

COVID19 Webinar Notes – 6/18/20

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 – Paul Throne		
Safe Start Washington County Status	<ul style="list-style-type: none"> • Steadily progressing towards stage 3 throughout the counties • Almost every county in the state is in a phase the requires remote services • State will continue to push for continuation of remotes services • Hopeful we will get waivers for July – will need to extend one month at a time 	
Key Metrics	<ul style="list-style-type: none"> • Not meeting our state goal for decreasing newly diagnosed, number of individuals tested for each new case during the prior week, or percent of individuals testing positive during the past week • Meeting state goal for licensed beds • Meeting state goal for beds occupied by patients with COVID-19 	
Waivers	<p>Requested extensions for July:</p> <ul style="list-style-type: none"> • Remote benefits issuance • Physical presence • Anthropometrics/hemoglobins • Local agency monitoring – allows monitoring to be done remotely while under state travel ban <ul style="list-style-type: none"> ✓ Still awaiting response for waiver request for July ✓ August waiver extension request due by July 7 ✓ We've heard from some states that July is more certain than August to get waivers approved ✓ If necessary we will modify the waiver request and submit it a second time ✓ We will let clinics know as soon as possible if they will need to return to face to face services 	

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State Budget	<ul style="list-style-type: none"> • 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 • Our program is federally funded so Paul doesn't anticipate this impacting our program 	
Governor's Announcement on State Payroll	<ul style="list-style-type: none"> • Cost of Living Adjustments (COLAs) will not occur for some staff • Furloughs will occur for some staff – 1 day/wk in July, 1 day/month through November • WIC federal-state agreement governs furloughs – Forwarded this language to DOH management - we don't know yet if State WIC employees will be furloughed • Local WIC agencies are not impacted by state furloughs 	
Announcements		
Updated Income Eligibility Guidelines	<p>Went into effect on Wed 6/17/2020 Cascades, Sandbox and WIC website have been updated</p>	
GoToMeeting Licenses	<p>Have provided over 200 licenses for GTM to local WIC staff throughout the state We have many more licenses available – please consider requesting these Remember: Don't need waivers for remote Nutrition Ed, PC and RD appointments because there is not federal requirement for physical presence for these appointments. Using phone or video chat for these WIC services will continue even when waivers expire. Please email your requests for GoToMeeting licenses to wiclpc@doh.wa.gov</p>	<p>Once we receive your requests, we'll help your staff get set up with GoToMeeting licenses and provided guidance materials.</p>

Question	Answer	State Staff Follow-up
Navigating NWA's website		
	<ul style="list-style-type: none"> ● All WIC staff are National WIC Association (NWA) members <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ 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 <u>and</u> all the tools to use in the branding campaign. 	
	<ul style="list-style-type: none"> ● Logging into the NWA website <ul style="list-style-type: none"> ○ Use handout Navigating the NWA Website ○ COVID-19 messaging ○ Found in Resources and WIC HUB sections ○ Use handout NWA WIC & COVID-19 - Messaging Toolkit <p>Download and review the handout provided! It has a lot of helpful information!</p>	This handout was sent with Memo 2020-77.
I'm registered for the National WIC website under my actual clinic. Were we supposed to register under WA State Department of Health?	<p>Update: No, it's okay if you registered under your agency name instead of the Washington State Department of Health. You can get the member registration rate as long as you're a NWA member and all WA local agency staff are members.</p> <p>Contact registration@nwica.org and provide them with your NWA member number to get the member registration rate and work with them to adjust the cost if you were charged the non-member registration fee</p>	Let us know if you aren't able to get the membership rate when you register for NWA virtual conference.
Is there an NWA messaging toolkit for FMNP?	There is Facebook messaging that the national brand campaign allows us to use. The "The Navigating the NWA Website" handout	This handout was sent with Memo 2020-77.

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	has a link to messages that can be used. Also use the LPC email to contact LPC to get more help. (see below)	
Who to contact if you don't have drop box?	Email LPC box: wiclpc@doh.wa.gov	
Ways to get the word out:		
	<p>State WIC is sending out the following messages:</p> <ul style="list-style-type: none"> • WIC is open • WIC appointments can be done from home • WIC has expanded foods 	
	<ul style="list-style-type: none"> • Developed social media messages in English and Spanish for 3 platforms: Facebook, Twitter, and Instagram. • These are available to post on your own social media sites and can re-post from previous posts on DOH or Nutrition First social media pages. Messages can be adapted to meet the needs of the local agency. Contact your LPC for questions or help: wiclpc@doh.wa.gov. • NWA has also provided social media messages. See handout with information about accessing these messages. Contact wiclpc@doh.wa.gov to request access to Drop Box. 	
How long will food changes continue?	<ul style="list-style-type: none"> • We aren't planning on making more changes right now so the changes that have been made will continue. • In the future we may add canned fruits and vegetables and canned juices. • We may look at removing foods that aren't being purchased. 	
Top 5 Tips for using NWA conference platform		
	<ol style="list-style-type: none"> 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 – once logged in you can go to sessions you plan to attend and add them to your calendar. 5. Reach out to ConfSupport@nwica.org for help logging in 	

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Policy update – Medical Documentation Form		
	<ul style="list-style-type: none"> ● 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. <ul style="list-style-type: none"> ➤ 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. <ul style="list-style-type: none"> ➤ We opted not to take this waiver because it’d be too confusing to track who got this extension and who didn’t. 	
	<ul style="list-style-type: none"> ● We had two outstanding issues: <ol style="list-style-type: none"> 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? 	
	<p>Current COVID policy</p> <p>Agencies have two options:</p> <ol style="list-style-type: none"> 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). <ul style="list-style-type: none"> ○ The form still needs to be signed by the MP. ○ Staff can issue PediaSure if the WIC RDN determines it is needed. ○ Staff still need to follow the 30 day grace period for the MDF. 	
	<p>Why do staff still need to follow the one month grace period for the MDF when the WIC RDN fills out the form?</p> <p>FNS’s strong response to our waiver request:</p>	

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	<p><i>“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.”</i></p> <p>Current COVID policy</p> <p>Two options for completing the release of information (ROI) on the form:</p> <ol style="list-style-type: none"> 1. Get verbal authorization: <ul style="list-style-type: none"> ✓ Read the release statement to the participant or caregiver. ✓ Have the participant or caregiver tell you that they understand and agree to have you share information with their medical provider. ✓ Document on the form that the participant or caregiver gave verbal consent. 2. View a signed form via video conference call. <ul style="list-style-type: none"> ✓ 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. <p>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</p>	<p>The policy was sent with Memo 2020-77.</p>
Does the formula information include the 19 kcal formulas?	Yes, they still require medical documentation at this time.	

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	Note: NWA is working with USDA to change the requirement of medical documentation for the 19 calorie formulas but so far they haven't been able to get agreement.	
Questions and Answers		
What do we do if they deny our waiver request?	<ul style="list-style-type: none"> • At some point our waivers will expire but we aren't sure when. • We know we need to work to get ready and we have started to do this. We are working on guidance to help agencies prepare. • We have a couple more weeks to prepare in case it happens in August. • Our staff are looking at ways we can retain what we have accomplished over the last few months. • We want to continue to make it easy for WIC families, provide remote services as long as possible and limit face-to-face contact when possible. 	
Can you please clarify remote 2C, HR RD appointments might continue after COVID?	<ul style="list-style-type: none"> • We agree that continuing with remote services where possible is a great way to eliminate barriers to services and we are hearing positive feedback from participants and local staff for doing remote services. • Federal regulations only require participants to be physically present for certifications. • The opportunities for video chat and phone appointments will continue for second nutrition education, RD and BFPC contacts. 	
Staff person shared concern and frustration that USDA doesn't recognize the RDN as a professional who can prescribe foods and formula to participants.	<ul style="list-style-type: none"> • Getting the Academy of Nutrition and Dietetics (AND) involved, is certainly an option to help influence USDA. • The more education we can provide to FNS perhaps they will change their stance. • Where USDA is coming from is not having WIC take on any liability and that's why they are holding strong to their stance. 	
One phenomenon that may not continue is that participants may be returning to work so contacting them	Yes, it's true that it may get more difficult to do remote services with families as moms and dads return to work.	

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by phone may become more interesting.		
Who do we email requests for GTM Licenses?	Send an email to wiclpc@doh.wa.gov and provide first and last name of staff member and email address.	
It's ridiculous we can't issue whole milk to underweight clients.	We agree.	
Families are returning to work and still liking the phone and video appointments, it hasn't been an issue to contact them.	Thank you for the feedback. We continue to learn from you and participants.	
Contact us with your questions:	<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</p>	