

Thank you to our dedicated staff.



#WICSTRONG



COVID – 19 UPDATE

4-2-2020

How to use the Side Panel

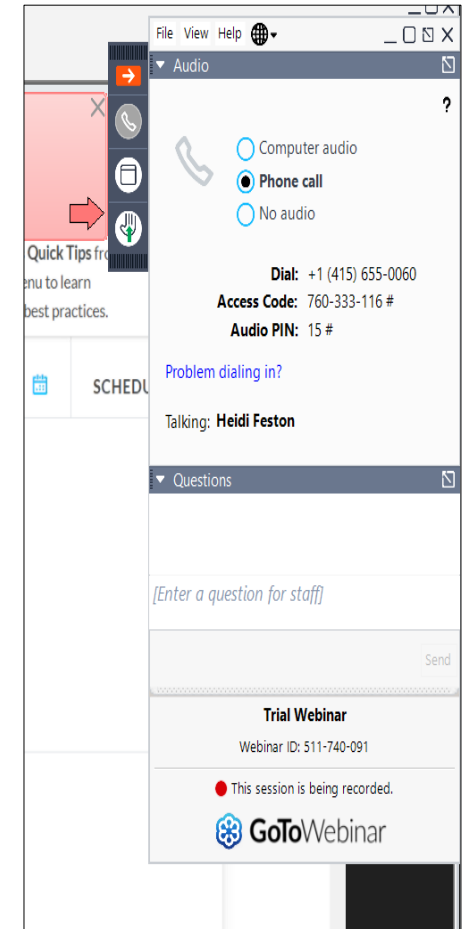
How do I see the screen under the side panel?

The orange arrow closes and opens the side panel.



How can I make my screen bigger?

To have a bigger view of the screen, select the square icon



How to use the Side Panel

How do I raise my hand?

Select the hand with green arrow going up.

When hand is raised, the arrow is red.

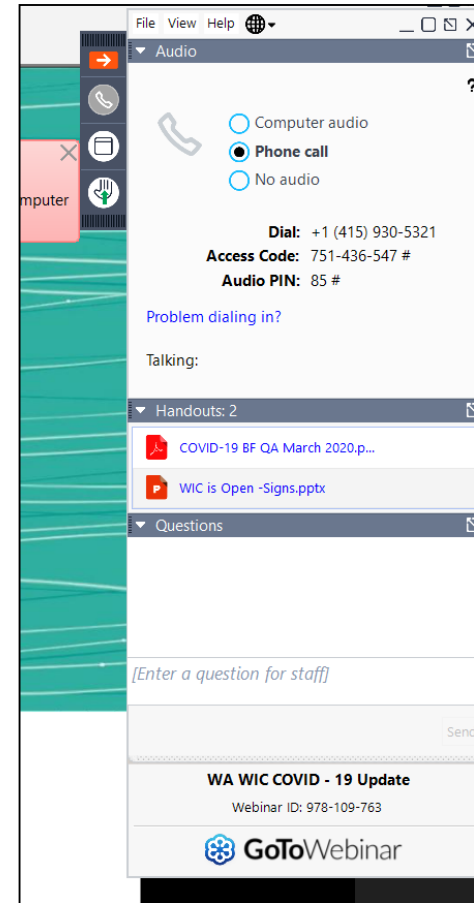


Where are the handouts?

How do I ask a question?

Enter your question or comment.

Select “Send” or use “Enter” on the keyboard.



Today's Agenda

- Welcome – Cathy Franklin
- Update on expanding the WIC food list – Jean O'Leary
- MDF guidance – Jean O'Leary
- Breast pump update – Jean O'Leary
- Local agency survey results – Terri Trisler
- Local Agency Process for Requesting Remote Access – Terri Trisler
- Questions and answers – Heidi Feston
 - Follow up to previous questions
 - Hear and answer your questions

Update on expanding the WIC food list

What we plan to have posted to our website soon:

You can find newly approved WIC foods in these two ways:

- **WICShopper app** - Use the [WICShopper app](#) to verify if an item is on the allowed list.
- **Website** - Go to our [WIC website here](#) to see a full list of new approved food items.

If you want to help us add items to our approved foods list, email us at wawicfoods@doh.wa.gov with photos that include:

- Front of the food label
- Barcode with UPC number
- Ingredient list

Update on expanding the WIC food list

Food	Additions
Yogurt	<ul style="list-style-type: none">• Limiting it to brands that cost less than \$6 per 32 oz. container• Adding whole fat milk yogurt for 1-2 year olds
Soy beverage	<ul style="list-style-type: none">• Adding Westsoy Organic Plus – Vanilla<ul style="list-style-type: none">○ It meets federal requirements• Didn't receive a waiver from FNS to expand to all brands
Tofu	<ul style="list-style-type: none">• No changes• Didn't receive a waiver from FNS to expand to all brands

Medical Documentation Form guidance for now

- Have RDN fill out form.
- For the diagnosis – document in “Notes” section why the caregiver is asking for the formula
- Fax to the primary care provider (PCP) with a coversheet asking for updates or approval.
 - See attached letter as a guide
- Document in Cascades in the Participant Care Plan that the RDN completed the form and notified the PCP for approval or updates.

Breast pumps

- Keep ordering as usual – we may be slower than usual in processing your orders
 - Please don't reorder, it will only slow us down
- We are working on alternative sources for personal use pumps, Medela attachment kits, milk storage bags and breast pads

Local agency survey results

- We have a 97% response rate. LPCs are working with agencies that haven't responded yet.
- 79% of sites are providing remote services
- 24% of agencies are providing some face-to-face services
- 11 sites were moved or closed due to COVID-19
- Staffing levels are at 92% of usual staffing
- 57% of agencies have a work from home policy
- Some agencies have laptops available
- Next week's survey will be sent out soon

Process for Requesting Remote Access to Cascades

Even if you completed the survey, submit a request to get remote access to Cascades

1. Obtain approval from your local agency
 - Make sure your agency has a working from home policy or
 - Get permission from your supervisor

2. Assure staff have internet access
 - Use staff person's internet if possible
 - Include what's needed to set up access in request
 - MiFi cards have issues with reception, using home's internet is the most efficient and less connectivity issues

Process for Requesting Remote Access to Cascades

3. Determine the number of laptops you need for remote services
 - State has limited number of laptops – we’re working to purchase more but will take 8 weeks
 - Local agencies can purchase laptops - **must get prior approval**
 - ◆ Use current WIC funding
 - ◆ State can authorize using “Training Funds” - **must get prior approval**
 - ◆ All laptops **must meet** technical requirements-COVID-19. **Need to attest your purchases meets DOH requirements.**
 - ◆ Request additional funding using Purchasing & Funding Request form – **Submit form prior to April 10th**
 - Staff can’t use personal computers or laptops used for CIMS training or peer counselor lap tops.

Process for Requesting Remote Access to Cascades

4. Desktops may be used but are more challenging – **must get prior approval**
 - Must access internet through router that is hard wired into the DOH desktop – DOH can't provide this
 - Desktops don't have microphones – DOH can purchase
 - Headsets support ergonomic health of staff – DOH can purchase

5. GoToMeeting videoconferencing software will be available soon
 - Use for WIC appointments, peer counseling sessions, staff meetings and other WIC related sessions
 - Can't use other platforms due to security concerns
 - State will provide guidance to help staff use GoToMeeting

Process for Requesting Remote Access to Cascades

6. Cell phones won't be provided by DOH

- May use WIC funds to purchase agency cell phones
- If you plan to purchase them, include in your request
- If you are planning to use a personal cell phone please contact us before doing to

7. Approval Process

- Submit request and completed form to wiclpc@doh.wa.gov
- A LPC will contact you to review and discuss
- Once LPC approves request and LPC will work with DOH Service Desk to prepare your computers – don't contact IT Service Desk directly

Voice mail messages

- We're hearing from some participants that sometimes clinics have a message that their clinic is closed, meaning you're not seeing clients face-to-face.
- We suggest you check your voice mail and add that you're doing appointments by phone.
- Some staff add a Family Alert to document they left a message for the participant to verify appointment time and to share that the appointment will be done by phone.

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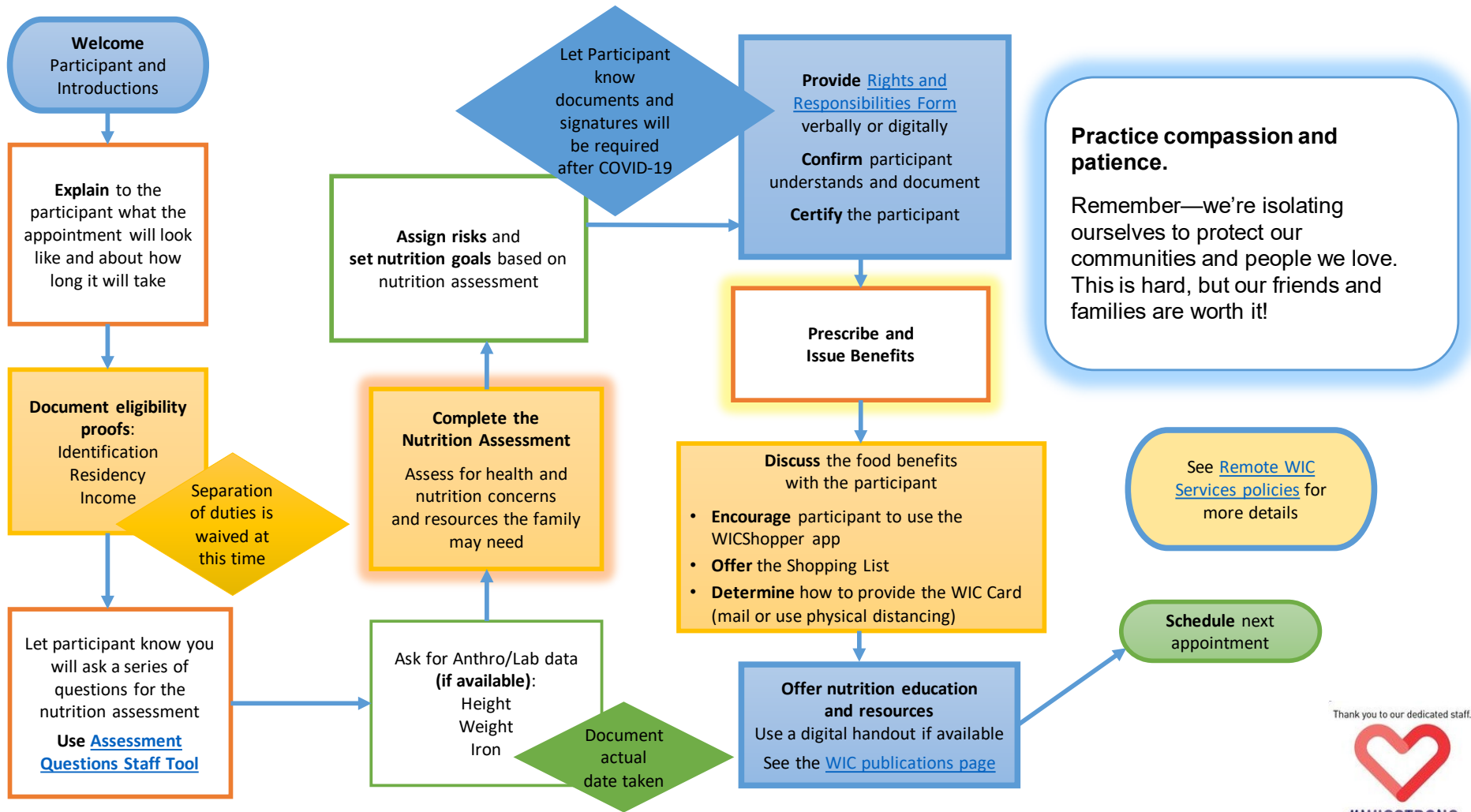
Questions?

Contact us with your questions:

Policy Support phone: 1-800-841-1410, press 3, then press 1
or email at wicpolicysupport@doh.wa.gov

Your Local Program Consultant (LPC) or email at wiclpc@doh.wa.gov

Appointment Flow Chart



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Helping Hands – not a program for WIC participants

- Helping Hands program from Mead Johnson is typically for non-WIC families who don't have another way to get formula.
- The goal of the program is to help families who otherwise might fall through the cracks.
- We ask that you don't refer WIC participants to this program. If you and/or the participant are struggling to find formula, contact us.



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.