** Local Agency Conference Call Notes**

November 3rd

**Topics**

Welcome

Staffing Update

* Interviewing for WIC Director role- now completed. Hoping to introduce new person soon.
* Will be posting RD position shortly. Please share with groups or people that may be a good fit for the role.
* Blair’s last day was 10/28/22. We are trying to figure out IT services right now. Please be patient while we figure it out.

Contracts/Amendments

* We are still working on finalizing the budget. We understand that it may be challenging for planning purposes for local clinics without a decision. We will be in touch once the budget is complete.

Funding

* We are operating on a continuing resolution through Dec 16th. Continue operating as always unless we communicate different instructions.

Survey’s

* Customer Service
  + Please remind staff to take this survey. We only have 28 survey’s completed but have about 150 local agency staff.
  + We value your feedback to see where we can better serve our local agencies.
* Participant Survey
  + There are electronic and paper options.
  + Please as participants to take the survey.

Formula Order is happening weekly now

* If you have need for faster processing, please email/call Lacy.
* Email [MontanaWICProgram@mt.gov](mailto:MontanaWICProgram@mt.gov) with all orders.
* Similac Choice started Oct. 1st
  + This is for powder only
  + Advance, Sensitive, and Total Comfort are in the option
  + Similac Spit Up is being discontinued
    - Enfamil AR is the substitute; you will need a RX for this formula. It is not in stores right now. You will have to order through State Office.

Supply Orders happening weekly now

* Email [MontanaWICProgram@mt.gov](mailto:MontanaWICProgram@mt.gov)

Teletask

* Messages are not going out
* TSD (9500) is working on the issue
* We will keep everyone posted

WIC Help Desk

* The Phone tree has changed
  + To 9500 or WIC Program Staff
    - If Program staff cannot figure out issues, tickets will be open with 9500
    - You will get emails that the ticket is open and any updates that get posted there
      * You do not need to do anything with the tickets.
* Certification/Mid-Certifications:
  + You cannot do these over multiple days
  + Spirit does a batch file run at night which causes the user to not be able to complete the certification/Mid-certification
  + In past Blair would run data base fixes, these are no longer an option
* Please email issues to [WICHelp@mt.gov](mailto:WICHelp@mt.gov)
  + Provide as much information as possible: Household ID, Participant ID, full description of issue.
* Please be patient as we learn our new roles in IT

CVB

* This is a long-term approval as of Oct 1st
* Value difference is due to change in inflation
  + Child: $25
  + Pregnant/Non-Breastfeeding: $44
  + Breastfeeding: $49
  + Fully Breastfeeding Multiples: $73.5
* If there is any redemption for a household, you cannot change out the amounts. Please use the report in tableau to verify that all participants are switched out to current amounts.

Food Package Options

* + Must document participant request for substitutions
    - Cheese, yogurt, tofu
  + This will be added in NAQs under the required topics question for certifications and mid-certifications.
  + If changes are made outside of these appointments, you will have to document the tailoring in a note.
  + This was a result of the State Office ME. It was a finding for the State Office.

Graphical user interface, text, application, email

Description automatically generated

* Risk Code assessment
  + 427:
    - Consumption of less than 27 mg of iron as a supplement daily by a pregnant person.
    - Consumption of less than 150 µg of supplemental iodine per day by pregnant and breastfeeding women.
    - Consumption of less than 400 mcg of folic acid from fortified foods and/or supplements daily by non-pregnant woman
  + These will be added to the question in the NAQ about taking a supplements.

Graphical user interface, application

Description automatically generated

Questions

* If we cannot do certs/mid-certs over days, what do we do to make sure separation of duties (SOD) are followed?
  + Staff can scan in documentation and complete income the day before a certification/mid-certification. On the day of the appointment, that is when the certification/mid-certification can be started.
  + We are asking that clinics try their best to follow SOD. However, if a clinic does flag for SOD, the additional work will come to the State Office.
  + There is no one to run queries on the State side to fix a chart if a certification/mid-certification happens over multiple days. The chart will lock you out when the nightly batch files are ran.