Family Health Hotline/Help Me Grow WA Hotline**
   - The Hotline helps callers learn about public assistance and health related programs in Washington State.
   - The name changed to Help Me Grow WA. We’ll update this in Cascades soon.

2) **Medicaid**
   Refer to Medicaid when the family doesn’t currently have Medicaid and it appears the family income is within program guidelines. The WIC ID and Card folder provides written contact information.

3) **Immunizations**
   Screen immunization records for children 24 months of age or less. Refer children who aren’t up-to-date.

4) **Alcohol and drug abuse counseling and treatment**
   Refer applicants and participants to local drug and alcohol counseling and treatment when appropriate.
Documenting Referrals in Cascades

**Document mandated referrals:**
- In Cascades Referrals Program

**Document other referrals:**
- Local referral lines and other resources in *Cascades Care Plan*:
  - Document for the family in the Family Care Plan
  - Document for a specific participant in the Individual Care Plan
Assessing Referral Program

Quick Links
- Participant Demographics
- Income Information
- Health Information
- Anthro / Lab
- Family Assessment
- Dietary & Health
- Eco-Social Assessment
- Assigned Risk Factors
- Certification Signature
- Certification Summary
- Issue EBT Card
- Family Alerts
- Notes
- Scanned Documents

Care Plan
- Care Plan Summary
- Care Plan Detail
- Referral Program

Care Plan Summary
- Participant Demographics
- Income Information
- Health Information
- Anthro / Lab
- Family Assessment
- Dietary & Health
- Eco-Social Assessment
- Assigned Risk Factors
- Certification Signature
- Certification Summary
- Issue EBT Card
- Family Alerts
- Notes
- Scanned Documents

Family Care Plan
- Referrals
  - (No Data)

Nutrition Education
- (No Data)
Referral Program
Referral Search Options
Selecting Referral

![Image of a software interface showing search results for referral services, with options to refer individuals to Medicaid programs.]

- Medicaid
  - Medicaid 100 MAIN STREET OLYMPIA 98502
  - Medicaid 100 MAIN STREET ROCHESTER 98579
  - Medicaid 100 MAIN STREET TENINO 98589
  - Medicaid 100 MAIN STREET YELM 98597
- Other
  - Family Health Hotline 100 MAIN STREET OLYMPIA 98502
- Immunization
  - Immunization 100 MAIN STREET OLYMPIA 98502
- Other
  - Alcohol and Drug Counseling 100 MAIN STREET OLYMPIA 98502
- Other
  - Family Health Hotline 100 MAIN STREET ROCHESTER 98579
- Immunization
  - Immunization 100 MAIN STREET ROCHESTER 98579
- Other
  - Alcohol and Drug Counseling 100 MAIN STREET ROCHESTER 98579
- Other
  - Family Health Hotline 100 MAIN STREET TENINO 98589

![Image of a dialog box with options to select individuals to refer to Medicaid program.]

- LIBBY NICKEL
- PENNY NICKEL

Washington State Department of Health | 24
Referred Individual(s)

<table>
<thead>
<tr>
<th>Individual Name</th>
<th>Program Name</th>
<th>Organization Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIBBY NICKEL</td>
<td>Medicaid</td>
<td>Medicaid</td>
</tr>
</tbody>
</table>

Not listed in Referral History until Select Save

<table>
<thead>
<tr>
<th>Individual Name</th>
<th>Notification Date</th>
<th>Provider Name</th>
<th>Result</th>
<th>Refused Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIBBY NICKEL</td>
<td>09/29/2020</td>
<td>Medicaid</td>
<td>Referred</td>
<td></td>
</tr>
</tbody>
</table>

Comments

Selected Row Details
Referred Follow-up
What’s Next With Referrals

• **We’re exploring** ways to add into Cascades the referrals you use regularly with your WIC families.
  • This is a work in progress, please stay tuned.

• **Would you like a refresher on Referrals:**
  • Available In LMS:
    • DOH State WIC CBT Unit 4A: Manage Care Plan and Issue Benefits
  • **Handouts available:**
    • Document Referrals in Cascades
    • CBT-Unit-4A-transcript
Referral Policy Questions or Comments

For referral policy questions or comments about improving Cascades referral function, contact policy support:

- Call 1-800-841-1410, option 3, then option 1
- Email WICPolicySupport@doh.wa.gov
Learning Management System Move to The Learning Center (TLC)

New and Improved Platform

- Learning **dashboard** to organize own courses
- **Transcript** section to view and export transcripts
- Library, messaging, and training requests **features**
- Statewide **announcements** section

LMS Project Update Announcements

The new LMS Platform - The Learning Center - deploys in:

37 days 22 hours 56 minutes

August 2020 Project Update

The Learning Center is coming November 21.  [Click here for more information](mailto:Toi.Sennhauser@doh.wa.gov)

Toi.Sennhauser@doh.wa.gov
Learning Management System Move to The Learning Center (TLC)

What stays the same?

• Same course selection
• Same course titles
• All LMS user account data transferred to TLC

Key Dates

• **September 30** – sent LMS user account changes to WAWICTraining
• **October 22** – last day to complete trainings that were started
• **October 22 @ 5pm thru November 1** – LMS not available
• **November 2** – The Learning Center (TLC) available
Learning Management System Move to The Learning Center (TLC)

Training
• Department of Enterprise Services (DES) provides training
• Will share when these become available

Share with Staff + Keep in Mind
• Last day to complete a training that was started = October 22 @ 5pm
  o Any half-finished trainings staff will have to re-take in TLC
• Adjust staff training plans for blackout period Oct. 22 – Nov. 1
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 |
|---------------------------------|--------------------------------------------------------------------------------|
| Multilingual Resources          | • Coronavirus.wa.gov  
• Health education materials in 26 languages  
• DOH-Novel Coronavirus Outbreak (COVID-19) |
| Stress due to COVID-19          | Washington Listens – talk to someone about stress due to COVID-19  
• 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 – DOH blog posts  
• WIC Remote Services – forms, policies, tools for remote services  
• WA WIC Memos posted on the:  
  • Local Agency SharePoint page  
  • Nutrition First 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.