

April 28, 2020 Contractor Meeting

Attendees:

OCIO - Jessica Van Heuveln
#31 Broadlawns - Kalin Berkland, Karen Goff & Hannah Ledeboer
#33 New Opportunities, Inc. - Paula Klocke, Julie Williams & Brenda Densmore
#35C Hillcrest South - Cynthia Kaczinski & - Dubuque: Gina Gassman
#37 MATURA - Michelle West & Karla Hynes
#38A MICA - Sierra Stevens & Janet Weber
#39 Mid-Sioux - Cindy Harpenau
#41 NICA0 - Carla Miller
#42 VNA - Sara Noack
#43 Operation Threshold - Amanda Kirchhoff & Angela Becker
#45 CASEI - Sandra Mabeus, Jessica Burnham & Christine O'Brien
#46 AHF - Cindy Meiners
#47 UDMO - Emily Swancutt
#48 WCCA - Amanda Blum
#49 Siouxland - Jean Sterner SDHD
#50 Webster Co. - Katie Loseke, Rachel Pederson & Tricia Nichols
#51 Johnson County - Kate Klefstad & Chuck Dufano
#52 Pott. Co. - Kris Wood
#53 Marion Co. - Julie Miller
#54 Scott Co. - Courtney Connor & Ashley Wandera

Caryn- we have a guest today, I will turn over to Jessica Van Heuveln, Google Support Specialist from OCIO to offer tips/tricks related to virtual meetings.

Jessica Van Heuveln - started presentation, was recorded and lasted 30 minutes.

Caryn- thank you for joining us today, it has been helpful

Brandy – couple of topics, update on project on appointment reminder services. Our technical operations team formed a couple of years ago, had request for statewide appointment reminders solution. We were able to explore that this past year and convened a work group in 2019, agencies were contacted in early 2019 asking if they used a system and what was important to you. We had to see how Focus is used today and asked Mountain Plains groups to see if they were using systems. A few did and a few recent changes with service providers changed. Business case established first step was to make sure there was not a master agreement in place. 2. Procurement process, discussion with Utah has been using it. Focus. Be hearing more from Charles about the procurement documents, and want to know what is important to you. It is not a quick process.

Brandy- next topic is using Zoom with participant meeting – problems with hacking and the department is now not going to be using Zoom any longer. Will not be asking for

recommendations as what to use, we will use OCIO security guidelines, clinics should use recommendations from your agency.

Caryn- Charles back on

Charles – WIC shopper app update, I sent email last week to make sure everyone is aware of it. Sioux land and Broadlawns participated in trial, it is a link to an app for families to track milestones of children, not a screening resource, its free and nice for parents to use for developmental reasons, and seek help for resources, I can answer any questions.

Nikki – We just wanted to give update on core, focus, new employee training. Have been wanting to revamp our training for a couple of years now, for new employees, so taking a look at that, and have removed those training dates from your save the date calendar, have looked at other state training platforms and what they do for their agencies to see how they are using the training. Adopted Colorado’s training and have three tiers 1, 2 & 3, we are working hard on tier 1 right now and will move on to the other tiers. Think it will provide better training overall. Also working on Focus training as well. Will keep you informed.

Bruce – last Friday you sent me in a request for Amendment #2 – Thank you for that. We are looking at those and want to mention the total for that came to about \$670,000 and we have \$400,000 to spend. Have talked to a couple of you on phone and brought number down to \$481,000. I am looking for additional funds or give and take on couple other requests. Will meet Thursday afternoon to go over all of them, and get back to you by email on Thursday afternoon to let you know how much will be awarded to each agency and get going on budget amendments.

Kimberly – COVID 19 discussion, not many updates today, just want to mention we do have the waiver in place for us to get the office, clinic, and administrative visits done remotely through May 31. We are making some tweaks to the clinic visit forms, so a little bit more applicable to the remote visits, but pretty similar, and will work with each of you to determine the best way to do those visits since everyone is doing things a little differently, but will make it work, and thank you for working with us on this.

Kenny- no earth shattering updates, some of the stores had changed operations are changing them again. Within changes redemption data, Fareway & Hy-Vee have changed their business hours. Kris Wood did a purchase at Walmart, found some confusion on payment screen, there is an option to select “Other” payment options, and did not think of this when first created. Been good through the month another one coming, looking forward to that.

Kimberly- I really wanted to open it up for questions, sharing things going on at your agency (Covid-19 related or not), any outreach at this time – especially for those who may now qualify for WIC or would not have in the past?

Broadlawns- we have lots of discussion and plans regarding Farmers market, and when are agencies are ready to re-open? Trying to make plans. Are you expecting families to come in and pick up their famers market checks?

Kimberly – We have the waiver to waive physical presence through May 31, 2020. Taking it a day at a time. Caryn, did you have anything to say about Farmer’s Market?

Caryn - I did sent an email, June 1 is when Farmers Market will be starting, Paul Ovrum doesn’t see why the checks could not be mailed out. We will keep you updated there. We are waiting on final approval. Send us an address as to where you want your checks mailed to, should arrive mid may for checks.

Karen - will you let agencies determine what is best for our county regarding Farmers Market. How are we going to accommodate for that, when we can’t have that many people come in in addition to farmers market.

Caryn - we need that to come from USDA and IDALS since they fund Farmer’s Market so we need to wait for those channels to make decisions.

Nikki - going to add from what I have heard on Mid-west calls, everyone is expressing same concerns NWA is advocating for extensions of the policy. What can we continue to have you doing until May 31st. A lot of unknowns still unfortunately.

Kimberly - New Opportunities?

Paula - so outreach, we sent a postcard that we are doing with the kids lunch pickups, just a card about eligibility information, and see if grocery stores will let us had them out there. Social media posts to keep it going that WIC is open and ready to help, food pantries, small communities to try to increase help for issues.

Will be excited to see April numbers as we are adding new people on. Able to get a hold of people a lot easier than in the past since people are home.

Kimberly – HACAP?

Angela Munson- outreach, nothing specific, doing reports

Hillcrest Cindy - things going fairly well, at first everyone was doing well, this month has been more of a struggle, people are not responding as well, not calling us back.

Kris Wood – reactions towards appointments, sending proofs

Johnson Co. - same with us, been hard

Carla Miller 41- clerical staff call and tell them as soon as they get the text they are returning call right away.

Kimberly -Any other updates?

Gina Gassman – Comment 2:14 PM My questions were also already addressed, but for outreach, we did a mailing to providers and also some calls just to make sure community partners knew we were still completing appointments and could complete everything over the phone. We are doing Facebook posts as well.

Julie Miller – Comment 2:15 PM That is what we're doing in Agency 53 as well--it works!

Kimberly- Matura?

Matura – Karla Hynes – we had same questions, farmers market couple things we have done, reached out to a couple of schools with label on back to families that have kids 0-5years, we have added a lot of people, a lot of Facebook posts, contest to see who could make up recipes for WIC food items. No one participated.

Kimberly- yeah, how is this going to look when things move forward

MICA – I feel like all our questions have been answered. Outreach use a lot of reports back to October for termination report, keep own list on people that have not responded to us. One-page flyers at local grocery stores, we have had a little more that haven't responded to calls.

Mid Sioux – Cindy, don't have any questions, outreach – working on contacting families who are not receiving WIC benefits.

North Iowa – I don't have any questions, outreach use a lot of Facebook as well, hospital has created a help guide with WIC on there with income guidelines, and going through reports as well.

VNA – Sarah, no questions, outreach we send info to radio station and other media just to get the word out we are here.

Operation Threshold Amanda- really busy, highest in state, not a great place to be but as an agency continue to keep our lobbies closed, when we do open back up, we don't have any PPE, so definitely need that to open back up. A lot of foreign language, so definitely need to work on how to best serve them and keep other participant s safe.

Angela – We have seen a lot of regarding peer counseling, in a holding pattern and doing research.

Community Action SE Iowa- just a reminder talking to families and remind that the stimulus check is not counted as income. 4 of our 5 counties are still closed until May 15. We could be in a pickle if we do not have the waiver capability.

AHF – have done radio ads also.

Upper Des Moines – answered all questions. Outreach – worked alongside head start, contact all families that are eligible but don't have service. Word of mouth and our Facebook

West Central – things are going well, new families reached out and reach out to grocery stores to promote WIC at this time. No questions at this time.

Sioux land – pretty hot right here, trying to maintain staff working out of office, support staff out, clinics are really busy and show rate. Only outreach Mary Trillia new

Webster Co. Tricia, no questions so far, outreach a lot of Facebook, word of mouth with community partners and other participants have referred people.

Johnson Co. – you answered most questions, we are texting appointments and tracking reports, press conference gave our information and through our website.

Pott Co. Kris – we are pretty much are at the office, bit of a slow down last couple of weeks, went back through December to do appts. Over the phone, bus benches and bill boards over the next week or so. If we can mail the farmers, market checks aren't enough to go to everyone, not sure how to do that.

Kimberly – good points

Caryn - as far as conversation about participants using the checks, as far as the mailing, repeat mailings,

Kris - booklets are so big we can't afford to mail, but could send electronically.

Caryn - we need to have a conversation with Paul

Chuck – can we send them a website to access?

Kimberly – good idea and talk to Paul about.

Nikki – don't see a problem with posting the PDF.

Nicole - haven't they posted electronically in years past?

Courtney Connor - I remember doing that.

Q. Can we put farmer's market guide on shopper app?

Brandy – No, I don't think we can do that right now, don't have the mechanism to do that.

Caryn – if we mail checks and they are returned can we issue to someone else, make contact with family first and contact helpdesk to find addresses of others.

Q. Can famers market issue them at the actual Farmer's Market site?

Marion Co. - not a lot going on here, we are all working at home. We have a system in place with support staff and working really well as long as participants answer their phones, clients are happy we are still open. All questions have been answered.

Community health care – Courtney Connor - do not have specific questions, we are still working out of the clinic, have masks and keeping morale high with social distancing. We have not worked from home, since we do not have the technical capabilities i.e. lap tops etc. We still have about a month left of telehealth, it will be interesting how things go forward. Outreach, breastfeeding increase from hospitals, telling about resources, Dr. telling patients about resources, we have a marketing coordinator here at CHC who is putting out information on our own WIC Facebook page as well, got good ideas from other agencies and do more that way, seeing more of a slowdown, can get ahold of everyone, but receiving proofs is a drawback. Definitely manageable, keep seeing as many people as we can that need the program.

Kimberly - anyone I missed.

Kris - A lot of people using the outreach report, and ours work for the most part but it errors out when we try to run council bluffs, I have talked to Connie about it and it seems a lot of other people can use theirs.

Connie – we are working on it right now, it's been turned into OCIO ever since the agencies said they have been doing their outreach, one of the reports does run for smaller agencies, it's big agencies it won't run on , so we are still working on it. Will let everyone know when it is working right.

Kimberly – any other things to share? Thank you for everyone's time and sharing information, keep us posted on any changes, feel free to reach out to us with questions, appreciate all you do. Next call May 13.