

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

As of April 10, 2020


QUICK LINKS TO TOPICS IN THIS DOCUMENT	
Benefits NEW	Formula
Breastfeeding	Income
Breast Pumps	Medical Documentation Forms (MDF) NEW
Cascades NEW	Miscellaneous NEW
Certification NEW	Remote Services NEW
Expanding Food List UPDATE	Technology UPDATE
Farmers Market NEW	Transfers

Topic	Question	Answer
COVID-19 Materials	Where to find COVID-19 materials?	<p>All COVID-19 numbered memos, webinar notes and materials are posted to Local Agency SharePoint and Nutrition First web.</p> <p>Find forms to use during participant appointments on WIC web at: WIC Remote Services.</p> <p>Find policies and mailed card letters on WIC web at: Providing Remotes Services from the Clinic.</p>
Benefits/Shopping	What should we do if participants can't find WIC foods?	Send us an email when participants tell you they can't find WIC foods; be sure to include the name of the store, location, date and time if possible, and the specific food so our vendor staff can follow-up with the stores.
Benefits/Shopping	Can there be a waiver for participants to shop on line for	We are talking about this, but this isn't possible right now.

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	home delivery and pick up their groceries?	WA is doing a pilot with SNAP benefits, so we know that we will get there. It's going to take some time.
Benefits/WIC Cards	For new certifications or PEs, how do we get their card to them? Can we mail?	<p>Yes. You can mail the card or give them the option to come pick it up if your clinic is open. (Be sure you wash your hands prior to mailing or giving the cards).</p> <p>Note: We've heard these ideas for following the social distancing guidelines when cards need to be given in person:</p> <ul style="list-style-type: none"> • Place the card on the participant's car and stand 6' away while the person takes the card off their car. • Place the card in a sanitized container (drop-box) and place the container with the card in it in a location the participant is able to pick up on their own, either in the clinic waiting room or parking lot. Wear gloves to pick up the basket and sanitize for the next person.
Breast Pumps/Cleaning	I found CDC recommendations about cleaning personal pumps but my question is more about clinics cleaning pumps that will be re-issued. Any extra cleaning precautions? Any suggestions for what cleaner to use?	<p>See the BF Q&A guidance emailed with Memo 2020-22.</p> <div style="text-align: center;">  <p>COVID-19-BF-Q&A-March 2020-Final.doc</p> </div>
Breast Pumps/Issuing	How will we issue breast pumps?	<p>Continue to assess the need for a pump. If the participant needs an electric pump, issue a personal use pump even if you are issuing formula. We don't recommend issuing Lactinas at this time unless you feel the participant needs a multi-user for lactation reasons. We will have plenty of personal use pumps available. This is a change in policy at this time. We want to support breastfeeding while minimizing exposure to the virus. See the BF Q&A guidance emailed with Memo 2020-22</p>

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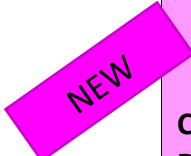
Topic	Question	Answer
Breast Pumps/Mailing	Can we mail pumps to participants?	Yes after assessing a need for a pump. Mailing a pump is one method of issuing a pump to participants. After determining if the participant mailing address is safe and accessible for them to receive packages. Share with the participant next steps once the pump is received like who to contact at the clinic to let us know they've received their pump and release form. Discuss on the initial call as much detail as possible of what's included in the package, reviewing the pump release form, and other supportive handouts (i.e. hand expression). Document the call in the family care plan, nutrition assessment. Staff follow remote guidance re: release form.
Breast Pumps/Ordering	Could you please ask clinics to not hoard pumps?	Please don't hoard breast pumps. We have plenty of pumps and we can order more.
Breast Pumps/Ordering	How long does it take to order more pumps?	We've ordered more stock to support the growing need of pump supplies. We're working to get stock in and will alert the ordering agency of any out of stock products. If you experience delays, email WICBreastPumps@DOH.WA.GOV or rachel.markham@doh.wa.gov .
Breast Pumps/Ordering	What if agency doesn't have personal use pumps?	Clinic staff can order breast pumps using this order form link . We have plenty in stock and are working on getting more in supply.
Breastfeeding/ Peer Counselors	Are BFPC's still doing home visits during this time?	All staff, including peer counselors, should only provide remote services at this time.
Breastfeeding/Support	Are there creative ways to support breastfeeding? We're concerned about participants getting access to breastfeeding support.	Ideas shared: <ul style="list-style-type: none"> • Chi Franciscan WIC peer counselors are sending links from Kellymom.com along with phone calls • MultiCare has ARNP board certified lactation consultants who provide virtual lactation support, 253-403-2682 or https://www.multicare.org/pregnancy-breastfeeding-support/,

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		<p>interpreters available, costs covered by most insurance, appointments available without referral.</p> <ul style="list-style-type: none"> • Use the Breastfeeding Resources spreadsheet on our website. • Make sure to staff refer participants to your peer counselors. • Please send us your ideas and resources.
Cascades/Dashboard	As we provide NE-I or other apt over the phone the same day, are we allowed to check in/out the participants from the dashboard to count as part of the productivity?	Yes, it's recommended to check participants in for their appointments from the Dashboard.
Cascades/Dashboard	If providing services for someone who is not on the schedule, do we need to add them to the calendar or as a walk-in using the dashboard?	Yes, you can add them as a walk-in.
Cascades/Modifications	Can Cascades be changed to help in providing remote services?	<p>We're not able to change Cascades features that require programming at this time, these include:</p> <ul style="list-style-type: none"> • We're unable to send the R&R by text • We're unable to provide a link to SNAP (similar to ProviderOne. • We're unable to provide a text message reminder for appointments in Cascades.
Cascades/No Show Rates	How can we have access to our agency's no show rate from last month? Are there reports in Cascades we can run?	<p>There are a couple of options: From the Appointment drop down menu in the Cascades Reports, you can access two reports:</p> <ul style="list-style-type: none"> • The Appointment History Report shows the show rate at the bottom of the report for the time period you select.

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 Cascades/No Activity Report		<ul style="list-style-type: none"> The Participant Appointment Show Rate Report gives the show rate for the reporting time period. <p>Note: We haven't yet validated these reports, but they should give a good estimate on your no show rate.</p> <p>The Master Calendar also shows the appointments completed from the previous day. If you select the month view, you can see percentages for previous days for the month.</p>
	Will this report be formatted to fit on one page? Can we filter the columns we need for printing purposes?	Since there's so much information, we can't format it to fit on one page. We'll provide it in Excel format and you will be able to sort, filter, or hide columns. We'll also provide in PDF format.
	What will be in the Family Alert column?	The Family Alert column will include system generated alerts only. It doesn't include the Family Alerts created by clinic staff.
	How will we receive this report?	The No Activity report will be published in May and sent via email using the Secure File Transfer Protocol (SFTP) account that you use to receive the Caseload reports.
	How often will we receive this report?	With limited staff in our Research, Evaluation and Analysis team, we're only able to publish and send the report once per month.
	When will we get the No Activity Report?	We'll send the first No Activity Report to you in May. You'll receive it in your Secure File Transfer Protocol (SFTP) account.
	Will it be on our SFTP account only, as some of us have difficulty getting into that account?	There's one or two persons from each agency who have access to this account. If you are having problems, please let us know and we can help you.

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Cascades/No Activity Report	Will this report be available in Cascades in the future?	Yes, that is our plan. We want to provide some essential reports now like the No Activity Report. We have to program Cascades in order to add new reports so getting them into Cascades will take longer.
Cascades/No Activity Report	Can we rename the report since there's so much more information than no activity?	We know there is a lot of information on this report. If you have ideas for a new name, please share them with us.
Certification/ Separation of Duties	Are we required to do separation of duties at this time?	No, we received approval for this waiver. Local staff don't have to meet separation of duties during this emergency period.
Certification/ Extend Certification	Are we being asked to extend certifications when possible? Or are we supposed to do certifications rather than extend them?	Policy states that staff can extend the certification for 1 month when appointments aren't available – which could be the case if you don't have staff. Be sure to extend the participant's certification before their eligibility ends date.
Certification/ Foster Children	Can you talk about doing cert for foster children? Are there any special considerations?	No special considerations. If you have a specific question about certifications for foster children, please email us wicpolicysupport@doh.wa.gov .
Certification/ Subsequent Certifications	Do we use the "COVID-19" reason for children's subsequent certification (SC) if child isn't present or change to "hardship"?	When completing a Subsequent Cert, document "no" the participant isn't present and select "COVID-19" for the Physical Presence Exception Reason.
Certification/ PE Complete Assessment	You mentioned that marking not physically present at the PE Complete Assessment doesn't release the requirement to	Yes, you still document "not present" on the Participant Demographics when doing a remote PE Complete Assessment appointment.

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	enter information on the Anthro/Lab screen. Do we still document “Not present” on the Participant Demographics screen or only on the Anthro/Lab screen in the Bloodwork Deferment Reason dropdown?	You also have to mark the Deferred Reason “participant not present” on the Anthro/Lab screen to remove the requirement to enter a bloodwork value.
Certification/ Release of Information	Can we get verbal authorization for release of information?	No, we have to get a signed release of information form per Washington State law. We can accept a photo of a signed release form. The participant can sign and date the release form and fax, email or mail the signed form (or the photo of the signed form) to the clinic.
Certification/Measures	A participant knew her infant’s weight, but not length. Cascades requires both. Do you have any guidance here? Should we put it in notes or just not record either?	You can’t enter a sticky note on the Anthro/Lab screen unless you enter measurements. Staff can add a sticky note on the Health Information screen, Participant Demographics screen or in the Participant’s Care Plan. Your agency can decide where these measurement notes should be documented.
Certification/Measures	Do we need to make up measurements if they were due this month? Do measurements in June?	No, you don’t have to get measurements if the participant doesn’t have current measurements to share. We received a waiver from USDA to waive measurements during this emergency period.
Certification/Measures	Do we take the participant’s word on height and weight?	Yes. Document the measurements and the date they were taken in the Anthro/Lab screen. Add a sticky note indicating where measurements were taken.

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Certification/Measures	If we can't get measurements for a participant, do we provide only one month of benefits?	No, you may issue up to 3 months of benefits. We received a waiver for measurements during this emergency period.
Certification/Mid-Cert HA	Is it ok to issue 3 months of benefits if the participant can't come in for the mid cert HA?	If possible, complete the Mid-Cert HA remotely and issue 3 months of benefits. See Remote policy: Remote Mid-Certification Health Assessment for additional information.
Certification/Proofs	If the participant sends us proofs via email, is this OK?	Yes, it's okay as long as the participant knows the risks if their email isn't secure. Staff document that the participant was informed about potential risk so it's clear it's the participant's choice.
Certification/R&R	Do we sign for the R & R like for remote issuance?	Yes, clinic staff assure the participant read the R&R or staff read it to them, ask the participant if they agree, then sign the R&R with staff initials and "Remote Cert". Add a family alert to have caregivers sign a paper copy when they come back to the clinic after COVID-19 emergency period. Staff scan the signed paper copy into the income information screen.
Certification/R&R	I can't seem to find the updated R/R (post cascades rollout) in other languages online, only English. Where can these other languages be found?	Access R&Rs here Click the "+" beside the gray View Other Languages bar, below the English R&R to see R&Rs in other languages.
Certification/R&R	Is it possible to post a banner to the app that includes the link to the R&R?	Yes. This is now on a banner in the WICShopper app. Participants will need to wait to see it on the banner, since it comes after the WIC is Open message. All languages are available.

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Certification/R&R	Why was the language about immigration status removed from the new R&R?	We were concerned that that statement wasn't true at the time the forms were printed. Now that we know the statement is still true, we're updating the R&Rs.
Expanding Food List/ Long-term	Are the food changes long term or just during the COVID-19 emergency period?	<p>We're including foods that are within the federal regulations, so we plan for these to be permanent. We want to do what we can to increase choice. We have quite a bit of food dollars right now so we think we might be able.</p> <p>We had to request federal waivers, such as remove the requirement for low fat milk for children and women or having fewer than 50% of our breakfast cereals be whole grain. The waivers are temporary and are only good through May 31st. Update: We received a waiver for low fat milk, however, since the waiver is only through May 31st, we aren't making this change. We didn't get approval to have fewer than 50% of breakfast cereals be whole grain.</p>
Expanding Food List/ Milk Alternatives	Are there options for other types of milk, such as almond or other non-dairy milk?	<p>We aren't considering these milks at this time. These types of milk require a waiver and would be for a limited time only.</p> <p>We have to weigh the confusion for participants to be able to buy these foods for a limited time only.</p>
Expanding Food List/Eggs	How about organic milk and other types of eggs like liquid eggs?	We're looking at them but we have challenges with the "Not to Exceed" amounts. We're working on solutions and hope we can make these available.
Expanding Food List/ Timing	When will the new foods be available for purchase?	The foods shared in the 4/9 COVID-19 Update Webinar slides are currently in the Approved Food List now. If participants scan these foods in the WICShopper App they would show as approved.

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Topic	Question	Answer
		See the 3/26/20 COVID-19 Update Webinar slides for information about additional foods we're still adding to the Approved Food List.
Expanding Food List/ WICShopper App	Will the new foods be in the WICShopper App?	Yes. We strongly encourage you to continue to promote the WIC Shopper App. It will have the most up-to-date list and will help WIC families choose the correct WIC foods.
Expanding Food List/Notifying Participants	How do we inform participants and where do we direct them to see a complete list of new foods?	We're working on communication to help you inform participants. You'll also want to direct participants to the WICShopper App.
Expanding Food List/Updating the Shopping Guide	Will the Shopping Guide be updated with these changes?	<p>Yes, however this is a longer term process.</p> <ul style="list-style-type: none"> • First we wanted to get the new foods entered into the Approved Food List and posted to the web. • Second, we're working to get all the foods into the WICShopper App. <p>Third, we will work on updating the guide, but it's a longer term project. Many staff who worked on the guide are working on the IMT.</p>
Formula/Reissuing	What if the participant purchased their formula and the baby can't tolerate it and they need a new formula? We can't take the formula from the participant, so can we still issue the new formula?	<p>Yes, you can still issue the new formula even if you can't get the purchased formula back. Reissue the new formula, document in the participant's record and tell the participant to throw away the formula. We don't want participants bringing cans of formula back to the clinic.</p> <ul style="list-style-type: none"> • If the caregiver asks if she can give to a friend, let her know that she can't give WIC formula to others or sell the formula.

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Formula/ Returned Baby Foods	Are we throwing away all returned baby food due to possible contamination as well?	Yes. Due to safety concerns don't accept any returned foods. If you have returned foods, throw them away.
Formula/ Returned Formula	Could we ask USDA to let us keep and distribute or donate returned formula instead of destroying?	<p>If someone calls and wants to exchange cans of formula:</p> <ul style="list-style-type: none"> • Exchange the formula remotely. • Ask them to throw the formula away due to safety concerns about bringing formula to the clinic. <p>We've been told there should never be redistribution of formula due to safety issues and concerns about how long the virus can live on surfaces.</p>
Formula/ Returned Formula	Depending on new guidance for pump cleaning, could we use similar process to clean and disinfect cans of unopened formula, then accept the formula?	Staff can't clean or disinfectant the formula cans. There's still a concern about safety of formula. The participants needs to throw it away.
Formula/Shortages	Are communities reporting formula shortages? We have had a few instances in our area.	<p>Yes, we have heard some reports of formula shortages. We've been told from manufacturers that there is plenty of supply.</p> <p>If you are getting complaints about formula shortages, please share with us using the WAWICFoods@doh.wa.gov email. Get as many details as possible. E.g. what was the store, what was the product, was it limited, or completely out, what day and time, etc. Please contact us versus calling other organizations.</p>
Formula/Shortages	We are also having participants report shortages of food and formula at stores. Can there be exceptions on MDFs if a baby is	No. There is no way for stores to allow substitutions or override what is prescribed on the WIC Card. The participant would have to work with the clinic to change the formula issued on their card.

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	on NeoSure and it's not on the shelf so they can get Similac Advance, for example?	
Formula/Store Limits	<p>What do we do if they can't find the formulas or foods in the store?</p> <p>What do we tell participants who are immune compromised and can't get to the store?</p>	<p>We are working on expanding the Approved Food List.</p> <p>Ask them if they can get another person to do the shopping.</p>
Formula/Store Limits	Is the state doing anything to have stores limit formula purchases?	We have asked for stores to limit formula to help participants, but we can't require it. We know that a number of stores are doing this.
Income/ CARES Act Payments	Will the payments people receive as part of the Cares Act (Coronavirus Aid, Relief and Economic Security Act) count as income for WIC eligibility?	We don't know yet.
Income/Grace Period	<p>What is the protocol for participants who were graced 30 days in February for missing proofs?</p> <p>Can we grace them again?</p>	If the participant isn't able to provide the proof because they don't have secure email or text, or the clinic doesn't have secure video chat, use the Statement of Income form as the proof selection. Staff sign electronically on the Certification Signature screen. This meets the barrier to WIC services portion of the policy allowance for not providing proof. This isn't giving another grace period, it is saying the person CAN'T provide the proof and requiring it would present a barrier to WIC services. Staff are able to issue benefits without restriction.

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Income/Emailing Proofs	If the participant sends us income proofs via email, is this OK?	Staff should share with participants that most email is not secure so before they email documents with personal information, they should find out if their email is secure. We want to help participants keep their documents safe, so it's important to help them know about the risks.
Income/No Proof	If an applicant has no proof of income – do we need to have the affidavit of income signed?	Yes, clinic staff select the Statement of Income form and sign with staff initials and “Remote Cert.” Add a family alert to have Parent Guardian sign a paper copy when they come into the clinic and scanned the signed copy into the income information screen.
Income/No Proof	We're having some challenges with participants not coming back the second month who are still with missing proofs and our organization doesn't allow text or emails. What do we do? Can we still issue benefits?	Yes you can still issue benefits. When a participant can't provide the proofs, select the No Proof Form/Affidavit for the missing proofs and sign the form electronically on the Certification Signature screen. <ul style="list-style-type: none"> This documents that the person can't provide the proof and requiring it would present a barrier to WIC services. Once you select these proof selections and save, it will release the 30-Day Temporary End Date from the previous grace period and you can issue benefits without restriction.
Income/Unemployment	For participants coming on to WIC due to job lay-offs, do we need to ask them to tell us when they return to work?	Yes, we need to ask participants to tell us when there are changes in their income when they return to work. The following statement on the R & R is intended to address this requirement: “All of the information I give WIC is true. I will tell WIC staff right away if there are any changes.”
Income/Unemployment	Many people are calling because they've been laid off and are applying for unemployment	See guidance in Chapter 6 : When assessing income for unemployment use income the family expects to receive in the next 30 days.

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	benefits. How do we assess income for unemployed people?	<ul style="list-style-type: none"> When the person knows what their unemployment benefits will be use this amount to determine income eligibility. If they're laid off and they don't know what the unemployment benefits will be, you can use zero income to determine income eligibility. Use the Statement of Income form as the proof selection, then staff sign with staff initials and "Remote Cert" on the Certification Signature screen. Ask the participant to call with the unemployment information when they receive it. Add this information to a sticky note.
Medical Documentation Forms/Diagnosis	What do we put in diagnosis and ICD10 in Cascades if we don't hear from the doctor?	<p>We don't use the ICD 10 codes; we use the Medical Reason field to document the medical diagnosis. Right now we're using "Other Medical Diagnosis" for the Medical Reason in Cascades. We are trying to have clear documentation so we can easily run a report for FNS in the future.</p> <p>We'll add COVID-19 as a Medical Reason in Cascades in the Medical Documentation screen. We'll notify you when this is available.</p>
Medical Documentation Forms/Follow-up to PCP	Are RDNs required to follow up to the MDF request sent? What happens if the PCP doesn't respond?	No. We asked the health care provider to respond and if they don't respond, then staff still provide up to 2 months of benefits
Medical Documentation Forms/Follow-up to PCP	What guidance would you give us if we call you after we don't hear back from the doctor?	We want to understand what is going on in your community and work with you to develop a solution to assure the participant gets fed while we wait to hear from medical provider.
Medical Documentation Forms/Grace Period	If we are waiting to get approval/denial on MDF from the PCP, can we only	Yes, you can still issue formula and foods for the participant while you wait to hear from the PCP.

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	enter/issue the food prescription for one month?	
Medical Documentation Forms/Grace Period	Can we give grace periods for medical prescriptions for formula for transfers?	<p>Yes, you can give a grace period.</p> <p>We're allowing RDNs to fill out the MDF form and fax it to the medical provider with a note saying we know you aren't seeing WIC participants due to COVID-19 and please contact us if you have any concerns.</p> <p>Add a sticky note in the MDF section of the participant's record to document the MDF was sent to the primary care provider and then scan it into Cascades.</p>
Medical Documentation Forms/Grace Period	Is there still a one month grace period?	Yes, if the participant takes the MDF to the PCP, they can have a one month grace period.
Medical Documentation Forms/Letter to PCP	<p>What about handling medical documentation forms (MDF)?</p> <p>Can the Registered Dietitian Nutritionist (RDN) complete the MDF and provide the formula and medical foods?</p>	<p>Yes. Have the RDN fill out the form, fax it to the health care provider with the following message:</p> <p><i>Date</i></p> <p>Dear Health Care Provider:</p> <p>Your patient is requesting a WIC formula or food that requires a WIC Medical Documentation Form. Due to COVID-19 your patient may not be able to come to your clinic. The WIC Registered Dietitian Nutritionist (RDN) has assessed the nutritional needs of your patient and documented them on the attached form.</p> <p>Please respond in the next 30 days to:</p> <ul style="list-style-type: none"> • Approve what the WIC RDN recommends for your patient • Make changes to the WIC foods we are providing

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		<p>You can notify us by:</p> <ul style="list-style-type: none"> • Sending an email with your approval • Emailing, faxing or calling our staff with your changes <p>Sincerely,</p> <p>WIC RDN/Staff Clinic address Phone Fax Email</p> <p>Scan the returned form into the Medical Documentation Screen.</p> <p>Document in the Participant’s Care Plan that the RDN completed the MDF and sent it to health care provider for approval and update.</p>
Medical Documentation Forms/Signature on Form	<p>Does the RDN sign the MDF? Will we give out formula without the doctor’s signature?</p>	<p>No, the RDN doesn’t sign the Medical Documentation Form. Yes, you can still provide the formula without the doctor’s signature.</p> <p>It’s important that RDNs aren’t making the medical diagnosis. For the diagnosis, document in the “Notes” section of the MDF why the caregiver is asking for the formula (why the participant needs the formula).</p> <p>The RDN documents in Cascades in the Participant’s Care Plan that the RDN completed the form and notified the Primary Care Provider (PCP) for approval and updates.</p>

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<p>NEW</p> <p>Medical Documentation Forms/Release of Information</p>	Am I understanding that the parent needs to sign a Release of Information form before I fax the MDF to the medical provider?	We need to discuss this further and get back to you.
<p>NEW</p> <p>Medical Documentation Forms/Verbal Order</p>	If a verbal order is taken, how long is the MDF good for? End of eligibility or only until May 31st?	It could be good for the entire time of the Rx or the medical provider may indicate an amount of time based on his assessment. It depends on what the medical provider thinks the participant needs.
<p>NEW</p> <p>Medical Documentation Forms/Waiver</p>	Did we ask for a waiver for just Alternate formulas? This is the bulk of the MDFs we process.	<p>The waiver included all WIC therapeutic formulas, including the 19 calorie formulas. Oregon asked for this specific waiver and was denied. Oregon is going to ask NWA to reach out to the AAP and FNS to see if we can ease the requirement for MDFs for 19 calorie formulas.</p> <p>Background: Federal regulations state standard formulas must have 20 calories/ounce. The 19 calorie formula falls outside of this definition and that is why there are considered therapeutic formulas.</p>
<p>NEW</p> <p>Miscellaneous/A-19 Reimbursements</p>	Can we expect normal timing for A-19 reimbursements?	<ul style="list-style-type: none"> • It is a high priority for us. We are moving towards electronic submission for A-19s. We will send out a memo that explains how the electronic submission will work. • Look for a memo to local agency Coordinators and fiscal staff from Brittany Tybo about the new process. • We also plan to continue to have staff monitor physical mail to catch any mailed A-19s. <p>Use the LPC email address to let us know if you are waiting for payment so we can follow-up quickly.</p>

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Miscellaneous/ Time Studies	Is there any way that the time studies for April can be waived?	Local agencies can defer time studies to May or June if you prefer, rather than April. We're requesting a waiver from FNS.
Miscellaneous/ WIC Outreach	Could the state provide more advertising to get the word out that WIC is open?	Word of mouth is the #1 way people find out about WIC. We encourage you to tell your participants to share with their friends and family that WIC is open. Suggestion: If all staff repost the message that WIC is open, that's a great way to get the word out. See message on WIC web page and on the WIC Signs PowerPoint slides which includes English and Spanish messaging. We're checking into the suggestion to have Governor Inslee announce this in his press conferences.
Miscellaneous/ WIC Outreach	What are you doing to get the message that WIC is open and doing remote services? We need messages in social media, especially in the Spanish community. Would like to see the state office have more of a social media presence.	We have a press release that is just about ready to be released and we're working on Facebook posts and Twitter feeds.
Miscellaneous/ WIC Outreach	Are new applicants for Medicaid getting WIC information?	Medicaid by law is required to give WIC information, but we're not sure how well they are doing. Comments from local agencies: Kitsap and Clark county DSHS offices are actively referring clients to WIC.
Miscellaneous/ WIC Outreach	What are local agencies doing to get the word out that WIC is	<ul style="list-style-type: none"> Multicare staff sent a flyer to all Multicare medical clinics saying "WIC is open" and asked them to distribute flyers to patients and staff getting laid off.

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Miscellaneous/Farmers Market	open and doing remote services?	<ul style="list-style-type: none"> Sea Mar CHC staff are working with their communication staff to increase their social media posts. Swedish staff emailed their social workers, medical staff who normally do a lot of referring to WIC and their Frist Hill primary care clinic. ICHS staff sent a notice out to their entire staff. ParentHelp123/org is actively referring callers to WIC. <p>Nutrition First will put ideas into their newsletter which will be sent out soon. Send Carolyn Connor ideas and stories about how you're providing services and how you get the word out that WIC is open and providing remote services at email: info@nutritionfirstwa.org</p> <p>Our staff are sending out text messages to friend our agency's Facebook page to get updates, find out about food updates and to get the WIC Shopper App.</p>
	Could we talk about Farmers Market on a Thursday webinar? Will there be changes with COVID-19?	<ul style="list-style-type: none"> We're continuing with the same plan to start June 1st We're still taking applications from farmers and markets <p>No changes to the program that we can share at this time</p>
	Will Farmers Market checks be mailed?	We have a waiver in process about mailing checks. We haven't received approval from FNS for this waiver.
	Is there any messaging for the FMNP checks that we can give to participants now? We are issuing some participants benefits through July and want	We don't have messaging for you now. Since we don't know about the waiver, we can't share anything right now.

NEW

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
	to make sure everyone has equal access.	
Remote Services/ Prevent Exposure at Clinic	All our staff work at the clinic. Does anyone have a plan to prevent COVID-19 exposure among staff?	<p>We're sharing these general guidelines for social distancing of being at least 6 feet apart, sanitizing surfaces, frequent hand-washing, etc.</p> <p>Here's information shared from colleagues around the state: Pacific Co HD – if we have face to face appointments, we limit the appointment to one staff person. The client is brought to a separate entrance to a room near that entrance so they aren't walking through the clinic. We screen participants for symptoms and take their temperature. Our doors are closed to the public, but if we need to see the person for WIC or Family Planning, we use this procedure.</p> <p>Community Action Agency – Skagit County: Staff stay in their separate offices except when they need to go to restroom, kitchen, etc.; staff wipe down all surfaces touched afterwards (e.g. fax, microwave, etc.).</p> <p>International District – We screen participants for symptoms and take temperatures of staff and participants. We do phone contacts and will download benefits remotely. We wipe down surfaces every 2 hours.</p> <p>PHSKC – Screening and making referrals if the screening comes up positive; use Sani-wipes when handling items</p> <p>Chi Franciscan Health – Screening participants</p>

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
		Other clinics are using masks and gloves to provide services.
Remote Services/ Requirement	Can we still do in-person certifications if our agency is open or do we need to do all remote services? (E.g. serve walk-ins, new certifications when participant doesn't have phone).	<p>Governor Inslee, on March 23, issued a "Stay Home, Stay Healthy" order for Washingtonians to reduce the spread of COVID-19 and flatten the curve. The governor extended this Stay Home, Stay Healthy order until May 4th. WIC staff need to provide remote services to participants.</p> <p>Seeing participants in person should be rare. We want to protect you as well as WIC families. If a participant has to come to the clinic, (e.g. participant doesn't have phone, needs WIC Card sooner than it would arrive in the mail), follow the guidelines for social distancing of being at least 6 feet apart, sanitizing surfaces, frequent hand-washing, etc.</p>
Remote Services/ Notify Participants	Do we contact participants first to let them know about this remote option? Or do we wait to have them contact us if they are concerned about coming in?	It's best practice to call your participants and let them know you're doing remote services and they shouldn't come into the clinic.
Remote Services/ Notify Participants	How do we communicate to scheduled participants about moving to remote services?	<p>We aren't able to push notifications about COVID-19 to participants via text or email. Agencies will need to determine best ways to contact participants, whether phone, text, or email. Here's how the State WIC staff are helping you to communicate this:</p> <ul style="list-style-type: none"> • Will add a "WIC is Open" banner with the COVID-19 information on the WIC web page • Provided "WIC is Open" signs, in English and Spanish, to support local agency messaging • Added a "WIC is Open" banner to the WICShopper app

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Remote Services/ Participant without Phone	Some participants don't have working phones, what do we do?	Do your best to serve participants without phones. It will depend on the participant's situation.
Remote Services/ Requirement	Can we still do in-person certifications if our agency is open or do we need to do all remote services? (E.g. serve walk-ins, new certifications when participant doesn't have phone).	<p>Governor Inslee, on March 23, issued a "<u>Stay Home, Stay Healthy</u>" order for Washingtonians to reduce the spread of COVID-19 and flatten the curve. The governor extended this Stay Home, Stay Healthy order until May 4th. WIC staff need to provide remote services to participants.</p> <p>Seeing participants in person should be rare. We want to protect you as well as WIC families. If a participant has to come to the clinic, (e.g. participant doesn't have phone, needs WIC Card sooner than it would arrive in the mail), follow the <u>guidelines</u> for social distancing of being at least 6 feet apart, sanitizing surfaces, frequent hand-washing, etc.</p>
Remote Services/ Appointment Times	What are other agencies finding in regards to what times of day work best for remote appointments?	<p>Here's several answers shared by staff:</p> <ul style="list-style-type: none"> • Participants are available at all times; • We see participants when they're scheduled; • When people call, we see them; • Staff are offering to change the time if it's better for the participant; • Afternoons are better as children nap at that time
Remote Services/ Continue after COVID-19	Are there discussions about keeping some remote services after we "go back to normal"?	We're seeing some nice benefits with remote services and we'd like to be able to continue some remote services. We're not sure what FNS will do, but we think there will be a lot of pressure on FNS to reconsider the "physical presence requirement" for certifications.

NEW

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Remote Services/At Home	Do staff take the card reader home?	For PHSKC: In most cases, staff issue benefits from home and issue the cards from the clinic. However, we do have some staff who do all services from home. PHSKC does allow staff to take the card reader home – one person does the cards.
Remote Services/At Home	Does PHSKC have a system of tracking what equipment goes home?	PHSKC has a system of checking out equipment, including having a telecommuting agreement in place, taking a class on telecommuting, getting permissions, etc.
Remote Services/At Home	How do you monitor staff productivity?	We have a tracking sheet that staff complete every day on who they are seeing and what they did. Staff send this sheet daily to supervisors via secure email.
Remote Services/At Home	How do you track who is doing what?	Clinics have huddles every morning via Skype. They go over the schedule so everyone knows which staff see which participants for the day.
Technology/ Texting & Emailing	How can we be sure that emailing and texting is secure? What if the participant use these platforms to send us info?	The participant needs to determine if their email and/or texts are secure. It varies among email and cellular providers. It's the participant's decision whether to use their text or email to send you information. Let them know that it's best practice to check with their providers to see if their email and text services are secure. We want to support participants make informed decisions.
Technology/ Internet Access	Can we get MiFi to use DOH laptops remotely?	We have provided MiFi for satellite clinics. We'll address these needs on a case by case basis. Please send your specific clinic needs to the wiclpc@doh.wa.gov email.

NEW

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Technology/ Internet Access	How do we get internet access set up for staff working remotely?	<p>We'll work with you to explore internet access options for your staff and clinics. Send your questions and include your clinic needs in your requests; send requests to wiclpc@doh.wa.gov by April 10th.</p> <p>Options shared for free internet access:</p> <ul style="list-style-type: none"> • Some of the local internet providers are offering free internet to low income families because of school closures. • Charter is offering free internet to families with children in the Sunnyside area.
Technology/ Internet Access	Is the staff home internet bill an allowable cost if they are providing services from home?	We think it is an allowable cost; but the service can only be used for WIC purposes.
Technology/ Laptops and Cell Phones	We need clarification about WIC staff working remotely. Can they use a WIC designated laptop and cell phone?	<p>Please see COVID-19 Webinar slides from 4/2/20 webinar and Memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades.</p> <p>Please send your questions and requests for equipment and funding to the wiclpc@doh.wa.gov email by April 10th.</p>
Technology/ Internet Access	What about the participants that don't have email addresses?	<p>We understand that using GoToMeeting may not work in all situations. We're working to provide different options for you and your WIC families. The GoToMeeting URL can be typed into a browser if needed. If there is an agency cell phone a GoToMeeting invite can be texted.</p> <p>Participants click the GoToMeeting link to start the session. They don't have to download an app.</p>
Technology/Cell Phones	Can our PC (peer counselor) phones be allowed for working remotely?	Yes, however, you'll need to track the time and charge the monthly billings and fees from BFPC to WIC NSA funding.

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
		Staff need to track the hours they are working as a peer counselor separately from hours worked as a CPA. The only exception would be if the local agency is using WIC NSA funds to support the peer counselor's time.
Technology/Cell Phones	Do staff who use their personal phones get a stipend?	If agencies allow staff to use personal cell phones, it'd be up to the agency to determine if staff get reimbursed for using their personal cell phones.
Technology/Cell Phones	Is there any chance to have dedicated phones to take home?	We don't have DOH cell phones to provide staff. If you need agency cell phones, please include this in your funding and equipment request and email it to wiclpc@doh.wa.gov .
Technology/Cell Phones	Is there something special about agency cell phones vs. personal cell phones?	<p>Agencies have their own policies about phone use. We want staff to be careful about using personal cell phones for these reasons:</p> <ol style="list-style-type: none"> 1. We don't want staff to share their personal cell phone numbers with participants. 2. We don't want participants' information on staff's personal cell phones. This include the participant's phone number and photos of documents the participant may send via text or email e.g. proofs, release of information form, etc. 3. If there is a public record disclosure request and you are using your personal phone, you may be required to hand your phone over to legal authorities. <p>We know there are apps available that help make personal cell phones more secure, however, we need to discuss these with you. Please send your questions and the apps you'd like to explore to wiclpc@doh.wa.gov. Include information about cell phone needs in your request and email it to wiclpc@doh.wa.gov by April 10th.</p>

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Technology/Desktops	Does anyone know if the DOH monitors have cameras so we can use for video chats?	Computer monitors for desktop computers don't have webcams, but most laptops do. We can help purchase web cams (and microphones) if desktops are used but we'd like to talk with you about your needs. Please tell us about your needs and submit your request to wiclpc@doh.wa.gov by April 10 th .
Technology/Laptops	Can any laptop be used or do the laptops need special software?	You can't use a personal laptop. You must use an agency laptop and yes, the laptops need special software for security reasons. Our plan is to send a memo about working remotely, what to consider and we'll share the required specifications.
Technology/Laptops	Can the PC laptops be used?	We want the PC services to continue. If you are considering using PC <i>laptops</i> , email us WICBFPC@DOH.WA.GOV so we can help you.
Technology/Laptops	Can we get MiFi to use DOH laptops remotely?	We have provided MiFi for satellite clinics. We'll address these needs on a case by case basis. Please send your specific clinic needs to the wiclpc@doh.wa.gov email.
Technology/Laptops	Can we load software like Shore Tel that allows staff to use the computer to handle phone calls?	It depends. We'll need to consider this on a case by case basis. Email your questions about different apps or software to wiclpc@doh.wa.gov .
Technology/Laptops	If our department closes and forces us to work from home, are we able to provide remote services using our portable laptops that we currently use for our satellite clinic?	It depends on your laptop set-up, internet access, etc. We're developing guidance for local agencies so you have the technical requirements and know how to set this up for success. See memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades
Technology/Laptops	Will the state provide laptops to staff that don't have agency laptops?	We are exploring this option. We need to see a local agency policy and directive that staff need to work from home. We can't tell you to work from home. If you're told you must work from home,

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
		please contact us so we can help you continue to provide services. You must have internet access at home and our preference is for staff to use laptops.
<div style="background-color: #e91e63; color: white; padding: 2px; transform: rotate(-15deg); display: inline-block;">NEW</div> Technology/Video Conferencing	What video conferencing software will we use?	<p>New – Change in Video Conferencing Collaboration Platform</p> <ul style="list-style-type: none"> We have created a partnership with Verizon. They'll offer free licenses for Cisco Webex for 90 days, We'll be able to get this product out to you sooner. We're working with the training team to figure out what training is needed. We're receiving training from Verizon tomorrow at the state office. We'll try this service and evaluate how this works for all of you.
Technology/Video Conferencing	Can Webex make outgoing voice calls?	We're unclear if this option will be available.
Technology/Video Conferencing	Can multiple numbers be used at once with Webex ? We could have 40 numbers being used at one time.	We'll get back to you about this.
Technology/Video Conferencing	Will the sound quality be similar to what we are experiencing during these webinar?	It could be similar. Using voice over the internet (computer audio) uses more internet bandwidth and can cause poor sound quality. Many users find that using a phone to dial into the video conference does make a positive difference with sound quality.
<div style="background-color: #e91e63; color: white; padding: 2px; transform: rotate(-15deg); display: inline-block;">UPDATE</div> Technology/Video Conferencing	Can we use Webex for staff meetings? What is the	Yes, you can. The maximum depends on the license. We'll provide you with that information as we make Webex available to you.

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
	maximum number who can participate?	
Technology/Video Conferencing	Can we use our agency's GTM license?	Yes, you can.
Technology/Video Conferencing	Could we get a list of other options besides Webex ?	No, we were advised to limit the number of options we provide to you. We're providing licenses for the Webex platform at this time. We also want to effectively support your staff and having many different platforms won't allow us to do this.
Technology/Video Conferencing	Did DOH consider Skype?	<p>Yes, we did explore Skype. It isn't an option for us to use due to DOH's rules and licensing constraints.</p> <p>We'll provide Webex licenses for staff to use. This is an approved DOH platform and we'll provide guidance to help staff use it for participant appointments, peer counseling sessions and staff meetings.</p>
Technology/Video Conferencing	Do our participants need to have access to the same video chat as we do to provide the services?	Yes, they must have access to the same service to connect with clinic staff. Remember – you don't have to do video chats, you can choose to do phone conversations.
Technology/Video Conferencing	Do we have to have a telephone line for Webex ?	No. All you or participants need is an internet connection. You can also run a Webex using your cellular service, though video may not work as well.
Technology/Video Conferencing	If agency sets up skype account to issue to participants to allow the visual confirmation of information (or zoom). Is the allowable?	<p>The state office will provide Webex as the video chat platform. Skype and Zoom aren't secure.</p> <p>See memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades</p>

UPDATE

UPDATE

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Transfers/ Email and Texting Information	Can the participant email or text information for transfers?	Yes. Ultimately we would need to get the hard copy transfer information. It's best practice to ask the participant if they know if they have secure texting or email. It's their choice if they want to do this, but we want to be sure they know about any risks if their email or text services aren't secure.
Transfers/ Physical Presence	From transfer between clinics, if participant is not able to be present, is any way the State could give us the exception to transfer and provide benefits?	Yes, you can provide remote services for all types of transfers. See Remote Transfer policies .
Transfers/Out of State	Why are FMNP benefits listed as additional information to document on the participant's transfer card if they are moving out of state?	It's to prevent dual participation. This lets the receiving clinic know what the participants have received from WA State.