

MEETING AGENDA

Meeting Name: NYS WIC Association Board of Directors

Meeting Date: October 16, 2023

Meeting Time: 2:00 PM EST

Location: Zoom Meeting:

<https://us02web.zoom.us/j/88698130922?pwd=aDAzWFVFc3BvZWJwK1d5M1FtTFINQT09>

INVITEES:

Department of Health:

- Corie Nadzan (Bur. Dir)
- Samantha Phillips-Brown (Bur. Dir)
- Josh Huggins (Bur. Dir/QANS)
- Amy Simmons (Bur. Dir)
- Andrea Wahrlich (Bur. Dir)
- Ali Stark (ISMS)
- Renee Wing (PCCS)
- Tammy Leone-Curtis (FDMVS)
- Lucinda Caruso (QANS)
- Jillian Osborn (QANS)
- Cassandra Stockman (FDVMS)
- Joann Tierney-Daniels (FMS)
- Kristen Cherico (CDRO)
- Iris Marchante (MARO)
- Ivette Santiago (MARO)
- AmyLyn Clarke (WRO)
- Becky Monahan (WRO)
- Beth Huber (WRO)
- Nancy Mendillo (CNYRO)

Board Members:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Lisa Fermin | <input checked="" type="checkbox"/> Lori Davis-Spatalo |
| <input checked="" type="checkbox"/> Andrea Byrne | <input type="checkbox"/> Sara Hettel |
| <input type="checkbox"/> Tammy Lana | <input checked="" type="checkbox"/> Keri Santos |
| <input checked="" type="checkbox"/> Lauren Brand | <input checked="" type="checkbox"/> Ashley Clark |
| <input type="checkbox"/> Megan Fulton | <input type="checkbox"/> Tommi-Grace Melito |
| <input checked="" type="checkbox"/> Lauren Sondey | |
| <input type="checkbox"/> Tanya Reese (Advocate) | |
| <input type="checkbox"/> Sue Kowaleski (Advocate) | |
| <input checked="" type="checkbox"/> Misha Marvel (SW Advocate) | |
| <input type="checkbox"/> Natasha Ashley (Advocate) | |
| <input checked="" type="checkbox"/> Melissa Sacco | |
| <input checked="" type="checkbox"/> Rudy Sicari | |
| <input type="checkbox"/> Cindy Walsh (Advocate) | |
| <input checked="" type="checkbox"/> Sherry Wilson (SW Advocate) | |
| <input type="checkbox"/> Elizabeth Crofut | |
| <input checked="" type="checkbox"/> Helene Rosenhouse-Romeo | |
| <input checked="" type="checkbox"/> Sara DeFrank | |
| <input checked="" type="checkbox"/> Penny Bashford | |
| <input checked="" type="checkbox"/> Latoya Thompson | |
| <input type="checkbox"/> Mary Maziarz | |

AGENDA SECTION	TOPICS	WHO
Welcome & Agenda	<ul style="list-style-type: none"> ❖ Outline of today's meeting ❖ Project Sunlight Forms ❖ Introductions – New to join is Latoya Thompson 	Lisa

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General DOH Updates	<ul style="list-style-type: none">❖ Staff Updates – No Staffing Updates from NYS.❖ USDA updates on possible shutdowns<ul style="list-style-type: none">• NYS just wanted to thank the Association and all the local agencies for their help with messaging to participants during the shutdown.• NYS has heard nothing official from FNS about the possibility of a shutdown, so we are currently optimistic that Congress will continue to keep the government operational• As we get closer to the November 17th deadline, NYS will be in communication with the Association and the local agencies if there is more talk about a possible shutdown• If there is a chance of a potential shutdown, NYS will work closely with everyone to make sure participants are aware that WIC will remain open for business and benefits will still be redeemed❖ Modernization Grant Updates –<ul style="list-style-type: none">• Based on the feedback we received from the association and our other partners, NYS is focusing on four main projects for our modernization efforts. The projects are in the early stages of planning, and NYS intends to keep working with local agencies and WIC participants to help design these projects to best meet their needs. These projects will take a long time to prepare and implement. Most of FFY 2024 will be devoted to planning and preparing all of these projects. NYS will be in touch when we begin the process of gathering requirements for these projects. The projects are:<ul style="list-style-type: none">○ (1) WIC Online Application in New York's new Integrated Eligibility System -- The WIC Online Application will be part of NYS' Integrated Eligibility System which is part of New York's No Wrong Door initiative. Applicants will be able to enter in their information and upload supporting	Josh/Sam
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	<p>documentation in one place and that information will be transmitted to multiple programs including SNAP and WIC. This integration will also work to allow WIC systems to refer participants to SNAP and share any documentation collected at a WIC appointment.</p> <ul style="list-style-type: none">○ (2) Participant Portal to provide more seamless integration with remote appointments -- The portal will allow participants to: reschedule appointments, view letters and other documents generated by NYWIC, upload documents for recertification, sign documents and consent forms.○ (3) Statewide Texting Platform to allow all local agencies and NYS to communicate with participants more easily. It will also be used in conjunction with our proposed data sharing agreements with SNAP and Medicaid for facilitated targeted outreach. This project will purchase a texting platform that can be used by all WIC agencies. The platform will have the ability for document upload, two-way texting, email, and also the ability for the text messages to come from different phone numbers. There is also the possibility of integration of these texting services with NYWIC to automate standard messages like appointment reminders and benefit expiration reminders.○ (4) eSolutions for WIC CVB at Farmers/Markets -- This project is in coordination with NYS' Department of Agriculture & Markets to develop an e-solution that meets both farmer and WIC participants needs. The project objective will be to pilot a solution with a smaller group initially. Some of the options under	
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	<p>consideration are electronic farmers' market coupons and the acceptance of CVB dollars at farmers' markets.</p>	
<p>Program Communication and Collaboration Section</p>	<ul style="list-style-type: none"> ❖ Site Closures - Communication with WIC Families We were able to implement some state level communication to participants and agencies. We worked with Code for America, a non-profit organization who we've been working with on a number of modernization initiatives. They were able to assist us with sending text messages and emails to WIC families who had not yet transferred out of closing agencies. The messages served as reminders that their agencies were closing and provided 3-5 alternate agencies for them to contact to continue services. At the same time, we notified the relevant agencies that they were included in this communication so that they could anticipate an increase in calls. We've been able to track participants transferring and will continue to send follow-up messages to those still showing as enrolled at agencies that have closed. Communications were sent in a few different languages including Spanish, Chinese, and Haitian-Creole based on each household's primary language. The texts/emails included a map of the NYC area that showed all local agency locations and the Growing Up Healthy Hotline number to provide additional choices. ❖ Remote Services <ul style="list-style-type: none"> • COVID-19 operating guidelines- fixed on the web site • DOH Website – WIC2Go, Adira (for Wanda), and Growing Up Health Hotline have been updated with LAs to reflect the LA changes. We're starting to do a quarterly review to help ensure information is current and accurate. • NYSDOH WIC monitoring and tracking of appointments – Overall a systems change is needed in NYWIC to fully capture the in-person vs virtual appointments. This change is being considered and will be discussed with the new NYWIC systems vendor but will take time to implement. There is not an estimated time frame. 	<p>Renee/Josh</p>

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Quality Assurance and Nutrition Section	❖ Local Agency Manager’s Workshop – CAI will be facilitating a Local Agency Manager’s Workshop in May 2024. We solicited feedback from NYS WIC Central Office and Regional Office staff on topics for workshop break-out sessions. Topics receiving the most support for inclusion were: <ul style="list-style-type: none">• Hiring strategies• Participant feedback (not just surveys)• Process mapping to improve clinic flow and participant satisfaction• Building staff “buy in” for hybrid services• Providing quality remote services• Overview of the new LA Coordinator’s toolkit	Lucinda
Food Delivery and Vendor Management Section	<p>CVB Update – As a result of the last-minute CR passed on 9/30 funding was continued through Nov 17th. CVB benefits are now being issued at the higher recommended amount for that time period. A WIC2Go message is in place to alert participants to this change and advises them to continue to check benefits as they may change again in November.</p> <p>Communication was sent to LAs (Info email) to inform agencies that this message is in place. A memo was also sent to provide guidance on issuance (see #39 and info email:10/2) This guidance is also posted in the WIC Library. The team plans to update the WIC2GO message and issue additional messaging if/when further changes are made.</p> <p>The state is planning for continued funding and prepping to quickly issue the higher rate for the remainder of the FY. We are collaborating with our MIS contractor to ensure the updates to future benefits can be made as quickly as possible and will provide updated communications when changes are made. We are committed to ensuring that every participant receives the full CVB benefit they are entitled to in the upcoming months.</p> <p>*When the new food rule is finalized, expected sometime in 2024, this rule includes higher amounts for CVB independent of federal action.</p>	Tammy

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Fiscal Updates	<ul style="list-style-type: none">❖ State Funding - BSFP put forth a request to reinstate our full WIC appropriation. We are uncertain if our request will be approved but will continue to advocate for additional state and federal funding.❖ Funding for LA's – The Department awarded the full amount of available funding to WIC local agencies during the RFA process. WIC continues to advocate for increased funding to support local agency programming, but not specifically to assist with administrative/indirect costs which are limited per the RFA through which contracts were awarded.❖ Caseloads due to LA Closures – The influx of participants from closed agencies is expected to be temporary as new sites are anticipated to open in the coming months. While no additional funding is available to award to agencies at this time, WIC is monitoring caseload Statewide and may consider adjustments to agency awards to reflect sustained caseload patterns.❖ Overtime Approval Policy - No, the State does not anticipate reevaluating the overtime policy currently. All overtime requires approval from the Regional Office. To the extent practicable, requests should be submitted in advance of overtime occurring. Requests for unanticipated overtime should be submitted within 1 week of overtime occurring. The proposed plan of reporting on overtime monthly or submitting with vacancy reports/vouchers is fundamentally retroactive and provides no opportunity for RO to approve in advance.	Joann
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Information Systems Updates	<ul style="list-style-type: none">❖ WIC Programs that Closed – NYS has to wait for all contracts to be executed before it can make a formal announcement of all agencies. The NYS DOH website has been updated to remove closed agencies.❖ New Local Agencies<ul style="list-style-type: none">• LA #324 (Community Health Center of Richmond) will serve participants in Staten Island – Aiming for January 2024• LA #325 (La Casa De Salud) will serve participants in the Bronx and working for November 2023• LA #326 (H+H Metropolitan) will serve participants in Manhattan – took over Kings County Site 02, is open and running.	Ali
Other	❖	Regional Offices