Policy & Procedure Webinar

February 24, 2026

WIC IOWA | IOWA™ Health and Human Services

Strengths

▶ Clinic Environment

- Co-location
- Activities
- Cleanliness
- Organization

▶ Appointments

▶ Nutrition Assessments

- Participant Centered Counseling
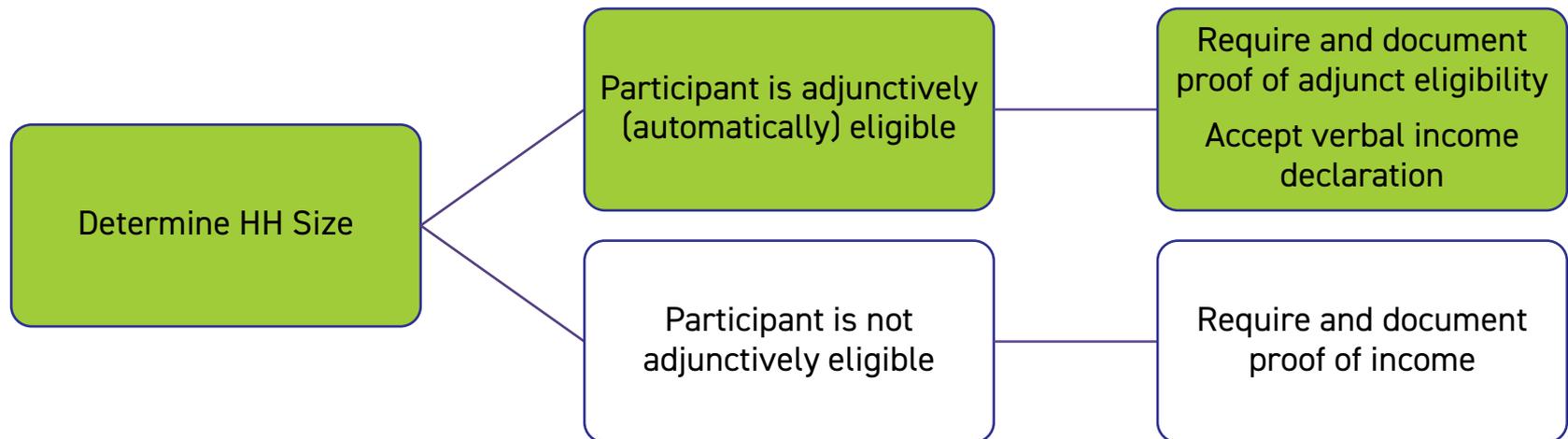- Successes celebrated
- Thorough documentation

Strengths

▶ Breastfeeding

▶ Resources & Referrals

▶ Staff

▶ Collaborations and partnerships

Adjunctive Eligibility and Income

```
Determine HH Size
    ├── Participant is adjunctively (automatically) eligible
    │       └── Require and document proof of adjunct eligibility
    │           Accept verbal income declaration
    │
    └── Participant is not adjunctively eligible
            └── Require and document proof of income
```

Policies referenced: Adjunctive Eligibility & Income Determination

Income Records are Required

Policies referenced: Adjunctive Eligibility & Income Determination

Knowledge Check

Adjunct Eligibility

Adjunct Eligibility

Participant	Category	Proof	MA(Title …	MA ID	Food Sta…	TANF	HS/Waiver
Adj Eligible Child	Child	IMPA verified	☑	1234567a	☐	☐	☐
Income Eligible Child	Child		☐		☐	☐	☐

One sibling in this family receives Medicaid, the other does not. After collecting and documenting proof of adjunctive eligibility, what should you do?

Close

Income Determination

```
Participant is not adjunctively eligible
├── Family has proof of income
│   └── Document proof
│       ├── If eligible, proceed with certification
│       └── If over income, issue a Notice of Ineligibly or Termination
└── Family does not have proof of income
    ├── Verbally declares income within guidelines
    │   └── Document income, leaving proof field blank / Print/complete signed statement
    │       └── Provisionally certify
    └── Verbally declares income over guidelines
        └── Document income
            └── Issue a Notice of Ineligibility or Termination
```

Policies referenced: Income Determination

Income Determination Policy

Iowa WIC Program
Signed Statement

Parent/Guardian: _____ Family ID# _____

IDENTITY:
I have no proof of identity for_____because:
___Lost/stolen documents ___Disaster

Other / Comment_____

ADDRESS:
I have no proof of address because:
___Living in someone else's home ___Rent/Utilities in someone else's name ___Recent Move
___Homeless/Shelter ___No DHS assistance ___Migrant ___Lost/stolen documents ___Disaster

Other / Comment_____

INCOME:
I have no proof of income because:
___Paid in cash ___Lost/stolen documents ___No income
Gross Income $_____ Circle one: weekly bi-weekly monthly annual

Other / Comment_____

Additional information needed if zero income is reported:
How do you get food for your family?
___SNAP Food Stamps ___Food Pantry ___Family/Friends

Other / Comment_____

My household has been without income since_____

I think I will have income starting _____

Signatures:

The information I provided above is correct.

_____ _____
Signature of applicant/parent   Date

_____ _____
Signature of local agency official   Date

Gross Income

►Gross Income
- Total earning before deductions

►Net Income
- Take home pay
- Income remaining after subtracting any deductions (taxes, insurance, retirement contributions, child support, garnishments, etc.)
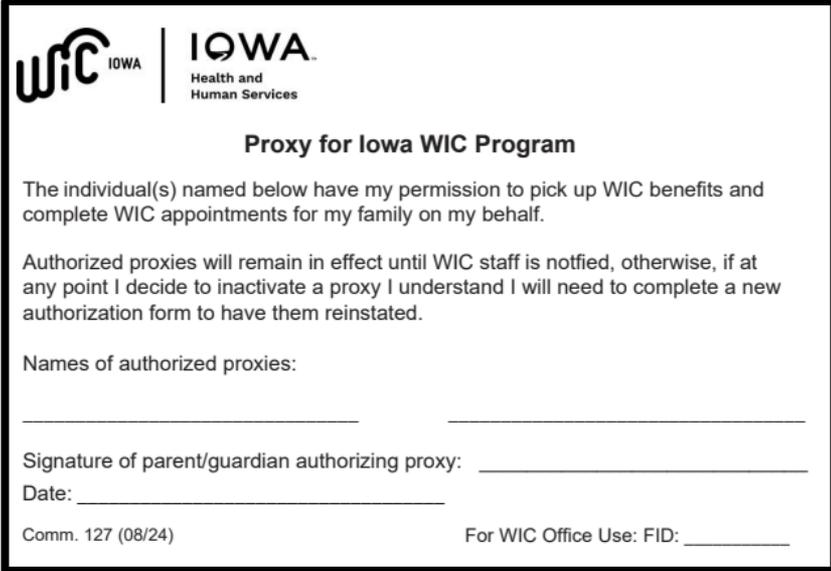
Policies referenced: Income Determination

Proxies

▶ Signed permission is required for someone to act as a proxy

▶ Iowa WIC Proxy Card or handwritten note is allowable

▶ Scan into Focus

WiC IOWA | IOWA. Health and Human Services

Proxy for Iowa WIC Program

The individual(s) named below have my permission to pick up WIC benefits and complete WIC appointments for my family on my behalf.

Authorized proxies will remain in effect until WIC staff is notfied, otherwise, if at any point I decide to inactivate a proxy I understand I will need to complete a new authorization form to have them reinstated.

Names of authorized proxies:

_____   _____

Signature of parent/guardian authorizing proxy: _____
Date: _____

Comm. 127 (08/24)   For WIC Office Use: FID: _____

Policies referenced: Proxies

Termination notice timeline for participants who will terminate for Failure to Reapply:

▶ Must be notified at least 15 days before the expiration of the certification period but no more than 45 days before

▶ Beginning of each month run the "Termination by System Pending" report for the following month to identify who to contact

▶ **Everyone** must be contacted by phone, text or written notice – make sure they have an appointment scheduled and tell them if they don't keep their appointment their benefits will end

▶ How and when you notified them must be documented on the report and the report filed (electronically or hard copy) for future audits

▶ Policy to reference: Terminations (steps on page 5)

WIC IOWA | IOWA Health and Human Services

Notice of Ineligibility or Notice of Termination: Which one to use for applicants determined to be over income?

▶ If an applicant's WIC status is _active_ and they are determined to be over income, they must be terminated from the program and a Notice of Termination issued

▶ If an applicant's WIC status is _pending_ and they are determined to be over income, they are considered to be ineligible for the program and should get a Notice of Ineligibility

▶ Policies to reference: Terminations, Processing Standards and Notice of Eligibility

What is required for participants becoming categorically ineligible?

▶ For participants who will be terminating due to categorical ineligibility, no printed Notice of Termination is needed but they must be told of the termination, and it must be done at least 15 days before the certification end date

▶ Two ways your agency can do this but there must be documentation to show this was done for future audits

- When issuing last set of benefits, tell them and put a comment/alert that this was done

- Use the Termination by System Pending report for the next month and contact everyone, documenting the details of the contacts on that report

▶ Policies to reference: Terminations

WIC IOWA | IOWA Health and Human Services

What about mom's who stop breastfeeding between 6 and 12 months postpartum?

▶ If a mother stops breastfeeding between 6 months postpartum and 12 months, she becomes categorically ineligible

▶ She must have her food benefits for the current and any future months removed and then terminated with an effective date of that day

▶ You must provide a termination notice in this situation

▶ First adjust the food benefits to remove her current and future food benefits

- then terminate with the appropriate reason and that day's date,

- then print the Notice of Termination to give to her and

- then place a comment/alert in her record that a notice was printed and given

▶ Policies to reference: Terminations (steps on page 5)

WIC IOWA | IOWA Health and Human Services

Scheduling of Appointments for Applicants who are Not Active

- ▶ Initial certification appointments must be scheduled within **10** <u>calendar</u> days for pregnant, breastfeeding women, infants less than six months old and migrant farm workers

  - All others must be scheduled within **20** <u>calendar</u> days

- ▶ Exceptions are allowed only if it is voluntary by the applicant or their P/G

  - If it is scheduled outside of the requirement the reason must be documented

  - Some common reasons are listed in the drop-down box of processing standards exceeded

  - If "see notes/comments" is the reason you select from the drop down, there must be reason in the Notes box below the Processing Standards Exceeded Reason drop down box or in the comments section of the participant's record about why the client needed or wanted an appointment outside of the 10/20-day window

- ▶ Policies to reference: Processing Standards and Notice of Eligibility

WIC IOWA | IOWA Health and Human Services

What to do if a P/G refuses Hemoglobin Screening

▶ If your agency has a noninvasive hemoglobin test onsite explain that it does not draw blood, and ask if that would be an acceptable alternative

▶ If the above is not an option and the participant has another qualifying nutrition risk factor that makes them eligible for the WIC program, staff will select "No Blood Work Taken" and document "P/G Refusal" as the No Test Performed Reason

  ▪ Staff must then follow agency protocol to obtain referral data from the applicant's health care provider

▶ Policies to reference: Blood Tests

Hemoglobin Screening for 9-24 Month Olds

▶ Polices to reference: Blood Tests

Age	Screening Schedule	Notes
Birth to 12 months	Once between 9-12 months	Can be done at 9, 10, 11 or 12 months of age If done at 12 months of age make sure to do a test between 13-24 months of age too
12 – 24 months	Once between 12-24 months	If not done before 12 months of age, be sure to do another between 13-24 months to meet requirements
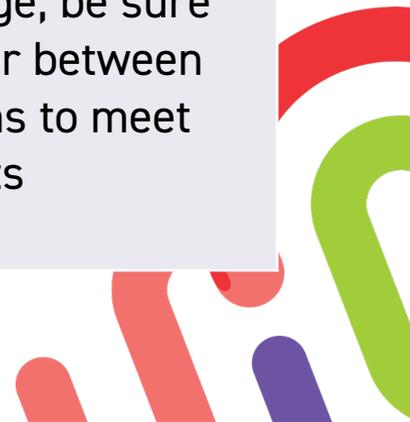
Blood Lead Screening

▶ WIC must require that upon enrollment of a child, the parent or caretaker must be asked if the child has had a blood lead screening test. If the child has not had a test, they must be referred to programs where they can obtain such a test.

Policy to reference: Blood Lead Screening

Lead Testing Schedule

Child's Age	Blood Lead Testing Recommendation
0- less than 12 months of age	Assess the child's need for early testing.
12-35 months of age	**Test every child at 1 and 2 years of age.** Check whether the child has had recommended lead testing at every contact. Consider interim testing if there are elevated exposure risks. Provide confirmatory (venous) testing if a prior capillary test was abnormal. Test children with past exposure as recommended based on prior test results.
36-60 months of age	Check whether the child has had recommended lead testing at every contact. **Provide lead testing for children if testing was not done at 1 and 2 years of age or if test history is unknown.** Provide confirmatory (venous) testing if a prior capillary test was abnormal. Test children with past exposure as recommended based on prior test results.

WIC IOWA | IOWA Health and Human Services
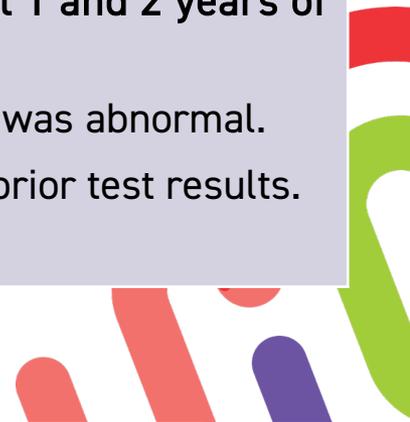
Lead Assessment

If a child has been tested for lead recently:

Discuss results

Provide counseling as appropriate

Refer for follow-up services as needed

Encourage parent/ caretaker to make sure the child received additional testing based on the child's risk status

If a child has not been tested for lead in the past year or ever:

Determine the appropriate means for getting lead testing completed based on community resources (health care provider, Child Health Program, local Childhood Lead Poisoning Prevention Program, etc.)

Lead Referral Documentation

▶This referral must be documented in the referral panel of the WIC data system.

Anthropometric Measurements

Measuring height/length:

▶Recumbent length will be used for infants, children less than 2 years old and children 2 years or older who are less than 31 ½ inches tall.

▶Standing height will be used for women and children 2 years of age or older who are greater than 31 ½ inches tall.

Policy to reference: Anthropometric Measurements

Anthropometric Measurements

Measuring weight:

▶ For weighing infants 12 months and under use an infant balance beam (or scale or an infant cradle for use with an adult scale)

▶ For weighing women and children over age one, use a scale the participants can stand on/step onto

Policy to reference: Anthropometric Measurements

Anthropometric Measurements

Before weighing and/or measuring all WIC participants, first have the participants or parents/guardians remove:

- Hats
- Coats
- Shoes
- other bulky or heavy clothing
- hair ornaments
- braids on top of the head

Policy to reference: Anthropometric Measurements

Recording Inaccurate Measurements

Steps for Measuring Length

When using a recumbent length board, lay the child on a length board with the child's head against the headboard, then:

- Have the child's parent/guardian use both hands to hold the child's head against the headboard with the child's eyes focused straight up.
- Extend the child's legs so that both soles are positioned flat against the board.
- Hold both feet with one hand and straighten both knees with the other.
- Recheck positioning.
- Slide the footboard firmly towards the feet. Both soles must rest flat against the footboard.
- Read and record the measurements to the nearest 1/8-inch.

Policy to reference: Anthropometric Measurements

Steps for Measuring Height

For measuring standing height for women and children 2 years of age and older who are greater than 31 ½ inches tall, the following steps must be used:

- Ask participants to stand erect with feet parallel and heels together. The participant's heels, buttocks, and shoulders should touch the wall or measuring surface, and eyes should be focused straight ahead.
- Slide the broca plane down to rest on the head, compressing the hair.
- Read and record the measurement to the nearest 1/8-inch.

Policy to reference: Anthropometric Measurements

Steps for Measuring Weight

Infants 12 months and under:

- Place the infant in the cradle
- Read and record weight to the nearest ounce

Women and children:

- Balance the scale at zero
- Ask the participant to step on the center of the scale platform with arms hanging at sides
- Read and record weight to the nearest ounce

Policy to reference: Anthropometric Measurements

Nutrition Education Contacts

▶ Why do we check if licensed dietitians are seeing High Risk participants?

▶ 1.3.1.1 Personnel and Operations

- Under Section 2 Qualified Staff: Licensed dietitian personnel must be available to meet high-risk participant needs as described in the WIC Policy and Procedure Manual.

▶ 1.7.6 Staffing. Adequate licensed dietitian personnel must be available to meet high-risk participant needs and to maintain the nutrition integrity of the program. Participants who are high-risk, as defined by the WIC Policy and Procedure Manual, shall be seen by a licensed dietitian as described in the Iowa WIC policy and Procedure Manual with a care plan as described in the WIC Policy and Procedure Manual.

WIC IOWA | IOWA™ Health and Human Services

Nutrition Education Contacts

▶ High-risk Participants

- At a minimum must have one individual contact by LD/RD per certification period.
- If seen by a LD/RD at the certification appointment. The LD/RD determines if at future appointments should be completed by a LD/RD or any CPA.
- If a Non – L.D. certifies a high-risk participant that CPA should refer the participant to Dietitian for a future appointment

▶ Low-risk Participants

- Any CPA may provide low-risk nutrition education

Nutrition Education Contacts

▶ USDA Federal Regulations: 246.11(e)

- Nutrition education contacts shall be made available at a quarterly rate to parents or caretakers of infant and child participants certified for a period in excess of six months

▶ Can be provided in multiple ways

- Group, One-to-One, Face-to-face, Wichealth.org, or teleWIC

- Must be documented in the Nutrition Education tab under Education and Care in Focus.

WIC IOWA | IOWA Health and Human Services

Nutrition Education Contacts

Nutrition Care Plans

▶ For all WIC participants with one or more high-risk conditions, a care plan must be initiated at certification and updated every time a subsequent nutrition education contact is completed.

  ▪ A licensed dietitian must either develop the care plan at certification or update it at a subsequent education contact.

▶ For all WIC participants with one or more high risk conditions, a care plan must be initiated at certification and updated when the subsequent nutrition education contact is complete.

Local Agency Personnel Training

▶ Policies

- New Employee Training Checklist

- New Employee Training Record

- Local Agency Personnel Training

▶ Trainings must be completed within the required timeframes

▶ Completed trainings must be documented in the Staff Training panel within the data system

Questions

Contact your WIC Nutrition Consultant

USDA is an equal opportunity provider, employer, and lender.