



COMPUTER DOWN PROCEDURES & FORMS

PURPOSE

The computer down procedures & forms document outlines what is required to provide WIC services in the event the WIC computer system or internet access is temporarily unavailable.

FORMS

The documents below are housed on the WIC Website. It is recommended that the local agency build their own hard copy down kit with at least one current copy of each form for times when forms may not be accessible due to loss of internet access. Copies can be made onsite as needed.

- [Application Eng & Sp](#)
- [BMI Table](#)
- [Care Plan](#)
- [Complaint or Incident Report](#)
- [Direct bill](#)
- [Fair Hearing Request Eng & Sp](#)
- [Growth charts - Boys and girls ages 0-24 months and 2-20 years old](#)
- [Income Eligibility Guidelines](#)
- [Idaho WIC Program Income Eligibility Chart](#)
- [Letter of Ineligibility Eng & Sp](#)
- [No Proof & Temp \(Income\) Eng & Sp](#)
- [Nutrition Assessments - infant, child, prenatal, postpartum](#)
- Nutrition Risk Code Cheat Sheets (*pending*)
- [Medical documentation](#)
- [Prenatal wt gain - Single and Multi-pregnancy](#)
- [Rights Responsibilities & Consent Eng & Sp](#)
- [Signature for eWIC Card](#)
- [Verification of Certification](#)

PROCEDURES

If the WIC computer system or internet access is temporarily unavailable

- Locate the Computer Down Kit in your clinic.
- Make copies of original set of forms.
- Complete the appointment with hard copy forms listed above (Eligibility information, care plans, nutrition assessment (health information/questionnaire) education etc.)
- eWIC Cards can still be assigned and issued to cardholders. Cardholders will be able to take the eWIC card with them when they leave their appointment, but it will not have benefits loaded until staff are

able to access WISPr. Cards should never be mailed from the clinic.

- **New to WIC - No Previously Assigned eWIC Card:**
 - When the card is assigned to the cardholder, instead of signing for the card on the signature pad you will use the Signature for eWIC Card form.
 - Instruct the cardholder that they can take their WIC card with them when they leave, but it will not work yet.
 - Remind the cardholder that they will need to set up their PIN once the card is ready and explain the options for setting a PIN.
 - Ask about food package needs and note any tailoring that needs to be done such as dairy substitutions (yogurt or cheese).
Note: Follow procedures for your agency. Some clinics may have staff ask at the appointment or others may have staff call to assign the food package and tell the participant the card is loaded.
 - Explain how to use the eWIC card, food list, and WICShopper app.
- **Not new to WIC - Previously Assigned eWIC Card:**
 - There is no need to assign a card since the family has an existing card with a PIN.
 - Instruct the cardholder that new benefits were unable to be loaded and WIC staff will notify them once benefits are loaded.
 - Ask about food package needs and note any tailoring that needs to be done. *Follow procedures for your agency on when tailoring takes place.*

Follow these steps once the WIC computer system or internet access becomes available

- Enter all documentation from the appointment into WISPr (Eligibility information, care plans, nutrition assessment (health information/questionnaire) and nutrition education etc.)
- Per your LA procedures, document any information that would eliminate any gaps in the documentation during the time WISPr was down.
- Shred relevant hard copies of documentation that have been entered into WISPr. *Note: Each clinic may vary on the amount of documentation stored in WISPr versus the participant's hard copy chart.*
- If a VOC was issued while WISPr was down
 - Complete the VOC Transfer in WISPr, If a VOC is generated, shred the form, Document in WISPr per your LA procedures that a VOC was issued when WISPr was down.
- WIC staff will complete eWIC card and food benefit actions.
- **New to WIC - No Previously Assigned eWIC Card:**
 - Go to the Card Management screen.
 - Enter the eWIC card assigned to the family and issue benefits.
 - Call the cardholder to notify them that the card is active and benefits are loaded, the card will not work until a PIN is set.
 - Discuss the benefits loaded to their card (refer to the eWIC Balance screen).
- **Not new to WIC - Previously Assigned eWIC Card:**
 - Call the cardholder to notify them that their card benefits are loaded.
 - Discuss the benefits loaded to their card (refer to the eWIC Balance screen).