WIC WASHINGTON  YOU GOT THIS.

WIC UPDATE WEBINAR
October 15, 2020
Today’s Agenda

- Welcome – Jean O’Leary
- Opening remarks – Paul Throne
- Announcements – State Staff
- Updated Certifier Competency Worksheets – Toi Sennhauser
- Follow up to Cascades Referrals – Rachel Markham
- COVID-19 Vaccine Planning – Tara Bostock
- Questions and answers – Heidi Feston
State Director Update

- COVID update
- Flu vaccine is essential
- Caring for ourselves and our colleagues
COVID continues to be a major concern

- Eastern WA has plateaued but remains vulnerable to a backslide
- Western WA has more cases
- Fall is expected to be a time of increasing disease burden
- COVID + Flu is a terrible combination
- Flu vaccine is an essential vaccine, this year more than ever
What’s been tough has been getting tougher

- Chronicity of dealing with COVID
- Disconnect from social networks
- School year adjustments
- Election stress
- Social justice
Our staff need somewhere to turn

Employees Feel Like They Have No One to Turn to at Work

Who colleagues feel comfortable confiding in regarding their mental health:

- Supervisors: 21%
- Co-workers: 35%
- Subordinates: 6%
- No Colleagues: 55%

30% of employees reported being fearful that disclosure of mental health could lead to being fired or furloughed.

57% of entry-level employees reported feeling uncomfortable talking about mental health compared to 37% of managers.

Source: Paychex, Mental Health at Work, July 22, 2020
Emotional first aid

- Those of us working in helping professions may be at risk for low self-compassion
- We need mutual support, peer support, and access to EAP or professional support
Remember to take care of your mental health when social distancing

- Get some fresh air and take regular breaks
- Try new coping techniques that promote a sense of calm
- Indulge in some screen-free activities if the news is stressing you out
- Organise virtual lunches and check up on friends and family
We appreciate you and your staff

Please take good care of yourselves
Announcements

WIC Update Webinar Dates and Changes

- All November WIC Update webinars – Cancelled!
- Starting in December - webinars will be **monthly** on the **second Thursday** of the month
- Upcoming Webinar Dates:
  - October 29, 2020
  - December 10, 2020
  - January 14, 2021
- Watch for Go-to-Webinar updates through June 2021
Announcements

Upcoming Training

October:
Assessment Questions Training (Memo 2020-124)
Tuesday, Oct. 20 1:30 – 2:45 pm
Thursday, Oct. 22 10 – 11:15 am

November:
Remotes Services Trainings (Memo 2020-130)
Individual Education in a Virtual Setting
Wednesday, Nov. 18 1:00- 2:30 pm
Group Education in a Virtual Setting
Monday, Nov. 23 1:00-2:30 pm

December:
Remotes Services Trainings (Memo 2020-130)
Individual Education in a Virtual Setting
Wednesday, Dec. 9 1:00- 2:30 pm
Group Education in a Virtual Setting
Wednesday, Dec. 16 1:00-2:30 pm

January:
Complete Remote Education trainings before January 31, 2021

February:
Remotes Services Trainings (Memo 2020-130)
Group Coaching Sessions:
Wednesday, Feb. 17 1:00-3:00 pm
Wednesday, Feb. 24 1:00-3:00 pm
Announcements - NWA Conference

NWA Conference sessions – extended session viewing through October 31 (8:59 pm PDT)

Be sure to complete an evaluation and get a certificate for CEUs after viewing all the sessions you’re interested in seeing.

Please thank your fiscal team for supporting WIC staff with registration and specific billing for this training!
The Department of Health values your experience and the trusting relationships you’ve developed with your WIC families and community. Participants know they can get the facts from YOU to support their health.

- Please help us share about the importance of getting a flu vaccine this year with your families!

Community Health Workers Flu Vaccine materials:
- YouTube video – provides talking points to help promote the flu vaccine
- Talking Points Handout available – see attached
  - English - [video](#) and [handout](#)
  - Spanish - [video](#) and [handout](#)

Thank you for supporting WIC families to stay healthy!
Announcements
LMS Blackout Period Coming Up

Learning Management System (LMS)

The Learning Center (TLC)

No access to Training Modules on LMS or TLC:

**October 22 @5pm thru November 1**
Updated Certifier Competency Training Worksheets

1. Posted Materials to Training Webpage

2. Worksheet 3 – Cultural Competency and Implicit Bias

Toi Sennhauser
Updated Certifier Competency Training Worksheets

Posted Materials to Training Webpage

• 16 Certifier competency training worksheets
• Trainer’s guide
• Removed interim guide
• Fillable COVID-19 CCT Observation Tool

Web Link to WIC Certifier Competency Training and Tools
Updated Certifier Competency Training Worksheets

Worksheet 3 – Cultural Competency and Implicit Bias

• Used to be called Worksheet 3 – Multicultural Awareness
• Now aligns with ONS Health Equity goals
• Now aligns with training needs voiced by WIC clinic staff
• Open to all staff, however not required at this time

Web Link to Cultural Competency and Implicit Bias worksheet
Referral Follow-Up
Follow-Up Questions

- Generic Address/Inaccurate Address
- Referrals Don’t Forward
- Mandated Referrals and Local Referrals
- No Referral Is Appropriate – Now What
- Complete Referral Follow-Up
Generic Address/Inaccurate Address

- Cascades Referral Address Field is Required.
- We input Generic Address for all Locations
- County and Zip Code for Local Agency is correct

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Referrals Don’t Forward

Cascades Referrals Program is where you document the mandated referrals.

Cascades cannot notify outside referral organizations.

Share Mandated Referrals On The WIC ID and Card Folder.
Mandated Referrals and Local Referrals

Webinar Question: The mandatory referrals do not benefit the clients. Their community referrals are who we will refer to for services needed.

Answer: We agree that local referrals are important and meaningful. But both mandated and local referrals provide abundance of support to families.

Continue to ensure all participants have access to the federally required mandatory referrals as appropriate.
No Referral Is Appropriate-Now What

- When No Mandated Referral appears appropriate.
- Family Health Hotline/Help Me Grow WA/ is required for all participants.
- What that means for staff:
  - Document this referral for all participants in Cascades Referral program.

- Make sure to Save and the mandatory referral requirement is complete.
- The other mandatory referrals if not appropriate for the participant you don’t need to do anything further.
Completing Referral Follow-Up

- Referral Follow-up is a recommended practice
- Not currently required at this time
Quick Reminder: Documenting Referrals in Cascades

- **Document mandated referrals:**
  - In Cascades Referrals Program
    - Family Health Hotline/Help Me Grow WA (Refer All Participants)
    - Medicaid
    - Immunization
    - Alcohol and Drug Abuse Counseling And Treatment

- **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
What’s Next With Referrals

Reminder:
We’ll let you know as quickly as possible about local referrals in Cascades Referral Program

Handouts available:
WIC Update Webinar Referral Q and A
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
“DOH is committed to science and the need to critically evaluate these new vaccines for their safety and efficacy in an unbiased way before their use,” said Dr. Kathy Lofy, State Health Officer. “We will be watching the FDA approval process closely to make sure it is thorough and transparent.”
Timeline

**OCTOBER 2020**
Engage communities, groups, and partners

**NOVEMBER 2020**
Finalize framework for prioritization & allocation

**DECEMBER 2020**
Launch COVID-19 Vaccine Implementation Committee
<table>
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| Phase 1a “Jumpstart Phase”  
- High-risk health workers  
- First responders  
Phase 1b  
- People of all ages with comorbid and underlying conditions that put them at significantly higher risk  
- Older adults living in congregate or overcrowded settings | K-12 teachers and school staff and child care workers  
- Critical workers in high-risk settings—workers who are in industries essential to the functioning of society and at substantially higher risk of exposure  
- People of all ages with comorbid and underlying conditions that put them at moderately higher risk  
- People in homeless shelters or group homes for individuals with disabilities, including serious mental illness, developmental and intellectual disabilities, and physical disabilities or in recovery, and staff who work in such settings  
- People in prisons, jails, detention centers, and similar facilities, and staff who work in such settings  
- All older adults not included in Phase 1 | Young adults  
- Children  
- Workers in industries and occupations important to the functioning of society and at increased risk of exposure not included in Phase 1 or 2 | Everyone residing in the United States who did not have access to the vaccine in previous phases |

**Equity is a crosscutting consideration:** In each population group, vaccine access should be prioritized for geographic areas identified through CDC’s Social Vulnerability Index or another more specific index.
Other Ways People Can Participate

Key Informant Interviews
Contact Tara Bostock
Email: tara.bostock@doh.wa.gov
Call: 360-688-3491

Survey
https://www.surveymonkey.com/r/LSJZP68 or go to: https://www.doh.wa.gov/Emergencies/COVID19/VaccineFAQ/Engagement
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

Looking for WIC Update Webinar Memos? Find them posted in these two locations:

• The Local Agency SharePoint page
• The Nutrition First web site
**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://coronavirus.wa.gov) – forms, policies, tools for remote services  
• WA WIC Memos posted on the:  
  • [Local Agency SharePoint](https://coronavirus.wa.gov) page  
  • [Nutrition First](https://coronavirus.wa.gov) 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.