WIC WASHINGTON
YOU GOT THIS.

WIC UPDATE WEBINAR
October 29, 2020
Today’s Agenda

- Welcome – Jacqueline Beard
- Opening remarks – Paul Throne
- Announcements – State Staff
- TLC Platform Update – Toi Sennhäuser
- 19 kcal formula change – Katie Harding Méndez
- Shopping guide and participant survey – Cynthia Huskey
- Questions and answers – Heidi Feston
Director’s Updates

- Secretary of Health John Wiesman leaving in January
- State Health Officer Kathy Lofy leaving by end of the year
- No direct impact on Washington WIC
Dear Pandemic
@DearPandemic

1/ Q: I’m feeling anxious... & bored at the same time. Is this normal? Is there a solution?
Yes, it’s normal...

2/ Background:
Early Christian monks called acedia the 
“noonday demon” – the tough feelings 
you feel where you are alone, feeling 
listless & wonder why the day is dragging 
on forever.

3/ Modern author & poet Kathleen Norris (@knorriseyt) describes acedia as a 
feeling of restlessness, seeing the future as overwhelming & seeing the work 
ahead as never-ending.

Do you miss hanging out with people, yet 
cringe at the prospect of yet another 
Zoom happy hour?
Yes, it’s normal...

4/ Acedia is a likely culprit – as its paradoxes emerge from the rocky soil of social isolation. Cloistered monks were alone, & so are we (at least more often than we are used to).

5/ Acedia can manifest by not caring about your appearance (hi, sweatpants), your relationships (hi, hrs on your instead of connecting with your partner IRL) or your work (hi, checking Insta while on meetings) & while it’s linked to depression, it’s more about lack of purpose.
Yes, there is a solution

1. Name it.
Research finds that when we recognize an emotion, it is easier to regulate. Having an agreed-upon name for a feeling also helps us because we are able to talk about it, reduce the stigma and get support.

2. Accept it.
Acedia is a normal feeling right now. This pandemic has been dragging on, & it seems like there's a lot more tough stuff to come. You’re not lazy, you are human.

8/ Nerdy Girls Aparna & Lindsey had a chance to discuss this very topic with social worker & Project Village founder Lauren Ross last week during a wellness Q&A. [bit.ly/3m6SOjX](https://bit.ly/3m6SOjX)
The three of us all stressed the importance of *community* & knowing that YOU ARE NOT ALONE.
What we can do

10/ Try creating what @UWMadison lifestyle expert Dr. @christinewhelan calls a “Pandemic Purpose Statement” to help you structure your day so that you use your gifts, in keeping with your values, to make a positive impact on the lives of others.

Because I value relationships, perseverance and creativity, I will use my gifts for translating research, making connections and organization to positively impact the lives of my children, my students and the broader public. I accept my fears and anxieties about not being perfect enough, not being helpful enough and fear for the future and still today make conscious, purpose-based commitments to make a baked potato bar tonight, take a leaf-walk with the kids and check in with my students. #pandemicpurpose
What we can do

11/ Yes, there are going to be fears & anxieties that get in the way of actually following through on the meaningful goals you set for yourself, but this exercise has helped thousands of people focus on the good stuff. Oh, & those goals don’t have to be huge.
Announcement
View NWA sessions until October 31

- View recorded sessions until October 31, 8:59 pm (PDT)
- Complete an evaluation and
- Get a certificate for your CEUs
Upcoming WIC Update Webinars

Canceling the current WIC Update webinar link

Creating a new WIC Update webinar link

• Add dates to your calendar

• New link will be in the Coordinator Calendar

• The December 10 WIC Update webinar will be the first time we use the new GoToWebinar link
Announcements:
UPDATE! Remote Services Training Changes

- The Jane Heinig Remote Services trainings are postponed until 2021
- No webinars in November and December
- We hope to use the February dates (17 & 24)
- We’re extending the time to complete beyond January 31, 2021
- We’ll send more information when we know more about the contract

Updated Overview – see handout attached
Cascades Key Stroke Issue Fix
Washington COVID-19 Immigrant Relief Fund

• For WA residents who are ineligible for federal stimulus funds or unemployment benefits due to immigration status
• $1,000 per person (up to $3,000 per household)
• Applications available October 21 – December 6, 2020
• Apply online or by phone at 1-844-724-3737 (M-F 9am – 9pm)

Refer families to the COVID-19 Immigrant Relief Fund web page through:
• Texting participants (if your clinic allows)
• Post to agency’s Social Media
• During WIC appointments

*Doesn’t count towards the public charge rule (= disaster assistance)
*Doesn’t count toward household income for DSHS programs
1. SAW Account to Access The Learning Center (TLC)
2. TLC Training Step Sheets
3. Updated WIC LMS Webpage

Refer to Memo 2020-137
TLC Platform Update

SAW Account to Access TLC

- When logging onto TLC, system uses SAW portal
- Similar to Cascades
- Next week will share code and instructions to add in SAW
- Cascades Support will be ready to support you
TLC Platform Update

TLC Training Step Sheets

- Department of Enterprise Services (DES) provided step sheets
- Intro to how to navigate on platform – Learner and Supervisory
- Built for state agencies
- More WIC specific step sheets soon
TLC Platform Update

Updated WIC LMS Web page

- Currently updating [WIC LMS web page](#)
- Step sheets and other LMS forms available next week
- Will add more resources to LMS web page
- Use LMS Add/Change/Remove form on webpage for now
19 Kcal Formula Updates

R.I.P. 19 Kcal Similac Total Comfort
R.I.P. 19 Kcal Similac Sensitive
R.I.P. 19 Kcal Similac Spit Up

Katie Harding Méndez
19 Kcal Formula Updates

Key changes

- 19 kcal/oz → 20 kcal/oz
- Slight difference in can size
- Yield per can remains the same
- UPC remains the same
- Similac Sensitive and Total Comfort available now in 20 kcal/oz
- Similac for Spit Up available starting in December
- MDF no longer required for these formulas starting November 1st
19 Kcal Formula Updates

Common Questions

- If Similac for Spit Up isn’t changing until December, why is the requirement for a MDF changing in November?
- Do we need to do anything when a participant has an active MDF for one of the 19 kcal formulas and would like to switch to a new contract formula?
- If a participant was given a grace period in October, do they need a MDF in November?
- Do participants getting Similac for Spit Up need a MDF for November?
- Do participants still need to discard unused cans when switching formulas?
- What changes will we see in Cascades? Do we need to do anything different?
Shopping Guide and Participant Survey

- Two important memos coming in November!

- Send questions or comments to me at:
  - Cynthia.Huskey@doh.wa.gov
  - 360-236-3710
WIC Shopping Guide - Revised

- **Removed**
  - WIC check information
  - Vendor Information
  - Foods that aren’t available

- **Added**
  - New foods
  - Updated shopping tips
    - WIC Card
    - WICShopper app

- **Goal - Yearly revision**
## Shopping Guide - Timeline

<table>
<thead>
<tr>
<th>Steps</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translations</td>
<td>October/November</td>
</tr>
<tr>
<td>Post guides:</td>
<td>November</td>
</tr>
<tr>
<td>• WICShopper app</td>
<td></td>
</tr>
<tr>
<td>• WIC webpages</td>
<td></td>
</tr>
<tr>
<td>Memo and QWIC</td>
<td></td>
</tr>
<tr>
<td>Order guides*</td>
<td>December</td>
</tr>
</tbody>
</table>

*We plan to revise the guide yearly, so think about who really needs a guide. New participants, those who don’t use the app, and those participants who read information in a language other than English will need a guide. Others may not, so think about this before ordering.
Participant Survey

This survey will help us understand:

- Participant awareness of new WIC foods;
- Participant shopping experience;
- Why participants may not use all their food benefits each month.
Tested Survey

- WIC staff tested the survey at:
  - CHI Franciscan Harrison Medical Center
  - Kitsap Community Resources
  - Sea Mar Health Centers
Key Thoughts

- We want to reach as many participants as possible.

- We want responses from a diverse group of WIC participants:
  - Rural and urban;
  - App and non-app users;
  - English and non-English speaking;
  - Positive experience and those who ran into an issue.

- We recognize:
  - Agencies, staff, participants are stretched and under stress;
  - Staff can review strategies and decide what's possible to reach participants and promote survey.
How to Reach Participants

- WICShopper app:
  - 85% of participants

- Other options depend on:
  - Clinic staffing;
  - Clinic resources;
  - Participant needs.
Data and Tools

- Data - participants who don’t use the app
  - Family ID’s
  - Contact preferences and details (phone, email, txt etc.)
  - Language spoken and read

- Surveys and Messaging:
  - Electronic survey - Arabic, Chinese, English, Korean, Russian, Spanish and Vietnamese
  - Paper survey and messaging – English and top 11 translations

- Methods and strategies for reaching participants
### Participant Survey - Timeline

<table>
<thead>
<tr>
<th>Steps</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review memo &amp; data</td>
<td>November</td>
</tr>
<tr>
<td>Survey open</td>
<td></td>
</tr>
<tr>
<td>• WICShopper app</td>
<td></td>
</tr>
<tr>
<td>• WIC website</td>
<td></td>
</tr>
<tr>
<td>Promote survey</td>
<td>December and January</td>
</tr>
<tr>
<td>Survey closed</td>
<td>February 1(^{st})</td>
</tr>
</tbody>
</table>
Tips for you and your staff from the Washington State Department of Health for a Happy and Safe Halloween!
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 |
| --- | --- |
| 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.