

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

## B. SCOPE OF THE PROCEDURE:

### C. GENERAL PROCEDURE:

- | Step | ACTION |
|------|--------|
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	<p>If the participant has their proofs but does not have the means to submit their proofs electronically</p> <p>Has their proof but is not income eligible</p>	<p>The WIC CPA <b>who will</b> see the participant in <b>person 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.</p> <p>Issue a Notice of Ineligibility <b>or Termination</b>. See <b>the Terminations</b> policy for more information about issuing a Notice of Ineligibility vs. a Notice of Termination.</p>
2	<p>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.</p>	
3	<p>Have the participant review Your Rights and Responsibilities as a WIC Participant and obtain the parent/guardian's signature.</p>	
4	<p>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.</p>	
5	<p>If <b>the family is</b> new to WIC:</p> <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	<p>Schedule the family's next appointment.</p>	
7	<p>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.</p>	

## **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.