

WIC Conference Call with Local Agencies

March 18, 2020

Attendance: Agencies were asked to email their consultant a list of those present

31 Broadlawns: Hannah Ledeboer, Kristy Carr, Kalin Berkland, Karen Goff

34 HACAP: Angie Munson, Diana Strahan, Carie Davenport

35 Hillcrest: Cindy Kaczinski, Gina Gassman

39 Mid-Sioux Opportunity: Cindy Harpenau

41 NICA0: Carla Miller, Jody Weiss, Erin Krull

42 VNA: Elaine Sampson, Theresa Eberhardt, Diane Plein

43 OT: Amanda Kirchhoff, Angela Becker, Amanda Akkerman, Carrie Evans, Ruth Van Gelder, Kriti Ott, Alexis Cornelius

45 CASEI: Christine O'Brien, Sheri Wilson, Lisa Kerns, Diana Dobson, Emily Schinstock

46 AHFA: Cindy Meiners

47 UDMO: Tami Meendering, Emily Swancutt

48 WCCA: Amanda Blum, Brittany Schaben

49 Siouxland WIC: Jean Sterner, Betsy Arce

51 Johnson County: Chuck Dufano, Kate Klefstad

52 Pottawattamie County: Kris Wood

53 Marion County Public Health: Julie Miller

54 CHC: Courtney Connor, Ashley Wandera

Topics Discussed:

1. USDA/NWA Updates (Kimberly)

- a. Physical presence is a requirement. Law allows this to be waived for infants/children under certain circumstances or for any participant with a medical condition or disability which prohibits them from coming to clinic.
- b. We are currently waiting for Senate approval of a bill which would enhance the waiver. This would relax requirements (physical presence, separation of duties) and possibly add funding.

2. Clinic Information (Kimberly)

- a. State office needs to know about any clinic changes, location closures, etc. As well as the plan on how agencies will serve participants if this happens
- b. WIC Staff Working from Home
 - 1) If agency has procedures in place, staff can work from home, but clinics still need to be held – participants must be served!
 - 2) Documentation/guidance on completing appointments from home will be coming soon.
- c. Mass gathering of 10 people are prohibited
 - 1) In clinic, people need to be spaced out. If there are >10 people, there needs to be 6 feet between them.

3. Guidance documents from yesterday were discussed – information reviewed (Kimberly)

- a. Certification Highlights:
 - 1) Modifying cert end dates is in policy and can be done
 - 2) If apt is being done via video, proofs can be viewed that way; these would not have to be submitted through text/email
 - 3) If medicaid # is already in Focus or pt gives the medicaid # verbally, can use it to verify in IMPA.
 - 4) Voter Reg- make sure to ask the questions, if they say yes they want to register, staff needs to mail the form to the pts. Then, document the yes response on the declination form and something along the lines of disaster, mailed registration form. If they don't want to staff needs to fill out a declination form indicating they declined and signature not available due to covid 19/disaster. (See policy)
 - 5) Anthro: get measurements from health care provider (HCP) if possible, if not able to, document verbal, use appropriate inaccurate measurement drop down selection.
 - 6) Blood work - if possible get it from HCP, if not it can be deferred for up to 90 days if they have nutr. Risk (215.92) then obtain it at later time (next appt.).

- 7) R&R- have been added to IDPH WIC Website, under Families, can ask pts. to review the form on the website, then use Pt not present- disaster as reason for no sig. If they can't access the R&R form, staff needs to read it to them.
- 8) Use correct reason (disaster) for no sig obtained when issuing benefits
- 9) Right now separation of duties still required, may change if waived by congress
- 10) make sure to access interpreters still if needed
- 11) Can still use proxy for appointments. Can designate a proxy by emailing a note, then staff can scan that in, or place an alert in record that a proxy card needs done at the next appt.
- 12) Mail termination notices/notice of ineligibility.
- 13) VOCs- mail them if possible. e
- 14) Pts will need to set up PIN numbers remotely.
- 15) If eWIC cards need mailed, mail separately from other documents, additional guidance on what to have on the envelope includes "return to sender" or "do not forward".
- 16) Signed statements/ROI: have pts write out the info on a piece of paper, sign it, take a picture and send to WIC staff via email or text...staff would then upload it into the record.

b. Health Updates- similar for certifications, can't deny benefits if HU isn't done, issue benefits and reschedule

c. Nutrition Education - don't deny benefits, issue and reschedule. Encourage use of wichealth.org

Vendor Updates (Kenny)

- a. Reports of low stock/out of stock products statewide
- b. Stores assure us that the supply line is still intact. Problem is waiting for trucks to arrive and retailers to re-stock the products.
- c. No plan specific to preparing for April 1 (when benefits start again)
- d. Changes to several store hours
 - 1) Allows time for store employees to restock and sanitize stores
 - 2) Hy-Vee, Fareway, Target, Wal-Mart statewide have new hours - Kenny will send these hours out in a document this afternoon
- g. Sales Numbers
 - 1) Vendors say 200% increase in sales lately.
 - 2) WIC sales have been double in the past 4-5 days.

h. Tips: Call ahead before going to the store - Participants can ask what stores have on hand (e.g., formula) and when's the next truck

i. Limiting Products

1) Target only store who has contacted WIC about limiting formula that can be purchased (8 cans is the max.)

4. WIC Shopper/Focus (Brandy)

a. WIC Shopper – a banner has been added to the app stating that WIC is open

b. Focus – changes to drop downs (disaster, no physical presence)

c. No Food Benefit P/U – this job has been turned off

1) Will remain off until this is over

2) We will notify agencies when the job resumes

Questions Asked:

Q: Women must be present unless they have medical issue?

A: Yes, until bill is passed by Senate

Q: We still have to go to clinic, but can we limit days at satellite clinic (would still have presence in the county)?

A: Yes, just let us know

Q: What about communities that we can't go to b/c everything is closed?

A: Do as much as possible over phone, video conference if possible. Offer another location, in another community, when possible.

Q: We have a small clinic coming up where everyone on the schedule could be done over the phone. Do we go to the clinic anyway?

A: Make sure you contact the participants ahead of time and make sure they are aware of how they will receive services. Signage on clinic door stating how they can get ahold of you.

Q: What is hope/definition as to when waivers will be passed?

A: We don't have additional information other than NWA says soon.

Q: Is governor aware of challenges WIC is currently facing?

A: Governor is aware of what we are dealing with and the waivers we are waiting for.

Q: Can Term and ineligibility notices be emailed? Can R&R document be sent ahead of appointment time?

A: Yes

Q: Will waivers include participants not having to provide proofs? If all proofs coming to 1 inbox or 1 cellphone it gets hard to manage.

A: We haven't seen anything like this listed in the package. (Would include physical presence and increased \$ for food). However, there is a general section within the bill that says USDA can waive other requirements as needed by states.

Q: How many months are we issuing if a HU appointment cannot be reached by phone? 1 or 3?

A: We will get back to you with an answer.

Q: If state is put on lockdown, with IDPH push to have WIC included as an essential service?

A: WIC is listed in the coop COG as an essential service for the state of Iowa.

Q: If initial appointment can be done through Zoom or FaceTime, would that meet current physical presence requirement?

A: Will need to ask RO.

Q: Do mom/baby need to be certified together?

A: Reminder that mom can continue to receive benefits for 6 weeks after EDD to get past this/waiver gets put into place. Baby could be certified by phone. This could be an option if mom was nervous about having to come in for her own appointment.

Q: Are there senators we could talk to make the waiver go through faster?

Y: Sure

Q: Does needing a special formula qualify a person to shop during the earlier time of day before stores are open to the general populations?

A: May be good to contact the store. Kenny doesn't anticipate Fareway will turn people away if they say they have a special need.

Q: Will documentation requirements for special formulas change?

A: We cannot deny benefits. Can be brought up when Kimberly has her Friday call with RO.

General Comments:

Connie: Staff should look at summary to see if Modify Cert end date has already been modified, if it has you can't do it again.

Karen G: Reports at Lutheran Hospital, Children less than 16 can't go into hospitals unless they are a patient, people being screened at the door of the hospital. They are doing HUs and NE on the phone, doing certs over phone when possible and extending cert dates, sending over to River Plaza if need to.

Christine O: Pts are very thankful they don't necessarily have to come in. Most stressed ones are new moms who have to be seen themselves so are still needing to take baby out with them

Nicole N: we shared info about BF and covid 19, CDC says there's a lot of unknowns but BF is the best, lots of hand washing, wear a mask, talk with your HCP.

Next steps:

We would like to continue these calls. An invitation for this same time each week will be sent. We will continue to send out information as we receive it. Continue to check out the IDPH website for information on Covid-19 and send us the questions you have.