

5-13-20 WIC Webinar Notes

Attendees:

#31 Broadlawns – Hannah Ledeboer, Kristy Carr, Karen Goff
#33 New Opportunity – Paula Klocke, Brenda Densmore, Malissa Pudenz, Carla Bernholtz
#34 HACAP – Angela Munson, Carie Davenport, Diana Strahan
#35 Hillcrest – Cynthia Kaczinski, Gina Gassman
#37 MATURA – Karla Hynes, Astra Jennings, Michelle West
#38 MICA Janet & Sierra
#39 Mid Sioux – Cindy Harpenau
#41 NICA0- Carla Miller
#42 VNA - Sara Noack
#43 Operation Threshold – Amanda Akkerman, Amanda Kirchoff, Angela Becker
#45 CASEI – Christine O’Brien
#46 AHF – Cindy Meiners
#47 UDMO – Emily Swancutt
#48 West Central – Amanda Blum
#49 Siouxland – Jean Sterner
#50 Webster Co. – Katie Loseke
#51 Johnson Co. – Chuck Dufano
#52 Pott Co. – Kris Wood
#53 Marion Co. – Julie Miller
#54 Scott Co. – Courtney Connor, Ashley Wandera
IDPH/MCAH: Analisa Pearson

Kimberly: I will go ahead and get started, please type in comment box if you have questions and to let us know you attended this meeting.

COVID Updates:

Kimberly: Not many Covid updates, I know you are all wondering about waiver, I don't have more info about that, nothing from USDA about it, but when we have more info we will let you know.

Farmers market:

Caryn: overview, eligibility is the same; infants over 9 mo, all children and women. \$27 per participant with no limit per family. May 31 is date everyone must be active to qualify for Farmer's Market checks. Directories can be submitted to participants electronically. Checks can be mailed out but cannot use WIC funds to pay for postage. Any questions?

Q. When you say no WIC funds to pay for postage, but can moneys we receive from FM funds, can we use that money?

A. Bruce: you just can't use WIC funds.

Caryn: I do not have anything else to add about Farmer's Market.

Agency sharing:

Kimberly: would like to go around to each agency to have you share info about what you have heard from participants about their personal shopping experiences. Heard one participant hadn't used their benefits because they did not want to go out shopping...so any things you have heard and why they aren't shopping as frequently?

New Opp – I do not have a most recent update about that.

HACAP – Diana, Angie is on call but, I do not work close enough with staff to know any updates, but I can send out email to my staff.

Angie – I have not really heard anything from staff, I did ask them, but have not gotten a response on shopping experience. Just waiting to see what is going to happen after May 31.

Hillcrest – the only thing we have heard is that they do not want to go out or do not have daycare. Not that there is not enough product. Everything else is going good. Getting a hold of participants is easier by phone.

Gina – hadn't heard anything about their shopping experiences.

MATURA – Karla Hynes, have not heard about experience but everything is going really well.

MICA – not a lot about having problems, but found out a family had been self-isolated due to family member having COVID and could not lend anyone their card to have them go to store for them. Keeping a report on no shows, but do not know reason for the no shows.

Mid Sioux – I don't have anything else to add, just same thing everyone else is saying.

North IA – I agree with what everyone is saying, trying to get the Neosure is more difficult, hard to find it, and the participant can't get it all at once.

Kenny - I can check to see if there are any issues with the NeoSure.

VNA – Dubuque, I do not think we are having any issues, wondering if maybe they are using their stimulus money instead of their benefits to buy WIC items, but pretty much the same.

Operation Threshold – we have not heard of any food shortage, redemption is up in April, main concern is we can not get any PPE in preparation for re-opening. Delivery dates are end of June or July before it can be delivered.

Community Action SE Iowa – nothing different from anyone else is saying, frustration with USDA not extending the Waiver, we are no way ready for people to come into our office by June 1.

Q. Farmer's Market link to directory, will you have a link for participants on how to use the checks, so they don't have any issues?

A. Caryn- I will look into that. (Link sent to coordinators following the call)

AHF – we have had a few on deadline of not going to use benefits, and not wanting to go out shopping. We are getting many cards back saying return to sender, address not correct.

Hillcrest – we are having a lot of returned mail with wrong addresses. Called post office and they do not have any ideas on what to do.

Upper Des Moines – seeing the same , participants not updating their phone numbers and wonder why they have not gotten their benefits the next month.

West Central- things going well over here. One thing agency director and I were discussing is PPE and trying to prepare to come back and open clinics. Our concern, what to purchase and how much. Not ready to re-open either, also, social distancing will be an issue; we could not meet that guideline due to small clinic. Otherwise, everything is going well.

Kimberly – will just have to follow your agencies policies and procedures.

Operation Threshold – if we had to open up would we have to force the other clinics to open? Don't want to lose locations such as the church, who are not going to be opening, due to the requirement for us to open.

Kimberly – good question, do not have a specific answer, just hope the waiver will be extended.

Q. What if the waiver is not extended and the agency is not ready to open?

A. Kimberly - We are hearing this from other states as well.

Johnson Co. Chuck – not a lot of complaints about finding foods, Walmart self-checkouts good. Having troubles getting proofs back electronically. Farmer’s Market mailings, anything we need to know about the issuance, Return to sender? Etc.

Kimberly – will get back to you on that.

Karla from NICA – texting is better for us, new people coming in we can just put them in any clinic since we don’t have to travel, so that has worked well for us as. If someone calls, we usually just get him or her in right away. Since we are all working from home, and not traveling.

Pott co. – it is my understanding that with the food redemption, they are getting more with online shopping. If we mail the Farmer’s Market checks do we still have to print the receipt?

Caryn- no you do not. You can note in the record that the check was sent.

Brandy – Just want to verify that the EBT is not WIC but is food stamps.

Marion Co. – nothing new to report, still under travel ban.

CHC- one of our concerns is our organization is not ready to re-open, been talking about curbside, but not ideal, is there is a timeframe? Our numbers went down from last month, one concern is our no shows is drastically down, and can not reach them, not texting or telehealth, so could be why we are having trouble getting proofs. We are hoping to get telehealth up and running next week, nothing about redemption, maybe just choosing not to use their benefits. May not even know they have any benefits.

Kimberly- there is not, no info coming from USDA at all.

Broadlawns- What are your expectations if the waiver is not extended?

Kimberly – want to continue to do remote visits, we will be sending out general guidance on that.

Q. Do you know when you will be doing that?

A. Kimberly – hopefully next week.

Q. What about Breast Pump fraud concerns.

A. Kimberly – we still are not planning to have those returned at this time.

Nicole - Wanted to make sure no one had any issues with the stock getting low, and if so, at that point, we would need to get some of those back in, but would have to quarantine those pumps to make sure they are clean before reissuance. Want everyone to be safe. Todd has been successful in getting some of those pumps back, so we could contact him to see if he could help with that.

Todd – if you could send me a list of those past due, I could call them and let them know that is ok to keep them for now, but as soon as this all clears up, they will be expected to return them.

Nicole – has anyone else been getting low on supply of hospital grade pumps? At this time since it is a personal use item at this time, no push to get them back.

MATURA – we have about 20 out but when we contact them about holding on to them right now, they are ok with that.

Karen from Broadlawns – with the hope of extension of waiver, what are you looking at asking for? 30 days or more? We will not be ready to re-open by June 1.

Kimberly – I do not know how that is going to look, will as for as long as we can get, 3 months or so.

Q. Can we have a meeting next week since we are getting close to the 31st?

A. Kimberly – what does everyone else think?

Nicole – what if we call a meeting only if we have any information we can discuss.

Kimberly – we can go ahead and schedule a meeting next week and if we do not have anything to discuss we can cancel. We can look at a different day than Wednesday, next week.

Broadlawns – since Walmart has self-checkouts, do we know how many WIC participants are using those?

Kenny- not including April, but through March, statewide 15% of WIC transactions were using self-check outs. At the Mt. Pleasant Walmart, 36% using self-checkouts.

Kimberly – I appreciate your participation and comments. Thanks for everything you are doing, look at next week tentatively putting something on the schedule.