Memorandum

#19-028

TO: WIC Local Agency Directors

FROM: Amanda Hovis, Director
       Nutrition Education / Clinic Services Unit
       Texas WIC Program

DATE: March 27, 2019

SUBJECT: Verification of Certification edits

There are three items on the Verification of Certification (VOC) that need to be corrected immediately before providing it to participants. The data in the “Date of Last Issuance”, “Date Income Determined” and “Certification Start Date” provides information that was either not intended or incomplete. Below provides the field name, the issue and the corrective steps.

- **Date of Last Issuance**
  - **Issue**: Currently the VOC has the date of the last benefit issuance and not the last benefit month that was issued. This is scheduled to be fixed with the next release in mid-April.
  - **Corrective Steps**: Mark through the date shown with a single line and write-in the last benefit issuance month written to the card. Staff will need to initial their correction.
    - **Example**: the date of the last issuance was March 12, 2019 for April, May and June benefits. Staff will need to line through March 12, 2019 and write-in the last benefit month of the issuance, June 2019.

- **Date Income Determined**
  - **Issue**: The VOC will only include the date the last income (using wages) was determined. If the income eligibility was done with one of the adjunctive programs, the field will be blank or will have

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the date the last time income (using wages) was determined. This is scheduled to be fixed by mid to late May.

- **Corrective Steps:** If adjunct was used to determine income eligibility, either (a) write-in the income determination date if the field is blank or (b) mark through the incorrect date and write-in the correct income determination date. Staff will need to initial their correction.

- **Certification Start Date**
  - **Issue:** The VOC may have the date the participant was first placed on the WIC program and not the most current certification start date. This was corrected through a patch in July 2018, but the system fix was not retroactive, i.e. will not fix dates for existing participants. Given that most certifications are for a year, the fix from 2018 should cycle through by late summer 2019.
  - **Corrective Steps:** Verify the certification start date is correct. If there is an incorrect date, mark through the incorrect date with a single line and write-in the correct Certification Start Date. Staff will need to initial their correction.

Please inform staff to begin using the corrective steps stated above immediately. If you have any questions, please contact Olga Mikheeva at olga.mikheeva@hhsc.state.tx.us or 512-341-4649 or Janete Olague at janete.olgague@hhsc.state.tx.us or 512-341-4798.

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