

Texas Association of Local WIC Directors
Quarterly Board Meeting
January 8-9, 2019
MINUTES

Present on Day 1:

Eileen Mendoza
 Nikki Morrow
 Benny Jasso
 Sandra Lopez

Brandy Patteson
 Margaret Payton
 Janette Sepeda
 Amanda Brogdon

Kathy Oliver
 Karen Gibson
 Jammie Wright
 Krystal Seger

Bertha Amaya
 Annette Phinney
 Cristina Eureste
 Michelle Cummings

Mandi Wilcox
 Kristi Kilgore
 Meliza Garcia
 Jolene Norbert-Harrell

Claudia Soto
 Tecora Smith

TOPIC	DISCUSSION	ACTIONS/ RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
CALL TO ORDER DAY 1: 01/08/2019 Darlene Irwin	The regular quarterly meeting of the Texas Association of Local WIC Directors was called to order at 12:46 pm on January 8, 2019 at the Staybridge Suites in Austin by Eileen Mendoza. A quorum was present.	N/A	N/A	N/A
APPROVAL OF MINUTES Nikki Morrow	The Board reviewed the August 21-22, 2018 minutes. Corrections were made to the minutes as follows: A) Page 2, first row in blue, correct TBD to read Eileen Mendoza. B) Page 2, Region Reports, Central Region, Column B, correct spelling of last name Seger. C) Page 3, Eastern Region, Column B, add Scherry's last name, Barnes.	A motion was made by Margaret Payton to approve the August 21-22, 2018 TALWD Quarterly Board Meeting Minutes with the noted corrections. Bertha Amaya seconded the motion. The motion carried.	Voting Board Members	Immediate
TREASURER'S REPORT Sandra Lopez	A) Financial statements were distributed and verbally reviewed by Sandra Lopez. B) Discussion took place regarding the Chase and Wells Fargo 2019 Budgets. a. Where is the 2017 TALWD handling fee in budget? – Sandra Lopez stated the fees will always show in the next year. The \$52K is minus the \$6K in fees plus the outstanding transactions for a breastfeeding training in the amount of \$1,345.75. b. The annual meeting business packet cost about \$800 for the Tyler meeting. Do we increase the president's budget, create a new line item, include in annual meeting budget or do digital only? c. There are 3 or so local agencies who require TALWD to be members of Sam.gov at an annual cost of \$600 in order for them to participate in annual meetings, dues, and breastfeeding trainings. Does this need to be a separate line item? d. Will TALWD continue with 2 bank accounts after the new	A) Eileen Mendoza and Tecora Smith recommended TALWD look into Sam.gov membership prior to renewal in August. B) A motion was made by Jolene Norbert-Harrell to renew the mailbox and forward the mail to Benny Jasso as the new treasurer. Brandy Patteson seconded the motion. The motion carried. C) The Treasurer's report was accepted as presented.	A) The Business & Finance committee will look into Sam.gov and the information will be presented at the August 2019 TALWD board meeting. B) Voting Board Members C) TALWD Board Members	A) August 2019 board meeting B) Immediate C) Immediate

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	<p>website is launched? – Sandra Lopez stated the breastfeeding trainings and other income need to be separated and it is best to continue with 2 accounts.</p> <p>C) The Board reviewed the proposed 2019 TALWD budget for the Chase and Wells Fargo accounts. The following changes were made to the 2019 TALWD Budget:</p> <ul style="list-style-type: none"> a. Chase Account <ul style="list-style-type: none"> i. Total Income equals \$21,184 ii. Board Meeting expenses were increased from \$1800 to \$2800 iii. Director Event expenses were increased from \$500 to \$800 iv. Annual Meeting expenses were increased from \$2000 to \$5000 v. Annual Business Meeting Report Packets line item were omitted and added to the annual meeting budget vi. Total expenses equals \$18,775 with the changes above and \$2409 under budget b. Wells Fargo Account <ul style="list-style-type: none"> i. Practicum Appreciation expenses were increased from \$1000 to \$1250 due to 5 Lactation Centers ii. Miscellaneous expenses were decreased from \$500 to \$250 <p>D) Sandra Lopez explained the TALWD PO Box had to be renewed recently. Annette Phinney has one key to the mail box provided to her by Leslie Hibb.</p> <p>E) Benny Jasso was added to the Chase and Wells Fargo accounts. Nikki Morrow was added to the Chase account as required by Chase. Benny Jasso was also added as Acting Secretary to the Chase account to make future changes easier.</p>			
Vice President of Organization and Development, Eileen Mendoza, 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 Vacant	A written report was provided by Carolyn Operacz and verbal report was submitted by Eileen Mendoza.	Appoint a new Legislative Committee Chair. Recommendations were Leslie Hibb or Clarissa Ramirez.	Eileen Mendoza	ASAP
MARKETING Janette Sepeda	A written and verbal report was submitted by Janette Sepeda. A) A discussion took place regarding the 2 options available with the	A) Add to new business to vote on option to select a new merchant account that can provide 2 gateways or	A) Janette Sepeda	A) 1/8/19

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	<p>merchants in respect to taking payments on the website.</p> <p>a. Option 1 – No cost, allows separation of funds, the developer will put an item code on each cost or payment, an excel spreadsheet shows codes and where they go. The cons are there has to be separate transactions for different codes like the Breastfeeding trainings and membership dues.</p> <p>b. Option 2 – The current account was through a 3rd party that no longer exists, therefore, cannot make changes to or add current account. This explains why when TALWD voted to add second account, we cannot do now. We could use Authorize.net or National Processing Center. The cons are there are fees like Eventbrite and are charged for every transaction plus a monthly charge. There will also be a cost from the developer in order to go in and perform backend changes which will cost about \$300.</p>	<p>to place item numbers or “shopping cart items” that can be exported to excel to determine what funds go to TALWD and breastfeeding account.</p>		
<p>MEMBERSHIP Amanda Brogdon</p>	<p>A written and verbal report was submitted by Amanda Brogdon.</p>	<p>A) Provide a guide for the Art Fuston and Customer Service Awards. Review TALWD Voting Practice & Nominations Procedures (last updated 8/4/15).</p> <p>B) A new VP of Organization and Development will need to be appointed to complete the rest of the 1 year term due to Eileen Mendoza moving into the interim President position. The VP position is a 2 year term.</p> <p>C) Janette Sepeda was NWA Representative Elect and will be the new NWA Representative. A new NWA Rep Elect will need to be elected.</p>	<p>A) Membership Committee</p> <p>B) TALWD Board – The VP must be within the current board members and elected by the board.</p> <p>C) Amanda Brogdon will send out an email for NWA Rep Elect nominations.</p>	<p>A) Ongoing</p> <p>B) April 2019 Board Meeting</p> <p>C) Immediate</p>
<p>Vice President of Program Operations, Brandy Patteson, called upon the following committees for reports</p>				
<p>NUTRITION ED Kathy Oliver</p>	<p>A written and verbal report was submitted by Kathy Oliver.</p>	<p>No action needed at this time.</p>	<p>N/A</p>	<p>N/A</p>
<p>BREASTFEEDING Karen Gibson</p>	<p>A written and verbal report was submitted by Karen Gibson.</p> <p>A) Margaret Payton stated TALWD is a Breastfeeding Coalition member.</p>	<p>No action needed at this time.</p>	<p>N/A</p>	<p>N/A</p>

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	<p>B) Discussion took place regarding the breastfeeding trainings frequently being cancelled as well as ordering food for the trainings has gotten too individualized and needs to be controlled or additional options eliminated. Part of the food options issue may be due to the way the registration questions were originally set up and can be changed with the new website and registration process.</p>			
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.	<p>A) How will the lactation support centers refer to local agencies and to whom will they contact at the LA?</p> <p>B) Will the FD, CS and GA state agency policies need to be updated to provide clearer processes within TXIN?</p>	<p>A) Karen Gibson will follow up with Tracy Erickson.</p> <p>B) State Agency is in process of updating policies.</p>	<p>A) N/A</p> <p>B) N/A</p>
TECHNOLOGY TASK FORCE REPORT Bertha Amaya	<p>A written and verbal report was submitted by Bertha Amaya.</p> <p>A) 4 top priorities were identified for TXIN:</p> <ol style="list-style-type: none"> 1. Issuance (modification) 2. Global Search 3. Formula Approvals 4. Health Assessments <p>B) Other pain points include voter registration which the SA is currently working on, rights and responsibilities not always loading and staff having to enter twice. R&R errors might be happening when a CA is still in chart and a clerk is trying to issue at same time.</p> <p>C) Connectivity – Bertha Amaya ran a test and IT said TXIN software does not support connectivity recommendations. Amanda Brogdon stated that SA was saying LA’s EBT card reader driver versions were not correct, but Amanda had SA look at hers and they were not the wrong version.</p>	Bertha Amaya recommends for SA to guarantee funding for the rest of the fiscal year since the IAPD will not be in place until October 2019.	N/A	N/A
Regional Reports				
CENTRAL REGION Annette Phinney	A written and verbal report was submitted by Annette Phinney.	No action needed at this time.	N/A	N/A

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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 report was submitted by Zahra Koopaei and verbal report provided by Jolene Norbert-Harrell.	No action needed at this time.	N/A	N/A
SOUTHWESTERN REGION Mandy Wilcox	A written and verbal report was submitted by Mandy Wilcox.	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 Meliza Garcia	A written and verbal report was submitted by Meliza Garcia.	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.	A) TALWD newsletter submissions are due by March 1, 2019.	A) TALWD membership	A) March 1, 2019
HISTORIAN Claudia Soto	A written and verbal report was submitted by Claudia Soto.	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) Vacant	No Report provided at this time.	No action needed at this time.	N/A	N/A
OLD BUSINESS Eileen Mendoza	<p>A) 2018 TALWD Financial Audit Report</p> <p>B) TALWD website: Steps to be taken, training dates and rollout</p> <p>C) Select one of two options for processing website payments: option to select a new merchant account that can provide 2 gateways or to place item numbers or "shopping cart items" that can be exported to excel to determine what funds go to TALWD and breastfeeding account.</p> <p>D) 2018 Annual TALWD Meeting Report Tyler, Texas - There is still about \$350 coming in from registrations. 53 registrations came in for TALWD annual meeting.</p>	<p>A) Table and review written report at April 2019 board meeting. Eileen Mendoza will appoint board members to assist with 2019 financial audit.</p> <p>B) Janette will add members to list for training dates and get a few date options from Tony.</p> <p>C) A motion was made by Mandi Wilcox to stay with current merchant and continue contract at this time as well as establish codes for purchase items. Meliza Garcia seconded the motion.</p>	<p>A) Eileen Mendoza</p> <p>B) Janette Sepeda</p> <p>C) Voting Board Members</p> <p>D) Tecora Smith</p> <p>E) Amanda Brogdon (Membership Committee)</p>	<p>A) April TALWD Board Meeting</p> <p>B) Ongoing</p> <p>C) Immediate</p> <p>D) April TALWD Board Meeting</p> <p>E) N/A</p> <p>F) N/A</p>

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	<p>E) Elect current vacant NWA Rep and Rep Elect</p> <p>F) Review next TALWD meeting dates</p>	<p>The motion carried.</p> <p>D) Tecora Smith will share survey results at next board meeting in April.</p> <p>E) Janette Sepeda was the NWA Rep Elect and therefore will be the NWA Rep. Amanda Brogdon will send out an email for NWA Rep Elect nominations.</p> <p>F) Next meeting date will be April 23-24, 2019. Eileen Mendoza will request SA to change date of Director's webinar since it is on same day as meeting.</p>	F) Eileen Mendoza	
<p>NEW BUSINESS Eileen Mendoza</p>	<p>A) 2019 Code of Ethics & Conflict of Interest Agreements – TALWD board members and regional alternates need to sign annually.</p> <p>B) 2019 Annual Budget Approval – Confirmed increasing annual meeting budget from \$2000 to \$5000.</p> <p>C) 2019 Annual TALWD Meeting Update El Paso, Texas – No updates at this time.</p>	<p>A) Nikki Morrow will send signed copy to members to keep for their records. Absent board members and alternate regional reps will be contacted via email to sign.</p> <p>B) A motion was made by Meliza Garcia to approve the 2019 TALWD Annual Budget with corrections made during Treasurer's report. Bertha Amaya seconded the motion. The motion carried.</p>	<p>A) Nikki Morrow</p> <p>B) Voting Board Members</p>	<p>A) 1/8/19</p> <p>B) Immediate</p>
<p>ADJOURNMENT Eileen Mendoza</p>	<p>The January 8, 2019 TALWD Quarterly Board Meeting was adjourned at 6:17 p.m. Next meeting will be held April 23-24, 2019 at the Staybridge Suites in Austin.</p>	<p>A motion was made by Krystal Seger to adjourn the meeting. Amanda Brogdon seconded the motion. The motion carried.</p>	Voting Board Members	Immediate

MINUTES CONTINUED...

Present on Day 2:

Eileen Mendoza
Nikki Morrow
Benny Jasso

Sandra Lopez
Brandy Patteson
Margaret Payton

Janette Sepeda
Amanda Brogdon
Kathy Oliver

Karen Gibson
Jammie Wright
Krystal Seger

Bertha Amaya
Annette Phinney
Cristina Eureste

Michelle Cummings
Mandi Wilcox
Kristi Kilgore

Meliza Garcia

Jolene Norbert-Harrell

Claudia Soto

Tecora Smith

Present from the State Agency:

Edgar Curtis
Amanda Hovis
Tanya Latortue
Tracy Erickson

Lindsey Dermid-Gray
Rachel Edwards
Gloria Staats
Curtis Bush

Olga Mikheeva
Celeste Lanceford
Sheena Abraham
Shirley Ellis

Jessica Leyendecker
Kara Nemethy
Debbie Lehman
Anita Ramos

Rob Wilson
Candace Stohs-Krause
Tonya Swartz
Jimmy Turek

TOPIC	DISCUSSION	ACTIONS/RECOMMENDATIONS	RESPONSIBILITY	COMPLETION DATE
CALLED TO ORDER DAY 2: 01/09/2019 Brandy Patteson	Day two of the quarterly meeting of the Texas Association of Local WIC Directors opened at 8:33 a.m. on January 9, 2019 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
DIRECTOR UPDATES Edgar Curtis / Amanda Hovis	<ul style="list-style-type: none"> • Welcome <ul style="list-style-type: none"> ○ Curtis Bush is Business Support and Operations and will help with TXIN operations. • Government Shut Down & Impact to Texas WIC <ul style="list-style-type: none"> ○ WIC is technically funded through January 31, 2019. Texas WIC has funding at least through February 2019. Chuck Ludwig with the USDA is expected to state funding will be provided through March 2019 but waiting on the details from FNS. ○ If WIC is forced to shut down, there are several ways to do it such as stopping product lines like fruits and vegetables or juice. Next, start providing services to priority clients, hot carding clients, place potential clients and clients on a waiting list, and/or not accepting any new clients. Texas WIC may be told by Governor which direction we must go and may not have a choice. ○ If shut down occurs, SA will shut down benefit redemption at the register. It will not be the individual stores deciding not to accept WIC. SA will also provide signage to vendors. No vendors should be making signs about a Texas WIC shut down. ○ If shut down does occur, it will affect funding at the SA level first. An advanced Planning Document has to be completed by next week. 	<p>A) Should Texas WIC continue to use the NWA talking points regarding the shut down?</p> <p>B) Can the SA not place funding information in the E3 newsletter prior to providing information to directors? The E3 newsletter contains information that should be going to the directors to provide to staff and not straight to general clinic staff.</p>	<p>A) The SA cannot advise on the NWA talking points but they provide good information about WIC and the program benefits.</p> <p>B) Funding information will not go out in the E3 newsletter in the future.</p>

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
<p>TXIN Edgar Curtis</p>	<p>Update on IAPD Process for TXIN & Phase 2</p> <ul style="list-style-type: none"> • Plugging and Unplugging Peripherals <ul style="list-style-type: none"> ○ May occur is latest driver was downloaded so may need to change the driver version. Even if errors are occurring intermittently, it is the driver version. ○ Rob Wilson can help with drivers and peripherals. • Power BI <ul style="list-style-type: none"> ○ Run a daily manual participation count and compare to Power BI. ○ There is a 3 hour window of TXIN numbers being correct, but the next day the numbers shown should be 100% correct. ○ Contact Curtis Bush if you need access or have questions about Power BI. 	<p>Some directors still do not have access to Power BI.</p>	<p>A license has to be provided for each user. Provide names and emails to Curtis Bush and he will make sure all TALWD board has a log in and access.</p>
<p>WIC & PIXIE DUST Amanda Hovis / Debbie Lehman</p>	<ul style="list-style-type: none"> • Essentials of WIC Hospitality <ul style="list-style-type: none"> ○ Showed WIC video from LA 31 Copperas Cove clinic ○ Mission Statement: Empowering families to lead healthy lives and obtain optimal health for themselves and generations to come. ○ How can the SA help with WIC essentials and implementing them? Suggestions from the board included: <ul style="list-style-type: none"> ▪ WIC 101 Training Webinar ▪ Power of Influence Training ▪ Articles in E3 Newsletter ▪ Heart Buttons & new classes on Heart Buttons ▪ Tips on how to get out of computer mode and into conversation mode ○ Ideas 42 Project received additional funding to continue working with Texas WIC. ○ Additional discussion took place regarding ideas for customer service to the public and to staff • Voice of the Customer Survey <ul style="list-style-type: none"> ○ 10K surveys completed, 658 created a ticket and 7% had a complaint ○ No adjustments will be made to the survey because it has already been tested. Customers either have a really good experience or a really bad experience when completing the survey. Most clients do not want you to contact them, they just want you to listen to their comments. Survey goes out 24 hours after issuance. http://bit.ly/2G9OmwI ○ This will eliminate need for paper surveys. The LA Director will have to log in and have a license to access the survey. SA monitors can see and access the surveys. ○ • TexasWIC.org Mini Application 	<p>Provide some strategies, tools and ideas to staff about WIC essentials, but also some just to directors so we can use in trainings and meetings.</p> <p>Does the client have to choose SMS to receive the survey or how do they receive it?</p>	<p>Amanda Hovis will come up with a strategy on implementing and go over hospitality essentials at the director's webinar. First set of tips will come out in the March or April E3 Newsletter.</p> <p>Qualtrics will begin to be launched 2/11/19 – 2/15/19. It will be called, "Your WIC Experience Client Satisfaction Survey" and will come as an SMS invite. It will go to all phone numbers and client can opt out of survey. It comes as a text and the client clicks on a link to survey. They do not have to choose SMS in TXIN system.</p>

PRESENTER	DISCUSSION	TALWD RESPONSE/INQUIRY/ACTION	S.A. RESPONSE/ACTION
	<ul style="list-style-type: none"> ○ May roll out mid-February and will go through IRM ● Chatbot Update <ul style="list-style-type: none"> ○ Delayed due to TXIN 		
QUALITY MANAGEMENT BRANCH (QMB) Gloria Staats	<ul style="list-style-type: none"> ● QMB Review Process <ul style="list-style-type: none"> ○ More specific and detailed criteria on tool than before. There will be a summary page that will include findings, observations but also good things observed or best practices. The tool will clearly show what the expectations are and what monitors are looking for. ○ There will be less worksheets and less record review. ○ Training will be in February 	<p>How do we perform observations and record review QA in meantime until tool is ready?</p> <p>Will there be QA reports to run?</p>	<p>Keep in mind policies have not changed. Use the tool to observe data entry rather than using the worksheets.</p> <p>QA Reports are being developed and instructions for running these at local level will be provided.</p>
VENDOR MANAGEMENT OPERATIONS (VMO) Celeste Lanceford	<ul style="list-style-type: none"> ● Traveling to Lubbock soon to visit with Walmart stores. Seeing perfect Walmart stores when visiting or monitoring. 	<p>Are stores using the newly updated store outreach materials?</p>	<p>Celeste Lanceford will look into store material campaign since she came on WIC after that initiative and will touch base with the vendors and ordering of those materials.</p>
MISCELLANEOUS UPDATES	<ul style="list-style-type: none"> ● Amanda Hovis announced Tracy Erickson is retiring March 1, 2019 as well as Chris Coxwell will be retiring end of February 2019. ● Rob Wilson introduced Jimmy Turek who is the Team Lead with the Help Desk. 	<p>N/A</p>	<p>N/A</p>
Adjournment	<p>Meeting adjourned at 11:53 a.m.</p>		

Minutes Prepared by: Nikki Morrow, TALWD Secretary

Date: January 9, 2019

Minutes Approved by the TALWD Board on: 4/23/19