

## COVID19 Webinar Notes – 5/28/20

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
<b>Agenda &amp; Opening Remarks</b>		
Paul Throne opening remarks	<p><a href="https://coronavirus.wa.gov">https://coronavirus.wa.gov</a> and <a href="https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/DataDashboard">https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/DataDashboard</a> to determine corona virus status.</p> <p>Disease statistics are decreasing. There's a concern for increased cases in Eastern Washington, especially Yakima county.</p> <p>Physical distancing is the only way to keep the reproductive number below one. Paul encouraged everyone to take necessary precautions to keep themselves safe like wearing face covering/masks. There is overwhelming public support for wearing masks and opening slowly. Note: Reproductive number refers to the number of new infections an infected individual can cause in a susceptible population.</p>	
<a href="#">NWA 2020 virtual conference</a> (June 23-25)	We're encouraging people to register for the virtual conference. The 23 <sup>rd</sup> events are for business meetings and may not be relevant to many. The conference starts at 6 AM Pacific time 6-24. NWA will record all sessions and staff can view them through the end of July. The sessions look good and we're encouraging all staff to register and attend in person or view recorded sessions.	
<b>Cascades spring release</b>		
Monday, June 1 <sup>st</sup> , we will implement the <a href="#">Cascades Spring 2020 Release</a> , which includes:	<ul style="list-style-type: none"> <li>• Pregnant Participants: staff can enter eligibility to the end of the month 6 weeks postpartum</li> <li>• Child certifications are extended through end of the month of their 5<sup>th</sup> birthday</li> <li>• Fixes temporary certification end date issues</li> <li>• Fixes master calendar memory growth issues</li> <li>• Adds USDA/FNS 2019 and 2020 nutrition risk factor updates</li> </ul>	

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<b>Fact Finders update</b>		
Diane, one of the Fact Finders, shared her experiences.	Participants are receptive to doing video chats. RD felt it's more effective and beneficial when interacting with participants. Was able to more easily talk with participant with language challenges and for one appointment – joined the mom and kids as they were having lunch so got to see mealtime.	
Do you have any suggestions how to get a webcam? They're sold out.	<p>Staff suggested the following:</p> <ul style="list-style-type: none"> <li>• Get a cell phone with camera.</li> <li>• Order equipment. Even if it's on backorder as they will send them out once they get them.</li> <li>• Other agencies have been able to get webcams and to keep trying.</li> </ul>	Send cell phone contract considerations to <a href="mailto:WICLPC@doh.wa.gov">WICLPC@doh.wa.gov</a> before purchasing.
<b>COVID-19 Training update</b>		
COVID-19 Training availability	Working to get a contract in place with Uncommon Solutions for COVID-19 specific training. We hope to get this by June.	
How has supervision changed during COVID-19?	<p>Local agency responses shared:</p> <ul style="list-style-type: none"> <li>• Can't physically see or overhear participant interactions.</li> <li>• It's hard to see another employee's Cascades screen from 6 feet away so harder to support staff</li> <li>• How to have one on one conferences</li> <li>• Make sure written instructions are clear and over-communicate</li> <li>• More communication via email</li> <li>• More supportive listening</li> <li>• More schedule changes due to increased call in</li> <li>• Focus shifted to deal more with technology</li> <li>• New technology makes it easier to support staff with Cascades</li> <li>• Some employees need help with technology and it's hard to support them when they work at home</li> <li>• Making sure there are enough phone lines at one location</li> <li>• Staff stressed by time due to reduced no show rate</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Have to make messages short to encourage staff to read messages.</li> </ul>	
<p>What are greatest challenges?</p>	<p>Local agency responses shared:</p> <ul style="list-style-type: none"> <li>• Communicating by phone doesn't feel as personable.</li> <li>• Getting information to the team in a timely manner</li> <li>• Juggling childcare</li> <li>• Observations over the phone makes it difficult to follow along.</li> <li>• A lot of zoom meetings when working with multiple programs.</li> <li>• Standardizing policy and procedures</li> <li>• 6 feet distance is challenging</li> <li>• Completely having to redo Cascades templates due to changing hours of operations.</li> <li>• Challenge with communication.</li> <li>• Challenge with high risk contacts.</li> <li>• Can't gauge customer satisfaction.</li> <li>• One agency is struggling with dispersing appointments among certifiers. <ul style="list-style-type: none"> <li>○ Agencies suggested RD &amp; Certifier conference calls every morning</li> <li>○ Sunshine baskets with goodies delivered to staff</li> <li>○ Phone huddles</li> </ul> </li> <li>• One coordinator spends up to 2 hours per day assigning appointments to staff.</li> <li>• Loss of internet service</li> <li>• Worry that staff become less resolute about social distancing.</li> <li>• Training new staff remotely – How do we do this?</li> <li>• Challenge bringing staff back who love working from home.</li> <li>• Helping employees feel appreciated when they come into the office to work.</li> </ul>	<p>Remote training for new staff  Reopening WIC clinics  GoToMeeting licenses</p>

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	<ul style="list-style-type: none"> <li>• Technical support, especially after 5 PM</li> </ul>	
<b>Medical Documentation Form polling questions</b>		
Polling question: Are participants having a hard time getting the provider to fill out the MDF?	63% said no 37% said yes	State is finalizing the MDF policy and hopes to share it soon.
Polling question: Are you/your RDs filling out the MDFs?	45% said yes 55% said no	
Polling question: If yes, are you hearing back from the participant's medical provider?	76% said yes 24% said no	
<b>Q &amp; A</b>		
In addition to continuing remote services and expanded food list, what are staff hearing about reopening WIC post COVID-19?	<p>Some participants don't have access to online/curbside delivery, so aren't redeeming benefits.</p> <p>Participants who attend WIC sites that are adjacent to medical clinics are fearful to come into the clinic for fear of exposure.</p>	
Can agencies bring employees back to work before phase 4?	It is a local agency decision with strong recommendations from the state. Agencies are responsible for their staff. We would like to see agencies to take precautions, but we understand that agencies have policies they need to follow. We don't have the authority to tell agencies what they need to do. We will do our best to support agencies as they reopen. Current waiver for not requiring participants to be physically present is through June 30 <sup>th</sup> , with potential to extend waiver as federal law allows through September.	
When will we hear about waivers? Yakima hopes we can extend remote services.	FNS will assess on a case-by-case basis. They are reaching out to states to determine what waivers States are using and still need. States may need to submit requests to continue waivers.	State working closely with FNS and will know more in June.
Does the separation of duties waiver apply for farmers market benefits?	Yes, it does.	
Is FNS supportive to following science based public health guidelines?	Yes, but decisions are made at USDA headquarters in WADC, not at our regional FNS office. WIC directors continue to advocate with FNS	

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	to have flexibility with waivers. We don't know if they will take action on our requests.	
Can we look at waivers on a county-by-county basis since Yakima county is behind the rest of the state?	We are being diligent about what it looks like to reopen and it makes sense to look at a phased approach. If we're not able to get our waivers extended, we will consider and support agencies on a case by case basis.	