Today’s Agenda

- Welcome – Jean O’Leary
- Opening Remarks – Brittany Tybo
- Announcements – State staff
- Re-opening Clinics update – Cathy Franklin
- Separation of Duties follow-up – Marian Polsak
- No Activity and High Risk Participants Reports – Michaela Phillips
- Cascades Sandbox Refresh - Margaret Dosland
- Questions and answers – Heidi Feston
Announcements

• Follow up on mask questions – Jean O’Leary

• The DOH website is your source for *a healthy dose of information*. Sign up for the DOH blog, [Public Health Connection](#) – Jean O’Leary

• New! DOH chatbot for frequently asked questions.
  • [www.doh.wa.gov/Emergencies/Coronavirus](http://www.doh.wa.gov/Emergencies/Coronavirus)
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.

Survey objectives:
• Connect more food resources to people in need
• To eliminate food insecurity and abolish hunger in all parts of our state.

The survey closes on July 31.
• The survey is open to anyone over 18 years old in Washington from any background and income level, so feel free to take it yourself too!

Survey information to share:
• 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.

Take the survey here: https://redcap.link/wafood.
News Release for WIC Waiver Extensions

- July 10 News Release announces extended waivers for WIC remote services through September 30.
- Full News Releases in English and Spanish are attached as handouts or on the DOH web page.

https://www.doh.wa.gov/Newsroom/Articles/ID/1284/Waiver-extension-WIC-will-continue-to-provide-remote-services
Re-opening Clinics

- Certifications – what can be done remotely?, what might require physical presence? 2020-88 16th
- Nutrition education, lactation support - by phone or video chat
- Benefit access - by phone or video chat
- Follow local agency protocols for social distancing and personal protective equipment.
- Checking into WIC allowable costs for PPE, plexiglass, thermometers
Separation of Duties Follow-up

- Memo 2020-XX sent July 15th
- For certifications not meeting SOD due to COVID-19
  - 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
Separation of Duties Follow-up

- Complete the SOD Waiver File Review form
  - Call the parent guardian or participant at least once
  - If not available by phone complete a file review and document on the waiver file review form
  - 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
  - Keep the form on file for 4 years

We posted a fillable Word SOD Waiver File Review Form on the Policy & Procedure page for easier documentation
A few things to know about the Cascades SOD report:

- Cascades runs the report at the agency level
  - 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
  - Agency Coordinators can provide to the report to individual sites
  - Agency Coordinators can choose the random 5% and provide the Participant ID’s for the file review to individual sites
Separation of Duties Follow-up

- Cascades uses the date staff update missing proofs as the certification date
  - The report does identify files that didn’t meet SOD at the certification
  - 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
Separation of Duties Follow-up

Contact us with questions or concerns:

- LPC’s: challenges meeting the review requirement
  - Call your LPC or email wiclpc@doh.wa.gov

- Policy Support: questions about the process
  - Call 1-800-841-1410, option 3, then option 1
  - Email wicpolicysupport@doh.wa.gov
No Activity and High Risk Participant Reports
No Activity and High Risk Participant Reports

- Memo 2020-84 - Cascades High Risk and No Activity Reports
  - High Risk (as of July 10)
    - Snapshot of active/certified participants on the date the report is run
  - No Activity reports (As of June 29)
    - Includes participants who terminated within two months prior to the date the report is run
  - Excel instructions for printing Cascades reports
  - 14 days to download reports from SFT folders

- Excel tips video link: https://youtu.be/AHPXsN3plC4
- Reports contact WICDataRequests@doh.wa.gov
- Excel tips contact Michaela.Phillips@doh.wa.gov or ext. 3681
Cascades Sandbox

- Cascades Sandbox was updated on June 1, 2020; same release given to Cascades Production.

- Participant data in the Cascades Sandbox will go away.

- A new copy of the participant data from production will be added; “refreshed.”

- Participant data from production is slightly scrambled.
Thank you to our dedicated staff.

#WICSTRONG

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
## COVID-19 Resources for WIC Staff and Participants

| Who to Contact for Questions | • 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      | • Coronavirus.wa.gov  
• Health education materials in 26 languages  
• DOH-Novel Coronavirus Outbreak (COVID-19) |
| Stress due to COVID-19      | Washington Listens – talk to someone about stress due to COVID-19  
• 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 | • Public Health Connection – DOH blog posts  
• WIC Remote Services – forms, policies, tools for remote services  
• WA WIC Memos posted on the:  
  • Local Agency SharePoint page  
  • Nutrition First website |
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.