

Meeting minutes SW District meeting 2-9-20

Present: Rena Still, Janet Forkner, Amy Burns, Josie Faibian, Becky Hoselton, Rebecca Laird, Manny Garcia, Carrie Lines, Julie Randolph, Bonnie Etter, Ethel Kyte, Vickie Pestle, Roberto Correa, Karen Buckman, Nancy Greene

Nancy and Carrie eWIC discussion:

Please go ahead and register for the eWIC training. Bring computers if you can. There will be computers on site as well. Nancy encourages nutritionists and CPA's to attend.

Readiness guide. Use it. Complete trainings and can do the trainings several times.

Everyone will need a new food package.

Carrie asked that we put our questions on the cards and she'll send up to Ann for clarification. She will compile list and then send out to us when answers are found.

Banking contract will not be renewed so checks cannot be printed after August 31. Everyone has to be on eWIC September 1. We might need more hours or longer appointments. Talk to your administrators if you have concerns about operating hours and managing this time.

Caution – MOWINS will still allow check printing for Sept but this may come back on local agency. Watch trimonthly and bimonthly. We will have to bring folks back in to load cards for September. Participants will have to use checks issued and then we can move to cards (this does not apply to September).

Some of the smaller agencies may run out of money in August. Pressure /encourage operations to add more resources if available.

Everyone should have at least 1 reader/writer. Make sure Jason got DH-60. We need them in case we have someone transfer in, we will have to call the helpdesk to have them walk us through issuing benefits to that particular person. It's up in the air at the moment as to whether or not local agencies can effectively install these on our own. More to come.

This whole pilot period will be trial and error.

Expect the rest of reader/writers and cards out as we get closer to rollout. We will only get what we put on the survey. If we need more, we will be able to order later.

Don't know if reader/writer will "load" package so nutritionist can review or change. Don't know if cards will stay out front or go back to nutritionists. Only one person in chart at one time. Don't know if everyone will need reader/writer. Pilot will see what works and what will not.

We will have to put card in and pull out for each participant within a family. It's a quirk.

Add 15 minutes to our appointments in July.

Nancy will send out new nutrition policies.

Potentially we will have the policies this week. Many of the policy (half) changes are names (checks to cards etc) Policies will be posted but not sure where they will be on the website. Nancy and Carrie will send a note.

Certification for both proxies and authorized rep and then Inventory were passed and discussed.

Custody – biggest issue. Call the on call person (admin TA on duty) through helpdesk. They want to help us work through custody issues.

Authorized rep and alternative rep – can do appointments, pick up checks or use checks (proxy is specifically the last two) etc. In MOWINS we will now click proxy or alternative rep. Authorized rep is responsible for use of benefits

ID folder is going away. Certification notification 15-16 day is required. What can we do to make sure we take care of this. Maybe ONECALL for recert 15 day notification.

Participants will leave with shopping list and account balance. Word document, can put in next appointments.

Baby food will be in ounces not packs or jars. Fish is also in ounces. Cereal will be aggregated, the same with fruits and veggies. Exception will be infants that has to be fresh.

Gluten free is non whole grain. Buy gluten free first. Can now buy one can of formula. WIC is going to try to get out of the business of having gobs of formula on hand. Talk to participants about only buying one or two until baby is comfortable with formula.

Inventory tray – cards numbered

Lost stolen damaged– mandatory 5 calendar day waiting period. Have to schedule to come in. Fed rule maximum of 7 day replacement. We deactivate the card.

Recommend talk to DFS about change so they know to really try to get card and or formula or food.

When we have both cards and checks the prescription will have CAPS (card) lowercase (checks) beans for instance.

Grocers will, hopefully, ahead of us in rollout. If all goes well with pilots the state will flip switch for all grocers May 1 so they can all accept cards.

If folks come in with card before rollout – call helpdesk.

WIC 32 is going away. No ID required at stores because of PIN.

We can reset PIN if they bring card in. 7 times it will kill the card.

Caution participants about being careful about who you give PIN to. Authorized rep is the only one who can change PIN.

Pregnant or postpartum folks will need to be entered twice....once for participant and once for authorized rep (if she is the authorized rep).

Participant training concern – if you put something on the conveyor belt that is not WIC allowable and they think it is...they will get a “bill”. Whole milk is an example.

Watch the welcome to eWIC video about the process online. TA staff will get retailer training next week and will share info about this process.

We may need to ask for new printers. We will need to have more paper available for 2 page print out (at least) per appointment.

All states that have gone to cards have seen a bit of an increase in caseload – in general.

Customer service: follow-up discussion – check out the resources that were sent out. Disney dvd is available, FISH philosophy is available through state, Bridges out of Poverty is also recommended.

Agency updates general discussion:

Caseload dropping – gain one or two and lose one or two. In general everyone is going down but a few have gone up. Spanish speaking population afraid. Try to get that trusted community figure to speak out.

Disease -mumps outbreak in two counties. Some folks are not coming in because they are scared. DCD recommends booster.

Bates County's caseload continues to drop.

Vernon county has two new staff members

Newton County has a new administrator(mover and shaker) and WIC coordinator because Pam is retiring in March. Closed their satellites.

Christian County – one nutritionist went to Africa. Down to two nutritionists. Getting a new administrator too. Cindy is retired end of April.

McDonald County - Mumps cases, Spanish down but other minorities going up.

Benton County – lots of outreach. County lost Headstart grant. Another Columbia is offering home based Headstart. They are now coming with WIC once a month to talk with prenatal moms. Trying to hold hands with different community folks. Interviewing for peer counselor.

Greene County change project- appointments needed.

Next meetings:

**Future meetings:**

May 20, 2020 at Library Station

August 19, 2020 at Library Center

November 18, 2020 at Library Center