

**WIC Webinar
December 9, 2020**

Attendance:

State Office- Kimberly Stanek, Nicole Newman, Brandy Benedict, Caryn Wittry, Charles Lorinser, Nikki Davenport, Connie Glover, Dena Dittmer, Bruce Brown, Jane Stockton, Ken Kane, Kenny Kane, Todd Erskine, and Jenni Rowley
31- Karen Goff, Hannah Ledebauer, and Jessica Bambila
33- Paula Klocke, Julie Williams, Malissa Pudenz, Carla Bernholtz, and Brenda Densmore
34- Angie Munson, Diana Strahan, and Carie Davenport
35- Gina Gassman and Cindy Kacinski
37- Karla Hynes, Courtney Neal, Erica Clear, Brenda Sedlmayr, and Michelle West
38- Sierra Stevens and Janet Weber
39- Cindy Harpenau
41- Carla Miller
42- Sara Noack
43- Amanda Kirchhoff and Kristi Ott
45- Christine O'Brien
46- Cindy Meiners
47- Tami Meendering
48- Amanda Blum
49- Jean Sterner
50
51- Chuck Dufano
52- Kris Wood
53- Julie Miller
54- Ashley Wandera

General Updates: (Kimberly)

- No new COVID updates
- Nothing new to report about the National Public Health Emergency at this point
- Rights and Responsibilities form- participants need to read it or have it read to them. If they agree to the form, document in the system that a signature could not be captured due to "No physical presence – disaster". By documenting that choice, it indicates that the person has read it or it has been read to them and they agree to it.

Focus 6.6 Version Update: (Brandy)

- Moving forward 3 versions at once this time so more changes than we usually see
- We didn't choose 6.4 or 6.5 because of significant flaws in clinic functions
- Iowa was required to install 6.6 because you can't be behind the current release plus 2
- December 2, 2020 an email came from the state office regarding all of the changes coming- all users should read this!
- Yesterday (December 8) an email was sent to let IT know and plan extra time when logging in Monday, December 14
- Staff working remotely from home may makes changes more challenging
- Connie will be available Monday, 12/14 starting at 7 am for HelpDesk and issues will be addressed in order of when they were received

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- Email will be sent out if there are any issues
- All staff need to be out of Focus by 8 pm Friday, 12/11 and log in at 7 am at the earliest Monday, 12/14, open email first and read and follow the directions, including BFPCs
- If staff don't work Monday, the change will take effect whenever the next time they work

Changes to Focus with new release: (Caryn)

- DOB changes will happen quicker because the database administrator doesn't have to run a script/state WIC office staff can complete
- Now will be able to hide deceased members or inactive members in the household so they display as a hidden member
 - Now participants that had terminated previously due to over income or didn't reapply, if they become deceased their last cert term reason changes to deceased (last date they terminated from the program)
- There will be expanded contact/address options
 - Current participants that don't have "Do Not Allow Calls" unchecked will automatically have allow calls checkmarked and will show on scheduler or clinic roster, new participants will need to be marked "allow calls" otherwise won't show up on the clinic roster or Missed Appointment Report
- Updates to women's nutrition interviews to match 2019 and 2020 nutrition risk factor definitions i.e. fetal alcohol spectrum disorder, alcohol abuse, etc.
- Changes to the way Focus calculates weeks gestation- no longer will round, will include weeks and days, i.e. 36 5/7 weeks
- The PowerPoint Caryn Wittry sent includes information on infants correct date of birth and growth charts and prematurity risk to show appropriately
- There has been reformatting to the EU benefit to issue box
 - New columns added, more info on purchase history i.e. purchases, returns, ABCs, benefits to issue column
- A change idea went into place where benefits cannot be issued once a prescription has expired for a special formula, i.e. December expiration date, January cannot be issued
 - Pending 1 month and issue just that month
 - This will be checked on chart audits for documentation once received
- STEs when trying to print reminder for Nutr Ed groups will no longer happen
- 250 or so other defects that were resolved in the information were sent out
 - Notify the state office if issues in Focus that are happening to you are resolved or not
- Participant profile issue
 - With changing from breastfeeding to not breastfeeding an issue came up during testing where current month's benefits weren't available to be issued
 - A message stating "Participant profile does not exist"
 - The explanation was that Focus is only looking at the participant profile at the time of the certification and wasn't connecting that the breastfeeding status changed mid-month
 - Current month's benefits won't be able to be issued

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- Since the standard practice is to start a not breastfeeding food package the 1st of the next month we're hopeful it won't be as much of an issue
- CO shared that it's confirmed that the problem is with any level of breastfeeding, i.e. exclusive, part in and out of range
- It's also a problem with historical changes like if a woman stopped breastfeeding in September, cannot get December food packages
- There are 3 workarounds that can be used
 - Starting the not BF food package on the first day of the next month
 - TAP the woman and recertify, or
 - Contact the HelpDesk for an ABC (CO is estimating 10 HelpDesk tickets/day for this issue)

Learn the Signs. Act Early: (Charles)

- Iowa Act Early Ambassador reached out for Learn the Signs. Act Early. Project participation for 2021
- Data collection details aren't confirmed but Charles will share, reach out for with questions or interest
- Developmental monitoring resources will be available
- Built for WIC clinics by another state
- Flexibility is possible given the pandemic and remote appointments

Appointment reminder system update: (Charles)

- RFP for the procurement of an appointment reminder service opened on December 1
- Those that responded to RFIs were notified about the RFP
- Will close on January 11, 2021 at 4 pm
- Review team is made up of local agency staff- Charles is recruiting
 - 5 reviewers- 3 local agency staff of those that were interested and 2 state staff