

## WIC Update Webinar Notes – 10-29-20

These notes capture what was shared in 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
<b>Opening remarks</b>		
Director's Update	<ul style="list-style-type: none"> <li>• Secretary of Health John Wiseman leaving in January</li> <li>• State Health Officer Kathy Lofy leaving by the end of the year</li> <li>• No direct impact on WA WIC</li> </ul> <p><b>Acedia</b></p> <ul style="list-style-type: none"> <li>• Slide 4 - Acedia is the word for feeling anxious and bored at the same time, the tough feelings when you feel alone, listless and wonder why the day is dragging on forever               <ul style="list-style-type: none"> <li>○ Yes, it's normal</li> <li>○ Comes from social isolation</li> <li>○ There's a solution                   <ul style="list-style-type: none"> <li>▪ Name it</li> <li>▪ Accept it</li> <li>▪ Integrate it</li> </ul> </li> </ul> </li> <li>• Slide 7 - Shared the Facebook page-Project Quarantine 2020, reminder the importance of community and knowing you're not alone</li> <li>• Slide 8 - Create a pandemic purpose statement.</li> <li>• Slide 9 - What can we do? Take small steps in small stages to get to the peak of the mountain. Make small goals that are achievable</li> </ul>	
<b>Announcements</b>		
NWA Virtual Nutrition Education and Breastfeeding Conference	<ul style="list-style-type: none"> <li>• October 31 is the last day to view sessions.</li> <li>• View recorded sessions by 10/31, 8:59 pm PDT.</li> <li>• Be sure to do an evaluation and get a certificate for your CEUs.</li> <li>• WA had significant participation at the NWA conference – 475 local staff and 26 state staff.</li> </ul>	

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	<ul style="list-style-type: none"> <li>We're glad that so many local staff could participate in this great training!</li> </ul>	
Upcoming WIC Updates Webinars	<ul style="list-style-type: none"> <li>We won't have any WIC Update Webinars in November.</li> <li>We're changing to having one webinar the 2<sup>nd</sup> Thursday of each month starting December 10<sup>th</sup>.</li> <li>We'll send a new WIC Update Webinar <b>registration link</b> for the monthly webinars in a memo soon.</li> <li>We're adding the monthly webinar link to the Coordinator Calendar on our WIC website.</li> </ul>	We'll send a memo out with the new WIC Update Webinar registration link for the monthly webinars beginning in December-June 2021.
Update - Remote Services Trainings With Dr. Jane Heinig	<ul style="list-style-type: none"> <li>The Remote Services Training with Dr. Jane Heinig is postponed until 2021 due to contract issues. Please refer to information about these trainings in Memo 2020-138. The following information is an overview of the changes: <ul style="list-style-type: none"> <li>No Remote Services webinars in November and December <ul style="list-style-type: none"> <li>Please remove these saved dates from your schedules.</li> </ul> </li> <li>We hope to use the February dates. Please keep these dates on your calendar: <ul style="list-style-type: none"> <li>February 17 and 24 from 1:00-2:30 pm</li> </ul> </li> <li>We'll extend the completion due date for these trainings beyond January 31, 2021.</li> <li>We'll share more about the dates when we're able.</li> <li>Refer to the memo for more information about the remote trainings.</li> </ul> </li> </ul>	
Cascades keystroke issue fixes - coming soon!	<ul style="list-style-type: none"> <li>It was a Microsoft issue and not a Cascades issue.</li> <li>We have a "fix" for the Cascades keystroke issue.</li> <li>Look for the Spell Check icon where you type in your notes. Examples provided in the slides were the Sticky notes and Alerts Text notes page.</li> <li>Watch for this fix around November 9. More information coming soon!</li> </ul>	

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WA COVID Relief for Immigrants	<p>WA COVID-19 Immigrant relief fund:</p> <ul style="list-style-type: none"> <li>• For WA residents who are ineligible for federal stimulus funds or unemployment benefits due to immigration status</li> <li>• \$1,000 per person (up to \$3,000 per household)</li> <li>• Available October 21- December 6, 2020</li> <li>• Apply <a href="#">online</a> or by phone at 1-844-724-3737 (M-F 9 am – 9 pm)</li> </ul> <p>Refer families to the COVID-19 Immigrant Relief Fund Web page through:</p> <ul style="list-style-type: none"> <li>• Texting participants (if your clinic allows)</li> <li>• Post to agency’s Social Media</li> <li>• During WIC appointments</li> </ul> <p>From the website:</p> <ul style="list-style-type: none"> <li>• Doesn’t count towards the public charge rule (= disaster assistance).</li> <li>• Doesn’t count toward household income for DSHS programs.</li> </ul>	
Q: Do the relief funds count as income for WIC participants?	A: We’re asking USDA for additional clarification about whether these relief funds count for WIC.	We’ll send a memo when we find out more.
Q: Do you have a copy of a flyer or handout about this program that we can share with participants?	A: We didn’t have a flyer about this program but a local staff person emailed the handouts to us so we can share them with you. Thank you, Jenny!	The English and Spanish flyers are attached to this memo and we’ve included links to the web site for materials in other languages.
Q: Can the Immigrant Relief Funds be added as a referral in Cascades?	<p><b>10-30-20 Update:</b></p> <p>A: We won’t be able to add the WA COVID-19 Immigrant Relief Fund as a referral type in Cascades since this is a onetime referral resource.</p>	
<b>Topics</b>		
LMS move to The Learning Center (TLC) Platform	<p><b>11-3-20 Update:</b></p> <p>The Learning Center is coming on November 2.</p> <ul style="list-style-type: none"> <li>• Use this link to login to the TLC portal: <a href="https://sowa.sumtotal.host/core/dash/home/welcome">https://sowa.sumtotal.host/core/dash/home/welcome</a></li> </ul>	

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	<ul style="list-style-type: none"> <li>● Please see memo 2020-140 with detailed steps to use SAW and login to TLC. Please contact <a href="mailto:WAWICTraining@doh.wa.gov">WAWICTraining@doh.wa.gov</a> if you have problems.</li> </ul> <ol style="list-style-type: none"> <li>1. TLC Training Step Sheets <ul style="list-style-type: none"> <li>▪ Materials were developed for state agency staff. We're working on ones that have more WIC specific steps. We shared the following 3 step sheets to help staff begin to learn about The Learning Center: <ul style="list-style-type: none"> <li>▪ Basic Navigation in The Learning Center</li> <li>▪ How to Search for a Class (on-line course)</li> <li>▪ Supervisory Dashboard</li> </ul> </li> <li>▪ See Memo 2020-137 – The Learning Center is Coming November 2!</li> </ul> </li> <li>2. We'll be updating the <a href="#">WIC LMS web page</a> and will post the materials for The Learning Center. We'll notify you as new materials are posted. <ul style="list-style-type: none"> <li>▪ For changes please continue to use LMS Add/Change/Remove form on the web page</li> </ul> </li> </ol>	
Q: Can we somehow link to the same SAW account we use for Cascades?	A: Yes. Clinic staff use their same SAW account to access TLC.	
Q: Who did you send the memo with the TLC step sheets to?	A: We sent the information with the TLC training step sheets to coordinators in Memo 2020-137. Please share the memo and training resources with staff. You can also find the memo in the Local Agency SharePoint site or send an email requesting the memo to <a href="mailto:wawictraining@doh.wa.gov">wawictraining@doh.wa.gov</a> .	
Q: What should I do with emails about courses we didn't sign up for?	Please go ahead and delete the notifications you may have received from <a href="mailto:noreply@sumtotalsystems.com">noreply@sumtotalsystems.com</a> about assigned courses containing "DOH Agency..." being un-assigned. These courses were accidentally assigned by DOH staff.	

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19 kcal Formula Updates	<p><b>Key Changes</b></p> <ul style="list-style-type: none"> <li>• 19 Kcal is going away, and it's becoming 20 kcal/oz</li> <li>• Slight difference in can size</li> <li>• Yield per can remains the same</li> <li>• UPC remains the same</li> <li>• Similac Sensitive and Total Comfort available now in 20 kcal/oz</li> <li>• Similac for Spit Up available starting in December</li> <li>• MDF no longer required for these formulas starting November 1</li> </ul> <p><b>19 Kcal Formula Updates</b></p> <p>Common Questions</p> <ul style="list-style-type: none"> <li>• If Similac for Spit Up isn't changing until December, why is an MDF changing requirement in November? <ul style="list-style-type: none"> <li>○ Very few participants are on this formula. We felt it is less confusing for everyone if we changed all three formulas at once.</li> </ul> </li> <li>• Do we need to do anything when a participant has an active MDF for one of the 19 kcal formulas and would like to switch to a new contract formula? <ul style="list-style-type: none"> <li>○ Since there is an active prescription from the Medical Provider, staff need to contact the provider to let them know the caregiver has requested a formula change and confirm the provider approves of discontinuing the current MDF.</li> </ul> </li> <li>• Do participants getting Similac for Spit Up need an MDF for November? <ul style="list-style-type: none"> <li>○ No, the MDF is not required in November.</li> </ul> </li> <li>• Do participants still need to discard unused cans when switching formulas?</li> </ul>	

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	<ul style="list-style-type: none"> <li>○ The federal requirement to discard unused formula when participants switch formulas has not changed. Please continue to instruct caregivers to discard any of the old formula they have remaining.</li> <li>● What changes will we see in Cascades? Do we need to do anything differently? <ul style="list-style-type: none"> <li>○ In Cascades, the Medical Documentation box will no longer pop up when Similac Sensitive, Similac Total Comfort, or Similac for Spit Up are prescribed.</li> </ul> </li> </ul>	
Q: Will the store remove the 19kcal cans of formula by November 1?	A: The stores are not removing the 19 kcal formulas from their shelves. The change is referred to as a “pass through” change. This means the store will continue to sell the remaining stock of the 19 kcal formula and it will be replaced with the 20 kcal version. The time it takes for all the 19 kcal formula to be replaced with the new 20 kcal formula will vary depending on the size of the store and the demand for these formulas. In areas/stores where the demand is low, it will take longer for the old formula to be replaced with the new formula.	
Q: Are we adding the formula Pro Advance or other Similac “Pro” formulas?	A: No, not at this time	
Q: Can any staff make the change to the prescription?	A: No, only a CPA can make changes or update the prescription. The only exception is if the clerk is entering the MDF – in this case they can update the prescriptions to match what the MDF is prescribing, but they can’t make any other changes to the prescription.	
Q: If they have a grace period in Oct, do they need the MDF now?	A: No, you don’t need an MDF in November.	
Can you please clarify if the medical provider has to prescribe RTF (Ready-to-Feed) or if we can choose this	A: RTF formula can be issued without the medical provider specifically prescribing it. Here’s what the policy and procedures manual Volume 1 Chapter 23 says regarding RTF formula issuance:	

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<p>when appropriate without the medical provider specifically prescribing the RTF.</p>	<p><i>The CPA assigns ready-to-feed formula when one of the following reasons below applies:</i></p> <ol style="list-style-type: none"> <li>1. <i>Lack of clean and safe water supply.</i></li> <li>2. <i>Poor refrigeration.</i></li> <li>3. <i>Caregiver unable to correctly mix formula.</i></li> <li>4. <i>The WIC approved formula is only available as ready-to-feed.</i></li> <li>5. <i>The medical provider documents the need for a ready-to-feed prescribed formula because:</i> <ol style="list-style-type: none"> <li>a. <i>Of the participant’s medical diagnosis.</i></li> <li>b. <i>The ready-to-feed formula helps the participant consume the right amount of formula.</i></li> </ol> </li> </ol> <p><i>The CPA must document the reason for providing ready-to-feed formula. The caregiver may self-report reasons 1, 2, and 3.</i></p> <p>The policy says the caregiver can self-report reasons 1 through 3. It’s up to the CPA to have a discussion with the caregiver to assess if reasons 1 through 3 apply. If the CPA does decide to issue RTF formula, they must document the reason why RTF was issued.</p>	
<p>Shopping Guide Revision and Participant Survey</p>	<p>Two important memos coming in November.</p> <p><b>WIC Shopping Guide - Revised</b></p> <ul style="list-style-type: none"> <li>• Removed <ul style="list-style-type: none"> <li>○ WIC check information</li> <li>○ Vendor Information</li> <li>○ Foods that aren’t available</li> </ul> </li> <li>• Added <ul style="list-style-type: none"> <li>○ New foods</li> </ul> </li> </ul>	

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	<ul style="list-style-type: none"> <li>○ Updated shopping tips <ul style="list-style-type: none"> <li>▪ WIC Card</li> <li>▪ WICShopper app</li> </ul> </li> <li>○ The goal is to update it yearly</li> <li>○ Provided an overview of the Shopping Guide -Timeline</li> </ul> <p><b>Participant Survey</b></p> <ul style="list-style-type: none"> <li>● This survey will help us understand: <ul style="list-style-type: none"> <li>○ Participant awareness of new WIC foods</li> <li>○ Participants shopping experience</li> <li>○ Why participants may not use all their food benefits each month</li> </ul> </li> <li>● Thank you to the WIC Staff for testing the survey <ul style="list-style-type: none"> <li>○ CHI Franciscan Harrison Medical Center</li> <li>○ Kitsap Community Resources</li> <li>○ SeaMar Health Centers</li> </ul> </li> </ul> <p>Key thoughts regarding survey:</p> <ul style="list-style-type: none"> <li>● We want to reach as many participants as possible</li> <li>● We want responses from a diverse group of WIC participants</li> <li>● We recognize the stress you are all under and will need to decide what can be done within your clinics to promote the survey and reach participants</li> </ul> <p>How to reach participants:</p> <ul style="list-style-type: none"> <li>● WIC Shopper app</li> <li>● Other options depend on: <ul style="list-style-type: none"> <li>○ Clinic staffing;</li> <li>○ Clinic resources;</li> <li>○ Participant needs.</li> </ul> </li> </ul> <p>Information we will provide local agencies include:</p> <ul style="list-style-type: none"> <li>● Data on participants who are not using the app</li> </ul>	

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	<ul style="list-style-type: none"> <li>○ Family ID's</li> <li>○ Contact preferences and details (phone, email, text, etc.)</li> <li>○ Language is spoken and read</li> <li>● Surveys and messaging: <ul style="list-style-type: none"> <li>○ Electronic survey - Arabic, Chinese, English, Korean, Russian, Spanish, and Vietnamese</li> <li>○ Paper survey and messaging – English and top 11 translations</li> </ul> </li> <li>● Methods and strategies for reaching participants</li> </ul> <p>The Participant Survey timeline – opens in November and closes February 1.</p>	
Q: Who is the best person to reach regarding specific stores?	<p>A: It depends on the specific issue. You can:</p> <ul style="list-style-type: none"> <li>● Call the 1-800-841-1410 or Cascades Support for individual participant and store issues.</li> <li>● Submit a complaint via <a href="https://www.doh.wa.gov/YouandYourFamily/WIC/MakeaComplaint">https://www.doh.wa.gov/YouandYourFamily/WIC/MakeaComplaint</a></li> <li>● Email <a href="mailto:wawicfood@doh.wa.gov">wawicfood@doh.wa.gov</a></li> </ul>	
Q: How can local staff make a complaint about the store for the participant?	<p>A: Complete the Complaint Form on the WA WIC website: <a href="https://www.doh.wa.gov/YouandYourFamily/WIC/MakeaComplaint">https://www.doh.wa.gov/YouandYourFamily/WIC/MakeaComplaint</a>. Be sure to include the participant's name and contact information so if there are additional questions state staff can reach out to the participant.</p>	
Q: Is there some way to add Nutrition Education materials or brochures in the WICShopper App?	<p>A: Send those suggestions and questions to Cynthia. She'll review these options with the nutrition education lead and workgroup, <a href="mailto:Cynthia.Huskey@doh.wa.gov">Cynthia.Huskey@doh.wa.gov</a>.</p>	<p>We're adding the Nutrition Education materials links to the <a href="#">Remote Services</a> WA WIC web page.</p>

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Summary of webinar and last announcement	We have several issues we'll follow up on from today. Watch for more information coming about TLC. We'll see you again on the next WIC Update Webinar on Dec. 10 <sup>th</sup> .	
Q: Could you post the <i>COVID-19 Resources for WIC Staff and Participants</i> slide on the DOH website?	A: Yes, we can add COVID-19 Resources to the DOH WIC website. We'll add them to the Remote Services page.  We also share these same resources in the WIC Update Webinar notes (at the bottom).	We'll notify you when they are posted.
<b>State Staff Help</b>		
Contact us with your questions	<ul style="list-style-type: none"> <li>• Policy questions - call Policy Support Line or send questions to <a href="mailto:wicpolicysupport@doh.wa.gov">wicpolicysupport@doh.wa.gov</a> email</li> <li>• Clinic changes/closures - call your LPC or email <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> email</li> </ul>	See State WIC Email Addresses handout provided in Memo 2020-12
<b>COVID-19 Resources for WIC Staff and Participants</b>		
<b>Who to Contact for Questions</b>	<ul style="list-style-type: none"> <li>• <a href="#">State COVID Assistance Hotline</a>: 1-800-525-0127</li> <li>• Text the word "Coronavirus" to 211-211 for updates on your phone</li> <li>• Ask a question: <a href="mailto:DOH.information@doh.wa.gov">DOH.information@doh.wa.gov</a></li> </ul>	
<b>Multilingual Resources</b>	<ul style="list-style-type: none"> <li>• <a href="http://Coronavirus.wa.gov">Coronavirus.wa.gov</a></li> <li>• <a href="#">Health education materials in 26 languages</a></li> <li>• <a href="#">DOH-Novel Coronavirus Outbreak (COVID-19)</a></li> </ul>	
<b>Stress due to COVID-19</b>	<a href="#">Washington Listens</a> – talk to someone about stress due to COVID-19 <ul style="list-style-type: none"> <li>• Call 1-833-681-0211. Language services are available.</li> <li>• Available Monday-Friday 9 am to 9 pm, and weekends 9 am to 6 pm</li> </ul>	
<b>A Healthy Dose of Information</b>	<ul style="list-style-type: none"> <li>• <a href="#">Public Health Connection</a> – DOH blog posts</li> <li>• WA WIC Memos posted on the: <ul style="list-style-type: none"> <li>○ <a href="#">Local Agency SharePoint</a> page</li> <li>○ <a href="#">Nutrition First</a> website</li> </ul> </li> </ul>	

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