

WIC Update Webinar Notes – 10-1-20

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>Corona Virus Update</p> <ul style="list-style-type: none"> • Still safest to stay home • Numbers are not great <ul style="list-style-type: none"> ○ Confirmed cases 87,042 ○ Hospitalizations 7,483 ○ Percent of deaths going down but still high • WA doing really well at testing, • Disease isn't going away soon, seeing signs our progress may be plateauing (our decline has possibly stopped) • It won't be surprising to see another uptick as we go into fall and people are gathering inside more • Still seeing significant health disparities – particularly with individuals who identify as Hispanic 	
	<p>Federal Budget Picture – Continuing Resolution</p> <ul style="list-style-type: none"> • The president signed the CR last night • As of yesterday morning, the bill stretches about \$1.4 trillion in current government funding until Dec. 11 • Includes \$8 billion in pandemic nutrition assistance • Extends FNS waiver authority through FFY21 • FNS Western Region Office informs us today that they're studying the bill and will reach out as soon as possible • House and Senate leaders want to negotiate a spending deal by mid-December to boost federal agency budgets for the remainder of fiscal 2021, which begins today. • A budget deal before the inauguration is very uncertain 	
	<p>Corona Virus Relief</p> <ul style="list-style-type: none"> • House has released a reduced package of \$2.2 trillion 	

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	<ul style="list-style-type: none"> • Still more than \$1 trillion more than the Senate has agreed to • House plan includes another \$1,200 direct cash payment and enhanced unemployment benefits at \$600/week • Would increase SNAP benefits by 15%, add \$400 million in funding for WIC, and permits state agencies to increase the WIC Cash Value Benefit (Fruit and Vegetable benefit) up to \$35/month through January 31, 2021 • Also includes a provision that requires USDA to issue recommendations on implementing online purchasing by September 2021 	
Announcements		
	<p>Status of WIC Services Survey</p> <ul style="list-style-type: none"> • Resuming biweekly status of WIC services survey • Survey will be available after this webinar • Breaking down FTE information further than in the past (at home and at work FTEs and by role FTE's) • Sent out on Thursdays • Due by the following Monday at Midnight • Please mark your calendars with due dates <p>Question and answer</p> <ul style="list-style-type: none"> • Does survey go to coordinator or staff? The survey is emailed to the coordinator and 1 administrative staff person; only one response needed per agency 	
	<p>19 calorie formula update</p> <ul style="list-style-type: none"> • Will no longer need Medical Documentation Forms for 19 calorie formulas as of November 1st • We'll have more details in the next couple weeks <p>Question and answer</p> <ul style="list-style-type: none"> • Can we give a grace period this month for a new Rx for 19 kcal formula if they don't have one? Yes 	

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	<p>Nutrition First update</p> <ul style="list-style-type: none"> • Nutrition First Annual Membership Meeting (Zoom) <ul style="list-style-type: none"> ○ Friday October 9, 12:00-1:00 ○ Join Zoom Meeting https://us02web.zoom.us/j/89227571078 Meeting ID: 892 2757 1078 One tap mobile +12532158782,,89227571078# US (Tacoma) Dial by your location +1 253 215 8782 US (Tacoma) • Local Agency WIC Staff Survey is open! <ul style="list-style-type: none"> ○ https://www.surveymonkey.com/r/YQFZVPS ○ It went out on Tuesday and 130 WIC staff have already taken the survey ○ Survey will be open until end of October • WIC Participant Survey results coming in October <ul style="list-style-type: none"> ○ Thank you for promoting this ○ Over 1000 responses to the survey 	
	<p>State WIC Admin staff will be attending training so the WIC 1-800 Line is:</p> <ul style="list-style-type: none"> • GOING TO VOICE MAIL* ON THESE DATES AND TIMES: <ul style="list-style-type: none"> ○ October 9, 2020 9 am-Noon ○ November 18, 2020 9 am-Noon ○ December 4, 2020 9 am-Noon <p>State staff will check regularly check voice mail during these times.</p> • STILL AVAILABLE TO ANSWER CALLS <ul style="list-style-type: none"> ○ Policy Support 1-800-841-1410 – Press 3, then press 1 wicpolicysupport@doh.wa.gov ○ Cascades Support 1-800-841-1410 – Press 3, then press 2 Cascades.Support@doh.wa.gov 	

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	<p>WIC Card phone line banner is live</p> <ul style="list-style-type: none"> • WIC Card Line Customer Service Day and Time change banner started on Monday. • We're planning to add a WIC Card Line button so look for that in the next week or so. • A new version of the app was released in September. We mentioned this release back in April, but due to COVID-19 it was delayed. <ul style="list-style-type: none"> ○ Banners are now rotating faster. ○ Participants can rotate banners themselves by tapping on the arrow located at each end of the banner. 	
	<p>Nutrition Service Plans</p> <ul style="list-style-type: none"> • FFY2020 ended 9/30/2020 <ul style="list-style-type: none"> ○ Thank you to all that submitted their plans on time. ○ If you missed the deadline, please complete your plans and reach out to Cynthia.huskey@doh.wa.gov • FFY2021 starts 10/1/2020 <p>Questions and answers:</p> <ul style="list-style-type: none"> ○ How do we know if they completed the BF survey? You'll need to ask staff if they complete the survey. We'll check with RAE to see if we have a way to determine this. To protect staff identity, it's likely we'll only know how many people have completed the survey not individuals. ○ Can we extend the BF survey? Yes, we will extend the BF survey deadline to 10/31 for all agencies since it caught some agencies off guard that it was due today 10/1. <p>Cynthia will send a link out to everyone and can add to webinar notes. https://www.surveymonkey.com/r/NSP_BF_Support</p>	<p>Cynthia sent link to all agencies for the BF survey and extended the due date to 10-31-2020.</p> <p>Including it here too: https://www.surveymonkey.com/r/NSP_BF_Support</p>

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	<p>Medical Assistant license</p> <ul style="list-style-type: none"> • Continue to renew staff’s Medical Assistant-Registered license. It’s challenging to start over and requirements can change. • New staff <ul style="list-style-type: none"> ○ You may want to wait to apply if new staff aren’t being trained on MA-Registered tasks such as finger/heel pokes. ○ Once the federal WIC waivers expire, have new staff apply for the MA license within 7 days of beginning training for doing finger/heel pokes. 	
	<p>Budget Workbooks</p> <ul style="list-style-type: none"> • Due September 30 • How to get an extension – email us at wiclpc@doh.wa.gov 	
Topics		
<p>Post-waiver guidance update</p>	<ul style="list-style-type: none"> ○ Lack of measurements/hemoglobins has resulted in less referrals to RDN, we’re working on a plan how to get measurements and hemoglobin data from health care providers <ul style="list-style-type: none"> ▪ What are your thoughts about having a campaign reaching out to providers to let them know what we’re doing and why we are doing it? (maybe also share with caregivers) ▪ Are you and your staff already doing some of this? <ul style="list-style-type: none"> • Some parents have had measurements from dentist • Some parents access MyChart • Some parents are willing to call the RD back to document the measurements • Some ask caregivers to bring measures from their provider • Noticing problems with accuracy of measurements • Some access Epic • Some take a picture and keep it in their phone • Some putting notes w/ measures taken at home in the family care plan 	<p>Cathy F will include link to press release in webinar notes</p> <p>https://www.doh.wa.gov/Newsroom/Articles/ID/2397/USDA-extends-waivers-WIC-continues-to-provide-remote-services</p>

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	<ul style="list-style-type: none"> ○ We will be talking about this with the Western Region Nutrition Coordinators this afternoon – Oregon is already doing this ○ Hemoglobin will be difficult to get b/c providers don't often do them ○ We p a press release regarding WIC being open and providing remote services (federal waivers extended) ○ Here's link to Press Release - https://www.doh.wa.gov/Newsroom/Articles/ID/2397/USDA-extends-waivers-WIC-continues-to-provide-remote-services <ul style="list-style-type: none"> ▪ Click Espanol button to see release in Spanish 	
<p>Referrals in Cascades (Memo 2020-113 Follow Up)</p>	<p>Mandated Referrals</p> <ul style="list-style-type: none"> ● Family Health Hotline/Help Me Grow WA Hotline ● Medicaid ● Immunizations ● Alcohol and drug abuse counseling and treatment <p>Document mandated referrals:</p> <ul style="list-style-type: none"> ● In Cascades Referrals Program <p>Document other referrals:</p> <ul style="list-style-type: none"> ● Local referral lines and other resources in Cascades Care Plan <ul style="list-style-type: none"> ○ Document for the family in the Family Care Plan ○ Document for a specific participant in the Individual Care Plan <p>What's Next with Referrals?</p> <ul style="list-style-type: none"> ● We're exploring ways to add into Cascades the referrals you use regularly with your WIC families. ● This is a work in progress, please stay tuned. <p>Resources available as a refresher on Referrals: Available In LMS: DOH State WIC CBT Unit 4A: Manage Care Plan and Issue Benefits</p>	<p>Additional information will be provided on referrals in the near future.</p> <p>Documenting Referrals in Cascades handout included with Memo 2020-127.</p>

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	<ul style="list-style-type: none"> • See handouts attached to memo: <ul style="list-style-type: none"> ○ Document Referrals in Cascades ○ CBT-Unit-4A-transcript – <i>Update: We didn't include this as a handout since it's a very large document. The script is posted with the course in the LMS.</i> • Contact Policy Support for questions about referrals: <ul style="list-style-type: none"> • Call 1-800-841-1410, option 3, then option 1 • Email WICPolicySupport@doh.wa.gov • Questions and answers – Please see attached Referral document questions and answers 	
Learning Management System Move to The Learning Center	<p>New and Improved Platform</p> <ul style="list-style-type: none"> • Learning dashboard to organize own courses • Transcript section to view and export transcripts • Library, messaging, and training requests features • Statewide announcements section • About 32 days until the new platform launches on November 2nd (Countdown clock shows when you log into the LMS now) <p>What stays the same?</p> <ul style="list-style-type: none"> ○ Same course selection ○ Same course titles ○ All LMS user account data transferred to TLC <p>Key Dates</p> <ul style="list-style-type: none"> • September 30 – sent LMS user account changes to WAWICTraining@doh.wa.gov • October 22 – last day to complete trainings that were started • October 22 @ 5pm thru November 1 – LMS not available • November 2 – The Learning Center (TLC) available 	

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	<p>Training</p> <ul style="list-style-type: none"> • Department of Enterprise Services (DES) provides training • Will share when these become available <p>Share with Staff + Keep in Mind</p> <ul style="list-style-type: none"> • Last day to complete a training that was started = October 22 @ 5pm • Any half-finished trainings staff will have to re-take in TLC • Adjust staff training plans for blackout period Oct. 22 – Nov. 1 <p>Question: Q: Is civil rights training going to be added to A: It's not in there now but we can explore adding it to the TLC after we implement the new systems. Currently the Civil Rights training is on the WIC web site.</p>	
Questions and Answers	<p>Why are there still so many State WIC Staff on IMT? It seems like payments are being delayed and it's making it difficult to get assistance.</p> <ul style="list-style-type: none"> • The governor's priority is to assure DOH provide adequate resources to do this work. It's a priority for our entire department. • We know many ONS staff have been activated these past months and it's been an impact. DOH is now working to hire staff for this work. We appreciate your patience and understanding. • See Memo 2020-126 Fiscal Reminders for information about A-19 billings. If you have concerns about billings, please contact Brittany.tybo@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 2020-12
COVID-19 Resources for WIC Staff and Participants		

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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>	