



Idaho WIC Training

Eligibility

Trainer



WIC is an equal opportunity provider.

What Will They Learn?

The WIC program has specific conditions applicants have to meet in order to be eligible. Reviewing documentation for an applicant's eligibility is an important part of the application process. We call the process of applying and reviewing eligibility a certification.

In this course, you will obtain a knowledge base important for reviewing applicant eligibility to participate in the program. Not all steps of the certification process are covered in detail in this course. In future modules, you will learn all the steps so that you can complete a certification.

Instruction Level

Prerequisite: Overview and WIC Computer System 101

Items Needed for This Course

- Access to the Idaho WIC website for the following resources:
 - Policy Manual - Definitions and acronyms
 - Families in WISPR Quick Reference Card (QRC)
- Handouts & Forms:
 - Idaho WIC Program trigger/outreach card
 - Application (if applicable)
 - VOC Missing Proofs, 1st and 2nd Contact
 - Income Q and A document
 - Report 440 training
 - Military Pay_LES (Leave and Earning Statement)
 - Conflict of Interest
 - Letter of Ineligibility
 - No proof Temporary (Income) Certification
- Access to the WIC computer system
- Calculator
- Videos:
 - Certify Billy Missed Opportunity and Certify Billy Solution
 - You Have to Bring the Kids and We Want to See your Children
 - Document Demand and Document Request

Recommended Time

- Approximate time it takes to complete the Eligibility course: 2-3 hours
- Approximate time it takes to complete the activities and discussion: 3-4 hour

Module 1: Residency, Category, and Identity

The learner will be asked to watch 6 short videos on customer service and the certification cycle.



Activity 1

The learner will be asked to log onto the Idaho WIC webpage at www.wic.dhw.idaho.gov. Locate and click on Clinic Staff, and click on Policy Manual. Click on Chapter 4 - Eligibility and Certification. Answers can be found in the Idaho WIC Program Policy Manual (IWPPM), Chapter 4, Section B.

Acceptable proofs of identity:

- Birth certificate
- Clinic/hospital record or ID
- Crib card
- Driver's license
- Government-issued identification
- Immunization record
- Military records/ID cards or discharge papers
- Passport/visa/other country ID
- School photo ID
- Social Security card
- Tribal card
- Vehicle registration
- Voter registration card

Acceptable proofs of residency:

- Business letter or other postmarked mail addressed to applicant at the physical residence (not a P.O. box)
- Driver's license or passport
- Paycheck stub with address
- Car registration
- Current utility bill (water, electric, gas, cable TV, sewer, trash)
- Rent or mortgage receipt
- State or local document that requires proof of residency

Possible examples why someone is not eligible for WIC:

- Over-income
- Not categorically eligible
- Doesn't live in the service area

The Responsible Adult is usually the parent (or caretaker) who makes the initial contact to apply for WIC services and attends the certification appointment to apply for WIC for self or for children.

Module 2: Income Eligibility

In addition to the main activities, the trainee will be asked the following discussion questions within this module (look for the discussion symbol in the Activities Workbook):

Trigger Card

- Trainee will be asked to locate the “What is WIC?” trigger card
- Trainee will be asked to look at a household of 3 and determine how much money this household can make and still qualify for WIC. They will also be asked to look up their gross income and family size to see if they qualify.

Application (if used by your agency) or WIC computer system

- Trainee will be asked to locate how to identify a migrant applicant such as the application question “Are you or is anyone in your family a migrant worker?”

Procedure

- Trainee will be asked review the Families in WISPR Quick Reference Card (QRC) and to locate their agency’s procedures for foster children.

Income

- The Trainee is asked to review the income Q and A document and ask the trainer any additional income questions they have.



Activity 2

Please refer to the corresponding questions in the Activities Workbook:

1. Determine the household size:
 - 4
 - 3
 - 2
2. List the programs that cause a WIC applicant to be automatically income eligible.
 - Medicaid, including CHIP
 - Temporary Assistance to Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps)

3. Which of the following sources of income are included when figuring gross monthly income for the WIC program? Correct answers are:
- Child support payments received
 - Hourly wages
 - Welfare assistance
 - Social Security
 - Unemployment benefits
 - Retirement pensions
 - Lottery winnings
4. T Migrant farm workers are individuals who work primarily in agriculture, have done this work within the last 24 months, and have a temporary home while working in agriculture.
 F WIC foods are shared by everyone living in a homeless shelter.
 WIC foods are not shared by everyone living in a homeless shelter.
 F Income is the last thing to check during certification.
 Income is the first thing to check during certification.
 F WIC benefits are counted as income for other assistance programs.
 WIC benefits are not counted as income for other assistance programs.



Activity 3

The trainee will be asked to use the table with the Income Eligibility Guidelines on the WISPr homepage to calculate the income examples listed in the Activities Workbook. The answers can be found within the Activities Workbook.



Activity 4

Please refer to the corresponding questions in the Activities Workbook:

1. $\$119 \times 52 = \$6,188.00$
2. $\$120 + 159 + \$160 + \$125 = \$564 \times 13 = \$7332.00$
3. $\$539 \times 26 = \$14,014.00$
4. $\$550 + \$624 = \$1174 \times 12 = \$14,088.00$



Activity 5

The trainee will be asked to pretend to apply for the program as a pregnant woman to better understand what it is like to be a WIC participant. The goal is to go through an entire certification appointment, including filling out forms, blood work, and education, by having an experienced staff person certify the trainee (If the trainee is or has been a WIC participant, you do not need to do this exercise.)

Note: Only determining eligibility for category, residency and income has been discussed in this module. In future modules, the trainee will learn all the steps to complete a certification.

Module 3: Transfers and Ineligibility

In addition to the main activities, the trainee may be asked the following items within this module (look for the discussion symbol in the Activities Workbook):

Access to the [Idaho WIC website](#)

- Trainee should locate the “VOC” and “No Proof and Temporary (Income) Certification” form (Missing Proofs) on the Idaho WIC webpage.

Letter of Ineligibility

- Trainee will be asked to locate a copy of the Letter of Ineligibility on the Idaho WIC website.



Activity 6

Please refer to the corresponding questions in the Activities Workbook:

1. F Migrant families are not given a VOC unless they ask for one.
Migrant families are always given a VOC.
T A child who has turned 5 years old is ineligible for the WIC program.
F Individuals who transfer from a WIC program in another state are treated as new applicants.
Individuals who transfer from a WIC program in another state are treated as transfers.

2. Review the VOC document for the participant's name, the date the participant was certified, and the date that certification expired. If any of this information is missing, the VOC is not valid. Check the certification end date. If it has expired, treat the transfer as a new applicant. If the certification has not expired:
 - Review proof of identity and residency.
 - Discuss the Participant Rights and Responsibilities and Consent, and educate the participant about WIC in Idaho, especially how to use the Idaho Food List, WICShopper App, and eWIC Card.
 - Assign and issue an eWIC Card and Food Benefits and provide nutrition education and referrals as needed.



Activity 7

The trainee will be asked to review the case studies and discuss with their trainer what they would do.

- Case Study 1: A woman named Elena walks into your WIC clinic with her baby. Elena says they just moved here from Arizona where they were on WIC. You welcome Elena to Idaho and ask her if she brought transfer papers or a transfer card? Elena says no, she didn't have time to go by the WIC office before she moved. You tell Elena you understand how that can happen. What do you do?
- Example Answer:
 - You ask Elena if she has the contact information for the WIC clinic that had been serving her.
 - You ask Elena to please have a seat while you contact Arizona WIC to get her transfer information.
 - You either call the clinic (If Elena provided you with the number) or you go to the website <http://www.fns.usda.gov/wic/wic-contacts> to find the Arizona WIC VOC contact phone number.
 - You phone Arizona WIC and request they fax a VOC for Elena with the required information. You also verify that Elena hasn't used her EBT benefits for this month. Arizona WIC voids her EBT benefits electronically.
 - You ask Elena to show you identification and proof of residency.
 - You ask Elena for her EBT card explaining if she ever moves back to Arizona and is on WIC she'll get a new EBT card.
 - You issue a full food package for the appropriate month(s) and schedule her next appointment.

- You document what you did in WISPr.
- Case Study 2: A man named Joe arrives at your WIC clinic on Dec. 16 with his 4 year old son Graley. Joe tells you he just moved to Idaho because his work transferred him from the warehouse he'd been working at in Montana. Joe says Graley is on WIC and he hands you a VOC form from a Montana WIC clinic. Joe also hands you a custody paper and explains he's divorced, Graley lives with him. You thank Joe for bringing the information. You review the VOC form and it contains the required minimum information. The form states the last WIC checks issued had an end date of Dec. 12. Joe says Graley has been receiving Pediasure from WIC. You ask Joe if he has a copy of the medical documentation form for Pediasure. Joe says no. What do you do?
- Example Answer:
 - You ask Joe to please have a seat while you contact Montana WIC to get a copy of the medical documentation form.
 - You find the Montana WIC clinic phone number listed on the VOC form.
 - You phone the Montana WIC clinic and request they fax a copy of the most recent medical documentation form verifying the months Pediasure is needed.
 - You ask Joe to show you identification and proof of residency.
 - You issue a half food package with Pediasure for Dec. and a full package with Pediasure for the appropriate future month(s).
 - You schedule Joe's next appointment.
 - You document what you did in WISPr.
- Case Study 3: A pregnant woman named Tara comes to your WIC clinic. Tara says she recently moved to Idaho from Kansas. Tara hands you a hand written VOC form and her WIC checks from Kansas WIC. You look at the form: it has the participant's name, identification number, and the name/address of the clinic. You thank Tara for providing the form. What do you do?
- Example Answer:
 - The VOC form is lacking some of the minimum required information. You ask Tara to please have a seat while you contact Kansas WIC to get the certification date information.
 - You find the Kansas WIC clinic phone number listed on the VOC form.
 - You phone the Kansas WIC clinic and request they fax a VOC form including the certification start and expiration dates since they weren't on the handwritten form the participant brought.
 - You ask Tara to show you identification and proof of residency.

- You shred Tara’s Kansas WIC checks and issue a full food package for the appropriate future month(s).
 - You schedule her next appointment.
 - You document what you did in WISPr.
- Case Study 4: Jill from the Idaho State WIC office phones and says she’s connecting a call from an Oregon WIC clinic requesting a VOC for a participant from your clinic. The Oregon WIC staff person introduces herself and says a WIC participant, Asir Raed, is transferring and she didn’t get a VOC before leaving Idaho. What do you do?
 - Example Answer:
 - You thank the person for calling.
 - You find Asir Raed in WISPr and tell the Oregon WIC staff person you’ll fax the VOC. You ask for the fax number and thank them for phoning.
 - You print and fax the VOC as soon as you are able (making sure it is no later than the next business day).

Module 4: Employee Duty Restrictions

In addition to the main activities, the trainee may be asked the following items within this module (look for the discussion symbol in the Activities Workbook):

Policy Manual review of Employee Duty Restriction

- Trainee is recommended to review Chapter 2 of the policy manual under Employee Duty Restrictions for more details.

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- Trainee is instructed to ask what procedures are followed in your agency to ensure nutrition risk criteria and income eligibility are shared.

If the trainee will be responsible for the Report 440, please train them on this topic. Refer them to the report 440 training on the Idaho WIC website.



Activity 8

Please refer to the corresponding questions in the Activities Workbook:

1. Heather can issue Lydia's checks, but she can't certify her. Lydia's Certification appointment will need to be scheduled when a different certifier is working.
2. Determining income eligibility and determining nutrition risk.
3. Yes, she can write "none" or N/A" on the form and sign it.



Activity 9

The trainee is asked to complete the COI form and hand it in to their trainer.