

## **Local Agency Conference Call Agenda**

**October 1, 2015**  
**Beginning at 9:00am**

**Webex:** <https://hhsmt.webex.com/hhsmt/j.php?MTID=m411332529f69a07cd8e2066de3f75b4f>

Call In (877) 668-4490 Meeting Number: 803 237 180

Attendees: Cascade, Custer, Dawson, Deer Lodge, Fergus, Flathead, Gallatin, Hill, Lake, Lewis and Clark, Lincoln, Missoula, Ravalli, Sanders, Sheridan, Silver Bow, Teton, Valley, Fort Peck, Northern Cheyenne, Blackfeet, Crow, CSKT, Fort Belknap, Rocky Boy

Not Present: Broadwater, RiverStone,

State Staff: Kate Girard (last half), Leah Steinle, Kevin Moore, Glade Roos, Kelly Aughney, Blair Hendricks, Corinne Kyler, Mike Field, Chris Fogelman

### **Agenda Items**

State Update/Announcements (Kate)

- PLEASE share this information with all staff or have them listen to recorded call.
  - If you miss a call, we will request you send in acknowledgement that staff reviewed minutes and recording and understand the material covered
- Review ME- Findings (addressed under nutrition) in Nutrition. NO findings in certification, MIS, civil rights or org/management. We also had a fiscal ME and had NO findings. GREAT JOB and THANK YOU to Lewis and Clark and RiverStone for their willingness to participate and hospitality to the FNS staff. FNS was VERY impressed with our program and actually said some of the staff they observed were the BEST staff they have seen in over 15 years 😊
- Accreditation update- site visit went well, will hear in December
- End of fiscal year/expenditures (Corinne/Michelle)-Get your final reports in on time so we can close out the year on time. Also if traveled recently with the expectation of reimbursement by the State, please submit your information as soon as possible after you receive the form.
- Mark Squires is leaving us (to move to Thailand!)- please send formula received verification to Lacy and Chris to track
  - We will send out guidance in the newsletter for pump/MICR and check orders in a few months, hopefully you all stocked up this month
- WIC CEUs- please be sure to keep up to date on trainings
  - Required for all staff who work or volunteer in WIC
  - Plenty of opportunities, watch the newsletter
  - And we are tracking that staff meet the requirement more diligently
- Next WIC Conference- April 25-27<sup>th</sup>.
  - We are combining BF Learning Collaborative with WIC conference.

- Peer counselors and supervisors will be covered with BF grant, plus 2 covered in contract travel allowance. If you would like to send more people, we can take requests on a cases by case, contact state office
  - **Monday** we will have a short “WIC Day” and evening networking reception with Baby Friendly Hospital Staff as well as others who attend (open registration).
  - **Tuesday** we will have an ALL DAY speaker from UC Davis on the “Secrets of Baby Behavior”
  - **Wednesday** additional speakers, TBD- should be finished mid-afternoon.
- Adverse Childhood Experiences (ACEs) video will be available in Moodle for staff to view, it is only about a half an hour long. If you do the training as a group, send in a group sign-in sheet. Contact Lacy with any questions.

### Section Updates

- Vendor (Leah, Kevin, Glade)
  - EBT Update
  - Food List
  - Farm Direct – end of season update (**We had a good farmers market season – so far our redemption is 71% and climbing! Many of our farmers will be cashing their benefits over the next week or so and we are hoping to see redemption numbers similar to our 89% of last year!**)
- Admin (Kelly, Leah)
- IT (Mike, Dick & Blair)
  - Update on utilities reports  
*The IT folks are continuing to work on reports for local agencies and Dick is working on a specific report for Outreach to recently terminated clients. Missoula is assisting with vetting this new query.*
  - SPIRIT upgrade  
*SPIRIT will be upgraded on the afternoon of Oct.1 to version 2.22.03 so the issuance of the correct one-year old food package and the issuance of the correct milk product will be available. SPIRIT will now issue the correct food prescription for the second birthday.*
- Nutrition (Chris)
  - Training modules online, updated
    - Moodle instructions for in-network agencies
    - Out of network agencies- contact Blair for guest access (SPIRIT training...)
  - Orientation checklist is also online and updated. The modules are update and most are on the web, the last will be posted shortly.
  - (Finding) Goals- participant centered, generic ones are going away; you will need to fill in the specific goal; make it specific to the participant, measureable and achievable/realistic

- (Finding) Substance Abuse Education Requirement, new handout
  - Handout meets USDA requirement as “education” (**not “nutrition” education**). The handout will be on a tearpad and a supply will be sent to local programs and can be ordered like other forms in the future.
- (avoided a finding) Exit Counseling, new handout- edit with your agency information
- (Finding) Bloodborne pathogen training- not a state requirement, but FNS sited as a finding, must have training annually
- (Finding) RF 133 is not assigning right all the time, we are researching a fix
- (Finding) HGB not consistently being done between 9-12 months. Do not wait until 1<sup>st</sup> birthday or after to do it. May recert before 1<sup>st</sup> birthday (30 days) to try and make this easier. If you do the check between 9-12 months and it is normal, you may skip the certification hgb test and then perform the next one at the mid-cert visit.
- Other observations (Kate and Chris):
  - Make sure weighing and measuring happens correctly (both legs straight for infants, SHOES OFF, DIAPERS OFF OR CLEAN)
  - Keep notes as objective as possible, please refrain from any statements that sound like a judgement or could be a liability (your opinions about the participant/family); remember to keep other participant info out of chart (we are still seeing this in our reviews)
  - Remember not to use other family identifiers (names) or have their information in the participant’s chart if they are not relevant to the participant
  - FNS had us run a report on mom’s getting FPVII (full BF) during the month FOLLOWING infant changing to formula. We had a LONG list of participants who fell into this category. Upon further research, it looks like future benefits were not always voided/reissued when baby changed to formula. This is required, please DO NOT replaced formula benefits for infant in future months without taking back unused Fully BF checks or other BF checks if they are not valid from mom (remember to VOID them in system)
  - Remember the link between the mom and her baby should be a two-way link. In the review of charts from a clinic recently there were two incident where this did not occur (this was not a large clinic).
  - One year old food package- being assigned. See below for guidance.

#### One Call Now

- We are making appointment reminders available to all agencies in order to improve no-show rates.
- The service called One Call Now (OCN) sends a text message or automated phone call to every participant that has an upcoming or missed appointment.
- There are phone and text scripts for the following appointment types:
  - Upcoming initial certification
  - All other types of upcoming WIC appointments

- Missed appointments
- We limited appointment types and scripts to not overload participants with calls.
- These reminders will be available in English, Spanish, Russian, and Hmong.
- Every participant receives an automated phone call. Participants can change from a phone to text reminders by texting a specified opt-in number. They can also call a phone number to opt-out of calls.
- Each agency will receive email reports with a count of successful and failed calls and texts.
- It will be around two months before this service becomes live.

#### Outreach Sharing

- The state is working on an outreach project that will be published in the newsletter when finished.
- Arwyn in Missoula shared outreach plan to survey certified participants who dropped off the program; they would also like to have a WIC table at the Missoula Food Bank.
- Hamilton Pantry Partners and Empty Bowls partnered to create the Bitterroot Empty Bowls Lunch 2015. Proceeds will go to Ravalli County WIC program.
- Reiterated that Time Study is still up and running, October is another time study month.

#### State Plan Updates (Kate):

- Fiscal policy
  - Clarification, capital expenditures approval
- MOUs- IZ, SNAP-Ed, OESS, CACFP (ed. materials only)... others to come
  - R & R were updated this past year to state “DPHHS”
- Clarifications-
  - Do not need to scan in change of address after certification appointment, should continue to update computer though
  - Do not need to do multiple follow up questions for wichealth.org. It is interactive by nature, you do have to follow up to schedule next appt. and coordinate benefits
  - If someone disqualifies “mid cert”, they must get at least 15 day notice and benefits- THIS DOES NOT APPLY TO A BREASTFEEDING WOMAN WHO D/C BF AT 6 MONTHS OR LATER. In this circumstance, she is no longer eligible as of that date (category change).
  - One year old food package- we received clarification on the issuance of 1 year food package DURING the month the participant turns one. If issuance occurs before the birthday, issue an infant package, if issuance occurs on or after the 1<sup>st</sup> birthday, issue the child package. You must add the child package for the date it should start. SPIRIT will not be enhanced to fix this for a while, so this is a manual process to meet regs.
    - We understand there may be times you want to issue a mixed package (part infant, part child). This is allowable under the new guidance but NOT easy in SPIRIT. Please call the state office and discuss with Chris, Lacy or Kate on a case by case basis to avoid over issuance.

- Risk factors- do not have to read them off the way they are written. Explain during certification that being at nutrition risk is required to qualify and that is why we do health assessment. Educate on risk factors as needed.