KANSAS WIC INFORMATION MEMORANDUM
KANSAS-WIC-I-2023-11

TO: Parent and Sub-Agencies

FROM: Kelly Vickers
Interim Nutrition & WIC Services Director

DATE: August 17, 2023

EMAILS TO REMEMBER:
• Vendor questions - KDHE.VendorWIC@ks.gov
• KWIC Access for Employees - KDHE.WicStaffChange@ks.gov
• Direct Ship questions - KDHE.DirectShip@ks.gov
• Affidavits, Budgets, and Contracts – KDHE.KSWICFiscal@ks.gov
• General questions – Your County’s Point of Contact

REMINDERS:
August 20       July Affidavits due
August 25       wichealth Coffee Talk at 12:30 CST (register)
August 31       Introduction to the Breastfeeding Peer Counselor Program Webinar at 1:00 pm CST (register)
September 8     eWIC Card Reorder deadline
September 18     Local Agency Contracts due
September 20–21  Kansas Public Health Conference in Manhattan (register)
September 27–29  National WIC Association (NWA) Technology, Program Integrity and Vendor Conference in Portland, OR (register) (draft agenda)
October 7–10     Academy of Nutrition and Dietetics Food and Nutrition Conference and Expo in Denver (register)
October 26–27    Kansas Breastfeeding Coalition Conference (agenda and registration)
October 26–27    Continuing education for lactation professionals, nurses, and dietitians
Ongoing          Public Comment Period for the 2025 Dietary Guidelines
Ongoing          Read the Monthly wichealth Newsletter (Subscribe in the top, left corner.)

2024 SAVE THE DATES:
February 20–23   NWA National Policy Virtual Conference
March 4–6        Governor’s Public Health Conference in Wichita
April 7–10       NWA Annual Training and Education Conference in Chicago
April 23–24      Kansas WIC Statewide Conference in Wichita
July 30–August 1 Society of Nutrition Education and Behavior Conference in Knoxville, TN
RE: eWIC Card Reorder Deadline
FFY2024 Local Agency Contracts
State Staff Update
Are you attending the NWA Conference in Portland?
Remote Appointment Types Added to KWIC
Hybrid Operations Webinar Series
DHA Webinar Follow-Up and Client Survey
SURVEY RESULTS: Communications from the State to Local Agencies
Delay in Adding Frozen and Canned Fruits and Vegetables
WIC Advisory Committee – Minutes (7/25/2023) and Call for Agenda Items (10/24/23)
WIC Advisory Committee: New Member Selection for Calendar Year 2023
National Immunization Webinar for WIC Local Agency Staff, 9/6/23, 12:00 noon

WIC Card Reorder Deadline – September 8
It is time for the semi-annual eWIC card reorder. LAs should order now to ensure they have enough cards on hand for issuance to clients through April 2024. Calculate the number of cards you will need and send that amount to the State WIC Office no later than September 8th to allow time for cards to be shipped by November 1. NOTE: The amount you order must be in increments of 250.

ACTION REQUIRED: Send the number of cards needed to Linda Speirs, no later than September 8, 2023, to ensure timely delivery of cards. Contact Linda with questions.

FFY2024 Local Agency Contracts
Be on the lookout for your FFY2024 Local Agency Contracts. They were sent out to WIC Coordinators on August 16-17th. Please sign and return your agency’s contract by September 18th.

ACTION REQUIRED: If your agency/parent agency has not received the FFY2024 contract, please notify Junna Hutchinson.

State Staff Update
Bethany Hirsh has resigned as a Vendor Manager. Her last day was August 4th.

ACTION REQUIRED: Share with all staff.

Are you attending the NWA Conference in Portland?
If you are attending the NWA Technology, Program Integrity and Vendor Conference in September, we would like to connect at the conference.

ACTION REQUIRED: Email Kelly Vickers if you are attending. Please share with other staff attending the conference.
Remote Appointment Types Added to KWIC
(This is a repeat of a mass email sent on 8/14/23 and KWIC Announcement posted 8/11/23.)
The following remote appointment types have been added to KWIC. Characters are limited to three. Appointments will also show as remote on appointment reminder letters (as shown in the bullet list). We are submitting a request to the company that runs KWIC to update the rest of the appointment letter.

- NCr (Remote New Certification Appointment)
- RCr (Remote Recertification Appointment)
- MCr (Remote Mid-Certification Appointment)
- RDr (Remote Registered Dietitian Appointment)
- LCr (Remote Lactation Consultant Appointment)
- NEr (Remote Nutrition Education + or Individual Appointment)
- MSR (Measurement Collection)

Staff are not required to use the Measurement Collection appointment type if they are collecting measures at the same time as a nutrition education contact.

ACTION REQUIRED: Inform staff. Begin to use the remote appointment types as needed.

Hybrid Operations Webinar Series
We encourage local agencies to offer both in-person and remote appointments to clients, allowing them the choice of what type of appointment best suits their situation. We recognize that transitioning to a hybrid model can be challenging and will look different to agencies across the state of Kansas. Because of this, we are planning on scheduling a series of webinars to assist local agencies in offering hybrid services to clients, but we need your help in making the series a success.

We currently are working on a webinar with four local agencies that we hope to schedule this fall, titled “Remote Certification: From Start to Finish on the Day of the Appointment.” We’re also hoping to schedule two more webinars in the fall or early winter:

- “Collecting Proofs and Measurements Early”
  - If your agency is successfully collecting proofs and measurements early, consider sharing your strategy with other agencies in this webinar.

- “Technology Products for a Modern WIC Clinic”
  - If your agency uses modern technologies to deliver WIC services, consider presenting about your agency’s experiences in this webinar. (E.g., Two-way texting, intake software)

ACTION REQUIRED: If your agency would like to present in “Collecting Proofs and Measurements Early” or “Technology Products for a Modern WIC Clinic,” please contact Danica Pelzel.
Delay in Adding Frozen and Canned Fruits and Vegetables

For some time, we have planned to allow frozen and canned fruits and vegetables in the food packages for women and children. We are delaying implementation. It will most likely NOT be October 1.

Why? As in the past, when we implement such a change, benefits already issued will remain the old food package. For food packages assigned, but not issued, staff will have to reassign with the new food package, and if tailored, tailor again with the new food package. The complicating factor is that Congress has not yet determined the cash value benefit for fruits and vegetables. The cash value will change – either back to pre-Covid or keep current levels with a small increase for inflation. Either way, when the amount is changed in KWIC, the result is a new food package with the same situation described for adding frozen and canned. We want staff to only have to make changes once. Therefore, we are waiting to select a date after Congress determines the cash value amount.

ACTION REQUIRED: You can talk with clients about the coming change to add frozen and canned fruits and vegetables. Use words like, “probably sometime later this fall”. Do not be more specific. Watch for more information.

DHA Webinar Follow-Up and Client Survey

This is a modified version of a mass email that was sent to local agencies on 6/23/23.

A recording of the webinar is available for staff who missed the live presentation. The ALA metabolism study that Danielle referenced in the presentation, with other references to PUFA metabolism found on page three of the article, is attached to this I-Memo email. Danielle also shared the following resources that she mentioned during the meeting:

- [Seafood Nutrition RDN toolkit](#)
- [DHA-FFQ example](#)
- Her email address: Dchristifano@kumc.edu

ACTION REQUIRED: The English and Spanish flyers that local agencies can share with clients for the survey is attached to this I-Memo email. The WIC Shopper App also has a banner with a link to the survey. Note that local agencies are not required to share the flyers or promote the survey to clients. It is the local agency’s choice.

SURVEY RESULTS: Communications from the State to Local Agencies

See the survey results from the survey that was open to local agencies in April. We hope to further analyze these results to improve our communications in the future. This will take time, so we appreciate your patience.

ACTION REQUIRED: Review the results and share with staff who may be interested.
WIC Advisory Committee – Minutes (7/25/2023) and Call for Agenda Items (10/24/23)
The approved minutes of the July 25, 2023 WIC Advisory Committee meeting are attached to this I-Memo. Soon they also will be posted here.

The next WIC Advisory Committee conference call is Tuesday, October 24, 2023 at 9:00 AM. The facilitator for that meeting is Cheryl Goetz, from Gove County. Please submit agenda items to your WAC representative or Patrice Thomsen by October 16. You can find your representative name and contact information on the WIC Advisory Committee page of the Kansas WIC website. As a reminder, questions about policy implementation should be directed to your agency’s assigned state staff member. Alternates are also invited, but may choose not to attend, unless notified that your Representative will not be attending. Questions? Email Patrice Thomsen or call 785-296-1189.

ACTION REQUIRED: Read minutes. Submit any agenda items by October 16.

WIC Advisory Committee – New Member Selection for Calendar Year (CY) 2024
As detailed in PPM ADM: 09.00.00 - WIC Advisory Committee, (WAC) Regional Local Agency (LA) representation rotates among the WIC agencies. Instead of regional elections, the WIC Coordinators of the designated agencies are responsible for selecting the regional representative and an alternate. Every other year new agencies are responsible to select the new WAC member for their region. Current WAC members can be found here.

For CY 2024, the highlighted row shows the assigned agencies to select new WAC members. Members that started in CY 2023 remain on WAC for a second year.

<table>
<thead>
<tr>
<th>Serve starting CY</th>
<th>North Central</th>
<th>Northeast</th>
<th>South Central</th>
<th>Southeast</th>
<th>Northwest</th>
<th>Southwest</th>
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<tbody>
<tr>
<td>2024</td>
<td></td>
<td>Johnson</td>
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<td>SEK Multi-County Wilson</td>
<td>Ness</td>
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<td>Leavenworth</td>
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Following is a clip from the policy how the agencies identified in the table should determine a new representative and alternate. The policy clip also describes responsibilities. Refer to the full policy online for a list of which agencies are included in each region.
2. Regional LA representation rotates among the WIC agencies in the region.
   a. The LA will provide funding from its normal WIC allocation to pay for the WAC member's salary and expenses for attending meetings and other WAC duties.
   b. LA Representative terms are two years, starting on January 1, the first day of the calendar year (CY).
   c. The WIC Coordinators of the appointed agencies are responsible for designating the Regional LA representative and an alternate.
   d. The alternates assume responsibility if the representative is unable to attend a meeting or resigns as a member. Alternates may attend any meeting however only one vote is allowed from each region. Other duties can be shared between the representative and alternate.
   e. Every other year three new agencies are responsible to select the new WAC members. The manner of selection is up to the two responsible agencies. For example:
      • Coordinators from the listed agencies may choose to be the WAC representative and alternate.
      • The representative and alternate may be from a single agency.
      • The coordinators may find a representative and alternate from different agencies in the region.
      • If someone from a different agency in the region is interested in serving, that person may contact the responsible agencies to volunteer for consideration.

3. LA Representative responsibilities include the following:
   a. Convey input and make recommendations to SA regarding proposed WIC policies and procedures.
   b. Represent and vote according to the consensus for the entire region.
   c. Attend all meetings or arrange for alternate to attend either in person or by telephone.
   d. Act as facilitator for assigned WAC meeting. This includes working with the SA to review the agenda, prioritize and set time limits for each agenda item and preside over the meeting.
   e. Review WAC minutes before distribution to LA.
   f. The goal of client involvement within WAC is to ensure that clients have a voice in the WIC program. WAC Regional Representatives are encouraged to solicit comments from clients within their service area when issues warrant a more broad based input to the WIC program. Concerns from clients also may be brought to WAC for consideration at meetings.

**ACTION REQUIRED:** Notice if you are a Coordinator from the CY 2023 highlighted row. The Coordinators from the CY 2024 highlighted row are to:

1. Contact Patrice Thomsen with questions. 785-296-1189
2. Communicate with each other in their respective region to select the new WAC Representative and Alternate. Remember that the Coordinators from the highlighted agencies can choose to be the WAC representative and alternate, or the rep and alternate can be from a single agency, or the coordinators can find a rep and alternate from a different agency in the region.
3. Be sure that new Representatives and Alternates know about the January 23, 2024 conference call meeting.
4. By November 1, notify Patrice Thomsen, at the State Agency, of new Representative and Alternate: name, email address, and telephone number.
National Immunization Webinar for WIC Local Agency Staff, 9/6/23, 12:00 noon.

You are invited to join Vaccinate Your Family and partners at the USDA Food and Nutrition Service, National WIC Association, and Centers for Disease Control and Prevention for the annual national immunization webinar for WIC local agency staff. Date/time: Wednesday, September 6, 2023, 12:00 - 1:00 CT.

During this free, one-hour Zoom webinar featuring CDC’s Dr. Sarah Meyer, you will learn more about:

- The importance of timely vaccinations for WIC staff and clients
- Vaccine recommendations for infants, young children, and pregnant people
- Answers to common questions about vaccinations
- New recommendations for flu, COVID, and RSV to keep families healthier this Fall
- Where to find credible vaccination information & resources (in English and Spanish)

The webinar will be recorded and will be available after September 30 on Vaccinate Your Family’s YouTube channel. **To attend the 2023 webinar, you MUST first register online via Zoom by clicking the registration link:** [Register today](#)

**ACTION REQUIRED:** Register if interested. If you have any questions, please email Laren Baker, Nutritionist, USDA-FNS-MPRO Supplemental Food Programs, or call (303) 844-4460.

If you have any questions regarding this memo, please contact the state staff member assigned to your agency.

**Items included below and/or provided as separate documents:**
- DHA WIC Flyer.2 page (002).use Spanish
- DHA WIC Flyer.v2
- Nutrients-12-03159
- WAC Minutes, July 25, 2023
- Local Agency Team Assignments Chart
Welcome and Attendance (Facilitator).

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<thead>
<tr>
<th>Region</th>
<th>Representative</th>
<th>Alternate</th>
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<tr>
<td>Southwest</td>
<td>x Yolanda Erives -Seward</td>
<td>Rachel Clowdis - Meade</td>
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<tr>
<td>Northwest</td>
<td>x Cheryl Goetz (Gove)</td>
<td>o Amy Teeter (Gove)</td>
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<tr>
<td>South Central</td>
<td>x Kelli Waggoner (Cowley)</td>
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<tr>
<td>North Central</td>
<td>x Kaylyn Speth (Riley)</td>
<td>x Lori Fortin (Riley)</td>
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<tr>
<td>Southeast</td>
<td>x Vicki Brown (Linn)</td>
<td>x Shera Lyn Schwindt (Lyon)</td>
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<tr>
<td>Northeast</td>
<td>x Ernestine (Mookie) Holmes</td>
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<tr>
<td>LA NWA Rep</td>
<td>x Tracy Sabo (Konza Clinic, Junction City)</td>
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<tr>
<td>State Staff</td>
<td>x Kelly Vickers</td>
<td>x Patrice Thomsen</td>
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<td>State Staff</td>
<td>o Linda Speirs</td>
<td>x Danica Pelzel</td>
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<td>x Roman Gonzales</td>
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<td>x Chelsea Miller</td>
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<td>x Derik Flerlage</td>
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New State staff – Suzan Lewis, Roman Gonzales, Chelsea Miller

Minutes from the April Zoom meeting were approved by email and posted to the WIC Advisory page of the website.

Tracy hosts Mountain Plains Region local agency call – has not occurred in past couple months
Standing Committee – Chairs of Regional Local Agency groups get together. Working on developing policies and procedures
National WIC Association Board meeting 2 weeks ago
Topics of interest – Ending pandemic waivers.
Should be getting emails from NWA.

NWA Items – Patrice Thomsen
Kansas rep for the Mountain Plains Region local Agency committee – Tracy is now in leadership position. Any objections to making an exemption to the application policy and letting Tracy stay on another 2 years? See page 4 for what current policy says for Tracy’s position. Need a volunteer to coordinate Policy was developed by an ad hoc subcommittee of WAC with State Agency input, not just by State Agency opinion.
After discussion, policy change okayed by WAC: “If the Kansas representative is in a NWA leadership position, the WIC Advisory Committee may waive the application process so the representative can continue in another term.”
Decided: Allow exception to have Tracy serve another 2 years.
Now there are 4 voting LA members – Need two more volunteers to be NWA Local Agency voting members from Kansas. Tracy Sabo, Kaylyn Speth currently are voting members – any volunteers? If not 2, will put in I-Memo.

Vicki Brown volunteered.
Maybe Mookie Holmes – she is going to talk with Tracy.

New members for WAC starting CY 2024 – Just FYI. Patrice Thomsen will put into future I-Memo

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<td>Norton</td>
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Spanish translation of KWIC printouts – Kaylyn Speth
Rooks wondered about printing benefits in Spanish.
Shopper App – When change to Spanish – My Benefits show in English with titles in Spanish.
WIC Allowable Foods – words in Spanish, but with picture of gallon of milk with word in English.
Riley has Pashto, French clients
Geary Konza – Dari
Tracy is going to talk with their Spanish interpreter.
Also – Appointment letter – date of next appointment says the month of appointment is in English, not Spanish.
From State Staff could be something considered.

Food package changes
Adding Canned and Frozen F/V for Women and Children - Bethany Hirsh
Will be adding canned and frozen f/v for Women and Children. Tried to get exemption to be able to issue all to the Infant 9-12 months but was turned down and must stay fresh only.

Oatmeal to Whole Grains - Cheryl Goetz – Request from client.
Answer: We likely would make that change, but we limited the current changes to adding frozen, canned f/v because of the work involved there, and the time spent the past year on the formula shortage. Will be looking into making wider changes in the future.

Direct Ship Orders – Danica Pelzel
- Orders continue to increase
- Thank you for your patience
- Continue to check locally before ordering through direct ship
- Consider placing orders early and before August 1 to avoid delays with potential UPS drivers strike
- How is the direct ship ordering process going? What recommendations does the committee have for improving this process

New Modernization Waivers – Danica Pelzel and Kelly Vickers
- Hybrid operations policy draft and plans sent earlier this month
- See agenda pages 3-4 for more background
o What questions or concerns are WAC members hearing from their local agencies?
  • Feedback – Mookie liked draft and ability for each clinic to choose some practices.
  • Danica plans to have updated draft out by August 4.

o Call for local agency innovation/modernization committee members
  ▪ Immediate topic is to assess 2-way texting, other modernization. The SA is researching companies that can provide two-way texting. There are two companies that we are considering: Teletask and DigiConnect.
  ▪ Volunteer from WAC – Riley County (Kaylyn Speth or?), Geary-Konza (Tracy likely will assign another Konza staff member), Linn - Vicki Brown, Cowley - Kelli Waggoner

KWIC Update – Kelly Vickers, Interim Director. October 6 – next release. Content will be mostly bug fixes

Director’s Update – Kelly Vickers, Interim Director
Cash Value Benefits – Congress is debating going back to pre-Covid amounts. Would take effect Oct. 1
Kelly is still Interim Director. Have had interviews but no decision.

Round Table Discussion – All.
Online Check-out – still in development nationally.
Self – WalMart, Dillons and Hy-Vee were the only stores
Cards – Tracy – in past week and a half have had 4-5 cards declined at store “bad”. Anyone else? Yolanda has given a lot of new cards because they are not working. Unsure if maybe they were old and malfunctioned. Please report to the State Agency if seems unusual or a trend.
Kaylyn has been having more issues at WalMart – at Self Check-out
Tracy had issues at Neighborhood Market – reimbursed them.
Send issues to the state vendor

Reminder of Future Conference calls/Facilitators
  • October 24, 2023 – Cheryl Goetz, Gove
  • January 23, 2024 – Tracy Sabo, Geary-Konza

Adjourn
Policy ADM 09.00.00 WIC Advisory Committee

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 29 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.”

Understanding New Waivers
   - The current FFRCA (Families First Coronavirus Response Act) waivers end August 9 (90 days past when the Public Health Emergency ends).
   - The new ARPA (American Rescue Plan Act) waivers were in effect as soon as Dave notified the Regional Office, but we can continue to function under the FFRCA waivers until August 9. The new waivers end September 30, 2026 with expectation that there will be permanent guidance by then.
     o The new waivers include waiving physical presence and allowing remote benefit issuance.
     o Anthropometric and bloodwork must be obtained either the day of the certification or 60 days prior to or after the certification. There is an option for states to defer bloodwork for up to 90 days after the certification. Refer to 7 CFR 246.7 (e)(1)(ii)(B).
State Agency’s Responsibility

- We must submit policies and procedures about how we plan to obtain the anthropometric and hematological data within 60 days in our state plan (due to FNS by August 15, but KS WIC plans to complete by July 1). FNS expects that we’ll continue revising and refining these policies as we learn what works best for participants.
- State agencies have the option to NOT terminate participants who fail to provide anthropometric and hematological data within the 60-day, but we must make reasonable efforts to collect this data even after the 60-day period (and preferably before the certification). Kansas WIC has not made a decision on this yet.
- The State Plan must include how the State agency will provide remote and in-person services. Local agencies must still offer in-person appointments. They are not required to offer remote appointments.

Local Agency Feedback

- There is currently a comment box available for local agencies to submit their ideas on how to obtain anthropometric and hematological data from clients with the new waiver. The comment box was open until April 14th.
- A webinar is scheduled April 27th from 12–1 to educate local agency staff about the new waivers and share the State agency’s proposals for the policy and procedures. Local agency staff will have the opportunity to fill out a survey about the proposals after watching the webinar. The webinar will be recorded for staff unable to attend the live webinar.