

**WIC Advisory Committee Zoom Meeting - Minutes**  
 Tuesday, October 26, 2021 9:00 – 11:00 AM  
 Facilitator – Vicky Wiebe, Butler

**9:00 Welcome and Attendance (Facilitator).**

Region		Representative		Alternate
Southwest	X	Yolanda Erives (Seward)		Robin Hull (Haskell)
Northwest		Cheryl Goetz (Gove)	X	Amy Teeter (Gove)
South Central	X	Vicky Wiebe (Butler)		Elgica Ordonez (Barton)
North Central	X	Christy Rogers (Cloud, Clay)	X	Tracy Sabo (Konza Clinic, Junction City)
Southeast	X	Shera Lyn Schwindt (Lyon)	X	Vicki Brown (Linn)
Northeast	X	Ernestine (Mookie) Holmes (Wyandotte)		Ruth Forney (Doniphan)
LA NWA Rep	X	Trish Hight (Miami)		
State Staff	X	Patrice Thomsen	X	Kelly Vickers
State Staff	X	Lisa Long	X	Linda Spiers
State Staff	X	Casey Florea	X	Ashley Waldo
State Staff	X	Emily Brinkman	X	Amanda Owsley
State Staff	X	Dave Thomason		

**9:05 Minutes from the July 27, 2021 meeting** were never written/approved. Patrice will write up and send.

**9:10 National WIC Association Report** – Trish Hight. Increase in f/v benefit was main topic on the recent regional call. Key concern was that Congress understand the increased work required when there are last minute food packages changes. Some states like Missouri, have eWIC systems that require clients to come back to clinic for food package changes. Montana sent clients a text alert asking them to not use any benefits until staff could change their food package.

**9:20 New National WIC Association Kansas Local Agency Rep for 2022-23** – Christy Rogers. See pertinent part of policy ADM 09.00.00 WIC Advisory Committee attached to end of agenda. Only one applicant. Tracy Sabo was approved unanimously. January is the transition month when both Tracy and Trish will serve to allow time for them to communicate for a smooth transition. Thank you to Trish Hight for all the time effort that she’s put in as the outgoing rep.

**9:35** New members coming on – just FYI. Patrice still to contact LA. No response from past I-memo items.

Serve starting CY	North Central	Northeast	South Central	Southeast	Northwest		Southwest
2022		Douglas Jefferson		Montgomery Neosho	Greeley Lane		

**9:40 Text messages that are sent automatically through KWIC. It is a problem that the wording says to come to the clinic when the appointment is remote. Can it be changed?** Note by Patrice – This will continue to be an issue after Covid waivers end because we'll still allow remote secondary nutrition education.

Dave reported that the state is in conversation with CQuest about changing the language for the appointment reminders to be something to state that clients should check with the clinic to determine if the appointment is on-site or remote. Waiting to hear back from CQuest to learn if this is an easy change or not. Our current functionality relates to appointment reminders, with generic language. Does not allow for mass notification texts. For a longer range solution, there are several companies that offer other communication solutions. Would take state staff time, money to investigate, determine a solution outside of CQuest contract/functionality.

Mookie reported that Wyandotte clerks used to make many reminder calls, but people don't answer phone calls but will read a text. They have a generic text using Google Voice (?). Working from home, using personal cell phones and Appointment Book. Report back to Mookie (clerk supervisor) how many they send each day.

Tracy Sabo reported their clinic uses Google Voice to text because of the same issue – clients will read and respond to texts, but not phone calls. They use the computer app, not phone. Free and can save texts. Can also use Google Translate to translate a text before sending.

Tracy and Mookie will send info to Patrice – what and how they are using.

**9:50 Potential Abbott formula supply issues (especially rebate/contract - Similac "family"). Refer to item in October I-Memo. Have there been problems? (Report from Tracy Sabo).** Patrice/Ashley.

Vicky reported major issues with Elecure. Tracy got a report from a client last week and went to store the next day. Entire shelf of Similac Advance empty but they had some in back to re-stock. Kelly reported the last time she was in Walmart, the formula stock was low.

Recently the State Agency received info from Abbott about possible supply problems, including our rebate formulas. See October I-Memo just sent by SA. Dave reported that some stores are not stocking shelves, but keeping stock in back. Some might be limiting to a small number of cans at a time. The State Agency is working to understand the current situation and will develop guidance to send out for local staff, stores, clients.

Please keep the SA informed about what you learn about your local situation.

**10:00 Fruit/Vegetable Cash Value Benefit (CVB) and recent solution to auto void/batch issue.** Patrice, Dave.

The State Agency appreciates the extensive amount of extra work being done by local staff. Some of the issues from the void, and then batch issue process resulted from doing it late in October but still for all the FUD in October. We will be working with CQuest to do the November run at the end of October, so some issues will not reoccur.

Tracy Sabo reported an issue that the Help Desk could resolve.

**10:10 Director's Update, including KWIC** – Dave Thomason

There are pending changes to the food package, unrelated to COVID and increased cash value benefits. Might be some time, but state directors are encouraging release soon.

The contract for KWIC Management (currently held by CQuest) has been up for re-bid, which is a long and extensive process. Should have an announcement in about 30 days.

**10:30 Round Table Discussion** –All.

- **Questions sent from Virginia Soukup, Saline:**

- **Unsigned Paperwork from past two years** – Do we need to keep for future Management Evaluations or shred? Answer: If the documents are from 100% remote services – can shred. Normal policy is in effect for on-site services, e.g. A client was served in clinic and staff forgot to have her sign for her eWIC card.
- **Will the “Diet” (for diet questionnaire) box on the Appointment Book go away after January?** Answer: Thank you for asking because it is something we forgot about. We will submit a change request, but it will be a long time, like more than a year. So just be sure to train staff not to check the box on the appointment book so diet questionnaire is not included on the appointment letter list of things to bring.
- **Mookie** – Known issue when an active client with all proofs – add a family member who needs proof of address. Makes existing family member have “needed proof” for address and unable to issue more than 1 month of benefits for that family member too, not just the newly added family member that was actually missing the proof. Lisa Medrow had said it would be fixed. **Answer: Patrice will look at the list of fixes for Version 4.7 to be released in Spring 2022.**
- **Yolanda** – Error in which Appointment Letters list all family members, including inactive. Answer: Should have been corrected in a “hot fix” pushed out Friday night, Oct. 22. Let us know if still a problem.
- **Vicky** – No Show Letter that prints on 2 pages now. Answer: Unfortunately that will continue because the long non-discrimination statement must be in the same size font as the letter. We suggest that you try to get them to print 2 sided.
- **Tracy** – Are there any reports that provide email addresses so that we don’t have to cut and paste from KWIC? Suggestion to add onto the Guided Ad Hoc – Cert Guide report. Answer: Good idea. Patrice will write up as a Change Request for KWIC, but the likelihood of it getting done is low – even as soon as a year and a half. In the meantime, if you have a special request, agencies can ask for a work order to be done for a special report from CQuest.

#### **Reminder of Future Conference calls/Facilitators (Facilitator)**

All Tuesday, 9:00 – 11:00 AM

- 1/25/2022 – Mookie Holmes, Wyandotte

**Adjourn by 11:00** (Facilitator)

#### **Info about the Kansas LA National WIC Association (NWA) Representative from policy [ADM 09.00.00 WIC Advisory Committee](#), page 4**

4. The LA National WIC Association (NWA) Representative
  - a. Is elected in odd Calendar Years (CY) from nominations solicited from each LA. All nominees must be employed by a LA who is a dues-paying member of NWA.
    - State Agency will initiate a call for nominations for LA NWA Representative by August of the odd CYs.

- Deadline for the application will be 2 weeks before the October (fall) WAC meeting odd CYs.
  - An application will be filled out by the candidate and submitted by the WIC Coordinator, then submitted to the WAC committee. The Application for Kansas Local Agency NWA Committee Representative can be found on the Kansas WIC website [Forms/Administrative Materials page](#).
  - At the October (fall) WAC meeting of odd CYs, the WAC Members will vote and select the candidate, then notify the candidate by November 1.
  - Term will be 25 months, starting on January 1, the first day of even CY with one month of overlapping terms.
- b. Represents Kansas as the voting member of the NWA LA Section. Attendance at the annual NWA meeting and NWA board meetings is expected. Participating in monthly LA NWA conference calls is expected.
  - c. Attends WAC to report on NWA or LA section topics, as appropriate.
  - d. Mentors the incoming representative with the expectation that the outgoing representative will finish orienting the new representative by the end of January in the even CY – the month of overlapping terms.
  - e. The representative is responsible for disseminating all pertinent information to all LA. SA assistance with copying and mailing is available.
  - f. The LA NWA representative is not a voting member of WAC.
  - g. The LA will provide funding from its administrative grant to pay for the LA NWA member's salary for attending meetings and fulfilling other related duties.
  - h. Travel expenses for the NWA meeting will be reimbursed by the SA according to current state reimbursement policies. Submit a [“Financial Support for On-Going Training”](#) form to the WIC Training Coordinator, and indicate on the form, “This request is for a NWA Representative and does not count toward the limit of three requests per clinic per FFY.”