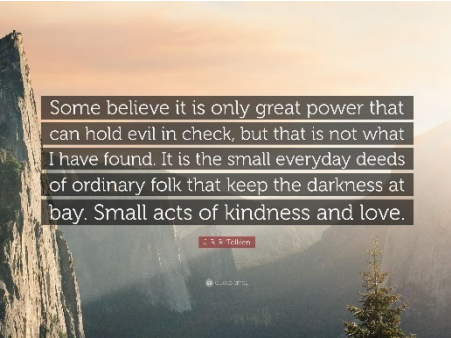


COVID19 Webinar Notes – 6/4/20

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
Opening remarks by Brittany Tybo		
<p>Slide</p> 	<p>Like many of you, my heart is heavy with all that's going on, the devastation and with loss of another life. It's really hard. This shines a light on the blaring inequity and racism in our world. We want to do something to help and yet we aren't sure what to do.</p> <p>"Some believe it is only great power that can hold evil in check, but that is not what I have found. It is the small everyday deeds of ordinary folks that can keep the darkness at bay. Small acts of kindness and love." J. R. R. Tolkien</p> <p>Throughout all of the chaos, protests and anger, you can see many acts of kindness and love. Police walking with protesters. People coming to help clean up their communities.</p> <p>We want to commit to be better, be more mindful and help where we can. We know WIC staff are in that helper category. We have the opportunity to be a bright spot in someone's day and we know you do that for your families, whether a new mom, a grandmother helping to raise her grandson, and all the many people you help each day. Be curious, be aware and listen.</p> <p>We might not be able to change the whole world, but we can make it better for another person. Let us commit to each other to use these small acts of kindness and love to make a difference.</p> <p>We don't have any more information about waivers. FNS staff are sympathetic and USDA is hearing from most states that State WIC</p>	<p>We will share a waiver update as soon as we learn more.</p>

Question	Answer	State Staff Follow-up
	<p>programs would like FNS to extend the waivers through September, which is what the law allows.</p> <p>We want to provide the best support to your teams and keep you, your staff and your families safe. We have asked FNS for as much advance notice as possible, so we can plan appropriately.</p>	
Announcements		
WIC Card scam (Memo 2020-68)	<p>Be sure to share this information about the potential WIC Card scam with your families. We haven't heard of any scams in WA but know that it's possible. During the call, we heard that a Spokane participant received a call about mailing her WIC Card and sharing her PIN. She called the WIC clinic first so hadn't done anything.</p> <p>Also, please post this information to your social media platforms.</p>	
Webinar check in	We appreciate our time with you and want to continue having these webinars so we can keep the lines of communication open. If we don't have anything to share or not enough content, we'll cancel the webinar. We're scheduled through June 30.	
Polling Question – WICShopper app		
WICShopper App polling questions	<ol style="list-style-type: none"> How many app banners should we rotate at one time? <ul style="list-style-type: none"> 1 – 8% 2 – 54% 3 – 38% 4 – 1% For the month of June, which banners are priority (Please select all that apply)? <ul style="list-style-type: none"> Farmers Market – 79% WIC Scam – 83% WIC is Open! – 26% New foods – 54% 	
Could you add more languages for the Shopper app?	We will consider this.	

Question	Answer	State Staff Follow-up
It would be nice if a mass communication could be shared via the Shopper app.	<p>We agree, this would be nice, however, it's not possible at this time. We can use the banners to notify participants when needed.</p> <p>80% of our participants use the WICShopper app, we just received this updated data. We use several methods for communication for this reason.</p>	
We feel hamstrung by not being able to send mass communication to participants.	<p>We agree. We wish we had an option for mass communication too. We can't use Cascades to send mass texts or email because Cascades only sends notifications if participant misses, cancels or books appointments.</p>	
Announcements		
Requests for funding to purchase equipment or other needs during COVID-19	<p>LPCs are still accepting funding requests and approval requests for remote services. If you still need a laptop, web cam or other equipment and/or to get approval to purchase something using training funds, please:</p> <ul style="list-style-type: none"> ● Complete the Equipment Purchase and Funding request form (download from Nutrition First) ● Send requests to LPC email – wiclpc@doh.wa.gov <p>Please don't send them to individual LPCs, because we'll be able to support you better if you send request forms to the LPC email.</p>	
GoToMeeting license requests	<p>State WIC is paying for GoToMeeting licenses so local staff can have video calls with participants. We have plenty of licenses so please talk with your staff and consider request licenses needed.</p> <ul style="list-style-type: none"> ○ Send requests to LPC email – wiclpc@doh.wa.gov ○ Include in request: <ul style="list-style-type: none"> ○ Staff name ○ Email ○ Position ○ Whether for WIC or BFPC 	<p>We'll share more guidance about when local staff leave WIC and no longer need GoToMeeting.</p>

Question	Answer	State Staff Follow-up
	If a staff person leaves WIC and no longer needs a GoToMeeting license, please email your LPC. However, we'd like you to send all staff and clinic changes to the wiclpc@doh.wa.gov email box.	
Can we use another person's GotoMeeting license?	No, each individual person must have their own license. You can't use another person's license.	
Is there a GoToMeeting license to staff ratio?	No, we aren't allocating a specific number of licenses per staff numbers or agency size. Any local WIC staff person who wants a GoToMeeting license can get one.	
FMNP Brochure and Nutrition Education Materials		
FMNP brochures	<ul style="list-style-type: none"> • You can order from myPRINT the English and Spanish FMNP brochures which were updated with the new market sign and some additional shopping information inside. • We weren't able to make the updates to the translated FMNP brochures in time for June 1. We wanted to have the translated brochures with benefit information available in the additional languages, so in the interim, we updated just the brochure cover with the new FMNP sign and used last year's brochure which still has correct information. <p>Note: We collaborate with the Senior Farmers Market Program and therefore offer more languages for the market brochures to meet the needs for both WIC and Senior FMNP.</p> <p>Print the FMNP brochures from the WICFMNP webpage.</p>	
Nutrition education materials	We still have children's books available to order from myPRINT for clinics doing WIC Curbside Services. For ordering information see Memo 2020-59 - Nutrition Ed Flyer May 2020.	
NWA calendars polling questions	<ol style="list-style-type: none"> 1. How interested are you in receiving NWA pocket calendars this year? <ul style="list-style-type: none"> • YES! Hooray! Participants love getting these. – 58% • NOT SURE. I'd want to know about the pocket calendars first. – 15% 	

Question	Answer	State Staff Follow-up
	<ul style="list-style-type: none"> • NO! This isn't a good year for pocket calendars. – 27% <p>2. If ordered, would you have a way to distribute them?</p> <ul style="list-style-type: none"> • YES – 40% • NO – 13% • NOT SURE – 48% 	
Most participants use the calendars on their phones.	We know that many participants do use their phones. NWA is looking at a digital option, but they won't have one this year.	
It would be nice to link appointments to WICShopper app.	Great idea. Thank you for sharing.	
Participants don't use as much, but we still have some participants that use so perhaps order fewer.	Great point, this is what we were thinking too.	
Could we consider ordering more children's books, which participants really like, in place of the calendar?	Good feedback. Thanks, this is also a possibility.	
Follow-up to Cascades Spring Release		
We need your help!	<p>Master Calendar – Memory Growth was a minor fix in the Spring Release where clicking between days or month back and forth can cause the memory growth problem. We need your help to see if there are continuing problems using the Master Calendar.</p> <p>Please share Exception Errors you get while using the Master Calendar:</p> <ul style="list-style-type: none"> • Memory builds, causing errors • Continual scheduling, rescheduling blocking out time • Recommend taking it slow, let page load before clicking • Closing and reopening browser releases memory growth <ul style="list-style-type: none"> ● Contact Cascades Support with any issues <ul style="list-style-type: none"> ○ Call: 1-800-841-1410, option 3, then option 2 ○ Email: Cascades.Support@doh.wa.gov 	

Question	Answer	State Staff Follow-up
	<ul style="list-style-type: none"> ● Provide as many details as possible <ul style="list-style-type: none"> ○ Screenshots of errors (see handout) ○ Clinic ID ○ Family and/or Participant IDs ○ Steps that led to the error ○ Time in Master Calendar 	
<p>To report errors it would be helpful to fill out a form to provide all the information you need. Could you provide a form?</p>	<p>We'll look into this.</p>	
<p>Some of the errors are pages long, do you need to share all of the error messages when they are so long?</p>	<p>We'll get back to you about this.</p>	<p>We'll share more guidance about what to do regarding the very long error messages.</p>
<p>LMS Upgrade</p>		
<p>When you log into the LMS, you've seen the announcement on the LMS log in page. There's a countdown clock for when we'll be implementing the new system called The Learning Center.</p>	<p>NEW AND IMPROVED PLATFORM!</p> <ul style="list-style-type: none"> ● Easier to use and find what you're looking for ● More tools for state staff to support you ● All active staff data will migrate ● Improved security – staff use SAW to access <p>Here are some key dates we've learned and as we learn more, we'll share specific training dates.</p> <ul style="list-style-type: none"> ● October 2020 – Training for local staff ● October 22 – Final data migration (staff data) ● October 23 – November 1 – LMS blackout ● November 2 – <i>Phased Go Live</i> <p>You're doing a great job submitting your Add/Remove/Delete LMS User Account forms to keep your staff's LMS accounts up-to-date. Thank you!! Keep up the great work! This will be especially important as we get closer to data migration in the new Learning Center.</p>	<p>We'll add these key dates to the 2020 WIC Coordinator Calendar. Watch for more communication coming this summer!</p>

Question	Answer	State Staff Follow-up
	We are preparing the WIC courses to be uploaded into the new system. We'll be archiving some courses and adding new courses. We're working with our DOH partners to plan for the training and transition.	
Will there be a new form to fill out for submitting staff changes for the Learning Center?	We don't know this yet, but I would assume so.	
Closing		
Loving – Kindness Meditation	We spent the last 15 minutes of the webinar offering a recorded meditation. If you'd like to try this meditation, go to: https://insighttimer.com/mindfulnessnorthwest/guided-meditations/brief-loving-kindness-meditation	
We're here to help!	<p>Contact us with your questions:</p> <p>Policy Support phone: 1-800-841-1410, press 3, then press 1 or email at wicpolicysupport@doh.wa.gov</p> <p>Your Local Program Consultant (LPC) or email at wiclpc@doh.wa.gov (for clinic closures, funding requests, approval for purchases, requesting GoToMeeting licenses)</p>	