Today’s Agenda

- Welcome – Jean O’Leary
- Opening remarks – Paul Throne
- Announcement – Jennifer Mitchell
- Reopening clinics – Cathy Franklin
- World Breastfeeding Week sharing – Jessica Armstrong
- Managing Participant Appointments with Remote Services – Jody Ceesay
- NWA Virtual Nutrition Education & BF Promotion Conference – Jacqueline Beard
- Questions and answers – Heidi Feston
Signs of Hope
Confirmed Cases: 64,151
Hospitalizations: 6,102
Deaths: 1,716
Percent of Deaths (deaths/confirmed cases): 2.7%

Prelim. Total Tests: 954,355
Prelim. % Positive: 6.7%

Please click "Learn More" for more information.
Confirmed Case Counts

- Confirmed Cases
- Data incomplete for recent dates
- Confirmed Cases (7 day rolling avg.)
- Incomplete data (7 day rolling avg.)

Date of Illness Onset

Washington State Department of Health | 5
Epi Update

Hospitalizations Counts

- **Hospitalizations**
- **Data incomplete for recent dates**
- **Hospitalizations (7 day rolling avg.)**
- **Incomplete data (7 day rolling avg.)**

**Hospital Admission Date**

- Feb 2020
- Mar 2020
- Apr 2020
- May 2020
- Jun 2020
- Jul 2020
- Aug 2020

Washington State Department of Health | 6
Deaths Counts

- Deaths
- Data are incomplete for the most recent dates.
- Deaths (7 day rolling avg.)
- Incomplete data (7 day rolling avg.)

Date of Illness Onset

Washington State Department of Health | 7
## Disparities

### Confirmed Cases by Race/Ethnicity

<table>
<thead>
<tr>
<th></th>
<th>Confirmed Cases</th>
<th>% of Cases</th>
<th>Total WA Population (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Number</strong></td>
<td>64,151</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Unknown Race/Ethnicity (%)</td>
<td>21,861</td>
<td>34%</td>
<td>NA</td>
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<tr>
<td><strong>Total with Race/Ethnicity Available</strong></td>
<td>42,290</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>18,231</td>
<td>43%</td>
<td>13%</td>
</tr>
<tr>
<td>Non-Hispanic White</td>
<td>15,702</td>
<td>37%</td>
<td>60%</td>
</tr>
<tr>
<td>Non-Hispanic Black</td>
<td>2,444</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Non-Hispanic Asian</td>
<td>2,091</td>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>Non-Hispanic Native Hawaiian or Other Pacific Islander</td>
<td>1,114</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Non-Hispanic Multiracial</td>
<td>1,069</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Non-Hispanic Other Race</td>
<td>936</td>
<td>2%</td>
<td>NA</td>
</tr>
<tr>
<td>Non-Hispanic American Indian or Alaska Native</td>
<td>703</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Disparities

Confirmed Cases by Age Group

- 00-19: 13%
- 20-39: 39%
- 40-59: 29%
- 60-79: 14%
- 80+: 5%

Hospitalizations by Age Group

- 00-19: 1%
- 20-39: 13%
- 40-59: 29%
- 60-79: 37%
- 80+: 19%
Disparities

**Confirmed Cases by Age Group**
- 00-19: 13%
- 20-39: 39%
- 40-59: 29%
- 60-79: 14%
- 80+: 5%

**Deaths by Age Group**
- 00-19: 0%
- 20-39: 1%
- 40-59: 10%
- 60-79: 38%
- 80+: 51%
R0: Eastern WA
R0: Western WA
More Signs of Hope
Announcement

Pandemic-EBT banner update – Jennifer Mitchell
Reopen clinics, aka, Post-waiver, Pre-vaccine transition

- Talking to Governor’s Office for guidance
- Still working on guidance
- Will give you 60 days to implement
- Polling questions with Terri Trisler
Happy Native Breastfeeding Week
August 9-15

https://www.facebook.com/NativeBreastfeedingWeek/

Washington State Department of Health
Happy Native Breastfeeding Week
August 9-15

https://www.facebook.com/NativeBreastfeedingWeek/

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World Breastfeeding Week

Tri-Cities Community Health
WBW- Drive-Thru
World Breastfeeding and Farmers Market Week

A Note From Jefferson County Public Health
National Breastfeeding Week

Every year the Jefferson County Farmers Market partners with the Jefferson County Health Department to increase access to fruits and vegetables for local families by adding $25 of farmers market coins to each set of WIC Farmers Market Nutrition Program checks. Together these checks and coins provide families with young children access to additional local fresh produce.

August 1-7th we celebrate World Breastfeeding. We know that the foods moms eat gives nutrition and flavor to the milk babies get. Thank you Jefferson County Farmers Markets for supporting the health of Jefferson County families in many different ways!

Find out more about WIC services and National Breastfeeding Week this Saturday and Sunday at your farmers market. Resources available at the market info booth.

Washington State Department of Health | 19
Share your WBW celebrations
MANAGING PARTICIPANT APPOINTMENTS WITH REMOTE SERVICES
YOU GOT THIS.
APPOINTMENT DELIVERY METHODS
Appointment Scheduling Challenges

How are clinics communicating the different appointment types?
- Remote appointments
- GoToMtg Video Chat appointments
- In office appointment (Physical Presence)
- ?
Options

Detail Clinic Daily Appointment Schedule
# Detail Clinic Daily Appointment Schedule

<table>
<thead>
<tr>
<th>Appointment Date</th>
<th>Appointment Time</th>
<th>Appointment Type</th>
<th>Family ID</th>
<th>Participant ID</th>
<th>Participant Name</th>
<th>Phone Number</th>
<th>Interpreter / Language</th>
<th>Resource (if applicable)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/27/2020</td>
<td>8:15 AM</td>
<td>Food Benefit Issuance</td>
<td>F18600004047</td>
<td>WA1860007261</td>
<td>BEE, HONEY</td>
<td>(509) 248-5555</td>
<td></td>
<td></td>
<td>Bringing Wt/Ht from Jul/ MD visit</td>
</tr>
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<td>8/27/2020</td>
<td>8:30 AM</td>
<td>Mid Cert HA</td>
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<td>WA1860007261</td>
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<td></td>
<td>GOTOMTG APPT</td>
</tr>
<tr>
<td>8/27/2020</td>
<td>9:00 AM</td>
<td>Nutrition Education - Individual</td>
<td>F18600004048</td>
<td>WA1860007262</td>
<td>CAKE, BERRY</td>
<td>(550) 945-3222</td>
<td></td>
<td></td>
<td>CLERK - PHONE CALL</td>
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</tr>
<tr>
<td>8/27/2020</td>
<td>9:30 AM</td>
<td>Nutrition Education - Individual</td>
<td>LF11101795</td>
<td>LWA13962239</td>
<td>Gom, Kar</td>
<td>(111) 111-1111</td>
<td>Spanish</td>
<td></td>
<td>GOCOMTG APPT</td>
</tr>
<tr>
<td>8/27/2020</td>
<td>10:00 AM</td>
<td>Subsequent Certification</td>
<td>F18600004041</td>
<td>WA1860007250</td>
<td>BROWN, GENNIE</td>
<td>(509) 444-6090</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8/27/2020</td>
<td>10:30 AM</td>
<td>Registered Dietitian</td>
<td>LF13391662</td>
<td>LWA13952327</td>
<td>Cha, Mal M.</td>
<td>(111) 111-1111</td>
<td></td>
<td></td>
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</tr>
</tbody>
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</tbody>
</table>
## Appointment Sticky Note

<table>
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<tr>
<th>Family ID</th>
<th>Date</th>
<th>Time</th>
<th>Appointment Type</th>
<th>Individual</th>
<th>WIC Category</th>
<th>Status</th>
<th>Comment/Assets</th>
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<td>8/27/2020</td>
<td>11:30 AM to 11:45 AM</td>
<td>Food Benefit Issuance</td>
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</tr>
</tbody>
</table>

**Contact Method**
- Phone

**Appointment Comments**
- 8/12/2020 4:07 PM
- txt: "GOTOMTG APPT"
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<td>LWA13962239</td>
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<td></td>
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</table>
Options

Family Alerts
Adding a Family Alert for a family or for an individual alerts all staff to the planned appointment delivery method.
Clinic Family Workflow Dashboard

Use of Walk-In Feature on Dashboard
Options

GoToMtg Appointment Schedule
# GoToMtg Schedule

<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>Fam ID#</td>
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**KCR GTM Schedule Form Memo 2020-75**
GoToMtg Scheduling Success Stories

For clinics who are successfully providing GoToMtg video conferencing with participants what ideas do you have to share with others? (In your response please state your caseload size then your response.)
Agency Ideas for Cascades

1) Add “phone appointment” and “video appointment” to the **physical presence exception reason** dropdown box

2) Add video appointment as an option to the **Special Needs** dropdown box
   - This selection remains selected until it is changed.
   - This only populates “Yes” or “No” on the clinic dashboard so you wouldn’t know if they needed one of the special needs criteria such as vision or hearing impaired.
MANAGING PARTICIPANT APPOINTMENTS
Where is Your Staff?

Clinic staff who are completing remote participant appointments

a) 100% work in the clinic and call the participants
b) 100% work from home and call the participants
c) Mix of staff working from home & working in the clinic
Who is Doing What

How are clinics assigning participants to staff members with the same role?

- Detail Clinic Daily Appointment Schedule - Assignments
- Clinic Family Workflow Dashboard
- Instant Messaging
- ?
- ?
## Detail Clinic Daily Appointment Schedule

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</table>
Where is Your Staff?

Our clinics are managing delivery of services to remote participants by utilizing?

a) The Detail Clinic Daily Appointment Schedule
b) Dashboard- staff monitor the rooms to know
c) IMs are sent to staff to notify them
d) Other (please enter in the Questions field)
Other Ideas

What is your clinic doing?

EMAIL: jody.keesay@doh.wa.gov
NWA Virtual Nutrition Education and Breastfeeding Promotion Conference and Exhibits

- **When:** September 9 – 11, pre-conference workshops September 8
- **Who:** All WIC staff including peer counselors
- **How:**
  - Register staff by August 23 (for early bird rate) and before September 2
  - Log into virtual conference platform and view
    - 4 General sessions
    - 32 Concurrent sessions
    - Exhibits and poster sessions (about 8 hours designated time)
    - Recorded sessions following session through October 11
- **Where:** In the comfort of your clinic or home
Create NWA Account for Each Staff Person

- You must log in to your NWA account to register for conference
- If you or staff don’t have an account, create one
- Select your agency name from the drop down list for each staff account
- Staff set up a password and complete fields on form, then press Create Account button
- Go to Event Registration
Event Registration

SEPTEMBER 9 - SEPTEMBER 11, 2020

- You can register multiple staff at one time
- Select appropriate member price rate:
  - Early bird $200
  - Later $300
- Select your staff from the Registrants drop down list
- Select Registrant Type
  - Local Agency Member
- Press Continue button

PRICING
Select an available price from below.

Members
- BCP Members $150.00
- FNS Staff - Member Rate $155.00
- Late Member Rate $300.00
- Member Rate $200.00
- Speakers $100.00

Non Members
- Late Non-Member Rate $400.00
- Non-Member Rate $300.00
- Non-Member Speakers $100.00

REGISTRANTS
Select the individuals that you wish to re below.

Select Registrant(s)

Registrant Type

Attendee
In order to receive the Group Rate, please reach out to registration@nwica.org with your Group registration request.

### Group Rates Per Person*:

<table>
<thead>
<tr>
<th>Group Member Increments</th>
<th>Member Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-20 Group Members</td>
<td>$174.00</td>
</tr>
<tr>
<td>21-40 Group Members</td>
<td>$160.00</td>
</tr>
<tr>
<td>41+ Group Members</td>
<td>$144.00</td>
</tr>
</tbody>
</table>
Conference Funding & Contract Amendment

- Added $185 per staff person per agency to contract in order for WIC staff to participate in the NWA Virtual Nutrition Education and Breastfeeding Promotion Conference
  - Based on number of LMS staff accounts
  - Emailed letter with funding amount to coordinators
  - Use “general training funds” if need to supplement

- Once contract amendment is signed, funding is available

- Funding time period Sept 1 - 30
Payment for conference

- See Fees and Registration for payment information. Scroll down the page to see information about purchase orders.
  - You can pay by purchase order and NWA will bill you.
  - Select the Bill Me Later button on the last screen of registration process.

- Send a copy of the purchase order and a copy of your online registration invoice to NWA no later than Wednesday, September 2.
NWA Conference Help

- Check Monday Morning Reports for conference announcements and updates
- Read how a virtual conference works [here](#)
- Check out Frequently Asked Questions [here](#)
- NWA contact information:
  - Email: registration@nwica.org
  - Phone: 202-232-5492
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.