

# The Kansas WIC Training Modules

## Certification & Notification Policies

This module applies to the following security roles:  
All



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This module requires use of the computer to read WIC policies.

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## Instructions

**This module requires use of the computer to access the internet and read WIC policies at [http://www.kansaswic.org/local\\_agencies/policy\\_procedure\\_manual.html](http://www.kansaswic.org/local_agencies/policy_procedure_manual.html). You should bookmark this website because you will use it often!**

See the New Employee Training Process materials for detailed instructions, including how to log onto KWIC Online Training.

The information in one module section usually builds on that in previous sections. Therefore it is important that you start at the beginning of each module and work through it from beginning to end. It is also important to complete the modules in the order listed on the WIC Training Completion Sheet.

Words that are printed in the KWIC Policy Module glossaries are printed in bold italics the first time they appear in the text.

The Progress Checks and Skill Builders are meant to be learning tools. To challenge yourself, try to complete each one without referring back to the text. Feel free to look back in the training module pages if you need to refresh your memory.

Be sure to ask your Local Agency (LA) WIC Coordinator or supervisor if you don't understand the policies and procedures presented in the modules, or what is meant in the Progress Checks and Skill Builders. After completing the entire module, your WIC Coordinator or supervisor will review the progress checks and document your completion of the module. If additional review is needed, your supervisor will follow up until you both are confident of your progress

# Appointment Scheduling

## Objectives

Upon completion of this activity, the employee will be able to:

1. Determine an applicant's WIC category.
2. List which WIC categories have 10-day processing standards and which categories have 20-day processing standards.
3. Identify appropriate situations in which a client may be "presumed eligible" for WIC.

## Materials and Supplies

On-line Policy and Procedure Manual (PPM)

[http://www.kansaswic.org/local\\_agencies/policy\\_procedure\\_manual.html](http://www.kansaswic.org/local_agencies/policy_procedure_manual.html)

WIC Letters (See Appendix A)

## Glossary

***Categorically eligible*** – A person who meets the criteria for one of the five categories served by the WIC Program. An applicant must be categorically eligible before being assessed for income, nutritional risk, etc. For example, a six-year-old child is not categorically eligible.

***Contact date*** – The day a person requests WIC services

***Eligibility end date*** – The date identified by the KWIC system as the date WIC eligibility ends for a client. This is the last day of the month.

***KWIC*** – Computer system used for automated WIC services in Kansas.

***Presume eligible*** – In certain situations, staff may "presume eligible" a pregnant woman who meets income and residency standards. Staff may then issue WIC checks for up to 60 days. The nutritional risk evaluation and counseling must be completed within those 60 days.

***Processing standards*** – Federally established time frames that specify the number of days allowed between the contact date and when applicants are told if they are eligible for benefits.

## Assignment

Review all the policies in the Certification (CRT) chapter of the PPM before completing this module.

[http://www.kansaswic.org/local\\_agencies/policy\\_procedure\\_manual.html](http://www.kansaswic.org/local_agencies/policy_procedure_manual.html)

*For Activity 1 in particular, read all the Certification policies numbered 01.00.00 through 03.08.00.* Some specific policies from the PPM will be referred to throughout the module to reference more detailed information. Otherwise, you can compare the paragraph titles to the policy titles on-line. Review the WIC letters found in Appendix A of this module.

## Introduction

The WIC Program is designed to provide nutritious foods, nutrition education, and referrals to eligible people. A goal of the program is to provide these benefits as soon as possible, so these benefits can begin to make an impact on the health and well-being of our clients. Because of this goal, there are certain time frames for certifying applicants. Appointments must be scheduled to ensure prompt certification and delivery of benefits.

## Eligibility Categories

All aspects of providing WIC benefits to individuals depend upon establishing what WIC eligibility category applies to the person. As the program name indicates, these categories target **Women, Infants, and Children**. The established categories include three separate categories for women, to better target their specific risks at different times. WIC categories and their eligibility periods are:

- **Pregnant women** – Certification period is for the duration of pregnancy and up to 6 weeks after the end of the pregnancy.
- **Breastfeeding women** – Certification period ends in the month of her breastfed infant's first birthday or cessation of breastfeeding. If breastfeeding is discontinued prior to 6 months postpartum, she may still be eligible as a postpartum woman. After 6 months, if a woman is using over a certain amount of formula, she will not be eligible for food benefits, but is eligible for other benefits such as a breast pump and nutrition education.
- **Postpartum women** – Certification period is for 6 months postpartum.
- **Infants** – Certification period for an infant initially certified before 6 months of age ends in the month of the infant's first birthday. For an infant initially certified after 6 months of age, the certification period is for 6 months.
- **Children** – Certification periods are for 6 months unless categorical eligibility is ending in the month of the child's fifth birthday.

Persons that are in the above groups are said to be “*categorically eligible*”. The term “categorically ineligible” is used for person outside of those groups. For instance, a

father and a 7 year old child are both categorically ineligible because of how the law creating WIC was written.

Clients in these WIC categories may reapply at the end of their certification period.

- Infants
- Children up to age 5 years.
- Pregnant women

Clients in these WIC categories may **not** reapply for WIC benefits at the end of their certification period.

- Children are categorically ineligible the day they are 5 years old.
- Breastfeeding women are categorically ineligible the day they are 1 year post-delivery.
- Postpartum women (non-breastfeeding) become categorically ineligible the day they are 6 months post-delivery.



## Scheduling Appointments Considering Processing Standards

When someone requests WIC services, the appointment must be scheduled within a certain number of days established by regulation. These *processing standards* ensure that certain individuals who are considered at a higher risk for needing WIC benefits will be seen sooner than those with less potential for immediate need of WIC services.

Applicants should be given a **KWIC** appointment notice letter which tells them when the certification appointment is scheduled and what to bring to the appointment. (You will learn how to make the appointment in KWIC and print the letter in a different module.) It is helpful to describe what type of documentations can be used for the various proofs.

In addition to the appointment notice letter, an appropriate Diet Questionnaire should be provided for each family member applying for benefits. There are five Diet Questionnaire forms. For infants and children, be sure to determine the age on the day of the appointment so the correct form is given.

- Young Infant (0 – 6 months)
- Toddler (6 – 24 months)
- Child (2 – 5 years)
- Prenatal
- Postpartum (breastfeeding and non-breastfeeding women)

When making appointments, staff should remind the parent/ WIC Caregiver/Alternate Caregiver to notify the clinic if a substitute will be bringing the infant or child. Only the parent/ WIC Caregiver/Alternate Caregiver can sign the Rights and Responsibilities form. (Normally the Rights and Responsibilities form will be signed electronically through KWIC at the appointment.) Staff can send a paper copy of the Rights and

Responsibilities home if someone other than a parent/ WIC Caregiver/Alternate Caregiver will be bringing the infant/child. You will read more and the Rights and Responsibilities later in this module.

*(Diet Questionnaires will be discussed in a later module so samples are not included in Appendix A of this module. See Appendix A samples of a KWIC Appointment Notice Letter and the Rights and Responsibilities. English and Spanish versions of the Rights and Responsibilities form can be downloaded from the [WIC website](#).)*

## **Processing Standards Are for New Applicants or Applicants with a Break in Service**

Processing standards are federally established time frames that specify the number of calendar days allowed from the day of the person's **contact date** when they request benefits to the day the person is told whether or not they are eligible to receive WIC benefits. Processing standards apply to new applicants and former clients who have had a break in service, i.e. have a KWIC status of "Terminated".

The processing standard is **10 days** for:

- Pregnant women,
- Infants under 6 months of age,
- Homeless of any category, and
- Migrant of any category.

All other categorically eligible applicants must be told if they are eligible within **20 days** of their contact date. Even though breastfeeding and non-breastfeeding women have a 20 day processing standard, staff should schedule a woman along with her infant within 10 days.



The key point is that a clinic **must offer** an appointment within processing standards. If a person declines the appointment, staff should try to find another appointment within processing standards but if another is not available, staff should document that the client declined the appointment that met processing standards. *(Refer to PPM policy [CRT 02.00.00](#). Another module will show you how KWIC calculates processing standards and how to document if a client is being scheduled outside of processing standards.)*

Adherence to processing standards ensures that all efforts are being made to see applicants as soon as possible, so that clients may benefit from WIC foods, nutrition education, and referrals. These processing standards are part of a LA's contract and are important in evaluating an agency's services.

## **Current Clients**

Each certification period ends at the person's **Eligibility end date**. Each client that will still be categorically eligible must be reassessed to determine if they can still receive

benefits. Those clients must be scheduled for a recertification appointment to see if they still meet all other eligibility criteria.

Because these clients are already active, processing standards do not apply. However the recertification appointment should be scheduled so that the client will not have a break in services. When the client is at the office for the last check pickup before their eligibility end date, staff will set up the recertification appointment for the client (if they are eligible.) This may be one, two, or three months in advance, depending on the situation.

LA staff should try to set the recertification appointment to be:

- Within the time window of 15 days before to 15 days after the client’s eligibility end date **and**
- Shortly before the “Last Day to Use” of the client’s WIC checks.

The KWIC system allows a recertification to be completed up to 60 days in advance of the eligibility end these clients. However, this early recertification is usually just done in certain circumstances, e.g. to get certification periods of different family members coordinated.



The key point is to offer a recertification appointment that will result in continuous benefits into the next certification period.

A client must receive written notice at least 15 days before their eligibility expires. The KWIC Appointment Notice Letter for an active client contains a statement specifying the month of the last checks if the client does not keep the certification appointment. There is also an End WIC Eligibility Letter printed from KWIC. *(Another module discusses how to do this in KWIC and includes sample notices.)*

## **Rescheduling Missed Appointments**

*(Read PPM policy [CRT 03.07.00](#))*

The Local Agency must notify all applicants and clients who miss their certification or check pickup appointment. If a client does not show up and has not called to reschedule by the end of clinic hours, staff will print and mail a “No Show Letter”, sometimes called a “We missed you” letter. The letter instructs clients to call the clinic to reschedule the appointment. Processing standards do not apply to appointments that clients reschedule. Staff document missed appointments and print “No Show Letters” by using the KWIC No Show Management feature, discussed in a different module. *(See Appendix A, No Show Letter.)*

## Presume Eligible

(Read PPM policy [CRT 03.05.00](#))

In certain situations staff may **presume eligible** a pregnant woman who meets the income and residency eligibility standards and issue WIC checks immediately for up to 60 days without a nutritional risk evaluation. The LA should limit this use of this policy to cases of extenuating circumstances. Presuming pregnant women eligible does not allow for timely nutrition education and actually takes more clinic time because you must take time to complete the presume eligible process and issue checks, then must see her again for a full certification appointment within 60 days. Examples when use of presume eligible might be used include:

- A traveling clinic that has too many appointments to complete a certification for a pregnant woman who walks in on clinic day. (Most common use.)
- An unexpected staff illness that would otherwise cause cancellation of the appointment.

A clerk, nurse, or dietitian may complete the KWIC work necessary to presume the woman eligible. An appointment must be made so that the woman's nutritional risk evaluation is completed within 60 days, or the woman is terminated automatically in KWIC. If no risk factor is identified at the nutritional risk evaluation, the woman is terminated as of that date. The woman may subsequently reapply and be enrolled if found to be both income eligible and at nutritional risk.

## Progress Check #1

For Questions 1 through 5, mark T for True or F for False. Refer to Appendix B to check your answers.

1. \_\_\_\_ A woman who has had a baby can always receive benefits for herself until the baby's first birthday.
2. \_\_\_\_ A child can receive benefits until they enter school or when they turn 6 years old.
3. \_\_\_\_ Applicants must be told if they can receive benefits by the end of the month in which they apply.
4. \_\_\_\_ A homeless 2 year old applicant must be scheduled for a certification appointment within 10 days of requesting services.
5. \_\_\_\_ Staff who are having trouble meeting processing standards because of a recent increase in caseload should begin to presume eligible pregnant women.

# Determining Eligibility

## Objectives

Upon completion of this activity, the employee will be able to:

1. Identify who may sign the Rights and Responsibilities form.
2. List three examples of allowed documents showing proof of identity.
3. List three examples of approved documents showing proof of residency.
4. Describe the requirements for WIC and voter registration.
5. Describe the major difference between determining adjunctive income eligibility and income eligibility using proofs such as pay stubs.
6. Identify the three components of determining nutritional risk.

## Materials and Supplies

On-line Policy and Procedure Manual (PPM)

[http://www.kansaswic.org/local\\_agencies/policy\\_procedure\\_manual.html](http://www.kansaswic.org/local_agencies/policy_procedure_manual.html)

WIC Self-Declaration Forms (See Appendix A)

## Glossary

***Adjunctive Income Eligibility*** – WIC income eligibility based on proof that the person (or a specific household member) is currently enrolled in certain income-based social service programs as allowed by regulation.

***Caregiver*** – The Caregiver is the pregnant, breastfeeding, or postpartum woman herself; or a parent of an infant or child. “Parent” may refer to the natural, adoptive, foster or stepparent. If not a parent, the caregiver would be a “legal guardian” or a person who has been awarded “temporary legal custody.” In the total absence of a parent or legal guardian/custodian, Caregiver can also refer to a non-parent adult without legal guardianship who provides the financial support and care of an infant or child that resides in their home. The Caregiver may also designate an Alternate Caregiver as a second person who may pick up WIC checks and/or use the checks at the grocery store.

***Competent Professional Authority (CPA)*** – The authorized health professional responsible for determining nutritional risk and prescribing supplemental foods. The Kansas PPM defines the CPA as a licensed physician, licensed dietitian (LD), registered nurse (RN), or registered physician’s assistant.

***Gross income*** – Monies earned by all members of an economic unit before deductions for income taxes, social security taxes, insurance premiums, wage garnishments, unemployment insurance, medical premiums, savings, pensions, and other deductions.

**Group** – A group of related or non-related individuals who live together at the same address and are clustered together in the KWIC system for the purposes of scheduling appointments. May be separate economic units, e.g., a biological family plus a foster child with separate income.

**Household** – A group of related or non-related individuals who are living together as one economic unit. WIC uses the term “family” in this same way.

**Net income** – Income remaining after allowable adjustments are made.

## **Introduction**

All applicants must meet eligibility guidelines to receive benefits. The applicant must be a resident of Kansas, be at or below 185% of the federal poverty guidelines (with certain possible exceptions), and have a medical or nutritional risk. All of these criteria must be met. Details of how the determination was made must be documented in KWIC. While all eligibility requirements must be met, some supporting documentation (proofs) may be supplied by the applicant later to prevent delay in determining eligibility.

## **Physical Presence**

(Read PPM policy [CRT 03.01.00](#).)

All persons to be certified in the WIC program must be physically present at each certification appointment unless a WIC nurse or dietitian has approved an exception. These exceptions include applicants with disabilities or medical conditions that make it very difficult to come to the WIC clinic. Read the policy listed above, “Exceptions to Being Physically Present,” to learn specifics about approvable exceptions and documentation requirements.

## **Rights and Responsibilities**

(Read PPM policy [CRT 03.02.00](#).)

The Rights and Responsibilities information must be reviewed with all persons, whether they are applying for the first time or reapplying to continue on the program. These statements review what the program will do for the client, and also what they need to do. The review of program information and client responsibilities is essential to avoid problems or misunderstandings in the future.

Review this information with applicants early in their certification appointment. Their signature confirms the applicant gives consent to follow program rules and provide all information needed to process their application including residency, income, and medical data. For liability purposes, the Rights and Responsibilities should be read, signed and

dated before the finger stick is done. Normally the form is signed electronically using a signature pad. Staff members are to offer a paper version for review prior to asking for the Rights and Responsibilities to be electronically signed using a signature pad. (Hint: Have a laminated English and Spanish Rights and Responsibilities form.) Point out that clients have their own copy of the Rights and Responsibilities printed in the WIC Program Booklet for later reference, if desired

**Question** Who may sign the Rights and Responsibilities for an infant or child?

**Answer** A parent, WIC Caregiver, or Alternate Caregiver.

**Question** What if a substitute other than a parent, WIC Caregiver, or Alternate Caregiver brings the child to the certification appointment?

**Answer** Unless a paper copy of the Rights and Responsibilities was signed in advance by a parent, WIC Caregiver, or Alternate Caregiver, the infant or child cannot be certified.

Special notes if a paper copy of the Rights and Responsibilities is used:

- If multiple family members are being certified on the same day, clinic staff may use one copy of the Rights and Responsibilities form per family. Clearly write the names of all family members being certified on the form.
- The substitute receiving program education at certification must also sign the Rights and Responsibilities form.

*(See Appendix A for the Rights and Responsibilities form. The form in English and Spanish can be downloaded from the WIC website [Forms page](#).)*

## **Proof of Identity**

*(Read PPM policy [CRT 04.00.00](#).)*

**Each** applicant must show identification (ID), to ensure the right person is receiving benefits, and reduce the possibility of someone being on the program in two local agencies (dual participation). If the applicant is an infant or child, the Caregiver (usually a parent) must also present his or her own ID. Several different items may be used to prove identity. Refer to the policy for a complete list. Only client-specific proofs may be used. For instance, the mother's driver's license can be used for the mother, but not for her children. If "Other" is used, staff should make a note or explanation in KWIC.

At the first certification appointment, staff must use one of the acceptable forms of proof **other than** "Personal Knowledge." Staff may use personal knowledge at **subsequent** appointments if the staff member truly knows the person by name. Do not use Social Security cards. The Social Security Administration policy is that these cards should not be used for identification purposes.

Applicants in certain situations may legitimately have no proof of identity available or no proof exists. Examples include victims of recent disasters/theft, homeless applicants, and instream migrant farmworkers. Such applicants must sign a Self-Declaration of Identity form that states the reason that they have no identity proof. A staff member also signs this form. This form may **not** be used when the applicant has simply forgotten to bring proof. The KWIC system prints this form when needed. (*See Appendix A, Self-Declaration of Identity.*)

If the applicant or Caregiver forgets to bring ID, put them on the program anyway if the person is eligible based on the information provided at the appointment. However, only issue one month of checks. Make an appointment in about one month and include on the appointment letter to bring proof of ID. Tell them they must bring it by the next check pickup or they won't receive any more benefits. The KWIC Notices screen will show that the client still needs proof of ID. At the next visit, staff will look at the Notices tab and be reminded to ask for the client's proof of ID. KWIC is programmed to only issue one month's of checks without documented proof of ID.

### **Proof of Identity at the Grocery Store**

(*Read PPM policy [FCI 04.01.01](#), [WIC Program ID Card](#).)*

Clients are required to present photo identification to cash WIC checks at a grocery store. To prevent a barrier to some clients, the State Agency created a Kansas WIC Program ID card. This card can be issued to clients who have absolutely no photo ID and no way to obtain one. The Kansas WIC Program ID card is issued as a last resort, only after a client has presented an approved form of identification to WIC staff or staff have determined that the "No Proof" requirements are met. The Kansas WIC Program ID card is to be used as ID in WIC authorized grocery stores only.

### **Proof of Residency**

(*Read PPM policies [CRT 05.00.00](#), [CRT 05.01.00](#), and [CRT 05.01.01](#).)*

To ensure sufficient food dollars, applicants must prove that they live in Kansas to receive benefits. Proof of residency/address can also help staff determine if an applicant actually lives with another person, family, etc so is useful in helping determine what income should be counted.



Source documents include items such as rent receipts, utility bills, and letters. Refer to the policy for a complete list. As with identification, if "Other" is used, staff should make a note or explanation in KWIC.

Applicants in certain situations may legitimately have no proof of residency available or no proof exists. Examples include victims of recent disasters/theft, homeless applicants, and instream migrant farmworkers. Such applicants must sign a Self-Declaration of Residency form that states the reason that they have no identity proof. A staff member

also signs this form. This form may **not** be used when the applicant has simply forgotten to bring proof. The KWIC system prints this form when needed. (*See Appendix A, Self-Declaration of Residency.*)

If the applicant or Caregiver forgets to bring proof of residency put them on the program anyway if the person is eligible based on the information provided at the appointment. Issue only one month of checks and follow the same procedure described when a person forgets to bring proof of identity.

If a client finds it a hardship to access WIC benefits in the county where they live, they may be served by another LA. Following is an example where someone should be served by another LA.

Ann lives in Rural County and calls Rural City to ask for a WIC appointment. Rural City's WIC clinic hours are 8:00 to 4:00. She tells the WIC clerk that she works from 8:30 to 5:00 week days in Big City in Urban County. Her children go to day care in Big City and Ann shops there. The clerk offers to stay open a little late, but by the time Ann gets the children and drives all the way to Rural City, it would be too late. The clerk points out that Ann could choose to make an appointment with Big City WIC if that is better. If the client prefers to be certified at Big City WIC, the Rural City clerk looks up the Big City WIC phone number and gives it to Ann.

## **Voter Registration**

(Read PPM policy [ADM 06.00.00.](#))

All persons completing an application or changing address must be offered the opportunity to vote. This applies to clients (pregnant, breastfeeding, postpartum) and the caregivers applying for infants and children.

- If the person wants to register to vote - give the Kansas Voter Registration Application. If a person is 17 years old and otherwise qualified to vote, that person may register to vote as long as she/he will be 18 before the next election.
- If the person does not want to register, is already registered or volunteers that they are ineligible - have them complete a State of Kansas Agency Declination Form. The person completes only one Declination form, even if they are representing multiple clients/applicants on a given day.

Voter Registration Application Forms are available from the SA using the [WIC Publications Order Form](#), or from the county election officer. The [Agency Declination Form](#) is available in the Forms section of the Kansas WIC website.

Process the Voter Registration Applications per instruction from the county election officer. Retain Declination Forms on file for two years and then destroy.

## Progress Check #2

Mark the following statements T for True and F for False. Refer to Appendix B to check your answers.

1. \_\_\_\_ Only a driver's license, birth certificate, or immunization record can be accepted for identification.
2. \_\_\_\_ A person must live in Kansas to participate in the Kansas WIC Program.
3. \_\_\_\_ Clients can only be served by the LA who administers their county's WIC Program.
4. \_\_\_\_ Sam Crawford is at WIC today for his son Sheldon's first certification appointment, but has forgotten Sheldon's birth certificate. The clerk should stop processing the application and reschedule to appointment so Mr. Crawford can provide all the proofs.
5. \_\_\_\_ Sam Crawford is at WIC today for his son Sheldon's first certification appointment, but has forgotten Sheldon's birth certificate. The clerk can **NOT** use a Self-Declaration of Identity form in this case.
6. List three examples of approved documents showing proof of residency.
7. Identify the form used if a client/caregiver
  - a. Wants to register to vote and
  - b. Does not want to register, is already registered or volunteers they are ineligible.

## Income

(Read PPM income policies [CRT 06.00.00 through CRT 06.04.00.](#))

Income guidelines for eligibility are issued annually by the federal government.

These are the basic steps in determining WIC income eligibility:

1. Determine the number of people in the **household** (economic unit), then
2. Determine if the client is eligible for WIC, based on either **adjunct income eligibility** or household income.



Staff need to ask open-ended questions to determine who actually should be counted in the household (economic unit) and to obtain all income information. It is possible for two households to live in the same home, but often unrelated people in the same home should be considered as one household. Refer to the PPM for details. If there is a pregnant woman in the household, count the unborn child (children) in the household number.

Remember – just because a person is income eligible, they still might not be eligible for WIC. The nurse or dietitian must screen the person to find a nutritional risk (as defined by WIC policy) to be fully eligible.

### Adjunctive Income Eligibility

To help simplify the certification process, regulations allow that “**Adjunctive Income Eligibility**” be used for certain applicants. This means that if they are income eligible for certain other federal programs, they are also income eligible for WIC no matter how their income compares to WIC guidelines. Specifically, they are adjunctively income eligible for WIC if they can prove they are fully eligible (or “presumed eligible”) to receive benefits in:

- Temporary Assistance for Families (TAF),
- Kansas Food Assistance Program (formerly Food Stamps), and
- Medicaid.

An applicant is also adjunctively eligible if they live in a household (economic unit) in a household in which they have proof that:

- Another member receives TAF benefits,
- An **infant or pregnant woman** receives Medicaid.

In Kansas, “Healthwave 19” represents Medicaid clients and they are adjunctively eligible for WIC (after providing proof). The “Healthwave 21” designation is used for children in families beyond income levels for Medicaid. These children are **not** adjunctively eligible for WIC, but might have an income level that is still within WIC guidelines. If an applicant has Healthwave 21, they would need to qualify for WIC using their regular proof of income.

[Policy CRT 06.01.01](#) details what proofs are needed for adjunctive income eligibility, including how a LA might make a telephone, fax, or internet verification of current enrollment in Medicaid.

Staff should still ask for income amounts. If the applicant asks why, tell them that the income figure is for statistics only, since they are income eligible by being on the other program. If an applicant proves adjunctive income eligibility, proofs for other income sources are not required. If a client has provided all income proofs, but not proof of adjunctive eligibility, it is easier for staff to simply use the regular income proofs. Details of how to document in KWIC are found in another module.

## **Determining Household Income**

As already discussed, the first step is to determine the number of people in the household. Current **gross income** is generally used to determine income eligibility for clients without adjunctive income eligibility. **Net income** may be used for self-employment income only, including farming, because much of the income is used to run the business, not support the household. When a tax form (self-employment/farm income only) is used and it shows a net loss for self-employment, consider that income portion as \$0. For any client, income for the past 12 months can be considered if it more accurately reflects the household's income (unless a member is now unemployed and their 12 month income would make them not eligible.)

The PPM lists examples of income that are to be excluded in determining income for WIC. [Policy CRT 06.02.01](#) lists many situation examples including military, minors living with family, shared custody, self-employment, etc.

When determining income, ask clear questions to find out how often each income-earner in the household members is paid. If the information reported is wrong or incorrectly recorded, the applicant may be incorrectly found to be over income guidelines. For instance “every 2 weeks” might be “I’m paid every other Friday” and “paid twice a month” might be “I’m paid on the first and fifteenth of every month”.

The KWIC system uses the following formulas when calculating income. Use this if KWIC is temporarily unavailable.

- If a household has only one income source, or if all sources have the same frequency (e.g. two incomes, but both people get paid bi-weekly = same frequency):
  - Then compare the income, or the sum of the separate incomes to the Income Eligibility Chart for the appropriate frequency and household size to make the WIC Income Eligibility determination.
  
- If a household reports income sources at more than one frequency (e.g. one person gets paid weekly while the other person gets bi-weekly = different frequency):

- Then annualize all income by multiplying
  - Weekly income X 52
  - Biweekly income (every 2 weeks) X 26
  - Semimonthly income (twice a month) X 24
  - Monthly income X 12
- **Do not round the values resulting from each conversion.**
- Add together all the unrounded, converted values.

Compare the total to the Income Eligibility Chart (annual income for the appropriate household size) to make the final income eligibility determination

### **Documenting Income Eligibility**

Applicants who are not adjunctively income eligible need to show proof for income used in the WIC calculation. Refer to the PPM [CRT 06.03.00](#) for a list of acceptable proofs. Self-employed applicants may bring their most recent tax forms for proof of net income unless their current income is a more accurate measure. Some applicants will report self-employment income in addition to other types of income. In these situations, the tax form is used only to document the self-employment income. Other income must be proven with **current** documentation such as a pay stub.

Applicants in certain situations may legitimately have no proof of income available or no proof exists. Examples include victims of recent disasters/theft, people who work for cash and the employer refuses to provide written proof, homeless applicants, and instream migrant farmworkers. Such applicants must sign a Self-Declaration of Income form that states the reason that they have no income proof. A staff member also signs this form. This form may **not** be used when the applicant has simply forgotten to bring proof. The KWIC system prints this form when needed. You will learn more about that in a subsequent module. (*See Appendix A, Self-Declaration of Income.*)

If the applicant or Caregiver forgets to bring proof of income, put them on the program anyway if the person is eligible based on the information provided at the appointment. Issue only one month of checks. As with identity and residency, proof documents may be brought by the client later. No more than one month of checks can be issued until proof of income is documented in KWIC.

### **Applicants Claiming to Have Zero Income**

Some applicants claim to have no income. Staff should ask questions to determine how the applicant obtains shelter, food, and other living expenses. For example, ask “How are you paying your bills and buying food?” Often these questions lead to determining that the applicant is actually part of a larger household with income. In the rare instances when an applicant is found to truly have zero income, the applicant must sign a Self-Declaration form stating they have no income (and thus cannot provide proof



of income.) Usually clients will sign the Zero Income Self-Declaration using the electronic key pad. The form may be printed manually from KWIC. If the paper form is signed by the client, WIC staff are also to sign it.

## WIC Income Eligibility Guidelines

*These amounts are effective July 1, 2012.* These amounts are 185% of the Federal Poverty Guidelines. They are updated annually some time between May and July.

Refer to [CRT 06.01.00](#) to view the current guidelines.

Economic Unit	Income	Income	Income	Income	Income
	ANNUAL	MONTHLY	TWICE-MONTHLY	Bi-WEEKLY	WEEKLY
1	\$20,665	\$1,723	\$862	\$795	\$398
2	27,991	2,333	1,167	1,077	539
3	35,317	2,944	1,472	1,359	680
4	42,643	3,554	1,777	1,641	821
5	49,969	4,165	2,083	1,922	961
6	57,295	4,775	2,388	2,204	1,102
7	64,621	5,386	2,693	2,486	1,243
8	71,947	5,996	2,998	2,768	1,384
9	79,273	6,607	3,304	3,049	1,525
10	86,599	7,217	3,609	3,331	1,666
11	93,925	7,828	3,914	3,613	1,807
12	101,251	8,438	4,219	3,895	1,948
13	108,577	9,049	4,525	4,177	2,089
14	115,903	9,659	4,830	4,458	2,229
15	123,229	10,270	5,135	4,740	2,370
16	130,555	10,880	5,440	5,022	2,511
For each additional Person add:	+ 7,326	+ 611	+ 306	+ 282	+ 141

Later you will learn about using KWIC to determine income eligibility. Even though KWIC will calculate income, you should be able to calculate income eligibility if KWIC is temporarily unavailable.

Read this example for clarification on the steps to follow to determine income.

Clark is two years old. He lives with his mother, father, brother, and sister. His mother stays at home with the children while his father works. His father makes \$600 per week (gross). Is Clark's household income-eligible for WIC?

<b>Steps to Determine Income</b>	<b>Example: Clark</b>
<b>Determine household size</b>	<b>Number: 5</b>
<b>Determine household income</b>	<b>\$600 per week</b>
<b>Determine maximum income for household size</b>	<b>Maximum for a family of 5: \$961 per week</b>
<b>Compare household income to maximum</b>	<b>\$600 per week is below the maximum so Clark is income eligible.</b>

Try this example. Is the applicant income eligible for WIC?

Lois is a pregnant seventeen-year-old. She lives at home with her mother and younger brother. Mom works and gets paid \$1,650 twice per month (gross). Lois has no income for herself. Is Lois household income-eligible for WIC?

<b>Steps to Determine Income</b>	<b>Example: Lois</b>
<b>Determine household size</b>	<b>Number: ___</b>
<b>Determine household income</b>	<b>_____ Twice per month</b>
<b>Determine maximum income for household size</b>	<b>Maximum for a family of ___ _____ Twice per month</b>
<b>Compare household income to maximum</b>	<b>Lois is or is not income eligible?</b>

Answer:

<b>Example: Lois</b>
<b>Number: 4 (count fetus)</b>
<b>\$1,650 Twice per month</b>
<b>Maximum for a family of 4: \$1,777 Twice per month</b>
<b>Lois is income eligible.</b>

## **Income Changes during a Certification Period**

Read PPM policy [CRT 06.04.00](#).

Clients whose income increased during the certification period are to have their income eligibility redetermined. All members of the same economic unit must be terminated from the WIC Program if found to be over income and not adjunctively eligible.

Clients who were originally found to be adjunctively eligible for WIC may **not** be disqualified from the WIC Program solely because they, or certain family members, no longer participate in the program that made them adjunctively eligible. For instance, Jenny was found adjunctively eligible when she was certified because she had a current Medical Card. At a later Nutrition Education visit, Jenny's mom says that Jenny no longer has a Medical Card. Staff are to reassess Jenny's income like they would any applicant without a Medical Card. Proof is needed.

- Jenny would still be adjunctively eligible if she lives in a household (economic unit) with a member that receives TAF benefits, or lives in an economic unit where an infant or pregnant woman receives Medicaid.
- Jenny would still be income eligible if the household income is within the income limits. Usually this is the case.

If neither is true, Jenny should be terminated from the program. If there are other family members, they should be terminated for also being over income. There are some situations (such as an adopted child with her own Medical Card) in which a member is not terminated. These situations can be complex. Do not hesitate to call the state Agency for guidance!

### **Progress Check #3**

Mark the following statements T for True and F for False. Refer to Appendix B to check your answers.

1. \_\_\_ Determine income eligibility for all applicants using household gross income.
2. \_\_\_ Applicants who receive benefits from any federal program automatically qualify for WIC.
3. \_\_\_ To be income eligible for WIC, applicants must be within 185% of federal poverty guidelines or be found adjunctively eligible according to policy.
4. \_\_\_ If an applicant is paid every other week, annual income would be their pay stub gross income times 24. (2 weeks per month, multiplied by 12 months per year.)
5. \_\_\_ Applicants can only be certified and begin receiving benefits after they bring proof of income.
6. \_\_\_ Applicants can use their most recent tax forms for the portion of their income that is from self-employment.

7. Susan is pregnant and has a certification appointment for herself and her three-year-old son, Josh. Susan and her husband both work. Susan and Josh both have Healthwave cards. You have followed instructions in CRT 06.01.01 and know that Susan has a Healthwave 19 card (Medicaid), but Josh's is a Healthwave 21 card (not Medicaid). Susan forgot her husband's pay stub, but reports his gross is \$500 per week.
  - What do you determine about their eligibility?

## Nutritional Risk

*(Skim PPM risk eligibility policies [CRT 07.00.00 through CRT 07.04.00](#). You'll read them in detail later with other modules.)*

Determining if the applicant has a medical or nutritional risk makes up a great deal of the certification process. For a proper determination to be made, the following steps must be taken to get enough information.

1. Measurement of height and weight – Used to discover any potential problems with the person's rate of growth.
2. Blood sample (finger stick) – Needed to screen for the risk of iron deficiency. WCI policy specifies for what categories and how often hemoglobin screens are to be completed.
3. Assessment of dietary practices – A diet questionnaire is used to evaluate eating patterns and food intake. Asking certain questions also help determine if other health problems exist which may increase nutritional risk.

The **Competent Professional Authority (CPA)** uses this information to assess the nutritional needs of the applicant. If nutritional risk is found, the CPA assigns nutritional risk factors, and certifies the applicant is eligible to receive benefits. The client then receives nutrition education designed to address their concerns and needs. Specific WIC food packages can then be prescribed.

*(More detailed information is included in other modules.)*



When WIC staff members complete this process, a person may be determined eligible for WIC.

The person may now receive WIC benefits.

## Progress Check #4

Mark the following statements T for True and F for False. Refer to Appendix B to check your answers.

1. \_\_\_\_ A blood sample is taken to determine cholesterol levels.
2. \_\_\_\_ A 24-hour recall of what the applicant has eaten is used to find out what foods the person has been eating.
3. \_\_\_\_ The dietitian or nurse determines nutritional risk so appropriate nutrition education and foods can be given.

## Finishing Up: Benefits, Paperwork, & Other Notification

### Objectives

Upon completion of this activity, the employee will be able to:

1. Identify when nutrition education and checks are provided for an initial certification.
2. List instances when applicants or clients need to receive ineligibility letters.

### Materials and Supplies

On-line Policy and Procedure Manual (PPM)

[http://www.kansaswic.org/local\\_agencies/policy\\_procedure\\_manual.html](http://www.kansaswic.org/local_agencies/policy_procedure_manual.html)

WIC Program Ineligibility Letter (See Appendix A)

WIC Program Termination Letter (See Appendix A)

### Glossary

**WIC Vendor** – A store approved to accept WIC checks from clients, usually a grocery store.

**Check** – The food instrument provided to a WIC client that specifies the kinds and amounts of foods the WIC client may purchase at the store.

**Fruit & Vegetable Check (FVC)** – A cash-value check with a specific maximum dollar amount that the client can use to purchase fresh, frozen, or canned fruits and vegetables. (Not provided to infants.)

## Providing Benefits & Finishing Up

At the time the applicant is found eligible to receive benefits, the appointment continues with the CPA providing nutrition education – a major WIC benefit. (Note that referrals are also a benefit provided at appropriate times throughout the appointment whether or not the person is ultimately found eligible for WIC.)

The CPA assigns the food package with client input. The CPA also plans subsequent visits for nutrition education and completes a basic care plan (KWIC Flow Sheet) for WIC visits during the certification period. The clerk may have input for the Flow Sheet, based on administrative needs for WIC visits. (For example, the client needs to return in one month to bring forgotten proof of income.)

The client is issued *checks* for supplemental foods based on their nutritional needs. *Fruit and vegetable checks (FVC)* are also issued for all categories except infants. The number of checks issued is based on the food package and the length of time until the next WIC visit. Clients use the electronic keypad to sign for the checks. Only the Caregiver of Alternate Caregiver can sign for the checks.

Staff must also provide instructions about using the checks. (Refer to [FCI 04.01.00 Client Instruction on Use of WIC Checks](#).) This includes information about *WIC vendors* where they can redeem checks, as well as how to use the checks and other WIC policies.

In the Identity portion of this module, there was discussion that clients need a photo ID to use a WIC check at WIC vendors. As a reminder, you can issue a Kansas WIC Program ID card to clients who have absolutely no photo ID and no way to obtain one. If you are going to be issuing the Kansas WIC Program ID card, do so only after the person has completed their appointment and found to be completely eligible. (See policy [FCI 04.01.01](#).)

Staff also make an appointment for the next visit and provide the client with an appointment letter printed from KWIC.

Finally, at the **initial** visit for a family member, staff are to describe the interface between the Kansas WIC Program computer system (KWIC) and the Kansas Immunization Registry (KSWebIZ) as specified in [CRT 08.01.01 Interface between the Kansas Immunization Registry \(KSWebIZ\)](#). Ask if the caregiver will allow this electronic sharing between systems. Each caregiver must read and sign the Kansas WIC Program Authorization for Electronic Exchange of Information to the Kansas Immunization Registry form. The staff member then document the response on the Demographics window of KWIC.

While we hope clients agree, it is not required for WIC benefits so the form should not be signed in connection with completing the certification, but afterwards. (It may also be signed when WIC benefits are requested or at check pick-up.) The form is available in

English and Spanish from the [Forms page](#) of the Kansas WIC website. (Look under “Authorization...”

The release form does not expire and covers all members of the caregiver’s group, including members that may be added after the caregiver signs the form.

## Not Eligible for Benefits

(Read PPM ineligibility and termination policies [CRT 09.00.00 through CRT 09.01.01.](#))

At any time during the certification appointment the applicant may be found to be ineligible for benefits (over income, no nutritional risk). When this happens, they must be given a written notice telling them why they do not qualify. (See *WIC Program Ineligibility Letter, Appendix A.*) Whenever the determination is made, provide the Ineligibility Letter from KWIC at that time. Do not wait until some other point in the visit. This eliminates additional time being spent for the appointment by both staff and the applicant. You will learn how KWIC generates the letter in another module.

## End of Eligibility Letter

Besides the certification appointment, there is another time clients must be notified of their ineligibility – **at least 15 days before the end of their eligibility period or the Last Date of Use on their checks.** The time this notification must be given is when:

- A client who is eligible to reapply is nearing his/her “Eligibility End” date for the current certification period.
- A client is reaching categorical ineligibility.
  - Child reaches 5 years old.
  - 6 weeks after a pregnant woman has delivered, and has not been certified as a breastfeeding or postpartum woman
  - Breastfeeding woman reaches 1 year after delivery
  - Non-breastfeeding woman reaches 6 months after delivery.

KWIC is designed to automatically print these letters. You will learn more details in the End of Eligibility module.

## Progress Check #5

Mark the following statements T for True and F for False. Refer to Appendix B to check your answers.

1. \_\_\_\_ People found eligible for benefits must get their checks at their certification appointment.
2. \_\_\_\_ If an applicant is found to be over income guidelines, they must be given a letter telling them why they can not receive benefits as soon as they finish seeing the nurse.

## **Appendix A – Sample Forms and Letters**

**Your RIGHTS and RESPONSIBILITIES  
For the Kansas Department of Health and Environment WIC Program**

**I AGREE TO:**

- Attend all scheduled nutrition education classes and appointments.
- Be on time for all appointments.
- Let WIC staff know in advance if I cannot keep an appointment.
- Bring proof of current income, address, and identification for each person applying.
- Give the WIC staff truthful information about my or my child's medical history, my household income and the foods that I eat or my child eats.
- Have my or my child's weight, height and blood checked (finger or heel stick) and a diet assessment.
- Handle my WIC checks carefully - like they were cash.
- Call the WIC office right away if my checks are damaged, lost, or stolen. Checks are replaced only in special cases.
- Buy only WIC foods with WIC checks.
- Let the WIC staff know if my address or income changes, if I am going to move away, or if I no longer have custody of the client.

**I UNDERSTAND THAT:**

- WIC will give me checks to buy certain foods at WIC authorized grocery stores each month.
- WIC will provide referrals to other helpful programs and health services. I am encouraged to participate.
- I may be dropped from WIC if I participate in more than one WIC Program or a WIC and Commodity Supplemental Food Program in any one month.
- Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, sex, age, or disability.
- I may appeal any decision made by the local agency regarding my eligibility for WIC.
- I may be dropped from WIC if I or someone with me makes changes on my WIC check; returns WIC foods for cash or non-WIC foods; sells, trades, or gives away WIC foods; buys non-WIC foods; uses an unauthorized vendor; or verbally or physically abuses WIC or vendor staff. I also may be required to repay benefits.
- My WIC information may be released to these programs to see if I qualify for their services, to conduct outreach, to share needed health information with programs I am already participating in, to streamline office procedures, and to help assess the overall health of Kansas families. The programs are: Other WIC programs, Maternal & Child Health, School Health, Family Planning, Statewide Farmworker Health, Maternal and Infant, Healthy Start/Home Visitor, Immunizations, Children with Special Health Care Needs, Infant Toddler, Parents as Teachers, Kansas Childhood Lead Poisoning Prevention, Head Start, Health Wave, Commodity Supplemental Food, Temporary Aid to Families, Kansas Food Assistance, Medicaid, KAN-Be-Healthy, Dept. of Education Child Nutrition Programs, and Expanded Food Nutrition Education Programs.

I have been advised of my rights and responsibilities under the Program. I certify that the information I have provided for my eligibility determination is correct, to the best of my knowledge. This certification form is being submitted in connection with the receipt of Federal assistance. Program officials may verify information on this form. I understand that intentionally making a false or misleading statement or intentionally misrepresenting, concealing, or withholding facts may result in paying the State agency, in cash, the value of the food benefits improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.

In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

**I understand my rights and responsibilities in the WIC Program.**

Client/s certified on this date:

\_\_\_\_\_  
Signature of Client/Parent/Legal Guardian      Date      \_\_\_\_\_

Rev. 6/2011

## Kansas WIC Program

September 20, 2009

Hermione Granger

, KS 00000

Your next appointment is at 8:00 am on September 21, 2009. The appointment is for the client(s) listed below. Please come to the appointment with everything listed under each name.

**Hermione Granger**

**New Certification**

Proof of Family Income, Diet Questionnaire, Proof of Residency, Your Proof of ID

If you are unable to make this appointment, please contact our office.

Thank you,

WIC Staff

Medicine Lodge WIC Clinic-Barber Co

117 E Kansas

Medicine Lodge, KS 67104

(620) 886-3294

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*If you disagree with this decision, you have the right to a fair hearing. Contact the WIC Program for fair hearing procedures. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To File a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider.*

**Kansas WIC Program  
Self Declaration of Residency**

**Client** 1061470      Ernest Thomsen

**Caregiver** Emma Thomsen  
1934 S Kansas  
Wichita, KS 67214

**Date Proof Provided** 09/23/2009

My reason for "No Proof" is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My signature indicates that the above information is true.  
I understand that if I give false information, I may have to pay the WIC Program,  
in cash, for the WIC foods I get.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**WIC Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Clinic** Medicine Lodge WIC Clinic-Barber Co  
117 E Kansas  
Medicine Lodge, KS 67104-0000  
(620) 886-3294

**Kansas WIC Program  
Self Declaration of Identity**

**Client** 1061470 Ernest Thomsen

**Caregiver** Emma Thomsen  
1934 S Kansas  
Wichita, KS 67214

**Date Proof Provided** 09/23/2009

My reason for "No Proof" is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My signature indicates that the above information is true.  
I understand that if I give false information, I may have to pay the WIC Program,  
in cash, for the WIC foods I get.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**WIC Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Clinic** Medicine Lodge WIC Clinic-Barber Co  
117 E Kansas  
Medicine Lodge, KS 67104-0000  
(620) 886-3294

**Kansas WIC Program**  
**Self Declaration of Income**

**Client** 1061470 Ernest Thomsen

**Caregiver** Emma Thomsen  
1934 S Kansas  
Wichita, KS 67214

**Eligibility Determination Date** September 23, 2009

**Number of Family Members** 3

**Income Amount** \$500

**Income Source** Neighbor - Devore

**Income Period** Monthly

My reason for "No Proof" is: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

My signature indicates that the above information is true.  
I understand that if I give false information, I may have to pay the WIC Program,  
in cash, for the WIC foods I get.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**WIC Staff Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Clinic** Medicine Lodge WIC Clinic-Barber Co  
117 E Kansas  
Medicine Lodge, KS 67104  
(620) 886-3294

## Kansas WIC Program

September 23, 2009

Hermione Granger

, KS 00000

We missed you and want to keep you on WIC. You missed the appointment for:  
Hermione Granger on 9/21/2009 at 8:00 am - New Certification

If you want to stay on WIC, **you must call** to reschedule your appointment.

*Remember, your WIC benefits include nutrition education, health referrals and an average of \$50 per month in healthy foods.*

Thank you,

WIC Staff  
Medicine Lodge WIC Clinic-Barber Co  
117 E Kansas  
Medicine Lodge, KS 67104  
(620) 886-3294

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*If you disagree with this decision, you have the right to a fair hearing. Contact the WIC Program for fair hearing procedures. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To File a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider.*

## Kansas WIC Program

September 23, 2009

Pansy Thomsen  
1234 Lakeside Dr  
Topeka, KS 66604

Pansy Thomsen is ineligible for WIC as of September 23, 2009 for the following reason:

Over Income Guidelines

If you were over income or had no nutritional risk, you may reapply any time your income or nutrition risk changes.

We hope the services provided by WIC have helped your family improve their nutrition and health. Let us know if you'd like information about other health services.

Thank you,

WIC Staff

Medicine Lodge WIC Clinic-Barber Co  
117 E Kansas  
Medicine Lodge, KS 67104-0000  
(620)886-3294

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*If you disagree with this decision, you have the right to a fair hearing. Contact the WIC Program for fair hearing procedures. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider.*

## Kansas WIC Program

September 23, 2009

Alison Atkinson  
2323 Sunshine Way  
Topeka, KS 66645

Annie Atkinson is no longer eligible for WIC benefits as of September 30, 2009.

To continue to receive WIC benefits, it is important to keep your child's next WIC appointment.

We hope the services provided by WIC have helped your family improve their nutrition and health. Let us know if you would like information about other health services.

Thank you,

WIC Staff

Medicine Lodge WIC Clinic-Barber Co  
117 E Kansas  
Medicine Lodge, KS 67104-0000  
(620)886-3294

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*If you disagree with this decision, you have the right to a fair hearing. Contact the WIC Program for fair hearing procedures. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider.*

## Kansas WIC Program

July 30, 2008

Pansy Thomsen  
118 Breezy Way  
Topeka, KS 66604

Lily Thomsen is no longer eligible for WIC benefits as of September 30, 2008.

Your child will soon be five years old. WIC serves children until age five.

We hope the services provided by WIC have helped your family improve their nutrition and health. Let us know if you would like information about other health services.

Thank you,

WIC Staff

Lyon County WIC Clinic  
420 West 15th  
Emporia, KS 66801-0000  
(620)342-4864

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*If you disagree with this decision, you have the right to a fair hearing. Contact the WIC Program for fair hearing procedures. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider.*

## Appendix B – Answers for Progress Checks

### Progress Check #1

1. False Only mothers who are breastfeeding can receive benefits until their baby's first birthday (assuming they meet other eligibility criteria.) If a woman is using over a certain amount of formula, she will not be eligible for food benefits, but is eligible for other benefits such as a breast pump and nutrition education.
2. False Children can receive benefits until they are 5 years old.
3. False Applicants must be told of their eligibility within 10 or 20 days, depending on the processing standards for their category. Policy specifies those people who must be seen within 10 days due to potentially greater need.
4. True Due to their situation, homeless persons are at a higher risk to need nutritional intervention.
5. False If processing standards are not being met, there should be a broad review of clinic scheduling and client flow to try to maximize efficiency. Using Presume Eligible just moves the "backlog" back a few weeks and does not solve the problem. Contact the State Agency for advice.

### Progress Check #2

1. False Other proofs of ID can be accepted as listed in the PPM.
2. True The Kansas WIC program is funded to only serve people living in Kansas.
3. False A client living in one LA may be served by another LA. This arrangement may be necessary to avoid a barrier to someone receiving WIC services, or trying to apply.
4. False Continue the appointment and certify Sheldon if it seems he is eligible from the information provided. Inform Mr. Crawford that you can only issue one month of checks and provide an appointment letter for the next check pickup. He must provide Sheldon's proof of identity then (or before).
5. True Self-Declared can only be used if the proof is absolutely not available, not if it was forgotten.
6. See PPM policy [CRT 05.00.00](#)

7. The basics for WIC and voter registration are:
  - a. If the person wants to register to vote - give the Kansas Voter Registration Application.
  - b. If the person does not want to register, is already registered or volunteers that they are ineligible - have them complete a State of Kansas Agency Declination Form.

### Progress Check #3

1. False Net income of self-employed applicants should be used to establish income eligibility. If the household also has salary income, gross income should be used for the salary portion.
2. False Only 3 other program make an applicant income eligible (all other eligibility requirements must still be met. Refer to the PPM for the programs.
3. True Applicants must be at or below 185% of the federal poverty guidelines to be eligible. The only (rare) exception occurs when a person has adjunctive income eligibility, but their income as calculated by WIC might be higher than the WIC guidelines.
4. False Not all months have 4 weeks. When an applicant is paid every other week, use 2 weeks times 26 (52 weeks per year).
5. False Applicants may be placed on the program and begin receiving benefits for up to 1 month, based on the information provided by the applicant. No more benefits may be given until proof is provided.
6. True Unless their current income is very different from the most recent tax forms, when current income should be used. (Income other than self-employment cannot be proven by tax forms.)
7. Susan is adjunctively eligible because she is participating in Medicaid (Healthwave 19), Josh is also a adjunctively eligible because he is in a household in which a pregnant woman participates in Medicaid. (Healthwave 21 is not the same as a Medical Card.)

### Progress Check #4

1. False The blood sample is used to assess if the person might have an iron deficiency.
2. False The diet questionnaire is not a 24-hour recall.
3. True

## Progress Check #5

1. True (As long as the checks can be issued to the Caregiver or Alternate Caregiver.)
2. False The written notice of ineligibility should be given as soon as the applicant is found ineligible.

The End