

Texas Association of Local WIC Directors
Quarterly Board Meeting
April 20, 2021
MINUTES

Present on Day 1:

Eileen Mendoza
 Nikki Morrow
 Guillermo Walls

Sandra Lopez
 Brandy Patteson
 Margaret Payton
 Leslie Hibbs

Jannette Sepeda
 Kathy Oliver
 Karen Gibson
 Jolene Norbert-Harrell

Katherine Galvan
 Jammie Wright
 Krystal Seger
 Jennifer Ranspot

Cristina Eureste
 Michelle Cummings
 Zahra Koopaei
 Melissa Gutierrez

Kristi Kilgore
 Clarissa Ramirez
 Tecora Smith

TOPIC	DISCUSSION	ACTIONS/ RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
CALL TO ORDER DAY 1: 04/20/21 Eileen Mendoza	The regular quarterly meeting of the Texas Association of Local WIC Directors was called to order at 12:36 pm on April 20, 2021 using Zoom by Eileen Mendoza. A quorum was present.	N/A	N/A	N/A
APPROVAL OF MINUTES Nikki Morrow	Roll call was completed and any updated contact information was requested by email. A reminder was provided to complete and scan back the 2021 Code of Ethics form by end of day, if possible. The Board reviewed the January 26-27, 2021 TALWD Quarterly Board Meeting minutes. Corrections were made to the January Board Meeting minutes as follows: a) Added description of motion made to adjourn meeting on last page of Day 2.	A motion was made by Margaret Payton to approve the January 26-27, 2021 TALWD Quarterly Board Meeting minutes. Sandra Lopez seconded the motion. The motion carried.	Nikki Morrow will correct meeting minutes.	Immediate
TREASURER'S REPORT Guillermo Walls	A written and verbal report was submitted by Guillermo Walls.	No action needed at this time.	N/A	N/A
Vice President of Organization and Development, Sandra Lopez called upon the following committees for reports:				
BUSINESS & FINANCE Margaret Payton	A written and verbal report was submitted by Margaret Payton.	No action needed at this time.	N/A	N/A
LEGISLATIVE Leslie Hibbs	A written and verbal report was submitted by Leslie Hibbs	No action needed at this time.	N/A	N/A
MARKETING Jannette Sepeda	A written and verbal report was submitted by Jannette Sepeda.	No action needed at this time.	N/A	N/A
MEMBERSHIP Amanda Brogdon	A written report was submitted by Amanda Brogdon and a verbal report by Sandra Lopez.	No action needed at this time.	N/A	N/A
Vice President of Program Operations, Brandy Patteson, called upon the following committees for reports				

TOPIC	DISCUSSION	ACTIONS/ RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
NUTRITION ED Kathy Oliver	A written and verbal report was submitted by Kathy Oliver.	No action needed at this time.	N/A	N/A
BREASTFEEDING Karen Gibson	A written and verbal report was submitted by Karen Gibson.	No action needed at this time.	N/A	N/A
CLIENT SERVICES Jammie Wright	A written and verbal report was submitted by Jammie Wright.	No action needed at this time.	N/A	N/A
LOCAL AGENCY ADMINISTRATION Krystal Seger	A written and verbal report was submitted by Krystal Seger.	No action needed at this time.	N/A	N/A
Regional Reports				
CENTRAL REGION Jennifer Ranspot	A written and verbal report was submitted by Jennifer Ranspot.	No action needed at this time.	N/A	N/A
PANHANDLE REGION Margaret Payton	A written and verbal report was submitted by Margaret Payton.	No action needed at this time.	N/A	N/A
WESTERN REGION Cristina Eureste	A written and verbal report was submitted by Cristina Eureste.	No action needed at this time.	N/A	N/A
NORTHERN REGION Michelle Cummings	A written and verbal report was submitted by Michelle Cummings.	No action needed at this time.	N/A	N/A
GULF COAST REGION Zahra Koopaei	A written and verbal report was submitted by Zahra Koopaei.	No action needed at this time.	N/A	N/A
SOUTHWESTERN REGION Melissa Gutierrez	A written and verbal report was submitted by Melissa Gutierrez.	No action needed at this time.	N/A	N/A
EASTERN REGION Kristi Kilgore	A written and verbal report was submitted by Kristi Kilgore.	No action needed at this time.	N/A	N/A
SOUTHERN REGION Clarissa Ramirez	A written and verbal report was submitted by Clarissa Ramirez.	No action needed at this time.	N/A	N/A
NEWSLETTER Jolene Norbert-Harrell	A written and verbal report was submitted by Jolene Norbert-Harrell.	No action needed at this time.	N/A	N/A
HISTORIAN Claudia Soto	A written report was submitted by Claudia Soto and verbal by Eileen Mendoza.	No action needed at this time.	N/A	N/A
PAST PRESIDENTS' COUNCIL Tecora Smith	A written and verbal report was submitted by Tecora Smith.	No action needed at this time.	N/A	N/A
NATIONAL WIC ASSOCIATION (NWA) Rep – Kathrine Galvan	A written report was submitted by Kathrine Galvan and verbal by Eileen Mendoza.	No action needed at this time.	N/A	N/A
FUNDING TASK	A verbal report was submitted by Margaret Payton.	No action needed at this time.	N/A	N/A

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FORCE Margaret Payton				
TECHNOLOGY TASK FORCE Brandy Patteson	A verbal report was submitted by Brandy Patteson.	No action needed at this time	N/A	N/A
REOPENING TASK FORCE Amanda Brogdon	A verbal report was submitted by Eileen Mendoza.	No action needed at this time	N/A	N/A
QUALITY ASSURANCE TASK FORCE Nikki Morrow	A written and verbal report was submitted by Nikki Morrow.	No action needed at this time	N/A	N/A
OLD BUSINESS Eileen Mendoza	<ol style="list-style-type: none"> 1. Discussion of re-occurring payments to Sam.gov. <ol style="list-style-type: none"> a. Ongoing and will have another update at next meeting. 2. 2020 Annual TALWD Meeting Report – Panhandle Region <ol style="list-style-type: none"> a. Awards and other items will soon be mailed to members from the 2020 annual meeting. 	No action needed at this time.	N/A	N/A
NEW BUSINESS Eileen Mendoza	<ol style="list-style-type: none"> 1. 2020 Audit Review Group Discussion & Update – Michelle Cummings provided a verbal report and summary of recommendations to improve or change processes (i.e., Documentation on checks written for TALWD sponsorships). <ol style="list-style-type: none"> a. Karen Gibson b. Michelle Cummings c. Kathy Oliver d. Cristina Eureste will be back up. 2. Request Approval for new TALWD mailing address. <ol style="list-style-type: none"> a. 6800 Burleson Rd., Bldg. 310, Suite 295 c/o Austin Public Health WIC Program Austin, Texas 78744 3. 2021 Annual TALWD Meeting Update – Gulf Coast Region Update <ol style="list-style-type: none"> a. Expected Meeting Dates – Sunday, October 10 – Wednesday, October 13, 2021. Sunday will be a meet and greet. b. Location – Woodlands Resort Center 4. TALWD next meeting dates: <ol style="list-style-type: none"> a. July 20-21, 2021 	<ol style="list-style-type: none"> 1. A motion was made to approve the 2020 audit report by Tecora Smith. Jannette Sepeda seconded the motion. The motion carried. 2. A motion was made to approve the new TALWD physical address by Guillermo Walls. Cristina Eureste seconded the motion. The motion carried. 	N/A	N/A
ADJOURNMENT Eileen Mendoza	The April 20, 2021 TALWD Quarterly Board Meeting was adjourned at 4:42 pm.	A motion was made by Kathleen Oliver to adjourn the meeting. Clarissa Ramirez seconded the motion. The motion carried.	N/A	N/A

MINUTES CONTINUED...
Texas Association of Local WIC Directors
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April 21, 2021
MINUTES

Present on Day 2:

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Sandra Lopez
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 Katherine Galvan
 Jammie Wright
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Jennifer Ranspot
 Cristina Eureste
 Michelle Cummings
 Zahra Koopaei

Melissa Gutierrez
 Kristi Kilgore
 Clarissa Ramirez
 Claudia Soto

TOPIC	DISCUSSION	ACTIONS/RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
CALLED TO ORDER DAY 2: 04/21/2021 Eileen Mendoza	Day two of the quarterly meeting of the Texas Association of Local WIC Directors opened at 9:07 a.m. on April 21, 2021 virtually.	N/A	N/A	N/A

STATE AGENCY UPDATE

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
WELCOME Amanda Hovis	<ul style="list-style-type: none"> • New State Agency staff introductions: <ul style="list-style-type: none"> ○ Leigh Schroeder – New WIC Director of Program Services ○ Celina Mendieta – WIC Training Support Specialist (Amanda Hovis’ Assistant) 	N/A	N/A
TXIN PORTAL DEMO & PILOT DISCUSSION Curtis Bush Bob Guidinger Logan Garland	<ul style="list-style-type: none"> • The Vexcel Development Team provided a demo of the Self Scheduling portal app. <ul style="list-style-type: none"> ○ LA pilot will occur June 14, 2021 and will continue for 4 weeks. The self-scheduler will launch across Texas at the end of the 4 weeks pending any issues with app or necessary improvements. ○ A plan is expected to provide lists or reports to see which clients have scheduled an appointment through the app and who has started an appointment but not completed the scheduling of the appointment. ○ The verbiage in the app will be a big part of the pilot and area to improve or make sure translates well. ○ Updates may take place during pilot. • Q & A Discussion took place after demo. Some topics brought up were: <ul style="list-style-type: none"> ○ Will client think they must make an appointment to be seen and it creates unintentional barrier? <ul style="list-style-type: none"> ▪ Creating an appointment using the app is optional and just an added piece to services provided. Verbiage will be reviewed to ensure client understands options. 	N/A	N/A

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
	<ul style="list-style-type: none"> ○ Will there be a confirmation piece to the appointment process, such as a text message, report to staff, etc.? <ul style="list-style-type: none"> ▪ Yes, through push notifications on the app or text message through TXIN. ○ Will client receive information about what to bring to their appointment? <ul style="list-style-type: none"> ▪ Yes, there are drop down menus explaining what to bring and push notifications for areas not complete or as a reminder to complete or bring to appointment. ○ Will the app allow clients to transfer to another clinic? <ul style="list-style-type: none"> ▪ No, it will not allow them to transfer. The client will still need to call clinic and initiate the transfer process. ○ Will there be appointment reminders? <ul style="list-style-type: none"> ▪ Yes, through push notifications in settings. ○ How does this connect to clinic scheduling, resource lanes and if a clinic needs to block their schedule for events such as a meeting, training, or other special event or circumstances? <ul style="list-style-type: none"> ▪ CRM must be kept up to date and app connects with resource lanes and types of appointments available or connected to those lanes. May not work well if clinics are performing several overrides on a regular basis. ○ Can Las opt out of using the self-scheduler? <ul style="list-style-type: none"> ▪ No. ○ How does this apply to the 10/20-day rule for date of first visit? <ul style="list-style-type: none"> ▪ It should auto populate to state “Client Preference” if client exceeds the 10/20-day rule. It will also have a statement such as “Since you are PG, we recommend scheduling this appointment within 10 days”. The calendar may also block out to gray after 10/20-day window. ○ Will the self-scheduler be available in both English and Spanish? <ul style="list-style-type: none"> ▪ Yes. 		
PARTICIPATION Edgar Curtis	<ul style="list-style-type: none"> ● Funding <ul style="list-style-type: none"> ○ Edgar plans to meet with the Southwest Regional office tomorrow. Did not get amount requested in initial push for additional funding but plans to continue to request funds. ○ Important for LAs to spend all the funding received for the fiscal year. When money is left, the USDA views that as the funds are not needed. ● Participation <ul style="list-style-type: none"> ○ Reviewed graph of participation trend from October 2014 to March 2021. February 2021 saw a decline due to ice storm and an upward trend in March. Currently, we are flattening out which is good, but need to get back on track with continued growth. 	N/A	N/A

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
	<ul style="list-style-type: none"> ○ Participation is the driver to LA funding and the driver to the grants the SA receives to provide the LA funding. ○ Customer Service ratings are awesome and have increased even during the pandemic over the last year. ● Smart Phone E-WIC <ul style="list-style-type: none"> ○ Provides an active, real-time transaction. Mom gets benefits on her phone/app. ○ Phone generates a QR code or bar code and is used at the store for benefits. ○ Asked the USDA to implement in Texas 4 times so far but was denied each time. ○ Q & A discussion took place and a few questions asked were: <ul style="list-style-type: none"> ▪ How is this different from other online systems? <ul style="list-style-type: none"> ▪ Does not load to a card, loads to the phone or an app. The mechanism of storing information is like online as it shows what is redeemed and what is available in real time. ▪ What is alternative solution for those without a smart phone? <ul style="list-style-type: none"> ▪ An online card option would be next alternative or those without a smart phone using a physical EBT card. ▪ Is there concern about clients not having a smart phone and what options would they have for loading benefits? <ul style="list-style-type: none"> ▪ 95% of population as a cell phone. 85% of that cell phone population has a smart phone. ▪ 97% of persons age 18-39 years have a smart phone. That only leaves 3% of our typical population not having a smart phone theoretically. Would look at using the Lifeline Program which provides a smart phone or giving a physical EBT card to this group. ▪ Have other states started the smart phone E-WIC system yet? <ul style="list-style-type: none"> ▪ No, Texas would be the first. ● Thank you to LAs and Directors from City of Laredo and Bell County for special requests of information recently related to the new administration and special interests, i.e., Representative Cuellar (funeral assistance) and Jill Biden (services to military families). 		
TELEHEALTH Amanda Hovis	<ul style="list-style-type: none"> ● SA is looking to use Acquire to perform telehealth consults and move clients over to doing more telehealth consults as opposed to over the telephone. Discussion took place regarding barriers, concerns and connecting with the clients. Some concerns were unstable internet, staff and technology, and client preference or comfort level. ● SA will send a survey out to a portion of clients to ask about virtual visits and asks LAs currently using Acquire to test with clients and staff for appointments such as RD visits. 	N/A	N/A
FORMULA & ACQUIRE LINE Andi Urquidez	<ul style="list-style-type: none"> ● Discussion took place regarding remote working and how it is affecting LAs being able to get ahold of SA staff such as the formula team. A suggestion has been to use a chat line with Acquire to contact the formula team. The chat link would not require the LA to have Acquire. 	N/A	N/A

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
	<ul style="list-style-type: none"> After discussion, this option will be used and tested to see if it helps improve lines of communication for local agencies to the SA formula team. 		
REGIONAL MEETINGS Amanda Hovis Edgar Curtis	An update was provided about recent virtual regional visits and topics discussed such as projects, incentives, and the re-opening of clinics.	N/A	N/A
POLICY UPDATES Rachel Edwards	<ul style="list-style-type: none"> Policy CS: 33.0 will be sent out to the Client Services (CS) Committee and Chair, Jammie Wright. The committee will review the policy and send questions or comments and SA plans to have a virtual discussion with the committee to review policy draft. A template is being designed for Policy CS: 33.0, to be used to draft the LA level policy and to ensure all required fields are complete. 	N/A	N/A
Adjournment	Meeting adjourned at 12:07 p.m.	A motion was made by Jennifer Ranspot to adjourn the meeting and seconded by Krystal Seger. The motion carried.	N/A

Minutes Prepared by: Nikki Morrow
Minutes Approved by the TALWD Board on:

Date: April 21, 2021
July 20, 2021