

COVID19 Webinar Notes – 7/16/20

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.

Topic/Question	Information/Answer	State Staff Follow-up
Opening remarks		
	<p>Change is like a kidney stone-“this too shall pass.” “There’s a light at end of tunnel.”</p> <p>WIC Coordinators and staff have done an incredible job in supporting participants and families. Everyone is doing a remarkable job.</p> <p>October 1st isn’t that far away and we’re considering options to continue to promote remote services. We have the safety of staff and WIC families in our hearts and minds.</p> <p>We know we don’t have all the answers, but we’re using your feedback and engagement to help make these decisions. We’re so appreciative of your support and engagement. We’re always here to help, so please reach out to your LPC’s and any of us. You all are doing a wonderful job, thank you.</p>	
Announcements		
<p>Follow-up on mask question from previous webinar</p>	<p>We acknowledge there’s a lot of questions around masks for participants.</p> <ul style="list-style-type: none"> • Best practice is to refer participants to their medical provider for questions. • Staff can also check in with their local health department as they’re the subject matter experts for COVID-19 and know what’s going on in their area. • We’re still researching the question about O2 levels falling in pregnant people wearing masks. In the meantime, we’re providing you with resources to help answer your questions about COVID-19. 	

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	<p>Resources:</p> <ul style="list-style-type: none"> • Sign up for the DOH blog, Public Health Connection <ul style="list-style-type: none"> ◦ Blog posts have information on a number of resources, especially masks and includes many short articles about staying healthy during the COVID-19 pandemic. • New! Ask a question or choose a frequently asked question using the DOH Chatbot here: www.doh.wa.gov/Emergencies/Coronavirus 	
<p>WA Food Security Survey</p>	<p>UW and WSU recently released a statewide Washington Food Security Survey to learn more about the current status of hunger and economic & food system disruptions in our state.</p> <p>You're welcome to promote this survey. You can also repost the DOH Facebook post about the survey on your own social media pages.</p> <p>Survey objectives:</p> <ul style="list-style-type: none"> • Connect more food resources to people in need in the lower Social Economic Status • To eliminate food insecurity and abolish hunger in all parts of our state. • The survey is open to anyone over 18 years old in Washington from any background and income level, <u>so feel free to take it yourself too!</u> • Take the survey here: https://redcap.link/wafood. • The survey closes on July 31. <p>Survey information to share:</p> <ul style="list-style-type: none"> • No password or invitation to participate. • Takes about 20 minutes. • Computer and smart phone-friendly. • Offered in English and Spanish. • No one is asked for identifying information. However, must opt-in to share an email for potential follow up, and to enter into a grocery card drawing. • Participants, who opt in, can enter into a drawing to receive one of 50 \$50 grocery cards. 	

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<p>News release about waiver extensions for WIC</p>	<p>July 10 News Release announces extended waivers for WIC remote services through September 30.</p> <ul style="list-style-type: none"> • Encourage you to share this with your local press • Full News Releases are available in English, Spanish and several other languages including Russian and Chinese on the DOH web page: https://www.doh.wa.gov/Newsroom/Articles/ID/1284/Waiver-extension-WIC-will-continue-to-provide-remote-services 	<p>English and Spanish News releases are included with Memo 2020-90.</p>
<p>Update on guidance for reopening</p>	<p>July 10 News Release announced extended waivers for WIC remote services through September 30. We're looking at services beyond the waiver period.</p> <ul style="list-style-type: none"> • We'd like to continue remote services as much as possible • We're talking with other states to gather information about what they're doing. • We recognize local agencies need to follow their protocols for social distancing and personal protective equipment and we'll provide some guidance also. <p>Things we're looking into:</p> <ul style="list-style-type: none"> • Certifications – what can be done remotely? What requires physical presence? • Looking at patient portals and data we can get from other sources to minimize individuals coming into the clinic • For required face-to-face services, we're looking at ways to keep the time in the office minimal • What is a WIC allowable cost, e.g., PPE, Plexiglas, thermometers? <p>Things we'll continue (and don't require in-person services):</p> <ul style="list-style-type: none"> • Nutrition education contacts, RDN contacts, lactation support, can all be done by phone or video chat • Benefit access - by phone or video chat <p>Please continue sending us your feedback and suggestions.</p>	

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<p>Separation of Duties follow-up</p>	<ul style="list-style-type: none"> • See Memo 2020-88 sent July 16th • For certifications not meeting SOD due to COVID-19 <ul style="list-style-type: none"> ○ Review random 5% sample of certifications occurring between June 1st – September 30th ○ No requirement to review certifications for infants receiving formula ○ The coordinator isn't required to write an agency policy for how they'll complete the review • Complete the SOD Waiver File Review form <ul style="list-style-type: none"> ○ Call the parent guardian or participant at least once ○ If not available by phone complete a file review ○ You don't have to document the review in the participant file – if you choose to, use the Sticky Note on the Participant Demographics screen <ul style="list-style-type: none"> ▪ You're welcome to document in participant file if that's your preference ○ Keep the form on file for 4 years ○ We posted a fillable Word SOD Waiver File Review Form on the policy page for easier documentation. The form is also attached to this webinar. <p>A few things to know about the Cascades SOD report:</p> <ul style="list-style-type: none"> • Cascades runs the report at the agency level <ul style="list-style-type: none"> ○ Must have permission for every clinic in the agency to run the report ○ Agency Coordinators can give permission to all clinic coordinators or leads so they can run the report for the agency is one option ○ Or the Agency Coordinators can run the report then provide the report to individual sites 	

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	<ul style="list-style-type: none"> ○ Or the Agency Coordinators can choose the random 5% and provide the Participant ID's for the file review to individual sites ● Cascades uses the date staff update missing proofs as the certification date and not the original certification date <ul style="list-style-type: none"> ○ The report does identify files that didn't meet SOD at the certification ○ And for ease of use staff can use the report "as is" to determine the files for the 5% waiver review ○ We documented this as a future change to the report ● LPC's: challenges meeting the review requirement, the LPC can help brainstorm ideas to complete the review. <ul style="list-style-type: none"> ○ Call your LPC or email wiclpc@doh.wa.gov ● Policy Support: questions about the process <ul style="list-style-type: none"> ○ Call 1-800-841-1410, option 3, then option 1 ○ Email wicpolicysupport@doh.wa.gov 	
No Activity & High Risk Participants check in		
	<p>On July 8th sent out a Memo 2020-84 on Cascades High Risk Participants and No Activity Reports:</p> <ul style="list-style-type: none"> ● High Risk Participants (as of July 10) <ul style="list-style-type: none"> ○ Snapshot of active/certified participants on the date the report is run ● No Activity reports (As of June 29) <ul style="list-style-type: none"> ○ This report includes participants who terminated within two months prior to the date the report is run ● With the Memo 2020-84 we included Excel instructions for printing Cascades reports ● Once you get notification that the reports are in the SFT folder you'll have 14 days to download reports from SFT folders ● Excel tips video link: https://youtu.be/AHPXsN3pIC4 	

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	<ul style="list-style-type: none"> • Questions about the reports or SFT folder please contact WICDataRequests@doh.wa.gov • For Excel tips contact Michaela.Phillips@doh.wa.gov or ext. 3681 	
Cascades Sandbox		
	<ul style="list-style-type: none"> • You may have seen the Cascades Sandbox was updated with the June 1 Cascades software release. • Sandbox has all the risk factors as production. • When we refresh the sandbox, participant data in the Sandbox will go away. • A new copy of the participant data from production will be added; “refreshed.” <ul style="list-style-type: none"> ○ “refreshing participant data” means, get all new participants, all scrambled, fuller/richer data but they lose all participant cases they are currently working with ○ Those participants will no longer exist once we refresh participant data ○ They’ll be lots of participants added that you’ll be able to practice on after the refresh • Participant data from production is slightly scrambled; only three letter to first and last name; no addresses, phone number or Medicaid number. • We want to hear how much advanced time you’ll need; polling question <p>Poll Questions:</p> <ul style="list-style-type: none"> ○ Poll Q: Do you use the sandbox to train new staff? <ul style="list-style-type: none"> ▪ Yes or No <ul style="list-style-type: none"> • Yes - 67% • No- 33% ○ Poll Q: If not, is it because: <ul style="list-style-type: none"> ▪ Please select all that apply: <ul style="list-style-type: none"> • <i>Participant data is too old</i> - 6% 	

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	<ul style="list-style-type: none"> • <i>Need scenarios setup to easily support trainee practice</i> - 28% • <i>Too challenging to have a second SAW account</i> - 34% • <i>Other (Please add your response into the Questions field)</i> – 50% • <u>Other reasons</u> <ul style="list-style-type: none"> ○ Haven't had any new staff ○ Don't have time ○ COVID response ○ <u>Restrictions</u> to state sandbox ○ <u>Poll Q: When we refresh the participant data, how much advanced notice do you need?</u> <ul style="list-style-type: none"> • 1-week 49% • 2-weeks 25% • 1-month 25% • Other - (Please add your response into the questions field) - 2% • <u>Other responses</u> <ul style="list-style-type: none"> ○ No response listed for this poll question for other. 	<p>State staff will follow up to learn more about “Restrictions using the sandbox” in response to the poll question.</p>
Questions & Answers		
Sandbox		
<p>What was updated in the Sandbox? I'm wondering if the food packages, MDF, formula exchanging, etc. will all be the same as Cascades now.</p>	<p>Yes, it should be the same as whatever was in the June 1st Cascades software update. Participant data will be refreshed later.</p>	
Reopening WIC		
<p>Can you address the Mid-cert health assessment?</p>	<p>Whatever is worked out for certification will be similar for mid-cert but we're still working on the details.</p>	

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Can you also address the hemoglobin requirement?	We don't have an answer at this point. We know there's a 90-day window and that medical providers are reluctant to do hemoglobins. And, there's really not a way to do it remotely.	
Sounds like Nutrition Ed, RDN & lactation support appointments for October can be over the phone. The other types are pending until further notice?	Yes, nutrition education, RD, and lactation support can be remote. We'll get some advice for you soon about other appointment types.	
This is a comment: We are concerned about Separation of Duties meaning increased contact among staff and/or extra time cleaning multiple spaces. This is just a comment for your consideration as you work on ideas for safely opening up.	Yes, we'll keep that in mind and the LPC will also help you work through these concerns.	
Any thoughts on disinfecting between clients?	We understand there will need to disinfect equipment, areas, furniture, hard surfaces, etc. in-between participants. We'll be referencing DOH and CDC guidelines and recommend you review these as well. We'll consider the time needed between appointments for disinfecting.	
Reports		
Does the No Activity report include 5 year olds and participants who are no longer BF and were terminated in the last two months?	No, 5-year-olds who are no longer eligible won't be included in the No Activity report. BF participants who don't have eligibility are not included in the report (i.e. infant turns 1 or category changes to non-breastfeeding and infant is >6 months old).	
Nutrition First Survey		

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When will the Nutrition First survey be on the WICShopper app?	Nutrition First needed to make some changes to the survey. Once we receive the updates from Nutrition First, we hope by next week, we'll send an update.	Add this topic to the WIC Update Webinar for July 23.
Laptops		
Any idea when new laptops will be provided by the State?	This is being worked on and we don't have a schedule at this time.	We'll add this to the WIC Update Webinar for July 23.
Close meeting		
COVID-19 Resources for WIC Staff and Participants		
Who to Contact for Questions	<ul style="list-style-type: none"> • State COVID Assistance Hotline: 1-800-525-0127 • Text the word "Coronavirus" to 211-211 for updates on your phone • Ask a question: DOH.information@doh.wa.gov 	
Multilingual Resources	<ul style="list-style-type: none"> • Coronavirus.wa.gov • Health education materials in 26 languages • DOH-Novel Coronavirus Outbreak (COVID-19) 	
Stress due to COVID-19	<p>Washington Listens – talk to someone about stress due to COVID-19</p> <ul style="list-style-type: none"> • Call 1-833-681-0211. Language services available. • Available Monday-Friday 9 am to 9 pm and weekends 9 am to 6 pm 	
A Healthy Dose of Information	<ul style="list-style-type: none"> • Public Health Connection – DOH blog posts • WA WIC Memos posted on the: <ul style="list-style-type: none"> ○ Local Agency SharePoint page ○ Nutrition First website 	

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<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>Clinic changes/closures - call your LPC or email Your Local Program Consultant (LPC) or Email at wiclpc@doh.wa.gov</p>	