

Utah WIC Policy and Procedures Manual  
Section C: Certification

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## C. CERTIFICATION

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## C.1. Certification Procedures Checklist

### Policy

- I. Required items must be completed at each certification. There may be no conflict of interest between WIC clinic staff and the applicants or participants of the program. In addition, a single staff member may not determine eligibility for all certification criteria and issue food instruments or supplemental food to the same participant. Refer to section E.5 of the Policy and Procedures Manual for details on the Conflict of Interest policy.

### Procedure

The following must be completed and documented for each applicant at certification:

- a. **Participant Data** must be recorded in the computer system.
    - i. Demographic
    - ii. Health
    - iii. Nutrition Risk
    - iv. Food Package
    - v. Scheduling
  - b. **Proof of residency, identity and income** see sections C.4, C.5.
  - c. **Prenatal Weight Gain Grid** must be plotted for all pregnant women at each clinic visit. Each clinic visit would include visits scheduled for the pregnant women and all visits for other family members.
  - d. **CDC Growth Chart** must be plotted for all infants and children (age and gender appropriate). Documentation of **nutrition assessment**, as outlined in VENA guidelines (section I), must be provided in the computer system.
  - e. **Rights and Responsibilities** form must be reviewed and signed by the applicant/endorser, the proxy (if applicable) and the staff member verifying income, residency and identity. This form must be completed at every certification visit, and does not need to be completed at follow-up or mid-certification health visits.
  - f. **Core contact and referrals** must be documented in the computer system.
    - i. WIC Program Explanation to participants will be provided according to the VENA approach (see Section I VENA and Nutrition Education, I.5. Core Contact.)
- II. The following items **may** be required for certification:

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- a. Verification of Certification (VOC)
  - i. Accepted from transfers who are currently certified by another WIC agency to prove income and nutrition risk factor eligibility.
- b. Complete prescription signed by a prescriptive authority, this is done using the Formula Authorization form.
  - i. Required for participants receiving non-contract formula, special formula, or any other special medical product.
- c. Health Data Referral form
  - i. Required for medical data obtained by the applicant's medical provider (if used for certification).
- d. High risk care plan for high risk participants
  - i. Assessment and Plan portion of SOAP note must be documented in progress notes, high risk tracking form, or in the computer at the time of certification.
- e. Immunizations Release
  - i. Required for all clients agreeing to share their child's immunizations records.

### **Policy: Presence at certification**

Applicants need to be present at the certification visit even if the certification is based on referral information (Federal Register §246.7). This includes women, infants and children to be certified along with the child's parent, legal guardian or caretaker.

### **Procedure**

- I. This requirement may be waived for those applicants whose medical condition is so severe that coming to WIC could jeopardize their health.
  - a. Examples may include:
    - i. A medical condition that necessitates the use of medical equipment that is not easily transportable.
    - ii. A medical condition that requires confinement to bed rest.
    - iii. A serious illness that may be exacerbated by coming in to the WIC clinic.
- II. This requirement may also be waived for the following situations:
  - a. A child who was present at his/her initial certification **and** is receiving ongoing healthcare.

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- i. Ongoing healthcare for children may be established using referral data, which includes the health visit data documentation from a physician, or someone working under a physician's orders.
  - b. An infant < 8 weeks of age who is medically high risk, as self reported by applicant/participant/caregiver; or as reported or documented by a physician, or someone working under a physician's orders.
    - i. Examples of criteria for the medically high risk infant include hospitalization, physician's orders for the infant to have no public contact, or serious illness.
- III. In addition, the clinic may waive the requirement for the following:
  - a. If being physically present would pose an unreasonable barrier, **and** infant was present at his/her initial certification **and** has documented ongoing health care from a health care provider other than the WIC local agency; or
  - b. An infant or child who was present at his/her initial certification **and** was present at a certification within the past 1 year **and** is under the care of one or more working parents or one or more primary working caretakers whose working status presents a barrier to bringing the infant or child in to the WIC clinic.
  - c. The clinic must assess each situation using detailed questions to ensure the need for applying these waivers.
- IV. If the applicant is not physically present at the certification visit, document this and the reason why in the participant's chart or in the computer.

## C.2. Application and Clinic Hours

### Policy

Applicants will be notified of their eligibility or ineligibility within 10 or 20 days of contacting the local agency.

All WIC clinics must provide appointment times outside normal business hours (8:00 a.m. to 5:00 p.m.), for applicants who need extended hours. If the clinic's regular schedule does not include extended hours, the opportunity for appointments outside of the regular schedule must be visibly posted in the clinic.

### Procedure

- I. The following applicants will be notified of their eligibility or ineligibility within **10 calendar days** of contacting the clinic to request WIC benefits:
  - a. Pregnant women
  - b. Infants under six months of age
  - c. Homeless individuals
  - d. Members of migrant farm worker households who soon plan to leave the clinic service area
- II. The following applicants will be notified of their eligibility or ineligibility within **20 calendar days** of contacting the clinic to request WIC benefits:
  - a. Breastfeeding women
  - b. Postpartum women
  - c. Infants 6 months of age or older
  - d. Children
- III. Time frames for certifying applicants begin when the applicant contacts the local agency to request program benefits and apply to all applicants regardless of whether they have been certified in the past or not.
  - a. Document if the applicant chooses to wait longer than the standard 10 or 20 days.

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- IV. When funds are not available, follow procedures in the Program Operations Section for Caseload Management.

### **Policy: Extensions**

Twenty-day extensions will not be granted. Local agencies may submit a written request to the State WIC Director to extend the 10 day time frame to 15 calendar days.

### **Procedure**

- I. Extensions will only be granted in the following circumstances:
  - a. Clinics operating two or fewer days per month; or
  - b. In emergency or other unusual situations. Examples include:
    - i. Clinic moving to a new facility
    - ii. Heavy snow requiring clinic closure
    - iii. Other natural disaster
    - iv. Unexpected increase in unemployment in a clinic area, resulting in increased applications.

### **Policy: Documenting applications**

Participant demographics must be completed for all applicants on the day the applicant first contacts the clinic and an appointment is scheduled.

### **Procedure**

- I. Clinic must document the following information in the computer or on a manual log for each participant requesting benefits:
  - a. Today's date,
  - b. Applicant's name, address, and telephone number,
  - c. Category, and
  - d. Date of appointment.

### C.3. Certification Periods

#### Policy

All participants will be certified according to their category.

#### Procedure

- I. **Pregnant** women are certified for the duration of the pregnancy and to the end of the calendar month in which they reach six weeks after the end of the pregnancy.
- II. **Postpartum** women are women who are not breastfeeding and are certified to the end of the calendar month in which they reach six months after the end of the pregnancy or after termination of a pregnancy (including miscarriages and abortions).
- III. **Breastfeeding** women are certified until the end of the calendar month in which they reach one year postpartum, or until the end of the calendar month in which the woman stops breastfeeding, whichever occurs first.
- IV. **Infants** < 6 months of age are certified for the duration of their first year up to the end of the calendar month in which they reach their first birthday. Infants over 6 months of age will be certified at 6 month intervals.
- V. **Children** are certified at entry into WIC and at six month intervals. The child's eligibility expires at the end of the calendar month in which he reaches his fifth birthday.

#### Policy: Shortening or extending certifications

The certification period may be shortened or extended by local clinics for no more than a period of up to 30 days. This may be done anytime during the certification period.

#### Procedure

- I. The following situations are appropriate for shortening or extending a certification period:
  - a. Difficulty with scheduling appointment,
  - b. Aligning certification schedules of family members,
  - c. Inclement weather,

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- d. Illness of participant, or
  - e. Transportation problems.
- II. The certification may not be extended for a participant who is categorically ineligible.
- III. Participants can be certified early without affecting the new certification and termination dates.
- IV. If the participant is found ineligible and the certification period must be shortened, the following procedures apply:
- a. If the participant is found to have no nutrition risk, then the participant receives benefits until the end of the current certification period.
  - b. If the participant is over income limits, then the participant is terminated.
  - c. If the participant is no longer a resident, then the clinics should issue a VOC.
- V. Whenever a clinic changes the certification interval (shortens or extends), the reason must be documented.
- VI. If the certification period needs to be adjusted and problems occur with base dates, please contact the State Help Desk for assistance.

## C.4. Residency and Identity

### Policy: Determining eligibility based on residency

All applicants must live within the district served by the local agency and within the jurisdiction of the state. Length of residency is not a prerequisite to receiving WIC benefits. Applicants do not have to be a US citizen in order to qualify for WIC.

### Procedure

- I. Proof of residency is required at each certification visit prior to receiving WIC benefits.
  - a. Applicants should be asked to provide documentation of where they routinely live or spend the night.
  - b. Documentation provided as proof of residency must contain a street address.
    - i. A post office box cannot be used as documentation.
  - c. Self-declaration of residency is not sufficient.
- II. Type of proof provided must be documented in the computer system.
  - a. Documentation need not be copied but should be returned to the applicant.
- III. Participants are allowed to attend the clinic most convenient to them (nearest their home or workplace) if it is in their county/district of residence.
  - a. The following special population groups may be served by designated clinics regardless of residency status, and must still provide proof of residency:
    - i. Homeless individuals, and
    - ii. Residents of border towns with interstate agreements.
  - b. The State agency must approve any other exceptions.
    - i. The clinic director must make requests in writing to the State WIC Director.
    - ii. The letter must include the participant's name, ID number and reason for the request.
    - iii. A copy of both letters must be kept in the participant's file.

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### **Policy: Acceptable proof of residency**

All applicants and transfers must provide acceptable proof of residency as outlined below.

### **Procedure:**

- I. Proof of Residency must contain a street address, not a P.O. box; must be current, and not a photocopy.
  - a. Utility bill
  - b. Medicaid/PCN card
  - c. Rent or mortgage receipt/bill for lodging/housing
  - d. Pay check stub
  - e. Bank statement
  - f. Other type bill
  - g. Letter from Human Services on official letterhead
  - h. "Forwarded" mail if envelope with current address and postmark provided.

### **Policy: Special situations – Residency**

Use the following procedures for each special situation.

### **Procedure**

- I. Bills are not in the endorser's name.
  - a. Accept as proof of residency as long as the individual who the bills are addressed to is part of the economic unit.
- II. Two or more families are living together.
  - a. **Establish if they are separate economic units.**
    - i. If yes and all bills go to the other family, have that person write a letter stating they live together and the amount of utilities they pay.
- III. Family has no street address – P.O. boxes only
  - a. Have the applicant write down specific directions to their home.
  - b. If they have P.O. boxes and street addresses, a utility bill with a street address is required.
- IV. Resident of an Institution

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- a. The Utah WIC Program does not serve applicants living in an institution where meal service is provided. This does not include private residences and homeless institutions. (See section C.6 Homeless)
- V. Transfers (in state or out of state)
  - a. Any acceptable proof of residency as in initial certification
    - i. A VOC does not prove residency
    - ii. WIC ID packet does not prove residency for transfers
- VI. No proof of Residency (see policy for no proof of identity and/ or residency below)

### **Policy: Proof of identity**

All new applicants and new transfers must provide proof of identity.

### **Procedure**

- I. Proof of identity is required at each certification visit prior to receiving WIC benefits.
  - a. All parents, legal guardians, foster parents, caretakers and proxies must show proof of identity at certification and before vouchers are issued.
    - i. When legal guardianship is in question, guardians may be asked to provide proof of legal custody.
  - b. The voucher packet/ID card may be used as proof of identity at subsequent certifications and issuance of WIC vouchers.
  - c. The ID packet must be shown at each clinic visit before vouchers may be issued.
- II. Type of proof provided must be documented in the computer system.
  - a. Documentation need not be copied but returned to the applicant.

### **Policy: Acceptable proof of identity**

All applicants must provide acceptable proof of identification as outlined below.

### **Procedure**

- I. Initial certification

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- a. Proof of identity must be current and not expired, and cannot be a photocopy unless the copy is certified or notarized. Acceptable forms are listed below:
  - i. Driver's license - domestic or international (Excludes driving privilege card)
  - ii. Medicaid/PCN card
  - iii. Military ID
  - iv. Birth certificate - domestic or international
  - v. Passport - domestic or international
  - vi. Work or school ID
  - vii. Utah Identification Card
  - viii. Pay check stub
  - ix. Permanent Resident Card (Green Card)
  - x. Mexican Matricula Consular
  - xi. Other photo ID issued by a third party agency (must be approved by the State agency)
  - xii. Voter registration card - domestic only
  - xiii. Letter from Human Services – (WIC Program Letter TR09, for foster children)
  - xiv. Infants only: hospital card, hospital bracelet, official hospital document/discharge papers, or letter from midwife (for home births)
  
- II. Subsequent Certifications
  - a. Voucher packet/ID card
    - i. for lost ID packet, see special situations
  
- III. Voucher issuance
  - a. Voucher packet/ID card
    - i. for lost ID packet, see special situations
  
- IV. Transfer (in state or out of state)
  - a. Any acceptable proof of identification as in initial certification
    - i. VOC does not prove identity
    - ii. WIC ID packet does not prove identity for transfers

### **Policy: Special situations – Identity**

Use the following procedures for each special situation.

### **Procedure**

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- I. Lost or stolen ID packet
  - a. The endorser only must show acceptable proof of identity in order to receive a replacement packet, and clinic must follow the procedures in Section E for replacement.
- II. ID packet not brought to WIC appointment (not lost or stolen)
  - a. Endorser must show proof of identity, vouchers may then be issued.
- III. "Unborn" on Medicaid card
  - a. Accept as proof of identity.
- IV. Name on ID different than name reported to clinic.
  - a. If recently married, ask for marriage certificate.
  - b. If using husband's last name, but not changing legally, document reason on Rights and Responsibilities form.

### **Policy: No proof of identity and/or residency**

All applicants are required to provide proof of identity and residency. In rare circumstances, applicants may be unable to provide proof of identity and/or residency. Clinics must document for these circumstances.

### **Procedure**

- I. If the applicant has proof of identity and/or residency, but it is forgotten or otherwise not provided at the certification visit, the clinic can complete the certification based upon the applicant's self-declaration of identity and/or residency; however, vouchers may not be issued until proof is provided (enter emergency-no documentation, then make a priority comment to block voucher issuance). The participant may then retrieve the required proof and present it at the clinic to receive food instruments.
- II. An applicant with no proof of identity and/or residency should get a letter from a governmental or business entity (third party) verifying residency or identity.
- III. Examples of individuals who may not have proof of identity and/or residency are:
  - a. A victim of theft, loss, or disaster
  - b. A homeless individual

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- c. A migrant
  - d. An illegal alien
  - e. A person holding a VOC card
- IV. If proof of identity and/or residency is unavailable the applicant must sign a statement on the *Proof Not Available* form stating why they are unable to provide this proof.
- a. Staff must document the applicant's responses to the following questions printed on the *Proof Not Available* form:
    - i. What are the difficulties you are having in obtaining proof of identity/residency?
    - ii. Do you feel you can provide proof at a different time? If so, when?
    - iii. Do you feel you can obtain any of the types of proof we talked about?
    - iv. Are you a temporary or seasonal worker?
  - b. Staff must verify identity and/or residency within one month after certification when the *Proof Not Available* form is used. The participant may be issued **one** month of vouchers but must provide these proofs before additional vouchers are issued.
  - c. If the applicant is **unable** to provide proof of residency or identity **and** the requirement would present an **unreasonable barrier** to the participant **and** the applicant fits into one of the categories listed above in section III, the requirement may be waived at the discretion of the State WIC Program Manager. In this situation the Clinic Director should contact The State WIC Program Manager by telephone or submit a request in writing. If approval is granted, the Clinic Director must sign the *Proof Not Available* form. **Three** months of vouchers may be issued. This situation must be reevaluated at the next voucher issuance and the proof not available form should be completed again.

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### C.5. Income Eligibility

#### Policy: Income eligibility

At each certification visit, total household income for each applicant must be calculated and recorded in the computer by a WIC staff member. Income is based on gross household income during the past 30 days (see this sub-section for exceptions.) The clinic must determine that the applicant's income is at or below 185% of the Federal Poverty Guidelines published annually in the Federal Register. Anyone whose income exceeds the limit for their household size is not eligible for WIC (unless automatically income eligible, as described in this sub-section)

For applicants stating they have no household income, see Special Income Situations.

#### In this sub-section

The following topics are included in this sub-section.

Topic	See Page
Household, definition	15
WIC Income Guidelines	17
Definition of Income	17
Definition of Exclusions	20
Automatic Income Eligibility	22
Income Verification <ul style="list-style-type: none"><li>• Verification</li><li>• No proof of income</li><li>• Zero income</li></ul>	23
Income Calculation	25
Special Situations <ul style="list-style-type: none"><li>• Temporary low income</li><li>• Unemployed persons</li><li>• Lump sum payments</li><li>• Joint custody</li><li>• Families during times of military deployment</li></ul>	25
Income Reassessment and Ineligibility during a Certification Period	29

#### Policy: Definition of household

A household is a group of related or unrelated individuals who live together as one economic unit (who share income and expenses.) Also may be referred to as **family**, or **economic unit**. Note: more than one economic unit may reside together in the same house. Separate economic units in the same house are characterized by prorating of expenses and economic independent from one another.

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### Procedure

- I. The household size equals the number of individuals supported by the qualifying income.
  - a. A **pregnant woman** is counted as one plus the number of fetuses she is carrying unless the woman has a religious or cultural objection that precludes this.
    - i. For example, a woman who is pregnant with twins is counted as three family members.
  - b. A **breastfed infant who is being breastfed by a woman other than the birth mother** cannot be included in the household of both the birth and non-birth mother.
    - i. The household size may be determined by either the birth mother or the non-birth mother.
  - c. A **child residing in a school or an institution**, who is being supported by the parent or guardian, is counted in the household size of the parent or guardian, since the family continues to provide the economic support.
  - d. A **foster child** who remains the legal responsibility of welfare or other agency is considered a family of one.
    - i. Payments made by the welfare agency for the care of that foster child are considered to be the income of that child.
    - ii. Foster children should be input into the computer system as an independent economic unit.
  - e. An **adopted child or a child for whom a family has accepted the legal responsibility** is counted in the household size within whom he/she resides.
    - i. The size and total income of the family are used to determine the child's income eligibility for WIC.
    - ii. Income received on behalf of that child would be considered family income.
  - f. In cases where **joint custody** has been awarded, the child is part of the household where he/she resides most often, or that of the custodial parent.
    - i. Income should be based and benefits supplied to the household where the participant resides most frequently.
    - ii. If the child resides with both parents equally, the child is counted in the family size where the child lives when the determination is made.
    - iii. The child is not counted in the family size of the other parent/guardian.

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- g. Military personnel serving overseas or assigned to a military base, even though not living with their families, should be considered members of the economic unit.

### Policy: WIC income guidelines

The following table defines the income limits for the Utah WIC Program, effective July 1, 2008 through June 30, 2009. Total household income must be at or below the amounts listed in order to meet income eligibility requirements.

Household Size	Annual	Monthly	Twice Monthly	Bi-Weekly	Weekly
1	\$19,240	\$1,604	\$802	\$740	\$370
2	\$25,900	\$2,159	\$1,080	\$997	\$499
3	\$32,560	\$2,714	\$1,357	\$1,253	\$627
4	\$39,220	\$3,269	\$1,635	\$1,509	\$755
5	\$45,880	\$3,824	\$1,912	\$1,765	\$883
6	\$52,540	\$4,379	\$2,190	\$2,021	\$1,011
7	\$59,200	\$4,934	\$2,467	\$2,277	\$1,139
8	\$65,860	\$5,489	\$2,745	\$2,534	\$1,267
Each Additional Family Member Add	\$6,660	\$555	\$278	\$257	\$129

### Policy: Definition of income

Income is the total gross income before deductions for income taxes, employees' social security taxes, insurance premiums, bonds, etc., received by any and all members of a household.

### Procedure

- I. The following income must be **included** when calculating income:
- a. **Monetary compensation for services**, which includes wages or salary (including child care/babysitting, Avon sales, etc.), seasonal or part-time work, commissions, fees, consultant fees, tips, training stipends (except where elsewhere excluded) and GI Bill funds.
- i. Applicants may show proof of income by providing one of the following: current pay stub(s) from all sources noting the pay time frame (weekly, bi-weekly, monthly, etc), a signed statement from their employer indicating gross cash earnings for a specified period or if current pay

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stubs are not reasonably available, an income tax return filed for the most recently completed tax year may be used. If a tax form must be used, **total income** as shown on tax form must be counted. (Form 1040 line 22)

- b. **Military pay** includes basic pay, food (BAS) and clothing cash allowances, military bonuses, including overseas and hazardous duty pay, CONUS COLA. (see definition of exclusions in this section)
  - i. Applicants may show proof by providing a recent Leave and Earnings Statement.
  - ii. If bonus pay is intermittent, follow the Procedures for Special Income Situations (Families during Times of Military Deployment), outlined in this section.
- c. **Public assistance or welfare payments** include Family Employment Program (TANF), Supplemental Security Income (SSI) or General Assistance.
  - i. Applicants may show proof by providing check stub(s) or award letter stating current amount of earnings.
- d. **Alimony and child support** includes payments received.
  - i. Applicants may show proof by providing a divorce decree, an award letter, a copy of a check received or a letter from the source.
  - ii. Child support and alimony payments paid **by** an applicant **cannot** be excluded from their income.
- e. **Unemployment compensation** includes workers compensation, strike benefits from union funds or severance pay.
  - i. Applicants may show proof by providing an unemployment letter or notice.
- f. **Other cash income** includes, and is not limited to cash amount received or withdrawn from any source including savings, investments, trust accounts and other resources which are readily available to the family.
  - i. Applicants may show proof by providing bank or account statements indicating regular draws on the account(s).
- g. **Regular contributions** include contributions from persons not living in the household or allowances from other family members.
  - i. Applicants may show proof by providing a letter from the person contributing resources to the household.
- h. **Rental income** net rental income as shown on Federal tax form. Net rental income is calculated on Schedule E of the Federal tax form and

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generally includes any payments received from rental properties minus expenses.

- i. Applicants may show proof by providing an income tax return for the most recent calendar year.
- i. **Any assets drawn down** include withdrawals from a bank, sale of a property, sale of a house or sale of a car which is not reinvested into the purchase of another property, house, or car.
- i. Applicants may show proof by providing bank or account statements indicating regular draws on the account(s) or a bill of sale.
- j. **Garnished wages and bankruptcy income** may show proof by providing current pay stub(s).
- k. **Worker's compensation** includes any insurance payments or compensation for an injury.
- l. **Pensions and annuities** include any pensions or retirement benefits paid to the retired or their survivors either directly or through an insurance agency.
- m. **Self employment (farm or non farm)** includes **net profit** as shown on Federal tax form. Net profit for non-farm self employment is calculated on Schedule C of the Federal tax form; net profit from farming is calculated on Schedule F. The resulting profit or loss figures are then entered on form 1040 line12 (business income) or line18 (farm income).  
For newly self employed applicants who have not yet completed a Federal tax return and Schedule C or F, The definition of net profit is the same as that used for tax purposes and generally includes gross receipts minus expenses. Gross receipts are the value of all goods sold and services rendered. Expenses include costs of goods purchased, rent, heat, light, power, depreciation charges, wages and salaries paid, and business taxes. Not included as net profit: the value of sellable merchandise consumed by the proprietors of retail stores. For self employed farmers net profit is defined as gross receipts, minus operating expenses, from the operation of a farm. Gross receipts are the value of all products sold, government crop loans, money received from rental of farm equipment, receipts from the sale of wood, etc. Operating expenses include cost of feed, fertilizer, seed, various farmhands, depreciation charges, cash rent, interest on farm mortgages, farm building repairs, farm taxes, etc. Not included as profit: the value of fuel, food or other farm products used for family living.  
Net profit does not mean taxable income after deductions for personal exemptions and itemized or standard deductions.

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- i. Applicants may show proof by providing an income tax return for the most recent calendar year or accounting records for the self-employed.
- n. **Dividends or interest** includes dividends or interest earned on savings or bonds, income from estates or income from trusts.
  - i. Applicants may show proof by providing an income tax return for the most recent calendar year or bank or account statements.
- o. **Social Security** includes any payments received.
  - i. Applicants may show proof by providing check stub(s) or an award letter from Social Security stating the current amount of earning/bank statements.
- p. **Government Civilian Employee** includes military retirements, pensions, Veteran's payments, private pensions or annuities.
  - i. Applicants may show proof by providing an annual statement that shows the monthly amount of retirement income.
- q. **Net royalties** includes payments received as shown on Federal tax form.
  - i. Applicants may show proof by providing an income tax return for the most recent calendar year.

### Policy: Definition of exclusions

Income exclusions cannot be counted when calculating income.

### Procedure

- I. The following **cannot** be counted in income calculations:
  - a. **Assistance received from Federal programs:** Medicaid, Medicare prescription drug card subsidies and related transitional assistance, Food Stamps, School Lunch, Family Day Care Food Program, Child Care and Developmental Block Grant payments, public housing, home energy assistance, youth employment programs, relocation assistance and National Flood Insurance Program Payments.
  - b. **Military Family Housing Allotment:** off-base cash housing allowance, value of in-kind benefits for on-base housing (BAH), OCONUS COLA (cost-of-living given to military personnel stationed outside the continental states of the United States)
  - c. **Military Family Subsistence Supplemental Allowance (FSSA):** payments made by the Department of Defense to certain low income members of the Armed Forces.

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- d. **Education:** tuition loans, educational grants, and scholarships, funded through Title IV of the Education Act of 1965 (Pell grant, Supplemental Educational Opportunity Grant, State Student Incentive Grants, College Work Study, etc.) Payments received under the Carl D. Perkins Vocational Education Act.
- e. **Volunteers:** those under Title I (vista, etc), Title II (Retired Senior Volunteer Program, foster grandparents, etc.), and the Small Business Act.
  - i. If payment becomes a regular weekly income, it is to be considered income.
- f. **Tax refunds and rebates:** Federal, State or local government refunds or rebates, Earned Income Tax Credit (EITC)
- g. **Loans** which must be repaid cannot be counted in income calculations
- h. **Child's income:** occasional earnings, such as income from babysitting or mowing lawns
- i. **Lump sums:** insurance payments for fire and flood damage to a house if used for replacement
- j. **Non-cash benefits:** Employer-paid portion of health insurance and other employee fringe benefits; food and rent received in lieu of wages; food or other items received from religious or charitable organizations.
- k. **Other sources:** Financial assistance from a religious or charitable organization; gifts (excluding regular contributions); Agent Orange Compensation Exclusion Act; Wartime Relocation of Civilians under the Civil Liberties Act of 1988; Relocation Assistance for members of Navajo and Hopi Tribes; Land held in trust for Indian tribes, including Ute, Goshute, Skull Valley Goshute, Southern Piute, Northwestern Band of Shoshone; Job Training Partnership Act; Old Age Assistance Claims Settlement Act, except for per capita shares in excess of \$2000; Judgment Award Authorization Act; payments under the Disaster Relief Act of 1974.
- l. **In-kind housing and other in-kind benefits:** the value of such benefits is not considered income.
- m. Child support and alimony payments paid **by** an applicant **cannot** be excluded from their income.

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### Policy: Automatic income eligibility definition

The policy and procedure for automatic income eligibility are described below.

- I. Applicants are eligible for WIC, regardless of household gross income, if they provide current proof of one of the following:
  - a. Currently receive Food Stamps, Family Employment Program (TANF) or Medicaid (Traditional Medicaid, Non-Traditional Medicaid or Primary Care Network [PCN]).
  - b. Presumptively eligible for Medicaid or Family Employment Program
  - c. If a pregnant woman or infant currently receives Medicaid, **all members of the family are income eligible for WIC**
  - d. If any member of the family currently receives the Family Employment Program, all family members are eligible for WIC
- II. Medicaid received by a foster child cannot be used for automatic income eligibility for the family with which the foster child resides.
- III. CHIP does not qualify applicants as being automatically income eligible.

### Procedure

- I. When an applicant is automatically income eligible, they must provide verification of current enrollment in one of the above programs and they may voluntarily self-declare household income. If proof of current enrollment is not available, they must provide proof of income.
  - a. Verification of program enrollment may include the current month's Medicaid/PCN card or a letter from a Human Service agency verifying current eligibility.
    - i. If the applicant qualifies based on Medicaid/PCN enrollment, the Medicaid/PCN number must be entered into the computer.
    - ii. If the applicant qualifies because a family member receives Medicaid or Family Employment, document this in the computer.
  - b. Food Stamp Horizon cards and Baby your Baby cards **may not be used** as proof.
- II. If the applicant does not wish to self-declare income or cannot provide this information, the clinic may document this in the computer.

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### **Policy: Verification of income**

All participants must provide verification of income

### **Procedure**

- I. When a certification appointment is scheduled, clinic staff must tell the applicant or participant that proof of income is required and what documentation is required as proof of income.
- II. Paycheck stubs representing the last 30 days of pay or proof of automatic income eligibility are the preferred forms of income verification.
  - a. In addition to verifying paycheck stubs, the clinic staff must ask applicants if there are any other sources of income in the family.
  - b. If paycheck stubs are not reasonably available, other proofs of income are acceptable as listed above in the definition of income inclusions.
    - i. Acceptable proofs include income tax returns filed for the most recently completed tax year. These are most commonly used for the self-employed and persons with various sources of non-wage income.
    - ii. Clinic staff must determine what proofs of income most accurately reflect the applicant's current income.
  - c. Applicants are expected to provide documents to confirm income and/or participation in an assistance program. However, when the applicant has difficulty obtaining proof of income, a local clinic can confirm that the applicant receives such benefits and/or income by **telephone contact** to the appropriate source, with prior approval from the applicant.
- III. When income is verified, **document the type of proof provided** in the computer. Documentation need not be copied but should be returned to the applicant.
- IV. Upon verifying income, the staff member must sign the designated line on the applicant's Rights and Responsibilities form.
- V. If an applicant does not bring proof of income to the certification appointment:
  - a. If the applicant **has** proof of income, but it is forgotten or otherwise not provided at the certification visit, the clinic can complete the certification based upon the applicant's self-declaration of income; however, vouchers

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may **not** be issued until proof of income is provided (enter emergency-no documentation, then make a priority comment to block voucher issuance). The participant may then retrieve the required proof and present it at the clinic to receive food instruments.

- b. If the applicant has income but **does not have proof**, and the applicant should reasonably be able to obtain proof of income, the *Proof Not Available* form is used. The clinic should complete the certification based upon the applicant's self-declaration of income. The participant may be issued **one** month of vouchers but must provide these proofs before additional vouchers are issued. Staff must verify income within one month after certification.
- c. If an applicant is **unable to provide proof** of income and the requirement would present an **unreasonable barrier** to the participant, proof of income may be waived by the clinic director. This exception would apply to: a victim of theft, loss, or disaster; a person who works for cash such as a homeless individual, migrant; or an illegal alien. In this incidence, the applicant may self-declare their income and the *Proof Not Available* form must be completed. **Three** months of vouchers may be issued.
- d. When the *Proof Not Available* form is required, staff must document the applicant's responses to the following questions printed on the *Proof Not Available* form.
  - i. What are the difficulties you are having in obtaining proof of income?
  - ii. Do you feel you can provide proof at a different time? If so, when?
  - iii. Do you feel you can obtain any of the types of proof we talked about?
  - iv. Are you a temporary or seasonal worker?
- e. In rare situations, an applicant may report **zero income** (not receiving income from any sources or programs that are included as income in this section); these applicants shall be allowed to use self-declaration and may receive **three** months of vouchers. Staff must document the applicant's responses to the questions printed on the *Zero Income Statement* form. These questions should help the staff and the applicant to determine:
  - i. Whether the applicant meets the definition of a household/separate economic unit (see special income situations).
  - ii. Whether the applicant has no household income and qualifies as a zero income applicant.
  - iii. Whether the applicant's income will need to be reassessed at the next appointment (see income reassessment).

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### Policy: Income calculation

Income must be calculated according to the applicant's pay frequency.

### Procedure

- I. The computer will calculate annual income, based on the frequency of pay and quantity entered by clinic staff.
- II. The computer will determine income eligibility based on household size and annual income. If the income exceeds the Federal guidelines, the certification may not be completed.
- III. The following table describes how to calculate income manually from the previous month's checks.

<b>If the pay frequency is</b>	<b>AND the amount is</b>	<b>Hand calculate</b>
Monthly	Always the same	Multiply one check times 12
Monthly	Different	Add 3 checks together and multiply by 4 or See <i>Special Income Situations</i> below.
Every two weeks (26 times per year)	Always the same	Multiply check by 26
Every two weeks (26 times per year)	Different	Add 2 checks together and multiply by 13
Twice each month (24 times per year)	Always the same	Multiply check by 24
Twice each month (24 times per year)	Different	Add 2 checks together and multiply by 12
Weekly	Always the same	Multiply one check by 52
Weekly	Different	Add 4 checks together and multiply by 13
A combination of the above (e.g.) monthly Family Employment Program grant and a job that pays every two weeks)		Calculate separately as described above and add together

### Policy: Special income situations

Apply the following procedures to special income situations.

### Procedure – Fluctuating income

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- I. A family's normal level of income is low due to infrequency or irregularity of employment. This applies to families with individuals who are employed but not currently receiving income. This includes, but is not limited to construction workers, seasonal agricultural workers, self-employed persons, teachers, and persons on extended leave due to childbirth or illness. Income is determined using annual, rather than monthly, income.
- II. If the applicant receives a one-time, annual or quarterly bonus, enter the amount as part of annual income. If the applicant frequently receives bonuses, such as monthly or every pay period, enter the amount with their current rate of income.
- III. A lump sum payment is a large sum of money received by the participant at one time. Lump sum payments are counted as annual, not monthly income. Cash received through the sale of a property, house or car which is not reinvested into another purchase is also a lump sum payment and treated as annual income. The exception to lump sum payments is if the payment is an insurance payment. This type of payment is a "reimbursement," not income and should not be included.
- IV. Use an applicant's current rate of income if the applicant is unemployed.

### **Procedure – Non-traditional households**

- I. When an applicant is living within a household of other adults, they may be considered a separate household and income from the other adults may not be required for determining eligibility. The following guidelines should be used to determine if the applicant is self-sufficient and a separate household.
  - a. The applicant can provide current eligibility of Food Stamps, Medicaid/PCN or the Family Employment Program.
  - b. The applicant can verify their status as an emancipated minor (as determined by the Court).
  - c. The applicant is paying for the majority of their living expenses such as food, clothing, daycare, diapers, and transportation.
- II. When there is **joint parental custody, the child(ren) spend equal time in each home** and both parents are income eligible, the following options are suggested:

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- d. Ask the parents to come to an agreement between themselves, as to which will be the endorser. They would then be responsible to see that half of the food goes with the child(ren) to the other parent's home.
  - e. If the parents have court papers with instructions relating to issues such as this, they should be requested to bring them to the WIC clinic.
  - f. Whichever parent comes into the WIC clinic first would be the endorser. The first parent would be instructed to see that half of the food goes with the child(ren) to the other parent.
  - g. Make 1 parent a proxy and share vouchers.
- III. When there is **joint parental custody, and the child(ren) spend more time with one parent than the other:**
- h. The parent who has the child the most should be the endorser.
- IV. The following outlines a summary taken from the USDA Policy Memorandum MPSF: WC-3-18-P that was sent to all WIC state agencies regarding **families during times of military deployment**. This policy is intended to clarify issues or establish policy pertaining to such determination for military families.
- i. Military personnel serving overseas or assigned to a military base, even though they are not living with their families, should be considered members of the economic unit. The income received by the military individual(s) and all other income received by the members of the economic unit should be counted as income to the household.
  - j. In accordance with law and regulations, WIC income eligibility determinations must be based on gross income. Therefore, local agencies will need to develop flexible procedures to ensure that gross income is computed as best it can be determined, based on available data, for such military families. All gross income must be counted **except**: (1) the value of in-kind housing and other in-kind benefits, and (2) payments or benefits provided under certain federal programs or acts which are excluded from consideration as income by law.
  - k. Military personnel have two options in terms of their paychecks if they are temporarily overseas or elsewhere in the United States. First, military personnel have the option to direct-deposit paychecks in a joint account, accessible to their families. The majority of the servicemen and servicewomen choose this option. In some cases, the pay stub or voucher is sent to the military personnel and another copy is made available to family members, if they have power of attorney. Second, military

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personnel have the option to designate a spouse allotment and/or a child allotment, whereby the government sends the family member(s) a check in an amount authorized. The allotment(s) designated for family members may reflect only a portion of the military person's total pay.

- I. Some military families, particularly those that include military service personnel serving overseas, may have difficulty producing a pay stub or other documentation of the gross military income. As permitted in WIC regulations and policies, if the State agency determines that requiring an applicant to provide income documentation would present an unreasonable barrier to participation, it may allow the applicant to self-declare income, accompanied by the applicant's signature on a statement specifying why he/she cannot provide documentation of income. Local agencies are to use reasonable discretion on this determination and when in question contact the State agency for guidance.
- m. Some military families may begin reporting a higher gross income amount at the time of application or reapplication for WIC benefits than existed prior to a military deployment. This may occur as a result of military personnel receiving additional military compensation for hazardous or combat duty. This additional income however is only provided on a temporary basis. Therefore, local agencies should consider the income of such a family during the past 12 months as a more accurate indicator of the family's income status, as opposed to calculating income on a "current" rate basis.
- n. In addition, many local agencies may encounter applications from families in which one or more family members are military reservists who have been placed on active duty. If this situation is encountered local agencies are encouraged to determine such family's income eligibility based on the family's "current" rate of income (while the reservists is on active duty), as opposed to income received over the past 12 months.
- o. Local agencies may be confronted with dramatic household composition changes for military family members in which military service personnel are deployed overseas or assigned to a military base and their children are in the temporary care of friends or relatives. In this and similar cases, three options exist in determining family composition and income:
  - i. One option is to count the absent parents and their children as the economic unit as would have been the case prior to the parents' deployment.
  - ii. A second option, depending on the circumstances, is to count the children as a separate economic unit, as set forth in FNS Instruction 803-3, Rev. 1; the unit must have its own source of income, e.g., child

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- allotment(s). The local agency must then decide whether the income is adequate to sustain the economic unit.
- iii. A third option, when option one or two are not applicable, is to consider the children to be part of the economic unit of the person(s) they are residing with; therefore family composition and income would be determined on this basis.
  - iv. These same options would apply if the children and one parent temporarily moved in with friends or relatives. State agencies should allow all three options and encourage local agency discretion in electing which option to utilize depending on individual family circumstances.

### **Policy: Income reassessment and income ineligibility during certification period**

Participants may be found ineligible, based on income, at any time during the certification period. Income reassessment is mandatory during a certification period if the local agency receives information from any source, including from the participant, that a participant's household income has increased or that the participant is no longer automatically income eligible because they or a family member no longer participate in the program for which they became automatically income eligible. Local agencies are **not** required to seek out or request this information. If there is not sufficient time remaining in the certification period to reassess income and effect the change (less than 90 days) than income reassessment is not required.

### **Procedure**

- I. If information is received by the local agency that a participant may no longer be eligible based on income, staff must:
  - a. Contact the participant to request that proof of household income be brought to the clinic at the participant's next appointment.
  - b. Income must be calculated according to policy to determine eligibility.
  - c. If the participant voluntarily informs the clinic that household income has increased to the point that the current income is now above the income eligibility guidelines, the clinic may find the participant ineligible based on the self declaration and no proof of income is required.
  - d. Clinics may not find participants ineligible based solely on the fact that they are no longer automatically income eligible because they or a family member no longer participate in the program for which they became automatically income eligible; in this situation income must be assessed to make the determination of eligibility.

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- II. When a participant is found ineligible, staff must:
  - a. Update the income fields in the computer system.
  - b. Issue a Letter of Ineligibility, giving the participant 15 days' notice of termination.
  - c. Issue 15 days of vouchers.
  - d. Terminate the participant.

## C.6. Homeless

### Policy: Definition of homeless

- I. An applicant is considered homeless if the applicant lacks a fixed and regular nighttime residence; or if their primary nighttime residence is:
  - a. A supervised public or private shelter designed to provide temporary living accommodations. This includes group shelters, rescue missions, shelters for victims of domestic violence, motels, etc.
  - b. A public or private place not ordinarily used as a regular sleeping accommodation for human beings. Examples include tents, cars, parks, hallways, sidewalks, abandoned buildings, doorsteps, etc.
  - c. A temporary residence for persons intended to be institutionalized.
  - d. A temporary accommodation in the residence of another individual. A person may no longer be considered homeless while living in a temporary accommodation of another individual if it has been more than 365 days.

### Procedure: Determining eligibility of homeless applicants

- I. All of the usual documentation required to certify an individual must be obtained for homeless individuals.
  - a. An applicant who is determined homeless must:
    - i. Meet the WIC income requirements.
      1. If they have no source of income or support, this must be documented on the *Zero Income Statement* form.
      2. Self declaration of income may be accepted from homeless individuals, use the *Proof Not Available* Form when necessary.
    - ii. Reside in the State of Utah.
      1. Homeless individuals may be served by designated clinics, regardless of where they reside.
      2. They are not required to have a permanent address.
      3. A mailing address of a friend, relative, shelter or the WIC clinic may be used.
- II. A VOC card should be issued at the certification visit to ensure continuation of benefits.

### Procedure: Time frames

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- I. All homeless individuals must be certified within 10 days of their first contact with the local clinic.
  - a. If the applicant chooses to wait longer than 10 days, document this information in the computer.

### **Procedure: Food packages**

- I. Special food packages have been designed for homeless individuals.
  - a. They include
    - i. Peanut butter or beans instead of eggs;
    - ii. 6 ounce ready to use juices;
    - iii. UHT or powdered milk; and
    - iv. Canned beans.
  - b. See section H (supplementary foods) for specific information.

### **Procedure: Homeless facilities**

- I. Supplemental foods may be provided to homeless individuals who reside in temporary shelters as long as the participant is eligible and the following conditions are met:
  - a. Participant has free access to their food.
  - b. The temporary shelter cannot receive financial or in kind benefits from a person's participation in WIC.
    - i. For example, the homeless facility does not transfer WIC food to their general inventories or reduce the amounts of food given to the WIC participant.
  - c. WIC foods must not be used in communal feedings.
  - d. Proxies from the temporary shelter may not routinely pick up WIC vouchers for all program participants in bulk.
  - e. Both the participant and the temporary shelter should be made aware of these conditions.

### **Procedure: Monitoring compliance of homeless shelters**

- I. Local agencies will monitor compliance in their area's shelters which house active WIC participants to ensure that the above criteria are followed.

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- a. A representative of the local agency must visit each shelter serving WIC participants on an annual basis and speak with a representative of the facility and complete the Utah WIC Homeless Shelter Monitoring Form, documenting compliance. This is also a good opportunity for outreach (See Section L).
  - b. Shelters which house WIC participants that have not been previously approved by the local agency must be visited within 30 days of the participant's certification date and the monitoring form must be completed.
  - c. A copy of the Utah WIC Homeless Shelter Monitoring Form must be kept on file at the clinic, and a second copy should be sent to the shelter after the on-site visit.
  - d. The clinic's file for homeless shelters will be checked by the State agency during monitoring visits to the local agency.
- II. Local agencies will ask the approved shelters to contact the local agency if conditions change and they no longer qualify as an approved shelter.
  - III. If a shelter no longer meets conditions to be approved by WIC, or if after the initial review by the local agency, the shelter is not approved, the local agency must contact the State agency for instructions regarding certified participants who reside in the shelter.

## C.7. Migrants

### Policy

The majority of migrants served in Utah are Hispanic. Clinics should make every effort to ensure bilingual staff is available to serve participants in their native language. Appropriate education should be tailored to their specific culture and lifestyle. Evening hours must be available to serve this working population. Every effort should be made to certify these applicants immediately.

### Policy: Definition of migrants

- I. An individual who:
  - a. Has principal employment in agriculture on a seasonal basis;
  - b. Has been so employed within the last 24 months; and
  - c. Establishes a temporary residence for the purpose for such employment.

### Procedure: Time frames

- I. Every effort should be made to certify these applicants immediately.
- II. All members of migrant farm worker households must be certified within 10 days of their first contact with the local clinic.
  - a. If the applicant chooses to wait longer than 10 days, this information must be documented in the comment section of the computer.

### Procedure: Special certification procedures

- I. Income must be checked for the migrant population at each certification visit.
  - a. Use annual income due to a fluctuation in salary.
  - b. If the applicant works for cash, use the *Proof Not Available* Form if necessary.
- II. Issue a VOC card at the certification visit to ensure continuation of benefits.

## C.8. Voucher Issuance

### Policy: Food package assignment

A CPA must assign all food packages and document in the computer system. A CPA must also assign food packages that are changed in the middle of a certification.

### Policy: Prorating food packages

Food packages can be “prorated” or reduced when less than a full package is needed.

### Procedure

- I. The computer, according to the date range between the issuance and base dates, makes prorations automatically. This adjustment is based on 3 ten day periods for the month. The number of days remaining before the base date will determine if the food package will be a 10 day, 20 day or a full package (no proration).
- II. The following are valid reasons to issue a prorated food package:
  - a. When a participant picks up vouchers late.
  - b. When a participant’s next base date is changed.
  - c. When a participant’s termination date is less than 20 days from the issuance date.

### Policy: Proration overrides

A CPA must authorize proration overrides; justification **must** be documented in the comment section.

### Procedure

- I. Below is a list of valid reasons to override a proration:
  - a. Participant has special nutritional needs (i.e. participant needs to exchange formula midmonth).
  - b. Participant is late to pick up vouchers due to clinic schedule, illness or extreme weather conditions.

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- II. When using the proration override, the participant must be able to use all of their foods before their next appointment.

### **Policy: 15 day notification**

Active participants are entitled to 15 days prior notification of termination. If this does not occur, the participant is entitled to stay on the program and receive vouchers for a minimum of 15 days.

### **Procedure**

- I. Participant must be active in the computer system.
- II. Enter a date 15 days from today's date.
- III. Print vouchers (a minimum of 15 days is required.)
- IV. Terminate the participant using the appropriate term code.
- V. Issue a Letter of Ineligibility.

### **Policy: Issuing vouchers prior to recertification**

All remaining vouchers must be printed for infants, children, and breastfeeding women prior to their recertifying.

### **Procedure**

If the base date is before the termination date, and the infant or child is due to be recertified, print all remaining vouchers before starting the certification process. Vouchers will not need to be preprinted if the base date is the same as or after the termination date.

### **Policy: Instructions to participants**

Endorsers and proxies must receive instructions on the proper use of food instruments and cash-value vouchers.

### **Procedure**

- I. At a minimum, verbal instructions must be given to all endorsers and proxies at each certification appointment on the following topics:

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- a. First and Last days to use
  - b. Authorized WIC Foods List (food card)
  - c. ID packet and signature requirements
  - d. Right to complain about WIC vendors
- II. These instructions are in addition to any instructions or education given via orientation video, computer based training, or printed instructions.
- III. Refer to section E.5 for further details on instructions required.

## C.9. Proxies

### Policy

A proxy is a person chosen by the participant or endorser to pick up and redeem vouchers in place of the participant/endorser. Participants should be encouraged to use a proxy in lieu of mailing vouchers. Only two proxies are allowed for a single endorser.

### Procedure

- I. The proxy signature must be updated on the Rights and Responsibilities at each certification period. The endorser must also sign the Statement of Proxy Designation at each certification period. Clinic staff must emphasize that the proxy and endorser signatures must be on the WIC ID packet which is taken to the store. Proxy status is not valid beyond the expiration date of the certification period.
- II. The proxy must show proof of identity at each clinic visit prior to vouchers being issued. See Section C.4 Residency and Identity for approved forms of identity.
- III. The endorser is responsible for ensuring the proxy follows the responsibilities as listed:
  - a. The proxy must review, sign and date the Rights and Responsibilities form; sign the voucher packet/ID card; sign the vouchers at the store, and attend nutrition education classes and individual counseling sessions.
  - b. The proxy must deliver any written or verbal notifications received at the clinic to the endorser.
- IV. If the proxy does not follow all WIC responsibilities, the clinic staff should educate the proxy and/or the participant must select a new proxy.
- V. Proxies are not allowed to certify infants or children in place of the parent, legal guardian or caretaker.

## C.10. Transfers

### Policy

A Verification of Certification (VOC) is a document that is issued to WIC participants as proof of income and nutrition risk factor eligibility for the program. A VOC must be issued to participants transferring out of state. A VOC may be issued to participants transferring within the state. In state transfers are normally handled within the computer system and do not require a VOC.

### Procedure

#### I. Issuing VOCs

- a. A hard copy VOC must be issued to any participant who notifies the clinic they are moving out of state. All participants affiliated with the military who are transferred overseas must also receive a VOC.
- b. A hard copy VOC can be issued from the computer system. The document contains the participant's name, ID number, date of birth, category, due date (if applicable), height, weight, hematocrit/hemoglobin, priority, certification and termination dates, income determination date, nutrition risk factors and base date. There is also space for the clinic to sign the form and stamp the form using the local agency stamp.
- c. At the certification visit, issue a VOC to participants who are members of farm worker families, homeless families, or families who will be leaving the clinic area. If possible, the participant should be provided with the new clinic address and phone number.
- d. Military participant transferring overseas should be instructed that there is no guarantee the WIC Overseas Program will be in operation at the site where they will be transferred, by law only certain individuals are eligible for the WIC Overseas Program, and issuance of a WIC VOC does not guarantee continued eligibility and participation in the WIC Overseas Program.
- e. A copy of the High Risk Care Plan must be attached to all VOCs for participants designated as "high risk" who are transferring from the clinic.
- f. A copy of the prescription and documentation of the number of months non-contract or special formula is approved must be attached to all VOCs for participants who are transferring from the clinic.
- g. Document all VOC issuance.

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### II. Transfers into clinics

- a. All VOC documents must be accepted as proof of income and nutrition risk factor eligibility, even if they are incomplete. VOC documents must be accepted from all state and territorial WIC programs as well as the WIC Overseas Program that serves military personnel stationed in another country.
- b. A VOC must be a physical document received either in person, through the mail, by FAX or by email. A verbal verification over the phone is not acceptable. If an out of state transfer does not provide an acceptable VOC, a full certification appointment is required.
- c. Out of State VOCs:
  - i. Must contain the participant's name;
  - ii. Must contain a certification date;
  - iv. Cannot be expired (note: some states have 1 year cert periods for infants);
  - v. May have different nutrition risk factors or eligibility standards; and
  - vi. Must be filed in the participant's chart.
- d. For out of state transfers, enter certification and termination dates into the computer as printed on the VOC.
- e. If the participant is high risk, issue one month's vouchers and schedule for follow-up with a RD for the next month.
- f. All participants transferring into the clinic must be issued a Utah WIC ID Packet and must sign the Rights and Responsibilities Form.

## **C.11. Documentation**

### **Policy**

All participant information must be documented in a consistent area decided upon by the clinic.

### **Procedure**

- I. This may be in the participant's chart or in the computer.

### **Policy**

Any changes made by the computer help desk to a participant's information must be documented in the computer system.

### **Procedure**

- I. This includes base date roll-backs, voids that are removed from checks, changes in status and category, etc.
- II. Documentation must include the reason the data was changed.

### C.12. Immunization Screening and Referral

#### Policy

The purpose of the minimum screening and referral protocol is to identify children under age two who may be at risk for under-immunization. It is not meant to fully assess a child's immunization status, but allows WIC to effectively fulfill its role as an adjunct to health care by ensuring that children who are at risk for under-immunization are referred for appropriate care.

#### Procedure

- I. When scheduling participants for a certification appointment, remind the parent/guardian to bring in their immunization card as part of health screening process.
  - a. Explain to the parent that WIC is making sure children are up to date on immunizations, but that immunization records are not required to obtain WIC benefits.
- II. At each certification visit for children under age 2, screen the infant/child's immunization status using the Utah yellow Immunization Record or other written immunization history.
  - a. Screen the infant/child's immunization status by counting the number of doses of DTaP they have received. Documentation as to the number of DTaP doses will be made in the computer system.
  - b. Use the following table for screening:

<b>Age of participant</b>	<b>Minimum # of DTaP</b>
3 months	1 dose of DTaP
5 months	2 doses of DTaP
7 months	3 doses of DTaP
19 months	4 doses of DTaP

- c. If the infant/child is under-immunized:
      - i. Provide information on the recommended immunization schedule, and
      - ii. Refer the participant to their primary medical provider.
- III. The Immunizations (USIIS) Release of Information Form must be completed by the endorser at every certification visit when immunization records are shared with or input into USIIS.

# Utah WIC Policy and Procedures Manual

## Section C: Certification

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- a. It states that the Utah Surveillance Immunization Information System has been explained and the endorser agrees to have their child's immunization information entered into the statewide immunization registry and shared with other primary health care providers, as well as public health officials.
  - b. If the Release of Information Form was signed by the endorser, all immunization cards or other immunization records from a physician's office can be copied and given to either nursing staff or other appropriate personnel at the Local Health Department for entry into USIIS or another local immunization tracking system.
  - c. If the endorser refuses to sign the Release Form, then document this and continue with the certification process.
  - d. **Refusal to sign the Release Form cannot be a barrier to certification.**
- IV. If an immunization record is not provided to the WIC clinic:
- a. Provide a reminder list of what to bring at the next visit to the participant. Include a reminder to bring in a written immunization history.
  - b. The participant will be reminded to provide the WIC clinic with immunization records on the Recertification letter, the Missed Appointment letter, and her ID/voucher packet.

### C.13. Smoking Cessation Referral

#### Policy

The purpose of this automatic referral is to identify women who are currently smoking as well as others that smoke in the home who express interest in receiving assistance to quit.

#### Procedure

- I. Any participant who identifies themselves or anyone in the household as currently smoking during a certification appointment should be asked if they are interested in receiving help in quitting or helping the person in their household quit.
  - a. If the answer is “No”...
    - i. Document this response in the participant’s comment screen of the computer system.
    - ii. Repeat the same question again during each subsequent recertification appointment thereafter and at any other time the behavior is being discussed.
  - b. If the answer is “Yes”...
    - i. The system will automatically print out the Tobacco Quit Line referral form to the laser printer.
    - ii. The participant will need to sign for authorization and complete any additional information not already filled out by the computer system.
    - iii. The form then needs to be faxed to the Utah Quit Line within the same business day.
- II. For any participant that is referred for smoking cessation services document this like all other referrals.