

WIC Update Webinar Notes – 9/3/20

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		
REST Model	<p>Develop Personal Resilience:</p> <ul style="list-style-type: none"> • Reward – Reward yourself for a job well done. Build reinforcements into your work. Help pay attention to this aspect for maintaining resilience. Acknowledge your accomplishments, even the little things, enjoy something • Establish – Establish healthy boundaries. When you are off duty, stick to that boundary. If it is lunch time, stay away from your desk space. • Share – Share your feelings, concerns, and stories. Participate in support and consultation groups. Make time for connections and activities in your life. We can learn from each other. • Trust – Trust your support network and reach out as needed. Refer people elsewhere if you are too tired or compromised emotionally to be able to offer support. Plan a virtual get together with friends and family. 	
Monthly 798 Report	<p>We're getting ready to submit this report to FNS so we needed to have the current participant numbers.</p> <ul style="list-style-type: none"> • Participation WA State caseload is staying around 124,000 – 125,500 • Total Women – trend is participation decreasing • Total Infants – trend is decreasing also • Total Children – trend is participation increasing. The increase started in March and has stayed strong. We are hoping this trend continues. 	
Announcements		
No Local Agency Status of WIC Services Survey in September	Taking the month of September off for Local Agency Status of WIC Services Survey:	

Topic/Question	Information/Answer	State Staff Follow-up
	<ul style="list-style-type: none"> • We will resume surveys in October • Data has been consistent. 	
Weekly WIC Update Webinars	<p>Currently we've scheduled webinars thru September 2020 on your calendars.</p> <p>We will be scheduling weekly WIC Update webinars for October 1 - December 17, 2020.</p> <ul style="list-style-type: none"> • Weekly through the end of the year • We will cancel if not needed • No webinar on Thanksgiving, Christmas Eve, or New Year's Eve 	
Funding	<p>Due to state staff being reassigned to the emergency response effort, and that WIC funds can't be used for emergency response efforts, we will be sending out a memo that provides local agencies an opportunity to request additional funds.</p>	<p>State staff will be sending a memo to inform agencies how you can request additional funding for this federal fiscal year.</p>
Separation of Duties (SOD) Report update	<p>Request for new Cascades SOD report is almost ready to send to the Contractor</p> <ul style="list-style-type: none"> • Key elements added to the report to make it useful for the waiver and the standard (non-waiver) review process • Should the participant's phone number be added to the report? <ul style="list-style-type: none"> ○ 1 phone call attempt is required by policy ○ If no answer, must do a file review ○ Adding the phone number will make the report longer with more columns for: Phone Number, Do Not Call, Language, and Interpreter Needed ○ Do staff go into the file anyway? ○ Would there be bias in selecting which files to review? • Poll taken regarding adding phone number Results: No 72% Yes 28% 	<p>We'll notify you when the report is ready.</p>
Adverse Childhood Experience Trainings	<p>Completion of either of these two trainings meets the requirement for the Breastfeeding training in the annual 2021 Nutrition Services Plan (NSP):</p> <ul style="list-style-type: none"> • "DOH STATE WIC Adverse Childhood Experiences (ACEs)" training is currently in LMS. From Arizona WIC and specific to 	

Topic/Question	Information/Answer	State Staff Follow-up
	<p>WIC, 2 – 2.25 hours long depending on how much time is spent on activities.</p> <ul style="list-style-type: none"> • Upcoming Webinar by NIHCM: Protecting Our Children: COVID-19’s Impact on Early Childhood and ACEs – Sep 10, 10-11am https://www.nihcm.org/categories/protecting-our-children-covid-19-s-impact-on-early-childhood-and-aces <ul style="list-style-type: none"> ○ This one hour webinar will be recorded and can be accessed by clicking on the link above. • See Memo 2020-96 for the FFY21 NSP objective: 4.B. By September 30, 2021, staff will complete required breastfeeding trainings. Attend at least one training on ACES. 	
Can we use this ACES training to help us meet our breastfeeding training requirement for the year?	Yes.	
Nutrition First Webinar Reminder	September 15 th webinar on Self-Care from 12-1:00 pm	
Topics		
<p>Post-waiver guidance update - Re-opening clinics update</p> <p>Will Cascades support the work around post 9/30/2020?</p>	<p>Proposed plan is making its way up the DOH leadership for approval and then we’ll submit to FNS for approval.</p> <p>Putting together two options, both include almost all remote services</p> <ul style="list-style-type: none"> • Face to face services will be minimal, if at all. • We will give LA 60 days notice. • NWA is working hard with Congressional leaders to get waivers extended. <p>Proposals:</p> <p>#1 Obtain data from medical providers for anthropometrics and hgb. and allow audio/visual confirmation to meet physical presence requirement.</p> <p>#2 The physical presence will be some type of visual confirmation, such as seeing the participant in a vehicle.</p> <p>Once we receive approval of the post waiver proposal by DOH and WIC management, we’ll do all that we can to have Cascades support the process.</p>	

Topic/Question	Information/Answer	State Staff Follow-up
<p>What does federal regulations say about physical presence?</p>	<p>They state that the participant must be physically present for certifications. They don't address the specifics, don't define what is meant by "physically present." However information in the CFR in 2000 explained the rationale beyond the intent for physical presence, but this is not necessarily relevant now due to changes in technology, e.g. now have technology that can provide visual verification.</p>	
<p>Research Updates</p>	<ul style="list-style-type: none"> • Applied for and received a grant with University of Washington. This is a Robert Wood Johnson Foundation grant, effective 9/1/2020 – May 30, 2021 <ul style="list-style-type: none"> ○ Assess programmatic changes during the COVID-19 pandemic <ul style="list-style-type: none"> ▪ Provide all services remotely ▪ Expanded the list of allowable foods ○ Draw on statewide WIC programmatic data, e.g. caseload, benefit usage, and will include some interviews with local and state WIC staff and participants • Public Health of Seattle and King County (PHSKC) grant award - <ul style="list-style-type: none"> ○ Started looking at the decline of participation a couple of years ago ○ Wanted to give more flexibility, one-on-one services, services close to where participants live, extended hours, etc. ○ 3/1/2020 grant was supposed to start but then COVID-19 hit, then had a 6 month delay ○ The King Co grant, Robert Wood Johnson Foundation grant is a 2 year one, and is focused on King County. ○ They have pivoted to studying impact of remote services, since they can't do the original plan of taking WIC and MSS services into the community. ○ PHSKC staff will coordinate with the DOH/UW grant above. • YVFWC grant award – CREW (Catalyzing Retention Efforts in WIC) <ul style="list-style-type: none"> ○ 18 month grant, also a Robert Wood Johnson Foundation through NWA ○ 1 of 4 awarded in the nation 	

Topic/Question	Information/Answer	State Staff Follow-up
	<ul style="list-style-type: none"> ○ Split between Yakima County and two YVFWC clinic areas in Oregon (Yamhill and Marion counties) ○ Mobile clinics, but not on wheels, by bringing WIC into Head Start, DSHS, and medical provider clinics. ○ Happy with responses from community partners ○ Goals: increase WIC caseload by 5% and reduce the number of participants on Medicaid who are eligible for WIC but not currently on WIC by 4% 	
NATS Study	<p>Nutrition Assessment and Tailor Study (NATS)</p> <ul style="list-style-type: none"> ● USDA sponsored study ● 10 states participating in study ● Objectives: <ul style="list-style-type: none"> ○ Learn about the WIC nutrition risk assessment process and how local staff use the assessment data to tailor (individualize) program benefits for participants. ○ Identify best practices that lead to participant and staff satisfaction. ● Site visits were planned for January 2021 but now it is undetermined ● Please give staff a “heads up” about this study that WA WIC is one of ten states selected to participate in the NATS. ● More information will be coming. ● WA is working on obtaining approval for this research. ● We don’t have a timeline yet, but when we do we’ll send out more information. ● NWA has a session on the study and that’s a way to get a preview of what the study is about; staff attending may hear that WA is one of the states in the study. 	

Topic/Question	Information/Answer	State Staff Follow-up
<p>Washington State Wi-Fi Hotspot location finder</p> <p>Should we be recommending participants go to these public areas?</p>	<p>Washington State Department of Commerce has taken action in response to a need for free temporary internet access for Washington residents who do not have internet service in their homes.</p> <ul style="list-style-type: none"> • Check out this Wi-Fi hotspot location finder here: https://www.commerce.wa.gov/building-infrastructure/washington-state-drive-in-wifi-hotspots-location-finder/ <p>Staff still have to assure confidentiality for participants and some locations wouldn't work. We're still looking at confidentiality issues for providing remote services and we'll share more in the future.</p>	<p>We'll share more about confidentiality issues and using outside resources for internet access in a future webinar.</p>
<p>How to get the right help</p> <p>Does the NSP have separate email?</p>	<p>See the State WIC Email Addresses handout provided during the webinar.</p> <ul style="list-style-type: none"> • Encourage all clinic staff to use the Policy Support phone line or email rather than calling staff directly. • Many of the ONS staff have school-age children and we're needing to make adjustments to work and using the list is more important than ever. Staff schedule time on their calendars to cover the Policy Support phone line. • Important to send any changes to staff emails, clinic hours of operation, addresses, phones, etc. to WICaddress@doh.wa.gov. • You still need to send a completed LMSAddRemoveChangeUser form to update LMS staff accounts. This includes new staff and staff who have left your agency. Email forms to WAWICtraining@doh.wa.gov. • We encourage staff to save the State WIC Email Addresses document on their desktops so you can easily select the email needed. <p>Yes, there's a separate email for the Nutrition Service Plan: WICNSP@doh.wa.gov.</p>	<p>Refer Memo 2020-XX to see the State WIC Email Addresses handout.</p>

Topic/Question	Information/Answer	State Staff Follow-up
When do you contact the LPC directly?	Local program operation and agency specific questions would be the types of questions you would send directly to your LA LPC.	
The current text notifications sent to participants makes it sound like their appointment is at the WIC clinic, however, we're doing appointments remotely. Can this be changed?	<p>This is a great point! Thank you for sharing this.</p> <p>We'll need to explore this in Cascades. We know that revising notifications is a significant amount of work because there are so many different notification and appointment.</p>	State staff needs to look into this.
NWA Nutrition Education & Breastfeeding Promotion Conference and Exhibits	<p>Email confirmations sent to each registrant with from Chandra Champion with unique access codes.</p> <ul style="list-style-type: none"> • Subject: Onboarding Platform Information for the NWA 2020 Nutrition Education and Breastfeeding Conference • Log on to the platform and begin exploring the exhibits, posters and engage with other WIC staff. <p>Tips for accessing the Virtual Conference platform:</p> <ul style="list-style-type: none"> • Highly recommend using Google Chrome for seamless viewing the sessions • Review the following guides <ul style="list-style-type: none"> ○ Minimum Operating Requirement document ○ Instructions on How to watch sessions on the platform ○ Instructions on How to access the networking lounges • Time difference – Eastern Standard Time (EST) on agenda <ul style="list-style-type: none"> ○ Wednesday, Sept 9 begins at 7:30am and ends at 4:00pm PST ○ Thursday, Sept 10 begins at 6:00am and ends at 3:30pm PST ○ Friday, Sept 11 begins at 6:00am and ends at 2:15pm PST • Learn about navigating the virtual platform by viewing the Know Before You Go recorded webinar. <p>More information about the conference:</p> <ul style="list-style-type: none"> • 3 pre-conference workshops on September 8 including NWA 101 and a session on advocacy. 	

Topic/Question	Information/Answer	State Staff Follow-up
	<ul style="list-style-type: none"> • NWA Conference Agenda will look different because they've added their graphics. <ul style="list-style-type: none"> ○ You can view the session descriptions in the platform (they removed the link to session descriptions from the agenda) ○ There's time on the schedule to interact with exhibitors and listen to oral poster presentations. ○ • Participants may view the recorded sessions about 20 minutes after a session ends and until October 11, 2020. • For help if problems, contact NWA staff at: (remember they're in Eastern time): <ul style="list-style-type: none"> ○ registration@nwica.org ○ confsupport@nwica.org ○ 202-232-5492 <p>Billing for NWA conference funds</p> <ul style="list-style-type: none"> • Be sure to add a line item on the A-19 billing for the NWA conference funding as shown in Slides #23 and 24. • We're using Nutrition Education funds for this training so they need to be tracked separately from your other WIC funding. • See Memo 2020-109 send 9/3/20 to Coordinators and Fiscal Personnel for additional information. <ul style="list-style-type: none"> ○ Use the A-19 attachment for this billing (the A-19s sent earlier are locked so you can't use them) ○ Add NWA Conference in A-19 description after other funding types ○ Enter the total amount spent on NWA conference and/or another state approved training in the A-19 amount column. ○ Enter amount on bottom portion of A-19 and enter on the Master Index Code 76101206 line. 	

Topic/Question	Information/Answer	State Staff Follow-up
	If you have questions or need more information please contact jacqueline.beard@doh.wa.gov .	
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 	See State WIC Email Addresses handout provided in Memo 2020-XX
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 	
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>Clinic changes/closures - call your LPC or email Your Local Program Consultant (LPC) or Email at wiclpc@doh.wa.gov</p>	

Topic/Question	Information/Answer	State Staff Follow-up