



Memorandum

#12-016

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: February 24, 2012

SUBJECT: Policy Memo – New/Revised Policies: *WIC Policy CS: 06.0, Residency as a Certification Requirement, WIC Policy CS:07.0, Income Screening as a Certification Requirement, WIC Policy CS: 09.0, Definition of Income, WIC Policy CS: 19.0, Midpoint Screening, WIC Policy CS: 24.0, Certification Periods, WIC Policy CS:32.0, Mid-Certification Assessment for Children, and WIC Policy FD: 18.0, Drop Shipment of Formula and Nutritional Products*

This memo announces revisions to the subject policies as follows. The policies are effective March 1, 2012. At that time it will be posted and you may update your *Policy and Procedures Manual* by accessing the *WIC Website* at:

http://www.dshs.state.tx.us/wichd/policy/toc_cs.shtm

http://www.dshs.state.tx.us/wichd/policy/toc_fd.shtm

Summary of Revisions

WIC Policy CS: 06.0, Residency as a Certification Requirement

- **Purpose and Policy** – deleted *within LAs approved service area* and added Texas.
- **Procedure I. B.** – added to keep proof of residency if the proof is a WIC form or shelter documentation.
- **Procedure II.** – added *proof from parent or spouse is acceptable when the applicant does not have proof in their name.*
- **Procedure II.** – added electronic proof is acceptable for bills paid online.
- **Procedure II. C.** – changed Food Stamps to SNAP
- **Procedure II. D.** – added the word **signed** written statement. Deleted sentence about the letter or WIC RO2 including the individuals signature, address, and telephone number.
- **Procedure H.** – deleted economic unit and added household.
- **Procedure I. 3.** - Added in the family record.
- **Procedure V.** deleted the geographic area served by the LA and added Texas. Also deleted except for members of populations who are defined as persons with a common special need who do not necessarily live within a geographical area served by a WIC LA including but not limited to active duty military personnel, migrants and Indians.

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WIC Policy CS: 07.0, Income Screening as a Certification Requirement

- **Procedure II.E** .- added sentence about applicant starting a new job and not received their first paycheck. Change made to better reflect wording on form. Form WIC-19B says if the employee has not received his/her first paycheck, provide an estimate of his/her gross pay for the pay period.
- **Procedure VI** .- removed the information about individuals who have started a new job and have not received their first paycheck.
- **Procedure X** .- added Reassessments are not required when there is 90 days or less before the expiration of the certification period.
- **Procedure XI.D** .- added Military exclusions to comply with USDA memo. Added wording to determine if military income can be excluded.
- **Procedure XI.E** .- added examples of income calculations for temporary compensation and new money.

WIC Policy CS: 09.0, Definition of Income

- **Procedure II.A.4** .- added Military exclusions to comply with USDA memo. Added wording to determine if military income can be excluded.
- **Procedure II.C.34**.- added payments received for flood insurance.

WIC Policy CS:19.0, Midpoint Screening

- WIC-R05 is optional to complete and file
- rewording to clarify intent

WIC Policy CS:24.0,Certification Periods

- changed child's certification expiration date to 1 year
- included example

WIC Policy CS: 32.0 Mid-Certification Assessment for Children

- new policy which includes the mid-certification assessment requirements.
- The nutrition screening includes: height/length, weight, hemoglobin/hematocrit only if it was low at certification, immunization status for children less than 2 years old, update child's health history by parent/guardian answering one question, and nutrition education.
- A two digit number will be entered into the computer system: 50 for a completed mid-cert; 75 for a completed mid-cert with blood work; or 99 for a mid-cert that was refused.
- Data obtained shall be documented on the child's certification forms or an optional Mid-Certification Assessment form.

WIC Policy FD: 18.0, Drop Shipment of Formula and Nutritional Products

- Process is reorganized to include the TXWIN pre-populated form as generated in the formula exchange module

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- “Do Not Buy” statement for participant’s signature is slightly reworded for clarification. Procedures include the presence of the participant in the process for generating the drop ship order form and at which point they are no longer required and can leave the clinic.
- Provides additional clarification as to why certain steps are required in the process.
- Includes a requirement that the Local Agency develop a process for keeping accurate and accessible records of drop ship orders and that a copy of the procedures are kept with drop ship documentation.

If you have any questions or require additional information regarding WIC policies *Policy CS: 06.0, Residency as a Certification Requirement, WIC Policy CS:07.0, Income Screening as a Certification Requirement, or WIC Policy CS: 09.0, Definition of Income*, please contact Rachel Edwards, Manager, WIC Information Response Management at (512) 341-4400 extension 2263, or rachel.edwards@dshs.state.tx.us. If you have questions or require additional information regarding WIC policies *CS: 19.0, Midpoint Screening, CS: 24.0, Certification Periods, or CS: 32.0 Mid-Certification Assessment for Children*, please contact Anita Ramos, Training Specialist, at (512) 341-4581, or anita.ramos@dshs.state.tx.us and if you have questions or require additional information regarding *WIC Policy FD: 18.0, Drop Shipment of Formula and Nutritional Products* please contact Cathy Plyler, Clinical Nutrition Specialist, at (512) 341-4577, or cathy.plyler@dshs.state.tx.us.

Attachments

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Effective March 1, 2012

Policy No. CS:06.0

Residency as a Certification Requirement

Purpose

To ensure that those applying for WIC benefits reside within Texas.

Authority

7 CFR Part 246.2, 246.7; 25 TAC §31.22

Policy

At certification, the applicant shall provide proof of residency within Texas.

Definitions

Residency: location or address where applicant routinely lives or spends the night.

Homeless individual means a woman, infant, or child who lacks a fixed and regular nighttime residence; or whose primary nighttime residence is:

- I. a supervised publicly or privately operated shelter (including a welfare hotel, a congregate shelter, or a shelter for victims of domestic violence) designated to provide temporary living accommodation;
- II. an institution that provides a temporary residence for individuals intended to be institutionalized;
- III. a temporary accommodation in the residence of another individual not exceeding 365 days; or
- IV. a public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for human beings.

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Homeless facility means the following types of facilities which provide meal service:

- I. a supervised publicly or privately operated shelter (including a welfare hotel or congregate shelter) designed to provide temporary living accommodations;
- II. a facility that provides a temporary residence for individuals intended to be institutionalized; or
- III. a public or private place not designed for, nor normally used as, a regular sleeping accommodation for human beings.

Institution means any residential accommodation which provides meal service, except private residences and homeless facilities.

Family means a group of related or non-related individuals who are living together as one economic unit, except residents of a homeless facility or an institution shall not all be considered as members of a single family.

Procedures

- I. At each certification, the WIC applicant/parent/guardian shall provide proof of residency to verify the family resides within Texas before being screened for WIC services. Only one document is required for all applicants.
 - A. Residency verification shall be documented on the Family Certification Form/WIC Program Income Screening Form (WIC-35). Refer to **Policy CS: 14.0** for instructions on completing the WIC-35.
 - B. A copy of the document used for proof of residency shall NOT be kept in the applicant/participant's file unless the proof is a WIC form or shelter documentation.
- II. Written proof (including the applicant/participant's name and street address/rural route number, city, state and zip code) is the preferred

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method of documentation. Documents addressed to the applicant's spouse are acceptable. Minors applying for themselves and reside with their parents may present documents addressed to the parent. Documents with a P.O. Box cannot be accepted including Gateway documents. The applicant may present a copy of the original document or electronic proof such as a printout for bills paid online. The following documents shall be accepted as proof of current residency:

- A. utility bill/credit card bill;
- B. rent receipt/rental agreement/letter from landlord or apartment manager;
- C. business letter/bill
 - 1. any business letter (not from WIC) or any part of a business letter such as an envelope or enclosures with address or foster placement letters, bills other than utility or credit card,
 - 2. adjunctive eligibility forms from Gateway Programs: Temporary Assistance to Needy Families (TANF), Medicaid, and Supplemental Nutrition Assistance Program (SNAP), formally known as Food Stamps including phone or on-line computer system inquiries by the LA to gateway programs (See Policy CS:08.0). No P.O. Boxes can be accepted.
- D. letter or WIC-RO2 from the person with whom the applicant(s) lives with and proof of residency:
 - 1. If the WIC applicant(s) lives with someone else and has no written proof of their residence, the individual with whom the family is living may provide a signed written statement or complete Section C of the Residency Form (WIC-RO2) confirming the living arrangements.
 - 2. Proof of residency (any documents accepted in this policy) with the individual's name and address shall also be provided.
- E. voter registration card;
- F. property tax receipt;
- G. map and WIC-RO2 if no written proof of address exists
 - 1. If no written proof exists and the family's residence does not have a designated address, the family may show a

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- specific location of the applicant's physical residence on a map or hand draw a map showing the location of the residence to document residency.
 - 2. The applicant shall complete Section B of the Residency Form (WIC-R02) and attach the map. A home visit is recommended within 60 days after certification, but is not required. This is the only circumstance where Section B of the WIC-R02 shall be used.
 - H. documentation by a third party or WIC-R02;
If an applicant is homeless or indicates that no one in the household has proof of residency, a third party can provide a signed statement to confirm the family's living arrangements or complete Section A of the Residency Form (WIC-R02).
 - 1. Examples of a third party include, but are not limited to: staff of a church, social service agency, legal-aid, lawyer, school staff, public health nurse, doctor, and elected public officials.
 - 2. The third party cannot be an employee of the WIC Program, individual related to the applicant, or a member of the applicant's household. The staff shall confirm this information verbally with the applicant.
 - I. shelter documentation; if the family lives in a temporary shelter, the family may apply for WIC services if:
 - 1. The family can provide documentation of residency in the shelter; and
 - 2. The shelter meets the following requirements:
 - a. WIC foods shall not be used in communal feedings.
 - b. The shelter shall not accrue financial or in-kind benefit from the applicant's participation in WIC.
 - c. Proxies of participants residing in a homeless facility/institution may pick up and redeem food benefits in bulk for multiple participants residing in the shelter. The LA shall ensure that adult participants are allowed to participate in the process of picking up and transacting food instruments to the greatest extent possible, within the homeless

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- facility/institutional framework, so that they are aware of the foods prescribed for them as well as the intended benefits of such foods.
- d. The shelter shall not place constraints on the ability of the applicant to partake of the WIC food instruments and all associated WIC services.
- 3. The LA shall ensure that the shelter meets the requirements. This may be done by having a signed letter of agreement from the shelter or by calling the shelter and verifying this information. If the LA does not have a signed letter of agreement from the shelter, document in the family record how the shelter met the criteria.
- J. homeless (WIC-19E) A homeless family may apply for WIC services if the family's living arrangements can be documented.
 - 1. If the homeless family is unable to provide documentation from a third party verifier (see Procedure II. H.), a signed statement from the family attesting to their living conditions/situation may be provided using the Residency Verification Form for Homeless Family (WIC-19E).
 - 2. A site visit is recommended within 60 days after certification, but is not required.
- III. If the family lives in an institution, the institution shall meet the same requirements as participants living in shelters (see Procedure II.I.).
 - IV. Applicants who may require an exemption include a victim of theft, loss, or disaster.
 - A. Applicants or parent/guardian, applying on behalf of a child, shall complete a Self Declaration.
 - B. The Self Declaration Form shall be filed in the client's record.
 - V. Families who do not meet the residency requirements (live outside of Texas) shall receive written notification of ineligibility (refer to **CS:23.0**).

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Policy No. CS:07.0

Income Screening as a Certification Requirement

Purpose

To provide documentation that an applicant's income eligibility was determined accurately.

Authority

7 CFR Part 246.7; 25 TAC §31.22

Policy

When determining program eligibility, the local agency (LA) shall determine and document the applicant's total household gross income and household size at each certification.

Applicants shall provide acceptable written documentation from the previous 60 days from the date eligibility is determined. If true income is not reflected, then income from the previous 12 months shall be considered. Only one document shall be requested for each source of income. If the applicant is currently a recipient of Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF), or Medicaid, refer to Policy CS:08.0.

Instream migrants with an expired Verification of Certification (VOC) shall be considered income eligible, provided their income is redetermined once every 12 months.

LAs are required to verify all information that is questionable or when verification is specifically required by this policy. In addition, an LA may require verification of any information to ensure income eligibility is determined accurately.

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Definitions

Household: all persons, related or unrelated, living together in the same dwelling, with the exception of the following special situations: pregnant woman, foster child, individuals who qualify as a separate economic unit, and residents of a homeless facility or other residential institution.

Income: Gross income earned by all members of a household, including any amount received or withdrawn from any source, including savings, unless excluded from the definition of income by federal regulations as described in [Policy CS:09.0](#). Exception: for farmers and self-employed individuals, use net income, which is the income after the deduction of business expenses.

In-kind benefit: Benefits received by the household, which are provided in the form of goods and/or services. Example: woman resides with another family and provides childcare in exchange for food and shelter. This is exclusion to income.

Instream migrants: Migrant farm workers who follow a route or agricultural work from state to state and who are currently not at their home base.

Verification of income: A process whereby the information presented by an applicant as documentation of income is validated through an external source of information other than the applicant.

Procedures

- I. At each certification, WIC applicants or parent/guardians applying on behalf of a child shall declare the number of persons that comprise the applicant's household size and provide acceptable documentation of the amount of ALL gross income received by each member of the household, unless the applicant is adjunctively income eligible, in which case income eligibility is determined under the provisions of [Policy CS:08.0](#).
 - A. The WIC Income Questionnaire (WIC Form 35-3) shall be completed at each certification. The form shall be completed

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prior to income determination and filed in the applicant's record with the Family Certification Form/WIC Program Income Screening Form (WIC-35). (See [Policy CS: 14.0](#))

1. If income has been documented for one family member within the last 60 calendar days, it may be used for other family members being certified within that 60 day period. Staff shall verbally verify income has not changed.
 2. The applicant or parent/guardian shall sign and date the WIC-35-3 near the original signatures and dates from the previous income determination.
- B. Use the WIC-35 to document total household size and monthly income. The staff person who completes this information shall sign and date the WIC-35 using their official signature. Refer to [Policy CS: 14.0](#) for instructions on completing the WIC-35. One WIC-35 may be used to document income and household size for two or more members of a household. This form shall be easily accessible for audit/review.
1. Income shall be documented each time a family member is certified (except for instream migrants). If income has been documented for one family member within the last 60 calendar days, it may be used for other family members being certified within that 60 day period. Staff shall verbally verify income has not changed and both staff and applicant or parent/guardian shall sign and date the WIC-35 near the original signatures and dates from the previous income determination.
 2. The 60-day period does not apply to applicants who were adjunctively income eligible. (Refer to [Policy CS:08.0](#))
- C. A copy of the income document(s) shall be kept in the applicant's file containing the WIC-35.
- II. WIC applicants shall provide acceptable **written** documentation of the amount(s) of all income received by **each** member of the household. Amounts should reflect all usual gross income. Documentation shall be dated within the previous 60 days of from the date of the eligibility

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determination. The applicant or parent/guardian may present a copy or facsimile (fax) of the original document. Exceptions are identified in this policy where written documentation is not required. Only one document shall be requested from each source of income. Acceptable documents for proof of income include:

- A. **paycheck stubs** with the current amount of gross earnings.
 - 1. The paycheck stub must indicate the pay period or pay date and employee's name.
 - 2. Do not accept a paycheck stub that has a different name than the applicant's or household member's name. Allow applicant to complete a WIC-32, Applicant's Statement of Farm/Self-Employment Form. (See II. F. in this policy)
 - 3. The employer may be contacted, with the applicant's or parent/guardian's permission, to clarify information on the paycheck stubs. Information from the employer shall be used to determine income and documented on the WIC-35 form.
- B. **W-2 form**, valid from date issued through April 30 of the same year and is reflective of current income. Staff shall ask applicant or parent/guardian to confirm the form reflects current income and divide the income by the number of months employed.
- C. **signed statement from employer** (business letterhead is not required). The statement shall reflect current gross income, the pay period, and/or the pay date.
- D. **WIC-19a**, Assistance Documentation Form.
 - 1. Section I shall be completed when:
 - a. money or financial support is received from a source outside the household such as parents, relatives, or friends. If money is received occasionally, refer to Procedure II. L. of this policy.
 - b. there is more than one provider of assistance, each provider shall complete a separate WIC-19a.
 - c. the applicant receives financial assistance in addition to their wages from someone who does not reside with them.

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2. Section II shall be completed by a third party when no one in the household has a source of income and the household does not receive outside assistance.
- a. Examples of a third party include but are not limited to: staff of a church or school, social service agency, legal-aid, lawyer, public health nurse, doctor, and elected public officials.
 - b. The third-party cannot be an employee of the WIC Program, an individual related to the applicant/parent/guardian, or a member of the applicant's household. The staff shall confirm this information verbally with the applicant.
- E. **WIC-19b**, Employment Verification Form is acceptable, if the applicant and/or members of the applicant's household do not have acceptable documentation of wages. An applicant who has physically started a new job but has not received his/her first paycheck shall have a WIC-19b completed or have a statement from their employer.
- F. **WIC-32**, Applicant's Statement of Farm/Self-Employment Form, shall be completed if an applicant or a member of the household is self-employed and does not have business records. This form may also be used if an applicant is paid in cash and the employer will not provide documentation, or the applicant cannot provide a paycheck stub in his/her name.
- G. **Bank statement**, checking or savings account statement, if reflective of current gross income.
Example: An applicant is living off their savings. The amount withdrawn monthly to pay for their expenses plus a month's worth of interest shall be considered as their monthly household income. The total dollar amount in savings is not to be considered. A bank statement within the previous 60 days shall be used as documentation of income.

Total amount of savings:	\$30,000
Monthly expenses for one month:	\$ 1,150
One month of interest	\$ 25
Total monthly income: $\$1150 + \$25 =$	\$ 1,175

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- H. **current tax records** valid through April 14th following the year it was filed (e.g. if filed in 2006, then accept through April 14th 2007). Staff shall ask applicant/parent/guardian to verbally confirm the tax record reflects current income (retain a copy of the section of the documents used to determine income).
- I. **income receipt book** or other accounting records for self employed individuals (retain a copy of the section of the documents used to determine income).
- J. **foster child placement letter**; All foster children qualify for income eligibility. A verbal declaration of the amount paid to the family for the care of the foster child shall be obtained if the amount is not indicated on the placement letter. If a foster child receives income, whether from a job or outside financial resource, it must be counted in the income determination and documented on the WIC-35. Income screening shall be done at every certification for foster children, even if they have not changed foster homes. Mark "other" on the WIC-35 and record "placement letter" in the space provided.
- K. **Child Support and/or Alimony**; Documentation shall be obtained **in the following order** (i.e., staff shall obtain the highest level of documentation, if it exists, with #1 constituting the highest level and so forth):
 - 1. Court order, divorce decree or information from Office of Attorney General (800-252-8014);
 - 2. Receipts or copies of checks;
 - 3. Signed and dated statement from the person providing support; or
 - 4. Signed and dated statement from person receiving support.Mark "other" on the WIC-35 and record "child support or alimony" in the space provided.
- L. **Lump Sum/New Money**: New money is money received within the previous 12 months and not received on a regular basis. Examples include, but are not limited to: gifts, inheritance, bonuses, lottery winnings. Divide the amount of new money received by 12 and add that amount to the monthly

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- income. Mark "other" on the WIC- 35 and record the type of new money received in the space provided.
- M. **Other:** The following are acceptable as income and should be marked "other" on the type of Non-Gateway Income Method used on the WIC-35. Examples include, but are not limited to:
1. Workers Compensation letters, or Unemployment Insurance Benefits;
 2. Severance, pension payments, or retirement benefits;
 3. 401K or other investments;
 4. Social security and Supplemental Security Income (SSI) award letter; and
 5. Student financial aid.
- III. An applicant's current rate of income shall be utilized to calculate monthly income. For exceptions, refer to Procedure IV.
- A. Only one document (check stub, etc.) shall be requested for each source of income, as long as the document is from the previous 60 days of the date eligibility is determined. If income varies and more than one document is presented, average the income from all documents provided.
- B. Documentation of income that changes only once per year; e.g., Social Security and scholarship/grant award letters, may be used during the entire year the letter covers if reflective of current income.
- C. To determine monthly income:
1. When paid by the week – multiply by 4.33
 2. When paid every two weeks – multiply by 2.165
 3. When paid twice monthly (as on 15th and 30th day) multiply by 2.
 4. When the individual presents documentation of annual income – divide annual income by 12.
 5. The calculations should be exact without any rounding.
- IV. Exceptions include the following:

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$$\begin{aligned} & \text{+Regular Pay 8mo. X \$800/mo.} (\$6400) \\ & = \$8000 \div 12 \\ & \text{\$666.66 monthly income.} \end{aligned}$$

- D. Teachers who are paid on a 10-month basis: Use the gross annual salary of the teacher and divide by 12 to obtain an average monthly income.
 - E. College students who only work during the summer months and/or their school breaks: Take the annual gross salary of the college student and divide by 12 to obtain an average monthly income.
 - F. Self Declaration: An applicant or a parent/guardian applying on behalf of a child, who may be a victim of theft, loss, or disaster and do not have a source of income shall complete a Self-Declaration form. This form shall be filed in the client's record.
- V. Income eligibility of migrants:
- A. Certain instream migrant families with an expired Verification of Certification (VOC) shall be considered income eligible if income eligibility was determined within the previous 12 months. The date the migrant family's income was last determined shall be documented on the Family Certification Form (WIC-35).
 - B. The income eligibility of migrant families who are not instream, defined as migrant farmworkers at their home base, shall be determined and documented on form WIC-35 at each certification.
- VI. To assess the income eligibility of an unemployed person (whether the person quit, was fired, or experienced a lay-off) all amounts of financial support received from any of the sources listed in this policy shall be determined and appropriate documentation obtained. If the person is living off their savings refer to II. G. of this policy.
- VII. Income eligibility of pregnant women: Refer to **Policy CS: 10.0**, Economic Unit for Income.

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- VIII. After calculating an applicant's total monthly income, compare it to the income guidelines described in Policy CS: 12.0. When comparing the income to the income guidelines, do not include the cents, even if the amount is \$0.99. Do not round up or down on the dollar amount.
- IX. The LA has no responsibility to monitor the continued income eligibility of the participant during the current WIC certification period.
- X. Participants are not required to report income changes within certification periods nor are LAs required to inquire about such changes. However, if information is provided by any party during a certification period, which suggests ineligibility due to income, a reassessment of program eligibility shall be conducted during the certification period unless the information concerns possible program fraud or abuse. When fraud or abuse is suspected, refer to Policy GA: 12 for instructions on reporting to the state agency. Reassessments are not required when there are 90 days or less before the expiration of the certification period. If the individual is determined ineligible, the LA shall disqualify the individual and any other family members participating in WIC at the time of the reassessment.
- A. Some examples of situations which trigger a mandatory reassessment by the LA include:
1. family member certified and income or adjunctive income eligibility has changed;
 2. a change in income reported by a participant;
 3. a change in custody and/or household size; and/or
- B. Have the participant bring documentation of their continued income eligibility or eligibility in the gateway program to their next appointment.
1. the individual shall be issued one month of benefits (refer to **Policy CS:23.0**) and be required to bring documentation to the next appointment.
 2. if the individual fails to bring the proof of income or participation in the gateway program, the individual and

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- other family members participating in WIC at the time of the reassessment shall be disqualified from the Program.
- C. If the individual is income eligible through adjunctive eligibility, refer to **Policy CS: 08.0**.
 - D. Refer to **Policy GA: 12.0** for instructions on handling citizen complaints about a participant's eligibility.
 - E. Refer to **Policy CR: 03.0** for guidance on a participant's right to appeal any decision, which results in the denial, disqualification, or termination of their right to participate in the Program.
 - F. LA staff shall provide written notification of termination to participant(s) found ineligible. Refer to **Policy CS: 23.0** for instructions.
- XI. Special Circumstances for income eligibility of a military family when parent(s) is deployed during times of crisis or on temporary assignment.
- A. Military personnel absent (e.g., deployed overseas) shall be counted as members of the household.
 - B. Whenever possible, a recent (within the past 120 days) Leave Earnings Statement (LES) shall be obtained as documentation of the soldier's contribution to the household's gross monthly income. If the funds are direct deposited into a bank account in lieu of having an LES statement, request a bank statement from the applicant. The applicant shall document the amount of gross income. The statement shall be signed by the applicant/parent/guardian and include a statement explaining why he/she cannot provide documentation of income.
 - C. Income exclusions when parent(s) is deployed:
 - 1. Basic Allowance for Housing (BAH), Family Separation Housing (FSH), and Overseas Housing Allowance (OHA).
 - 2. Cost of Living Allowance (COLA) only if the military person resides outside the continental United States.
 - 3. Family Subsistence Supplemental Allowance (FSSA) payments to members of the Armed Services provided by the Department of Defense under the provisions of Public

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Law 109-163, the National Defense Authorization Act for Fiscal Year 2006.

- D. Other types of Entitlement pay, including, but not limited to Combat Pay and Hostile Fire Pay, can be excluded from income. The pay:
- a) Must have been received in addition to basic pay
 - b) Must have been received as a result of deployment to or service in an area that is designated a combat zone
 - c) Must not have been received prior to deployment
- E. The Local Agency needs to explore the circumstances under which a military service personnel is receiving each additional allowance in order to decide if they should include or exclude the payment. The requirements above, XI.D., need to be met.
1. Additional temporary compensation including, but not limited to Front Line Pay received shall be averaged. Determine the monthly average by dividing the total pay by 12 months.
Example: Front Line Pay is \$200/month, received for past 5 months. $\$1000 (\$200 \times 5 \text{ months})$ is divided by 12 = $\$83.33$ month. Add $\$83.33$ to monthly income.
 2. New money that is received once per year, including but not limited to Clothing Allowance and Enlistment Bonus shall be averaged. Divide the total amount by 12 for a monthly average.
Example: Clothing allowance is \$2000. Divide by 12 = $\$166.67$. Add $\$166.67$ to monthly income.
- F. When children are in temporary care of friends or relatives due to military parents being deployed or on temporary assignment:
1. Financial support is being provided by the military parents:
 - a. When the LESs are available, parents and children are a separate economic unit (SEU) within the household of the temporary caretaker. Income is assessed for the SEU.

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- b. When LESs are unavailable, the source of financial support for the children determines the documentation necessary.
 - 1. If financial support is being provided by the military parents, the children will be considered an SEU with income in the amount provided for their care. Written documentation from the caretaker should designate the amount received from the military parents, either in a letter or written note or in LES statements when available.
 - 2. If the caretaker holds a credit card for necessary expenses or has access to direct deposited funds, have the caretaker declare the amount being used each month to care for the child(ren). The child(ren) will be considered a separate economic unit with income in the amount declared.

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Definition of Income

Purpose

To provide a statewide definition of income that is identical for all local agencies (LAs).

Authority

7 CFR Part 246.7; 25 TAC §31.22

Policy

Income is defined as gross income before deductions.

Procedures

- I. Income includes the following:
 - A. wages, salary, commissions or fees;
 - B. net income from farm and non-farm self-employment;
 - C. Social Security benefits;
 - D. dividends or interest on savings or bonds, to include interest on Certificates of Deposit (CD) and Individual Retirement Accounts (IRA); income from estates or trusts, or net rental income;
 - E. public assistance or welfare payments;
 - F. unemployment compensation;
 - G. government civilian employee or military retirement or pensions, or veterans' payments;
 - H. private pensions or annuities;
 - I. alimony or child support payments;
 - J. regular contributions from persons not living in the household;
 - K. net royalties;
 - L. lump sum payments which are considered as "new money" received in the last twelve months would include gifts,

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- inheritances, lottery winnings, worker's compensation for lost income, and severance pay;
 - M. student financial assistance, such as grants and scholarships, except those grants and scholarships excluded as income as listed in Section II. (C) (12) of this policy;
 - N. capital gains and interest earned on the sale amount; If there was a loss on the sale, the amount of interest earned on the sale amount is counted as income. This applies only to capital gains and losses within the past twelve months. Any sale prior to last twelve months, refer to guideline on savings account interest (Item I. (D) above).
 - O. other cash income, which includes, but is not limited to, cash amounts received or withdrawn from any source including savings, investments, trust accounts and other resources which are readily available to the family.
- II. Exclusions from income include, but are not limited to, the following:
- A. Military allowances:
 - 1. any basic allowance for quarters received by military services personnel residing on/off military installations; and
 - 2. cost of living allowance received by military services personnel residing outside the United States.
 - 3. Family Subsistence Supplemental Allowance (FSSA) payments to members of the Armed Services provided by the Department of Defense under the provisions of Public Law 109-163, the National Defense Authorization Act for Fiscal Year 2006.
 - 4. Other types of Entitlement pay, including, but not limited to Combat Pay and Hostile Fire Pay, can be excluded from income. The pay:
 - a) Must have been received in addition to basic pay
 - b) Must have been received as a result of deployment to or service in an area that is designated a combat zone
 - c) Must not have been received prior to deployment

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- B. value of inkind housing and other inkind benefits; (Examples: employer paid or union paid portion of health insurance or other employee fringe benefits, food or housing received in lieu of wages)
- C. payments or benefits provided under certain Federal programs or acts. The payments or benefits which shall be excluded by legislative prohibition include, but are not limited to the following:
 - 1. reimbursements from the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970;
 - 2. any payment to volunteers under Title I (VISTA and others) and Title II (RSVP, foster grandparents, and others) of the Domestic Volunteer Service Act of 1973, to the extent excluded by that Act;
 - 3. payment to volunteers under section 8(b)(1)(B) of the Small Business Act (SCORE and ACE);
 - 4. income derived from certain submarginal land of the U.S. which is held in trust for certain Indian tribes;
 - 5. payments received under the Job Training Partnership Act;
 - 6. income derived from the disposition of funds to the Grand River Band of Ottawa Indians;
 - 7. payments received under the Alaska Native Claims Settlement Act;
 - 8. the value of assistance to children or their families under the National School Lunch Act, as amended; the Child Nutrition Act of 1966; and the Food Stamp Act of 1977;
 - 9. payments by the Indian Claims Commission to the Confederated Tribes and Bands of the Yakima Indian Nation or the Apache Tribe of the Mescalero Reservation;
 - 10. payments to the Passamaquoddy Tribe and Penobscot Nation or any of their members received pursuant to the Maine Indian Claims Settlement Act of 1980;
 - 11. payments under the Low-Income Home Energy Assistance Act, as amended;
 - 12. student financial assistance received from any program funded in whole or part under Title IV of the Higher

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Education Act of 1965, including: the Pell Grant, Supplemental Educational Opportunity Grant, State Student Incentive Grants, National Direct Student Loan, PLUS, College Work Study, and Byrd Honor Scholarship programs; Excluded from income is any assistance received from these programs which is used for tuition and fees and including the costs for rental or purchase of any equipment, materials, or supplies required of all students in the same course of study and an allowance for books, supplies, transportation, and miscellaneous personal expenses for a student attending a higher education institution on at least a half-time basis, as determined by the institution. (Room and board and dependent care expenses are not included as exclusions).

13. mandatory salary deduction for college under the Veterans Education Assistance;
14. payments under the Disaster Relief Act of 1974, as amended;
15. payments received under the Carl D. Perkins Vocational Education Act, as amended;
16. payments pursuant to the Agent Orange Compensation Exclusion Act;
17. payments received for Wartime Relocation of Civilians under the Civil Liberties Act of 1988;
18. value of any child care payments made under section 402(g)(1)(E) of the Social Security Act, as amended by the Family Support Act (see Guidelines Section);
19. value of any "at-risk" block grant child care payments made under section 5081 of Public Law 101-508;
20. value of any child care provided or paid for under the Child Care and Development Block Grant Act, as amended;
21. mandatory salary reduction amount for military service personnel which is used to fund the Veteran's Educational Assistance Act of 1984 (GI Bill) as amended;

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22. payments received under the Old Age Assistance Claims Settlement Act, except for per capita shares in excess of \$2000;
 23. payments received under the Cranston-Gonzales National Affordable Housing Act, unless the income of the family equals or exceeds 80 percent of the median income of the area;
 24. payments received under the Housing and Community Development Act of 1987, unless the income of the family increases at any time to not less than 50 percent of the median income of the area;
 25. payments received under the Sac and Fox Indian claims agreement;
 26. payments received under the Judgement Award Authorization Act, as amended;
 27. payments for the relocation assistance of members of Navajo and Hopi Tribes;
 28. payments to the Turtle Mountain Band of Chippewas (Arizona);
 29. payments to the Blackfeet, Grosventre, and Assiniboine tribes (Montana) and the Papage (Arizona);
 30. payments to the Assiniboine Tribe of the Fort Belknap Indian community and the Assiniboine Tribe of the Fort Peck Indian Reservation (Montana);
 31. payments to the Red Lake Band of Chippewas;
 32. payments received under the Saginaw Chippewa Indian Tribe of Michigan Distribution of Judgement Funds Act; and
 33. payments to the Chippewas of Mississippi.
 34. payments received by property owners under the National Flood Insurance Program (Public Law 109-64).
- D. lump sum payments classified as "reimbursement" which are defined as monies received from insurance companies for loss or damage of real or personal property, such as a home or auto, and payments that are intended for a third party to pay for a specific expense such as payment of medical bills resulting from accident or injury;

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- E. operating expenses for those individuals who are self-employed; For farm income, operating expenses include, but are not limited to, cost of feed, fertilizer, seed and other farming supplies; cash wages paid to farmhands; depreciation; cash rent; interest on farm mortgages; farm building repairs; and farm taxes (but not State and Federal income taxes). For nonfarm self-employed persons, operating expenses include, but are not limited to, the cost of goods purchased, rent, heat, utilities, depreciation, wages and salaries paid, and business taxes (but not personal income taxes). Applicant shall complete Form WIC 32 or provide written business records.
- F. loans, such as bank loans, which are temporarily available and shall be repaid.

Guidelines

- I. LAs may need to contact the state agency (SA) for further guidance in evaluation of particular income exclusion, particularly for those with exceptions where a median income for the local area shall be determined. For example: items C. (22) and C. (23).
- II. Child Care and Development Block Grant Program income exclusion: (Item II.(C) (19) above) These benefits shall be referred to as the TANF Child Care Program, the Title IV A Child Care Program, or the Choices Child Care Program. However, names of these programs vary from state to state:
 - A. In Texas, the child care programs which provide payments that are excluded from income are the Choices Child Care Program, the Transitional Child Care Program and the At-Risk Child Care Program which are administered by the Texas Department of Human Services (TDHS)
 - B. TDHS allows parents participating in these programs to make their own arrangements for child care. The hired caretakers may be grandparents, aunts or uncles; however, the payments to

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these relatives shall be counted as income by these relatives if they apply for WIC Program benefits.

- III. Basic allowance for quarters for military personnel residing on-base or off-base is usually indicated on the military Leave Earnings Statement (LES) as:
 - A. Variable Housing Allowance (VHA);
 - B. Basic Allowance for Housing (BAH).

- IV. Regarding II. B in Procedures Section, Value of inkind housing and other inkind benefits: If an employee does not receive as part of his/her wages/salary the dollar amount contributed to health insurance, for example, but the employer includes this employer contribution as part of the employee's gross income, the LA shall deduct the employer contribution amount from the applicant/participant's gross income. (Some employers process salary payments this way for a tax advantage to the employer.)

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Policy No. CS:19.0

Midpoint Screening

Purpose

To ensure that the quality and accessibility of health care services for infants enrolled in WIC between birth and four months of age are not diminished.

Authority

7 CFR Part 246.7

Policy

Local agencies (LAs) shall ensure that infants enrolled during their first four months of age will receive health care services (well-child check or Texas Health Steps visit) or are assessed for growth, nutritional and immunization status at WIC between four through eight months of age (six through eight months is preferred). Food benefits shall not be denied to parents/guardians or caregivers who refuse to obtain these health care services or screening by WIC.

Procedure

- I. Infants certified before four months of age, shall be screened between four and eight months of age to determine if the infant has a healthcare provider.
- II. If the infant has a healthcare provider, staff shall inquire if the infant has had a well-child check or Texas Health Steps (THS) visit between four to eight months of age.
 - A. If the infant has had a well-child check or Texas Health Steps visit, the date of the checkup shall be entered into the Texas WIC Information Network (WIN) system.
 - B. If the infant has not had a well-child check or Texas Health Steps visit but has an appointment for the checkup between four to

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eight months of age, enter today's date into the Texas WIN system. The system will not accept a future date.

- III. If the infant does not have a healthcare provider or does not have an appointment for a well-child check or Texas Health Steps visit by seven months of age, WIC staff shall offer to provide a midpoint screening performed by a Certifying Authority or WIC Certification Specialist.
- A. The screening shall include an assessment of weight, length, diet and immunization status. Weight and length shall be plotted on the appropriate growth chart and filed in the client's chart.
 - B. Inquire if parent/guardian/caregiver has any questions/concerns about the infant/family. If there are concerns, the counseling session shall be documented on the VENA Family Documentation tool (F13-06-12805) and filed in the client's chart to maintain continuity of care. Documentation on the VENA Family Documentation tool is not required when parent/guardian/caregiver does not have any questions/concerns.
 - C. Staff shall inform the parent/guardian/caregiver that the midpoint screening at the WIC clinic does not replace a well-check assessment performed by a physician or healthcare provider.
 - D. Referrals shall be made to other health care services for follow-up of any problems detected by WIC staff during the screening. Refer to Policy CS:21.0.
 - E. Staff shall enter the date that the midpoint screening was conducted at the WIC clinic in the Texas WIN system. Filing the Infant Midpoint Review (WIC-RO5) in the client's chart is optional. It is best practice to file the WIC-RO5 for a high risk or medically fragile infant.
- IV. LAs will be considered out of compliance if an infant has reached nine months of age or older and does not have a midpoint documented in the Texas WIN system.
- V. A parent/guardian/caregiver can refuse a midpoint screening.
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- A. If the midpoint screening is refused, the parent/guardian/caregiver shall read, sign and date the refusal statement on the WIC-R05 form.
- B. If the parent/guardian/caregiver refuses to read, sign and date the refusal statement, staff shall document the refusal and sign and date the WIC-R05 form.
- C. Staff shall enter the date of the midpoint refusal in the Texas WIN system and file the WIC-R05 form in the client's chart.

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Effective March 1, 2012

Policy No. CS: 24.0

Certification Periods

Purpose

To identify the length of time program participants are eligible for WIC benefits.

Authority

7 CFR Part 246.7; 25 TAC §31.25

Policy

WIC benefits will be provided to participants in accordance with the timeframes defined by federal regulations for each category.

Definition

Certification expiration date is the last day of the certification period and the last day the participant shall receive benefits.

Procedures

- I. Begin certification periods on the date the applicant is determined eligible for benefits.
- II. A pregnant woman shall be certified to receive benefits for the duration of her pregnancy, and between delivery and up to six weeks postpartum.

EXAMPLE: Expected delivery date: 11/22/yy
Date infant is six weeks old: 01/03/yy
Certification expiration date: 01/03/yy

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The benefits issued between delivery and six weeks postpartum may be issued before OR at the time of the postpartum screening.

- III. A postpartum woman who is not breastfeeding shall be certified only until she is six months postpartum. Certification shall expire on the day her infant is six months old.

EXAMPLE: Delivery date: 11/22/yy
Certification action date: 12/01/yy
Certification expiration date: 05/22/yy

- IV. A breastfeeding woman (exclusively, mostly or some breastfeeding) shall be certified for a 12 month period or until breastfeeding is discontinued. The woman's certification shall expire the day before the infant's first birthday, or the day the woman stops breastfeeding. See Policy BF: 01.0 for definition of breastfeeding woman.

EXAMPLE: Delivery date: 11/22/yy
Certification action date: 01/05/yy
Certification expiration date: 11/21/yy

- A. If a woman discontinues breastfeeding before six months postpartum, for continuation of certification, her category, risk conditions (if applicable) and food package code need to be changed in the Texas WIC Information Network (WIN) system so she may participate as a postpartum woman. If her eligibility was based solely on breastfeeding risk conditions, risk code 501, Regression, may be applicable based on her pregnancy risk conditions. If risk code 501 is not applicable, staff shall assign risk code 401, Failure to Meet Dietary Guidelines for Americans, and the woman shall be issued postpartum benefits.
- B. If a woman discontinues breastfeeding after six months postpartum, she is no longer categorically eligible. Utilizing Void Benefits, staff shall void any remaining benefits for which she is

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not eligible to receive and she shall be terminated in the WIN system.

- V. A child, up to age 5, shall be certified for a 12-month period ending on the last day of the twelfth month.

EXAMPLE: Certification action date
Certification action date: 12/14/yy
Certification expiration date: 12/31/yy

For a child turning five years of age, their eligibility will expire at the end of the month in which the child reaches his/her fifth birthday.

EXAMPLE: Child's fifth birthday
Certification action date: 01/25/yy
Child's fifth birthday: 03/19/yy
Certification expiration date: 03/31/yy

If a child is certified in the month of his/her fifth birthday, the certification must occur before the birth date in order for the child to be eligible for benefits. This includes initial and subsequent certifications.

EXAMPLE: Child certification in fifth birthday month
Child's fifth birthday: 03/19/yy
Certification action date: 03/18/yy
Certification expiration date: 03/31/yy

- IV. An infant, younger than six months at the time of initial enrollment, shall be certified up to his/ her first birthday. Certification shall expire on the day prior to the infant's first birthday.

EXAMPLE: Date of birth: 11/22/yy
Certification action date: 04/10/yy
Certification expiration date: 11/21/yy

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- V. An infant, six months or older at the time of initial enrollment, shall be certified for a six-month period ending on the last day of the sixth month.

EXAMPLE: Date of birth: 11/22/yy
Certification action date: 07/11/yy
Certification expiration date: 12/31/yy

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Effective March 1, 2012

Policy No. CS:32.0

Mid-Certification Assessment for Children

Purpose

To ensure that the quality and accessibility of health care and nutrition services for children are not diminished for participants certified for longer than 6 months.

Authority

7 CFR Part 246.7

Policy

Local agencies (LAs) shall ensure that children certified for a year shall be offered a nutrition assessment (to include a review of anthropometrics, blood work, brief update of health and dietary assessment), immunization screening, nutrition education and referrals to other health and social services within the certification period. Food benefits shall not be denied to parents/guardians who refuse to obtain these services for their children.

Procedures

- I. Children certified for a year shall be screened within the certification period no earlier than three months after eligibility is determined but before the next certification.
 - A. A nutrition assessment shall be offered and documented on the Mid-Certification form or other appropriate certification forms.
 - B. Assessment shall include:
 - a. Length/height and weight - plot on the growth chart.
 - b. Hemoglobin/hematocrit - if the value was below the normal range (hemoglobin: 11.0 g/dL for children 1 to less than 2 years of age and 11.1 g/dL for children 2 to less than 5 years of age; hematocrit: 33% for children 1 to less than 5 years of age).

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- c. Health and dietary assessment – include any major changes in the child’s health status, dietary habits or physical activity since the previous certification.
 - C. Immunization screening – document for children less than 2 years of age.
 - D. Nutrition education and referrals shall be offered and documented on the VENA Family Documentation tool.
 - E. Medical information (including hematocrit/hemoglobin, height, and weight) shall be accepted from a health care provider if the values are within 60 days of the mid-certification assessment.
 - F. When the mid-certification assessment is documented in the participant’s chart, staff shall enter “50” or “75” in the “Mid Cert” field in the Texas WIN system to document completion of the mid-certification.
 - a. 50 is entered for a completed mid-certification
 - b. 75 is entered for a completed mid-certification with blood work
- II. A parent/guardian may refuse a mid-certification assessment.
 - A. If the parent/guardian refuses the mid-certification assessment, the parent/guardian shall read, sign and date the “Refusal” section of the Mid-Certification form.
 - B. If the parent/guardian refuses to read, sign and date the form, staff shall document the refusal, sign and date in the “Refusal” section of the Mid-Certification form.
 - C. Staff shall enter “99” in the “Mid Cert” field in the Texas WIN system.
- III. LAs will be considered out of compliance if a child has reached his/her next certification and a mid-certification number is not entered into the “Mid Cert” field in the Texas WIN system and/or there is incomplete or no documentation of the mid-certification in the participant’s chart.

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Policy No. FD:18.0

Drop Shipment of Formula and Medical Nutritional Products

Purpose

To outline procedures for drop shipment of formula and medical nutritional products (hereafter referred to as "formula").

Authority

State Policy

Policy

- I The local agency (LA) shall follow the drop shipment procedures in this policy. The resources listed below are available at the following site:
<http://www.dshs.state.tx.us/wichd/nut/pdf/DropShipInstructionsOrderForm.pdf>
 - A. WIC Formula Drop Ship Procedures
 - B. Drop Ship Checklist (optional)
 - C. Formula Code List

- II Standard milk or soy-based infant formula shall not be drop shipped in any form (i.e. powder, liquid concentrate, or ready-to-use). The formula pager shall be contacted at (512) 499-6814, if LAs have difficulty obtaining these formulas.

- III. The LA is authorized to order drop shipment of formula for the following reasons:
 - A. The formula is not available locally,
 - B. The formula is not available in a reasonable amount of time (3 days or less).
 - C. No local area vendor is able to provide the formula for less than the "not to exceed" maximum price by WIC.

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Definition

Drop shipment – The shipping of exempt formula and/or medical foods from a supplier directly to the WIC LA.

Locally available formula – exempt formula and/or medical foods that are carried by or can be ordered from a local vendor.

Standard milk or soy-based infant formula - refers to any infant or toddler formula used to feed generally healthy infants or toddlers without special dietary needs. Standard formulas may be contract or non-contract formulas. (e.g., Similac Advance, Enfamil Premium, or Good Start Soy etc.).

Benefit-month refers to the valid period in which benefits can be used. The benefit-month is the first day of the month through the last day of the month.

Recipient – The adult person obtaining formula either for themselves or for infant(s) or child(ren). This person may also be known as a participant, client, parent, guardian, caregiver or proxy.

Procedure

- I. When formula is to be drop shipped:
 - A. Approval is required by appropriate LA or State Agency (SA) staff.
 - B. The Certifying Authority (CA) shall choose the formula code and quantity of formula to be shipped. Consult Formula Code List at: <http://www.dshs.state.tx.us/wichd/nut/foods-nut.shtm> for assistance with packaging challenges that may require ordering less than the issued amount of formula.
 - C. Issue benefits onto the WIC EBT Card. Print the shopping list.
Note: Make all necessary changes prior to printing the drop ship order form if the formula quantity needs to be reduced, a formula exchange is needed or multiple formulas are to be issued.
 - D. After benefit issuance, the computer generated drop ship order form is printed from the formula exchange module (FEM).
 - E. The EBT card and PIN number are required to access and print the drop ship order form.

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- F. Print a separate form for each month drop ship formula is issued to the EBT card. Example: If formula benefits are issued for the months of January, February and March, print a form for January, then for February and then for March.
- G. Instruct the recipient not to buy the formula to be drop shipped with the WIC EBT Card. Have the recipient sign the following statement:

"The WIC clinic has special ordered the formula, _____, for my infant/child because it is not available locally. I understand that I am not to purchase any of this formula with my WIC EBT Card. If I buy this formula with my WIC EBT Card, I will have to pay for the cost of that formula.

Spanish and Vietnamese translations of this statement are available and posted on the WIC website at <http://www.dshs.state.tx.us/wichd/nut/foods-nut.shtm>.

1. This signed statement shall be attached to the clinic copy of the signed shopping list.
 2. This shopping list is to be retained in the clinic with the other shopping lists and shall constitute the food instrument benefit issuance log.
 3. A second copy of the shopping list with the statement is to be given to the recipient. The recipient's copy does not have to be signed.
- H. Clinic completes the "To be completed by Clinic" section of the WIC Formula Drop Ship Order Form generated by TXWIN. ALL information that is not pre-populated must be manually entered on the form. Do not leave any section blank.
 - I. Be certain to check that the pre-populated information is correct.
 - J. Order only one-months' worth of formula at a time and request that it be drop-shipped to the clinic. State agency approval is required for delivery to any address other than the clinic address.
 - K. The clinic determines where to order the drop ship formula and obtains the price per item. Shipping charges, if any, shall be listed separately on the WIC Formula Drop Ship Order Form. The SA must approve overnight delivery (if this is a separate added expense).

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- L. Formula may be ordered earlier than the first day of the benefit month, but cannot be given to the recipient before the first day or after the last day of the benefit month.
- M. Inform the recipient of the date they should return to pick up formula and that it will only be held in the clinic for approximately seven days (not to exceed the last day of the benefit month).
- N. The recipient may leave the clinic at this step.
- O. Fax the order form to the vendor. NOTE: Vendors should not ship formula until a copy of the order form has been received.
- P. Vendor ships the formula to the clinic.
- Q. Upon receipt of the formula by the LA:
 - 1. Confirm the formula is undamaged and the type and quantity are correct.
 - 2. If all is in order, circle "Y" on the drop ship order form. If the formula is damaged or incorrect, contact the vendor and/or the formula pager for assistance.
 - 3. Clinic staff signs and dates the original WIC Formula Drop Ship Order Form. The "to be completed by vendor" section will be blank.
 - 4. Contact the recipient to pick up the formula.
 - 5. Document all attempts to contact the recipient.
 - 6. When the recipient comes into the clinic, have the recipient sign and date the WIC Formula Drop Ship Order form indicating that they received the formula.
 - 7. Confirm that the current PAN in the participant's possession matches the PAN written on the WIC Formula Drop Ship Order Form.
 - 8. If the PAN is not correct (as might happen due to a lost card), draw a single line through the incorrect PAN (so that it is still legible) and write the correct PAN below or next to it on the WIC Formula Drop Ship Order form. Include a brief note of explanation for why the PAN has changed such as lost card, custody change etc.
 - 9. Verify that the date signed is in the same month as the benefit month printed on the form.

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Example: If the benefit month is June, then the date the recipient signs the form must be in June. It cannot be dated in May or July.

R. The original signed WIC Formula Drop Ship Order Form for the current month shall be immediately faxed to the vendor. This order form shall be faxed no later than the last day of the benefit-month. This is to prevent the vendor from missing the valid time period for submission of the order form to the SA for claim payment.

S. Call the vendor to confirm that the faxed and completed order form was received and retain all documentation.

T. Each LA shall implement a procedure to document and track drop ship orders placed, received, and issued. Documentation shall be maintained in a central file with a reference copy of the *SA WIC Formula Drop Ship Procedures* for monitoring or auditing purposes.

- II. Local agency liability for formula payment – **The LA shall be required to pay for formula in the following situations:**
- A. The LA causes a vendor to miss an opportunity to submit a claim for payment within the valid time period by:
 - 1. Not faxing the signed WIC Drop Ship Order form to the vendor on or before the last day of the benefit month or;
 - 2. Submitting an order form that is incomplete or inaccurate.
Example: missing or incorrect information such as benefit month, PAN, no caregiver signature etc...
 - B. The formula is provided to the participant before the benefit month begins or after the benefit month ends.
 - C. The formula quantity ordered and provided to the recipient is greater than the quantity issued to the participant. (e.g. 113 cans of Pediasure Enteral is the maximum amount allowed for a child. 113 cans are ordered and given to the recipient. However, benefits were issued after the first of the benefit month resulting in a pro-rated amount of 80. Only 80 should be ordered. The LA could be responsible for paying for 33 cans given in error.)
 - D. Other situations which result in an inability to process a valid claim within the valid time period.

<p>Nutrition Services Department of State Health Services</p>

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III. What to do if the formula is not picked up:

After approximately (7) seven calendar days, with no contact between the LA and the recipient (e.g. phone disconnected, no response to postcard, messages not returned, etc...) the LA shall contact the vendor to arrange to return the formula. Return shipment charges are a WIC allowable expense.

IV. Prior to placing future orders, staff shall:

- A. Contact the recipient to ensure that the formula is still needed.
- B. Call the vendor to ensure that the formula is in stock and has not changed in price.

V. The LA should contact the formula pager at (512) 499-6814 for any issues regarding drop ship (e.g. formula exchanges, packaging issues, etc...).