

WIC Webinar Notes

3.25.2020

Attendance:

- **31 BMC:** Karen Goff, Kalin Berkland, Hannah Ledeboer, Kristy Carr
- **33 New Opp:** Chad Jensen, Paula Klocke, Carla Bernholtz Julie Williams
- **34 HACAP:** Angie Munson, Diana Strahan
- **35 Hillcrest:** Cindy Kaczinski, Gina Gassman
- **37 MATURA:** Karla Hynes, Brenda Sedlmayr Michelle West Brenda Comer Astra Jennings, Amy Kerr Jessica Smith-Haight
- **38 MICA:** Janet and Sierra
- **39 Mid-Sioux:** Cindy Harpenau
- **41 North Iowa:** Carla Miller
- **42 VNA:** Sara Noack, Elaine Sampson, Theresa Eberhardt
- **43 OT:** Amanda Kirchhoff
- **45 CASEI:** Christine O'Brien
- **46 AHFA:** Cindy Meiners
- **47 UDMO:** N/A
- **48 WCCA:** Amanda Blum
- **49 Siouxland:** Jean Sterner
- **50 Webster:** Katie and Tricia
- **51 Johnson County-** Chuck Dufano
- **52 Pott County:** Kris Wood
- **53 Marion County:** Julie Erskine
- **54 CHC:** Courtney Connor, Ashley Wandera

Updates: Kimberly

- We have a waiver for physical presence for all appointments (can complete via phone/telework). Includes deferring anthro/bloodwork. Follow guidance that was originally sent out.
- Have a waiver to issue FI remotely. Mail ewic cards
- Working with RO to decrease min stocking requirements, different sizes/varieties of foods.
- There may be other waivers as we move forward - these are the three we are focusing on.

- As we get questions, these are added to Q&A documents on the portal - look at these daily! Will help answer your questions. Guidance documents are listed on the portal as well. Will keep posting as we get more.

- Mid-year reports. Due date coming up. If you need an extension, notify the consultant through IA grants.

- How to issue benefits if a participant has missed an appointment. More guidance will be comin.
- If appt missed, issue 3 months if they are eligible to receive. Don't want extra barriers at this time.
- Some agencies handle scheduling future appointments differently (main letter, scheduling on behalf of the family, etc). This is all fine, just keep issuing. However, encouraged to complete appointments that were missed. For example, if a nutrition education appointment is missed in the morning but family calls in PM, go ahead and do the appointment then, if it works to do so.

Reaching out to participants (Nikki)

- Getting used to handling day to day appointments, but also good to look back at past schedules and call no-shows from earlier in the month.
- Missed appt report - reach out, even if they termed end of last month or other time. If they didn't get in, could get them back on remotely

Focus Issues (Connie)

- Seeing more incidences of things saving to Focus in the wrong order
- Cert, issue benefits, but they show as pending because the application saved after the rest of the appt.
- Encourage to save often, refresh.
- Try to have only 1 person in a record at a time
- Could be 2 people in record or slow internet
- Call Connie with questions

Vendor Stuff (Kenny)

- Demand has decreased since last week
- Retailers feel like they are recovering (manageable level)
- Still many cases of store being low/out of stock variety of items
- Everyone is secure that the food supply is good. Focus shifted to store staffing - operational changes.
- No returns at HyVee
- Hours of operations
- No can/bottle returns
- Staff feeling sick themselves or worried they came in contact with someone infected
- Stores focused on cleaning and restocking.
- Call yesterday with most states .Similar pattern nationwide
- Eggs
- Fat content in milk
- Most consistent issues across the country
- Kenny has dealt with participants who cannot find eggs - worked to find them eggs
- Keep sending these to Kenny to help work through

- Also on call, were some corps.
Kelloggs: will only be doing 18oz rice krispies
le: Picking most efficient size to get that into food supplies
- Change in the ways we feel about shopping. Plenty of foods, just might not be what we are used to seeing.

Agency Feedback/Sharing:

How appointments are completed? What's working well? Issues you've run in to?

- BMC (Karen and friend): Completing all appts via phone. Staff working in full time offices. For most part, everything is going smoothly, Lots of texting - resources, videos, reminders of where to send proofs. Staff are getting used to technology and are getting better. Had to add an extra phone line to keep up with incoming calls.
- New Opp (Paula): Telehealth offered, but mostly appts by phone. Running a normal clinic schedule. Nurse tracks certifications and RD focusing on NE appts. Participants were very appreciative. Answering questions about food supply. Staff are good about staying on top of what stores have what/when trucks come in/etc to help guide shopping.
- HACAP
- Hillcrest (Gina): All appts by phone. Good luck with participants answering. Ppts good about calling back w/in 24 hours if they miss a call. Proofs being sent in going ok.
- MATURA (Karla): Staggering staff at the main office. 2or 3 in the office, rest at home. Have done some Zoom appointments. Ppts appreciate. Great support with the media getting the message out. Staff miss each other.
- MICA (Sierra): All staff were told to go home last week. Everyone who can work from home is. LDs doing all appts. Biggest roadblock was getting everyone a cell phone. Printer at Sierra's house. Can go to office 1x/wk to mail cards. Rough at first. Starting to go back through the month to catch no-shows.
- Mid-Sioux (Cindy): Other depts in agency WFH. WIC has stayed in the building and can spread out in the office. All appts keep to the same schedule. Getting a hold of families is the biggest problem. Bad numbers/no Voicemail. Checking folks in, and telling ppts that CPA will call. Then cannot get a hold of them. Figuring out this process to not lose families this way. Google Duo and Facetime have been helpful for getting proofs right away.
- NICA (Carla): Some staff working from home, some in office. Multiple programs, so the office is open buy by appt only. All WIC appts done by phone. Microsoft team chat - ss talks to CPAs, instructs who to talk to from the schedule. CPA chats back to the clerk what she needs to do after appt is over.
- VNA (Sara): this is Sara from Agency 42, - mic is not working. we are using phone-texting and calling - seems to be working well. Clients do call us back if we can't get a hold of them. No major issues as of now. Our building is in "lockdown" but staff is able

to come in so we are working from the office which helps but we do keep a 6 foot distance. We can work from home if needed

- OT (Amanda): Nurses and LDs from home. SS in office, but otherwise the lobby is closed.
- CASEI - I am on the phone but was not on mute and you could not hear me. Same update as others...no travel clinics, working by phone to help families. Working from Burlington and Muscatine sites but closed to the public.
- AHF (Cindy): Doing appts out of Ottumwa office over the phone or facetime. MCAH clients prefer over facetime. Not too many issues. Clients are relieved and happy to do services this way. No issues.
- UDMO - no one on call?
- WCCA (Amanda): staff working out of Harlan office. Appts over the phone. No zoom or telehealth yet. May look into this since it's hard to get ppts to call back or send proofs. Waiting for proofs before nutrition assessment/education is done. Some staff working at home d/t daycare issues. Getting a game plan ready in case they do have to work from home (printers, phones, etc)
- Siouxland (Jeannie): Open for business. Screening at the door. VFC clinics will continue as well. Those who don't answer the phone (to offer over the phone appt) will come in. Only 1 p/g and the person who has apt allowed in. Using texting and photos. Mailing R&R with appt reminder to get those in ppts hands.
- Webster (Tricia): Everything over the phone. Down to 3 or 4 staff working in the office. Office in lockdown. Continuing home visits if requested. Screen staff and families daily. New moms are very grateful for this. Will continue this until they are told they cannot. Seeing same # (maybe more) mom in the home. Rest of the staff have other jobs in the public health department - staying busy. I think I reported this to Nikki but we are also contacting all of our families from the FD office for all 5 counties.
- Johnson County (Chuck): Closed to the public right now. Working by phone out of office. Thinking about moving to wfh. Teletask -appointment reminder and where to send proofs 2 days in advance. 1 day in advance ss will contact. Day of appt, CPA calling to finish appt. Doing travel clinics by phone, as well as IA City every day. Trying to call at the scheduled time, but can get offset if they get behind. Completing most appts.
- Pott (Kris): Open, but seeing hardly anyone. A new person may choose to come in, but that's about it. Everything else done by phone. Scripts and PDFs of what needs to get sent to phone or email as far as proof. Script about "In attempt to stop the spread of Covid-19_ Using script when calling too. Have gotten just about everyone. Basically don't have a no show rate. Monday was stressful - very busy. Plan in place if they have to move to WFH.
- Marion County (Julie): Office lock down. Can only do appts remotely. Most by phone, some by Zoom (disastrous). Some clients freaked out about Zoom. Some staff may wfh, will find out tomorrow. 1 staff quarantined and wfh now. Ppts responding and thankful. Seems to be working
- CHC (Ashley): no clients in clinic. Working with IT. Changed text clients get day before - notifies them what to expect. SS contacted families the day before to explain what proofs are needed. Only receiving proofs through email - this has been a challenge. Looking for

other options. Text they send are through a computer. Not in a position to do telehealth now. Biggest challenge is getting proofs. Trying to do ahead of time; better for staff flow. HU and NE over phone going well.

BF Information (Nicole)

- CDC guidance on their website, same as the US BF committee.
- We don't know much about transmission
- BF best thing you can do to protect your baby
- Look at Medela information/webinar that was sent out
- Take precautions not to share germs (wear mask, wash hands, use clean sheets, changes sheets/blankets, etc)
- If a mom is really sick, pump with good hygiene. Have a well person feed the baby.
- Pump cleaning h/o on CDC website about how to thoroughly clean a pump
- Make sure we are offering pumps to people and finding a way to make that work

Questions

Q. Will there be an update to the blood tab for us to select no blood work due to physical disaster? Currently we are doing appointments with the provider and making a note "no blood work done due to CoronaVirus."

A. Can defer bld test for 90 days. rEferenced policy to view procedure.

Q. But these would be NEs (online normal) do they need to be seen just for blood work?

A. See policy

Q. Please clarify issuing benefits to no shows and what type of appts we can blind issue to. Do we need to have contact with /from the client first? How do we handle CHU/recerts in 3 months.? Do we do the anthros and blood in 3 months or is this deferred?

A. Don't need contact with client fist. But, if there is the opportunity to complete appt, good to do so. Referred to guidance on how to collect anthro/blood work info

Q. Just to clarify, do we need to keep division of responsibilities even if working from home? Also, is there a YouTube video on using WIC benefits available?

A. Yes, separation of duties is needed. No video at this time.

Q. For LAs, are people still having late night hours? CHC has to close earlier.

A. HACAP has late night today. Staff will continue to do calls from home for late. Can work ahead if they want. Pott Co also does this too. Ok if they are done before the day is done. NICA0 too. Some factories have closed so the late night isn't as important for families who normally want those times.. JCPH doing the same. Call earlier and be done for the day. WCCA not following the traveling schedule. MATURA works ahead too and splits up satellite clinics so two people are working on them.

Q. WCCA: Missed appt today. Are we supposed to issue today or wait to see if they call back? Agency putting them in as red no-show. Confused on what they should be doing.

A. Go ahead and load if they miss. If they do call back, the appt can be taken care of. Still having discussions on if these are red/green seen/no show appts for reporting purposes.

B. BMC: have staff complete NE as refused - way to see who was missed

Q. BMC: Phone calls from people who have lost their job. They are over income today. Do we wait until April so we can average March and April, when they would qualify?

A. Adding this to the Q & A document. There is information in policy about this.

Q. Pott: How far back can we go when issuing benefits to families we cannot get a hold of:

A. Want to be fair to all ppts. More information will be posted on the portal.