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**Subject: Certification Visit**

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Effective Date: October 1, 2014

Revised from: October 1, 2013

**Policy:** At the certification visit, an applicant is:

- Required to be present for the appointment unless certain criteria are met.
- Certified at no cost to the applicant.
- Screened for categorical, residential, financial and nutritional eligibility.
- Asked to provide proof of identity for applicant (and caregiver identity for infant and child applicants), residency, and income.
- Offered the opportunity to register to vote (or caregiver of minor applicant.)
- Provided with nutrition education and referrals.
- Informed that s/he is eligible/ineligible to receive WIC benefits and provided with benefits, if eligible.

Also, staff will develop an individual care plan including time frames for future visits related to nutrition education, breastfeeding support, etc.

**Reference: CFR §246.7**

**Procedure:**

1. Refer to the other policies in the PPM Certification section for details.
2. If an applicant is eligible to receive WIC benefits:
  - a. She/he is enrolled into the Program for the appropriate certification period.
  - b. Client Rights and Responsibilities are explained by staff. The client or parent/WIC Caregiver signs the form electronically (or manually if needed). (Refer to [CRT 03.02.00 Client's Rights and Responsibilities](#) for the policy and the [Forms/Administrative Materials](#) for the English and Spanish forms.)
  - c. A food package is tailored to his/her needs.
  - d. Basic nutrition education is provided and a follow-up nutrition education appointment is scheduled.
  - e. Referrals are made to appropriate medical or social services.

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**Subject: Certification Visit**

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- f. WIC checks for the prescribed foods are issued and check usage instructions are provided. (Refer to [FCI 04.01.00 Client Instruction on Use of WIC Checks.](#))
    - g. Staff will develop an individual care plan including time frames for future visits related to nutrition education, breastfeeding support, etc. This care plan will be outlined using the KWIC Flow Sheet.
3. The Caregiver is the pregnant, breastfeeding, or postpartum woman herself; or a parent of an infant or child. If not a parent, see [CRT 03.08.00 Definition of Caregiver](#) for the description of who can apply for WIC on behalf of the infant/child and be designated as the WIC Caregiver.
4. An Alternate Caregiver may be named for the client and is encouraged. A family member or someone involved in the care of an infant or child is preferred.
  - a. The Alternate Caregiver is allowed to pick up checks at the clinic and use them at the grocery store.
  - b. The Alternate Caregiver must abide by the same rules and regulations as the Caregiver. It is the responsibility of the Caregiver to inform the Alternate Caregiver of this policy.
5. Health Department personnel should not be listed as Caregivers or Alternate Caregivers unless they are the client, parent/guardian, or involved in the care of the child. (See [PRI 06.00.00 Conflict of Interest.](#)) They may serve as proxies in limited cases. (See [FCI 04.02.00 Proxies and Proxy Cards.](#)) Clinic staff should contact the State Agency for guidance if there are questions regarding specific situations when a clinic staff person may act as a proxy.
6. If an applicant forgets to complete the Diet Questionnaire before the appointment time, the clinic may choose to:
  - a. Have the Competent Professional Authority (CPA ) complete the form during the assessment; or
  - b. Give the applicant the opportunity to complete the form and wait for the next available opening that day or be rescheduled.
7. Documentation of residency, income, identity of client (and caregiver for infant and child clients) is required for each certification.
  - a. If a person misunderstands or forgets to bring documentation to the certification appointment, the lack of documentation does not stop the certification process.

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**Subject: Certification Visit**

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- ◆ Eligibility should be determined based on the information the client or caregiver provides at the appointment. If found eligible based on this information, certification can proceed.
  - ◆ Benefits will not be withheld because documentation is not provided at the certification appointment.
  - ◆ One month of checks may be issued. KWIC will not allow more checks to be printed until the missing proof/s are documented.
  - ◆ The appointment letter for the next month should include a reminder to bring the necessary proof/s.
  - ◆ If the missing proof is for income, residency, or identity of client and the proof is not provided within 30 days, the client will be terminated. If the proof is provided after the 30 day window, the whole certification process must start over. Refer to [CRT 06.03.00 Proof of Income](#) , [CRT 04.00.00 Proof of Identity](#), and [CRT 05.00.00 Residential Eligibility and Proofs](#).
- b. The clinic may certify applicants when **no** proof of identity, residency and/or income exists. Example situations include when an applicant or caregiver is the victim of theft, loss, or disaster; a homeless person; or a migrant farmworker.
- ◆ The clinic must require the person to confirm his or her identity (or child's identity), residency, and/or income using the appropriate Self Declaration.
  - ◆ When a staff member marks the "Self Declared" box for Proof of Income in KWIC, the client will electronically sign the Self Declaration of Income. The form may be printed and manually signed if needed.
    - (1) The reason for no proof must be indicated.
    - (2) If multiple family members are self-declaring for proof of income, clinic staff may indicate additional family members electronically or write additional names on the manual form.
  - ◆ When staff marks the "Self Declared" box for Proof of Identify or Residency in KWIC, the appropriate Self Declaration form will print.
    - (1) If multiple family members are self-declaring for proof of identity or residency, clinic staff may write additional family member names on one Self Declaration Identify or Residency form.

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**Subject: Certification Visit**

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- (2) Self Declarations for identity and residency must contain reason for “No Proof”, applicant signature, and WIC staff signature.
  - (3) Retain the Self Declaration/s for this certification.
8. KWIC documents most of the client record electronically. A few items are required to be retained.
- a. Retain the Diet Questionnaire for all clients.
  - b. Retain the following items if manually signed instead of electronically signed:
    - ◆ Rights and Responsibilities
    - ◆ Check stubs
    - ◆ Self Declaration of Income
    - ◆ Breast Pump User Agreement
  - c. If completed for a client, retain the following items:
    - ◆ Voter Declination
    - ◆ Special Authorization
    - ◆ Self Declaration of Identity
    - ◆ Self Declaration of Residency
    - ◆ Authorization for Electronic Exchange of Information to the Kansas Immunization Registry.