

WIC Update Webinar Notes – 10-15-20

These notes capture what was shared on this webinar. Information is changing quickly. We'll share updated information during the webinars and in future webinar's notes as it becomes available.

Topic/Question	Information/Answer	State Staff Follow-up
Opening remarks		
State Director Updates	<ul style="list-style-type: none"> • COVID continues to be a major concern, this is happening across the county. • Flu vaccine should be considered <u>super</u> essential this year, it is widely available now. • This has been a tough year for all of us and mental health is of concern right now. • There are many factors making things tough. These include COVID, disconnection from social networks, school year adjustments, upcoming elections, and social justice. • Many people feel uncomfortable confiding in others about their mental health. • We need support, to take breaks, go outside, take a break from the news, try coping techniques, check in with others and remember it is OK if you can't handle everything today. • Please take good care of yourself while you're social distancing. 	
Announcements		
Updates for the WIC Update Webinar	<ul style="list-style-type: none"> • We're cancelling the WIC Update Webinars in November, due to a shorter month. • Starting in December, we're scheduling one WIC Update Webinar on the 2nd Thursday of each month. • Upcoming webinar dates: Oct. 29, Dec. 10, Jan. 14 • Watch your email for GoToWebinar updates. 	

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Topics		
Upcoming trainings	<p>Reviewed upcoming required trainings for staff.</p> <p>Please see:</p> <ul style="list-style-type: none"> • Memo 2020-124 – Assessment Questions Training for information about the October Assessment Questions Trainings • Memo 2020-130 – Overview and Dates for Remote Services Trainings for information about the Remote Services Trainings with Dr. Jane Heinig: <ul style="list-style-type: none"> ○ Remote services will continue for nutrition education and breastfeeding support beyond the pandemic. As we all continue to make connections with our WIC families, we want to explore this option for adding this visual connection to our interactions, in both individual contacts and group sessions. ○ Staff are encouraged to save the dates, when possible, for the live webinars or save time to view recorded webinars before January 31, 2021. ○ Coaching webinars are in February and won't be recorded. ○ We hope all clinics will consider the advantages of offering virtual groups (which may be 2 or more people), especially for small clinics where space didn't allow for group education. ○ We still have GoToMeeting licenses available. If you're interested in finding out more about using GoToMeeting, contact your LPC to talk about this option. • The Remote Services Trainings with Dr. Jane Heinig handout was attached to the webinar. The handout includes session descriptions, dates and times for live webinars, who should 	

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	attend and information about the Group Session Coaching Sessions in February.	
NWA Conference updates	<ul style="list-style-type: none"> • The NWA conference recorded session viewing has been extended through October 31, 8:59 pm PDT. • Please thank your fiscal team for helping with registrations & specific billing needed for this training. • Be sure to complete the evaluation and get a certificate for CEUs. 	
Flu Vaccine Promotion	<ul style="list-style-type: none"> • Please share the flu vaccine talking point materials with staff. <ul style="list-style-type: none"> ○ There are YouTube videos and handouts available in English and Spanish. • Encourage staff to promote flu vaccines with WIC families. • Everyone 6 months and older should get the flu vaccine, including pregnant women. • See talking points to learn where to refer participants for flu vaccines. • There is no cost for vaccines for individuals under 19 years old, most health plans cover vaccines for free, and families on Medicaid or Medicare get free vaccines. 	
LMS Blackout Period Coming up	<ul style="list-style-type: none"> • The Learning Management System (LMS) is changing to The Learning Center (TLC) in November. • Staff won't have access to training modules on the LMS or TLC starting on October 22 @ 5pm thru Nov. 1. • Staff must complete any training modules in process by October 22, or they'll have to start the module over after November 2. • We'll share more about the transition to The Learning Center on the October 29 WIC Update Webinar. 	

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	<p>Questions:</p> <ul style="list-style-type: none"> • Q: Will we be able to track trainings in TLC, like we do now in the LMS? • A: As we hear more about The Learning Center functionality, we'll share with you. Currently, we understand it will have all the same capabilities as the LMS -and with some added features. • Q: Can we add new staff to the LMS this month? • A: Please send the forms for new and for staff changes like you do now. There may be a delay for getting staff accounts set up during this blackout period. 	
<p>Updated Certifier Competency Training Worksheets</p>	<ul style="list-style-type: none"> • We've posted new materials to the training webpage for certifier training. • See WIC Certifier Competency Training and Tools on the DOH website. View the Table of Revisions to learn about materials updates. • If you're planning to train a certifier soon, use the COVID-19 training materials, on the same page, since we're not doing measurements and hemoglobins during the pandemic. • We appreciate your help to make the Certifier Competency Tools meet your needs, please feel free to use the Trainer and Trainee Feedback Forms. <p>Cultural Humility and Implicit Bias</p> <ul style="list-style-type: none"> • Worksheet 3- used to be called Multicultural Awareness, now it is Cultural Competency and Implicit Bias. • We updated the worksheet, so it aligns with DOH - Office of Nutrition Services health equity goals and to better serve the needs of WIC staff. • The worksheet focuses on race and ethnicity at this time. • We encourage you to review before training new staff. • We will keep you updated as we make more changes. 	

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	<p>Questions:</p> <ul style="list-style-type: none"> • Q: Who is required to complete the Cultural Humility and Implicit Bias training? • A: The worksheet is required for anyone who is completing the Certifier Competency Training. We encourage all staff to review this training. 	
<p>Referral Follow-Up</p>	<ul style="list-style-type: none"> • WIC Update Webinar Referral Q&A was emailed to you, additionally, we've attached this document to the webinar. • During the rollout we entered generic addresses for the four mandated referrals. The correct zip code and statewide 800 phone number for each of the mandated referrals was entered. • Cascades Referral Program is a way to document mandated referrals and doesn't forward referrals to the outside referral organization. • Staff refer all participants to the Family Health Hotline/Help me Grow WA Network and assess if the other three mandated referrals are needed and refer as appropriate. • Referral follow-up is a recommended practice but is not required. • Document local referrals in the Cascades Care Plan: <ul style="list-style-type: none"> ○ Document local referrals for family in Family Care Plan. ○ Document local referrals for a participant in the Individual Care Plan. ○ For referral policy questions or comments contact WICPolicySupport@doh.wa.gov or 800-841-1410, press 3, and then 1. 	

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	<p>Questions:</p> <ul style="list-style-type: none"> • Q: If a participant already has a mandated referral do we document the referral? • Response (Revised): This is a Correction to what was stated during the 10-15-2020 WIC Update Webinar: <ul style="list-style-type: none"> ○ If a participant already has a mandated referral, you don't need to document the referral. Only document referrals when the participant is referred. ○ We want to correct this messaging to align with the October 1st WIC Update Webinar Referral Q and A recently shared with local agencies. • Q: Even though the addresses in Cascades Referrals aren't correct, are the phone numbers correct? • A: Yes, the phone numbers are correct. They are the same numbers listed on the WIC ID and Card Folder. 	
<p>Covid-19 Vaccine Planning</p>	<ul style="list-style-type: none"> • DOH is currently engaging communities, groups, and partners in vaccine planning. <ul style="list-style-type: none"> • In November DOH will finalize the framework for prioritization & allocation of vaccines • In December DOH will launch the COVID-19 Vaccine Implementation Committee • The vaccinations will be distributed in phases, starting with high-risk health workers and first responders • DOH is looking for individuals who can participate in a survey (closes on October 26) or complete a key-informant interview (deadline is October 23). • If you are willing to do a key informant interview, please call Tara Bostock at 360-688-3491 or email tara.bostock@doh.wa.gov 	

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Reminders	<ul style="list-style-type: none"> The next WIC Update Webinar is October 29th 	
State Staff Help		
Contact us with your questions:	<p>Policy Support phone: 1-800-841-1410, press 3, then press 1 or Email at wicpolicysupport@doh.wa.gov</p> <p>Clinic changes/closures/GoToMeeting licenses - call your LPC or email Your Local Program Consultant (LPC) or Email at wiclpc@doh.wa.gov</p>	See State WIC Email Addresses handout provided in Memo 2020-12
COVID-19 Resources for WIC Staff and Participants		
Who to Contact for Questions	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Coronavirus.wa.gov Health education materials in 26 languages DOH-Novel Coronavirus Outbreak (COVID-19) 	
Stress due to COVID-19	<p>Washington Listens – talk to someone about stress due to COVID-19</p> <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Public Health Connection – DOH blog posts WA WIC Memos posted on the: <ul style="list-style-type: none"> Local Agency SharePoint page Nutrition First website 	