

COVID19 Webinar Notes – 4/9/20

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		
Purchasing and Funding Requests	Complete and email requests to wiclpc@doh.wa.gov by Friday, April 10th	
LMS staff account changes	Send any urgent LMS account changes to wawictraining@doh.wa.gov by April 13th . Both LMS admin staff will be in IMT 4/15 – 4/21 and not available to process LMS staff account forms. There may be some delays during these 5 days.	
Where to find COVID19 materials?	All COVID-19 numbered memos, webinar notes and materials are posted to Local Agency SharePoint and Nutrition First web . Find forms to use during participant appointments on WIC web at: WIC Remote Services . Find policies and mailed card letters on WIC web at: Providing Remotes Services from the Clinic .	
Waiver Update – See slides 6 – 9		
Review Waiver Status -4/7/2020	Refer to Memo 2020-32	We'll be sending updates about the Federal Waiver status in memos when we receive FNS responses about pending waivers. We'll also update policies on the web.
Food package and food substitutions	Waivers were partially approved and some denied. FNS denied waivers for Tofu/Soy substitutions and 50% whole grain cereal substitutions. FNS approved milk fat substitutions however we can't	

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	implement this since the waivers are only good through 5/31. Changing Cascades for this short time isn't feasible.	
Release of Information form waiver	<p>We checked with our Assistant Attorney General (AAG) regarding getting a parent or participant's signature on the Release of Information (ROI) form. AAG said we must get a signed Release of Information form before we provide participant information to a third party.</p> <p>However, parents can sign the form, take a photo of signed form and mail, fax or drop off the form to WIC.</p> <p>Remember:</p> <ol style="list-style-type: none"> 1. Parents have the right to their child's WIC record; you can provide them the data they need, and they can give it to the PCP. 2. If you have an approved data sharing agreement, you don't need a ROI. 	We'll get the Release of Information form posted on the WIC web.
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.	We'll get back to you about this question.
I would also like to know why a "prescriptive authority" is required for over-the-counter formula issuance, especially with RD oversight, when it is within our license/registration to assess and provide feeding recommendations. All of the WIC formulas are over-the-counter and don't require a prescription, except through WIC.	<p>We hear your frustration and know this is an issue for many RDNs in WIC. The Academy of Nutrition and Dietetics has been fighting against this since it came out in 2009.</p> <p>FNS' letter about the MDF waiver request was very clear that WIC RDNs can't do the "medical oversight." NWA is working with FNS to try and ease this policy, especially for 19 calorie formulas and during this COVID19 emergency.</p>	
Medical Documentation Form – See slides 10 - 12		
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.	

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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.	
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.	
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>	
Has the formula package size change? Staff are hearing from some participants that Similac Advance formula cans have changed from 12.4oz to 13.1oz.	We contacted the Abbott formula company and confirmed that the can size hasn't changed.	
What suggestions do you have for us tracking participants who have grace periods for foods/formulas? I would hate for participants to miss out on benefits because of issues with our systems.	We'll talk more about this on a future webinar.	
We really have our hands tied with the ROI needed for the WIC MDF forms or even calling and talking to the PCP. This was one of our big concerns with the legal considerations push that happened a couple of years ago. We are asking	We hear your frustration. We'll discuss this further and see what we can come up with.	We'll get back to you about this concern.

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families to jump through hoops that are just not even safe at this time. I feel frustrated.		
If we are waiting to get approval/denial on MDF from the PCP, can we only enter/issue the food prescription for one month?	Yes, you can still issue formula and foods for the participant while you wait to hear from the PCP.	
Expanding the Food List – see slides 13 - 14		
Sharing about new foods being added to the Approved Food List:	We have entered many new foods including many organic options.	We'll give another update next Thursday. We'll be entering other cheese options like string cheese, etc.
When are new options available?	The foods shared in the slides are currently in the Approved Food List now. If participants scan these foods in the WICShopper App they would show as approved.	
Are these food changes temporary or permanent?	We're including foods allowed within the federal regulations, so we plan for these to be permanent.	
How about organic milk and eggs? Will these be added?	We're looking at them but we have challenges with the "Not to Exceed" amounts. We're working on solutions and hope these foods will be available.	
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. • 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. 	
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.	

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Can there be a waiver for participants to shop on line and pick up their groceries?	We are talking about this, but this isn't possible right now. WA is doing a pilot with SNAP benefits, so we know that we will get there. It's going to take some time.	
Web conferencing services		
Update about web conferencing services:	<ul style="list-style-type: none"> • We have a 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 receiving training from Verizon tomorrow at the state office. • We'll try this service and evaluate how this works for all of you. 	We'll share more with you about when we can get licenses and guidance out to you.
Can WebEx make outgoing voice calls?	We are unclear if this option will be available.	We'll share more about the available features in a future webinar.
Our agency uses Web Ex and its very user friendly.	Thank you for sharing this. This is good to hear!	
Can multiple numbers be used at once with Cisco WebEx? We could have 40 numbers being used at one time.	We'll get back to you about this.	Research how many numbers can be used at one time.
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.	
No Activity Report – see slides 16 – 18 and Draft No Activity Report (attached in handouts)		
Comment: When downloading the draft with all the existing columns, this is a big report to print.	We thought it would be helpful to have more information about participants, so we erred in providing more information rather than less. (especially since many Cascades reports aren't available)	
Will this report be formatted to fit on one page?	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 provide instructions for how to sort, filter or hide columns so you can get the date you need.

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Can we filter the columns we need for printing purposes?	Yes, you can.	
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.	LPC is working with PHSKC on their SFTP account.
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.	
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.	
Suggestion: It could be two separate reports.	Thank you for this idea.	
Other report announcements	<ul style="list-style-type: none"> • We'll send the February Caseload Reports in mid-April. • We're working on a report that lists High Risk participants to help RDNs. 	
Questions and answers		
If we aren't doing separation of duties, do we still have to do tracking sheet?	<p>Anything related to separation of duties is waived at this time. The tracking sheet isn't a state requirement; it's probably an agency specific policy.</p> <p>Note: PHSKC Admin shared that the tracking sheets are still being used in Seattle King County.</p>	

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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 • No changes to the program that we can share at this time 	
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.	We'll share more once we hear back from FNS.
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 to make sure everyone has equal access.	We don't have messaging for you now. Since we don't know about the waiver, we can't share anything right now.	We'll share more once we hear back from FNS.
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.	
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.	
On the weekly survey: if satellite sites are being served by main offices, are they considered "closed" or "relocated"?	<p>We acknowledged that we needed a third option to specifically address this situation so we added:</p> <ul style="list-style-type: none"> • # of sites that are closed and participants are being served remotely by another clinic within agency 	
Additional information shared about this week's Local Agency Survey:	<p>We've revised some of the questions and added some new ones. For example:</p> <ul style="list-style-type: none"> • # of sites providing WIC services remotely • # of sites opened and serving some participants face to face • # of sites that are closed and participants are being served remotely by another clinic within agency or by staff working from home 	We sent the Weekly Local Agency Survey to you today (Thursday, 4/9).

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	<ul style="list-style-type: none"> • # of sites that are closed and no participants are getting services from that site • # of sites that have relocated due to COVID-19 • How many staff do you have working remotely, in the office or working from home, this coming week? (New question this week) 	
Is the extension for Nutrition Service Plan for FFY 2021 or FFY 2021?	Good catch! The Nutrition Service Plan extension is for FFY 2020, not FFY 2021.	We'll correct this in the table and PowerPoint slides.
I'd like to make sure that physical presence is not required for all appointments through May 31st. Is that correct?	Yes, this is correct.	