

## COVID19 Webinar Notes – 4/13/20

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
<b>Announcements</b>		
Paul Throne, ONS Director	<p>The social distancing appears to be working here in WA State. Two different data reports that WA COVID-19 cases aren't increasing. If we continue social distancing fastidiously we are hopeful that we won't see a resurgence here in WA. We are currently under the <b>Stay Home, Stay Healthy order</b> until May 4<sup>th</sup>. We are expecting the order to be re-evaluated and it may be extended past 5/4. We want to be sure to stick with the order. Please stay in close contact with the State WIC office. Please know we are working with FNS as they are helping us to process our waivers to continue having LA working remotely. We also are working with NWA and other state directors in the Western Region and across the US.</p> <p>We continue to work on:</p> <ul style="list-style-type: none"> <li>• remote working from home; we want you to have the equipment you need and clear processes</li> <li>• a contingency plan as we suspect that some LAs may not be able to continue providing WIC services to participants so we are looking at a couple of options that we hope to share with you in the future</li> <li>• shopping options for participants</li> <li>• a press release to be available soon, to notify the public that WIC is open for business and we have funds to serve families.</li> </ul>	
<p>We're now posting updates to the food list on the WA WIC website.  <a href="https://www.doh.wa.gov/Portals/1/Documents/Pubs/962-975-COVID19NewApprovedFoodList.pdf">https://www.doh.wa.gov/Portals/1/Documents/Pubs/962-975-COVID19NewApprovedFoodList.pdf</a></p>	<p>We continue to work on updating and expanding the food lists. We're still reviewing some foods, such as cheeses and low fat yogurt. We identified a problem with some milk and eggs related to the Not to Exceed (NTE) limit that needs to be figured out.</p> <p>Examples from the list:</p> <ul style="list-style-type: none"> <li>• Cereals – national and store brands have been added</li> <li>• Baby Foods – organic</li> <li>• Cheese – includes shredded and string</li> </ul>	<p>We plan to update the list around Thursday, April 16<sup>th</sup>.</p>

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<b>Facilitating questions and sharing</b>		
What are you hearing from your administration about WIC services?	<ul style="list-style-type: none"> <li>• Administrator is appreciative</li> <li>• Loving that WIC is a constant</li> <li>• Concern that participants have left the program due to the closure of WSU and without notice to the clinic</li> <li>• Supportive</li> <li>• CHI – Knows how much WIC is needed in these days</li> </ul>	
What are you hearing from your participants?	<ul style="list-style-type: none"> <li>• Participants are appreciative</li> <li>• Participants are happy for remote services</li> <li>• Getting a lot of new participants</li> </ul>	
How are your staff doing?	<ul style="list-style-type: none"> <li>• Shopping training is hard over the phone so they would appreciate some additional resources were available <ul style="list-style-type: none"> <li>○ Reminder: <a href="#">The Shopping with the WIC Card tool</a> is on the remote services website.</li> </ul> </li> <li>• Staff is handling the remote working very well.</li> <li>• Staff need to find additional ways to complete the nutrition education portion remotely. <ul style="list-style-type: none"> <li>○ Reminder: <a href="#">Nutrition education and breastfeeding handouts</a> are on the web and you can quickly google with “WA WIC publications”.</li> </ul> </li> <li>• The remote resources website also includes directions on registering and using the <a href="#">WIC Shopper App</a>.</li> </ul> <p>Input from LA on providing nutrition education include the following:</p> <ul style="list-style-type: none"> <li>• Download resources, print them and mail and/or email the resources to participants.</li> <li>• Use HHS Women’s Health/ BF website for additional resources - <a href="https://www.womenshealth.gov/breastfeeding/learning-breastfeed">https://www.womenshealth.gov/breastfeeding/learning-breastfeed</a></li> <li>• LA set up WIC email boxes to send emails with resources to participants.</li> </ul>	<p>Breastfeeding Resources on WIC web:</p> <p><a href="https://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/LocalHealthResourcesandTools/WIC/Training/TrainingMaterials#BreastfeedingToolkit">https://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/LocalHealthResourcesandTools/WIC/Training/TrainingMaterials#BreastfeedingToolkit</a></p> <p>Click on the Breastfeeding Resource spreadsheet</p>
<b>Questions and answers</b>		
Where do we see newly approved foods in the Shopping App?	<p>The WICShopper app contractor is busy with multiple states so there is a delay. They’ve made some changes, but there’s more to come.</p> <p>See the WIC Foods we’re adding by going directly to the WIC Allowable Foods/English Food List in the app.</p>	

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Will there be a banner on the Shopping app to notify participant of the changes?	Yes, when you open the app it will direct participants to the location when it has been completed.	
Should participants just scan the foods at this time?	Yes	
Did string cheese get added yet?	Yes, but the list we have published on the website is as of April 9, which does not show everything that has been added through today.	
Will Lucerne extra large eggs be added to the approved list?	We added all that has been submitted. If a LA wants it added you can send all the requested information for it. All required data needed was in the memo that was previously sent out.	
What has been communicated to vendors?	The Vendor Management Team continues to communicate to all vendors. Vendors are also encouraged to use the authorized food list on the WIC website.	
Are the food changes going to be only for the COVID-19 period or will they be kept.	We are positioning ourselves to keep the foods on the approved food list as we are only adding federally approved foods. We will track the data from WIC Direct to see what foods get purchased and then we can re-evaluate.	
Why were all the federally approved foods not added before this?	We discontinued adding new foods – freeze the list as we rolled out Cascades. We originally had a plan to review foods, communicate and then release information to all but COVID-19 happened.	
Does anyone have any ideas for online BF class ideas?	We will be discussing in their BFPC call and let local agencies know if there are ideas generated.	We'll add BF class options to PC call.
Will you be discussing the Webex app that was mentioned last week?	We have a number of licenses ready to go but before we send them out we need additional information from agencies. Terri T and LPCs will be working with LAs to determine number of licenses and then we'll set up the licenses. This will be done in the weekly survey for April 20 <sup>th</sup> that will be sent on Thursday of this week. The training team will also be working on creating training on how to use the Cisco Webex with participants.	
Are there any HIPPA issues with using an agency email to send information out to participants?	That is a complicated issue and we'll need to get more information about this.	We'll look further into this.
Are we still planning to go forward with FMNP this	We are planning at this time to move forward and we will communicate our plans when we know and hear from FNS on waivers that have been submitted.	

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year and will the markets be open?	Some year round markets have reported they are currently closed but some that are seasonal are opening at this time. We have another month to decide whether to send the checks to LAs since our season starts 6/1. We are looking at different options in providing FMNP checks to participants at this time. Contact your local FM to see if there are any changes they are planning for the upcoming season. Some FM are limiting the type and number of vendors.	
Should we keep offering the FMNP classes to participants?	Continue as you normally would. We want to support you using Webex to offer groups. You can ask the participants now about their interest in FMNP.	
Does each person providing remote services need a license?	We asked you in the survey a couple of weeks ago about the number of licenses needed to complete remote work. Please stick to the number you submitted for your LA as we don't have enough licenses for every staff person. Does Webex allow more than one user to use a license?	We'll find out if an individual Webex license is needed per person or if multiple staff can use the same license.
Is there privacy concerns to mail the shopping list to participants?	We suggest you check with your LA Privacy Officer as it is up to each LA to maintain participant privacy.	
<b>Closing Slides</b>		
Where can I get help?	Remind staff to call Policy Support Line or send questions to <a href="mailto:wicpolicysupport@doh.wa.gov">wicpolicysupport@doh.wa.gov</a> email  Clinic changes/closures - call your LPC or email <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> email	