

WIC Advisory Committee Notes

Tuesday, Oct. 27, 2020 9:00 AM Conference Call
Facilitator – Mookie Holmes, Wyandotte County

9:00 Welcome and Attendance (Facilitator).

Region		Representative		Alternate
Southwest	x	Angie Nelson (Finney)	o	Tami Myers (Ford)
Northwest	o	Cheryl Goetz (Gove)	x	Amy Teeter (Gove)
South Central	Out x	Meridith Gierhart (Sumner) Marcie Liechty, Harvey Co joined	o	Shannon Snyder (Stafford)
North Central	x	Ladonna Reinert (Lincoln)	x	Sheri Suelter (Lincoln)
Southeast	x	Shera Lyn Schwindt (Lyon)	out	Vicki Brown (Linn)
Northeast	x	Ernestine (Mookie) Holmes (Wyandotte)	o	Ruth Forney (Doniphan)
LA NWA Rep	x	Trish Hight (Miami)		
State Staff	x	Dave Thomason	x	Patrice Thomsen
State Staff	x	Amanda Gerber	x	Lisa Medrow
State Staff	x	Randy Volz		

Announcement of New State Staff member – Patrice.

Cassandra (Casey) Florea, MS, RDN. Started Oct. 19. Nutritionist duties and is the Breastfeeding Peer Counseling Program Coordinator. Casey will not be joining the WAC meeting because of the Kansas Breastfeeding Coalition Conference.

Minutes from the July 28, 2020 conference call were approved by email and are posted to the [WIC Advisory page of the website](#).

National WIC Association Report – Trish Hight.

Lisa Boeke from Nebraska is no longer the Mountain Plains Regional WAC Representative as she moved and is no longer working for WIC. We have not had meetings but expect to have a meeting in November with Laisha Davis from Missouri taking her place. Therefore, there are no updates from the regional meetings for the October Kansas WAC meeting. (July call was discussed at the last WAC meeting, but notes were sent to WAC with this agenda.)

New Member Selection for Calendar Year 2020 - Reminder of reps going off/coming on – Patrice

For CY 2021, the highlighted row shows the assigned agencies to select new WAC members. Members that started in CY 2020 remain on WAC for a second year. **The January Meeting is a “tradeoff”, so we’d appreciate if those going off still attend in January.**

Serve starting CY	North Central	Northeast	South Central	Southeast	Northwest	Southwest
2020		Wyandotte Doniphan		Linn Lyon	Gove Graham	
2021	Marion (& subs) Marshall		Barton Butler			Grant Haskell

KS WIC Webinars—Lisa Medrow

All recordings can be viewed on [GoToStage](#)

Upcoming Webinar topics

October 26, 2020 12-1pm – KS WIC Webinar: Childhood Lead Poisoning Prevention
[Register Now](#)

We'll be switching from GoToWebinar to Zoom platform in November. More webinars TBA soon. We will also announce how to view past webinars since we won't have GoToStage.

Comments: More things for clerks, please. Send any ideas, requests to Lisa.Medrow@ks.gov

Nutrition Assessment Committee-Lisa Medrow

Over the summer, the Nutrition Assessment Committee has met virtually with 11 states to see their nutrition assessment process and we have selected a method that two other states are using that we liked. Currently the LA staff serving on this committee are testing it out with clients (7 LA staff representing a variety of regions and different sizes of clinics). It is a method that will no longer require diet questionnaires or anything for the client to fill out in advance. In the next few months we will be finalizing the tools staff will use to conduct nutrition assessments and planning staff training.

New WIC Coordinator Training Committee-Lisa Medrow

The committee has been working hard on developing 5 new training modules for new WIC Coordinators that should be ready in December. They are working on 6 more modules now that will be available in the new year. Then, work will begin on developing the "mentor" part of the program—matching new WIC Coordinators with experienced peers who will serve as mentors.

5 Modules ready in December:

1. Which Reports Should I Run?
2. Management Evaluations
3. Vendor Management
4. How to Increase Caseload
5. Inventory: Card, Equipment, Breast Pumps

6 Modules ready in early 2021:

1. Quick Start Guide
2. Key Kansas WIC Policies
3. ABCs of Affidavits, Budgets and Contracts
4. BFPC Program
5. Staffing/Clinic Flow/Internal Procedures
6. Tough Issues

If you are interested in reviewing any of these 6 modules, please email lisa.medrow@ks.gov.

KWIC Update – Dave Thomason

- Release Wanted to gauge a sense from WAC perspective, "How did this recent release go?"
 - Wyandotte. No problems from KWIC update, but alerted them to realize that they needed new computers for 2 clerks who were working at home. Could get to internet, but not to KWIC because computers were outdated. Wyandotte IT got them working. WIC Coordinator is working to replace.
 - No other comments.
- On-line Pre-application. – Not ready for prime time.
 - Dual participation is currently programmed to just search for Caregiver, not children so we are holding it up until we decide if that is a big enough factor to continue to hold or release
- Unlock "button" – Known Issue sent along with Release Notes. When LA needs to use, contact Help Desk. How often do they get a call from clients that their card is locked and want LA staff to use the Unlock feature?
 - Miami – do not get calls because they train clients that if they get one wrong PIN message, Call number on card and change PIN

- Wyandotte – After start don't get too many because they train clients to be careful to get right or after too many attempts it will be locked until midnight.
- Editable Notes – Patrice - Main KWIC note was made editable in this release. But by anyone and we've had comments about it being a liability issue. How much of a concern is it that if can be edited, liability, etc? SA is considering what ask CQuest to do and how urgent: leave so can be edited by anyone (until midnight), immediately return to previous functionality because liability is such a concern, work on a fix so edit by creator only – but not until next spring or next fall.
 - Mookie got used to the way it was and made a clear title if made a mistake.
 - Lincoln- okay with not being able to edit
 - Trish – Miami. Got so used to not being able to being able to edit
 - Marcie – Harvey. Meredith had commented that she really liked the new change. And Marcie sees liability question but likes the change. Likes the idea that only the creator.
 - Sheralyn – Lyon. If have a really complicated case, likes to go in and make edits in one note.
 - Go back to cannot edit – but change in future so only creator can edit. Mookie, Trish, Ladonna, Sheralyn,
 - Would like to keep able to edit because don't have that concern about others changing in own clinic, but understands wider issue across the state - Marcie

Update from the State WIC Director – Covid-19 and other -Dave Thomason

- WIC COVID 19 waivers tied to HHS Declaration of National Emergency. As long as that Declaration keeps being extended, WIC waivers will continue (remote services and others.)
 - Are most agencies working with remote services with staff in clinic or at home? Or are staff seeing clients in clinic?
 - Mookie, Wyandotte. Most staff working from home. One clerk in clinic every day to answer phones, fax, etc. Since August. Clerks love it. Clients love not being able to come in. Some clients walk in if have not been in touch for a long time. Loves the Intake Q that they've been using. They are happy right now.
 - Trish – Miami. All 3 staff come into clinic because do not have computers for home use. Remote work with clients except they come to office mailbox to get eWIC card. Works well. No Show dropped because staff call if do not hear from client. But Caseload has dropped. Thinks remote services are really helpful because clients are worried.
 - Sheralyn – Lyon. Staff in office. Remote WIC work. Very few clients come into the office – no other means to get proof, some Spanish.
 - Amy – Gove. Clients might come in for shots and also give WIC paperwork, but then call later for WIC services.
 - Marcie – Harvey. Most clients served by phone. Very few seen in person.
 - Sheri – Lincoln. Having clients come in. One family at a time. Plexiglass, clients wear masks. But if positive cases increase in the county, they will change to remote.
- What about the nutrition education component of the program?
 - Wyandotte – NE over the phone with RD. Very few doing online NE. Clients seem to like it and RDs do too. Maybe 2 or 3 on-line every day. RDs rotate daily who has that part of the clinic.
- Any problems with clients not answering their phones?
 - Wyandotte – Clients don't check their voice mail like they used to. Just call back when they see they missed a call. Or maybe they'll listen to it several days later. Starting to do more Google Type texting because clients live by texting.
 - Gove – Does Wyandotte use the Google number thing that does not show the number they are calling from? Because with Covid – people call back any time of day, weekend.
 - Mookie – some staff block number, Different staff do it differently. But they did set up the Google number thing when they started Intake Q
- Any reports from clients about store issues, being afraid to go to the store? No comment from WAC

- NWA is asking if Kansas wants to participate in a national WIC client survey. We will be keeping LAs informed.
- NWA is putting together several proposals
 - Dave is on the national NWA board now. Send him suggestions that you care about
 - Child Nutrition Act – Senator Roberts was pushing renewal. Renewal got stalled and not that Sen Roberts is retiring, unsure what will move forward, and when.
 - NWA is promoting having emergency waiver flexibilities part of the program. I.e. if an emergency is declared, such flexibilities could be implemented as standard instead of waiting for Congress to do something special.
 - Other things proposed by NWA (and other partner organizations.)
 - Eligibility: Up to age 6 and 2 years postpartum for women.
 - Making Breastfeeding Peer Counselor Program part of regular WIC, expand.
 - Data connections with HHS
 - Allowing clients to purchase WIC online at store.
 - Participant Council that NWA would convene periodically to get participant input. Think about, asking clients if they would be interested in participating to provide feedback. Not
- Consider if Kansas should resume having a participant representative.
- FFY 2020 closeout – get affidavits in as soon as possible. Will be in next I-memo. Deadline has passed for September deadlines and about 28 have not submitted.
- Thank you for all you do. Stay safe. Let us know if you need anything or if are having trouble communicating with State Agency staff because of working for home.

Round Table Discussion –All.

- Mookie, Wyandotte –
 - Intake Q is working well for Wyandotte. Clients like it too. Have option for email or text and clients like text.
 - Southwest airlines – ticket for NWA conference last spring. Got an extension for Sept. 2022. So wanted be sure others know they have good extensions.
 - Mookie has just passed her 25 year anniversary with WIC and wanted to say “I love what I do and thanks the State Agency so much -especially for pushing for us to work at home.”
- Intake Q update – Lisa Medrow. Since Mookie mentioned it... In addition to Wyandotte, also being tested by Leavenworth, Reno, Johnson. Johnson is also working with a company that works with Intake Q to also store documents. Wanted to give them some time to work with, then make a decision about sharing info with other clinic. Likely not a State-Agency sponsored thing because likely not so workable for very small agencies, and the SA would have to do a sole-source. So after more pilot test time, the SA would consider how to get the info out. (Intake Q is a way to send forms to clients prior to appointments and get them back from clients before the appointment. HIPAA compliant.)
- Dave – Future WAC meetings – Continue just conference call, or use Zoom. If used Zoom could still just call. Mookie – just conference call. Amy – either. Sheralyn, likes conference call, but either is fine.

Reminder of Future Conference calls/Facilitators (Facilitator) Time is 9:00 – 11:00 AM

- January 26, 2021, Ladonna Reinert (Change-over mtg for departing and new members.)

Adjourn (Facilitator) Adjourned at 10:40