

COVID19 Webinar Notes - 3/30/20

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.

Question	Answer	State Staff Follow-up
Announcements		
Webinars:	<ul style="list-style-type: none"> • Are set up through June 30th – See Memo 2020-26 Register for COVID19 Updates Webinars for both Monday and Thursday and add the meeting to your calendars: <ul style="list-style-type: none"> ○ Monday webinars: Register using this link ○ Thursday webinars: Register using this link • We aren't recording webinars because it's difficult to get them close captioned and prepared for distribution. We will email the webinar notes and PowerPoint slides to you. 	
How to best contact the state office	<ul style="list-style-type: none"> • Attached to this webinar is a handout that lists all the WIC email addresses so you can send your questions to the right state staff. 	
Local Agency Nutrition Service Plan	<ul style="list-style-type: none"> • You have until May 30 to complete plan. You don't need to contact us if you plan to take the extension. 	
Nutrition First web & Facebooks updates		
Nutrition First has a COVID-19 webpage with a lot of resources	https://nutritionfirstwa.org/resources/	
June 3 rd Lactation Conference	Moving toward a web platform; more details to follow.	
Will the June 3 rd training be all day?	We're working on the details for a condensed conference. We still plan to offer the same number of continuing education credits. We plan to record it so that staff can view it either live-time or later.	
Sharing by local agency staff on how they are providing services		
What are your innovative strategies and/or new practices for delivering services?		
Snohomish Health District	<ul style="list-style-type: none"> • Have a basket outside our WIC office for participants to drop off MDFs, dispensing cards. Then follow-up with phone conversations. • We use a cleanable basket. How we use it – someone signed up for WIC, we put all NC documents in the basket and using social distancing, the 	

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	<p>client picked up the information in the basket. We have clients call so we know documents aren't sitting in the basket for any length of time.</p> <ul style="list-style-type: none"> Looking to seeing if we can get secured emails 	
Public Health of Seattle and King County	<ul style="list-style-type: none"> Staff meet participants in the parking lot. Staff maintain social distancing by putting documents on the car hood, stepping away while clients read, sign and/or retrieve documents. Trying to do more and more remote services. If the client doesn't want their card mailed, we issue the card by meeting them in the parking lot. 	
Sea Mar Community Health Centers – Clark county	<ul style="list-style-type: none"> We've seen an increase in new clients A lot of clients are returning 	
Yakima Valley Farmer Workers	<ul style="list-style-type: none"> Still have the clerk do the income determination; then have the call passed to the CPA in order to meet requirement for separation of duties. 	
CHI Franciscan/Harrison Medical Center	<ul style="list-style-type: none"> We are scheduling participants for the next month in order to keep connected Participants seem to open up more over the phone 	
How agencies are implementing social distancing in the clinic?	<ul style="list-style-type: none"> Staff work in individual offices 	
What other actions are agencies taking to minimize staff exposure?	<ul style="list-style-type: none"> PHSKC is using sani-wipes when handling items Using masks and gloves to provide services 	
Agencies who are screening participants for COVID-19 symptoms	<ul style="list-style-type: none"> PHSKC – screening participants and referrals if the participant comes up positive Chi Franciscan Health WIC – screening participants 	
Poll question: What impacts are you seeing with providing remote services? Select 3		
<ul style="list-style-type: none"> Increased show rate for appointments – 90% Difficult to connect with participants for their appointments – 8% Increase in new participants applying for WIC – 72% Increase in previous participants coming back to WIC – 80% No changes to participation – 7% 		
Other comments	<ul style="list-style-type: none"> No show rates have dropped with phone contacts 	

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	<ul style="list-style-type: none"> Participants have asked us about the rumor that WIC is cancelling benefits. We've shared with them the NWA posting that WIC is open for business. Phone contacts are taking longer as participants like to chat All of our clients appreciate all we're doing to keep them safe; we remind them this is temporary and things will change when the outbreak is over. 	
Will these changes continue after COVID-19?	Yes, we'd love to see some of these changes continue. We will have to see how open FNS is to continuing the changes.	
Can we get a waiver for separation of duties if we don't have a policy in place?	<p>We requested a waiver from FNS, but haven't heard back from FNS.</p> <p>4/2/29 Update: We received waiver from FNS and aren't required to do separation of duties during the emergency response period, through 5/31st.</p>	
Did Governor Inslee mention that WIC is open?	We don't know.	We'll check on this.
Can we mail breast pumps?	Look for notes Rachel Markham shared in the 3/20/20 COVID-19 Webinar Notes.	
Poll question: What are you hearing from staff about providing remote services? Select one		
<ul style="list-style-type: none"> Staff are OK about changes - 19% Staff feel positive about changes - 64% Staff feel concerned about doing their work in a new way - 13% Staff are having a hard time with all the changes - 4% 		
Questions and Answers		
What is the deadline for us to provide remote services?	<ul style="list-style-type: none"> Even though we haven't provided you a deadline, we'd like everyone to do remote services now. Seeing participants in person should be rare. We want to protect you as well as WIC families. The ideas mentioned above are good ideas to follow social distancing guidelines. If you're struggling to provide remote services, contact us. 	
Are there creative ways to support breastfeeding? We're concerned about participants getting access to breastfeeding support.	<ul style="list-style-type: none"> Franciscan peer counselors are sending links from Kellymom.com along with phone calls Use the Breastfeeding Resources spreadsheet on our website: Please send us your ideas and resources. 	We will look into more ideas on how to provide services remotely.

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	<ul style="list-style-type: none"> • Make sure your peer counselors are referred clients. • MultiCare has ARNP board certified lactation consultants who provide virtual lactation support, 253-403-2682 or https://www.multicare.org/pregnancy-breastfeeding-support/, interpreters available, costs covered by most insurance, appointments available without referral 	
<p>Are any clinics providing WIC Services from home?</p> <p>We don't have a strong recommendation at this time; we want to hear from you.</p>	<ul style="list-style-type: none"> • Asotin County Health District is providing services from home. We have two staff sign out a few cards to mail them; documenting everything. Just started this week, to see how this is working out. We are sending the cards from our home. If we need to get something from the office, we set up a time to reduce the amount of staff in the office. • Walla Walla County Department of Community Health is providing services from home. We have a staff person mail the cards from the office. Our WIC clerk is still in the office and mails the cards from the post office. We have DOH lap top for working from home. • Klickitat County Public Health Department: If a card needs to be mailed; I'll go to the office when other staff aren't in the office to mail the card from the office. I am currently using my personal phone; the county gave us a secure App to use: Jabber through our contract with Horizon. If there is a public disclosure, the information goes through the App versus having to give up our phones. I use a DOH lap top to provide services from home. 	<p>We'll be sending out a memo about providing remote services from home.</p>
<p>Do staff who use their personal phones get a stipend?</p>	<p>That is up to your agency to determine if staff get reimbursed for using their personal cell phones.</p> <p>Note: If there is a public record disclosure and you are using your personal phone, you may be required to hand your phone over to legal authorities.</p>	
<p>Phones are a limiting factor to provide remote services.</p>	<p>That is why we're working on getting staff GoToMeeting licenses.</p>	<p>We'll work with you to determine the number of licenses your agency needs.</p>

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<p>All our staff work at the clinic. Does anyone have a plan to prevent COVID-19 exposure among staff?</p>	<p>Pacific County Public Health and Human Services – 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>Skagit County Community Action Agency – Staff stay in their separate offices except to go to the kitchen, use fax, etc.; staff wipe down all surfaces touched afterwards (e.g. fax, microwave, etc.).</p> <p>International Community Health Services – 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>Yakima Valley Farmworkers Clinic – Asking screening questions, staying in our offices as much as possible, social distancing in clinics.</p>	
<p>Can you review guidance for Medial Documentation Forms?</p>	<p>We received a waiver from FNS that is different than the guidance we've provided. So for now:</p> <ul style="list-style-type: none"> • The RD can fill out the form. • The RD can write in the Notes section the participant's need for a therapeutic formula in lieu of marking a diagnosis. • Fax the form to the medical provider saying we are providing the participant the foods and formula marked by the RD and request the medical provider to make any changes as needed and send an updated form back to the clinic. <p>You can use a grace period when participants initially ask for a therapeutic formula.</p>	<p>More to come on this topic after we study FNS guidance.</p>
<p>We have about 2 staff per site; concerned if one staff is exposed, concerned about how to continue to provide services.</p>	<p>We acknowledge this is a challenging situation.</p>	<p>We'll be sending a memo with guidance how to provide services in these situations.</p>

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If we have to use Go To Meeting, how do we get the invitation link to our participants?	The URL for the link can be sent by email or text message, or given verbally over the phone. The link can be opened in any browser.	
Is there any way that the time studies for April can be waived?	We don't know.	We'll ask FNS about this.
In the future it would be great to have a phone scanner for food redemption, so we wouldn't have to rely on cards.	That's a great idea!	
Is there a way to track completion of appointments and staff productivity if they work from home?		We'll look into this.
Zoom is not an approved option is that correct?	That is correct.	
Can we review what milk options are available for women and children?	Right now, we're adding more types of milk. You still need to follow current policies regarding the lower fat content for women and children.	
My desktop computer is very small. Would it be feasible to take a desktop computer home?	Desktops are more challenging to use at home. Desktops require you to hard wire the Desktop computer using a router in order to have internet access. Desktops don't have webcams or microphones, however, if we decide a Desktop will be used, we can help agencies purchase webcams, microphones, and headsets if needed.	See Memo 2020-27 for more detail about remote services and the COVID-19 Update Webinar slides from 4/2/20.
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.	We will look into this.