

COVID19 Webinar Notes – 4/6/20

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		
Why do we have webinar notes and the Q&A?	<p>Q&A document is intended for all staff. It has questions from all webinars and some we receive via Policy Support. It can be used as a reference. There are hyperlinks at top that take you to the first question for that section and you can search for key works using Find (Control and F).</p> <p>The webinar notes are for you because we aren't recording the webinars. We capture questions and answers, announcements, new resources shared and comments from the specific day's webinar.</p>	
Are the webinar notes or Q&A posted on the web or do you plan to send these out only via email?	<p>We are still working on that. We wanted to get our remote services web page up first: https://www.doh.wa.gov/YouandYourFamily/WIC/WICRemoteServices</p> <p>At this point, Nutrition First's web page is the best place to go on line for this information. Carolyn is posting everything shared from webinars on their special COVID-19 page: https://nutritionfirstwa.org/resources/</p>	
PHSKC coordinator gave an update		
Do staff take the card reader home?	<p>For PHSKC:</p> <ul style="list-style-type: none"> 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. 	
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.	

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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.	
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.	
Facilitating questions and sharing: <ul style="list-style-type: none"> • What are you hearing from your administration about WIC services? • What are you hearing from your participants? • How are your staff doing? • What are your ideas about getting the word out that WIC is still open? 		
<p>Comment: We happen to have several staff out from one clinic at the same time.</p>	Really helps to do remote benefit issuance from the agency level or from another clinic site if you have one site where several staff are out for the day.	
<p>What are you doing to get the message that WIC is open and doing remote services? We've heard from Hispanic community that there's a rumor that WIC is giving \$300 dollars for signing up to WIC. 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.</p>	<p>We have a press release that is just about ready to be released and are working on FaceBook posts and Twitter feeds.</p> <p>The information participants are hearing about \$300 may be related to SNAP; they received additional food dollars the first of April.</p>	<p>We will work on getting these messages translated into Spanish.</p> <p>We will find out about the increase in SNAP benefits.</p>
<p>Are new applicants for Medicaid getting WIC information?</p>	<p>Medicaid by law is supposed to give WIC information, but we're not sure how well they are doing.</p> <p>Comments from local agencies: Kitsap and Clark county DSHS offices are actively referring clients to WIC.</p>	<p>Patricia said she'd be happy to reach out to Univision (Spanish-speaking TV station).</p>

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<p>What are local agencies doing to get the word out that WIC is open and doing remote services?</p>	<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. • 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>	
<p>How can we have access to our agency’s no show rate from last month? Are there reports in Cascades we can run?</p>	<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. • 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>	

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When will we hear about the new foods?	We had to stop adding new foods last week due to technical issues. Katie is adding new foods again because the problem was fixed. We still hope to get a list posted by April 15 th .	
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. • Use the LPC email address to let us know if you are waiting for payment so we can follow-up quickly. 	
A client told us there is no milk in the stores except organic milk.	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.	
How much does a GoToMeeting license cost?	We're still working on prices. The licenses we issue won't cost you anything. We will cover the cost from the state office.	
Do we still need to get the breastfeeding training that is in LMS done by the 30 th ?	<p>As part of the Annual Nutrition Service Plan, we had the following objectives:</p> <ul style="list-style-type: none"> • All staff who provide BF reviews and pumps are required to complete trainings. • Webinars will be available by March 2020. Trainings will then be recorded and later available in LMS. • Document results within attachment C. FFY2020 NSP Reporting Form by May 31, 2020. <p>We are waiving this requirement and will revisit breastfeeding training after the COVID-19 pandemic.</p>	We will send this information out.
What are you doing to keep active while providing remote services from your clinic or home?	<ul style="list-style-type: none"> • Live stream Zumba classes through Zoom. Check your local instructors. • TRX straps 	

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	<ul style="list-style-type: none"> • Gardening • Walking the dog • Yoga in the living room • Exercise bands • Chair stretches • Online classes • YouTube classes • Planking 	
When they will receive the caseload reports for last month?	Many of our Research, Analysis and Evaluation (RAE) staff are working in the COVID-19 Incident Management Team.	We'll look into this.