

Policies and Procedures Webinar
November 30, 2023
Q and A Document

1. **Question:** If a family is here on asylum and not able to work but supported by someone then do we get the income from that supporting family or a note from a worker helping them that they are on asylum?

Answer: This question would need to be determined on a case-by-case basis. Contact the State WIC office if you have questions.

2. **Question:** If someone is on unpaid maternity leave how do we do the income?

Answer: Applicants on unpaid maternity leave are considered to have irregular income. If they were paid monthly or twice a month before going on leave, take the total income earned during the preceding 90 days and divide by 3 to obtain the monthly income. If they are normally paid every two weeks or weekly, take the total income received during the preceding 12 weeks, divide by 12 to obtain a weekly income, and record this amount in the data system.

- a. Example: Jackie is paid every two weeks and makes \$1000/pay period. She has been on unpaid maternity leave for the past 3 weeks. We can calculate that Jackie has made \$4,500 in the past 12 weeks ($\$500/\text{wk} \times 9\text{wks}$ worked). That amount would be divided by 12, equaling \$375/wk. This is what you would record in Focus.

See the policy "Income Determination" for more information.

3. **Question:** If a participant has been IMPA verified for Medicaid and the family is completing a certification, can IMPA verified Medicaid be counted for ID or should they still show a Medicaid card if that is what is being used for the identification?

Answer: At this time, a Medicaid number alone cannot be used for proof of identity - the actual card or other proof would need to be presented. Acceptable proofs are listed in the WIC Data System.

4. **Question:** Can a signed statement be signed for both proof of income and proof of address if living with someone else and paid in cash?

Answer: Yes, depending on the circumstances this may be appropriate. Just be sure that questions about an applicant's living situation and income are being asked.

5. **Question:** If a family reports they are paid in cash at their certification appointment, should they be provisionally certified and asked to return with a note from their employer? Or, can a Signed Statement be used?

Answer: Ideally, staff should encourage families to obtain a note from their employer prior to the certification appointment (e.g., while screening for income eligibility over the

phone) and make an attempt to get some sort of documentation. If proof is not available at the appointment, it is allowable to complete a Signed Statement and Affidavit.

6. **Question:** How do you handle a family reporting “zero” income who reports they are living off savings? What should be documented in Focus and what should we ask them to provide as proof?

Answer: Bank statements or records showing withdrawals or transfers of cash to checking accounts could be used. Because most people have limited savings, additional questions to determine if these families have irregular income or will receive unemployment benefits in the near future should also be asked. Reports of zero income may need to be handled on a case by case basis - reach out to your Nutrition Consultant if you have questions about how to handle a particular situation.

7. **Question:** When we select Affidavits as proof, the participant is basically signing saying they don't have proof of whatever we're asking for, correct?

Answer: Yes, it's a testimony that they don't have proof and what they're reporting is accurate. As a reminder, Affidavit should only be selected when proof cannot be provided - not when an applicant just forgets to bring it.

8. **Question:** Most of the time the proxy doesn't know about the infant/child's diet, etc.

Answer: Per the policy “Proxies” - “Examples of proxies include grandparents, aunts, uncles; childcare providers; friends; and teenaged children living in the household with knowledge of the child's health and diet habits.” If they do not have knowledge of the child's dietary habits they would not be able to answer the questions during an appointment.

9. **Question:** For proxies, what if mom and dad share custody but dad doesn't live at the same address as mom. Then would dad be listed as a parent or a proxy?

Answer: Per the policy “Proxies”, the second parent in a household is NOT a proxy, therefore if the second parent is living in the household, they would be listed as an additional parent/guardian. If the second parent is not in the household, they would be listed as a proxy, as long as the household's parent/guardian requests this and procedures are followed in setting up a proxy per policy.

10. **Question:** How often do we need to update the proxy card if the participant is still active and never termed until done with the program?

Answer: The card would not need to be updated if they remain active. Proxies should be reviewed at each subsequent certification to ensure the parent/guardian wishes to still have them to remain active. See the policy “Proxies” for more information.

11. **Comment:** “Unknown” needs to be a breastfeeding status on the breastfeeding panel as foster parents of infants often don’t know if the infant was every breastfed or not.

Response: The options for the breastfeeding definitions comes from Federal Regulations. The State Office will relay the question to the Regional Office about if adding a reason for “unknown” to the Breastfeeding panel is allowable.

12. **Question:** Is there a report that can be printed of all client referrals for follow up purposes?

Answer: Yes, it’s called the Referral Detail Report. It is found under the Clinic Services Reports umbrella and then under Client Services Reports. You would select your agency name, the clinic(s) you want to include as well as the Organization Type and Organization Name (or you could select them all). It will give you a total count of referrals “To” and “From” each organization along with the FID and the Participants name who got the referral or who was referred to WIC by that organization.

13. **Question:** Can we get the Rights and Responsibilities in French, Karenni, and Burmese?

Answer: The State office will be reviewing the Rights and Responsibilities document for potential changes. If changes are made, translating the Rights and Responsibilities document may be an option.