

WIC Contractor Meeting Minutes

April 13, 2022

Attendance:

State Office- Kimberly Stanek, Sherry Smith, Nikki Davenport, Bruce Brown, Brandy Benedict, Caryn Wittry, Jane Stockton, Ken Kane, Kenny Kane, Nicole Newman, Dena Dittmer, and Yaxaira Rodriguez	39- Cindy Harpenau
31- Karen Goff, Lexie Stoneking	41- Carla Miller
33- Paula Spies	42- Sara Noack
34- Angela Munson, Diana Strahan, Stephanie Viter	43- Amanda Kirchhoff, Angela Becker
35- Gina Gassman, Cindy Kaczinski	45- Christine O'Brien
37- Michelle West, Karla Hynes, Danna Buls	46- Cindy Meiners
38- Sierra Stevens, Janet Weber	47- Maddie Wankum
	48- Taylor McIntyre
	49- Jean Sterner
	50- Jessica Olson, Tricia Nichols
	51- Chuck Dufano, Amy Hackman
	52- Kris Wood
	53- Kim Dorn
	54- Ashley Wandera

Policy Updates: (Kimberly Stanek and Nikki Davenport)

Background:

- IDPH has been working towards incorporating health equity, inclusivity, and PSE to the forefront of our work and the policy update project is part of these efforts
- Many policies had pieces added for processes, functionality of the MIS system, etc. with blending Federal Regs, Iowa Code, required processes, and best practices and this gradually has created barriers for participants, agency staff, and state staff
- The ultimate goal of revamp was to address Federal Regulations and Iowa Code and things that needed to be done the same way across the board with MIS system functionality and data collection, giving local staff more freedom to make decisions to prevent barriers

Layout of new policies:

- Functional area- Listed by the FNS functional area used in the State Plan process, removing the old policy numbers
- Policy- Includes requirements from Federal Regulations, policy memos that come from the Region or National Office, or Iowa Code- no flexibility
- Authority- This section lists the citation of where the policy information can be found
- Procedures- Includes procedures and protocols required of staff due to MIS system, PNSS/PeDNSS data, etc. Contact state nutrition consultants with questions.
- Best Practices- Includes procedures and protocols that are preferred and recommended but the local agency has the power to make decisions to provide the best and most equitable services possible.

Logistics:

- Web portal now has policies listed by the functional areas, procedures (e.g. how to move foster kids between households), and forms
- Policies listed on the web portal are the most up to date and approved by the Region

WIC Contractor Meeting Minutes

April 13, 2022

- If no longer listed, it is either removed or worked into another policy
- Some are still listed in the old format that are in the process of being updated and approved
- To date, from just the policies in the functional areas of Nutrition, Food Delivery & FI Accountability, and Certification, Eligibility & Coordination, 95 policies were eliminated or combined with something else, or turned into a procedure

Policy manual change:

- No longer requiring local agencies to maintain a hard copy of the policy manual
- The State Office will maintain a paper copy in case needed with issues

Program Incentive Policy:

- Incentive items cannot be more than \$5 per item and require State Office approval requested through iowagrants.gov, including description, message provided on the item, how the item will be used, who will receive the item, cost of the item, and picture of the item

Questions:

- Are changes in policies reflected in site review tools for local agency evaluations?
 - The Administrative Review policy is updated, and Clinic and Office Visit Reviews are currently being updated to get policy numbers removed, but content will be similar.
- Will the policies that were changed or eliminated be shared with local agencies?
 - A mapping document will be shared with local agencies.
- Is the HemoCue log still required?
 - Selecting Medical Supplies and Equipment policy references cleaning and maintaining equipment; Manufacturers' instructions for cleaning and maintaining equipment must be followed. Several machines are now doing self-checks so wouldn't necessarily need to keep a log on those.
- Can you clarify why the Blood lead policy mentions that WIC time cannot be spent on collecting blood lead and that another program or agency will be needed for this?
 - Lead draws are not a WIC-specific function, so WIC funds cannot be used for collecting this. This is not a change in policy.
- Is there still a 10-20 day rule?
 - Yes, this is in Federal Regs and is in the Processing Standards and Notice of Eligibility policy.
- In the Food Package Administration Adjustments policy on page 4, do we need to add to the 1% low fat and fat-free skim milk to "and must be based on individual nutritional assessment and consultation with the child's health care provider if necessary, as established by state policy"?
 - No
- Store brand only peanut butter is listed in the Food Package Administration Adjustments policy- are we still allowed to do any brand?
 - The state will look at this policy and make updates if needed.

WIC Contractor Meeting Minutes
April 13, 2022

Formula Recall: (Kenny Kane)

Updates about supply:

- Abbott
 - Similac Advance- has mostly returned to stock across the state, the first of the month had some issues with smaller retailers running out
 - Similac Sensitive, Similac Total Comfort, Similac for Spit-Up, Similac Alimentum, Similac PM 60/40- will continue to be a problem to find at this time. Choose RTU options or alternate products.
- Mead Johnson
 - Some products continue to be hard to find at times
 - Nutramigen- Mead Johnson has one full plant making Nutramigen instead of other plants and should be more available in the coming weeks

Other details:

- Retailers may only be receiving a portion of what they are attempting to order as manufacturers are attempting to distribute products evenly
- Per a letter from Abbott, the *Cronobacter sakazakii* microbes found in non-product contact areas at the Sturgis plant did not match the *Cronobacter sakazakii* microbes from the complaints reported. This should expedite the process for getting the plant reopened
- Kenny can search for specific formulas that have been purchased recently and help families locate formula more easily
- The formula warehouse process is also having a hard time finding some of the more difficult formulas to find

Questions/comments:

- Isomil supply is low in some areas. Any thoughts on this?
 - 60% of Isomil for April has been redeemed statewide. Isomil and Advance should be back to regular supply at this time, according to Abbott. Kenny can provide a list if needed.
- A news reporter walked into the Broadlawns Clinic yesterday wanting an interview regarding the formula shortages. This was passed onto the IDPH/State WIC Office. The reporter contacted IDPH and the media inquiry was passed onto the IDPH's Public Information Officer.

Statewide UIHC Referrals to WIC for NICU Families: (Chuck Dufano)

Chuck presented on the process of transitioning from having Johnson County Public Health hold clinic for all of the families at the University of Iowa Hospitals NICU to having local WIC agencies see the families from their service areas remotely. Slides and UIHC referral form are available from the presentation.

WIC Contractor Meeting Minutes
April 13, 2022

Questions:

- Does the NICU give moms a pump to use while the infant is hospitalized? We recently had a mom who could not come for an in-person appointment for herself to be certified but wanted us to bring her a pump to UIHC.
 - Yes, the hospital just started a new pump loaner program.
- I thought proof of ID had to be provided in person and not electronically? Therefore a parent would need to be present in the office to complete the appointment for the baby whether they were there or not, correct?
 - If there is an appointment where there is a reason why physical presence can be waived, proof of ID can be provided electronically. Proof of ID must be provided when completing an in-person appointment.

**Iowa WIC Fraud and Integrity Evaluation Local Staff Training- Altarum Institute:
(Brent Walker and Dakota Staren)**

A presentation was given by Altarum regarding the perception of Fraud and Integrity of Iowa WIC. See presentation slides for more information.

Questions:

- Can we repost on local agency Facebook pages and web sites?
 - Yes
- Can families only participate if they have access to the internet/devices?
 - Yes, one of the questions on the recruitment survey mentions needing to have access to participate via Zoom meetings.

General questions:

- If requests for incentive items start getting approved, could a list be shared with other local agencies?
 - This information can be shared. Consider adding this as a standing item on Contractor Meetings where local agencies could share things they've gotten approved.
- When will we get information about what to do with the recalled formula in the office?
 - Information was previously emailed about how to return the recalled formula that was received from Abbott. This email was resent 4/13/22.
- Can the Special Formula Medical Documentation form be revised by local agencies or does state policy require the use of only this form?
 - There are specific pieces that are mentioned in Regs that need to be included in this documentation. More about the requirements can be found in the Medical Documentation Policy. Agencies should work with the State Office to review a form if proposing changes. An agency developed form needs to be approved by the state office.
- Where is the SFMD located now?
 - It's located on the web portal under Forms.
- Will we continue using One Call Now and is there a resource document available?

WIC Contractor Meeting Minutes

April 13, 2022

- Contract goes beyond July and user guides were provided on the web portal under Trainings and One Call Now Resources, One Call Now Reference Manuals. This was sent via email from the HelpDesk 3/22/22.
- Will the policy template discussed be shared or posted anywhere?
 - That hasn't been posted but if needing it for a particular reason you could reach out to your nutrition consultant.
- Will books, cups, or other outreach materials be sent to local agencies this year?
 - We will have some funds available to purchase nutrition education or breastfeeding incentive items. Nothing has been ordered yet at this time. The Breastfeeding Advisory Committee and Nutrition Services Committee will be asking for feedback from local agencies about what is wanted.
- One agency purchases Farmers Market tote bags with FM money as an incentive item. Does that need to be approved by the State Office?
 - If those are purchased with FM funds, WIC doesn't need to approve.
- Will the participant portal have a messaging component that will replace One Call Now?
 - No, the portal is not set up for that functionality. The participant portal is optional for participants to use so messaging through that program wouldn't reach everyone who was scheduled to come in.
- Would we be able to get a demonstration of some of the One Call Now functionality at the August Contractors Meeting from local agencies?
 - This will be considered as an agenda item.

August Contractors' Meeting

- The August Contractors' Meeting is scheduled for an in-person meeting on August 10, 2022 from 9 am – 3 pm. More information will be provided at a later time.