



STATE OF WASHINGTON

DEPARTMENT OF HEALTH
Prevention and Community Health
Office of Nutrition Services
Post Office Box 47886
Olympia, Washington 98504-7886

March 31, 2020

TO: Local Agency Coordinators

FROM: Terri Trisler, MS, RDN

SUBJECT: **Local Agency Process for Requesting Remote Access to Cascades**

Memo 2020-27

We've begun receiving requests from some of you about working from home. We want to support your social distancing efforts you as much as we can.

Since local program consultants (LPCs) are intermittently helping with the COVID 19 effort please send all requests to our LPC mailbox WICLPC@doh.wa.gov. We have LPCs who are closely monitoring this email box for your requests.

Even if you filled out the survey, we still need you to submit your request.
Here are the steps for requesting remote access to Cascades:

Obtain approval from your local agency

The first step is to confirm your local agency has a work from home policy in place and/or if your supervisor has directed you and/or staff to work from home. Our state office can't approve you to work from home. This is a local agency decision. What we can do is provide a process for approving Cascades to be downloaded on a computer that meets DOH requirements so that you/staff can provide WIC Services from home.

Internet access

Local agency staff needs to provide their own internet access before we can approve WIC staff to take a computer home with Cascades on it. If an employee doesn't have internet access at home, include this information with your request that you send to the LPC mailbox.

Laptops

Laptops are our preferred choice for working remotely. The most challenging part is we don't have anywhere close to enough laptops for all 700 or so local WIC staff.

Thankfully, some agencies have already issued non-DOH laptops that meet DOH requirements to local agency WIC staff. This will help us get the few laptops that we have to those with the highest need.

We're working on purchasing more laptops. We don't know that we'll get them. If we do receive additional laptops, it's highly unlikely that there will be one for every WIC staff person. It will take about 8 weeks for these to arrive.

As a first step, we strongly encourage you to check with your local agency to see if there are agency laptops, you can use to provide WIC services on remotely.

If your agency does not have enough laptops on hand, there are options for purchasing laptops using WIC federal funds.

- If you are planning to use existing **WIC federal** funds currently in your contract to purchase laptops, contact the LPC email box. We must approve this expense prior to making a purchase.
- Given the travel restrictions during the COVID-19 pandemic, we are anticipating that you may not be able to use your training funds to send staff to trainings this year. If you would like to use your training funds to purchase laptops, please contact us at WICLPC@doh.wa.gov.
- You may request additional WIC funds to purchase some laptops. I've attached the form for requesting additional WIC funding for laptops. The deadline for doing this is April 10.
- **Prior to purchasing any new laptops, regardless of funding source**, please review the attached specifications. If you have questions about the specifications please contact the IT Service Desk at 888-457-2467.

We will not be approving use of **personal laptops** for WIC services.

Desktops

In order to take a **DOH desktop** home and provide WIC services you have to have internet services connected through a router that you can hard wire into your **DOH desktop**. This isn't something we can provide for you and not all staff will have this at home.

DOH desktops don't have microphones. We will be able to purchase some if you're approved to take your desktop home. We will also purchase headsets as needed. If you need either of these, contact the WICLPC@doh.wa.gov.

If after assessing the number of laptops you have on hand and are able to purchase if you still want to use a desktop computer contact the WICLPC@doh.wa.gov and a LPC will contact you about your request.

Videoconferencing software

GoToMeeting will be available soon for the next 12 months. You can use it for WIC appointments, peer counseling sessions, staff meetings and other WIC related needs. Agencies must use GoToMeeting rather than other free platforms such as Zoom, Google Duo, or Face time. Based upon your survey results we will be sending you the number of licenses your agency will be receiving and tips to use the software.

Cell phones

We won't be issuing cell phones to staff doing WIC work at home. GoToMeeting handles both phone calls and video conferencing. If you plan to use a cell phone to contact participants then include this in your request sent to the WICLPC@doh.wa.gov. The LPC will review your plan with you and let you know if we can approve your plan.

Approval process for downloading Cascades

Once you have identified the number of **non-DOH laptops** and **DOH issued laptops** you have available, contact the WICLPC@doh.wa.gov email box. Don't include laptops issued for CIMS training purposes; they don't meet our security standards. Do include the number of staff that you have.

A LPC will contact you to review your request. You must work with a LPC to get approval to download Cascades to agency purchased **non-DOH laptops**. You aren't approved to download it yourself. Also, some additional steps are needed to ensure successful transfer of equipment to home use. Some LPCs are working on the DOH COVID-19 team and not available for requests. We have LPCs closely monitoring the LPC mailbox so please contact us at WICLPC@doh.wa.gov.

When your request is approved by a LPC, it will be sent to the IT Service Desk to install Cascades onto your laptops. Don't call our IT Service Desk directly. They aren't authorized to move forward with installing Cascades software until after a LPC has approved your request.

Please contact us at WICLPC@doh.wa.gov if you have any questions.

Attachments:

1. Cascades Requirements Covid-19 Response
2. Purchase and Request Form