

# Texas Association of Local WIC Directors

## Quarterly Board Meeting January 23-24, 2018 MINUTES

### Present on Day 1:

Darlene Irwin	Sandra Lopez	Eileen Mendoza	Jannette Sepeda	DerryAnn Krupinsky	Angela Quillin
Nikki Morrow	Rita Davidson	Amanda Brogdon	Jammie Wright	Margaret Payton	Jolene Norbert-Harrell
Tecora Smith	Dorothy Thomas	Lee Ann McDaniel	Krystal Seger	Zahra Koopaei	
Meliza Garcia	Merry Jo Hopkins	Karen Gibson	Bertha Amaya	Mandi Wilcox	

TOPIC	DISCUSSION	ACTIONS/ RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
<b>CALL TO ORDER</b> DAY 1: 01/23/2018 Darlene Irwin	The regular quarterly meeting of the Texas Association of Local WIC Directors was called to order at 12:36 pm on January 23, 2018 at the Staybridge Suites in Austin by Darlene Irwin. A quorum was present.	N/A	N/A	N/A
<b>APPROVAL OF MINUTES</b> Nikki Morrow	The Board reviewed the July 11-12, 2017 minutes. Corrections were made to the minutes (7 pages) as follows:  A) Page 1, in the Approval of Minutes discussion column, section E, last sentence, the word, “hanged” was corrected to “changed”. B) Page 2, in Treasurer’s Report discussion column, section C, second sentence, changed the wording “to the breastfeeding account” to “from the breastfeeding account”. C) Page 4, in the Old Business discussion column, section B, last sentence, changed “Executors” to “Ex Officio”. D) Page 5, in the Director’s Update, discussion column, 4 <sup>th</sup> line, the word, “tighter” was corrected to “tighten”.	A motion was made by Angela Quillin to approve the July 11-12, 2017 TALWD Quarterly Board Meeting Minutes with the noted corrections. Bertha Amaya seconded the motion. No objections were made.	Voting Board Members	Immediate
<b>TREASURER’S REPORT</b> Sandra Lopez	A) Financial statements were distributed and verbally reviewed by Sandra Lopez. B) Page 1, of TALWD Breastfeeding Budget - Treasurer’s Report, total Income row and YTD column corrected to \$27,006.57. Net income row and YTD column corrected to \$8,555.46. Balance on Hand, SOY, EOY Net corrected to \$8555.46. C) A discussion was held regarding the ending balances, starting	A) The Treasurer’s report was accepted as presented with a suggestion to print the Treasurer’s name on report for historical reasons. B) It was recommended to determine if TALWD is profiting	Sandra Lopez	Day 2 of TALWD Board Meeting

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	<p>balances and EOY amounts on the Chase account. There was discussion regarding the formulas may be incorrect.</p> <p>D) Loss of income from breastfeeding trainings being cancelled is reason for \$8555.46 in Wells Fargo account.</p> <p>E) The food cost at breastfeeding trainings is too high due to offering a breakfast, lunch and 2 snacks.</p> <p>F) Discussion was held about the Eventbrite fees. Eventbrite charges \$65 and there is a \$1.90 credit card processing fee applied. It was noted members voted at the 2017 annual meeting to go up on registration fees.</p> <p>G) After new business was presented, the Treasurer provided additional information to report. It was discovered a cell was missing on the Quick Books spreadsheet and has now been corrected. In 2011, the dates checks were written were the dates entered into Quick Books rather than the dates the checks were deposited. Therefore, the dates will not match the bank deposit dates and statements. In the last 2 years, the date cashed has been the date entered into Quick Books.</p>	<p>from breastfeeding trainings or breaking even.</p> <p>C) It was recommended to review breastfeeding training cost and determine by day 2 of meeting if a profit was being made regularly. Sandy Lopez will determine if LAs are exceeding food costs and attendees are cancelling last minute.</p> <p>D) It was recommended to use the date the transaction was posted for future entries into Quick Books.</p> <p>E) A motion was made by Krystal Seger to pay \$1 fee to forward PO Box mail to Sandra Lopez's clinical physical address. The motion was seconded by Angela Quillin. The motion carried.</p>		
Vice President of Organization and Development, TBD, called upon the following committees for reports:				
<b>BUSINESS &amp; FINANCE</b> Merry Jo Hopkins	A written and verbal report was submitted by Merry Jo Hopkins.	No action needed at this time.	N/A	N/A
<b>LEGISLATIVE</b> Carolyn Operacz	A written report was submitted by Carolyn Operacz. Darlene Irwin verbally presented report.	No action needed at this time.	N/A	N/A
<b>MARKETING</b> Eileen Mendoza	A written and verbal report was submitted by Eileen Mendoza.	Review bid under new business and determine whether to get 2 more bids.	Voting Board Members	New Business
<b>MEMBERSHIP</b> Amanda Brogdon	A written and verbal report was submitted by Amanda Brogdon.	Vice President and By-Laws need approval.	Voting Board Members	By January 23, 2018
Vice President of Program Operations, Dorothy Thomas, called upon the following committees for reports				
<b>NUTRITION ED</b> Lee Ann McDaniel	A written and verbal report was submitted by Lee Ann McDaniel.	No action needed at this time.	N/A	N/A
<b>BREASTFEEDING</b> Karen Gibson	A written and verbal report was submitted by Karen Gibson.	No action needed at this time.	N/A	N/A
<b>CLIENT SERVICES</b> Jammie Wright	A written and verbal report was submitted by Jammie Wright.	No action needed at this time.	N/A	N/A

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<b>LOCAL AGENCY ADMINISTRATION</b> Krystal Seger	A written and verbal report was submitted by Krystal Seger.	No action needed at this time.	N/A	N/A
<b>TECHNOLOGY TASK FORCE REPORT</b> Bertha Amaya	A verbal report was submitted by Bertha Amaya.	No action needed at this time.	N/A	N/A
<b>Region Reports</b>				
<b>CENTRAL REGION</b> DerryAnn Krupinsky	A written and verbal report was submitted by DerryAnn Krupinsky.	No action needed at this time.	N/A	N/A
<b>PANHANDLE REGION</b> Margaret Payton	A written and verbal report was submitted by Margaret Payton.	No action needed at this time.	N/A	N/A
<b>WESTERN REGION</b> Bertha Amaya	A written and verbal report was submitted by Bertha Amaya.	No action needed at this time.	N/A	N/A
<b>NORTHERN REGION</b> Amanda Brogdon	A written and verbal report was submitted by Amanda Brogdon.	No action needed at this time.	N/A	N/A
<b>GULF COAST REGION</b> Zahra Koopaei	A written and verbal report was submitted by Zahra Koopaei	No action needed at this time.	N/A	N/A
<b>SOUTHWESTERN REGION</b> Benny Jasso	A written was submitted by Benny Jasso. Mandy Wilcox verbally presented report.	No action needed at this time.	N/A	N/A
<b>EASTERN REGION</b> Angela Quillin	A written report was submitted by Angela Quillin. Tecora Smith verbally presented the report.	No action needed at this time.	N/A	N/A
<b>SOUTHERN REGION</b> Meliza Garcia	A written and verbal report was submitted by Meliza Garcia.	No action needed at this time.	N/A	N/A
<b>NEWSLETTER</b> Jolene Norbert-Harrell	A written and verbal report was submitted by Jolene Norbert-Harrell.	No action needed at this time.	N/A	N/A
<b>HISTORIAN</b> Vacant	No Report provided at this time.	No action needed at this time.	N/A	N/A
<b>PAST PRESIDENTS COUNCIL</b> Vacant	No Report provided at this time.	No action needed at this time.	N/A	N/A
<b>NATIONAL WIC ASSOCIATION (NWA)</b> Leslie Hibbs	No Report provided at this time.	No action needed at this time.	N/A	N/A
<b>OLD BUSINESS</b> Darlene Irwin	A) Sandra Lopez is getting a bid for a laptop and printer for Treasurer and then will provide it to the Business and Finance Committee to present to the board.	No action needed at this time.	N/A	N/A

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<b>NEW BUSINESS</b> Darlene Irwin	<p>A) Amanda Brogdon announced the TALWD By-Law changes passed and Eileen Mendoza would be the new Vice President.</p> <p>B) TALWD Directors signed the Board Member Fiduciary Responsibilities, Code of Ethics and Conflict of Interest Covenant 2018.</p> <p>C) Discussion continued regarding TALWD budget, the breastfeeding account, registration fees and fees charged by Eventbrite.</p> <p>D) Discussion continued about whether to obtain more bids for the TALWD website or move forward with current bid. Concerns were discussed about \$95/hour maintenance fee.</p>	<p>A) Sandra will obtain Eventbrite reports and determine fee totals and see what TALWD is being charged.</p> <p>B) A suggestion was made to pass on the credit card fees as a convenience fee to the user.</p> <p>C) It was decided to table the website discussion and budget discussion.</p>	N/A	N/A
<b>ADJOURNMENT</b> Darlene Irwin	January 23, 2018 TALWD Quarterly Board Meeting was adjourned at 5:30 p.m. by Darlene Irwin, TALWD President.			

**MINUTES CONTINUED...**

**Present on Day 2:**

Mandi Wilcox	Sandra Lopez	Merry Jo Hopkins	Lee Ann McDaniel	Jammie Wright	DerryAnn Kurpinsky
Jannette Sepeda	Rita Davidson	Eileen Mendoza	Karen Gibson	Krystal Seger	Margaret Payton
Tecora Smith	Dorothy Thomas	Amanda Brogdon	Benny Jasso	Bertha Amaya	Jolene Norbert-Harrell
Leslie Hibbs					

**Present from the State:**

Amanda Hovis	Elsa Rodriguez	Dan Trevino	Melanie Smith
Celeste Lanceford	Karen Featherstone	Debbie Lehman	
Edgar Curtis	Ellen Watkins	Anita Ramos	Rachel Edwards

TOPIC	DISCUSSION	ACTIONS/RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
<b>CALLED TO ORDER</b> DAY 2: 01/24/2018 Amanda Hovis / Edgar Curtis	Day two of the quarterly meeting of the Texas Association of Local WIC Directors opened at 9:04 a.m. on January 24, 2018 at the Staybridge Suites in Austin. A quorum was present.	N/A	N/A	N/A

**STATE AGENCY UPDATE**

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
<p><b>Director's Update</b> Edgar Curtis</p>	<p>Texas WIC Program is fully funded through the 2<sup>nd</sup> quarter. There is no reason to be alarmed because the funding is there. If there is a government shut down the plan is to keep only essential staff and change the rebate to weekly rather than monthly.</p> <p>A summer EBT Food Program is being piloted in Georgetown and Elgin. WIC will train participants on how to use the card and receive summer food benefits.</p> <p>Current SA Priorities:</p> <ul style="list-style-type: none"> <li>• #1 Priority - Continue to deploy TXIN roll out. Vexcel will be charged every time a client leaves without benefits.</li> <li>• #2 Priority – Increase caseload is central focus. Local agencies cannot rely on funding source if state agency cannot rely on caseload. Caseload was increasing prior to Hurricane Harvey and is now decreasing.</li> </ul> <p>Other Announcements: Ellen Watkins was promoted to Director of Program Services.</p>	<p>A) Long wait times on the phone with the Help Desk</p>	<p>A) Anita responded - Staff should take about 5-10 minutes to try to resolve on their own. If cannot be resolved by staff, call Help Desk. If not resolved after 15 minutes with Help Desk, ask for Level 2, which is technical assistance.</p> <p>B) Edgar responded – Total Help Desk call should not exceed 45 minutes maximum.</p>
<p><b><u>Vendor Management and Operations Update</u></b> Celeste Lanceford</p>	<p>A) VMO is focusing on improving policies and improving client experience at the store as well as to continue the mission of not tolerating fraud and identifying it.</p> <p>B) Another state asked for help with their EBT card design which prompted a new Texas WIC EBT card design. Directors were asked to circle their favorite design from a series of pictured options.</p>	<p>A) Vendor experience needs improvement</p> <p>B) Will regional vendor trainings be offered again?</p>	<p>A) Walmart is still a focus for improvement and state agency is getting back on board with re-training of Walmart.</p> <p>B) Vendor regional trainings will be discussed at a later time</p>
<p><b><u>Financial Updates</u></b> Ellen Watkins / Elsa Rodriguez</p>	<p>A) The goal is a FY 2018 amendment and extend it to FY 2019. Contracting has become slow and complicated. Funds will be borrowed from our not to exceed amount to fill buckets of extra money.</p> <p>B) TXIN Cost Reimbursement Process – Understanding all the state approved funding for TXIN was presented.</p>		
<p><b><u>TXIN Update</u></b> Karen Featherstone /</p>	<p>A) TXIN conference calls are on Monday and Wednesday during the week of roll out. Friday conference calls are to update Directors on new release dates, what the hot topics are and discuss with Directors what issues they are having with TXIN.</p>	<p>A) Can the Help Desk keep up with the volume of calls as more agencies roll out and</p>	<p>A) Dan responded – The Help Desk is open 7 am – 8 pm weekdays,</p>

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Anita Ramos	<p>B) Candace will be requesting a cell phone contact number from Directors in order to text out TXIN updates, outages and emergencies.</p> <p>C) There has been a reduction in the number of Help Desk calls and a reduction in the length of calls. The Help Desk is currently receiving about 40-50 calls daily from about 200 calls previously. The average call time is about 15 minutes.</p> <p>D) Anita and Olga have been monitoring WIC policy issues. If necessary, ask the Help Desk to refer to IRM when policy issues arise. Keep in mind, certification processes are the same.</p> <p>E) It is imperative for staff to write a ticket with any issue, regardless of how big or small the issue was.</p> <p>F) Recommendation is to keep paper scheduling system you currently use and also use TXIN scheduling template at this time.</p>	<p>are they open anytime a WIC clinic is open?</p> <p>B) Can we expect any more changes to the TXIN roll out schedule?</p> <p>C) Adequate training is a missing component of TXIN with it being such a large project.</p> <p>D) Communication and details provided to local agencies for week of training are out of control and not organized</p> <p>E) Do we have a best practices list such as a Spanish health history?</p>	<p>and 7 am – 6 pm on Saturdays. Help Desk is able to monitor from home also. The staffing is able to handle call volume.</p> <p>B) Karen responded – No, more changes to TXIN schedule, roll out is through June 2018.</p> <p>C) Karen responded – Will speak with team and reach out to local agencies about to go to training.</p> <p>D) Karen will capture best practices and other tools and add to Egnyte.</p>
<b><u>Clinical Services/ IRM Update</u></b>	No update at this time.		
<b><u>Strategic Planning Update</u></b> Amanda Hovis	<p>A) Qualitrics Survey – Will be sent out February to clients about 24 hours after appointment to both TexasWIN and TXIN. Data will be shared with vendors. Survey can be customized for the agency but has to go through state agency.</p> <p>B) Your Texas Benefits –</p> <p>C) Chatbot Grant – Integrate with TXIN and will be a 3 year process. Expected November 2020. Goal is improved client management, satisfaction and retention.</p> <p>D) TexasWIC.org Sneak Peek – More mobile friendly, application information added. Will promote new website by adding messages to shopping lists and maybe text message sent out. Expected launch is March 2018.</p>		
<b>Outreach</b> Melanie Smith	A) E3 Outreach Plan – Want ideas for topics and increased participation on sharing sessions.		

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
Adjournment	Meeting adjourned at 12:18 p.m.		

Minutes Prepared by: Nikki Morrow, TALWD Secretary

Date: January 24, 2018

Minutes Approved by the TALWD Board on April 10, 2018 \_\_\_\_\_