COVID19 Webinar Notes – 5/4/20

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
Welcome and Announcements		
Still practice social distancing – continue to provide remote services		
May the fourth be with you!		
WICShopper App Update		
Farmers Markets Promotion	"Find a Farmers Market" button is updated – this button was already on the app - The app will be updated with any changes to farmers market or farm store locations - A FMNP banner was added	
App Banners	- English and Spanish banners rotate together - We had previously thought you would only see Spanish if this was your preferred language, but all languages show for all participants. - This creates more banners and can become burdensome - We could have up to 8 banners total - Plan to reduce banners - Add R&R button, as suggest my local agencies in the past - Remove R&R banner and monitor or any unexpected issues - Combine English and Spanish banners = 3 banners total	
Polling question 1: Remove R & R banner, replace with a button	Are you o.k. with us removing the R & R banner **Yes:** 83% **No:** 17%	Send additional feedback to: Cynthia.huskey@doh.wa.gov
Polling question 2: Combining English and Spanish banners	Are you o.k. with our plan to combine banners (English and Spanish)? **Yes:** 96% **No:** 4%	

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Concerns:		
How much bigger will the banner be if we combine English and Spanish?	• We'd reduce the number of words to keep it from being too big • We'll scale it back to balance between enough words for clarity and not too many (size of banner)	
We have already been telling people how to find the R&R and changing it will make it a little more challenging for some people who are not tech savvy to find. • The less changes we make the better. • There are too many changes coming at clients at a time.	We appreciate this feedback, that's why we wanted to ask about this change. We will implement the change for now, if you are hearing concerns or seeing challenges with this change please let us know and we can reassess.	
When will the switch to the R & R button vs. banner occur?	Now that we have your feedback we can move forward. The app developer should be able to make the change this week. We will provide an update by Thursday's meeting.	
Other thoughts to consider:		
From my experience, the icon (button) for the R&R would be better than a banner due to the delay in banners switching from one to the next.	(several comments to this effect)	
Is there a way to make the banner move forward faster? Sometimes it seems like forever...	• We asked the developer, but they can't change the timing. • They'll add this to their list of enhancements to make to the app in the future.	
How about adding an arrow suggesting the next message/banner	• Send your ideas, include a picture if needed, to describe your idea. We like to look at this and see if it an option we can work on with the developer.	Send additional feedback to: Cynthia.huskey@doh.wa.gov
What about adding a text notice that benefits will expire.	• A text would have to come from Cascades. • The app notifies participants at the top of the app when their food benefits are about to expire.	

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	• Participants can choose how many days ahead they want the notification.	
Will R&R be available in multiple languages in the button?	• Yes, we have multiple languages on the app now and that will remain with the change from the banner to a button.	
High Risk Participant Report		
Cascades doesn't have a high risk participant and contact report – we developed one with the Research, Analysis and Evaluation Unit (RAE)	**Background:** • Clinic Services Advisory Committee (CSAC) and state staff have already provided feedback • Some ideas for changes are pending when RAE staff return from Incident Management Team (Coronavirus Response). • Cascades doesn't have a way to identify if a participant scheduled for HR visit actually attended the appointment, and if a HRCP was written. • The report relies heavily on the Cascades Scheduler – important to schedule with the RD. If person is scheduled for a different appointment, cancel/reschedule with the RD to reflect if they saw the RD. • Clinic staff will still need to look at the participant's Care Plan to check for the HRCP. • We'll send to clinics 1X month by SFT (secure file transfer). • First tab will be a confidential message. • Profession Discretion High Risk = staff selected the High Risk "Yes" radio button near the top of the Certification Summary screen. • High risk codes = the nutrition risk codes assigned in Cascades (see the Nutrition Risk Staff Tool posted on the Policy & Procedure page.) • The "Scheduled Date" on the report doesn't mean the RD visit was completed. • We are looking into options to put a button (or something similar) in Cascades so the RD can document when a HRCP was completed.	

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Will you send each clinic a high risk client list each month?	Yes, a file will be created for each clinic and sent once a month.	
Are we ever going to have the option of making clients PDHR after the cert? And at other appointments? • It's not uncommon to have PDHR come up at a visit after a cert.	We will add this to the enhancement request list.	
Why can't the sites run these reports?	These reports were developed outside Cascades. Our RAE unit runs these reports.	
Can we get the report mid-month? We're looking at this report as an opportunity for retention, quality assurance and compliance.	We'd like to hear from clinics about when they'd like to receive these reports.	
Will the report eventually be available in Cascades? The ability for the clinic to run the report would be ideal.	We agree, this would be the preference. We're working to make this happen, but we don't have a timeline yet.	
Would it be helpful to have interpreter or language added?	Mixed responses (at first 50/50, then more commented no or not needed) For those who said no, the primary comment was that they have to look in the file anyway.	
Facilitated questions		
Polling question 3: Some people reported they couldn't vote in the polling question	Did you have problems with the polling questions last week? **Yes:** **9%** **No:** **81%**	
A few people stated they haven't been able to participate in the polls	Various scenarios, including screen size.	
	If yes, what browser were you using? Internet Explorer: 71 Chrome: 24 Foxfire: 0 Other: 5 (app users selected this)	
Questions:		

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When will we know if the waivers will be extended?	This is definitely on our radar. We'll find out more on the Western Region Coordinators call this week after the Thursday webinar. We'll share when we know more.	
Will we be getting no activity report soon?	Look for these at the end of May. This has been delayed due to state RAE staff being activated for the Coronavirus response.	
Is there a time line for remote services?	- We're following Gov. Inslee's recommendations for Stay Home, Stay Healthy and social distancing. - We're currently in Phase 1 of the reopening plan. Each phase is 3 weeks. Re-opening government offices are in Phase 3, which is where most WIC clinics would be placed. - That means we are probably at least 2 months out from changing our current plan of providing remote WIC services.	
Any news about FMNP?	- We're discussing options this week and will provide them to Management for decisions. - We haven't heard back about our FMNP waiver requests.	
After things have gotten quieter with COVID 19, is there data you can look at re: how remote services have positively/negatively impacted clients?	This is also on our radar and we're looking into this with Nutrition First.	
Is the State still looking at agency caseload averages from April through July to determine caseload for 20-21?	We haven't made this decision yet. We will be as generous as possible in these unorthodox times.	
Thank you for the COVID-19 proof selections. Staff have had questions about when to use them.	- If staff are able to see a participant's proofs (ProviderOne, secure video chat, secure email or text) then select them. - If the participant can't provide them, then mark the COVID-19 option. This doesn't give the temporary certification (grace period). - We updated the Remote Certification policies with the new waiver information on the website.	
Ordering materials, the Spanish appointment cards, Spanish folders and App in Spanish are out of stock	The Dept. of Printing staff had to leave their offices due to the stay at home order.	We'll find out more about the timeline and let you know.

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any idea of when these will be available to order again?		
We currently using the Detail Summary participants who failed to pick up benefits report as No-Activity report, is very close.	Participants who failed to pick up benefits report means ppt's who didn't pick up their full food package this month or any previous months. This report omits any participant who typically redeems all of their benefits or if they ever redeemed all of their benefits, so it isn't accurate and we recommend not to use it.	
There are a few reports that can piece together most of the No Activity information	The Detail and Summary Issuance Due Report (Redemption Report Category) identifies who is due benefits based on dates staff specify. The Detail Daily Appointment Schedule (Appointments report category) identifies participants who have appointments based on dates staff specify. Running both reports from current date through the next 3 to 6 months and comparing them can help identify who doesn't have benefits and needs an appointment.	
Summary of Actions Due Report (Assign families in "overdue" status who may get termed if no proofs provided)	The Summary of Actions Due Report (Caseload report category) identifies participants who have an upcoming certification due. It includes those who have temporary certification end dates as well as recertifications.	
Is it possible to get 2019 breastfeeding statistics report	We're working on this with the RAE unit.	
What Outreach is currently being done at this time?	- We've been focused on getting the word out that we're open. This includes messages for Facebook, Twitter and a press release. - We're delaying the "on Medicaid, not on WIC letters" until the fall. - The signupwic.com website directs applicants to ParentHelp 123 website. - We're planning to pilot with WithinReach to text people on Medicaid, not on WIC.	
Is there going to be a report similar to the CIMS client summary report in the works? We do not have a simple efficient way to capture a client list.	We'll add this to the list of needed reports.	

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• This will be needed for FMNP issuance if a computer isn't available.		
Is there a way to generate a full client list? Does the random list of participants report give the full list when you choose 100% of each category?	• Clinic staff need to submit a data request to get a full participant list report. • Family Search screen: If you choose your location, use the % sign in the last name field, and check the participant and active only boxes – you'll see all active participants. This list won't print or export. • The random list of participants doesn't work as expected. Even when you select 100% for each participant category, it doesn't give a complete list of participants.	
Did you decide the pilot sites for GoToMeeting app testing?	We hope to have the sites identified by Thursday.	
Nutrition First webinars	The Nutrition First newsletter went out this morning – email Carolyn if you don't receive the newsletter and would like to at: info@nutritionfirstwa.org One Zoom registration for all 3 webinars. • Tuesday, May 5th, 12 – 1 pm – Breastfeeding Support • Tuesday, May 12th, 12 – 1 pm – RD Services • Tuesday, May 19th, 12 – 1 pm – Nutrition Education Option to use your video camera.	