

WIC Advisory Committee Minutes

April 18, 2017 10:00 AM	Facilitator: Christa Dean, SC Rep Minutes: Patrice Thomsen
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Welcome and Attendance (Facilitator)

Region		Representative		Alternate
Southwest		Paula Rowden	X	Trista Nordyke
Northwest	X	Rhea Daise	X	Melissa Wachendorfer
South Central	X	Christa Dean	X	Mitzi Hesser
North Central	X	Christy Rogers	X	Jean Detrich
Southeast	X	Kandy Dowell		Linda Timme
Northeast		Angie Reith		Connie Zeit
LA NWA Rep	X	Carol Winter		
State Staff	X	Patrice Thomsen	X	Julie Ornelas
State Staff	X	Lisa Long	X	Ashley Warren
State Staff	X	Valerie Merrow	X	Rachelle Schmid
State Staff	X	Dave Thomason		

Review and Approval of Previous Minutes	Minutes from the Jan. 17, 2017 conference call were approved by email and are posted to the WIC Advisory page of the website. http://www.kansaswic.org/local_agencies/WIC_advisory_comm.html
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NWA Report (Carol Winter)	See Carol's written report at the end of the WAC minutes. Questions? Contact Carol.Winter@jocogov.org & 913-477-8126
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<p>Have any other agencies done any outreach that concentrated on the "enrolled but not participating" individuals and if so, what did they do? How successful? Any "lessons learned"? (Kandy Dowell, From Brenda Clugston in Cherokee.)</p>	<p>Sent in by email prior to WAC Mtg:</p> <ul style="list-style-type: none"> • (From V Merrow.) Some clinics help with participation by calling everyone. Grant county staff have been calling clients the day before, if they are late, the day of, and if they miss, the day after appointments. (Some info from Patrice for Grant-Enrolled not Participating for Jan. 2017 is 12.4%. January 2013 participation 294 and January 2017 is 268 for a 8.5% drop over the 4 years. State went from 77,739 to 55,541 over those same 4 years (28%). • From county in NW KS through Rhea Daise. We always bring WIC information to our County Fair and to our health fairs. I think it probably raises awareness to a degree. • From Rhea – NW KS region. I only heard back from 3 of the counties. <ul style="list-style-type: none"> ○ #1---We have not had any outreach concentrate on clients that are "enrolled but not participating", our clerk calls these clients, to ask why they are not participating, we can usually
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get them to start participating again. Usually the clients have just been too busy to come in, so we try to best accommodate their schedule and get them rescheduled.

- #2- -- We have never used that report. I continue to have clients complain about how expensive fresh fruits and veg are locally here and ask about frozen and canned. I know you have addressed this but thought I'd share it with you in case someone else brought it up. I hope our clients address their concerns with the request for public comment but doubt they will. Have a great one!
- #3 --- We have not done any outreach to the enrolled but not participating population that I can recall. I think one time, maybe twice, I noticed someone came in for immunizations and I realized they hadn't been in for WIC for a long time, so I scheduled a WIC appointment or had them do a quick NEI and issued checks, but it was more of an accident than a regular occurrence. If someone is coming in for immunizations, I do try and check KWIC to see if they are due for checks, so we can get both done at once and save them a trip
- From anonymous comment to our website. Suggestion I have been very appreciative of how the WIC staff in Saline county has worked to do outreach and collaboration with other agencies. The WIC staff attended the enrollment for the Salina Head Start program and an Early Head Start Parent event to make sure that families who might qualify for services are aware of the services, applying for, and receiving services. Likewise the Ellsworth Health Department has been a great partner for the Head Start Program and has collaborated to make sure that we are reaching eligible families and providing information to those families that were not aware of available services.

At the meeting discussion was more general than just concentrating on enrolled not participating as in the original question.

- WAC members reported that their agencies used these different reports.
 - Cert Ending Report - Sedgwick, Cloud
 - 30 Day Temporary Cert List - Sedgwick, Johnson,
 - Enrolled but Not Participating Prior to Month End - Cloud
 - No Show and Not Rescheduled Appointment – Sedgwick
- Example of Johnson's procedure to use the 30 Day Temporary Cert List. Prints out by month and looks at the date each client's 30 day cert expires. Calls ones close to expiring. Before calling,

	<p>checks in KWIC to see what proof is missing to be able to remind the client. If missing proof of address and learns on the call that the client has none, offers to mail a letter so the client will have something. If missing income, clerk checks in KMAP and if now eligible, will enter proof and call the client to explain and tell the client they can now come and get checks.</p>
<p>Kandy Dowell – (from Brenda in Cherokee <u><i>When the State makes changes in the PPM, could the change be in red for say 3 months or so?</i></u> Back in the old days when the PPM was printed, we would highlight the old and the new, so that there was a reference for the change. Now, that it's on-line though, it's kind of hard to remember what has changed, especially since the I-memo just says what section has been updated and not specifically what the update was.</p>	<p>Response from State – Dave: It becomes very complicated to try to post a policy with the changes highlighted. We will continue with the practice of stating changes in the Policy Memo.</p> <p>Rhea Daise asked if the red change notice on the PPM website page could also have a reference to the pertinent P-Memo.</p>
<p>Discussion of possible changes to low risk secondary nutrition education policies after eWIC implementation – Follow-up to the January WAC topic (Julie Ornelas)</p>	<p>Received comments about having this policy from 14 counties. Based on responses went forward with creating a draft policy. Sent the draft policy to 9 counties and received excellent questions and comments back.</p> <p>One common question had to do with the capability we have created in KWIC to allow more than 3 months of benefits to be issued. In order to allow issuing more than 3 months of benefits to clients a mechanism was created, which we are calling for now, a “trigger topic.” There will be 2 choices created on the Nutrition Education Topics screen.</p> <ul style="list-style-type: none"> • #1 Secondary Nutrition Education– for secondary nutrition education completed between the Certification and the Mid-Certification, whether Ne+, Nei, Ne class or HR RD. and • #2 Secondary Nutrition Education – for secondary nutrition education completed between the Mid-Certification and the Recertification, whether Ne+, Nei, Ne class or HR RD. <p>Once the appt is completed, whether Ne+, Nei, Ne class or HR RD, someone designated at the clinic will go into KWIC, Nutrition Ed Topics tab and move over the topic of either: #1 Secondary Nutrition Education or #2 Secondary Nutrition Education. Once this is done, it will allow more months of benefits to be issued, up to either the Midcert or the</p>

	<p>Recert. These benefits will not be “available to the client” until their 1st date to use benefits. A new policy will be written about the use of “trigger topic.” If a client did not attend their appt or complete their secondary nutr ed, it would be just like now, they would have to come into the clinic before more benefits would be issued.</p> <p>There will be a new policy that will allow a caregiver whose child (1 – 5 yrs) is not high risk, to do their child’s secondary nutrition education outside of the clinic (lesson on wichealth.org) and then have more benefits issued without coming to the clinic. The caregiver would need to complete a lesson on wichealth.org. The clinic would need to verify that the caregiver had completed it, then a WIC staff member would enter into KWIC under Nutr Ed topics, either #1 Secondary Nutrition Education or #2 Secondary Nutrition Education, along with the wichealth.org lesson title that the client completed.</p> <p>Because not all clients have access to the Internet or may return to the clinic without having done their lesson, clinics will need to have other options in their clinic, just as now, for low risk clients to completed their secondary nutrition ed.</p> <p>Another common question was what if the client leaves the clinic after their Recert/Midcert and on the same day completes their wichealth.org lesson. In this instance the clinic staff would need to wait until the next day to enter the nutrition ed as completed, but then at that point, additional benefits could be issued up to the Midcert or next Recert. Yes, that could be for a total of six months of benefits. The new policy will include under the Procedures section, some options that clinics can use to track this.</p>
<p>eWIC Update from the State WIC Director (Dave Thomason)</p>	<ul style="list-style-type: none"> • Current plan is that Pilot starts in Shawnee County Sept. 14 and runs through the end of the year. • Rollout in the rest of the state will be by region during the first 6 months of 2018, if everything goes well and start in 2018. • Ashley stressed the importance of helping clients use the WIC Shopper App now to check products, etc. When eWIC occurs, the Shopper App will be one way to check their benefits. The state will be sending out a reminder. Christa Dean will send Patrice the postcard that Sedgwick developed from the full page WIC Shopper App state handout. Carol Winter: Johnson county has translated that into Spanish. • Q: What if a client does not have a smart phone, will there still be a program booklet? A: Yes, there will still be a program booklet to see the approved foods. • The Kansas eWIC card design has been finalized. Will send the image out soon with some other basic information. • Q: Will first used dates be the first of every month or “rolling” like now? A: Rolling like now. One change is that every family member

	<p>will have the same first use date. If a new family member is added, KWIC is programed to pro-rate the benefits to reach the first use date of the other family members.</p> <ul style="list-style-type: none"> • If any WAC members (or staff in their clinics) want to volunteer to review draft materials for client education or/and staff training, please email Patrice.
Round Table Discussion-All	<p>Christa Dean – Yesterday received a shipment of program booklets with some pages printed wrong. (State response: Christa will contact Julie separately with the details.)</p> <p>Christy Rogers – Questions/comments from her region about approved foods.</p> <ul style="list-style-type: none"> • Can there be a change to increase fruit/vegetable checks and decrease juice? (State response: In fact, we would support that change but it is not a state option. There has been a recent recommendation from the federal food package review but those recommendations go through a lengthy process to become final regulation. • Some of the small stores do not have the best supply of fresh fruits and vegetables. Please add back frozen. (State response: The approved food list won't be reviewed and changed until after eWIC is completed. • Greek yogurt (State response: Staff present at the meeting do not know it is allowed federally and a state decision to not allow. Research is needed, but would any change would be considered during the review process after eWIC. <p>Carol Winter – Texting capability in KWIC is limited. California has more interactive texting, e.g. can ask client to confirm appointments, rescheduling, etc. (Response from State – Dave: Comes down to cost, time, other factors. Carol could get more information from California but there will be no consideration/action until after eWIC.)</p>
Next Meeting and Adjourn (Facilitator)	<p>All planned to be by conference call at 10:00 AM</p> <ul style="list-style-type: none"> • July 18, 2017. Facilitator - Angie Reith • October 17, 2017. Facilitator- Christy Rogers

NWA Report by Kansas LA representative, Carol Winter, Johnson County

NWA Update for WAC meeting 4-18-2017

I attended the Leadership meeting in Washington DC February 26-28, 2017. The conference focused on recruitment and retention of the WIC clients. My highlight of the conference was going to the hill and talking with staff of our Congressman, Pat Roberts, Kevin Yoder and Jerry Moran. Dave Thompson and Nancy Sanchez also attended.

NWA Annual Conference was April 2-5, 2017. I attended the Annual NWA business meeting. Our region, Mountain Plains Region, elected a new Local Agency Chairperson, Melinda Morris from Colorado and Carol Winter

is the alternate. Nancy Sanchez from Wy. Co was elected the Treasurer of NWA. No changes in the by-laws or resolution at this meeting.

I would highly encourage local agencies to consider sending a representative to the Annual Conference. It is very informative.

Also, Kansas is a part of NWA recruitment. Go to NWA website and log in. You can personalize the WIC logo by adding your local agency.

Submitted by Carol Winter