Meeting Name: NYS WIC Association Board of Directors	
Meeting Date: April 3, 2023	
Meeting Time: 2:00 PM EST	
Location: Zoom Meeting: https://us02web.zoom.us/j/88698130922?pwd=aDAzWFVTc3BvZWJwK1d5M1FtTFlNQT09	

INVITEES:

Department of Health:	Board Members:	
☒ Corie Nadzan (Bur. Dir)	☒ Lauren Brand	☒ Lori Spatalo-Davis
☒ Samantha Phillips-Brown (Bur. Dir)	☒ Andrea Byrne	☐ Sara Hettel
☒ Josh Huggins (Bur. Dir/QANS)	☒ Tammy Lana	☒ Keri Santos
☒ Amy Simmons (Bur. Dir)	☒ Lisa Fermin	☒ Ashley Clark
☒ Andrea Wahrlich (Bur. Dir)	☐ Megan Fulton	☐ Tommi-Grace Melito
☒ Ali Stark (ISMS)	☒ Lauren Sondey	
☒ Renee Wing (PCCS)	☒ Tanya Reese (Advocate)	
☒ Tammy Leone-Curtis (FDMVS)	☐ Sue Kowaleski (Advocate)	
☒ Joann Tierney-Daniels (FMS)	☒ Misha Marvel (SW Advocate)	
☒ David Becker (CDRO)	☒ Kristen VanHouten	
☒ Iris Marchante (MARO)	☒ Melissa Sacco	
☒ Ivette Santiago (MARO)	☒ Rudy Sicari	
☐ AmyLyn Clarke (WRO)	☐ Cindy Walsh (Advocate)	
☐ Becky Monahan (WRO)	☒ Sherry Wilson (SW Advocate)	
☒ Beth Huber (WRO)	☒ Elizabeth Crofut	
☐ Nancy Mendillo (CNYRO)	☒ Helene Rosenhouse-Romeo	
☒ Karen Lizzio (CNYRO)	☒ Sara DeFrank	
☒ Jill Dunkel (Div. Dir.)	☒ Penny Bashford	
	☐ Mary Maziarz	

AGENDA SECTION	TOPICS	WHO
Welcome & Agenda	❖ Outline of today's meeting ❖ Project Sunlight Forms ❖ Introductions	Lauren

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General DOH Updates	❖ Staffing Update
	    • New Assistant Director - Josh Huggins has been promoted to the second Assistant Director. There is no backfill for QANS Section Leader position yet.
	    • Renee Wing has been promoted to Section Leader for the PCCS Section.
	❖ Live Chat – The Governor announced recently announced that live chat will be integrated into Wanda – it will not replace Wanda. We will be working with Code for America to implement the live chat feature. The live chat is aimed to help gain information and feedback from participants. Updates will be shared in the WIC Watch Bulletin and other electronic communications. We are also translating Wanda into Spanish.
		Corie

Program Communication and Collaboration Section	❖ Outreach
	    • Deliverables coming soon from targeted outreach work with Hunger Solutions New York (HSNY): social media toolkit to highlight adjunctive eligibility; WIC overview video based on HSNY's WIC Fact Sheet; video ads featuring an animated Wanda
	    • Over 1,000 chatbot referrals were sent in February – a new record
	    • DOH outreach team will be presenting on the chatbot at upcoming conferences: NYS WIC Association, NYS Public Health Association, National WIC Association, NYS Perinatal Association
		Renee

Quality Assurance and Nutrition Section	❖ On-Line Education
	    • Questions from Board:
	        ○ In the Central/Western region local agencies are concerned with WIC families having connectivity issues. This would limit the # of families who could access WIChealth? - This is a valid concern and when the QN is having a conversation with the participant about offering online nutrition education this is the opportunity to assess if the participant has access to internet via a smart phone, tablet, computer, library, etc. and/or connectivity concerns for lesson completion to determine if completing the online lesson is a feasible option for the participant. It is important to note that participants can stop the lesson if they need to, and they will be able to pick up where they left off the next time they sign into wichealth.
	        ○ WIC Coordinators would benefit with a training and or best practices on how to implement, how to manage and ensure good results. - Additional training needs and/or webinars is a topic for discussion with the Online NE workgroup. We are open to suggestions.
	        ○ LA's need information on how Online NE interacts with auto dialers.- Local agencies are encouraged to communicate with their auto dialer companies to determine the messaging for Online NE reminders. The Online Nutrition Education Workgroup will also be crafting sample messages
	    • WICHealth – going to send out a survey about the resource library they are developing.
	❖ Online NE Workgroup
	    • The online NE workgroup first met on March 2nd, meetings are held biweekly, and so far 3 meetings have been held.
		Josh

	• The objective of the workgroup is to review and discuss online NE implementation and determine where more guidance is needed and develop best practices to enhance the online NE process.
	• Topics currently being discussed by the workgroup are:
	  o Strategies to improve participation among staff and participants, as it has been identified there is hesitancy among staff to offer online NE and participants to accept.
	    ▪ To promote and discuss the benefits of wichealth at appointments prior to when online NE may be offered for an NE appointment. This will allow participants time to understand and process the information to be ready to make a decision to accept at a future appointment.
	      • Utilize wichealth's account set up video and wichealth flyers from wichealth's support site.
	    ▪ To not feel overwhelmed and alleviate hesitancy, initially offer online NE to specific categories or at specific appointments to ensure manageability of monitoring and follow-up, examples are:
	      • Initially only offer to children participants
	      • Initially only offer at certification appointments
	      • Develop own pilot group to track and monitor
	  o Best practices for developing a process to ensure online NE being offered is reviewed and followed-up on a regular basis.
	    ▪ Utilize Nutrition Assistant or Support Staff to assist participant with wichealth	

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account set up after QN/CPA has offered the option.

- Ensure there is a designated staff at LA to monitor Dashboard and/or Online NE Report.
  - Nutrition Coordinator may be initial designee to monitor Dashboard and/or Online NE Report and provide follow-up calls to participants. This allows NC to navigate process and work through challenges and successes to then share with staff how to monitor going forward.

o Identifying if another webinar/training is needed and what information would be included.

- Still in discussion with workgroup, initial suggestions are:
  - Have other states share experiences and positive outcomes using wichealth
  - To hear form our own local agencies that are actively implementing and learn from their challenges and successes

❖ Metrics - I hope everyone enjoyed the Manager's Workshop. I know the panel was very informative. I know the other states addressed how they are using metrics\performance measures. We are still working on getting our metrics out to staff. We are hoping they are coming very soon, but we will keep everyone posted.

❖ Training
  - In-person trainings
  - WIC Coordinator Toolkit
    o Workgroup came up with a preliminary list of topics to address. Next meeting is April 10th.
  - Coordinator Meeting Survey
    o We've been working with our new format for about a year. We have engaged Cicatelli's help

	in evaluating the progress. They will be sending out a survey soon to get some feedback from WIC Coordinators. • The Civil Rights and Computer security training are now available on the WIC Resource Hub. Civil rights had some issues that were resolved. Staff that had taken Civil Rights will not need to take it again. • WIC Resource Hub training for managers will be happening in the near future. We will schedule something. We just needed to update some functionality to make sure reports are working as expected.	
Food Delivery and Vendor Management Section	❖ Formula Issuance • Soy alternative products have come off of the formulary on 3/1/23. Last week the VMA received only two requests for soy formula and no drop shipments were needed. • NY received a waiver for milk-based formula alternatives to remain until the end of this month. While we have had issues with Gentlease availability in February, March saw some improvement. Requests are being made to the VMAs but are being resolved without need for drop shipments. Gentlease alternative products redemption saw a drop in from February to March, however, alternative sizes continue to be selected. Please encourage participants to select their assigned size before choosing the alternative can sizes. These will no longer be available at the end of the month. • Drop shipment requests for Enfamil A.R. have recently increased particularly in the Capital Region and some of Central NY. Mead Johnson is aware of this and has been responsive to drop shipment requests to those locations.	Tammy

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Fiscal Updates	• RFA Results/Funding Concerns – • Can the overall RFA results be shared with LA's. How many agencies applied vs how many agencies were approved? - No, we cannot share the RFA results at this time. • Agencies closing the end of September – are there NEW agencies that will absorb these caseloads? - The caseloads for current agencies who did not receive awards have been redistributed to both new and existing agencies, depending on their location, to ensure statewide coverage and continuation of services. More specific details cannot be shared at this time. • Have current agencies been made aware if they are expected to take on additional caseload? If a plan is not in place, once a contract is signed, if an agency has to absorb a caseload will there be funding provided to support this increase? - Award letters to awarded agencies contained information related to their awarded target caseload. Additional funding will not be provided. • Across the state most WIC agencies had a reduction in caseload with a reduction in their budgets (or decreased amount based on what was in their RFA proposals). There are concerns with meeting staffing ratios, supporting operational cost. The contracts do not positively support increases with salaries (unions are negotiating salaries as high as 16% over three years), lease rates are increasing, as well as overall costs. The tables outlining funding in the RFA document do not seem to correlate with the funding provided. - Awarded target caseload was based on historical caseload, plus an adjustment for growth. The awarded budget amounts are consistent with current levels of funding. Federal WIC funding to NYS has been flat funded over the past several years. NYS DOH continues to advocate for increased funding and apply for supplemental funding opportunities as they arise.	Joann

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| | | Moving forward what is the state doing to plan for the reality that there are inadequate funds to manage programs. - NYS DOH continues to advocate for increased WIC funding at both the state and federal levels and applies for supplemental funding opportunities as they arise. Does the DOH advocate for NYS COLA funding for WIC. If no, why not? - There is no appropriation for COLA in the current enacted State budget. Will guidance be provided for agencies who have a decrease in their assigned caseload? Will agencies need to develop a waitlist? - Awarded target caseload was based on historical caseload, plus an adjustment for growth. Agencies should work with their regional offices to discuss strategies to ensure participants are receiving timely and appropriate services. There are no discussions about a waitlist at this time. As a state, it seems that there is an overall decrease in WIC caseload for the current contracts. How will this impact outreach efforts? - Caseload was awarded based on the goals of the RFA: to serve at least 50% of the eligible population in each planning area or to maintain current levels when an area was already serving over 50%. Currently, the majority of agencies are serving less than their current target and their new target. Outreach efforts should continue as normal. Biden's Funding of WIC at $6.3B: How will this funding reach local agencies if it becomes available (or any other additional funds become available)? - If additional funds became available it would be awarded in accordance with the requirements and funding methodology of the RFA. Is there a mechanism in place to support additional funding mid-year or would agencies receive additional funding in the following fiscal year? - See above. | |

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	• Has NYS received an increase in peer counselor funding? If so, how is this being allocated to LA's. - No, NYS did not receive an increase in peer counselor funding.<table><tr><td>Award Year</td><td>Award Amount</td></tr><tr><td>2023</td><td>5,747,075</td></tr><tr><td>2022</td><td>5,812,901</td></tr><tr><td>2021</td><td>5,424,845</td></tr><tr><td>2020</td><td>5,495,933</td></tr></table> • Based on advocacy at the state and federal levels, it seems most legislators identify WIC services as well funded (they are unaware of flat funding for 7 years). - Funding to NYS WIC has been flat funded for the past several years. NYS DOH continues to advocate for increased WIC funding at both the state and federal levels. • How can the Association and the DOH work together to get additional funding for the NYS WIC Program? - See above.	
Information Systems Updates	❖ Release Webinar- Usually when there is a new release there is a release webinar to go over any changes to NYWIC. For the upcoming 1.22 release on 5/3 there will be no webinar hosted. There are no major changes that are not explanatory. We will send out a communication to highlight some of the specific items that are due to change.	Ali
Other	❖ Local Agency Policy & Procedure Manual – The Capital Region have been sending in pre-filled forms. It has been helpful and made the streamlining of policies quicker and easier to do. Is it possible for all Regions to send them in like that? • Capital Region is working on developing the templates and hoping to have all 23 policies in template form in the future.	Regional Offices