

## October 14, 2020 WIC Webinar Notes

12:00 pm– 12:29pm

### Attendees:

- #31 Broadlawns – Karen Goff
- #33 New Opportunity – Paula Klocke,
- #34 HACAP – Diana Strahan
- #35 Hillcrest – Cynthia Kaczinski, Gina Gassman
- #37 MATURA – Karla Hynes
- #38 MICA Janet & Sierra
- #39 Mid Sioux – Cindy Harpenau
- #41 NICA0- Janelle Pansegrau sitting in for Carla Miller
- #42 VNA - Sara Noack
- #43 Operation Threshold Amanda Kirchoff
- #45 CASEI – Christine O’Brien
- #46 AHF – Cindy Meiners
- #48 West Central – Amanda Blum
- #49 Siouxland – Jean Sterner
- #50 Webster Co. – Tricia Nichols
- #51 Johnson Co. – Chuck Dufano
- #53 Marion Co. – Julie Miller
- #54 Scott Co. – Ashley Wandera

**Kimberly:** At the state office, we do not have many updates to share. The USDA Waivers have been extended which allows remote services to continue as they have been. The waivers are extended for 30 days after the nationally declared public health emergency. Currently, the waivers are effective through February 20, 2021. The national public health emergency is reviewed quarterly. I thought we could go around and have each agency share how things are going and how you are currently providing services, if you have had any changes, and any information you feel would be helpful to share with each other.

### **Agency Sharing:**

**CHC** – Ashley Wandera, Things are going well, we have a rhythm with seeing clients virtually we still use the email to have them send proofs as best we can and as far as staff goes they still feel things are going well, I haven't heard any adverse things as far as that side goes. We seem to be keeping up with virtual appointments are pretty good, but no real changes in the way we are seeing clients.

**Marion Co.** – Julie Miller, We saw people in person in August and most of September, however the show rates were terrible, so we went back to doing all of our appointments over the phone. This has worked much better, and our schedules are full. People are answering their phones so we are able to provide benefits. We will continue doing it remotely until the waiver expires.

**Johnson Co.** Chuck, Things are still going well here. We are still doing all of our appointments by phone in our service area. I am trying to see if there is a threshold of new infections through community transmissions numbers, just to see if at one point it may be good to have people coming back on site on limited basis. This will be for certs only, but at this point, we are still planning on remote visits through February 2021. This will depend on how things go and how transmission is going on. We might consider it sooner but at this point, there are no definite plans for that.

**Siouxland** – Jean Sterner, We are seeing people for certs and re-certs but we are giving clients the choice which is working out pretty well because most people are choosing to do it over the phone. We are doing some oral health for maternal child health on those kids also and we partner up with the health department here, so some kids are getting vaccinated. It has worked out well, we have some tough days where we have people waiting in the parking lot until we have them come in, but so far we are doing ok and not offering it to people who don't need any anthropometrics, we are keeping those virtual for now unless they really want to.

**AHF** Cindy - Since September have been seeing some appointments in our Ottumwa clinic similar to others where we just give them a choice and it's just certifications, so a lot of them we are still doing over the phone. Today is our first day we are in a travel clinic seeing some people too; we will see how that goes, that is in Oskaloosa. Going good so far.

**Comm. Action SE IA**, Christine, we are starting to see a few people for certifications and postpartum moms, maybe some re-certs just at our Burlington and Muscatine sites. We have decided with cold and flu seasons coming up and winter travel we are going to delay our travel clinics until after the first of the year. We are kind of getting used to it here in our standing clinics to see how it's going, and if we need to make changes and what will happen when we go back to our travel clinics. So far so good, people are coming in and we are getting heights, weights and Hemoglobin, and going from there.

**Operation Threshold**, we are continuing to do all our visits over the phone. We are up 7 percent for the year so schedules even with phone calls are tight. Very busy, most of support staff working in the office making appointments, answering phones, doing the mail, etc. The CPA's are still working from home other than their assigned days to come in.

**Visiting Nurse Assoc.** Sara, we are continuing to do appointments over phone as well. When the new waiver came out we decided we will continue this until the end of this year and hopefully we will start doing certs and re-certs in in our office and at travel clinic in January but that will depend on COVID numbers, vaccines, and all of that. I will announce that our WIC Clerk of 24 years has decided to retire at the end of the year.

**North IA** Janelle, CPA's are back at the office, doing phone visits from the office, we don't have anyone coming in the office yet, I think the plan is for us to continue that until the waiver expires. We have started to think about some ideas for getting people back into the office in person, thinking about how we will space those out, and what we will do when that time comes.

**Mid Sioux** Cindy, continuing to do all visits by phone through the first of the year I am sure.

**MICA**, we recently brought all staff back to the office, but still doing all of our appointments by phone right now. We are working on a protocol to be able to start offering some in person appointments but no date on when we will start implementing so figuring things out there. Otherwise, we are continuing to do things as we have been the last several months just doing everything by phone and the nice thing about having everyone in the office is greater availability if people want to pick up cards or breast pumps or whatever they need, we are here to handle that.

**MATURA** Karla, we have a 3 prong process that we have been thinking about on seeing our clients. First thing we look at is if participants are interested in coming in for certifications and that kind of sets the tone on whether we will hold that clinic or not, if we can get a group of the certs to come.

The second thing we look at is in that particular area is the positivity rate. I know we only have the positive results if you have been tested, but we don't have any other concrete measurement to go by, so that is what we are looking at. We will see if that is what we want to be traveling into an area that has a high rate or if we decide we want to be traveling into a place that doesn't have a high rate. The third thing we look at is staff health and how are we doing. Do we have enough to maintain our clinics if we have people out that are gone because they are sick? We can handle them on the phone much easier than spending the time in the car driving, and we don't need as much staff.

**Hillcrest** – Gina Dubuque doing fine here, we have decided to continue with the remote appointments because our rates are still high. We are going to evaluate as we go and possibly start seeing people before the waiver is up. Sometimes we do have walk-ins and we do go ahead and see those. We have been seeing those and it's been going fine. All staff are in the office so we can also do pump pick-ups and that kind of thing. Seems to be going ok.

**HACAP** Angela, we are seeing certs in office, most of them will come in, but we do give them the option that if they do not want to come in person they can do remote, most people come in. We are open and all staff are working in office. Appointments that are not certs we do over the phone. We do have one site that is not open yet and it is a site that we have translators at, so for that we will just continue to do that over the phone, on a three-way call between the client, the interpreter and us. Our

show rate not as good as it was when we were doing all phone, however it is similar to pre-COVID. Everything seems to be going fine.

**New Opportunity** Paula – This month we started to do our Carroll Clinic just offering to certs and child health updates. We contact them to see if they are willing to come in for their appointment. We are letting them know they do not have to come in and we are going to accommodate remote also. The ones we had scheduled came into the clinic last week so that was positive. At this point, because of the travel issue and driving multiple vehicles potentially if we travel staff to clinic, we are just keeping close to Carroll for now since the waiver is in place and assess things as we go. We are 3<sup>rd</sup> in the state as far as positivity rate, so we are definitely going the wrong direction.

**Broadlawns** Karen, We are doing all virtual at our main clinics, we did have a traveling clinic in Waukee yesterday and no one showed up, so we have done all virtual today. We do have a clinic scheduled for Dallas County Hospital in Perry next month as kind of a trial to see how that goes and if we pass then the hospital will let us come back, so those are the two clinics we are traveling to, all others we are doing virtually. Our agency is somewhat concerned, our caseloads are decreasing and so is our enrollment, as far as enrollment vs. active so that is going the wrong direction. We have all worked so hard to get these families on WIC and keep their benefits. Now we have to think of ways to keep them engaged and keep their benefits active. Our show rate is good, except our wichealth.org is not doing very good, so we need to try to figure that out and see if we can get a better show rate. We do have 2 staff out with positive test results, so dealing with that. Some doctor offices are telling participants to go to WIC to get your weight checked or call WIC to see if they can come to your house to check your weight. We have offered some choices, for if participants would like to come in and get their kiddos weighed checked, but we have not had any takers yet. I think it is just because they are probably not quite ready for that yet.

**Webster Co.** Tricia, we are doing good here, we are completely opened back up, we are screening everybody before they come in, if they are not comfortable coming in then then we do serve them remotely, we have had pretty good luck at all of our sites, everyone is willing to have us back, and going well. We have not seen any huge difference in no show rates, nothing different from pre-COVID. The only thing we have had to do differently is every once in a while, because we are trying to be mindful of the times that appointments are scheduled, we have had to do a couple of PRN days to fit everybody in that needs to be seen. Had to do that once this month. Otherwise, we have been able to see everyone and staff are doing great. They are happy to be back.

**Kimberly** -We do not have any other updates on this end. We went ahead and scheduled these for 2<sup>nd</sup> Wednesday of the month, just to have them on a monthly basis to touch base and see how things are going. So, next month is scheduled on the 10<sup>th</sup> since Wednesday is Veteran's Day, so have moved that but we will just plan on the 2<sup>nd</sup> Wednesday each month. Any other topics or questions?

**Questions:**

**Q. Broadlawns, Karen:** If we attend the virtual NWA conferences, does the performance measure still apply?

**Christine O'Brien** – I had asked that question of Bruce a few weeks ago and he said no, the virtual conference would not count.

**Bruce** – The performance measure was based on funding that would cover reimbursement for the actual travel to the event, which you wouldn't have with a virtual conference. That is my interpretation.

**Question:**

**Q. Amanda Operation Threshold**, Any final decision on restructuring of the areas, going from the 20 agencies to the 14 contracts?

**A. Jill** – The answer is No.

**Q. Amanda** – Is there a date when that is final?

**A. Jill** - we have had lots of comments that are being reviewed and there isn't a date set, so No.