

Family Nutrition Programs (FNP) 2012

Division of Public Assistance, Alaska Department of Health and Social Services

Q & As from March 28-30, 2012 WIC Coordinator's Meeting

FNP Mission Statement:

To support Alaskan families in making nutrition decisions for life-long health and wellbeing.



FNP Strategic Plan Goal Areas:

- Participation
- Cost Efficiencies
- Quality Services
- Health Outcomes
- Access to WIC Foods
- Optimize Technology

Questions from AKWICA and answers from WIC State Agency (SA):

1. Applications—when will they be redone?----

SA—They will be updated before SPIRIT transfer occurs.

a. Need to be a 6-8th grade level.

SA—The State is aware of this best practice. Applications have been revised with low literacy level in mind.

b. Applications posted on state web won't print right (bottom is cut off) in a least one office
SA—The State can send PDF copies in the Friday Update; however, LAs should look at printer settings.

c. We recommend clinic testing of next application before getting approval from USDA

SA—The State will be working with MUNI WIC to pilot the new applications.

d. Our understanding is that they will be redone with SPIRIT

SA—The State is only making changes to the applications to accommodate SPIRIT.

e. If translating apps, updates should be done first, then translate

SA—The State agrees.

2. Food Lists----

a. When will changes be made

SA Response-Food manufacturers and distributors may submit new foods for consideration from January 1 – June 30 each year. Only foods in categories announced by the WIC Program are considered for approval. In 2012, we will consider 14oz – 16oz whole grain breads, and any new product that entered the market after July 1, 2011.

In July, Vendor staff and Elaine Nisonger consider the merits of the new foods, and any other potential changes to the food list. The updated food list is sent for printing in time for distribution beginning around September 15 of each year.

b. Can we have input

SA Response- LAs can make suggestions about food list items at any time during the year. We consider these ideas when we meet in July to decide on additions and changes. Food list requirements are set in regulation by USDA, and cost must be considered as well as nutritional content of food items. Availability to urban and rural, large and small vendors is also a consideration for some items.

c. We have many requests to add UHT milk back as a choice for reasons other than no refrigerator or homelessness

SA Response--Allowing UHT milk is cost containment issue that the State will need to discuss further.

3. Client Charts---

- a. When does there need to be a SOAP note for secondary ed? For example, if a client does wichealth.org & we will follow up at the next cert, does this need to be documented as a SOAP note?

SA—LAs can document in the Family Information area, but SOAP notes are not required. For example, the note would contain that the client completed their 2ndary education, the topic of the material, and date.

- b. Pam—b. Muni Question ---Since it concerns NE, I would like to raise the question in hopes that it can be addressed tomorrow: Assume a client chooses to do WICHealth.org or the Muni online NE for their secondary NE, and then comes into clinic to get their vouchers after they have completed the education; in our current protocol we would allow the front desk to print vouchers if the NE can be verified. Since the new guidance said we could provide the follow-up at the next certification appointment, would the front desk staff have to chart in SOAP format, or can they note what lesson was completed in AKWIC, and the SOAP documentation be completed by the counselor at the next certification appointment?

I sent a “sample” SOAP to Elaine that would allow our front desk staff to put a “simple” SOAP in the client’s certification notes by cut and paste after inserting the topic completed in the S. If the front desk needs to SOAP, I would appreciate if you could all discuss if that will pass muster. (Our front desk staff are not CPA’s and do not chart in the certification notes – only in the Family Comments. They would be more comfortable with a standardized language if they need to chart in the cert notes.)

SA—See answer (a) and the State will continue to review how notes are entered into SPIRIT.

C. Do agencies need to keep copy of the WIChealth.org sheet? Do they have to print it out? Do they have to print it out and document that the client did the NE? Can they just document but not print?

SA—No, LAs do not need to keep a copy of the WIChealth.org sheet on file. LAs do need to chart in the Family Information portion or the Certification area for each client completing WICHealth.org.

4. Formula Changes---

- a. Could there be some type of system to verify changes in formula names/sizes so they are updated in the system? Say, a check every three months?

SA—The State agrees that is it very difficult to keep up with the formula changes. The State agrees with this suggestion and, depending on staff availability, we will try to update the system as best we can.

5. Consolidation—there are many concerns--

- a. Can we add input? Send to whom?

SA--There have been five public meeting teleconferences and one Tribal Health Board teleconference to collect comments on the proposed FY 14 WIC grant changes. The state is considering having additional public meetings. Current WIC grantees or members of the public can submit their concerns about the FY 14 WIC grant changes or any other concerns about the WIC program to the WIC office at any time. Please send them to Kathleen.Wayne@alaska.gov.

- b. What is the process?

SA- The State is currently analyzing the comments collected at the January public meetings and plans to issue answers and teleconference reports in the near future.

- c. Can we find out additional information about where we are at?
SA-Any information about the FY 14 WIC Grant process will be issued through the state's public notice website at <http://notes4.state.ak.us/pn>. At this website, LAs can sign up to receive automated notices of new postings. Once the record of the public meetings and/or the date for any subsequent meeting(s) have been established, the WIC Coordinators will be notified.
- d. When CAN they (you) talk about it?
SA-During a competitive procurement process, any information about proposed changes must be delivered through a public meeting process. Answers from the January public meeting teleconferences will be posted on the state's public notice website at <http://notes4.state.ak.us/pn> in the near future.

6. Vendor--

- a. Dual participation list—state review those in multiple clinics first (we can't see info in other clinics)
 - i. Can this be separated by agency?
 - ii. Can it be sent in a secure way that includes confidentiality?

SA --We are unable to manipulate the way the data appears on the reports so we are not able to sort the data by clinic. We hope that there will be greater ability with SPIRIT to divide the information by agency.

b. Store Problems

- i. What happens at the state level when we deal with a vendor issue, especially long-term or recurrent issues?

SA Response--It's hard to give a blanket answer for responses to store problems because of the variety and scale of problems that come to our attention. For problems like a store's repeated denial of a food item to a participant (1/2 gallon soy comes to mind), we contact the store as many times as the issue is reported, and we put a note in the Vendor Newsletter about the general issue – if it's an issue for one store, it may also be for others that we don't hear about.

For an intractable, long term problem with a vendor, such as a store that consistently fails to meet minimum stock requirements, we're trying to work with store management, placing vendors on probation as appropriate, and anything else we can think of to try to turn the problem around. We're trying to identify ways to help vendors figure out how much of any items they need to order to meet the needs of their WIC participants.

If a problem warrants it, we take formal action, in consultation with USDA for example, when a store refuses to serve a particular family.

For chain stores, affiliated stores, or co-ops, we try to maintain a regular working relationship with the corporate representative, and to notify the representative when there's a problem, and ask for their assistance in getting it resolved.

Workflow in the Vendor Unit is pretty heavy and fast-paced, so we don't always respond as quickly as we'd prefer to do. Do not hesitate to call us or email us to ask what we're doing to address a problem or issue.

- ii. Can state staff contact Craig's list violators? (For example, LA staff would make the initial contact, then it would be followed up by state staff.

SA Response-Sales of WIC items require action by both the state and the local agency. Either agency may detect the potential violation on Craigslist or another online market. Generally, the local agency should contact the participant to scope out the situation to determine whether the items for sale were purchased with WIC funds. The LA also needs to calculate the amount of the benefit that was improperly used, and to provide the Vendor Unit with a copy of the participant's Rights and Responsibilities agreement. The SA prepares the collections paperwork; either agency may attempt to get a restitution agreement signed, depending on circumstances. The SA then pursues collection. We expect to get further training on this through USDA, and will continue to try to improve our practices and provide guidance to LAs.

7. IT back up-- Does backup for IT exist during non-standard work hours (evenings, weekends, state holidays when clinics are open?)

SA-The IT staff are regular state workers who are required to support systems during the evenings, weekend, or state holidays. However, the MICR printers do have a warranty. Please see Appendix A of this document.

8. Update on 1-year certification---
SA—The State acknowledges the benefits to clinics with this new rule and we will determine whether we will allow this with SPIRIT.

9. Medicaid/Anthropometrics---
Can Medicaid be billed for well child checks (which are used to get WIC anthropometric/hematology data from) and for set up & poly com use? (BBAHC)

SA—If LAs are doing paid Medicaid visits, the client or health care provider can bill Medicaid for the anthropometric measurements.

10. State MOUs---
Does the state have an MOU/MOA with public health nursing for providing WIC anthropometric/hematology data (TCC).

SA—The State talked with the regional manager at Public Health Nursing in Fairbanks and confirmed that they support providing anthropometric data for WIC clients. The State currently does not have an updated MOU/MOA with Public Health Nursing, and there is some concern that requesting a formal MOU/MOA might bring attention to the historical practice of nurses providing this service for free. If LAs would like the State to pursue the MOA/MOU, please notify Kathleen.Wayne@alaska.gov and we will move forward.

11. **This answer was provided in the April 20 Friday Update---**
FY 13 Grant---Are LA supposed to complete all goals in the Logic Model format?
SA Response-- LAs should only address goals 3 and 5 in developing their logic models from the state's goals, listed below:

The Alaska WIC Program operation goals are as follows:

- ✚ Goal 1. Meet or Exceed federal participation targets (27,629)
- ✚ Goal 2. Maintain fiscal Stability
- ✚ Goal 3. Participants improve nutrition behaviors following current research and best practices
- ✚ Goal 4. WIC participants have access to WIC foods
- ✚ Goal 5. Improve Alaskans WIC Participants targeted health outcomes and targeted nutrition practices
- ✚ Goal 6. Optimize the use of technology to improve service delivery and realize efficiencies.

12. Nutrition Care Plan --Will they be updated with the Rev 10 risk factors?
SA—The State is working with UAA to update Nutrition Care Plans.

13. WIC Funds---
WIC funds can pay for TCC employees to attend the Rural Nutrition Services program through UAF; courses they offer like Intro to Rural Nutrition Counseling. This is a 2 credit course. TCC questions if that is allowed, would we be willing to pay with WIC funding a basic Nutrition Class which is a 3 credit, full semester class.

SA—The State is communicating with the Western Regional Office of USDA on the ability of the State to pay for college courses. In FY 13, LAs can use grant funds to pay for staff training opportunities with prior approval from the State.

14. How can we set up targeted language classes with a specific language interpreter and stay within civil rights regulations.

SA--Classes should be advertised as open to all.

15. How do we document secondary education in AKWIC, SPIRIT? Does this require a soap note? Who can enter the documentation?

SA—see answer 3 to complete SOAP notes. Please remember that nutrition education has to be :

- completed quarterly,
- is interactive,
- is targeted to the client's nutrition risks or interests,
- can only be done through face-to-face, video-certification, phone, or electronic means,
- has to be followed-up at the next appointment,
- and must be SOAPed.

16. What is the state anemia rate for FFY 11?

SA—Iron anemia for FY 11 was 15%

17. Pam Phillimore: “Also, another thought that came up at a lunch discussion was about charting High Risk follow-ups. Do they have to specifically note that the f/u is also secondary nutrition education or is that assumed if it takes place outside of the regular certification appointment?”

SA- The State would like to talk about this at future policy conference to better understand the question.

Appendix A

MICR Printer Warranty—

Dale Dye @ 1-800-576-6038 Direct Dial 512-513-9013 Dale_Dye@Dell.com
Or

Gillian Dezzutto @ 1-907-223-0944 Gillian_Dezzutto@Dell.com

Language from contract--

- Vendor must provide a warranty period of not less than **1 year after delivery; with 36 months of extended warranty per this ITB, in 1 year increments.**

METRO MAINTENANCE/SERVICE RESPONSE REQUIREMENTS: The maximum service response time is one business day twenty four (24) hours for metro locations (metro locations are those locations serviced by road systems as indicated below), and 2 business days for remote locations. This means that the service technician must be at the printer, ready to fix it, within no more than one business day for metro locations and two business day for remote locations from the time the WIC clinic or state agency places the service call and provided commercial transportation is operating into remote locations where the equipment is located. **Services to include all travel and/or shipping expenses.** In the event commercial transportation ceases operating because of weather or by reason of any unforeseeable force- - majeure, the contractor will not be held in default. The contractor must make the necessary arrangements to have the service technician at the machine, ready to fix it, within no more than one business day after commercial transportation resumes operating to those remote locations where service is required.

REMOTE MAINTENANCE/SERVICE RESPONSE REQUIREMENTS:

Full service maintenance is mandatory for any printers that are placed in remote locations. The maximum service response time to remote locations is two business days after notification by the using agency, or in the case of inclement weather or unavailability of travel carrier space, the next flight. This means that the service technician must be at the printer, ready to fix it, within no more than one business days from the time the WIC clinic or state agency places the service call and provided commercial transportation is operating into remote locations where the equipment is located. **Services to include all travel and/or shipping expenses.**

METRO AND REMOTE LOCATION DEFINITION:

1. Metro locations are defined as service/maintenance areas in the following locations: Juneau, Fairbanks, Anchorage, Wasilla, Eagle River, Palmer, Kenai and Seward.
2. Remote locations are all other locations within the State.

MICR Printer Warranty--continued

HOT SPARE OPTION:

1. As an alternative to repairing the equipment on-site within the required timeframes, and at no expense to the State, the Contractor may substitute a piece of equipment of equal or greater performance capability and repair the equipment off-site.
2. If the equipment is taken off-site for repair it must be repaired and placed back in service at its original location within no more than 21 working days from the date it was removed.
3. This clause is applicable to any location within the State.
4. In the event of a hot spare placement to a remote site, the replacement must be in place and operational within 72 hours of original notification by the agency.

In the event weather or carrier space problems persist, the replacement will be on the next available flight. **Hot spare option to include all shipping**