

State of Texas WIC Program Disaster Plan



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Background

In the event of a disaster or emergency, the Texas Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) program will implement these procedures if WIC services have been disrupted. The state agency (SA) will focus on providing support to WIC local agencies (LAs) affected by the disaster.

WIC is a federally funded program that serves a specific population with special nutritional needs. WIC is not designed or funded to meet the basic nutritional needs of disaster victims who would not otherwise be eligible under the program. Unlike the distribution of commodities or the emergency issuance of food stamps, there is no legislatively mandated role for WIC in disaster relief, nor is there legislative authority for using WIC food funds for purposes other than providing allowable food benefits to categorically eligible participants. WIC must operate in disaster situations within its current program context and funding. For these reasons, WIC is not to be considered a first line of defense in responding to nutritional needs of disaster victims, including the provision of infant formula.

SA staff disaster responsibilities: (see Appendix A)

- Nutrition Services Section Director of WIC — overall responsibility for implementing the WIC program’s disaster management plan.
- The Nutrition Education and Clinic Services Unit Director — coordination of SA staff activities and requirements resulting from the disaster.
- WIC Service Desk — coordination of communications with affected local agencies for participant food benefit issuance (e.g., computer equipment and data system issues).
- Vendor Management & Operations Unit Director — responsible for issues related to retail grocery stores and the redemption of WIC food benefits.
- Clinic Services Branch Manager — responsible for client certification and food package usage.

Each May the SA will update a disaster point-of-contact list. The list will include contact information for the following:

- SA disaster staff and other points of contact
- The United States Department of Agriculture (USDA) Regional Food and Nutrition Service contacts
- Local agency (LA) WIC directors and at least one contact designee
- Infant formula manufacturers

- Vendors

The SA will e-mail each entity on the list above to gather contact information (see Appendix B). The list will be kept confidential. The private numbers will only be used by authorized personnel during emergencies.

Each LA that contracts with the SA to provide WIC services will also maintain a disaster local point-of-contact list with information concerning staff and emergency resources/contacts. The list will be updated at least annually.

LAs will also develop procedures for staff to follow that incorporate the state guidelines as well as local health department procedures.

Annual Requirements for Local Agencies

1. Create/update the LA disaster plan
2. Create and maintain a local point-of-contact list, including but not limited to:
 - a. LA executive director
 - b. WIC director
 - c. Disaster coordinator(s)
 - d. SA contacts
 - e. Other local essential personnel
3. Conduct and/or attend LA and SA disaster training
4. Create and maintain a disaster kit at each clinic to include at a minimum the following:
 - a. Batteries/flashlight
 - b. Plastic sheets or garbage bags to cover equipment
 - c. Masking tape
 - d. SA contact numbers
 - e. Disaster plans (state and local)
 - f. Extra back-up tapes/CDs/cartridges

Other items could include a label maker, disposable gloves, duct tape, hand sanitizer, knife, mosquito repellent, air mattresses, blankets, sharpies, masks, radios, first aid kits, and fire extinguishers. Generators are an allowable expense if the agency requires one.

Guidance for Local Agencies Experiencing Disaster/Emergency

The central focus in service delivery by the local WIC agencies during and immediately following a disaster is to restore WIC services to current participants as soon as possible.

Local WIC agencies may be vulnerable to a variety of hazards, including:

1. Hurricanes and tropical storms
2. Floods, storm surge
3. Tornadoes
4. Dam, levee, or lock failure
5. Nuclear power incidents
6. Terrorism
7. Hazardous materials incidents
8. Epidemics/pandemics
9. Armed violence, civil unrest
10. Transportation accidents
11. Mass immigration emergencies
12. Fires
13. Earthquakes

I. Pre- Disaster (LA has advance notice, e.g. hurricane):

A. State Agency:

1. Identify and provide an updated SA contact phone list.
2. Update potentially affected LA phone contact lists.
3. Provide instructions to LAs for securing computer data or equipment and clinic security (see Appendix C).
4. Identify possible affected vendors. Since this is a pre-event strategy, any/all authorized vendors in counties that could possibly be affected will be identified.

B. Local Agency:

1. Notify the State Agency Information Response Management Group (IRM) or Nutrition Education/Clinic Services team liaison of a possible event. Update contact information for the WIC director and

alternate staff (staff the state agency should contact if the WIC director is unavailable).

2. Update staff phone lists and emergency contact lists. Identify staff who will be available and those who will be evacuating.
3. Check communications and remind staff to charge cell phones, update their own phone lists, etc.
4. Provide key staff updated SA staff contacts and phone lists.
5. Secure work areas, buildings, records, Electronic Benefit Transfer (EBT) cards and computers/laptops.
6. Complete WIC Clinic Disaster Preparedness Checklist (Appendix C) for each clinic potentially affected.

II. Post- Disaster

A. State Agency:

1. During periods of emergency or disaster, every reasonable effort will be made to continue issuance of food benefits to participants. WIC participants will be directed to emergency food centers in the event that alternative sources of food or formula become necessary.
2. The SA will coordinate with the LA to identify buildings, equipment, general supplies, and any other resources required to continue service delivery. The SA will assist in locating alternative sources of infant formula and food for WIC clients who cannot use food benefits at local vendors due to closings or power outage. As necessary, the SA will coordinate communications and services with other state and federal programs. The SA will assist LAs in obtaining additional temporary staff.
3. The SA will collect information on the Post-Disaster Clinic Assessment form (see Appendix D). SA will then transfer this information to the Post-Disaster Clinic Assessment Report (Appendix E).
4. The SA will provide guidance on serving WIC participants and applicants. (See Appendix F Procedures for Disaster Victims.)
5. A formula-feeding disaster infant food package will be activated and implemented for areas affected by power outages or unsafe water supply, if necessary, for use by LAs.
6. Breast pumps that are lost or damaged due to disaster will not be covered under warranty; however, WIC can replace the pumps.

7. If necessary, the SA will alert vendors of the potential use of the homeless food package and/or RTU package, and will provide them with numbers of WIC infants in affected areas.

B. Local Agency:

1. Following a disaster in which the LA offices are closed, staff should contact one of their supervisors or designee within 24–48 hours regarding their availability for duty assignments. Local WIC agency director or designee should call the SA disaster number at (512) 426-0782 to report their status and a phone number where they can be reached.
2. As soon as it can be done safely, physically assess any damage to all buildings and offices used for WIC services in the affected area and report the results to the WIC Service Desk at 1 (800) 650-1328.
3. Necessary emergency action should be taken to secure WIC property where WIC buildings or offices have been damaged. This may include moving contents and equipment, acquiring security services or boarding up or otherwise enclosing exposed buildings/office areas.
4. Collect information for Post-Disaster Clinic Assessment (Appendix D) for each clinic. Be available to help SA resolve issues.
5. Follow procedures for “Processing Affected Disaster Applicants/ Participants (see page 11).”
 - a. Breastfeeding: All staff will encourage mothers to continue breastfeeding their infants during disasters. LA, statewide lactation support, and SA staff will provide breastfeeding consultation assistance upon request.
 - b. Breast pumps that are lost or damaged due to disaster will be replaced by WIC.
 - c. Food Package:
 - i LAs have the option to convert participants to a homeless/no refrigeration food package under the following circumstances:
 - (a) Retail purchase is still viable.
 - (b) The LA is still able to issue food benefits.
 - (c) The participant does not have refrigeration.

- d. At SA directive, LAs will have the option to issue the formula- feeding disaster infant food package.

C. Certification:

Depending on the duration and severity of the disaster, appropriate measures will be taken by the SA to minimize the disruption of certification services by the LA. When facilities, medical services, equipment, general supplies, and staff are available, the SA may assist LAs with the maintenance of certification services. When specific facilities, medical services, or staff are lacking, the SA will take action to meet those needs by using other local or state resources.

D. Retail Grocery Stores:

1. Following a disaster, the SA will coordinate with USDA to establish viability of retail groceries that remain in operation, including their operating hours and their available supplies of WIC approved foods. The state and LA will coordinate efforts to share this information with participants.
2. Retail purchase is considered nonviable when a significant number of clients are unable to purchase WIC approved foods. The SA will work directly with the corporate office of affected chain stores for the status of their outlets in the affected area. The SA will also use updates posted on websites of prominent state news media as has been the practice during past disasters. To a lesser extent, the SA will also coordinate with Health and Human Services Commission-EBT, and its contractor, to determine the status of stores that are common to both Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamps, and WIC. This could be due to the closing of many retail stores, the inability of many clients to get to a retail store, or the disruption of the supply of food to stores. Participants should be referred to Red Cross or emergency shelters within the LA area.
3. In coordination with the SA, vendors may provide RTU formula/nipples and homeless package food items.

E. Alternative benefits issuance sites:

1. When retail purchase is still viable but services must be suspended at some sites due to structural damage, blockades by law enforcement, or disruption of power, communication or transportation, the state and local agencies will determine the

feasibility of redirecting clients from affected sites to other sites that are still functioning. This may include sites in adjacent counties operated by other LAs.

2. If redirection of clients to alternative sites is reasonable, the state and local agencies will arrange the temporary transfer of food benefits, client records, and staff as necessary to support services. Clients who call the SA or the LA for assistance will be instructed to contact the alternative sites, if possible.

F. Direct Distribution:

When the normal WIC food delivery system is disrupted, the SA and the LAs will make every effort to arrange for alternative methods of food distribution to WIC participants. Coordination with community relief agencies will occur. If necessary, infant formula will be the only WIC supplemental food directly provided by the WIC program to WIC participants affected by a disaster that disrupts the normal WIC food delivery system. The SA will rely on appropriate reports in order to assess the status and location of affected clinics and clients. (See Appendix E for an example of SA report example.)

III. Computer Services Restoration Plan

A. State Agency:

1. If there is power available and all of the LA computers are unusable, the SA will:
 - a. Load the data for the site(s) from the information on the state office databases.
 - b. Pre-load computers in Austin with the client information and configure for use.
 - c. Ship computers and related peripherals to the location designated by the LA staff.
 - d. The WIC Service Desk will assist LA staff in setting up computer equipment and verify data.

B. Local Agency:

1. To operate computers sites must have:
 - a. Adequate power
 - b. A secure area for the computers
2. If there is no power available and a card reader cannot be used to issue benefits:

- a. A mobile van may be used. The procedures above will be followed and clinic information will be loaded on a laptop for use in the mobile van.
 - b. LAs must follow WIC Policy FD:1.0 for the issuance and security of benefits.
3. LAs must receive WIC Service Desk approval to operate computer(s) on emergency power generators.

Procedures for Processing Affected Disaster Participants/Applicants

Policies and procedures will be implemented to expedite services and ensure continuity of care to displaced clients. There is the potential that many more applicants may be eligible due to displacement and/or loss of job. Persons not eligible for the WIC program will be referred to SNAP, and to the Commodity Supplemental Food Program when the CSFP is available in the LA area. These programs are intended to be the primary food assistance resources to meet the immediate needs of disaster victims.

I. Procedures for Disaster Victims (See Appendix F)

- A. Homeless: The definition of homeless will apply to a displaced participant/applicant who:
 - Is staying in a temporary accommodation for not more than 365 days in the residence of another individual; or
 - Lacks fixed and regular nighttime residence; or
 - Is staying in a supervised shelter or institution designed to provide temporary living accommodation; or
 - Is staying in a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
- B. Prioritization
 1. Displaced individual will be assigned the highest priority
 - a. Service will be provided upon request.
 - b. Applicants will be seen within 10 days.
 - c. Lower priority participants may need to be rescheduled.
- C. Physical presence may be waived for:
 1. Newborns up to 1 month old.
 2. Medically disabled participants.
 3. Disabled parents/caretakers.
 4. Pandemics.

D. Proof of Residency/Identity

1. The certification of applicants may be performed when no proof of residency or identity exists.
2. If no proof exists, the LA must require the applicant to sign the Disaster Self-Declaration form for her/his residency and/or identity.

E. Proof of Income

1. The certification of applicants may be performed when no proof of income exists and the income documentation requirement would present an unreasonable barrier to participation.
2. If no proof exists, the LA must require the applicant to sign the Disaster Self-Declaration form specifying why she/he cannot provide documentation of income. Such a statement is not required when there is no income (i.e., the applicant was unemployed at the time of the disaster or became unemployed because of the disaster).
3. Evacuees may be considered a separate economic unit from the household with whom they are staying.

F. Nutrition Assessment

1. The nutrition assessment may be waived for up to 90 days. This includes:
 - a. Blood work
 - b. Anthropometrics
 - c. Health history
2. All evacuees are considered at nutritional risk and may be certified using the code for homelessness – 801.

G. Nutrition Education

1. Participants may be offered lessons they can complete at home such as self-paced, web-based, or take-home lessons.
2. Enter NE code EN-000-49, Expedited Nutrition Education for Critical Situations.
3. Participants do not need to provide documentation of completion of class.

H. Shorter certification periods

1. In cases where there is difficulty in scheduling appointments, the certification period may be shortened or extended, with SA approval, by a period not to exceed 30 days. In such a case, one month of benefits may be provided until an appointment can be rescheduled.

II. Shortage of WIC Certifying Authorities (CA) (who perform certification/nutrition risk screening)

- A. During the time of massive influx of applicants, it is allowable for staff to collect and provide the necessary data to an off-site CA to make the eligibility determination.
- B. Persons with serious medical or dietary conditions will still receive screening and referral to needed health services to the extent possible.
- C. CA qualifications of volunteer staff sent in by other WIC SAs (under direction from the DSHS Multi-Agency Coordination Center) are valid in the disaster-stricken clinics.

III. Food Package Issuance

- A. Specific to category, age, and nutritional need of the participant
- B. Types include but are not limited to:
 - 1. Standard
 - 2. Lactose reduced
 - 3. Evaporated milk
 - 4. Powdered milk
 - 5. Soy
 - 6. Kosher milk and cheese
 - 7. Special dietary needs
 - 8. No refrigeration or cooking facilities

IV. Noncontract Standard Milk or Soy- Based Formula For out- of- state transfers using a standard milk or soy- based formula

For out-of-state transfers using a standard milk or soy-based formula different from the current Texas contract formulas, infants shall be issued the comparable contract formula. (Please refer to WIC Policy FD:16.0.)

V. Medical Documentation for Exempt WIC Formulas and Medical Foods

- A. Medical documentation can be provided as an original written document, electronically, or by facsimile.
- B. Medical documentation also may be provided by telephone to a CA who must promptly document the information. Documentation must be kept on file at the local clinic.
 - 1. This method may only be used until written confirmation is received and only when absolutely necessary on an individual participant

basis to prevent undue hardship to a participant or to prevent a delay in the provision of infant formula that would place the participant at increased nutritional risk. Download the [Texas WIC Medical Request for Formula/Food form](#).

2. The local clinic must obtain written documentation of the medically required information prior to the next issuance of exempt formula.
- C. Evacuees with current WIC benefits in hand can use these to obtain the prescribed noncontract formula, with no further medical documentation needed, for the rest of the certification period.
 - D. Expedited services:
If the participant does not have proof of the type of noncontract formula they were receiving, the clinic may issue a one-month supply of the product requested and inform the participant that she must obtain a medical prescription to obtain future benefits.
 - E. Evacuees who have not previously been certified on WIC must be screened and medical documentation obtained for exempt formula or WIC medical food.

VI. WIC Allowable Costs During and Following A Disaster

- A. LAs should follow their parent agency's financial policies and procedures
- B. The Uniform Code of Grants Management Standards and 7 CFR 3016.36 allows for noncompetitive procurement (does not require three bids) in the case of an emergency.
- C. The first responsibility of WIC resources is to re-establish operation of WIC services; however, each LA must consider the use of all available resources within its jurisdiction. Consequently, the LA may, without regard to the allowability of costs to the WIC program, incorporate a proportionate use of its WIC Program resources (i.e., staff, facilities, equipment, and supplies) into its disaster plan. Any diversion of WIC resources should not unduly inhibit the resumption of WIC services. This does not authorize the diversion of WIC funds to non-WIC accounts.
- D. According to the DSHS contract with WIC LAs, employee overtime is a WIC allowable expense.

VII. WIC Vendor Accommodations

- A. The SA may designate any authorized vendor in another state(s) to accept its valid benefits.

- B. Any store that accepts the out-of-state benefits must inform the participant that she/he must contact the WIC office in that state to become certified and receive new food benefits if she/he plans to remain in that state for an extended period of time.
- C. If at all possible, the participant should receive the contract brand infant formula specified on the benefits.
- D. Texas WIC is responsible for the cost of the benefits. Vendors will be informed as to the procedure for billing the SA.

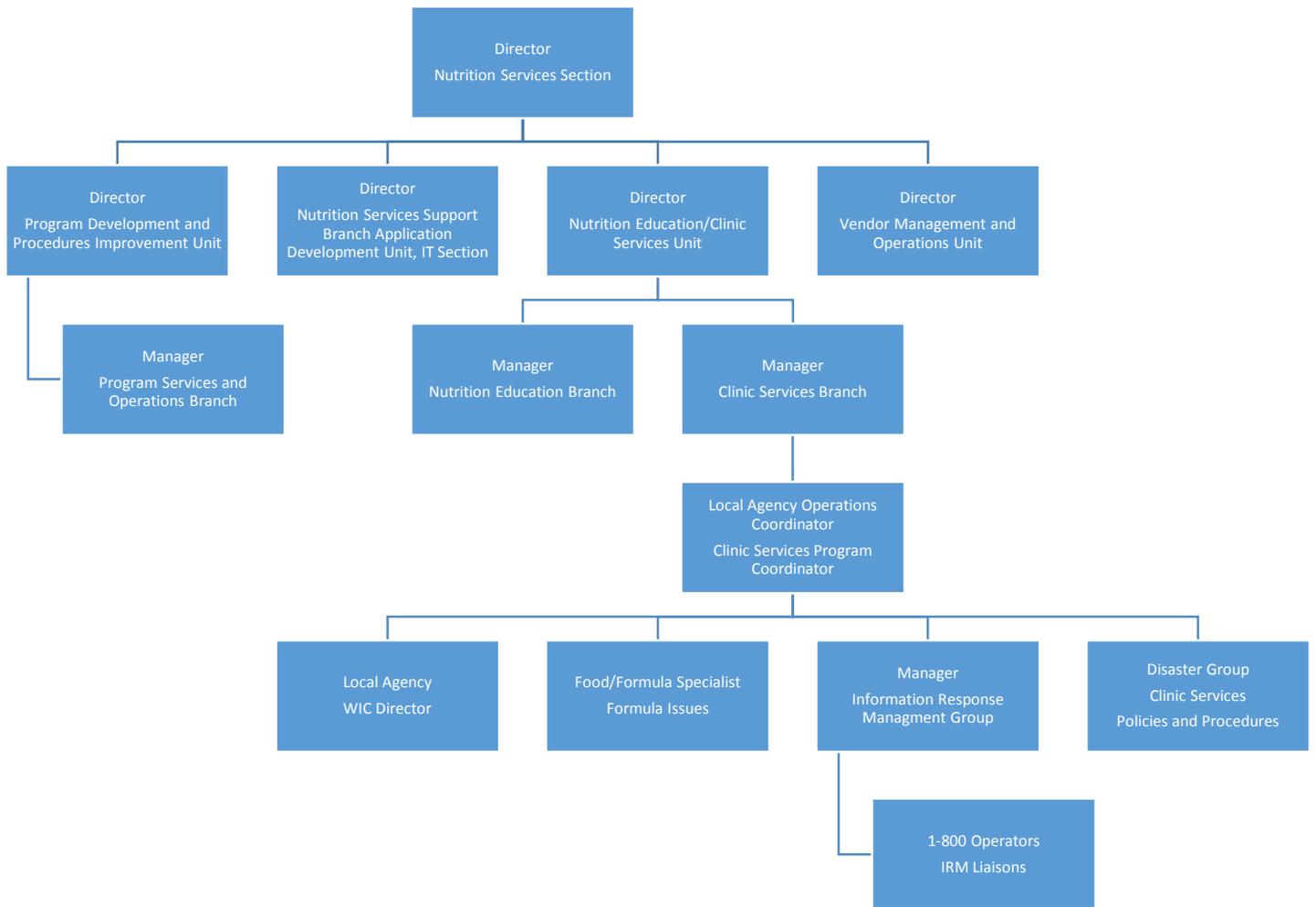
State Agency Experiences the Disaster

The DSHS COOP plan outlines at a strategic level the actions and resources needed to continue essential agency functions during crisis situations when the primary facilities and/or leadership are either threatened, incapacitated, or are inaccessible. The plan identifies the essential components of operations for DSHS, designates how appropriate alternate facilities of operation will be selected, outlines necessary chains of command, and identifies equipment and systems needed to continue operations. The WIC Information Network (WIN) is identified as a vital DSHS system needed to support critical functions at DSHS under the full spectrum of all-hazards emergencies.

The purpose of COOP plan is to provide guidance that ensures DSHS will continue its essential functions during unexpected disruptive events which may otherwise bring significant risks to essential public health service delivery and business processes. Currently, the DSHS COOP plan is under revision and will be posted on the DSHS Continuity of Operations (COOP) Plan page upon completion.

Appendix A

WIC Disaster Response Team



Appendix B

Disaster Point-of-Contact Information

As the hurricane season approaches, we need to ensure that we have good point-of-contact information for your local agency. Therefore we are asking you to provide names and cell phone numbers for you and two staff who will have responsibility for overseeing your local agency's response to a disaster. Please contact the WIC Service Desk at 1 (800) 650-1328 for the e-mail address of the WIC Service Desk team lead. Then e-mail your disaster point-of-contact information to that person by close of business May 30th of each year.

Local Agency WIC Director name and cell phone number

Local Agency WIC Director land line phone number

Local Agency WIC Director preferred method of being contacted

Disaster Contact 1 name and cell phone number

Disaster Contact 1 land line phone number

Disaster Contact 2 name and cell phone number

Disaster Contact 2 land line phone number

Your help is much appreciated. Thanks!

WIC Service Desk
Texas Department of State Health Services
1-800-650-1328

Appendix C

WIC Clinic Disaster Preparedness Checklist

How to prepare your WIC clinic for an approaching hurricane or other severe weather event

If you are told by the city or county that you need to close your local agency office and clinics, or if there is a good chance of flooding or severe storms at any of your offices, we ask that you shut down computer equipment at the affected location(s).

LA and Site _____

Current Date _____

- Be safe! Our main concern is the safety of WIC staff and clients. Follow the disaster protocols or evacuation procedures in place at your clinic.
- Call the WIC Service Desk at 1 (800) 650-1328 to assist you with performing two backups on your network and standalone computers. We will be sending out a cartridge marked Disaster Recovery to all of the network sites.

Date and time back-up was completed _____

- Attach a note to the back-up cartridge/DVD showing the LA, the site, and the date and time the back-up was completed.
- Take one cartridge/DVD with you for safekeeping in a secure location.
- Send one copy of back-up cartridge/DVD to: State Agency; 4616 West Howard Lane; Building 2, Suite 275; Austin, TX 78728; Attention: Manager, WIC Service Desk.
- For laptop sites, take the laptop and cartridge/DVD back-up with you for safekeeping. Store the laptop and cartridge/DVD back-up in separate locations. This will safeguard the data in the event that the laptop or cartridge/DVD back-up is lost or stolen.
- Store EBT cards in a secure location.
- If there is a possibility of flooding, please move computer equipment (and anything else you don't want to get wet) off the floor. It may also be a good idea to cover the equipment with plastic in the event of a roof leak.
- Shut down all computers. Turn off surge protectors/uninterruptible power supply (UPS) units and unplug them from the wall outlet. Unplug any computer equipment that is not plugged into a surge protector or UPS from the wall outlet.

- Call the WIC Service Desk at 1 (800) 650-1328 when you return to the clinic. We will work with you to reactivate the computers and make sure your data is okay.

Please contact the WIC Service Desk if you have any questions.

Our normal hours of operation are Monday-Thursday 7 a.m. - 6:30 p.m., Friday 7 a.m. to 5:30 p.m. and Saturdays 8 a.m.-1 p.m.

Appendix D

Post-Disaster Clinic Assessment

(state agency use only)

Questions to ask for each clinic that is non-operational

LA and Site _____

Does the clinic/area surrounding the clinic have electricity?

Does the clinic/area surrounding the clinic have potable water?

Are the WIC vendors in the area surrounding the clinic open for business?

Has the clinic building been damaged?

Has the clinic building or the area surrounding the clinic flooded?

Was any of the computer equipment damaged?

Were any breast pumps damaged?

Do you have an estimate as to when the clinic will be able to restore operations?

What is the plan for seeing clients that normally participate at this clinic? Some options to consider are:

1. Send the clients to another clinic in the area.
2. Issue a new Primary Account Number (PAN) or request a transfer.
3. The WIC Service Desk can send a laptop to the local agency.
 - a. Restore data from back-up media.
 - b. Inform clients where they need to go to obtain services.
4. The clinic can move their hardware to another clinic building.
 - a. The site needs to have electricity.
 - b. Inform clients where they need to go to obtain services.

What is the plan for communicating clinic status to the clients? Some options to consider are:

1. Put a sign on the entrance to the clinic.
2. Inform local media outlets of clinic status.

Appendix F

Procedures for Disaster Victims

The following procedures will be used when serving disaster victims. **Disaster victims shall be given first priority for appointments and benefit issuance.** Every effort should be made to see them as soon as possible.

Replacement of Participant Benefits

WIC will replace food benefits for clients impacted by a disaster, unless they are residing in a shelter where food is being provided. If the WIC EBT card is lost, or food is damaged or left behind, benefits can be replaced. All participants affected by a disaster must complete the top section of the attached *Self-Declaration Form for Disaster Victims* in order to obtain replacement benefits.

For all participants receiving replacement benefits ensure the following information is entered into TWIN:

- **Document the current month and last two digits of the current year, i.e. 00X.XX, in the census tract field and document the “disaster name,” for example “Hurricane 0515,” in the comment section of the Family Certification Form. Participants are required to sign the Supplemental Information Form (SIF) Form.**

I. Texas local agencies affected by a disaster but still serving their own clients:

- A. WIC participants enrolled at your clinic who indicate their EBT card is lost shall have the card replaced.
- B. WIC participants enrolled at your clinic who indicate they redeemed their current WIC benefits but the foods they purchased were lost in a disaster shall have their redeemed benefits replaced.

For families who lost their EBT benefits or card, complete an in-state transfer certification. For assistance, contact the WIC Service Desk at 1-800-650-1328.

II. Local agencies receiving Texas WIC participants from another local agency affected by a disaster:

- C. If the participant is within their certification period, process as an in-state transfer.
 1. Request one of the following proofs of participation:
 - a. WIC EBT card
 - b. WIC Shopping List for future months

- c. If they do not have any of these, have participant sign the *Self-Declaration Form for Disaster Victims* - Transfer section.
 2. A new participant record will be created by processing the certification as an in-state transfer. For the purpose of this document, this means entering an "I" in the transfer field on page 1 of the certification screen. For these in-state transfer certifications, do not weigh, measure, or draw blood from the client. Provide a new EBT card. **DO NOT request a transfer of client records from the participant's original clinic.**
 - a. If original local agency is available, obtain participant *Verification of Certification (VOC)* information.
 - b. For those agencies using the Secure Portal, use Client Search to obtain VOC information.
 - c. If original local agency is unavailable, call the WIC Service Desk at 1-800-650-1328 to obtain the information. Clinic staff can also call 877-341-4491 option 6, option 4.
 - d. *In-state transfers* will show up as dual participants (DPs) on the Local Agency systems. See *memo 08-150, Resolving Dual Participation due to Hurricane Ike* at <http://www.dshs.state.tx.us/wichd/data08/08150.pdf>, which includes instructions on how to resolve DPs after September 30, 2012.
 3. Provide each client with a VOC printout at the time of issuance so the information can be provided to their original WIC clinic upon return.
- B. EBT card reported as lost during the disaster will need to be disabled. Staff or participant shall call 1-800-942-3678 to disable the card prior to having the new clinic issue a new EBT card.

Procedures for Different Scenarios that May Be Encountered by Texas WIC Participants

- 1) Participant has EBT card but has lost food purchased for current month.
 - a) Process client(s) as an in-state transfer. If the client's original card has future benefits, enter a certification expiration date with the last day of the current month and issue the current month benefits (see bullets below). If the client's original card does not have future month benefits, enter a certification expiration date with the last day of the next month and issue those months' benefits. Benefits will be prorated on or after the 16th of the month. Write the name of the disaster with a permanent marker on the front of the card and away from the gold chip to avoid damaging the chip.

The certification expiration date for pregnant and postpartum women is based on the delivery date. You will need to tailor delivery dates, and TWIN will automatically calculate the expiration date:

- Pregnant women expire 6 weeks after delivery date. For example if the certification expiration is 9/30/15; enter delivery date as 8/19/15.
 - Postpartum women expire 6 months after delivery date. Enter 2/19/16 as the delivery date.
- b) Instruct participant to keep original card and use it for future benefits.
 - c) Second card (disaster card) should be collected when participant returns to their original clinic. Staff must call their IRM liaison to place an administrative lock and disable this card.
- 2) Participant lost EBT card.
- a) Staff or participant should call 1-800-942-3678 to have the EBT card disabled.
 - b) Process client(s) as in-state transfer and issue a new EBT card with current and next months' benefits. Instruct clients to use this card through the end of next month. Write the name of the disaster with a permanent marker on the front of the card and away from the gold chip to avoid damaging the chip.

Enter a certification expiration date with the last day of the next month.

Certification expiration date for pregnant and postpartum women is based on the delivery date. You will need to tailor delivery dates in TWIN. For example, if certification expiration date is 10/31/15:

Pregnant women expire 6 weeks after delivery date. Enter 9/19/15 as the delivery date. On 9/19/15, TWIN will no longer allow a delivery date of 9/19/15 to be entered during certification. Instead enter a delivery date one day after the current date.

****Note: This will cause the certification expiration date to be after 10/31/15. Since there should not be any benefits issued with a first date to spend after 10/31/15, issuance frequency will need to be changed for the client during issuance.**

Postpartum women expire 6 months after delivery date. Enter 4/30/16 as the delivery date. TWIN will calculate the expiration date as 10/31/15.

- c) After returning to the original clinic, provide participant with a replacement card (using the same FID from the original clinic).
- d) Staff must call their IRM liaison to place an administrative lock and disable the disaster card.

III. Assisting Out- of- State Disaster Victims

- A. Individuals presenting *Verification of Certification (VOC)* from other states, *WIC ID card*, or other state food instruments, shall be treated as out-of-state transfers and issued risk code 502 (Transfer of Certification) and certification expiration date at the end of the current month, i.e. September 30, 2015, and issue current month benefits. **Note: If you serve an out-of-state transfer on August 30 or 31, 2015, issue August and September benefits.**
- B. For those individuals who do not have any proof of being an out-of-state WIC participant, they shall be certified per procedure IV. Certifications below. Staff shall request the **highest level of documentation available** from all disaster victims. Self-declaration and written statements may be used. Staff shall ensure that minimal or no barriers are presented to these clients. Benefits shall be provided for **one month at a time**.

IV. Certifications

Applicants from the disaster areas requesting WIC services will be processed using the *Self-Declaration Form for Disaster Victims* when there is lack of identification, residency, and/or proof of income. When proof exists, the following procedures should be followed.

Proof of Identification – Obtain one of the following. Please request the following in the order listed.

- *Verification of Certification (VOC)*
- WIC EBT card
- Any of the acceptable documents listed in policy CS:05.0
- Applicant or staff should complete the Identification statement on the *Self-Declaration Form for Disaster Victims*.

Proof of Residency – Obtain one of the following. Please request the following in the order listed.

- Proof of residency per policy CS:06.0
- Letter from individual/shelter where the client is living
- Applicant or staff should complete the Residency statement on the *Self-Declaration Form for Disaster Victims*.

Proof of Income – Obtain one of the following. Please request the following in the order listed.

- Proof of income per policy CS:07.0
- Written statement that client is living with cash-on-hand and request that the client document the amount.

- Applicant or staff should complete the Proof of Income statement on the *Self-Declaration Form for Disaster Victims*.

Certifications

- Certify applicant according to policy.
- Anthropometrics and blood work may be waived for 90 days on a case-by-case basis.

Nutrition Education

- Participants may be offered lessons they can complete at home such as self-paced, web-based, or take home lessons.
- Enter NE code EN-000-49, Expedited Nutrition Education for Critical Situations.
- Participants do not need to provide documentation of completion of class.

The *Self-Declaration Form for Disaster Victims* may assist in expediting the certification process. This form includes statements that may be needed from the applicants.

Those who are staying with relatives or residing in shelters are considered homeless. Therefore the policies regarding homeless individuals may apply. If the client self-reports as homeless, use *risk code 801, Homelessness*.

Review *policy FD:12.0, Prescription of Food Packages*, to assist in issuing the appropriate food package to meet each individual's needs. Homeless and nonrefrigeration food packages may be appropriate but are not mandatory.

V. Breastfeeding participants

Breast pumps can be issued to any evacuated breastfeeding WIC participant that is currently enrolled in the Texas WIC Program. It is essential that WIC staff determine access to electricity prior to issuance.

Both the multi-user and single-user pumps have battery and car adapter capability and can be used without electricity. If your local agency does not have car adapters in stock, the state agency encourages using lactation service funding to purchase some for these purposes.

Multi-user electric pumps can be loaned to evacuees who are separated from their infants; however, it is recommended that single-user electric pumps be issued in place of the multi-user pumps unless displaced evacuees are living with family at a permanent address in the area. When issuing a single-user pump, please make sure to inform participants that any local agency in Texas can troubleshoot and/or replace the pump if it seems to lose suction or malfunctions.

Manual pumps can be issued for any reason and may be helpful for evacuated participants who do not have access to electricity. An electric pump can be issued at a later date if needed. If an evacuee was issued an electric breast pump at a previous appointment, but is now without electricity and cannot rely on batteries or car adapters, the local agency can issue a manual pump.

If you have any questions, call your Nutrition Education liaison.

Self-Declaration Form for Disaster Victims

For all WIC participants who need replacement benefits: One form may be used for all family members. Document names on this form.

_____ is a victim of a disaster and is requesting WIC replacement benefits from the Texas WIC Program.
Participant name(s)

Mark the statements that describe your situation:

- _____ My/my child's benefits were received and lost in the disaster.
- _____ My/my child's benefits were received and cashed and WIC food was lost in the disaster.
- _____ My/my child's benefits were received and cashed and WIC food was left behind.
- _____ My/my child's benefits had not been received for the current month, _____.

By signing this form I affirm that I/my child am not applying for services at any other WIC program during this crisis and am not staying in a shelter that is providing food/formula.

Applicant/Parent/Caregiver Date

Transfers: One form may be used for all family members. Document names on this form.

_____ is an in-state transfer from the _____ WIC Program due to being a victim of a disaster.
Participant name(s) I am currently participating in that program and would like to transfer to this Local Agency WIC Program.

- _____ I/we have provided acceptable proof of identification.
- _____ I/we did **not** provide acceptable proof of identification.
- _____ My household is currently residing in Texas and I have provided proof of residency.
- _____ My household is currently residing in Texas and did **not** provide acceptable proof of residency.

By signing this form I affirm that I/my child am not applying for services at any other WIC program during this crisis and am not staying in a shelter that is providing food/formula.

Applicant/Parent/Caregiver Date

Certifications: Below is valid for one certification period only. A reassessment shall be done at each certification.

Identification:

_____ is an applicant to this local agency WIC Program and I am/my child is a victim of a disaster and has no acceptable proof of identification for myself/my child.

Applicant/Parent/Caregiver Date

Residency:

_____ is an applicant to this local agency WIC Program and I am/my child is a victim of disaster and am residing in Texas with no acceptable proof of residency for myself/my child. I/we are residing at _____.

Applicant/Parent/Caregiver Date

Proof of Income for Homelessness:

This is to certify that _____ is homeless and unable to provide proof of income due to being a victim a disaster. The applicant or (Applicant's name) the parent/guardian/caregiver who is applying on behalf of a child is self-declaring they have no proof of income.

Applicant/Parent/Caregiver Date

06/08/09

Forma de Declaración-propia para las víctimas de un desastre

Para todos los participantes de WIC que necesitan reemplazar beneficios.	
Se puede usar una forma para todos los miembros de la familia. Documente los nombres en esta forma.	
_____ es una víctima de un desastre y solicita reemplazo de sus beneficios de WIC <i>nombre(s) del participante(s)</i> por el programa de WIC de Texas.	
Marque las declaraciones que explican su situación: <input type="checkbox"/> Mis beneficios o las de mi niño las recibí y se perdieron en el desastre. <input type="checkbox"/> Mis beneficios o las de mi niño las recibí y las cambié por alimentos en la tienda y los alimentos del WIC se perdieron en el desastre. <input type="checkbox"/> Mis beneficios o las de mi niño las recibí y las cambié por alimentos en la tienda y los dejé allá. <input type="checkbox"/> Mis beneficios o las de mi niño no las he recibido por el mes corriente.	
Al firmar esta forma, afirmo que yo/mi niño no estamos solicitando servicios en ningún otro programa de WIC durante esta crisis, ni nos estamos habitando en un lugar de amparo que proporciona comida o fórmula para bebé.	
_____	_____
Solicitante/padres/guardian	Fecha
Transferencias	
Se puede usar una forma para todos los miembros de la familia. Documente los nombres en esta forma.	
_____ se está transfiriendo de _____ dentro del Programa WIC de Texas ya que ha sido víctima de un desastre.	
Marque las declaraciones que explican su situación: <input type="checkbox"/> Yo he/hemos proporcionado comprobante adecuado de identificación. <input type="checkbox"/> Yo no he/hemos proporcionado comprobante adecuado de identificación. <input type="checkbox"/> Yo y los miembros de mi familia/hogar actualmente viven en Texas y he proporcionado comprobante de residencia. <input type="checkbox"/> Yo y los miembros de mi familia/hogar actualmente viven en Texas y no he proporcionado comprobante adecuado de residencia.	
Al firmar esta forma, afirmo que yo/mi niño no estamos solicitando servicios en ningún otro programa de WIC durante esta crisis, ni nos estamos habitando en un lugar de amparo que proporciona comida o fórmula para bebé.	
_____	_____
Solicitante/padres/guardian	Fecha
Certificaciones	
Los siguientes datos son válidos por sólo 1 periodo de certificación. Deberá llevarse a cabo una evaluación nueva en cada certificación.	
Identificación	
_____ soy un solicitante a esta agencia local del programa WIC y yo/mi hijo es/somos víctimas de un desastre. No tengo/tenemos comprobante de identificación.	
Residencia	
_____ soy un solicitante a esta agencia local del programa WIC y yo/mi hijo es/somos víctimas de un desastre. Soy/somos residente(s) de Texas y no tengo/tenemos comprobante de residencia. Estamos viviendo en _____	
_____	_____
Solicitante/padres/guardian	Fecha
Comprobante del ingresos	
Esto es para certificar que _____ estoy sin vivienda y no puedo Nombre del solicitante proporcionar comprobante de ingresos porque he sido víctima de un desastre. El solicitante o los padres/ tutores o personas que dan cuidado quienes están solicitando de parte del niño declaran que no tienen comprobante de ingresos.	
_____	_____
Aplicante/padres/guardian	Fecha



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