

To: Efosa Imafidon, AVP of Women Services

Subject: Reopening of the WIC Offices

Date: May 2020

WIC Program Reopening Work Plan

State Decisions on Hold:

USDA:

Before senior leadership gave our WIC Program the go ahead to work remotely on 03/27/2020, the USDA passed guidance down that allowed for active and non-active participants to be provided nutritional services without their physical presence through 05/31/2020. Presently, the State and the USDA are working on an extension to possibly continue the no physical presence policy. At the moment, all local agencies are at a stand still waiting upon the USDA's decision.

PROS:

If the USDA grants the extension of no physical presence for WIC agencies, our local agency can continue to offer nutritional services remotely.

CONS:

If the USDA does not grant the extension of no physical presence, we will no longer be able to provide remote benefits; as a result, our offices would need to open before or on 06/01/2020.

St. Barnabas Decisions on Hold:

Face Masks:

Our WIC Program reached out to the Command Center for face masks because access to masks with vendors are difficult to purchase. The command center agreed to give us 1 box per week for each site. The Command Center are also providing us with 1 canister of Germicidal wipes for each site per week. There is zero access to Lysol sprays.

PROS:

We are getting masks from the command center every Thursday and we are delivering them ourselves to the practice(s). This works well now because we have 1 staff member at each office; therefore 1 mask is being used a day. Based on the inventory we have this is feasible.

CONS:

If we were to open before or on 06/01/2020, we would be using 8 masks per day per site. Meaning we would need 120 masks per week, at a minimum. As per the Ambulatory Care Debriefing call on 05/11/2020, the organization is still assessing its inventory. Therefore, access to facemasks at the volume staff would need it, may be an issue down the road.

Scheduling in NYWIC (WIC Electronic Medical Record)

Scheduling by Capacity for Reintegration:

When MARO rolled out NYWIC, they did it by region and participant capacity per week was implemented as follows to ease the new system on staff members. I think the same can be done to have better control with social distancing:

Week 1 of Rollout: 25% of our capacity could only be scheduled (8 appointments per Nutritionist)

Week 2 of Rollout: 50% of our capacity could only be scheduled (16 appointments per Nutritionist)

Week 3 of Rollout: 75% of our capacity could only be scheduled (24 appointments per Nutritionist)

Week 4 of Rollout: 100% capacity (program fully running)

WIC Reopening Work Plan:

Right before identifying date of return, the operations team and a few support staff would work on the provider template. Rescheduling of participants would be required. Teletask messages and direct phone calls will be made to communicate with all of the participants that are going to get rescheduled and would be provided with their new appointment date and time. Week before reopening, the sites would be prepared with tape on the floor for social distancing and the seats in the waiting area will be set-up to meet all social distancing requirements.

PROS:

Increasing caseload back into the office incrementally will help with social distancing and staff will be eased back into the flow of the workplace.

CONS:

Because WIC is an ad hoc program, there is the potential of losing participants to other WIC agencies if access becomes an issue during the commencement of the reintegration work plan. During the COVID-19 pandemic, our caseload has increased considerably. Losing potential clients would be unfortunate.

Marketing:

Flyers:

Although we do not have an opening date, I am going to reach out to Faith and her team to create a “WIC is back in the office and we are here to serve you” type of campaign. I rather get this done now, so when we do have a return date I can start sending these out to all partners and participants before-hand.

Teletask:

Once an opening date has been identified, I will start sending out the “We are back in the office” flyers through Teletask to all 8,900 participants we have accrued in our contacts. I will also

include the Farmer's Market Program flyer to participants as well. These would be two campaigns I think would be prudent to constantly market through November 30th of 2020.

Farmers Market Nutrition Program (FMNP)

Farmers Market Checks (FMC):

Arrived at all sites as of 05/12/2020. The FMNP starts in June through November. We were thinking about mailing out the FMC's, but policy states that if we mail the FMC and the participant does not receive it, the participant is not entitled to any more FMC. As result, we are looking to postpone the distribution of the FMC's to July when we have more guidance on the matter. In 2019, we started in July and we were able to get rid of 95% of our checks.

I had an operations meeting on 05/15/2020 at 10AM and we are working on another FMNP work plan.



4422 Third Avenue | Bronx, New York 10457-2594 | Tel 718-960-9000 | www.SBHNY.org

