

Utah WIC Policy and Procedures Manual
Section C: Certification

C. CERTIFICATION

In this section

This section contains the following topics.

Topic	Page
C.1. Certification Requirements	2
C.2. Application, Clinic Hours & Processing Standards	7
C.3. Certification Periods	11
C.4. Residency, Identity and Guardianship	14
C.5. Income Eligibility	24
C.6. Homeless	45
C.7. Migrants	48
C.8. Proxies	50
C.9. Transfers	52
C.10. Documentation	55

C.1. Certification Requirements

Policy: Conflict of Interest

There may be no conflict of interest between WIC clinic staff and the participants of the program or with any vendor or contractor as defined by applicable State laws, regulations, and policies (7 CFR 246.4; (25)).

Procedure

- I. A WIC staff member cannot:
 - a. Certify oneself.
 - b. Certify relatives or close friends.
 - i. A WIC staff member cannot provide any part of WIC services to any member within the same household as the employee.
 - c. A single staff member may not determine eligibility for all certification criteria and issue checks to the same participant.
 - i. Employee permissions will be set within the computer system to allow appropriate access to certification and food benefit issuance functions.
 - ii. Very small clinics or clinics with low staffing due to temporary circumstances may request an exception from the State WIC Program Manager.
 - iii. When staff must work alone, and permission to do so has been granted by the state, The Local Agency WIC Director must complete regular audits of the clinic to ensure that no clinic fraud or abuse of the program has occurred (refer to section G.7).
 - d. WIC staff members, their immediate family members or local WIC agencies may not own or manage a WIC authorized store.
 - e. Businesses owned or managed by WIC Staff members or their immediate family members may not be contracted to provide services to WIC agencies.

Policy: Certification Requirements

Required items must be completed at each certification.

Procedure

Utah WIC Policy and Procedures Manual

Section C: Certification

The following must be completed and documented for each family/applicant at certification (the *midcertification health assessment* is not considered a certification appointment):

I. **Participant Data** must be recorded in the VISION system. The following is required for all families and/or participants, other data may be required if applicable.

a. Demographic:

- i. First name, last name
- ii. Sex
- iii. Date of birth
- iv. Participant category
- v. Ethnicity (Hispanic/Latino or Not Hispanic/Latino)
- vi. Race (one or more)
- vii. Mother (name of mother or mother not on WIC)
- viii. Preferred spoken language
- ix. Printouts language
- x. Mother's education level
- xi. Proof of identity** (see section C.4)
- xii. Physical presence at appointment (see policy below)
- xiii. Phone number(s)
- xiv. Physical address
- xv. Proof of residency** (see section C.4)
- xvi. Household size
- xvii. Proof of income** (source, proof, amount, period) **or Proof of adjunct eligibility** (see section C.5)

b. Health:

- i. Anthropometrics
 1. 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.
 2. CDC Growth Chart must be plotted for all infants and children (age and gender appropriate).
- ii. Bloodwork
- iii. Nutrition Interview
- iv. Risk

c. Certification Screen:

- i. A signature must be captured on the electronic signature pad for the **Rights and Responsibilities form (R&R)**. This form must be read by the applicant (endorser[s] and any proxies). If the applicant is unable to read this form it must be read to them. A take-home copy of the Rights and Responsibilities form must be given to all

Utah WIC Policy and Procedures Manual

Section C: Certification

applicants at the initial certification and at subsequent certifications when there is a new revision of this form.

d. Education and Care:

i. Nutrition education

ii. Care plan

1. Core contact and referrals must be documented in the computer system. WIC program explanation to participants will be provided according to the VENA approach (see Section I VENA and Nutrition Education, I.5. Core Contact.)

e. Foods:

i. Food package

II. The following items **may** be required for certification:

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 (see section C.9)

b. Complete prescription signed by a prescriptive authority, this is done using the Formula and Food Authorization form (FAFAF).

- i. Required for participants receiving non-contract formula, exempt formula, or any other medical product ordered through the State office.

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 the VISION care plan at the time of certification.

e. Immunizations Release

- i. Required for all clients agreeing to share their child's immunizations records (see section C.12).
- ii. The signature for this release is captured within the Family Referral panel.

f. Proof of guardianship/caretaker

- i. Required for all non-parent applicants applying for benefits for an infant or child (see section C.4).

Policy: Presence at certification

Utah WIC Policy and Procedures Manual

Section C: 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.
 - 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/caretaker; 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

Utah WIC Policy and Procedures Manual

Section C: Certification

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 the reason why in the comments.

C.2. Application, Clinic Hours and Processing Standards

Policy: Applicants and Endorsers

Procedure

- I. Applicants are persons applying to receive WIC benefits or may be persons applying on behalf of a child or an infant (endorsers). Endorsers applying on behalf of a child or an infant may be a parent (mother or father), foster parent, legal guardian, or caretaker (see section C.4 for policy information on guardians & caretakers).
- II. An additional endorser may be designated by the primary endorser. The additional endorser must also be a parent (mother or father), foster parent, legal guardian, or caretaker. When reasonably possible, both endorsers should be present together at the time that the additional endorser is added to the family. Either endorser may bring the children to subsequent certification appointments. Both endorsers have equal rights to make decisions regarding the participant. Both endorsers are held accountable for compliance with the Rights and Responsibilities (R&R) regardless of which endorser signed the signature pad for the R&R for that certification period. Endorsers are also held responsible for the actions of their proxies. By signing the signature pad each time they receive WIC benefits, endorsers and proxies are implying continued agreement with the R&R.
- III. In unusual circumstances such as child abandonment, or the incarceration or incapacitation of the primary endorser, an additional endorser can be approved by the clinic supervisor without the permission of the primary endorser. Clinic staff should attempt to acquire the written or verbal permission of the primary endorser. The additional endorser must sign the General Signature Document printed from the system describing the circumstances regarding the primary endorser and why they are not able to provide permission to designate the additional endorser.
- IV. If a new ID packet must be issued to the additional endorser, stamp "none authorized" on the first endorser signature line and have the additional endorser sign the ID packet on the line marked "Alternate Endorser Signature". In circumstances where the endorsers are separated, it is allowable for the family to have two ID packets. It is the responsibility of both endorsers to share the checks and ensure the WIC foods are given to the children. WIC staff should not get involved in custody disputes.
- V. Endorsers may choose to designate a proxy if desired (see section C.9 for policy information on proxies).

Utah WIC Policy and Procedures Manual

Section C: Certification

Policy: Appointment Times

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.

Policy: Processing Standard Time Frames

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

Procedure

- I. The following applicants must be offered a certification appointment, must be notified of their eligibility or ineligibility, and must receive food benefits if eligible 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.

- II. The following applicants must be offered a certification appointment, must be notified of their eligibility or ineligibility, and must receive food benefits if eligible within **20 calendar days** of contacting the clinic to request WIC benefits:
 - a. Breastfeeding women
 - b. Postpartum women
 - c. Infants six 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.

Utah WIC Policy and Procedures Manual

Section C: Certification

- a. If the applicant chooses to wait longer than the standard 10 or 20 days for personal convenience, document this in the scheduling screen by selecting the appropriate reason. Available reasons are:
 - i. Declined offered appointment – Client preference - to be used when the client chooses not to accept an appointment offered by clinic staff that is within the processing standard timeframes and requests a later appointment on a more convenient day or time.
 - ii. Missed/Reschedule - to be used when the reason for exceeding is because the client has missed an earlier appointment or requests an appointment to be rescheduled for a later date.
 - iii. No available appointments within processing standards - to be used when the clinic does not have any appointments that can be offered to the client within the processing standard timeframes. Selecting this option signifies that the clinic is unable to comply with the processing standards due to the clinic schedule, staffing problems or other factors. Use of this reason will be reviewed at Management Evaluations.

- b. Staff must complete the “Physical Address” panel prior to scheduling an initial certification appointment. The VISION system will automatically check processing standards only after the “Physical Address” panel has been completed. This includes marking the check boxes for “homeless” or “migrant” if applicable, because in some cases, the processing standards are different if the applicant is homeless or a migrant.

IV. For clinics operating on a walk-in basis,

- a. Required demographic information must be entered into the computer system documenting the contact. This includes completion of the Physical Address screen. Or;
- b. A daily list of applicants turned away due to inability to serve the client on that day must be maintained. The daily lists must include the applicant’s name, address, phone number and date. Lists must be retained on file and will be reviewed at management evaluations to verify that processing standards were met.

V. When funds are not available to serve clients, follow the procedures in section L.5, Caseload Management.

Policy: Extensions

Extensions to the 20 day time frame 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.

Utah WIC Policy and Procedures Manual

Section C: Certification

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.
- II. Staff must mark the Homeless, Migrant, or Refugee check boxes in the "Physical Address" section of the Contact/Address panel when the applicant claims this status. If staff suspects that the applicant may be part of these populations they must ask the applicant. This data is used for USDA reporting requirements and for processing standards.

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. Proof of pregnancy is generally not required, but may be required if clinic staff has reasonable doubt that the applicant/participant is pregnant.
- II. Postpartum women (**Not Breastfeeding**) 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 woman stops breastfeeding, whichever occurs first.
- IV. **Infants** less than 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 six 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.
- VI. Non birth-mothers who are breastfeeding infants are eligible for WIC certification.
 - a. This includes; wet nurses, adoptive mothers, and foster mothers.
 - b. This does not include women who donate breast milk.
 - c. The breastfeeding non-birth mother must meet all other eligibility requirements.
 - d. Only one woman can be certified as breastfeeding a single infant.
 - e. The certification period for the breastfeeding mother ends at the end of the month the infant turns one year of age or until the woman stops breastfeeding, whichever occurs first.

Utah WIC Policy and Procedures Manual

Section C: Certification

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,
 - d. Illness of participant, or
 - e. Transportation problems.
- II. The certification may not be extended for a participant who is categorically ineligible.
- III. For out of state transfers, enter certification and termination dates into the computer as printed on the VOC. Termination dates may be extended to the end of the month to convert to static month. (See section C.10)
- IV. Participants can be certified early without affecting the new certification and termination dates.
- V. If the participant becomes 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 given 15 days notification with benefits and then is terminated. (See sections C.8 and G.1)
 - c. If the participant is no longer a resident, then the clinic should issue a VOC (see section C.10).

Utah WIC Policy and Procedures Manual

Section C: Certification

- VI. Whenever a clinic changes the certification interval (shortens or extends), the reason must be documented.

C.4. Residency, Identity and Guardianship

In this sub-section

The following topics are included in this sub-section.

Topic	See Page
Proof of residency	14
Proof of identity	16
No proof of identity and/or residency/provisional certification	19
Proof of guardianship/caretaker	21

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. Applicants should be informed what proofs of residency are acceptable when certification appointments are scheduled.
 - 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 does not need to be copied or scanned and 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.

Utah WIC Policy and Procedures Manual

Section C: Certification

- b. The State agency must approve any other exceptions.
 - i. The clinic director of the clinic wishing to certify the non-resident must make requests in writing to the State WIC Director.
 - ii. The letter or email must include the participant's name, ID number and reason for the request.
 - iii. A copy of both the request and the approval letter must be scanned into the participant's file.

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. Mortgage or rental receipt, bill, contract or lease agreement
 - d. Letter or note from landlord
 - e. Pay check stub
 - f. Bank statement
 - g. Other type bill
 - h. Letter from Human Services on official letterhead
 - i. Foster Letter (for foster children)
 - j. Court documents
 - k. Property tax notice
 - l. Vehicle registration or title
 - m. "Forwarded" mail if envelope with current address and postmark provided.
- II. Applicants are expected to provide documents to confirm residency; however, online or internet verification may be accepted when the client is able to show pay stubs, bank statement, etc. on a computer or other electronic device.
- III. Applicants who are unable to provide an acceptable proof of residency from the list above may provide letter from a governmental or business entity (third party) verifying residency. Acceptance of this type of letter or any other alternate proof of residency requires State agency approval.

Policy: Special situations – Residency

Utah WIC Policy and Procedures Manual

Section C: Certification

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
 - a. The Utah WIC Program does not **serve provide food benefits** to applicants living in an institution where meal service is provided. This does not include private residences, homeless institutions, and domestic violence shelters. (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
- VI. No proof of residency (see policy for no proof of identity and/or residency-provisional certification below)

Policy: Proof of identity

All applicants, transfers, endorsers and proxies must provide proof of identity.

Procedure

Utah WIC Policy and Procedures Manual

Section C: Certification

- I. Proof of identity is required at each certification visit prior to receiving WIC benefits.
 - a. Applicants should be informed what proofs of identity are acceptable when certification appointments are scheduled.
 - b. All parents, legal guardians, foster parents, caretakers and proxies must show proof of identity at certification and before checks are issued.
 - c. The WIC ID packet may be used as proof of identity at subsequent certifications and issuance of WIC checks.
 - i. The ID packet must be shown at each clinic visit before checks 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.
- III. Names should be input into the computer and on the ID packet as they are listed on the form of identification presented. This aids in preventing and detecting dual participation.
 - a. Compound last names or paternal-maternal names should be input into the computer if they are listed on the form of ID. A space or hyphen between names should be included when such is found on the form of ID.
 - b. Names may be input differently from the proof of identification only when there is a valid reason to do so, such as a recent name change due to:
 - i. Marriage
 - ii. Divorce
 - iii. Adoption, etc.

Additional documentation should be requested when names do not match the proof of identity. Comments must be entered into the computer explaining the reason the name does not match the form of ID presented.

Policy: Acceptable proof of identity

All applicants, transfers, endorsers and proxies must provide acceptable proof of identification as outlined below.

Procedure

- I. Initial certification

Utah WIC Policy and Procedures Manual

Section C: Certification

- 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 license - domestic or international (including the driving privilege card)
 - ii. Medicaid/PCN card
 - iii. Military ID
 - iv. Birth certificate - domestic or international
 - v. Consular Report of Birth Abroad (CRBA)
 - vi. Passport - domestic or international
 - vii. Work or school ID
 - viii. Utah Identification Card
 - ix. Tribal identification card
 - x. U.S. Dept. of Homeland Security:
 - a. Permanent Resident Card (Green Card)
 - b. Employment Authorization Document/Card
 - c. Certificate of Naturalization
 - d. Certificate of Citizenship
 - e. USA B1/B2 VISA/BCC (Border Crossing Card)
 - xi. Mexican Matricula Consular
 - xii. Foreign government national identification card with photo
 - xiii. Other photo ID issued by a third party agency (must be approved by the State agency)
 - xiv. Voter registration card – United States or Mexico
 - xv. Department of Human Services – DCFS WIC Program Letter - Form TR09 or Form KBS15 (both for foster children)
 - xvi. Court Document (such as adoption papers, etc.)
 - xvii. Infants only: (ID must have at a minimum a last name and birth date) hospital card/crib card, hospital bracelet, official hospital document/discharge papers, letter from midwife (for home births), letter from health care provider, Utah WIC Program Newborn Identification Form, immunization card.
 - b. Applicants who are unable to provide an acceptable proof of identity from the list above may provide letter from a governmental or business entity (third party) verifying identity. Acceptance of this type of letter or any other alternate form of ID requires State agency approval.
 - c. Personal recognition by clinic staff is not sufficient.
- II. Subsequent Certifications
- a. WIC ID packet accepted except as noted below:

Utah WIC Policy and Procedures Manual

Section C: Certification

- i. Children certifying for the first time as a child must bring proof of identity. This cannot be the WIC ID packet or forms of ID accepted for infants only.
 - ii. If a birth certificate, or other form of identification (with the exception of infant only ID listed above) was provided and documented in the information system at the infant certification, the ID packet is acceptable as proof of identification at the child certification.
 - iii. for lost ID packet, see special situations
- III. Check issuance
 - a. WIC ID packet accepted
 - 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

- 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.13 for replacement.
- II. ID packet not brought to WIC appointment (not lost or stolen)
 - a. Endorser must show proof of identity, checks may then be issued.
- III. “Unborn” on Medicaid card
 - a. Accept as proof of identity for infants only. Not valid for subsequent or children’s certifications.

Policy: No proof of identity and/or residency

Utah WIC Policy and Procedures Manual

Section C: Certification

Applicants are required to provide proof of identity and residency. Occasionally applicants may be unable to provide proof of identity and/or residency. In some instances a provisional certification may be completed. In rare circumstances the certification may be completed without these proofs by using the “affidavit” option.

Procedure: Forgotten proofs

- 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 may reschedule the client, ask the client to return the same day, or may choose to use provisional certification in order to complete the certification appointment, but not print checks until the proof is brought in to the clinic. If checks are not being provided, completing the Signed Statement form is not required. The applicant may then retrieve the required proof and present it at the clinic to fulfill the provisional certification and receive food benefits.

Procedure: Proof temporarily unavailable (provisional certification)

- I. If proof of identity and/or residency is temporarily unavailable to the applicant, a provisional certification is completed. Provisional certification with benefits provided may only be completed when the required proof does not currently exist, is not currently available to the participant or when retrieving forgotten proofs would cause a significant hardship for the applicant. Staff verbally questions the applicant about why they are unable to provide the required proof and about their ability to obtain it. Staff may suggest other forms of acceptable proof that the applicant may have or may easily be able to obtain. Provisional Certification will be made available by the system in the certification screen when one of the required proofs is left blank (if an identity, residency, income or adjunct eligibility record is not created).
- II. The applicant must sign the *Signed Statement* form printed from the VISION system stating why they are unable to provide this proof. Once completed, this signed statement must be scanned into the computer.
- III. When Certify-Provisional is selected, the system will allow the participant to be issued one month of checks but will require proof before additional checks are issued. One month issuance of checks is defined as the current month whether this is a full or partial month. Provisional certifications must be “fulfilled” i.e. proofs must be brought in within one month; otherwise the participant will be terminated automatically by the system.
- IV. In order for provisional certifications to be completed, at a minimum the following must be completed:
 - a. In the Identity panel, “physically present” must be marked.

Utah WIC Policy and Procedures Manual

Section C: Certification

- b. In the Contact/Address panel, the participants address must be entered (even if no proof was provided).
 - c. In the Income/Residency panel, household size must be input.
- V. Provisional Certification is not possible nor allowed for transfers. In state and out of state transfers must provide proof of identity and residency.

Procedure: Unreasonable barrier

- I. Certifications may be completed using the affidavit option for applicants that meet all of the following conditions:
 - a. The applicant is **unable** to provide proof of residency or identity and the requirement would present an **unreasonable barrier** to the participant.
 - b. The applicant is one of the following:
 - i. A victim of theft or disaster
 - ii. A homeless individual
 - iii. A migrant farmworker
- II. Applicants who are unable to provide proof of identity or residency require state approval to use the affidavit. The State WIC Program Manager or Operations Coordinator must be contacted to request approval.
- III. The applicant must self declare residency and/or identity and complete the *Signed Statement* form. This completed form must be scanned into the computer.
- IV. The applicant must sign the electronic signature pad when affidavit is selected as the proof.
- V. A regular certification is completed and full food benefits may be issued.

Policy: Proof of Guardianship/Caretaker

Non-parent applicants applying to become the endorser for a child need to provide proof of guardianship or provide proof that they are the caretaker authorized by the parent to certify the child.

Procedure

- I. Acceptable proofs of guardianship/caretaker include:

Utah WIC Policy and Procedures Manual

Section C: Certification

- a. Legal custodial/guardianship agreement,
 - b. Documentation from another agency listing the applicant as receiving benefits on the child's behalf,
 - c. Letter from Human Services/DCFS for foster parents,
 - d. A signed letter from the parent assigning temporary custody of the child to the applicant,
 - e. A signed letter from the parent authorizing the caretaker to certify the child.
- II. When a non-parent is the endorser for the family this should be noted in the Comment/Alerts so this proof can be reviewed at subsequent certification appointments. Unless an expiration date or timeframe for custody is listed on the proof of guardianship/caretaker, it does not expire. While this proof is required at each certification, the proof may be the same document that was provided for a previous certification period so long as the document remains current and valid. If the proof will expire, this should be marked as an alert so the need to bring this proof at subsequent certifications is visible on the screen.
- III. Proof of Guardianship must be scanned into the computer and may be used at subsequent certifications if still valid.
- IV. In the event these proofs are forgotten or are not readily available, the *General Signature Document* may be used. The certification may be completed and one month's checks may be issued. This proof will be required to obtain subsequent month's checks. One month issuance of checks is defined as the current month whether this is a full or partial month. The system will not automatically restrict to allow only the first month's issuance; for this reason, the food benefits issuance on the family screen must be changed to "1 Month".
- V. In the event it is unreasonable for the caretaker to bring these proofs:
- a. The applicant may sign a written statement in the WIC office on the *General Signature Document* declaring they are caring for the child and explaining the circumstances under which they became the caretaker and cannot provide these proofs. This should only be used in unusual circumstances such as: the parent has abandoned the child, is incarcerated, incapacitated etc.
 - b. The Clinic Director must approve the situation.

Utah WIC Policy and Procedures Manual

Section C: Certification

- VI. Parental proof is not required unless custodial rights between the parents are in question.

Utah WIC Policy and Procedures Manual

Section C: Certification

C.5. Income Eligibility

Policy: Income eligibility

At each certification visit, total household income for each family 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 exceptions in the sub-sections below.) 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 adjunctively income eligible, as described in the Adjunct Eligibility sub-section.

For applicants stating they have no household income, see the Income Verification sub-section.

In this sub-section

The following topics are included in this sub-section.

Topic	See Page
Household, definition	24
Independent Economic Units	25
Non-traditional Households	26
WIC Income Guidelines	28
Definition of Income	28
Definition of Exclusions	31
Adjunct Income Eligibility	35
Income Verification	35
• Verification	35
• No proof of income/Provisional certification	37
• Zero income	39
Special Income Situations	40
• Fluctuating income	40
• Lump sum payments	40
• Unemployed persons	41
• Deployed military personnel	41
Income Reassessment and Ineligibility during a Certification Period	43

Policy: Definition of household

A household is a group of related or unrelated individuals who live together as one economic unit and share income and expenses. Also may be referred to as a **family**, or **economic unit**. Households/economic units have one or more wage earners or have other economic resources which are shared among the group. The

Utah WIC Policy and Procedures Manual

Section C: Certification

household/economic unit's income is used to pay bills and purchase food and other items for the group.

Note: more than one economic unit may reside in the same house. Separate economic units in the same house are characterized by splitting expenses and maintaining economic independence from one another. This occurs when income is kept separate and paying bills is a shared responsibility. Rent and other bills are divided and each economic unit pays a portion. Food is usually also purchased and consumed separately.

In many cases, young women who are living with their parents are part of their parent's economic unit. If this is the situation, their parent's income and household size needs to be considered for WIC. Each situation needs to be carefully evaluated in order to determine eligibility properly. (See Independent economic units below).

Procedure: Household size

- 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.
 - i. For example, a woman who is pregnant with twins is counted as three family members.
 - ii. If the woman has a religious or cultural objection that precludes including the fetus as part of the household size, the fetus does not need to be included.
 - b. The definition of household as it pertains to WIC income requirements must be thoroughly explained to all first-time applicants to ensure that the applicant reports household size accurately.

Procedure: Independent economic units

- I. In certain circumstances an applicant who is living within a household of other adults may be considered a separate household/economic unit. If the applicant meets any of the guidelines listed below, proof of income from the other adults may not be required for determining eligibility. Probing questions should be used to determine if the applicant is self-sufficient and may be considered a separate household (independent economic unit).
 - a. The applicant can provide proof of current eligibility for SNAP (Food Stamps), Medicaid/PCN or the Family Employment Program (TANF).

Utah WIC Policy and Procedures Manual

Section C: Certification

- 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.

Procedure: Non-traditional households

- I. 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. The household size may be determined by either the birth mother or the non-birth mother.
- II. 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.
- III. A **foster child** who remains the legal responsibility of the state or other welfare agency is considered a family of one with no income, if so listed on the foster letter. Payments made by the welfare agency for the care of that foster child may be reported as the income of that child. Foster children are input into the computer system as an independent economic unit.
- IV. 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.
 - a. The size and total income of the family are used to determine the child's income eligibility for WIC.
 - b. Income received on behalf of that child would be considered family income.
- V. 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.
 - a. Income should be based and benefits supplied to the household where the participant resides most frequently.
 - b. The parent who has the child the most often should be the primary endorser.
 - c. The child is not counted in the family size of the other parent/guardian.

Utah WIC Policy and Procedures Manual

Section C: Certification

- VI. When there is **joint parental custody, and the child(ren) spend equal time in each home** and both parents are income eligible, the following options are suggested:
- a. Ask the parents to come to an agreement between themselves regarding who will be listed as endorsers and how the WIC benefits will be handled. They would then be responsible to see that half of the food goes with the child(ren) to the other parent's home.
 - b. In circumstances where the endorsers are separated it is allowable for the family to have two ID packets. If a new ID packet must be issued to the additional endorser, stamp "none authorized" on the first endorser signature line and have the additional endorser sign the ID packet on the line marked "Alternate Endorser Signature". It is the responsibility of both endorsers to share the checks and ensure the WIC foods are given to the children.
 - c. WIC staff should not get involved in custody disputes. 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.
- VII. **Families during times of military deployment.**
- a. 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.
 - b. 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; the unit must have its own source of income, e.g., child allotment(s).
 - 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.

Utah WIC Policy and Procedures Manual

Section C: Certification

- iv. These same options would apply if the children and one parent temporarily moved in with friends or relatives. The local agency has discretion in electing which option to utilize depending on individual family circumstances.

Policy: WIC Income Guidelines

The following table defines the income limits for the Utah WIC Program, effective July 1, 2012 through June 30, 2013. 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	\$20,665	\$1,723	\$862	\$795	\$398
2	\$27,991	\$2,333	\$1,167	\$1077	\$539
3	\$35,317	\$2,944	\$1,472	\$1,359	\$680
4	\$42,643	\$3,554	\$1,777	\$1,641	\$821
5	\$49,969	\$4,165	\$2,083	\$1,922	\$961
6	\$57,295	\$4,775	\$2,388	\$2,204	\$1,102
7	\$64,621	\$5,386	\$2,693	\$2,486	\$1,243
8	\$71,947	\$5,996	\$2,998	\$2,768	\$1,384
Each Additional Family Member Add	\$7,326	\$611	\$306	\$282	\$141

Policy: Definition of income

Income is the total gross income before deductions for income taxes, employees' social security taxes, insurance premiums, 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, salary and bonuses (including income from child care/babysitting, etc.), sales commissions, tips, fees, consultant fees, training stipends (except where elsewhere excluded) and GI Bill funds. Includes seasonal work, part-time work, and temporary work.
 - 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

Utah WIC Policy and Procedures Manual

Section C: Certification

indicating gross earnings for a specified period or if current pay 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. (ex. Form 1040 line 22).

- b. **Military pay** includes basic pay, food (BAS) and clothing cash allowances, military bonuses and incentives, including non-combat overseas and hazardous duty pay, CONUS COLA. (see income exclusions below)
 - 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 - Calculating income of deployed military personnel, 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, allowances from other family members or regular financial contributions from religious or charitable organizations.
 - i. Applicants may show proof by providing a letter from the person or organization contributing resources to the household.

Utah WIC Policy and Procedures Manual

Section C: Certification

- 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 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, investment or other account. 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 etc. Does not include tax refunds.
 - 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 line 12 (business income) or line 18 (farm income). Total income is recorded on line 22 of form 1040. This amount includes all sources of income and should be the amount used for WIC purposes. 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,

Utah WIC Policy and Procedures Manual

Section C: Certification

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.

- 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 Social Security benefits (SS, SSI, Survivors, and Disability/SSDI) received.
 - i. Applicants may show proof by providing check stub(s) or an award letter from Social Security stating the current amount of earnings or 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, SNAP (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

Utah WIC Policy and Procedures Manual

Section C: Certification

(cost-of-living given to military personnel stationed outside the continental 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.
- d. **Military Combat Pay:** Additional pay received by a household member who is deployed to a designated combat zone and is:
 - i. Received in addition to the service member's basic pay;
 - ii. Received as a result of the service member's deployment to an area designated as a combat zone; and
 - iii. Not received by the service member prior to his/her deployment to the designated combat zone.
 - iv. Includes Hostile Fire Pay/Imminent Danger Pay and may include other types of hazardous and hardship duty pays received while deployed to a combat zone.
- e. **Military Deployment Extension Incentive Pay (DEIP) and Deployment Extension Stabilization Program (DESP)**
 - i. These types of military pay should be excluded from income while the service member is deployed.
 - ii. This income must be included as income if received while serving at the home station.
- f. **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. Mandatory salary reduction amount for military service personnel which is used to fund the Veteran's Educational Assistance Act of 1984 (GI Bill).
- g. **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.
- h. **Tax refunds and rebates:** Federal, State or local government refunds or rebates, Earned Income Tax Credit (EITC).
- i. **Loans:** Loans which must be repaid cannot be counted in income calculations.

Utah WIC Policy and Procedures Manual

Section C: Certification

- j. **Child's income:** Occasional earnings, such as income from babysitting or mowing lawns.
- k. **Lump sums:** Insurance payments for damage to a house or car if used for repair or replacement.
- l. **Non-cash benefits:** Employer-paid portion of health insurance and other employee fringe benefits, including employer contributions to flexible spending accounts; food and rent received in lieu of wages; food or other items received from religious or charitable organizations.
- m. **Employee reimbursements:** Reimbursements from an employer for expenses incurred by the employee.
- n. **Other sources:** Financial assistance from a religious or charitable organization (excluding regular contributions); gifts (excluding regular contributions); Agent Orange Compensation Exclusion Act; Wartime Relocation of Civilians under the Civil Liberties Act of 1988; Filipino Veterans Equity Compensation Fund payments; 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.
- o. **In-kind housing and other in-kind benefits:** The value of such benefits is not considered income.
- p. Child support and alimony payments paid **by** an applicant **cannot** be excluded from their income.

Policy: Adjunct income eligibility definition

The policy for adjunct (automatic) income eligibility is described below.

- l. Individual 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 (SNAP), Family Employment Program (TANF) or Medicaid ([Title XIX] Traditional Medicaid, Non-Traditional Medicaid, Emergency Medicaid or Primary Care Network [PCN]).
 - b. Presumptively eligible for Medicaid or Family Employment Program.

Utah WIC Policy and Procedures Manual

Section C: Certification

- 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 participates in the Family Employment Program (TANF), all family members are eligible for WIC.
- II. Medicaid received by a foster child cannot be used for adjunct income eligibility for the family with which the foster child resides.
- III. If an applicant qualifies for WIC based on receiving Expedited Food Stamps, also known as emergency food stamps, only one month of WIC benefits should be issued. Income or continued proof of SNAP/Food Stamp eligibility must be verified before further issuance. One month issuance of checks is defined as the current month whether this is a full or partial month.
- IV. CHIP does not qualify applicants as being adjunctively income eligible.

Procedure

- I. When an applicant is adjunctively income eligible, they must provide verification of current enrollment in one of the above programs. 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. Local agencies may allow applicants to provide proof of participation in adjunct eligible programs via the internet through the Department of Workforce Service's "myCase" system.
 - i. If the applicant qualifies based on Medicaid/PCN enrollment, the Medicaid/PCN number must be entered into the computer.
 - b. Food Stamp Horizon cards and Baby your Baby cards **may not be used** as proof.
- II. Families who are adjunctively eligible must be asked to voluntarily self-declare household income. **Self declared income is only input when the adjunct eligibility qualifies the entire family for WIC.**
 - a. Staff should explain to the applicant that the self declared income will not affect eligibility, and that this information is used for statistical purposes only.
 - b. Applicants may estimate their gross household income when exact amounts are unknown. Proof is not required.

Utah WIC Policy and Procedures Manual

Section C: Certification

- c. If the applicant does not wish to self-declare income or cannot provide this information, the clinic should document this in the computer.
- d. In VISION, income is family based.
 - i. If an entire family is adjunctively eligible, complete the adjunct eligibility link and then add a row to the income box and enter a self declared income amount. The type of “proof” selected should be the documentation that was used to prove the adjunct eligibility.
 - ii. If not all family members are adjunctively eligible, complete the adjunct eligibility link for those who are. Additional family members applying for WIC must provide proof of income; this will be the income record which is entered for the family. No other “self declared” income record is required.
- e. For foster children who are adjunct eligible, complete the Adjunct Eligibility screen. It is not required to add a row to the Income Determination box. Self declared income is not required.

Policy: Verification of income

All participants who are not adjunctively eligible 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 adjunct (automatic) income eligibility are the preferred forms of income verification.
 - a. For those applicants who get paid weekly, four pay stubs are sufficient, or two stubs for those who get paid every two weeks (proof of 28 days income).
 - b. The most recent pay stubs the applicant has received should be requested; however, the last full completed month’s stubs may be accepted. For example, on February 15th the applicant may bring in stubs representing pay from January 15th through February 15th, or they may bring all of the stubs from January.
 - c. In addition to verifying paycheck stubs, the clinic staff must ask applicants if there are any other sources of income in the family.
 - i. If the applicant reports receiving additional income from sources such as a relative helping with rent etc. this income should be

Utah WIC Policy and Procedures Manual

Section C: Certification

included with total income, but proofs of these minor sources of income need not be required and may be left blank. Self declaration of additional income in this type of circumstance is sufficient.

- d. If paycheck stubs are not reasonably available, other proofs of income are acceptable as listed above in the definition of income.
 - 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.
- e. Applicants are expected to provide documents to confirm income and/or participation in an assistance program; however, online or internet verification may be accepted when the client is able to show pay stubs, bank statement, etc. on a computer or other electronic device.
- f. 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. In the income screen in VISION, add a row for each different source of income in the household, including each job.

- a. The "source" field refers to how the household earns the income. The drop down list offers several choices for income sources, each of which are considered to be income under WIC definitions.
- b. The "proof" field documents how the applicant proved income eligibility. This could be items such as check stubs, letter from employer etc.
 - i. For families who are adjunctively eligible, the proof selected should be the program which provided the adjunctive eligibility i.e. Medicaid (Title XIX), Food Stamps, Family Employment Program (TANF).
 - ii. The adjunct eligibility link should be completed to document proof of adjunctive eligibility.
- c. The "amount" field refers to the amount of income earned from each source. This can be determined from the pay stubs provided, or it may be self declared by those applicants who brought proof of adjunctive eligibility.

Utah WIC Policy and Procedures Manual

Section C: Certification

- i. In the amount field, the amount entered should be the average of the pay stubs provided for that job if the amounts are different. For example; if an applicant who is paid semi-monthly brought in two pay stubs, showing amounts of \$500 and \$700 the amount entered would be \$600 (the average of the two checks). The pay period would be input as semi-monthly.
 - d. The “period” refers to the frequency the income is received. Income should be entered based on the correct frequency of pay.
 - e. The “note” section may be used to explain any entry.
 - f. The income calculator feature of the VISION system was designed to help calculate irregular income, such as when an applicant works only a few weeks per month etc. **It should not be used except in these circumstances.**
 - g. The system will automatically convert and add all income sources together to give a total income amount to determine eligibility. Click on the “Check Income Eligibility” button in order to determine the income eligibility of each household member applying for benefits.
 - h. Documentation of income does not need to be copied or scanned and should be returned to the applicant.
- IV. Foster Children are a separate economic unit with a household size of 1. Income/adjunct eligibility records are separate from any other family applicants. If the foster child does not have proof of adjunct eligibility, an income record can be added and the income proof would be the foster letter. If the foster letter indicates that the child has no income, a “0” (zero) may be entered as the income amount. The Signed Statement form does not need to be completed.
- V. When manually calculating income to determine eligibility, if the applicant has only one source of income, or if all sources have the same pay frequency, refer to the appropriate pay frequency column on the Income Guidelines table. If the applicant’s household has income sources received with different pay frequencies, all sources should be converted to annual equivalents and should be compared to the annual income column of the Income Guidelines table. In order to convert to annual equivalents, multiply weekly income by 52, Multiply bi-weekly income by 26, multiply twice monthly income by 24, and multiply monthly income by 12.

Policy: No Proof of Income

Utah WIC Policy and Procedures Manual

Section C: Certification

Applicants are required to provide proof of income or adjunctive eligibility. Occasionally applicants may be unable to provide proof of income. In some instances a provisional certification may be completed. In rare circumstances the certification may be completed without these proofs **by using the "affidavit" option**.

Procedure: Forgotten proofs

- I. If the applicant has proof of income, but it is forgotten or otherwise not provided at the certification visit, the clinic may continue the certification appointment based upon the applicant's self-declaration of income; however, the certification is not complete and checks may not be issued until proof is provided.
 - a. The applicant may then retrieve the required proof and present it at the clinic to complete the certification and receive food benefits.

Procedure: Proof temporarily unavailable (provisional certification)

- I. If proof of income is temporarily unavailable to the applicant, a provisional certification is completed. Provisional certifications may only be completed when the required proof does not currently exist or is not currently available to the participant.
- II. 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 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?
- III. Staff must verify income or adjunctive eligibility within one month after a provisional certification is completed.
- IV. The participant may be issued **one** month of checks but must provide proof before additional checks are issued. One month issuance of checks is defined as the current month whether this is a full or partial month.

Procedure: Unreasonable barrier

- I. Certifications **using the affidavit option** may be completed for applicants that meet all of the following conditions:

Utah WIC Policy and Procedures Manual

Section C: Certification

- a. The applicant is **unable** to provide proof of income and the requirement would present an **unreasonable barrier** to the participant.
 - b. The applicant is one of the following:
 - i. A victim of theft or disaster
 - ii. A person who works for cash such as
 1. a homeless individual,
 2. a migrant farmworker,
 3. or an illegal alien.
- II. The applicant must self declare income and complete the **Signed Statement** form.
- a. The clinic director must sign the completed **Signed Statement** form.
- III. The applicant must sign **the electronic signature pad for the affidavit**.
- IV. A regular certification is completed and full food benefits may be issued.

Policy: Zero Income

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 a regular certification may be completed with full food benefits issuance.

Procedure:

- I. Staff must document the applicant's responses to the questions printed on the **Signed Statement** form. These questions should help the staff and the applicant to determine:
 - a. Whether the applicant meets the definition of a household/separate economic unit (see definition of household, independent economic units above).
 - b. Whether the applicant has no household income and qualifies as a zero income applicant.
 - c. Whether the applicant's income will need to be reassessed at the next food benefits issuance appointment (see income reassessment below).
- II. In addition to the questions printed on the **Signed Statement**, staff should ask other questions as necessary to assess the applicant's situation.

Utah WIC Policy and Procedures Manual

Section C: Certification

- III. The Signed Statement must be scanned into the computer.
- IV. In the VISION system's drop down menus "No Income" is selected as the source, and "0 Income Signed Statement" is selected as the proof. A zero "0" is entered as the amount, the period is monthly. A comment should be written in the note box with the date the applicant expects to receive income if any. If it is expected that the applicant will have income before the next benefit issuance then the applicant should be told to bring proof of income to the next appointment. This should be noted in the Comment/Alerts and marked as an alert so that staff knows to ask the client about income.

Policy: Special income situations

Apply the following procedures to special income situations. Probing questions and professional discretion are required to accurately assess income in these situations. Contact the State WIC Office, Operations Coordinator, when further guidance is needed.

Procedure: Fluctuating or irregular income

- I. A family's level of income varies due to the frequency or regularity of employment, including professions with busy and slow periods. This applies to families with individuals who are employed but not currently receiving income and to families who are currently earning a higher income but only on a temporary basis. This includes, but is not limited to construction workers, seasonal agricultural workers, self-employed persons, teachers, students, military personnel, summer/winter resort employees, temporary workers and persons on extended leave due to childbirth or illness. Income is determined using **annual**, rather than monthly income when it is determined by clinic staff that this best reflects the family's true gross income.
- II. **Bonuses.** 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. **Lump sums.** A lump sum payment is a large sum of money received by the applicant 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.
 - a. 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.

Utah WIC Policy and Procedures Manual

Section C: Certification

- b. Input any lump sum payment received over the past 12 months as annual income into the computer.
- c. Make a comment in the computer as a note to staff regarding the month in which this sum no longer needs to be added.

Procedure: Unemployed

- I. Use an applicant's current rate of income if the applicant is unemployed.
 - a. Wages/salary received in the past from the job which the applicant has lost does not need to be included in the current total income. There is no "waiting period" from the time a person loses a job until they become income eligible for WIC when they are unemployed and no longer receiving or expecting any income. The income sources listed below must also be considered when determining the income eligibility of an unemployed person.
 - b. If the applicant continues to receive regular income in the form of severance payments or unemployment benefits these are included as current income.
 - c. Cash-out of a 401K account, cash-out of vacation pay or receipt of a one-time severance payment upon termination are treated as lump sum payments and included as annual income as explained above.
 - d. When a person makes regular withdrawals from any type of savings account to cover living expenses, these withdrawals are considered income for WIC purposes. (See definition of income - Assets drawn down.)
 - e. If the applicant is receiving financial assistance from family members or other sources this is included as income.
 - f. The **Signed Statement** form should only be completed if there is no other source of income in the household.
 - g. Applicants should be reminded to notify the clinic when they become employed so that income may be reassessed.

Procedure: Calculating income of deployed military personnel

- I. In accordance with federal law and regulations, WIC income eligibility determinations must be based on gross income. Therefore, local agencies

Utah WIC Policy and Procedures Manual

Section C: Certification

need 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, (2) combat pay, and (3) payments or benefits provided under certain federal programs or acts which are excluded from consideration as income by law (refer to income exclusions in this section).

- II. 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 is sent to the military personnel and another copy is made available to family members, if they have power of attorney. Second, military 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.
- III. 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.
- IV. 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, in most cases, may be excluded from income calculations for WIC if the military service member is deployed to a designated combat zone (see C.5 Definition of Exclusions).
- V. 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 should determine such family's income eligibility based on the family's "current" rate of income, while the reservist is on active duty, as opposed to annual income.

Utah WIC Policy and Procedures Manual

Section C: Certification

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 adjunctively income eligible because they or a family member no longer participate in the program for which they became adjunctively 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.
 - b. Income must be calculated according to policy to determine eligibility. A new income record should be entered into the VISION system based on the proof of income provided.
 - 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 guidelines, the clinic may terminate the participant based on the self declaration.
 - i. If the participant does not wish to come to the clinic to provide proof of over-income, a new income record cannot be entered in VISION. The applicant can be terminated for the reason "Participant requests termination".
 - d. If a client is terminated for over-income during a certification period, checks must be returned and voided. 15 days notice with benefits must be issued. (See section C.8, 15 day notification.)
 - e. If the participant has already received the final check issuance for the certification period, (and less than 90 days remain in the certification period) no income reassessment or termination is required.

Utah WIC Policy and Procedures Manual

Section C: Certification

- f. Clinics may not find participants ineligible based solely on the fact that they are no longer adjunctively income eligible because they or a family member no longer participate in the program for which they became adjunctively income eligible; in this situation income must be assessed to make the determination of eligibility.

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. Check the homeless box on the Physical Address screen of the computer system.

Utah WIC Policy and Procedures Manual

Section C: Certification

- III. A VOC card should be issued at the certification visit to ensure continuation of benefits.

Procedure: Processing standard time frames

- 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 checks for all program participants in bulk.
 - e. Both the participant and the temporary shelter should be made aware of these conditions.

Utah WIC Policy and Procedures Manual

Section C: Certification

Procedure: Monitoring compliance of homeless shelters

- I. Local agencies will monitor compliance in their area's homeless and domestic violence shelters which house active WIC participants to ensure that the above criteria are followed.
 - a. A representative of the local agency must visit each shelter serving WIC participants at least once every three years. Agency staff must speak with a representative of the facility and complete the Utah WIC Homeless Shelter Monitoring Form, documenting compliance.
 - 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. This visit is also a good opportunity for outreach (See Section L.4).
 - d. 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.
 - e. 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.
- IV. The Utah WIC Program does not serve applicants living in an institution where meal service is provided. This does not include homeless and domestic violence institutions. (See section C.4 Special situations -residency)

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.
- III. Check the migrant box on the Physical Address screen of the computer system. In addition to being required for reporting purposes, this ensures the processing standard time frames within the computer system are enforced correctly.

Procedure: Special certification procedures

- I. Income should be checked for the migrant population at each certification visit.
 - a. Use annual income due to a fluctuation in salary.
 - b. Income for migrants must be checked at least every 12 months.

Utah WIC Policy and Procedures Manual

Section C: Certification

- c. Migrants and their family members may use expired VOCs as proof of income if their income was determined within the past 12 months.
 - d. 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. Proxies

Policy

A proxy is a person chosen by the participant or an endorser to pick up and redeem checks in place of the participant/endorser. Participants should be encouraged to use a proxy in lieu of mailing checks.

Procedure

- I. A proxy may be designated by the primary or additional endorser. Up to two proxies may be designated per family. Proxy designation is accomplished by either the proxy being present with the endorser at the clinic and both signing the ID packet; or, an endorser sending a written note with the proxy to the clinic giving them permission to become a proxy and pick up and redeem checks.
- II. In unusual circumstances such as child abandonment, or the incarceration or incapacitation of the endorser(s), a proxy can be approved by the clinic supervisor without the presence or written permission of the endorser(s). Clinic staff should attempt to contact the endorser(s) if possible. The proxy must sign a General Signature Document printed from the VISION system describing the circumstances regarding the endorser(s). The clinic supervisor should consider if a single month of check issuance is appropriate in the situation.
- III. Proxy designation does not expire at the end of the certification period but may be revoked at any time by an endorser.
- IV. If the proxy was not present to sign the endorser's ID packet at certification, a new ID packet can be issued to the proxy. The proxy signs the proxy signature line and "none authorized" is stamped on the endorser lines.
- V. Proxies must read the Rights and Responsibilities form (R&R) before acting as a proxy and at each certification period. By signing the signature pad to pick up WIC benefits, proxies are implying agreement with the R&R. Endorsers are responsible to ensure that their proxies follow the R&R and that they sign the ID Packet; sign the checks at the store, attend nutrition education classes and individual counseling sessions in place of the endorser, and deliver any written or verbal notifications received at the clinic to the endorser.
- VI. 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.

Utah WIC Policy and Procedures Manual

Section C: Certification

- VII. The proxy must show proof of identity at each clinic visit prior to checks being issued. See Section C.4 for approved forms of identity.
- VIII. Clinic staff must emphasize that the proxy and endorser signatures must be on the WIC ID packet which is taken to the store.
- IX. Proxies are not allowed to certify infants or children in place of the parent, legal guardian or caretaker.

Utah WIC Policy and Procedures Manual

Section C: Certification

C.9. 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 VISION system printouts. The document contains the participant's name, person ID number, date of birth, category, height, weight, hematocrit/hemoglobin, priority, certification and termination dates, income determination date, nutrition risk factors and benefit issuance dates. There is also space for clinic staff to sign and date the form.
 - c. At the certification visit, issue a VOC to participants who are members of migrant 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.
- II. Transfers into clinics

Utah WIC Policy and Procedures Manual

Section C: Certification

- a. Instate transfers are handled within the VISION system and do not require a VOC.
- b. Out of state transfers are handled in VISION by inputting VOC information.
- c. All VOC documents must be accepted as proof of income and nutrition risk factor eligibility, even if they are incomplete. A new income record or nutrition assessment is not required. 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.
- d. 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.
- e. Out of State VOCs:
 - i. Must contain the participant's name;
 - ii. Must contain a certification date;
 - i. Cannot be expired (note: some states have 1 year cert periods for infants); see C.7 for exceptions for migrants
 - ii. May have different nutrition risk factors or eligibility standards; and
 - iii. Must be filed in the participant's chart.
- f. For out of state transfers, enter certification and termination dates into the computer as printed on the VOC. Termination dates may be extended to the end of the month to convert to static month eligibility. For VOC's from states that have one year certifications for children, enter the termination date as the end of the month six months from the certification date printed on the VOC.
- g. The VOC form does not need to be scanned into VISION.
- h. Complete a new pregnancy record in VISION if applicable.
- i. All transfers (in state or out of state) must provide proof of residency and identity **only** (refer to section C.4). Neither a VOC nor a WIC ID Packet can be used to prove identity or residency. **Provisional Certification is not possible nor allowed for transfers.**
- j. All participants transferring into the clinic must be issued a Utah WIC ID Packet and must read and sign the Rights and Responsibilities Form.

Utah WIC Policy and Procedures Manual

Section C: Certification

- k. If the client has checks from the previous state these should be taken from the client. If the client does not have checks to turn in, the client must be asked if benefits for the current month have already been redeemed in the previous state. If so, benefits cannot be issued for the current month. Clinics are not required to contact other states to determine if benefits for the current month have been redeemed. WIC participants who fraudulently redeem full benefits in two states during the same month are guilty of dual participation.
 - l. If the participant is high risk, issue one month's checks and schedule for follow-up with a RD for the next month.
- III. When recertifying a participant with a WIC Status/Application of 'Active – VOC' complete the following steps:
- a. Terminate the current certification.
 - b. Create a new application. This will make the participant 'Pending' with a 'Regular' application type.
 - c. Complete the certification.

Utah WIC Policy and Procedures Manual

Section C: Certification

C.10. Documentation

Policy

All participant information must be documented consistently. Forms must be scanned and saved into the computer system.

Procedure

- I. The VISION system offers several methods to document and communicate important information regarding WIC participants.
 - a. **Goals-** are set with the client during the nutrition assessment and are used only for health and nutrition related reasons.
 - b. **Comments-** are used mainly to document information required by policy or to document information that would be helpful for future reference.
 - c. **Alerts-** Comments that are set as an alert are used to communicate critical information that staff needs to be aware of each time they access the family's record. Staff must get into the habit of checking the bottom of the screen for alerts each time they open a new family. There are many reasons why an alert may need to be set. When Staff makes a comment and checks the "Display as Alert" check box the comment is displayed on the bottom of the screen with the staff member's name that made the alert. The system requires that an expiration date for the alert be set. The alert will disappear after this date, but the comment will remain. Expiration dates should be set as far into the future that the information is still critical.
 - i. In some cases, when benefits should not be provided until the situation is resolved, or when a dual exists that should not be used, the "FB Issuance" dropdown box on the family screen should be set to "No food benefits" in order to prevent staff from accidentally issuing checks before the situation is resolved.
 - ii. Some alerts are created automatically by the system, for example, when staff has checked the "Do not allow food benefits" check box in the Participant Violations Screen (indicating that counseling for a participant violation must be completed prior to further benefit issuance). Staff must clear this check box in order to remove the alert and allow benefit issuance.

Policy

Various hard copy documents will need to be scanned, saved and uploaded into the VISION system. The table below list types of forms that should be scanned if used by the clinic.

Procedure

Utah WIC Policy and Procedures Manual

Section C: Certification

- I. The table below list types of forms that should be scanned if used by the clinic.

Examples of Forms & Letters to be Scanned into VISION system

Name of Form/Letter	Source	Use	Optional/Required
Alternate Proofs ID Residency Income	Brought in by client	Proof of ID/Residency/Income not normally accepted, but approved on a case by case basis by State staff (Chris/Rick/Lynn) when "other- state approval" is selected on drop down menu.	Required
Breast Pump/Aid Loan Agreement	Pre-printed UCI form	Used when breast pumps or aids are issued.	Optional
Certificate of completion of an online education class	Brought in by client	To document a participant's nutrition education completed outside of the clinic.	Optional
Formula and Food Authorization Form (FAFAF)	Brought in by client	Used when doctors prescribe non-contract formulas. Also must be documented in the "Documentation" link in the food package panel.	Required
General Signature Document	Print-out from VISION System	Is used when clients need to make a signed statement or declaration such as declaring to be the guardian of a child when other type of proof is not available.	Required
Health Data Referral form	Brought in by client	Referral information from Dr.	Optional
Participant Violations Complaint Letters (PVCOMP) or copies of checks (PVCHK)	Complaint letters/vendor reply cards sent to clinics by State Office	To be attached to participant records and used for documentation of alleged participant violations.	Required
Participant Written Complaints	Participant's written statements	Documentation of complaints.	Required
Powdered Formula	Pre-printed UCI	Signed by Parent/Guardian	Required

Utah WIC Policy and Procedures Manual

Section C: Certification

Name of Form/Letter	Source	Use	Optional/Required
Waiver	form	of premature infants requesting powdered infant formula.	
Proof of Guardian/Caretaker	Brought in by client	Letter from parent, DCFS, or court document that verifies the name of the child's guardian or indicates that a caretaker has permission to be the endorser.	Required
Repayment of benefits letter	Pre-printed UCI form	Used when a repayment is required for a participant violation.	Required
Signed Statement	Print-out from VISION System	Replaces Proof Not Available/Zero Income Form. Is filled out by client when proof is not available and a provisional cert is done or when zero income is reported.	Required
Single-User Electric Breast Pump Release Form	Pre-printed UCI form	Documents pump issuance. Filled out by staff/clients	Required
Print Screen when No Signature Pad is available	Screen printed from PC	When the signature pad malfunctions or is not available	Required

II. The clinic may choose to save other scanned documents as needed in addition to those listed. Clinic staff will be able to easily view scanned documents to check for expiration dates etc. In most cases, hard copies need not be kept and should be returned to the client or shredded whichever is appropriate.

a. For clients transferring in from other clinics, a call may be made to the previous clinic to obtain the information from the FAFAF form on file in that clinic. This information should be input in the "Documentation" link. A copy of the form may be requested but is not required.

III. For scanned and saved documents, the document description in VISION and the file name saved through the scanner software must match. Files will be named consistently statewide. File names will consist of the family ID number followed by a period (.), then the last name of the endorser (max of

Utah WIC Policy and Procedures Manual

Section C: Certification

the first 7 characters) followed by a period, then the descriptor for the type of document. The descriptor will be the bolded word or letters from the list of document titles in the table below. An example file name might be: *98765.smith.FAF*. If multiple family members use the same type document, such as foster children or twins, a first initial or up to 4 letters of the first name can be added following the last name in the name of the document to differentiate the documents. This can be done as follows: *559764.jones.a.guard* and *559764.jones.e.guard* or *48796.doe.jane.ref* and *48796.doe.john.ref*.