

# Suspend & Terminate

This module applies to the following security roles:

Clerk  
RN/RD



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September 2013



This module requires use of the computer and the on-line KWIC Training Application.

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## Objectives

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

1. Suspend a client
2. Cancel the suspension for a suspended client.
3. Terminate a client
4. Reinstate a terminated client
5. View history for termination and suspension.

## Assignment

Go to the KDHE Nutrition and WIC web-site at [www.kansaswic.org](http://www.kansaswic.org). Review:

- [CRT 09.01.00 Termination from the WIC Program](#)
- [PRI 02.00.00 Program Abuse and Sanctions](#)

## Introduction

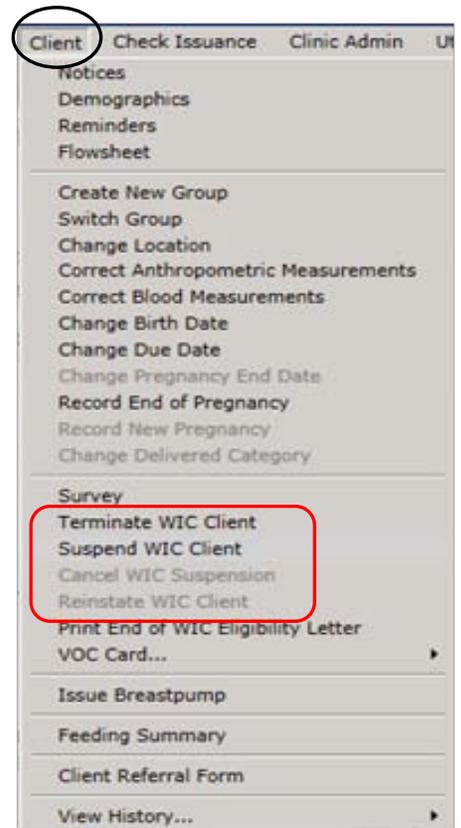
These KWIC windows will be presented in this module.

- Terminate WIC Client
- Reinstate WIC Client
- Suspend WIC Client
- Cancel WIC Suspension
- View History - WIC Termination (contains suspension history too)

All these windows are found in the Client dropdown menu.

As a reminder, a general rule is that a client must be notified at least 15 days in advance of when their benefits end. (Refer to modules *Certification & Notification Policies* and *End of Eligibility*.) This rule plays an important role in the processes of suspending and terminating clients from the WIC Program.

The reasons for Suspension and Termination are in [PRI 02.00.00 Program Abuse and Sanctions](#).



## Suspend WIC Client

The **Suspend WIC Client** window is used to suspend a client from receiving WIC services for a period of time due to a violation of WIC policy. Refer to [PRI 02.00.00 Program Abuse and Sanctions](#) .

You may want to call your assigned State Lead staff person for advice when determining appropriate sanctions and following the requirements for documentation, client notification, etc.

If the client has checks issued, the date suspension begins sounds complicated, but is simple. **Suspension begins the first day after the Last Day to Use of the latest check.** The suspended client cannot receive WIC checks until the day after the Suspension End Date.



For example,

- A client has been issued checks that start in January and February with a Last Day to Use of March 18.
- In February, an incident occurs and the client is suspended for 2 months.
- Her suspension will actually start March 19 and end two months later on May 19.
- If she wants to continue WIC services, the earliest day she can be issued checks is May 20.

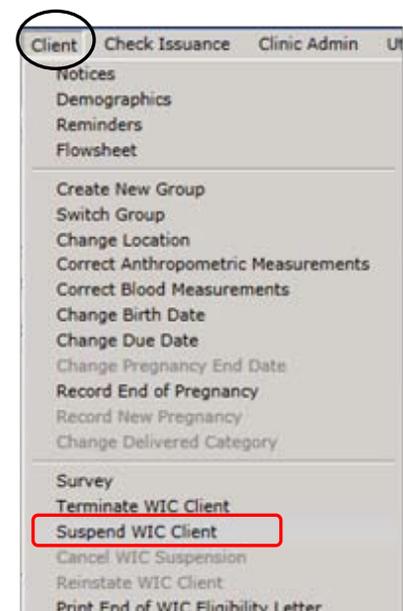


**Note:** By policy, a client is to have 15 days notice before loss of benefits. In some situations, a client might need to have checks printed before being suspended to ensure that they received 15 days notice before loss of benefits.

### Suspending a Client:

Use **Find Client** to select client, **Kelly Kiwi** and retrieve her record. She verbally abused grocery store staff while using her WIC checks. You have investigated the circumstances and have determined that this abuse did occur. The sanction is a two-month suspension, according to policy.

1. Select **Suspend WIC Client** from the Client menu.
2. Review the information on the Suspend WIC Client tab to ensure the correct client is being suspended.
3. Verify the Suspension Effective Date. The date defaults to the latest (farthest in the future) Last Day to Use Date of any issued checks.



<b>Kelly Kiwi</b> 10358778 Gender Female DOB 08/19/1989, 24 Years		<b>WIC Active PG</b> Cert. Period 08/18/2013 to 03/31/2014 Priority 1 HR		Due Date 01/26/2014
Suspend WIC Client Kelly		Notices Kelly		
Suspension Effective	Suspension End	Suspension Reason	Suspended by	Cancelled
<div style="border: 1px solid red; border-radius: 50%; padding: 10px;"> <p><b>Suspend WIC Client</b></p> <p>Suspension Effective Date 10/19/2013 <input type="text"/></p> <p>Suspension End Date 00/00/0000 <input type="text"/></p> <p>Suspension Reason <input type="text"/></p> <p style="text-align: center;">Last End Use Date is 10/18/2013.</p> </div>				

If there are no issued checks with a Last Use Date after today, the Termination Effective Date is set to the current date and a message displays stating: “No Checks have been issued.”

- Notice that Kelly has checks that are still active. So KWIC makes her Suspension Effective Date start the day after her checks expire. By policy, she needs 15 days notice. If her checks are only good for less than 15 days, you’ll need to print one more month of checks to ensure she receives the minimum 15 days notice before losing benefits.



**Note:** You can’t print checks for a suspended client, so if you need to print checks, cancel the suspension process. Go back and print the needed checks. Then open Suspend WIC Client screen again and proceed.

- Enter the Suspension End Date based on when the suspension will be effective and the suspension reason time frame. You need to make the suspension end date will be two months from the Suspension Effective Date because that is the policy for this abuse. (Suspension length for other types of program abuse might be different. Refer to [PRI 02.00.00 Program Abuse and Sanctions](#).) The date you enter will be different from the screen shot.
- Select the **Suspension Reason**. In Kelly’s case, we are pretending that she verbally abused grocery store staff while using her WIC checks (first offense). **Save.**

7. KWIC will:

- a. Save the suspension record.
- b. Print a suspension letter. You must give this letter to the client as proper written notification. It contains the required non-discrimination and fair hearing clauses. (Refer back to [PRI 02.00.00 Program Abuse and Sanctions](#) and call your assigned State Staff member it seems that circumstances require you to prepare an individualized letter.)
- c. Change the client status to “Suspended” (or “Susp Pending” if the Effective date was made to be in the future.)
- d. Make a “WIC Suspension” contact in the client’s Contact History – Client Contacts section.
- e. List a “WIC Suspension Notice” in the Contact History – Documents Printed section.

**Kelly Kiwi** **WIC Suspension Pending** PG  
 10358778 Gender Female Cert. Period 08/18/2013 to 03/31/2014  
 DOB 08/19/1989, 24 Years **Priority 1 HR**

« **Contact History** ☒ Kelly    Notices ☒ Kelly

From Date 00/00/0000 To Date 00/00/0000

**Currently Viewing: All contacts for client.**

**Client Contacts**

Date/Time	Contact Description	Staff Person	Location
09/03/2013 01:13 PM	WIC Suspension	01 Train	Butler Coun
09/01/2013 10:40 AM	Unvoid Checks	Donna Weber	Butler Coun
08/23/2013 03:53 PM	Record Notes	Sally Smith	Butler Coun
08/18/2013 03:15 PM	Void/Replace Checks	Donna Weber	Butler Coun
08/18/2013 12:46 PM	Record Notes	Darcy Thompson	Butler Coun
08/18/2013 10:13 AM	Sign for Checks	Mary Powell	Butler Coun
08/18/2013 10:05 AM	Check Pickup	Mary Powell	Butler Coun
08/18/2013 10:02 AM	Assign Food Package	Darcy Thompson	Butler Coun

**Documents Printed**

Date/Time	Document	Staff Person	Location
09/03/2013 01:13 PM	WIC Suspension Notice	01 Train	Butler Coun
08/18/2013 10:13 AM	Sign for Checks	Mary Powell	Butler Coun

- f. Create note with a title “Suspension from WIC”. The effective date will display in the body of the note. You might want to write another note, briefly explaining the circumstances.

- g. Create a record in the client's Termination History where you can find full details, including the termination reason. (Yes – Suspension histories are also found in the Termination History window.)

**Historical Termination Events**

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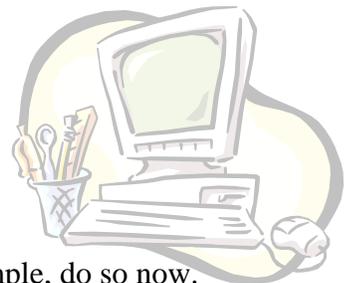
1 2 3 4 5 6 7

**Kansas WIC Program**  
**WIC Termination History**  
Kelly Kiwi

Event Date	Cat	Eligibility Begin	End	Event Description
10/19/2013	PG	08/18/2013	03/31/2014	Suspended for Cause: Verbal or physical abuse/threatening physical abuse of WIC Clients - 2 months

- h. Delete any appointments with <no outcome> from the Appointment Book.

If Kelly goes to another Kansas clinic and tries to get WIC services, the Suspended status will show up. She will be prevented from getting services until her suspension is over. (Assuming staff at the other clinic correctly ask if she has been on WIC elsewhere in Kansas and transfer her record instead of creating a new client.)

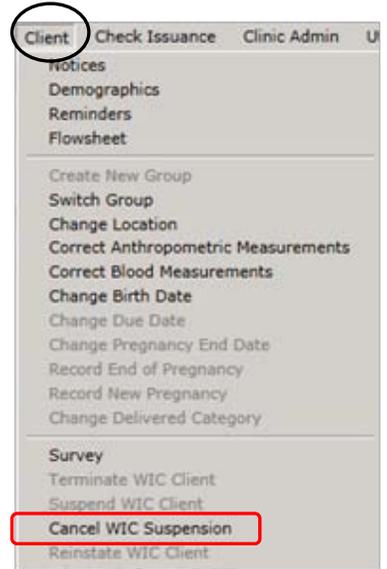


### Skill Builder

1. If you did not suspend Kelly Kiwi while reading the module example, do so now. Then,
  - a. Open Notes to see the automatic KWIC note.
  - b. Review the Suspension Letter that prints out.
  - c. From the Client drop down menu, go to View History. Open WIC Termination History. View the details of this suspension.
  
2. Suspend Infant client Oscar Okra.
  - a. Notice he has checks so you can use the KWIC default suspension date.
  - b. Reason: Altering checks (first offense so 2 months)
  - c. Suspension End Date: Make 2 months from effective date.

# Cancel WIC Suspension

The Cancel WIC Suspension window is used to reinstate (put back on the program) a client who was suspended from receiving WIC services. The client must have a Suspended (or Susp Pending) status with a current certification period to use the Cancel WIC Suspension window so the drop down choice is only enabled if the client is suspended (or pending suspension). If the client is not in a valid certification period, they must be recertified.



Use the following procedure to cancel a WIC suspension:

1. Retrieve the suspended client's record.
2. Select Cancel WIC Suspension from the **Client** menu.
3. Review the Client header information on the Cancel WIC Suspension window to ensure the correct client is being reinstated.
4. Enter a reason in the Cancellation Reason field.
5. Enter the date the client is to be reinstated in the Cancellation Effective Date field and save.



The Cancellation Effective Date cannot be before the Suspension Effective Date. If you want to cancel the suspension before it takes effect (due to error, for example) make the Cancellation Effective Date the same as the Suspension Effective Date.

Suspension Effective	Suspension End	Suspension Reason	Suspended by	Cancelled	Cancelled by
10/19/2013	12/19/2013	Verbal or physical abuse/threatening physical abuse of WIC Clients - 2 months	01 Train		

**Cancel WIC Suspension**

Suspension Effective Date:

Suspension End Date:

Cancellation Effective Date:

Suspension Reason: **Verbal or physical abuse/threatening physical abuse of WIC Clients - 2 months**

Cancellation Reason (200 characters):

As with Suspend Client, a KWIC Note is automatically added to the client's record.

A WIC Suspension Cancelled contact is also displayed in Contact History.



## Skill Builder

### Cancel Suspension

1. Cancel the suspension of Kelly Kiwi. (Hint for effective date: See the reminder on the previous page.)
  - a. Then open Notes to see the automatic KWIC note.
  - b. Open History – Contact History to see the contact listed.
2. Cancel the suspension of infant Oscar Okra (suspended in earlier Skill Builder).

## Terminate WIC Client

KWIC will automatically terminate clients, such as at the end of a certification period or when a client is found to be income ineligible. Sometimes staff will need to remove a client from WIC at different times such as when a client death occurs or a client requests to be removed from the program. WIC staff use the **Terminate WIC Client** window to terminate a client and to generate the required termination letter.

### Notes about the fifteen-day notice requirement

Each person terminated from the program is to be notified in writing at least 15 calendar days in advance. Most commonly, clients must be notified that their benefits are going to end because their certification period is ending or they will become categorically ineligible. KWIC automatically will automatically print an End of Eligibility letter as described in the module, *End of Eligibility*.

The fifteen-day notice is not an issue if a client is found over income or without nutrition risk during the certification process. Similarly, there will not be a fifteen-day notice if you terminate a client because you have learned that he or she is deceased. A client requesting to be removed from the program can also be terminated on the date of the request, regardless of the fifteen-day notice.

## Terminating a Client:

1. Retrieve the record of child Arthur Asparagus. His mother has decided that she does not want him on WIC any more.
2. Select **Terminate WIC Client** from the Client menu.
3. Review the information on the Terminate WIC Client tab to ensure the correct client is being terminated.
4. Verify the Termination Effective Date. The date defaults to the latest (farthest in the future) Last Day to Use Date of any issued checks. If there are no issued checks with a Last Use Date after today, the Termination Effective Date is set to the current date. This is the case for Arthur Asparagus.



At this point you normally need ask yourself, “Will the client have 15 days of benefits after today?” In the case of client request, they usually do not want additional benefits. So in this example, it is not an issue.

<b>Arthur Asparagus</b> 10358489 Gender Male DOB 08/23/2009, 4 Years 0 Months		<b>WIC Active C</b> Cert. Period 05/10/2013 to 11/30/2013 Priority 5	
Terminate WIC Client <input checked="" type="checkbox"/> Arthur	Notices <input checked="" type="checkbox"/> Arthur		

Action Taken Date	Termination Effective	Termination Reason	Letter Sent	Terminated by	Clinic	Reinstated Date

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**Terminate WIC Client**

Termination Effective Date: 09/24/2013  Last End Use Date is 09/23/2013.

Termination Reason:

Print Termination Letter

Reason Letter Not Printed:

5. Select the **Termination Reason**. In Arthur’s case, we are pretending that his mother came in today saying she did not want WIC benefits any more. Select “Caregiver Request” as the termination reason for Arthur.

**If you use “Other” as the reason, be sure to explain in a KWIC Note!!**

6. The [**Print Termination Letter**] check box is marked by default.
7. You need to print a letter a letter for Arthur. Leave the [**Print Termination Letter**] box marked. Click [**Save**] button.

8. KWIC will:
  - a. Save the termination record
  - b. Print a Termination Letter to be handed (or mailed) to the client
  - c. Make a “Terminate WIC Client” contact in the client’s Contact History – Client Contacts section.
  - d. List a “Termination Notice” in the Contact History – Documents Printed section.
  - e. Create note with a title “Termination from WIC”. The reason and effective date will display in the body of the note.
  - f. Create a record in the client’s Termination History where you can find full details, including the termination reason.
  - g. Delete any appointments with <no outcome> from the Appointment Book.
  - h. Change the client status to “Terminated” (or “Term Pending” if termination date was set to a future date.)

Screen shots for these actions were previously shown for Suspend Client so will not be shown again here.

### ***When is it okay not to print a Term Letter?***



Remember if you print a letter, it is assumed that you give it to the client. Do not print a termination letter intending to destroy it. Follow policy about when to not print a termination letter!

[CRT 09.01.00 Termination from the WIC Program](#) lists the few very specific reasons when it is allowed to terminate a client without printing a letter. The letter has the required non-discrimination and fair hearing clauses. (Providing written notice of termination is an important requirement that is monitored closely by the State Agency.)

If there is a reason (allowed by policy) to not print a Termination Letter, click to “uncheck” the box.

**Terminate WIC Client**

Termination Effective Date 09/24/2013

Termination Reason

Print Termination Letter

Reason Letter Not Printed

End Use Date is 09/23/2013.

Default is to have the **box checked**. Click to remove the checkmark and enable the Reason Letter Not Printed field.

The **Reason Letter Not Printed** field then becomes available. When you click in the field, the state-approved reasons appear. Click on the appropriate reason. A reason for not printing the Termination Letter must be entered in the **Reason Letter Not Printed** field.

Print Termination Letter

Reason Letter Not Printed

- Client Death
- Documentation in record -moved out of state. No forwarding address.
- Documentation in the record that previous letter was returned undeliverable
- Need to void/reprint a terminated client's checks. Why documented in record.

- Client death – It may be inappropriate and insensitive to send a letter. “Death” must be chosen as the reason for termination.
- An out-of-state clinic calls to determine if a client is active in Kansas and requests transfer information. Document in the client record that the client moved out of state without a forwarding address using “Transfer” as the reason.
- There is documentation in the record that a previous letter was returned as undeliverable. When letters to a client are returned due to a wrong or no forwarding address, a note must be written on the Notes window. The returned letter can then be shredded. In this case, you can also leave the client as active and let KWIC eventually terminate the client when their eligibility ends.
- A need to void and reprint a “Term Pending” client’s checks. Circumstances should be documented in the client record. Such a client would have already received a termination letter when she/he was previously terminated.

## Skill Builder

### Terminating a Client



If you did not terminate Arthur Asparagus while reading the module example, do so now. Then,

- Open Notes to see the automatic KWIC note.
- Review the Termination Letter that prints out.
- From the Client drop down menu, go to View History. Open WIC Termination History. View the details of this termination.

## Reinstate WIC Client

The **Reinstate WIC Client** window is used to reinstate (“reactivate” or put back on WIC) a client who was terminated from receiving WIC services. The client must have a Terminated status and be within a current certification period to use the Reinstate WIC Client window. If the client is not in a valid certification period, he/she must be recertified.

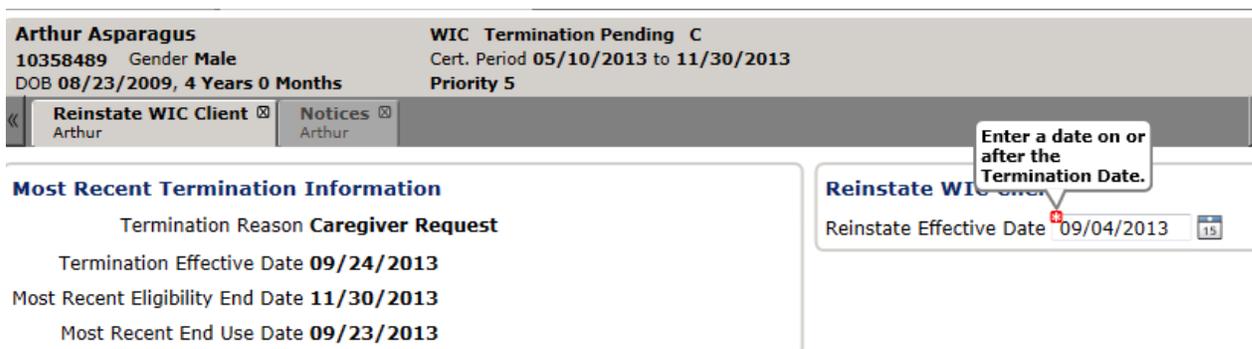
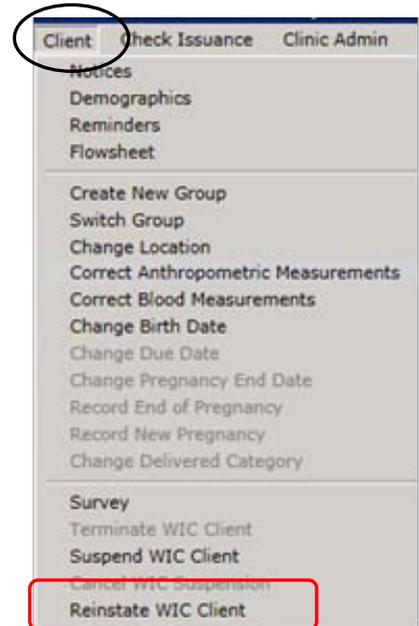
If the client was terminated for over income, an income test must be completed before the Reinstate window will open.

When might you use this window? Here are some examples.

- We all make mistakes and sometimes the wrong client gets terminated. With this window, you can simply reinstate them.
- An active client brings in her pay stub because she got a different job. When you redetermine her income, she is over-income and KWIC terminates her. Then before long, her circumstances change again. When you complete an income test in KWIC and find her eligible, if she is within her original certification period, you can reinstate her.
- A client told you she is moving out-of-state so you printed a Verification of Certification (VOC) paper for her, which also terminates her in KWIC. Soon after, she comes back to say her plans changed and she is staying. If she is within her original certification period, you can reinstate her.

## Reinstating a Client:

1. Retrieve the record of child you just terminated, **Arthur Asparagus**. His mother changed her mind and wants him back on WIC now.
2. Select **Reinstate WIC Client** from the Client menu.
3. Review the information on the Reinstate WIC Client window to ensure the correct client is being terminated.
4. Verify the Reinstate Effective Date. If defaults to the current date. You may need to change it to be on or after the termination date. (See hover message in the screen shot.) Save



5. KWIC will:
  - a. Save the reinstatement record.
  - b. Make a “Reinstate WIC Client” contact in the client’s Contact History – Client Contacts section.
  - c. Create note with a title “Reinstatement to WIC”. The effective date will display in the body of the note. Best practice for documentation is for you to write another KWIC note, briefly explaining the circumstances.
  - d. Change the client status to “Active”

## Skill Builder

If you did not reinstate Arthur Asparagus while reading the module example, do so now. Check Arthur’s status when you are done to be sure he is back to Active.



The End