SW District WIC meeting minutes November 18, 2020

Present: Nancy, Carrie, Cheryl, Christopher, Dakota, Jan, Karen, Lindsey, Manny, Probel, Tammy C, Hailey, Vickey, Mary

State update:

Nancy gave an overview of the Similac changeover. In November and December agencies can issue Enfamil products for Nov, Dec and Jan. Beginning January 1, Enfamil contract products will be removed from MOWINS so only Similac contract products will be available. This does not impact special formula issuance.

The WIC 27 is being updated and guidance for the similarities and differences in Similac and Enfamil products is in the works. If it is not out soon, Nancy will send out some guidance.

The FRGG is being revised and will be available Jan 1. Some approval authorities have been changed so be sure to check before you ask the state for approval as you might be able to approve in your agency.

LAP- if your breastpump loan agreement does not have the Civil Rights Statement please make sure you fix it. Nancy either sent forms back to the agencies to be fixed or she fixed them herself. Make sure you are using the right forms. If you have multiple copy sets in your agency, put statement stickers on them until you are ready to reprint.

State is expecting a civil rights monitoring so they are looking carefully at things.

The WOM has been updated (some policies have been changed but a notice has not been sent out). The old WOM for checks is gone now. Reviewing the WOM for all the changes is highly recommended. Carrie sent along the information below for everyone.

**CHANGES TO WOM ADMINISTRATIVE POLICIES\*\*\*\* Be sure to review with all WIC staff!!**

During eWIC Training, the following Administrative Policies were listed as having been changed in the new WOM:

* 8.1.080 Participant Explanation
* 8.1.170 Notification of Ineligibility, Termination, or Expiration of Certification
* 8.1.190 Authorized Representative and Alternate Representative
* 8.1.200 Proxies
* 9.1.010 Food Instrument Accountability and Liability
* 9.1.030 Food Instrument Replacement
* 9.1.040 Food Instrument Inventory Management

Others to look at for changes in new WOM:

* 8.1.210 Proof of Identity

We changed many items that are allowable for ID to match the federal regulations.  Please review these and update your staff.  Staff recognition was taken off this list—it is not allowable any longer however it is still an option in MOWINS until we can get it off of the dropdown.  Be sure your staff are aware to not use staff recognition any longer as an ID.

* 8.1.130 Income Assessment

There were changes made to this policy as well.   Please review with your staff to make sure everyone is following policy.   We do have a question pending to USDA/FNS regarding Household Adjunctive Eligibility.  You will notice this was left out of the new policy—you may continue to make other participants in a HH Adjunctively Eligible using the guidance in the old policy until we get confirmation that this had changed.  The federal regs do still list this as allowable, however we cannot determine if an update or new mandate was given that changed this and they just haven’t update the regulation as of yet.  We will keep you posted on this one.

Give Carrie Lines, DHSS SW District Administrative TA a call (417/895-6935) or email if you have any questions about these changes.

General discussion:

Training for eWIC card foster/guardian changes. It’s not always necessary to deactivate the parents’ card but it’s being done anyway.

 Make sure foster children are placed in their own homes as soon as you know they are in foster care. State is working on a policy for foster situations.

Call the helpdesk if you are worried about a possible over issuance.

If you have a card that has not left our agency or has not been used – make sure you tell the helpdesk that there is “no chance of over issuance” if you need to have something fixed for that family. The helpdesk may be able to help issue a new card that day. The state is considering adding a “defective card” column in the tracking form.

The number of the back of the eWIC card is basically to report a “found” card. All other calls should be directed to the local agencies.

A hotline number was suggested.

Remember to have staff fill out the troubleshooting form and send them in to Bridgett. Educate participants on what to pay attention to when they have issues at the store. This will help you complete the form.

Monitoring forms for card education are being rewritten/developed. Carrie will try and get something out to everyone.

Crystal Reports may not be accurate so be cautious.

Loading benefits will not impact caseload because our budgets are not based on caseload this year. If you notice a pattern of participants from another county having appointments with you and then saying they are going to X county to load benefits. Let that agency know. Also, if you have to close or reduce services let Carrie and Nancy know AND make sure you have an agreement with surrounding counties to load benefits (i.e. a plan).

Could state add DOB to online interest form?

Make sure you send in your online interest form spreadsheets to Nancy and Carrie. If you find you recently added a person that you get of form on…just add them to the spreadsheet.