

# Temple University Transition Planning Agenda

## April 8, 2021

### 12:00 PM

#### **Congratulations**

- Opening statements- Will Cramer

#### **Introductions**

##### **State Agency Staff**

- Will Cramer- Bureau Director
- Mark Shirk- RTC Director, Statewide Transition Lead
- Ellen Fuller- QAPI Director
- George Rivera- Public Health Program Manager, Lead Transition Coordinator
- Krista Dressler- Public Health Program Manager, Secondary Transition Coordinator
- Luke Sutliff- Public Health Program Administrator, Core Team Member
- Rose Petruzzi, Acting Public Health Program Administrator, Transition Core Team Member
- Kathleen Hiltwine- Public Health Nutrition Consultant, Transition Core Team Member

##### **Temple Staff**

- Allison Shah
- Philip McCallion
- Carol E. Tashjian
- Michele M. Mascucci
- Laura A Siminoff

Core Team members will coordinate with QA, Fiscal, Technology to include BIIT, Retail and Training as needed throughout the transition.

#### **Goals**

- Maintain WIC participant services without disruption
- Preserve WIC participation
- Provide professional technical assistance to incoming and outgoing LAs
- Manage state agency assets efficiently
- Facilitate efficient and timely communication to all parties

#### **Expectations**

- All transition communication should be coordinated thru George Rivera
- Weekly check-ins (meetings) will be scheduled

- RFA remains open so no specific questions can be answered about the RFA at this time
- Open Communication and flexibility
- Transparency

## **Timeline**

- Transition discussion and planning starts today -  
Temple would subcontract with NORTH Inc.  
Temple to review clinic leases as soon as they become available.  
NORTH staff would need to apply to Temple positions.
- Temple transition to take over Philadelphia is scheduled for a 12-month transition that would end no later than September 30, 2022

## **Next Steps**

- State Agency will be meeting with NORTH, Inc. in the near future to start transition out conversations
- Set up weekly meetings
- Address Transition Plan/Application questions and fill in any gaps- George Rivera

## **Questions**

**Temple asked for Model Job Descriptions – George Rivera to send Temple the Policy and Procedure job descriptions and the link to them.**

**Temple University Transition Planning Agenda**  
**April 28, 2021**  
**11:30 AM**

**Opening Statements**

- Will Cramer – Bureau Director

**Introductions**

**State Agency Staff – Staff in attendance are in yellow**

- Will Cramer- Bureau Director
- Mark Shirk- RTC Director, Statewide Transition Lead
- Ellen Fuller-QAPI Director
- George Rivera- Public Health Program Manager, Lead Transition Coordinator
- Krista Dressler- Public Health Program Manager, Secondary Transition Coordinator
- Luke Sutliff- Public Health Program Administrator, Core Team Member
- Rose Petruzzi, Acting Public Health Program Administrator, Transition Core Team Member
- Kathleen Hiltwine- Public Health Nutrition Consultant, Transition Core Team Member
- Missy Maust- Nutrition Education & Program Manager
- Jay Mast- Compliance Manager
- Matt Hribal, BIIT
- Heather LaTour, Public Health Program Manager, Technology
- Toan Nguyen, Technology
- Joseph McLaughlin, Finance and Technology Director
- Emily Roepsch, BIIT
- Sean Burrows, Technology
- Additional Staff as needed/identified.

**Temple Staff**

- Allison Shah
- Sheri Ozard
- Allison Philabaum Shah
- Laura Siminoff
- Carol Tashjian
- Philip McCallion

**AGENDA OVERVIEW**

- 1) Update Temple University (TU) on exiting LA
- 2) Obtain feedback from TU concerning exiting LA
- 3) Address TU questions concerning Model Job Descriptions and Guidelines

- 4) Overall Transition Discussion
- 5) Next Steps and New Action Items
- 6) Other Concerns and/or Unexpected Issues
- 7) Next Meeting Date

## **Expectations**

- All transition communication should be coordinated thru George Rivera
- Weekly check-ins (meetings) will be scheduled
- RFA remains open so no specific questions can be answered about the RFA at this time
- Open Communication and flexibility
- Transparency

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## **Timeline**

- Transition discussion and planning continues
- Temple transition to take over Philadelphia is scheduled for a 12-month transition that would end no later than September 30, 2022

## **Next Steps**

- State Agency will be meeting with NORTH, Inc. in the near future to start transition out conversations
- Set up weekly meetings
- Address Transition Plan/Application questions and fill in any gaps- George Rivera

## **Questions**

Will address the communication question received by Temple:

- A comprehensive communication plan needed before anything is published.

- The focus we want to take is that WIC will have some new providers, we plan to offer more unique benefits, keeping telehealth, we want them to understand WIC is changing and that we want them to keep their appointments.
- SA is hoping to start a robust communication plan within the last two months before the transition would start but might have to roll back to July depending when Temple decides to take on participants and start appointments.
- Another level of communication that we need to address would be the communication between participants and when Temple would plan to start seeing participants, then the two agencies would need to be working together to help schedule and plan for these appointments to take place. This communication would need to start around May, because we issue three months in advance.

#### Temple Feedback:

1. Laura Siminoff: Wants to be sensitive to NORTH and they would be thinking of a more general announcement. One is a general public announcement and a specific announcement for participants. The college has a marketing team and when we are ready, they will put us in touch with them to work together.

Laura Siminoff ask about a timeline for all of this?

The transition team at the SA will be working Microsoft Project to keep track of everything.

Some things that can be worked on now:

1. Position descriptions
  - a. Can Temple send their hiring process plan? Laura will set up a meeting for us with their HR around their hiring process.
  - b. They are more flexible with their position descriptions and do not see a problem with developing the right position descriptions.
2. Recruitments
3. Backup plan for the current clinics if they are not able to use the current clinic sites utilized by NORTH.
  - a. Temple: They did an analysis in their proposal and felt that there were sites that were keepers and others that were not. It seemed like there was clusters of providers around the city and deserts of providers.

- b. Will mentioned that infrastructure grant and having mobile units. We looked at getting units for the West, Central and East parts of the state. Temple stated they are interested in the Mobile Unit idea.
- c. Let Temple know about Germantown Clinic closing.

#### ACTION ITEMS

Talk to Missy about the Zip Code report from PENN on participants. Sent Missy an email on 4/28/2021, requesting the report. Report sent to Temple.

Temple requested template job descriptions

- SA will share PHNC job description
- Mark Shirk will send redacted LA position descriptions
- Kathleen will send a link to Nutrition Services standards developed by USDA and NWA.

Temple requested policy and procedures

- SA will send the link to policy and procedures that are on pawic.com
- SA will send the policy and procedure index

**Next Meeting: Temple requested bi-weekly 5/12/2021.**

**Temple University Transition Planning Agenda**  
**May 12, 2021**  
**11:30 AM**

**Opening Statements**

- Will Cramer – Bureau Director

**Introductions**

**State Agency Staff – Staff who attended are in yellow**

- Will Cramer- Bureau Director
- Mark Shirk- RTC Director, Statewide Transition Lead
- Ellen Fuller-QAPI Director
- George Rivera- Public Health Program Manager, Lead Transition Coordinator
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- Additional Staff as needed/identified.

**Temple Staff**

- Philip McCallion
- Carol E. Tashjian
- Allison Philabaum Shah
- Michele M. Mascucci
- Laura A Siminoff

**AGENDA OVERVIEW**

- 1) Update Temple University (TU) on exiting LA  
No resolution yet with North. State Agency is moving forward with transition as scheduled.
- 2) Obtain feedback from TU concerning exiting LA

Temple is concerned about political recourse/mobilization due to transition. Also, concerned about what messages are being put out to the participants and the community. Concerned about negative messages.

3) Address TU questions concerning Model Job Descriptions and Guidelines – The information was sent to Temple Staff – Completed

4) Overall Transition Discussion

Discussed that an announcement about RFA was held until award letters went out. Press release forwarded to Temple. Limited ability to discuss RFA by the State Agency. Text messages went out to ppts last week addressing transition. 800 emails went out and 100 subscribed.

5) Next Steps and New Action Items

State Agency will share with Temple agenda items from three previous three meetings.

State Agency will provide Temple with text message language.

State Agency will provide Temple with state-wide media campaign information.

ListServ email will be sent to Temple Staff to enroll on distribution list.

Next meeting, state agency will share timeline via Microsoft project (spells out mile-stone markers so temple can add input.)

Temple will talk with community partners to get a positive message out, would like to do it more formally.

Temple will come up with statement if pressed for comment.

RFP discussions.

6) Other Concerns and/or Unexpected Issues

State Agency will consult with Office of Legal Counsel regarding grant agreement

Online forum was put out by Advocacy group. Agenda items included online benefits, telehealth etc. (messages are controversial due to regulations). Concern about 3rd party collecting comments.

Contract will be executed as soon as possible, but not before round two of RFA. Time frame: (4-6 weeks.)

State Agency Team is considering different contingency plans in the event North Closes earlier.

7) Next Meeting Date

May 26, 2021

## **Expectations**

- All transition communication should be coordinated thru George Rivera
- Bi-Weekly check-ins (meetings) will be scheduled
- RFA remains open so no specific questions can be answered about the RFA at this time
- Open Communication and flexibility
- Transparency



## **Timeline**

- Transition discussion and planning continues
- Temple transition to take over Philadelphia is scheduled for a 12-month transition that would end no later than September 30, 2022

## **Open Action Items and Current Progress**

- Model Job Descriptions/PP/LA/SA Staff – Sent to Temple – Completed
- Nutrition Services Standards – Sent to Temple – Completed
- Philadelphia Zip Codes – Sent to Temple – Completed
- Channels of Communication – Sent to Temple – Completed
- Policy and Procedures Index – Sent to Temple – Completed

## **Next Steps**

- State Agency will be meeting with NORTH, Inc. in the near future to start transition out conversations
- Set up biweekly meetings with Temple
- Address Transition Plan/Application questions and fill in any gaps- George Rivera

## **Questions**

# Transition Meeting Agenda

5/26/2021

## State Agency Staff:

- Will Cramer- Bureau Director
- Mark Shirk- RTC Director, Statewide Transition Lead
- Ellen Fuller-QAPI Director
- George Rivera- Public Health Program Manager, Lead Transition Coordinator
- Krista Dressler- Public Health Program Manager, Secondary Transition Coordinator
- Luke Sutliff- Public Health Program Administrator, Core Team Member
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- Heather LaTour, Public Health Program Manager, Technology
- Toan Nguyen, Technology
- Joseph McLaughlin, Finance and Technology Director
- Emily Roepsch, BIIT
- Sean Burrows, Technology
- Additional Staff as needed/identified.

## Temple partners:

- Philip McCallion
- Carol E. Tashjian
- Allison Philabaum Shah
- Michele M. Mascucci
- Laura A Siminoff
- Sheri Ozard

## Timeline:

- Transition discussion and planning will continue
- Temple transition to take over Philadelphia county is scheduled for 12-months and would end no later than September 30, 2022.

## Meeting Minutes:

- Meeting minutes from 4/5/2021, 4/28/2021, 5/12/2021 were sent to Temple on 5/17/2021.

## 1)Update Temple University (TU) on exiting LA

- No resolution yet with North. State Agency is moving forward with transition as scheduled.

## 2) Obtain feedback from TU concerning exiting LA:

- Temple is concerned about political recourse/mobilization due to transition. Also, concerned about what messages are being put out to the participants and the community. Concerned about negative messages.

## 3) Outreach

- **ListServ Announcement:** A draft announcement was sent to Temple on 5/20/2021 from George Rivera. The purpose of these announcements is to provide reassurances to LA staff members by giving them useful information in real-time, so they don't have to speculate or hear it secondhand.
  - ListServ email from Will was sent on 5/12/2021 to Temple staff
- **Text Messages:**
  - Should be 160 characters
  - Can go up to 300 characters (spaces counted) but if the message is over 160 characters then the message is broken down into two messages and not necessarily in the order we might want.
  - Two messages were provided by Temple on 5/19/2021
    - “Philadelphia County WIC program will transition to Temple University, Maternity Care Coalition, Food Trust & Access Matters. Services will not be disrupted”
    - “The Philadelphia County WIC program transition will begin October 2021. Services will not be disrupted – they will expand.”
- **Voice Messages:** Unlimited characters for these messages.
- **State-wide Media Campaign**
- **Temple will discuss with community partners about positive messages that can go out.**
- **Temple will come up with a statement if they are pressed with comment.**

## 4) Overview of Microsoft Project Timeline for Transition

### 5) Old Action Items:

- **Public Meeting Comments:** Public Meetings run until the end of May and we can expect to see comments from the meetings by the end of June.
- **Grant Agreement:** Temple asked to receive the grant agreement early so they are able to discuss the document with their legal department and provide feedback.
  - **The language for the grant agreement is still under review.**

## **5) Next Steps and New Action Items**

## **6) Other Concerns and/or Unexpected Issues**

- State Agency will consult with Office of Legal Counsel regarding grant agreement
- Online forum was put out by Advocacy group. Agenda items included online benefits, telehealth etc. (messages are controversial due to regulations). Concern about 3rd party collecting comments.
- Contract will be executed as soon as possible, but not before round two of RFA. Time frame: (4-6 weeks.)
- State Agency Team is considering different contingency plans in the event North Closes earlier.

## **7) Next Meeting Date: June 9, 2021**

## Transition Meeting Agenda

06/09/2021 @ 12:00pm

### State Agency Staff:

- Will Cramer- Bureau Director
- Mark Shirk- RTC Director, Statewide Transition Lead
- Ellen Fuller-QAPI Director
- George Rivera- Public Health Program Manager, Lead Transition Coordinator
- Krista Dressler- Public Health Program Manager, Secondary Transition Coordinator
- Luke Sutliff- Public Health Program Administrator, Core Team Member
- Rose Petruzzi, Acting Public Health Program Administrator, Transition Core Team Member
- Kathleen Hiltwine- Public Health Nutrition Consultant, Transition Core Team Member
- Missy Maust- Nutrition Education & Program Manager
- Jay Mast- Compliance Manager
- Matt Hribal, BIIT
- Heather LaTour, Public Health Program Manager, Technology
- Toan Nguyen, Technology
- Joseph McLaughlin, Finance and Technology Director
- Emily Roepsch, BIIT
- Sean Burrows, Technology
- Additional Staff as needed/identified.

### Temple partners:

- Philip McCallion
- Carol E. Tashjian
- Allison Philabaum Shah
- Michele M. Mascucci
- Laura A Siminoff
- Sheri Ozard

### Timeline:

- Transition discussion and planning will continue
- Temple transition to take over Philadelphia county is scheduled for 12-months and would end no later than September 30, 2022.

### Meeting Minutes:

- Meeting minutes from **5/26/2021** were sent to Temple on **6/2/2021**

1) **Update Temple University (TU) on exiting LA**

- No resolution yet with North. State Agency is moving forward with transition as scheduled.

## 2) Obtain feedback from TU concerning exiting LA:

Temple is concerned about political recourse/mobilization due to transition. Also, concerned about what messages are being put out to the participants and the community. Concerned about negative messages.

- Temple and NORTH have the same community partners. A message was sent to Temple community partners by TU. Temple is hoping that once transition begins, and people are happy with the services that the issues will die down. (5/26/2021)
- **This will remain on the agenda every week and if something pops up it is requested that Temple let us know and we can discuss.**

## 3) Outreach

- **ListServ Announcement:** A draft announcement was sent to Temple on 5/20/2021 from George Rivera. The purpose of these announcements is to provide reassurances to LA staff members by giving them useful information in real-time, so they don't have to speculate or hear it secondhand.
  - First ListServ email announcement was sent out by Will on 6/2/2021
  - **The next ListServ Announcement will go out 6/15/2021, Krista will reach out Phil to discuss these announcements.**
- **Text Message and Voice Messages:** Unlimited characters for these messages.
  - Missy Maust suggests that we prepare to send voice messages and text messages at the same time. We will also be looking at sending messages out in Spanish as well.
- **State-wide Media Campaign:** Candance Sanderson will join our next call to discuss the SA ideas for this campaign. She will present for 10-15 minutes.
- **Temple will discuss with community partners about positive messages that can go out.** Temple stated they are talking to their community partners around messaging and they think the ListServ announcement helps to get the positive messages out.
- **Temple will come up with a statement if they are pressed with comment.**

## 4) Discussion on NORTH Inc. clinic sites.

- a. Layout
- b. Condition
- c. **Temple Requested that the SA add the populations of participants served at each clinic and participant count.**
- d. **This information will be sent to Temple.**

## 5) Discussion of NORTH Inc. Staffing

- a. Organizational Chart
- b. **This information will be sent to Temple.**

## 6) Old Action Items:

- **Public Meeting Comments:** Public Meetings run until the end of May and we can expect to see comments from the meetings by the end of June.
- **Grant Agreement:** Temple asked to receive the grant agreement early so they are able to discuss the document with their legal department and provide feedback.
  - **The language for the grant agreement is still under review.**
  - **A notice of award is being discussed with SA legal. Once an update is available it will be provided to Temple.**
- **Meeting with Temple HR (Sharon Boyle) – Date that this might be scheduled? Was not discuss on 6/9/2021, circle back on 6/23/2021.**

**7) Next Steps and New Action Items**

- **SA will send Temple the Clinic Descriptions document**
- **SA will send Temple the North Organization document**
- **Temple will set up a meeting between their HR and the SA**
- **SA Legal will continue to discuss a notice of Award being sent to Temple**

**8) Other Concerns and/or Unexpected Issues**

- **State Agency will consult with Office of Legal Counsel regarding grant agreement and North's possible appeal. – The new Grant agreement will be shared once the document is finalized. (5/26/2021)**
- **Online forum was put out by Advocacy group. Agenda items included online benefits, telehealth etc. (messages are controversial due to regulations). Concern about 3rd party collecting comments.**
- **State Agency Team is considering different contingency plans in the event North Closes earlier.**

**9) Next Meeting Date: June 28, 2021 @ 9:00 am**

## Transition Meeting Agenda and Minutes

06/28/2021 @ 9:00am

### State Agency Staff:

- Will Cramer- Bureau Director
- Mark Shirk- RTC Director, Statewide Transition Lead
- Ellen Fuller-QAPI Director
- George Rivera- Public Health Program Manager, Lead Transition Coordinator
- Krista Dressler- Public Health Program Manager, Secondary Transition Coordinator
- Luke Sutliff- Public Health Program Administrator, Core Team Member
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- Heather LaTour, Public Health Program Manager, Technology
- Toan Nguyen, Technology
- Joseph McLaughlin, Finance and Technology Director
- Emily Roepsch, BIIT
- Sean Burrows, Technology
- Additional Staff as needed/identified.
- Candace Sanderson: Outreach Coordinator

### Temple partners:

- Philip McCallion
- Carol E. Tashjian
- Allison Philabaum Shah
- Michele M. Mascucci
- Laura A Siminoff
- Sheri Ozard

### Timeline:

- Transition discussion and planning will continue
- Temple transition to take over Philadelphia county is scheduled for 12-months and would end no later than September 30, 2022.

### Meeting Minutes:

- Meeting minutes, Clinic descriptions and North Staff Organization from 6/9/2021 were sent to Temple on 6/16/2021.



## 1) Outreach

- **ListServ Announcement:** A draft announcement was sent to Temple on 5/20/2021 from George Rivera. The purpose of these announcements is to provide reassurances to LA staff members by giving them useful information in real-time, so they don't have to speculate or hear it secondhand.
  - **First ListServ email announcement was sent out by Will on 6/2/2021**
  - **Second ListServ announcement for Temple will be on 6/29/2021**

### Update:

- Temple will work with partners and ListServe announcement will go out as planned on 6/29/2021.
- Temple does not want to overpromise and will meet with HR to see what they are able to say regarding the hiring process.
- **Text Message and Voice Messages:** Unlimited characters for these messages.
  - **Missy Maust suggests that we prepare to send voice messages and text messages at the same time. We will also be looking at sending messages out in Spanish as well.**
  - **Text messages are targeted to go out on either June 28<sup>th</sup> or June 29<sup>th</sup>.**

### Update:

- Temple is agreeable with sending a text message to participants on July 6, 2021.
- Temple expects agitation when text message goes out to NORTH.
- Temple wants an accurate portrayal of transition in the press.
- **State-wide Media Campaign: Candace Sanderson:**

### Update:

- Candace Sanderson has started the draft process for a rolling campaign, which will be a 3-phase process to reduce confusion around transition and reassure participants.
- Phase 1: Eliminating rumors and confusion (July 2021 - August 2021)
- Phase 2: Count down that something is coming - Statewide focus (October 2021- February 2021)
- Phase 3: Highlighting the changes through creative media. (July 2022).
- Candace is asking for feedback by Friday July 2

## 2) Discussion on NORTH Inc. clinic sites.

- No updates

## 3) Discussion of NORTH Inc. Staffing

- No updates

#### 4) Update Temple University (TU) on exiting LA

- No resolution yet with North. State Agency is moving forward with transition as scheduled.

#### 5) Obtain feedback from TU concerning exiting LA:

Temple is concerned about political recourse/mobilization due to transition. Also, concerned about what messages are being put out to the participants and the community. Concerned about negative messages. Overall feeling of uncertainty in the community.

- o Temple and NORTH have the same community partners. A message was sent to Temple community partners by TU. Temple is hoping that once transition begins, and people are happy with the services that the issues will die down. (5/26/2021)

#### 6) Grant Agreement: Temple asked to receive the grant agreement early so they are able to discuss the document with their legal department and provide feedback.

- a. The language for the grant agreement is still under review.

##### Update:

- Temple is wanting to start hiring Core Staff/Leadership Team in October.
- SA will provide Temple with administrative start-up funding.
- Luke Sutliff will follow up on grant agreement.
- SA needs to figure out what Temple will need for transition money.
- Will is meeting with executive staff for updates on procurement.

#### 7) Old Action Items:

- **Public Meeting Comments:** Public Meetings run until the end of May and Temple can expect to see comments from the meetings by the end of June.
- **Meeting with Temple HR (Sharon Boyle)- Date that this might be scheduled?**

#### 8) Other Concerns and/or Unexpected Issues

- Online forum was put out by Advocacy group. Agenda items included online benefits, telehealth etc. (messages are controversial due to regulations). Concern about 3rd party collecting comments.
- State Agency Team is considering different contingency plans in the event North Closes earlier.

**Update:**

- Philadelphia Inquirer article did not get a lot of public comment.
- The SA communications department will take the lead if they choose to speak to the press.
- SA press releases have been put out over time.

**9) Next Meeting Date: July 12, 2021 @ 10:00am**