

WIC Update Webinar Notes – 9/24/20

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		
	<ul style="list-style-type: none"> FNS extended waivers for remote services – see below for more details. There's an election this year and we want local staff to know that DOH staff don't engage in political conversations during work. We also encourage local agency staff to avoid political conversations. Please share with your staff. 	
Announcements		
NWA Nut Ed and BF Conference	<ul style="list-style-type: none"> NWA Nutrition Education and BF Conference available until October 11. 	
Promoting Flu Vaccine Training	<ul style="list-style-type: none"> All staff are welcome to join this training on October 8 at 11:00 – 12:00 pm PDT. Staff will learn about the flu, the importance of flu vaccines and that they are safe, and where to refer families. See handout for registration link and more details about this training. 	We included the Promoting Flu Vaccine handout with Memo 2020-125.
Waivers Extended		
	<ul style="list-style-type: none"> Waivers are extended for 30 days past the end of the COVID national public health emergency declaration. No change in current waivers. Continue to provide WIC services the way you're currently providing them. <p>Please send us your ideas and questions about the how long-term waivers may affect services so we can work on them together.</p>	
We can send medical documentation form and Release of Information (ROI) form with verbal approval, is that right?	Yes	

Topic/Question	Information/Answer	State Staff Follow-up
To clarify – the Separation of Duties (SOD) requirement is to review 5% of certifications, is that correct?	<ul style="list-style-type: none"> The requirement is five percent of certifications that don't meet the SOD requirement. The SOD report in Cascades doesn't give correct information on which participant certifications did or didn't meet WA State SOD requirements. We are working on corrections to the report. We are asking that you defer doing the review until we have the corrected report available in Cascades for you to use. 	
Will the state be sending notification to medical providers to give us measurements and blood work values, especially for HR participants?	We aren't required to get this data; this is part of the waivers. If you feel you need this information, you can get a signed Release of Information from participants and reach out to providers to obtain the data they can provide.	
Since the waivers will be long term, we won't have very many HR clients and the RDs will have less work.	Yes, we have heard this and we're thinking through the ramifications. We'll provide more guidance as we learn more. We don't know how long the national emergency will last, so it's hard to advise you about things like staffing levels for RDNs. Let's talk about it together.	
We have moms and babies that don't appear to be doing well. We have partners that aren't sharing the phone with the participants and staff have concerns about participant safety.	<p>We are aware of increased concerns about safety and domestic violence. Please see recommendation shared below. We'll also give this more thought and follow-up on another webinar.</p> <p>Please send us your ideas and questions about the how long-term waivers may affect services so we can work on them together.</p>	
Comment shared by staff person: I'm a foster parent and work really closely with DCYF. I would recommend calling the concern into their local DSHS office. It may not be passed on to CPS, but it would create a record if there are other concerns coming from other places such as the doctor's office or schools.	Thank you for sharing this.	

Topic/Question	Information/Answer	State Staff Follow-up
Who determines that there is a national emergency?	Secretary of The U.S. Department of Health and Human Services makes the declaration quarterly. The current Secretary is Dr. Azar.	
How much COVID documentation is needed?	<ul style="list-style-type: none"> • Continue what you are doing under the current Remote Services policies. • Use the COVID-19 selection for the physical presence exception reason and for proof of ID, residency and income if you can't see them. If you can see proofs for ID, residency, and income you don't need to use the COVID-19 reason. • Continue reviewing the R & R, asking if there are questions, gain agreement and sign for the participant by writing "Remote Cert". • If you have ideas about how to make services more efficient, please let us know. 	
Breastfeeding Unknown Status	We provided guidance on documenting "Ever breastfed" in Cascades. See slides and the handout for details.	We included this handout with Memo 2020-125
Why does the age infant stopped breastfeeding limited 22 months?	It is a system issue; we'll look into this.	We'll look into this issue and follow-up on another webinar.
If someone stopped BF and a BF Review isn't required, what is required for documentation?	Staff must determine if the participant is no longer breastfeeding and is satisfied with her decision. Document the participant is satisfied with her decision to stop breastfeeding and no longer needs breastfeeding support. Identify any other resources needed. See Chapter 15, page 15 for more details.	
If we fill in the reason why the breastfeeding stopped, why do we need to document it in the client's file?	You don't need to document the reason in the notes, since it's selected in Cascades. Staff need to verify that the participant stopped breastfeeding and no longer needs breastfeeding or other types of support. See previous question for more details on documentation.	
Do we have to document stopped breastfeeding in the BF PC screen?	Yes. Then refer to the WIC CPA for the correct food package assignment.	

Topic/Question	Information/Answer	State Staff Follow-up
WIC Card Line Changes		
	Cascades support will now take calls from participants about their WIC card. See the handout for more details.	We included the WIC Card Line handouts, both English and Spanish, with Memo 2020-125.
Will the number on the back of the card go to a live person?	Participants calling the number on the back of the WIC Card reach the automated Interactive Voice Response (IVR) line. When they press the prompt to talk to a customer service representative, they'll be connected to Cascades Support during business hours, Monday – Friday 8 – 5.	
Will there be bi-lingual staff to help non-English speaking participants?	If participants choose to talk to a customer service representative, Spanish-speaking callers will be transferred to Diana and Luisa, who speak Spanish. Cascades Support staff are trained to use the Language Link for participants needing other language interpretation services.	
What about callers who need assistance after hours?	We're updating our voice mail message to guide participants to the WIC website for more information. We're developing participant materials to help participants with WIC Card issues. We'll translate and post these materials on the WIC website.	
Will Cascades Support help participants with specific foods?	We'll look up foods for participants, but Cascades Support won't update food prescriptions. Participants need to call the clinic if they need food prescription changes. If the participants want specific foods added or have questions about specific foods, please ask them to email WAWICfoods@doh.wa.gov .	
Could we use the WICShopper App to help participants get WIC Card help instead of posting information to the web?	We're adding a banner and exploring how we could use the WICShopper app to provide help to participants with their WIC Cards.	
Will you be able to help participants unlock their PIN?	Yes, Cascades Support and clinic staff can unlock a participant's PIN on the Issue EBT Card screen. There is also an automatic PIN unlock that happens at 12:01 am if participants aren't able to contact us.	
Can participants call on the weekends?	Yes, the automated IVR is available 24-7. Live customer service is limited to M-F 8-5.	

Topic/Question	Information/Answer	State Staff Follow-up
Questions and answers		
Can you review the referrals process?	We will look into adding this topic to a future webinar.	We'll add referrals to future webinar agenda.
Are there hopes of getting some good reports on breastfeeding initiation and duration?	Yes. We're working on getting reports for you.	
State Staff Help		
Contact us with your questions	<ul style="list-style-type: none"> • Policy questions - call Policy Support Line or send questions to wicpolicysupport@doh.wa.gov email • Clinic changes/closures - call your LPC or email wiclpc@doh.wa.gov email 	
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 	

Topic/Question	Information/Answer	State Staff Follow-up
<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>	