Today's Agenda

- Welcome – Jean O'Leary
- Director’s Updates – Paul Throne
- Announcements – State Staff
- Contract Update – Brittany Tybo
- WIC Participant Survey on Remote Services Results! – Carolyn Conner, Mara Andrus, Stacey Busey
- Questions and answers – Heidi Feston
Jean O’Leary

- 28 years of experience in the Office of Nutrition Services.
- Co-manager since February 2019 and acting manager since June 2020.
- A degree in Dietetics from the University of Wisconsin, and Master’s Degree in Public Health Nutrition from the University of Minnesota.
- State WIC nutritionist - one of the only state agency specified roles under USDA rules.
- Will manage three units: Local Program Operations, Breastfeeding and WIC Foods, and Training and Communication.
- Began December 1.

COVID-19 Update: coronavirus.wa.gov
COVID-19 Update

Federal government is currently funded by Continuing Resolution (CR)
CR ends December 11
Possibility of no agreement by then
In the event of a shutdown:
- We have received our first quarter allocation of funds
- We also received additional funds from the FFCRA
- We have a fully-funded spendforward
- Project that we can operate until April 1 with no additional funding

Financial Update

- Federal government is currently funded by Continuing Resolution (CR)
- CR ends December 11
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  - We have received our first quarter allocation of funds
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  - We have a fully-funded spendforward
  - Project that we can operate until April 1 with no additional funding
How are you?


Announcements

- Staff activations for IMT - Jean
- No Status of WIC Services Survey this month
- New shopping guide - Cynthia
  - Translations delayed
- Participant survey - WIC Foods
  - Keep up the great work!
  - Closes Feb 1st

Jean.O'Leary@doh.wa.gov
Cynthia.Huskey@doh.wa.gov
Remote Service Trainings with Dr. J. Heinig

- All 2020 trainings are cancelled
- New dates for 2021 - see Memo 2020-153
- Register at Nutrition First beginning on 12-14-2020

**January**
- The Basics – 20 minutes recorded video for all staff in TLC (January)
- Offering Individual Education in a Virtual Setting
  - Live webinars: January 13 or 20 from 1:00 to 2:30 pm OR
  - Recorded webinar in The Learning Center (February)

**February**
- Offering Group Education in a Virtual Setting
  - Live webinars: February 17 or 24 from 1:00 to 2:30 pm OR
  - Recorded webinar in The Learning Center (March)

**March**
- Group Session Coaching with Dr. Jane Heinig
  - Live webinars: March 10 or 17 from 1:00 to 3:00 pm
  - Not recorded

Registration to the service:
- Go to Nutrition First at the start of each session.
- Go directly to the webinars
- For Live presentations, you will need to log in 10 minutes early.
- For Recorded sessions, you can access the link right after the presentations finish.

**Remote Services Page - Update**

- Video Chat: Coffee Break
- Information for Clinic Staff
  - Update webinar by Heidi Feston (February 2021)
  - Update webinar by Heidi Feston (March 2021)
  - Resources for Families
  - Updated webinar policy and procedure

**WIC Update Webinars**
- Webinar link
- Webinar link
  - Webinar link
  - Webinar link
  - Webinar link
  - Webinar link

Measurement & Bloodwork Information Form

- Participants take form to their health care provider to fill in measurement & bloodwork information
- Participants share with staff during their WIC appointment
- Attached to webinar and posted on these 2 web pages:
  - Policy & Procedure
    (listed alphabetically in the Providing Remote WIC Services section)
  - WIC Remote Services
    (listed at the bottom of the Forms section)
WA Notify

Statewide COVID-19 exposure notification tool now available. WA Notify is a simple, anonymous exposure notification tool to help stop the spread of COVID-19. By adding WA Notify to your smartphone, you will be alerted if you’ve spent time near another WA Notify user who later tests positive for COVID-19.

WA Notify uses privacy-preserving technology jointly developed by Google and Apple, and works without collecting or revealing any location or personal data.

To learn more:
- Visit [WA Notify](https://WANotify.org) to see how easy it is to add WA Notify to your smartphone or to learn more.
- Information about WA Notify is available in multiple languages, choose from the full list at [WA Notify](https://WANotify.org/languages).
- View a video that describes how WA Notify works.
- View a 30-second WA Notify ad.

Jen.Mitchell@doh.wa.gov

Contract Update

- Contracts will be sent out before December 18th.
- The contract start date is January 1st, 2021.
- We ask that Local Agencies please submit as soon as possible, but no later than January 20th.
- Please contact your LPC if this timeline is an issue.
- If contracts are signed after the start date Local Agencies will still be reimbursed for services provided.

WIC Participant Survey on Remote Services

Mission: We support and promote good nutrition, breastfeeding and equitable access to healthy foods through education and advocacy.
WIC Participant Comment

“WIC remote services have been very convenient and helpful. I feel like my appointments are just as thorough/informative when done remotely. It’s easier/safer when having a baby to conduct the appointments remotely. I actually thought to myself after my first phone appointment, ‘why haven’t we been doing this all along?’”
Survey Open July 21 – August 31 2020

- Sample size: 1264
- Confidence level: 95%
- Margin of Error: ±2.75%
- Spanish Survey
  - 13 responses
1. Were you getting WIC earlier this year (2020) before the COVID-19 pandemic?

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>94.75%</td>
</tr>
<tr>
<td>No</td>
<td>5.25%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

2. Before the pandemic, how long was your travel time to get to your WIC clinic appointment?

- Answer only to those who indicated "YES" WIC before pandemic.

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15 minutes</td>
<td>60.99%</td>
</tr>
<tr>
<td>15 to 30 minutes</td>
<td>32.87%</td>
</tr>
<tr>
<td>Over 30 minutes</td>
<td>6.14%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

3. Have you ever received WIC in the past?

- Answer only to those who answered "NO" WIC this year prior to pandemic (Q21).

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>55.00%</td>
</tr>
<tr>
<td>No</td>
<td>44.02%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
### 4. Why did you come back to WIC? (Choose all that apply)

A asked only to those who answered “YES” to question 3.

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for toddler nutrition</td>
<td>55.10%</td>
</tr>
<tr>
<td>New baby</td>
<td>97.39%</td>
</tr>
<tr>
<td>Newly pregnant</td>
<td>26.50%</td>
</tr>
<tr>
<td>Need for nutrition information</td>
<td>4.17%</td>
</tr>
<tr>
<td>Need for breastfeeding support</td>
<td>31.40%</td>
</tr>
<tr>
<td>Remote visit not having to go into clinic</td>
<td>22.50%</td>
</tr>
</tbody>
</table>

Total Responses: 98

### 5. How have your remote WIC appointments been conducted? (Choose all that apply)

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>95.59%</td>
</tr>
<tr>
<td>Video call</td>
<td>0.30%</td>
</tr>
<tr>
<td>Both phone and video calls</td>
<td>1.59%</td>
</tr>
<tr>
<td>I have not had remote WIC appointments</td>
<td>3.11%</td>
</tr>
</tbody>
</table>

Total Responses: 1,132

### 6. Which would you prefer? (Choose all that apply)

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone appointments</td>
<td>92.99%</td>
</tr>
<tr>
<td>Video call appointments</td>
<td>0.00%</td>
</tr>
<tr>
<td>In-person appointments</td>
<td>27.50%</td>
</tr>
<tr>
<td>No preference</td>
<td>10.00%</td>
</tr>
</tbody>
</table>

Total Responses: 1,136
7. Are phone appointments hard for you?

<table>
<thead>
<tr>
<th>ANSWER CHOICE</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>4.2%</td>
</tr>
<tr>
<td>No</td>
<td>95.8%</td>
</tr>
<tr>
<td>I have not had a phone appointment</td>
<td>0.0%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

8. Would phone appointments be hard for you?
Only asked to those who had not had a phone appointment.

<table>
<thead>
<tr>
<th>ANSWER CHOICE</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>0.00%</td>
</tr>
<tr>
<td>No</td>
<td>100.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

9. Why are phone appointments hard for you?
Only asked to those who indicated phone appointments were hard for them.

<table>
<thead>
<tr>
<th>ANSWER CHOICE</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>I do not have a phone to use</td>
<td>0.32%</td>
</tr>
<tr>
<td>Not enough cell phone minutes</td>
<td>9.90%</td>
</tr>
<tr>
<td>Poor connection</td>
<td>40.54%</td>
</tr>
<tr>
<td>English is not my first language</td>
<td>0.33%</td>
</tr>
<tr>
<td>Hard to find a private place to talk</td>
<td>48.19%</td>
</tr>
<tr>
<td>Total Responses: 157</td>
<td></td>
</tr>
<tr>
<td>County</td>
<td>Phone</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
</tr>
<tr>
<td>Rural</td>
<td>239</td>
</tr>
<tr>
<td></td>
<td>(64%)</td>
</tr>
<tr>
<td>Urban</td>
<td>492</td>
</tr>
<tr>
<td></td>
<td>(68%)</td>
</tr>
</tbody>
</table>

WIC Participant Comment:
I think video appointments would be better. Phone service here is choppy and irritating to me and the WIC person calling me. Zoom is great. My health nurse and Bible study companion use it and it’s great.

Stacey Rusby
Yakima Valley Farmer Workers Clinic WIC
Nutrition First Board of Directors Treasurer
13. Remote WIC appointments help me keep my WIC appointments.
71% Somewhat or Strongly Agree

14. Remote WIC appointments meet my needs
82% Somewhat or Strongly Agree

WIC Participant Comment
“I miss going in and seeing my WIC Lady, she is amazing and I am a people person and love the one on one and my kids can get measured and weighed because we don’t go to the doctor every month and it’s always nice to see how big they’ve gotten each month especially with the newborn baby.....”
18. As my community reopens, I would like remote services to be offered by WIC.
70% Somewhat or Strongly Agree

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>24</td>
<td>12</td>
<td>12</td>
<td>6</td>
<td>46</td>
</tr>
</tbody>
</table>

19. After the COVID-19 pandemic is over, I would like to continue using remote WIC appointments.
79% Somewhat or Strongly Agree

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>24</td>
<td>12</td>
<td>12</td>
<td>6</td>
<td>46</td>
</tr>
</tbody>
</table>

WIC Participant Comment

“I really like my WIC appointments being done over the phone. Because I work and taking any kind of time off work hurts my finances. I am sole provider for my home.”
Using the Results to Advance WIC

- Results will be shared with Local WIC Agencies in Washington State, and with other local and state WIC agencies across the US.
- Results will be used in Washington State to help focus the delivery of remote services and staff training to meet program needs.
- Results of the survey will help support future policy and advocacy direction to help move WIC into current times including:
  - Supporting the need for continuation of remote options for service delivery.
  - Supporting the need for on-line grocery shopping/curbside pick-up WIC options.
  - Reducing barriers to receiving WIC and increasing participation.

Selected preliminary results from the survey were used in a letter from Washington First Lady to USDA in September seeking waiver extensions throughout the pandemic. Selected results were also shared with our Washington State Representative and Senators in Congress during advocacy meetings in November.
Thank you!

Questions?

Contact us with your questions:

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

Your Local Program Consultant (LPC) or email at wicpc@doh.wa.gov

Looking for WIC Update Webinar memos?

Find them posted in these two locations:
- The Local Agency SharePoint page
- The Nutrition First website

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 Stays – 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 and the Nutrition First website
- A statewide COVID notification tool, called WA Notify, is now available. Visit WANotify.org to see how easy it is to add WA Notify to your smartphone or to learn more.