

## **Certifications Outside of Clinic**

### **A. PURPOSE OF PROCEDURE:**

The following procedure describes how an agency can certify a WIC participant outside of the normal WIC clinic setting. (Potential locations include pediatrician offices, hospitals, in home, etc.) This allows agencies to hold “pop up clinics” and for those with CPAs who also work in other programs and are already going out to work with these participants through their participation in other programs, to also see them for WIC. This would also be the procedure to follow if a clinic location does not have a second staff person on site to do the intake portion of a WIC certification or recertification.

### **B. SCOPE OF THE PROCEDURE:**

The following provides the steps for certifications done outside of the normal clinic environment. The local agency’s own policy will guide and address liability concerns related to home visits. This is an option for local agencies. The local agency must ensure that staff document their time spent doing each program’s work, so WIC is only charged for time that WIC services are being done.

### **C. GENERAL PROCEDURE:**

- The certification procedure outside the normal WIC clinic follows the same steps as a certification at the WIC clinic except that the majority of the intake process is done via a phone interview with a WIC staff member that is not the one seeing the participant. The proofs of income and address are sent in electronically by the participant to be reviewed by the WIC staff person conducting the phone interview. **This staff person must be the one to see the proofs and to document the proofs in the data system.** The specific steps below should be followed.

#### **Step** **ACTION**

1	Intake (Proof of Address, and Income) will be done via a phone interview with a WIC staff person. The proofs of each will be sent electronically via text, email or fax. (Proofs must be deleted immediately following the review.)	
	<b>If....</b> The participant submits their proofs <b>electronically</b> via text, email, or fax	<b>Then...</b> Create a new record date for each requirement and for each person being seen in the family’s record in the data system.

		If the participant has their proofs but does not have the means to submit their proofs electronically	The WIC CPA <b>who will</b> see the participant in person <b>must</b> take photos of the participant's proofs and text or email them back to the WIC staff person who did the phone interview who will then update the record.
		Has their proof but is not income eligible	Issue a Notice of Ineligibility or <b>Termination</b> . See <b>the Terminations</b> policy for more information about issuing a Notice of Ineligibility vs. a Notice of Termination.
2	The second WIC staff person (the CPA) with the participant will complete the proof of identity and document physical presence <b>before proceeding</b> as normal <b>with</b> the nutrition interview and assessment, collection of anthropometric and hemoglobin data, <b>risk assessment</b> , nutrition education and the creation and tailoring (as needed) of the WIC food package.		
3	Have the participant review Your Rights and Responsibilities as a WIC Participant and obtain the parent/guardian's signature.		
4	Issue benefits according to standard procedure. Note: After the certification is complete either the CPA completing the certification <b>can issue the food benefits</b> or another WIC staff person could be called to issue the benefits remotely. If the certification is done while the participant(s) are still in the hospital the benefits will not be issued until the participant calls the agency and notifies them that they have been discharged.		
5	If <b>the family</b> is new to WIC: <ul style="list-style-type: none"> <li>• Provide education as described in the policy "New Participant Education"</li> <li>• Issue the eWIC card.</li> </ul>		
6	Schedule the family's next appointment.		
7	Ask if <b>the family</b> would like a copy of <b>the</b> family's food benefit list mailed to <b>them</b> along with the appointment reminder.		

## **Best Practice:**

Best practice would be conduct the phone interview portion and have the participant submit their proofs electronically on the day of the appointment prior to starting the nutrition assessment component of the certification just as it would be done in clinic, but the intake interview can occur up to 30 days prior if needed.