Thank you to our dedicated staff.

#WICSTRONG

COVID – 19 UPDATE
6-18-2020
Today’s Agenda

- Welcome – Jacqueline Beard
- Opening remarks – Paul Throne
- Announcements – State staff
- Navigating NWA’s website – Jen Mitchell
- Getting the word out about WIC – Jen Mitchell
- Tips for using NWA’s conference platform – Todd Mountin
- Medical Documentation Form policy – Jean O’Leary
- Questions and answers – Heidi Feston
Safe Start Washington: County Status

PHASES
- Orange: Phase 1
- Yellow: Phase 2
- Green: Phase 3
- Blue: Phase 4

★: Modified version of current phase
+: Eligible for next phase
●: Applied for next phase
◆: Applied for modified version of current phase

Counties in Phase 1:
- King
- Chelan
- Douglas

Counties in Phase 2:
- Whatcom
- Skagit
- Yakima
- Franklin
- Benton

Counties in Phase 3:
- Whatcom
- Skagit
- Snohomish
- Clallam
- Island
- Mason
- Grays Harbor
- Jefferson
- Cowlitz
- Skamania
- Clark
- Klickitat

Counties in Phase 4:
- Whatcom
- Skagit
- Snohomish
- Clallam
- Island
- Mason
- Grays Harbor
- Jefferson
- Cowlitz
- Skamania
- Clark
- Klickitat

Counties Eligible for Next Phase:
- San Juan
- Okanogan
- Skagit
- Snohomish
- Whatcom
- Island
- Mason
- Grays Harbor
- Jefferson
- Cowlitz
- Skamania
- Clark
- Klickitat

Counties Applied for Next Phase:
- San Juan
- Okanogan
- Skagit
- Snohomish
- Whatcom
- Island
- Mason
- Grays Harbor
- Jefferson
- Cowlitz
- Skamania
- Clark
- Klickitat
## Washington State key metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
<th>Goal</th>
<th>Meeting Goal</th>
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<tbody>
<tr>
<td>Rate per 100K of newly diagnosed cases during the prior two weeks</td>
<td>54.1</td>
<td>&lt;25</td>
<td>No</td>
</tr>
<tr>
<td>Number of individuals tested for each new case during the prior week</td>
<td>24.9%</td>
<td>&gt;50</td>
<td>No</td>
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<tr>
<td>Percent of individuals testing positive for COVID-19 during the past week</td>
<td>4.0%</td>
<td>&lt;2%</td>
<td>No</td>
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<tr>
<td>Percent of licensed beds occupied by patients</td>
<td>65.5%</td>
<td>&lt;80%</td>
<td>Yes</td>
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<tr>
<td>Percent of licensed beds occupied by COVID-19 cases</td>
<td>2.6%</td>
<td>&lt;10%</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Waivers

- Requested extensions for July:
  - Remote benefits issuance
  - Physical presence
  - Anthropometrics
  - Local agency monitoring

- Still awaiting response

- August waiver extension request due by July 7
State budget situation

- General fund budget reduction exercise
- Applies only to state funds
- WIC is 99.8% FEDERALLY funded
- The only state funds in WIC are Farmers Market Admin match
- DOH has not offered these funds for reduction
- We are still waiting to hear what OFM decides to do
Governor’s Announcement on State Payroll

- COLAs will not occur for some staff
- Furloughs will occur for some staff
- WIC federal-state agreement governs furloughs
- Local WIC agencies are not impacted by state furloughs
My kids before I make a phone call

My kids during the phone call
Announcements

- Income Eligibility Guidelines – Marian Polsak
- GoToMeeting Licenses – Jacqueline Beard
  - Email requests to wiclp@doh.wa.gov
Navigating NWA’s website

- All WIC staff are National WIC Association (NWA) members
  - Paid for annually by the State office
  - Important to keep LMS info updated with current staff

- Washington State is part of the NWA Outreach & Retention Campaign
  - WIC has a national brand designed by the NWA. It’s a way for WIC to unify and share its story throughout the US.
  - WIC staff in Washington have access to the National WIC Association (NWA) website and all the tools to use in the branding campaign.
Navigating NWA’s website

- Logging into the NWA website
  - Use handout Navigating the NWA Website

- COVID-19 messaging
  - Found in Resources and WIC HUB sections
  - Use handout NWA WIC & COVID-19 - Messaging Toolkit
Ways to get the word out:

- WIC is open
- WIC appointments can be done from home
- WIC has expanded foods

- Developed social media messages in English and Spanish for 3 platforms: Facebook, Twitter, and Instagram
- Post on your own social media sites and
- Available to re-post from previous posts on DOH or Nutrition First social media pages
We’re all staying home and staying healthy. WIC wants to help control the spread of the Coronavirus so we’re doing appointments over the phone.

You’ll get all the same great service, a chance to ask your nutrition questions, and you’ll get your WIC food benefits too.

Don’t miss out on WIC. We’re here for you and your family. We’ve even added more food choices to help you shop. Find out more in the WICShopper app or by calling your WIC clinic.

Find a clinic near you here: https://resources.parenthelp123.org/resource_finder/service/wic-nutrition-program-for-women-infants-children

Looking for something new? How about 2 new things? WIC has new approved foods + we’re doing WIC by phone. You don’t have to come in to WIC, just stay home and call. We can do everything over the phone and issue your foods too. It’s 2 new things that make this difficult time just a little easier.

www.parenthelp123.org
#StayHomeGetWIC

Don’t miss out on WIC. We’re here for you and your family. We’ve added more food choices to help you shop. Find out more in the WICShopper app or by calling your WIC clinic.

Find a clinic near you here: https://resources.parenthelp123.org/resource_finder/service/wic-nutrition-program-for-women-infants-children

These 2 things can make life just a little easier!

1. You can do your WIC appointment by phone!
2. WIC has new approved foods so you have more choices when you shop!

If you’ve been away from WIC for a while, or you’ve missed an appointment, now’s the time to call your WIC clinic. We can do everything over the phone and issue benefits too. It’s easy to #StayHomeGetWIC #WICcares

Find a clinic near you here: https://resources.parenthelp123.org/resource_finder/service/wic-nutrition-program-for-women-infants-children

¡Estas 2 cosas nuevas pueden hacer la vida un poco más fácil!

1. ¡Usted puede hacer citas WIC por teléfono!
2. ¡WIC ha aprobado nuevos alimentos para que tenga más opciones cuando compre!

Si ha estado alejado de WIC por algún tiempo, o a perdido alguna cita, ahora es el tiempo de llamar a la clínica WIC. Podemos hacer todo por teléfono y darle los beneficios también. Es fácil a #QuédeseEnCasaObtengaWIC #WICSePreocupa

Encuentre una clínica más cercana aquí: https://resources.parenthelp123.org/resource_finder/services/wic-nutrition-program-for-women-infants-children?locale=es
If you’re pregnant, breastfeeding, a new mom, or have children under 5, and you’ve recently had your hours cut or been laid off due to COVID-19, you may be eligible for nutrition assistance! WIC is still open by phone to help families! Find out if your family’s eligible:

http://www.parenthelp123.org/resources/food-assistance-resources/the-wic-program

Are you pregnant, a new mom, or have a child under 5? Call WIC if your hours were cut or you’re laid off. WIC is accepting new families and helps with healthy foods and more. Find out how WIC can help your family:

www.parenthelp123.org

#StayHomeGetWIC

¡Si usted está embarazada, está amamantando, madre primeriza o tiene niños menores de 5 años y recientemente recibió un corte en las horas de trabajo o si ha sido despedido debido al COVID-19, podría ser elegible para asistencia nutricional!

¡WIC aún está abierto por teléfono para ayudar a las familias! Encuentre si su familia es elegible:

http://www.parenthelp123.org/es/resources/food-assistance-resources/the-wic-program

¿Está embarazada, madre primeriza o tiene niño menor de 5? Llame a WIC si han recortado su horario o ha sido despedido. WIC acepta nuevas familias y ayuda con alimentos saludables y más. Encuentre si WIC puede ayudar a su familia

www.parenthelp123.org/es/

#QuédesEnCasaObtengaWIC

Si usted ha sido despedido recientemente o le han reducido las horas de trabajo, y está embarazada, amamantando, es madre primeriza o tiene un niño menor de 5 años, podría ser elegible. Encuentre como WIC le puede ayudar a su familia:

www.parenthelp123.org/es/

#QuédesEnCasaObtengaWIC
Facebook | Twitter | Instagram
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WIC is here for you during the Coronavirus outbreak! We’re open and doing appointments by phone. We’re making it easy for you to stay home and get all the same caring services. We’ll issue your benefits over the phone too! Your WIC staff are here to help. You can find your WIC clinic’s phone number here: [https://resources.parenthelp123.org/resource_finder/service/wic-nutrition-program-for-women-infants-children](https://resources.parenthelp123.org/resource_finder/service/wic-nutrition-program-for-women-infants-children) #StayHomeCallWIC #WICCares

Hey WIC participants! You can do your WIC appointment from home! You’ll get all the same caring service without leaving the house. We’ll issue your food benefits & we’ve added new foods too. We’re here to help! Find our phone number here: [www.parenthelp123.org](http://www.parenthelp123.org) #StayHomeGetWIC

Looking for new things to do while staying home and staying healthy? How about doing your WIC appointment? We’re here for you during COVID-19 by doing your WIC appointment over the phone. You’ll get all the same helpful services, food benefits, and a chance to ask your nutrition questions without leaving the house.

Find our phone number here: [www.parenthelp123.org](http://www.parenthelp123.org) #StayHomeGetWIC #WICCares

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Facebook | Twitter | Instagram
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¡WIC está aquí para usted durante el brote de Coronavirus! Estamos abiertos y estamos atendiendo citas por teléfono. Estamos tratando de hacerlo lo más fácil para usted de quedarse en casa y recibir las mismas atenciones y servicios.
¡También le ofreceremos los beneficios por teléfono!

- El personal WIC está aquí para ayudarle. Usted puede encontrar el número de teléfono aquí:
  [https://resources.parenthelp123.org/resource_finder/services/wic-nutrition-program-for-women-infants-children?locale=es](https://resources.parenthelp123.org/resource_finder/services/wic-nutrition-program-for-women-infants-children?locale=es)

¡Hola participantes de WIC! ¡Puede hacer su cita WIC desde casa!
Recibirá la misma atención sin salir de casa. Ofrecemos los beneficios y también añadimos nuevos alimentos. ¡Estamos aquí para ayudarle!
Encuentre el número aquí:
[www.parenthelp123.org/es/#QuédeseEnCasaObtengaWIC](http://www.parenthelp123.org/es/#QuédeseEnCasaObtengaWIC)

¿Está buscando nuevas ideas para hacer mientras se queda en casa y se mantiene saludable? ¿Qué tal hacer su cita WIC?
Nosotros estamos aquí para usted durante el COVID-19 haciendo sus citas WIC por teléfono. Usted recibirá la misma atención y servicios, beneficios alimenticios, y la oportunidad de preguntar sobre nutrición sin salir de casa.

Encuentre nuestro número de teléfono aquí:
[www.parenthelp123.org/es/#QuédeseEnCasaLlameAWIC](http://www.parenthelp123.org/es/#QuédeseEnCasaLlameAWIC)

#WICSePreocupa
Facebook- Finding WIC foods has been hard during COVID-19. WIC added more foods so you have more choices when you shop. Check out the new foods either on the WICShopper app or at www.wa.wic.ShoppingWithWIC. #WICStrong

Instagram – During COVID-19 some WIC foods are hard to find. We want to help make sure when you get to the grocery store there are more WIC food choices. Check out the new choices on the WICShopper app or at www.wa.wic.ShoppingWithWIC. #WICFoods

Twitter – WIC added more foods so you’ll have more choices when you shop! COVID-19 has made it hard to find certain foods. WIC cares about you and wants you to get your WIC benefits. Check out what’s new on the WICShopper app or at www.wa.wic.ShoppingWithWIC. #WICFoods

Facebook- Encontrar alimentos de WIC ha sido difícil durante el COVID-19. WIC le está ayudando al añadir más alimentos. Ahora, cuando usted compre alimentos WIC, usted tendrá más alimentos de donde escoger. Vea los alimentos nuevos en el app WICShopper o en www.doh.wa.gov/YouandYourFamily/WICenEspanol/ComprandoconWIC #WICStrong

Twitter – WIC ha añadido más alimentos. ¡Tendrá más opciones cuando compra! COVID-19 ha hecho difícil encontrar alimentos específicos. WIC se preocupa por usted y quiere que reciba sus beneficios WIC. Cuando compre encuentre estas opciones en el app WICShopper o en YouandYourFamily/WICenEspanol/ComprandoconWIC #WICFoods

Instagram – Durante el COVID-19 algunos alimentos WIC son difíciles de encontrar. Nosotros queremos ayudarle a encontrar más alimentos WIC cuando llegue a la tienda. Encuentre las nuevas opciones en el app WICShopper o en www.doh.wa.gov/YouandYourFamily/WICenEspanol/ComprandoconWIC #WICFoods
Top 5 Tips for using NWA conference platform

1. Watch the Virtual Conference Platform Tutorial
2. Log into the conference platform ahead of time
3. Set up your profile and notification preferences
4. Set up Outlook calendar invites
5. Reach out to ConfSupppport@nwica.org for help logging in
Policy update – Medical Documentation Form

- We asked USDA to allow the WIC RDN to complete the form and prescribe the food package based on their assessment of the participant’s needs and professional judgement.
  - USDA denied our request.

- USDA granted a waiver that allowed for a two month grace period for participants with existing MDFs on file, but not for new participants.
  - We opted not to take this waiver because it’d be too confusing to track who got this extension and who didn’t.
We had two outstanding issues:

1. How to handle the Release of Information?
2. Can we provide the therapeutic formula/foods for the full prescription period when the WIC RDN fills out the form, or can we only provide during a 30-day grace period?
Current COVID policy

Agencies have two options:

1. Follow current policy for MDFs.

2. Allow WIC RDN to fill out the form with a recommended food prescription when participants aren’t able to see their medical provider (MP).
   
   o The form still needs to be signed by the MP.

   o Staff can issue PediaSure if the WIC RDN determines it is needed.

   o **Staff still need to follow the 30 day grace period for the MDF.**
Why do staff still need to follow the one month grace period for the MDF when the WIC RDN fills out the form?

FNS’s strong response to our waiver request:

“WIC staff are prohibited from assuming medical oversight and instruction for participants receiving supplemental foods as specified in 7 CFR 246.10(d)(5). USDA FNS is not waiving the requirement for medical documentation for the issuance of new supplemental food benefits. As stated above, medical documentation may be provided in a variety of forms, including electronically and by phone.”
Current COVID policy
Two options for completing the release of information (ROI) on the form:

1. Get verbal authorization:
   - Read the release statement to the participant or caregiver.
   - Have the participant or caregiver tell you that they understand and agree to having you share information with their medical provider.
   - Document on the form that the participant or caregiver gave verbal consent.
Current COVID policy

Two options for completing the release of information (ROI) on the form:

2. View a signed form via video conference call.
   - Have the participant or caregiver download the form from our website and ask them to sign and date it.
   - Have the participant or caregiver and show you the signed form.
   - Document in the participant’s file that the participant or caregiver downloaded the form and you saw their signature on the form.
Policy update – Medical Documentation Form

The policy is attached as a handout and posted on the policy page in the Providing Remote Services section (at the top of the page)

https://www.doh.wa.gov/ForPublicHealthAndHealthcareProviders/PublicHealthSystemResourcesAndServices/LocalHealthResourcesAndTools/WIC/PolicyProcedures
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
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.