



Meeting Name:	WIC-Northwest District	Date:	Wednesday, July 22, 2020
Facilitator:	Anita Perry - Livingston	Time:	1:30-3:30 p.m.
Documented by:	Ernestine Persley – District Nutrition	Location:	By WebEx

Attendees			
Livingston Lafayette Buchanan Clay Pettis	Atchison Truman Sam Rodgers Daviess Carroll	Saline Mercer Crescent Center Johnson Platte	St. Lukes Grundy Harrison
State Staff: Jennifer Roberts Lisa Ivy Jamie Bish Lynnette Ricks Ernestine Persley			

Agenda

NW District Meeting Agenda

July 22, 2020, 1:30-3:30 p.m.

Available to join by WebEx

1. Lisa Ivy and Jamie Bish –eWIC rollouts
2. Lori Bunton –Roll out 1 experience, tips and hints
3. Laura Thompson –CoVID and In-Kind Reimbursement Survey, 2021 Budget-dates/deadlines, Funding
4. All Attendees –WIC “Opening to the Public”- open discussion
5. Lakeisha Davis – MWA updates, Fall Conference
6. Open Discussion –Questions and Concerns

Notes

1. **Jamie Bish and Lisa Ivy – State Staff**

A. eWIC Rollout

- Rollout going well, so far! Had to make some adjustments in training. There were updates made to the training with LA comments to make it more effective. Getting more info on the card reader/writers and noticing some things that are unique, such as discovered problems with system requiring PIN twice. LA staff should call the Help Desk if they experience this. It was thought to have been corrected. Have been some times when the participant won't pull up for eWIC, but overall it has been working pretty well. Johnson Co had a problem with card reader writer shutting down- randomly... t/o the day it will just stop. A short-cut was used and worked, but LA are asked to try to keep details of what was going on before it shut-down so that they can have a better idea of the issue. If you experience this, again, call the Help Desk.
- Question: How do **foster families** handle multiple ecards at the grocery store? Only one ecard can be used per transaction.

B. Deactivating cards—No need to call the Help Desk. You will complete a WIC-29 if the card is Lost/Stolen

<https://health.mo.gov/living/families/wic/localagency/formspoliciesprocedures/> LA will keep the log in house and retain for monitoring. Will not need to send to state. Waiting time of 5 days when the card is deactivated. During the waiting period, the card reader/writer will not allow benefits to be loaded.

C. A enhancement has been requested to be added to handle **damaged cards** without a waiting period. If a participant has damaged their card, then deactivate the card. If a damaged card was issued to a participant and benefits can't be loaded on it or if you are having trouble loading the benefits onto the card, call MOWINS Help Desk for assistance. An enhancement has been requested to be added in WIC Direct. It has not been developed or tested yet. It will allow MOWINS Help Desk to replace a damaged card that was issued to a participant (and benefits can't be loaded on it) without a wait period. More information will be shared as soon as it becomes available.

D. When a **lost card is found**, the card can be reactivated for use as long as a new card hasn't been assigned. When the card is reactivated, the PIN needs to be reset. Once reactivated, if it doesn't ask for the PIN# then "that's when you worry." When a card is reactivated and then inserted into the reader/writer, the reader/writer will prompt the participant to enter a new PIN. The "Reset PIN" function does not need to

be selected, resetting the PIN is a part of the reactivation process. If you need assistance reactivating a card, please call the MOWINS Help Desk.

E. **WIC Direct**—Sometimes status shows “pending?” Pay attention only to “Adjust Benefits”—confirmed. You can ignore everything else.

2. Ernestine –Ask for roll call

3. Lori Bunton and Megan Justice—Roll Out Experience, Tips and Hints

A. **Overall the rollout when much more smoothly than anticipated.** Remote staff came into the office to learn how to use system. All staff given the opportunity to work days when there is a clinic. Assigned one card bundle and inventory bundle to each individual staff. Staff tracks each card and then returns remaining cards at the end of the day. Clay Co is still doing most of their appointments by phone. Some staff working from home some on-site taking care of calls and mailing eWIC cards to participants. Education including “Welcome to eWIC,” “Reading Your Receipt,” “eWIC Tips for Success” offered to participants sent with cards. Nutrition staff is doing the eWIC card education on the phone. The WIC Shopper app is encouraged. Also noted, is that it is still taking more time for eWIC card use education. Developed package of information that is mailed with the card. The information was developed based on “Helping Participants Use eWIC: <http://health.mo.gov/living/families/wic/pdf/helping-participants-use-ewic.pdf>

B. TIPS:

- **Encourage participants to download WIC Shopper App** and make sure to tell participants that all “WIC Approved Foods” shown may not be on their particular card.
- Make sure that **enough time is allowed for eCard instruction** and education after nutritional assessment: i.e. how to keep track with shopping list, keeping receipts from the store, scanning to see if the item is WIC Approved and if it’s on the food prescription.

- **Hands-on Training** is imperative – powerpoint was helpful first couple of days.
- Completing **EBT demographics** first thing in the contact.
- **Foster family** – foster parent birth date in system

Truman:

They are back in the clinic with extra time and restrictions. Estimate extra 10-15 minutes to explain ecard. Actually taking more time to clean between participants. Staff tag-teamed together to learn the system in the beginning. Have experienced a lack of staff due to CoVID testing. So far, all testing has been negative. Now more worried about making changes as in working with the Food Wizard.

Crescent Center:

Using the Food Wizard. Worked just like they learned. Was very easy, no problems.

4. **Jennifer Roberts—New Budget and In-Kind Information**

- State received approx. **\$1.6 million for In-Kind funding** and only approx **\$40,000 for CoVID expenses reimbursement**. Should be added in at the end of the month.
- **2021 Budget**—LAP should be available the first part of August.
- State staff has done their initial review of the LA Budget Spreadsheets that were submitted and are getting the budget information put into the LAPS ready for use. Had issues with all costs not being reported, i.e. medical supplies, bandages, etc. There was an issue of LA being trained to not charge for indirect cost and are now expected to charge for indirect cost to be consistent for all federal funding. Noted that the per participant funding was not adequate for all LA. For questions or suggestions the LA are encouraged to talk with their TA's on what needs to be included in the budget.

- **Special funding** will be allocated separately and will not be 100% but there should be an increase in the available funding.
5. **Anita Perry—from MWA:** There will be **no fall 2020 WIC Conference** this year. All has been cancelled and at this time there has been no discussion of rescheduling.

6. **Group Discussion—Reopening to the Public**

- Sam Rodgers is re-opened. WIC staff is cleaning between participant contacts; and the entire clinic is cleaned twice a day.
- **Refer to CoVID-19 Re-opening guidance** at <http://health.mo.gov/living/families/wic/pdf/re-entry-to-onsite-services-guide.pdf>
- **Cloth masks** are still coming to the LA, but not sure when and the quantity will be based on caseload.
- Ernestine suggested to plan for client flow as in who does what: assign card first, then nutritionist loads the card and assigns the food package.
- Samuel Rodgers – screen at entrance, take temps and offer facemask. Still not bringing in child/infant or other people. Wiping down work areas several times a day, and all toys and books have been removed.

Ernestine Presley:

- **Co-VID -19 Waivers** are extended through end of September 2020. All food waivers are continued except the option for milk fat content. Options are still available for the foods.
- In regard to eWIC rollouts-be sure to allow time to explain how to use the card, the WIC Shopper App to ensure that the participant has a good experience with the cards. Participants typically don't complain, they just stop coming, so encourage them to let you know if they have any issues or problems using the cards.

- **Educational handouts for eWIC** are available and can be ordered ahead of time.
 - WIC 50—“How to Read Receipt”
 - WIC 1207—“Welcome to MO WIC”
 - WIC 714—“Welcome to eWIC”

All above from the Warehouse. “Helping Participant Use eWIC” see website: <https://health.mo.gov/living/families/wic/localagency/ewic/>

- There was a suggestion for **grocery shopping help for participants and proxies that are quarantined called “Next Door App.”** During this pandemic, the needs of our participants are different, so agencies need to try to be aware of resources to help support participants in other ways.

- **eCards issued Curbside**—Johnson Co is taking computer and Card R/W to car

Truman is considering curbside set up for issuing eCard

See **disaster plan for mailing eCard** instructions: <http://health.mo.gov/living/families/wic/pdf/wic-disaster-plan.pdf>

- eCards and PINs must be mailed under separate cover and on different days.
- Noted that **On-line shopping is not available** at this time with the eCard.
- Policy states **card holder only needs card and PIN – no need for ID** as with the WIC folder. They are only to give PIN# to trusted representatives.
- LA’s are asked to consider offering a random survey of participants and grocery store managers for eCard experiences/issues and to share with TAs. Jana Curry added that they have been asking participants to give feedback and that staff has been going into Walmart weekly before work. Has heard great things from participants that is is “so easy” and that they “love it.” They are following up with Walmart to see if they are having any issues or problems and they are saying that is is going smoothly, but just wish there was not two methods of WIC vouchers and cards at that same time.



7. **Concerns:**

Samuel Rodgers has **2 nutrition positions** openings. If you have referrals/suggestions please call Eve Wells, WIC Coordinator at 816-889-4693.

Next meeting scheduled for October 28, 2020, 1:30-3:30 p.m.

Respectfully submitted: August 5, 2020 A. Perry