

April 24 WIC Advisory Group

Meeting Notes

In attendance:

Chair: Katlyn Hubbard (Becker Co.); **Regional Reps:** **Northeast:** Jenny Barta (Carlton Co.); **East Central:** Kristen Bricko (Sherburne Co); **Southeast:** Jessica Holst (Fillmore Co.); **South Central:** Arlin Penner (Nicollet); **Southwest:** Alli Orr (Nobles) **West Central:** Sue Olson (Clay Co.); **Northwest:** Kristy Rott (Polk Co.); **Metro:** Marianne Nelson (Bloomington Co.); **Caseload Group Reps:** **Group 1:** Kathy Duffy (Ramsey); **Group 2:** Cindy Jacobson (Dakota Co.); **Group 3:** Wendy O'Leary (Olmsted Co.); **Group 4:** Vacant; **Group 5:** Catherine Birr (Meeker Co.); **Group 6:** Polly Ahrens (Renville Co.); **Tribal Agency Rep:** Ariana Matakis (Mille Lacs Band of Ojibwe); **CHB Administrators:** Kristine Klopp (Mille Lacs Co.); **LPHA Rep:** Marlee Morrison (Community Health Director, CHI St. Joseph's Health)

Minnesota Department of Health – WIC Management Team: Kate Franken - WIC Director; Tami Matti: MIS & Data Unit Supervisor; Tammie Edmundson: Financial Management Analyst; Jessie Zins: Food Delivery Unit Supervisor; Rebecca Gruenes: Nutrition & Clinic Services Unit Supervisor; Tina Breitenbach: Breastfeeding, Training & Communication Unit Supervisor

ARPA Remote Services Waivers (Kate & Rebecca)

MDH WIC program draft guidance has been developed and we are waiting for USDA to answer questions before sharing the guidance with Local Agencies. There will be a question & answer session at the NWA conference next week. We have some outstanding questions and prefer to get answers to our questions before we share guidance. The goal is to have the guidance document out to local agencies in early May. What we do know is that in August we must offer in person services for certifications and mid-certifications unless referral measurements are obtained.

Discussion on what would be helpful for local agencies.

- Since there are new staff across the state that haven't experienced in-person services, consider training on normal WIC operations, tips/skills for taking measurements, working in busy, less controlled environment, in person counseling skills, and how to streamline appointments.
- Consider using the monthly local agency calls to review what might be helpful for trainings, perhaps have other local agencies discuss their experience in resuming in-person services.
- Are there supply concerns when ordering cuvettes? There are no issues or delays in orders or shipments that we are aware of.
- Tips for working with resistant participants that don't want to come in and are not able to obtain measurements.
- What HuBERT functionality will be available to record measurements? This will be covered in the guidance document.

A question was raised about what the vision for MDH WIC regarding ARPA waiver guidance for local agencies is. Is there a push for in person or remote services? Kate shares that we want to maintain the integrity of the WIC program and in terms of what sets us apart from other programs. We want to look at ways participants can access WIC services and help make it easier to receive services. There has never been a vision to be fully remote and there are many benefits to in person contacts. The ARPA waivers allow opportunities to have 2 contacts be remote and the other 2 (appointments) be in person or remote if measurements are obtained. The timeline for referral data may not match the WIC schedule and likely families will need to come in for ht/wt/hgb measurements. Advisory members asked for a script to help guide that conversation with families. Watch the Weekly Update for the ARPA guidance document and other information to support resuming in person services.

NWA Local Agency Representatives (Katlyn & Kate)

What is the best way to identify 3 additional local agency representatives to be voting members for NWA

Last spring at the NWA business meeting, by-law reforms were voted on. Many changes were made at the board level for NWA such as adding positions from vendor management and breastfeeding. There will be more of a balance on the board with 4 representatives from the state director, nutrition services, breastfeeding, and vendor sections and 4 local agency reps. We currently have just one local agency rep, our Advisory Group Chair – currently that is Katlyn. She attends the NWA Regional Meetings. Each state needs to identify how we will get the additional three voting members in place for any business meeting votes. Usually, the business meetings are once a year, but may be more. The NWA conference and business meeting were held

together, but now are separate, and the business meetings are virtual. How we identify the additional members should come from the direction of local agencies not the state. Some states have this in place already through WIC associations run by local agencies. Final decision was one representative should be from tribal nation grantees (seven in MN), the other two should be based on caseload or region depending on where the chair is coming from to seek balance. A written plan will be discussed at the July Advisory Group meeting.

July Meeting

Any interest for in-person meeting? Majority wanted to meet in person, majority said location did not matter.

More details to follow as we get closer to July meeting.

Review of various timelines (Jessie & Tami)

High level of some of the activities happening over the next 6 months.

May 2023

MIS & Data

WINNIE - UAT Round 2 – Ending 5/12/23, Pilot and Rollout Schedule – posted statewide, Pilot Kick off meeting – (timeline, Readiness Guide)

App Messages –

5/9 – NWA Survey Message

5/16 – Dairy food benefits changes

5/23 – Formula large can subs ending

Mobile App & Mobile Management – release UAT, Mobile Management Training docs

Hardware Inventory

Food Updates

Formula - non-Enfamil larger can subs no longer allowed in May.

Formula - Large Enfamil can subs remain in HuBERT in May, removed 5/30 unless extended by Mead Johnson.

June 2023

MIS & Data

WINNIE – Post UAT release

App Messages –

6/6 – NWA Survey Message

6/13 – Canned Fruits and Veggies

6/20 – NWA Survey Message

6/27 – Medical subs Message

Mobile App & Mobile Management Release, Mobile Management – agency rollout

Food Updates

Formula – Medical subs will be removed 6/29 when the Waiver expires

Canned fruits & Veg – TBD in June the canned items will be added to HuBERT & APL

2% milk – In June, participants no longer can purchase 2% milk with skim/1% milk benefits.

July 2023

MIS & Data

WINNIE – Pre-Pilot release testing, Develop training modules

Mobile App & Mobile Management Requirements gathering for next round of changes

Communication regarding CVB decreasing 10/1/23

Food Update

CVB – early issuance of October CVB requires creating new food prescriptions with the default amount

August 2023

MIS & Data

WINNIE Server Testing, Training Modules posted, Readiness Guide posted, Create Transition Guide, Pilot Meeting

Food Update

CVB – Issued for after October/ 1 benefits must contain the default CVB amount

September 2023

MIS & Data

WINNIE Server Set Up – New WINNIE info, Pilot Meeting

Food Update

CVB – Issued for after October/ 1 benefits must contain the default CVB amount

October 2023

MIS & Data

10/1 – CVB backend increase if needed

WINNIE Pilot Phase 1 starts 10/10 (Dakota)

WINNIE Pilot Phase 2 starts 10/31 (Ramsey)

Food Update

CVB – If/When approved higher amounts of CVB will be updated for the CVB

Serving English as a Second Language (ESL) participants (Arin Penner & Catherine Birr)

Discussion was held on how agencies currently serve ESL participants. What challenges they have, scheduling, staffing and what can the state do to support the challenges.

A challenge is getting appointments in within the appropriate processing standards as defined in the MN Operations Manual. Language line can take longer at times, may be 1 to 1 ½ hours. The language line is the only option that the state offers. The group was asked how they are serving ESL participants, do they have ideas for improvements or suggestions. Some agencies shared:

- They use paraprofessional CPA's, **Section 4.3**, [Competent Professional Authority \(CPA\) Qualifications and Responsibilities](#)
- Some use community health workers for phones and scheduling, some hired as interpreters.
- Some offer help at grocery stores, some work with other social service agencies.

How are ESL participants scheduled and how are they indicated in HuBERT? Agencies offered some comments that they schedule the same for all brand-new certifications, 1 hour and others use 30-minute time slots.

What funding opportunities are there for serving ESL participants? Several years ago, the state agency formed a statewide workgroup to look at how to provide supplemental funding for agencies serving a high proportion of ESL participants. The workgroup struggled to find data to support offering additional funding for those serving a higher percentage of ESL participants. MDH pays for language line services. Language line offers phone and video interpretation, and the state can help with resources for equipment if an agency is interested in using video services. The overall WIC funding is set to prior participation and is based on FY 2022. We often don't receive a state budget from Federal partners until July.

If there are issues with language line, please complete the [Voice of the Customer](#). Also, there are [Interpreters](#) resources on our website to help support agencies.

Another question was raised about how often does the state agency communicate with local public health about funding? Funding information is in the WIC grant agreement. We also recently released some financial modules to better help with understanding of WIC grant funding. Kate will discuss WIC Funding at an upcoming LPH Leadership meeting.

Everyday Hero Discussion & Advisory Members Role/Timeline (Tina)

Info will be sent in next week's WU and an email to all Advisory Group members as well with information. Dates, deadlines, etc.

Reference – Complete Listing of Hyperlinks

[Competent Professional Authority \(CPA\) Qualifications and Responsibilities](#)

(www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4_3.pdf)

[Voice of the Customer](#) (www.health.state.mn.us/docs/people/wic/localagency/program/civilrights/voice.pdf)

[Interpreters](#) (www.health.state.mn.us/people/wic/localagency/interpreters.html#NaN)

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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