



Policy and Procedures

Find Your Way







United States Department of Agriculture
Food and Nutrition Service

Western Region

WC-4 (GEN)

Reply to: All State Memorandum 04-52
Attn of: WRO Policy Memo 803-BA /SFPD Policy Memorandum #2004-5

Subject: Implementation of the Certification and General Administration Provisions of P.L. 108-265

To: All Western State WIC Directors

INFORMATION-
POLICY- X
ACTION- X

BACKGROUND

This memorandum provides guidance on the implementation of the nondiscretionary certification and general administration provisions of Public Law 108-265, the Child Nutrition and WIC Reauthorization Act of 2004, enacted on June 30, 2004. These provisions include: (1) definition of "nutrition education"; (2) definition of "supplemental foods"; (3) certification period for breastfeeding women; and (4) the physical presence requirement. The provisions in this memorandum are nondiscretionary (i.e., they are to be implemented exactly as written in the law). The new law requires the Department to issue guidance to implement certain provisions as soon as possible following enactment of the law. The provisions set forth in this policy memorandum will be incorporated into the WIC Program regulations through a formal rulemaking in the near future. Policy memoranda addressing other WIC provisions in the legislation, including funding, rebates, vendor management and cost-containment, will be issued separately.

DEFINITIONS

Nutrition Education

Δ, pg 2-20, 2-29, 2-31 2-30

Legislative Change: Sec. 203(a)(1) of P.L. 108-265 amends Sec. 17(b)(7) of the Child Nutrition Act (CNA) by revising the definition of "nutrition education" to include a reference to "physical activity". It also removes the term "socioeconomic" from the current definition.

Implementation Date: This requirement becomes effective on October 1, 2004.

Current Regulatory Requirement: See Policy Change section.

Policy Change: The definition of "nutrition education" now reads as follows: *Nutrition education means individual and group sessions and the provision of materials that are designed to improve health status and achieve positive change in dietary and physical activity.*

STATE OF ALASKA

DEPT. of HEALTH and SOCIAL SERVICES
DIVISION of PUBLIC HEALTH
Office of Children's Services

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<http://www.hse.state.ak.us/ncf/>

Reply to: All Local Agencies Memorandum No. 04-A02

Date: April 12, 2004
TO: X-LA WIC Coordinators
X-Satellites
FROM: Fatima S. Hoger
State WIC Nutritionist & Breastfeeding Coordinator

Information- X
Policy- X
Action- X
Routine (hard copy only) -X
Urgent (fax and hard copy)-

SUBJECT: Medicaid Primary Payor for WIC Exempt Infant Formulas and Medical Foods

WIC Local Agencies (LAs) need to inform Medicaid WIC participants how to obtain WIC-eligible exempt infant formulas or medical foods (i.e. Non-contract formula) from Medicaid. Medicaid is the primary payor. This is a Western Region (WR) policy based on a review of the WIC regulation. Alaska WIC can issue participants up to six months of non-contract formula (NCF) warrants, allowing Medicaid ample time to approve and supply NCF. WIC will not issue NCF warrants, once the process is in place.

This Policy Memorandum expands on LA Memo No. 02-J and rescinds LA Memo No. 03-J07. It provides further background information, sources and clarification to continue complying and providing guidance to implement WR Policy Memo 804-Q, *Medicaid Primary Payor for WIC Exempt Infant Formulas and Medical Foods*.

The following instructions guide Medicaid WIC participants through the process. You will find detail WIC and Medicaid regulations, and websites for obtaining needed forms at the end of the memo.

How WIC Can Assist Medicaid WIC Participants to Obtain Non-Contract Formulas

WIC Local Agencies (LAs) Responsibilities

1. Give WIC Medicaid participants a copy of the Alaska WIC Enteral Nutrition Prescription Request Form (ENPR) (Attachment 1) which replaces the Alaska WIC Non-Contract Formula Request Form (NCFR), and a list of the Medicaid Durable Medical Equipment (DME) providers (Attachment 2).

The name change from NCFR to ENPR matches Medicaid terminology.



Overview

- P & P Manual can be downloaded from DPA WIC Page:
 - State of AK Home page
 - Departments
 - Health and Social Services
 - Department of Public Assistance
 - Family Nutrition Services (WIC)
 - For Local Agencies
 - Policies and Procedure Manuals
 - Policy & Procedures
- <http://dhss.alaska.gov/dpa/Pages/nutri/wic/administration/adminpandp-manuals.aspx>



Overview

- 8 Chapters
 - Chapter 1- Eligibility, Certification & Coordination of Services
 - Chapter 2- Nutrition Services
 - Chapter 3- Supplemental Foods
 - Chapter 4- Food Delivery System & Warrant Accountability & Control



Overview

- Chapter 5- Vendor Relations
- Chapter 6- Local Agency Monitoring
- Chapter 7- Nutrition Services & Administration Expenditures & Local Agency Reports
- Chapter 8- Caseload Management



Chapter One "Eligibility, Certification & Coordination of Services"



Chapter One "Eligibility, Certification and Coordination of Services"

- Eligibility Determination & Documentation
 - Residency
 - Do not have to be a US citizen
 - Can be homeless
 - Needs to be documented; village documentation different- address & village
 - Identity
 - Checked upon initial cert / warrant pu
 - Once proof established, visual recognition



Chapter One

- Physical Presence
 - Client needs to be present; some exceptions
 - Disability
 - Documented on going health care
 - Working status is a barrier
 - Infants < 8 weeks
- Income Eligibility
 - $\leq 185\%$ of the federal poverty level
 - Adjunctive eligibility



Chapter One

- Income Eligibility
 - Dependent upon household size & income level
 - Gross income
 - Net income
 - Income exclusions pg 1-39
 - Income documentation
 - Computer drop down box
 - Adjunctive eligibility: Head Start, FSP, Certain AK Natives



WIC Alaska Native/American Indian Income Certification

Applicant's Name _____

If application is for yourself:

I am a member of the _____ tribe

If application is for an infant or child:

This child is a member of the _____ tribe

ALASKA INCOME ELIGIBILITY GUIDELINES

(Effective from July 1, 2009 to June 30, 2010)

Household Size	Annual	Monthly	Twice-Monthly	Bi-Weekly	Weekly
1	\$25,031	\$2,086	\$1,043	\$963	\$482
2	\$33,689	\$2,808	\$1,404	\$1,206	\$648
3	\$42,347	\$3,529	\$1,765	\$1,629	\$815
4	\$51,005	\$4,251	\$2,126	\$1,982	\$981
5	\$59,663	\$4,972	\$2,486	\$2,295	\$1,148
6	\$68,321	\$5,694	\$2,847	\$2,628	\$1,314
7	\$76,979	\$6,415	\$3,208	\$2,961	\$1,481
8	\$85,637	\$7,137	\$3,569	\$3,294	\$1,647
9	\$94,295	\$7,858	\$3,929	\$3,627	\$1,814
10	\$102,953	\$8,580	\$4,290	\$3,960	\$1,980
11	\$111,611	\$9,301	\$4,651	\$4,293	\$2,147
12	\$120,269	\$10,023	\$5,012	\$4,626	\$2,313
13	\$128,927	\$10,744	\$5,372	\$4,959	\$2,480
14	\$137,585	\$11,466	\$5,733	\$5,292	\$2,646
15	\$146,243	\$12,187	\$6,094	\$5,625	\$2,813
16	\$154,901	\$12,909	\$6,455	\$5,958	\$2,979
Each Add'l Member Add	\$8,658	\$722	\$361	\$333	\$167

If you are pregnant, add one to Household Size.

I certify that the family income does not exceed the maximum income for family size as shown in the table above:

Signed: _____ Date _____



Chapter One

- Applicant without proof income- 30 days
- No Proof form
- Zero Income
- Military Income
- Family Size
 - Definition
 - Adopted child, temporary custody, foster
 - Cohabitation, emancipated minor, pregnant woman (proof of preg. within 90 days)



Chapter One

- Separate households, joint custody
- Mid Cert Income Disqualification
 - Required if client self discloses
 - Income eligibility re-determined if adjunctively income eligible lapses
- Participant File Documentation
 - Paper/Electronic File
 - Family Information Form (R & R):
 - SPIRIT On-site participants will view the R & R & electronically sign they understand
 - Off-site participants will mail/fax in & you can scan/shred original



Chapter One

- Signed receipts- On-site clients do electronically
 - Off-site clients will send back & can be scanned or kept in file for 3 years
- If applicable
 - Notification of Termination (SPIRIT keeps record that it was sent)
 - WIC & Medicaid Enteral Nutrition Prescription Request (ENPR), special medical formulas or Food Package III
 - Referral forms
 - Alaska WIC Program Complaint Form
 - Lost/Stolen WIC Warrant Report
 - Civil Rights Complaint Report
 - Nutrition Care Plan for High Risk participants



Chapter One

- Notes & documentation of need for Ready-to-Feed formula
- Retention or Participant Records
 - Paper files; 3 years
 - Signed receipts for warrants or food boxes; 3 years
 - Computer files; state responsibility
- Coordination or Cert Activities with Other Health & Social Services
 - Required to make information on the following available:



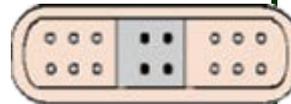
Chapter One

- Written material on Medicaid/DKC
- SNAP, EPSDT, ATAP, Immunizations, CSE
- Coordination of services required with other local health care providers
- Referral Methods- verbal, phone calls, literature on referral agency ☀
- Immunization*
 - Screening done to identify children under age two @ risk for under-immunization
 - Screen documented records



Chapter One

Age of Infant or Child	Doses of DTaP Required
By 3 months	1 dose of DTaP
By 5 Months	2 doses of DTaP
By 7 Months	3 doses of DTaP
By 16 Months	4 doses of DTaP
By 19 Months	5 doses of DTaP



Chapter One

- If the child is not immunized or no record
 - Immunization schedule
 - Referral to the child's usual provider



Chapter One

- Application Processing Standards, Certification Periods, and Recertification
 - Application Notification Standards
 - Date of Application- date of call or visit
 - Mailed Application received



Chapter One

- High risk applicants, Priority I Pregnant & Infants, & homeless notified in 10 calendar days of eligibility / ineligibility
- Other applicants notified in 20 calendar days of eligibility / ineligibility
- Warrant Issuance Standards
 - LA must issue warrants at the time of notification of certification
 - Includes mailing warrants & satellite clinics



Chapter One

- Written Procedures for Appointments, Warrant Issuance & Nutrition Education
 - Late or missed appointments, procedure includes
 - How late is too late to be processed
 - How soon rescheduling occurs
 - How no-shows are followed up
 - Nutrition Ed.
 - Same as above
- Certification Periods
 - Pregnancies not ending in live births can be reassessed for pp WIC benefits
 - Breastfeeding Woman for a period of up to one year pp, or until she stops bf, ending with the bf infants first birthday
 - Children – 1 year in SPIRIT



Chapter One

- Recertification
 - 15 days to notify clients of pending Program expiration
 - Shorten or extend cert. period up to 30 days to accommodate appointment scheduling
- Denying or Terminating Benefits
 - Explanation
 - Referral
 - Notification of Termination/Ineligibility
 - File form- participant chart or Ineligible file



Chapter One

- VOC
 - SPIRIT: Prints letter
 - Accepting VOC's
 - Not required within state
 - Accepted as proof of nutrition risk & income eligibility
 - Identity & residency must be documented
 - Incomplete VOC's accepted (participant's name & date of certification)



Chapter One

- Dual Participation
 - Both LA & State agency responsible
 - State Agency reviews dual participation report quarterly- now will be tied to QR schedule
 - Works with involved LA agencies
- Fair Hearings Procedures
 - Means for individuals to appeal decisions to deny or disqualify from WIC or a claim for cash value of improperly obtained benefits
 - At time of denial –notify of right to fair hearing via Notification of Termination /Ineligibility



Chapter One

- Request for Hearing
 - Within 60 days from date on Notification of Term.
 - LA transmit request for Fair Hearing to State Civil Rights Coordinator- Becky Carrillo
 - Benefits continue until the hearing reaches a decision or the certification ends
- Participant Noncompliance & Abuse
 - Prevention
 - Rights & Responsibilities
 - Appropriate use of WIC foods & warrants
 - Actions & consequences of noncompliance & abuse



Chapter One

- Noncompliance
 - Failure to follow program rules
 - Intent & knowledge may not be present
 - First Incident
 - Multiple Incidents



ALASKA WIC PROGRAM IMPROPER ACTION REPORT
GIVE COPY TO PARTICIPANT

Agency: _____ Date: _____

Participant Name: _____ ID #: _____

Parent/Guardian Name: _____

Local Agency Statement:

Signature of Authorized Local Agency Representative

Participant Voluntary Statement: If you would like to tell your side of what happened, please write it here. (You are not required to write anything.)

Signature of Participant

If you feel you have been treated unfairly, you may ask for a Fair Hearing. WIC staff will tell you about Fair Hearings and help you get one. You must ask for the Fair Hearing within 60 days of the date on this form. The State WIC Director, 130 Seward St., Juneau, AK 99801, telephone 907-465-3100, will also help you apply for a Fair Hearing. At a Fair Hearing you, a friend or a relative can help give your side of the story.

The WIC Program is available to all without regard to race, color, national origin, sex, age or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington DC 20250-9410.



Chapter One

- Dual Participation Actions
 - First Incident
 - Termination from previous LA
 - Educate client
 - Document
 - Verify signed R & R in chart
 - Multiple Incidents



Chapter One

- Lost or Stolen Warrants
 - No replacement of lost warrants
 - Stolen may be replaced with a police report



Chapter One

- Civil Rights

- LA required to protect participants' CR
- Use the Nondiscrimination Statement below on any public notification information your clinic sends out

- The U.S. Department of Agriculture (USDA) prohibits discrimination on the basis of race, color, national origin, age, disability, gender identity, sex, religion, reprisal and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form found on line at http://www.ascr.usda.gov/complaint_filing_cust.html, or any USDA office or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington DC 20250-9410 by fax at (202) 690-7442 or email at Program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.



Chapter One

- New staff must be briefed on civil rights rules during orientation
- LA must provide Civil Rights in-service annually
- Keep a record of this on hand for ME
- LA immediately notifies the state agency of any CR complaints



Chapter Two "Nutrition Services"



Chapter Two

- Annual Participant Survey
 - LA required to assess participant views on nutrition education and breastfeeding promotion once per year
 - Questionnaires can be developed by LA
 - Results are reported to SA via Quarterly Report & as part of the annual nutrition education plan



Chapter Two

- Breastfeeding Promotion and Support
 - Must designate a staff person to coordinate BF promotion & support activities
 - Provide task-appropriate training to new staff including front desk and support staff
 - Provide training annually
 - Develop policies that support BF friendly environment
 - To include not only WIC Clients but employees' bf goals as well



Chapter Three "Supplemental Foods"



Chapter Three "Supplemental Foods"

- Supplemental Food Prescriptions

"Supplemental foods means those foods containing nutrients determined by nutrition research to be lacking in the diets of pregnant, breastfeeding and postpartum women, infants, and children. These supplemental foods promote the health of the WIC participant as indicated by relevant nutrition science, public health concerns, and cultural eating patterns."

- Redemption of Warrants for Formula

- Full amount of formula
- Infant formula rebate- billed for all formula on warrant
- Clients return unused formula to LA



Chapter Three

- Non-Contract Formula

- Enteral Nutrition Prescription Request (ENPR)

<http://dhss.alaska.gov/dpa/Pages/nutri/wic/localagencies/laenpr.aspx>

- Copy of the forms approval in computer/chart
- LA keep issuance rate $\leq 5\%$



Chapter Three

Month of October 2014

Page: 4

Agency: 503 - SOUTHEAST ALASKA REGIONAL HEALTH
Clinic: 326 - SITKA

Prescription Item	-----Infants-----		-----Women & Children-----		Total
CONTAINER(S)-13.1 OZ-SIMILAC NEOSURE EXPERT CARE, POWDER	1	100.0%	0	0.0%	1
FORMULA BENEFIT PAID BY MEDICAID - NO CASH VALUE	1	100.0%	0	0.0%	1
Clinic Total	2	100.0%	0	0.0%	2

Medical RX Formula Report

Agency: 503 - SOUTHEAST ALASKA REGIONAL HEALTH
Clinic: 338 - METLAKATLA

Prescription Item	-----Infants-----		-----Women & Children-----		Total
CONTAINER(S)-13.1 OZ-SIMILAC NEOSURE EXPERT CARE, POWDER	1	100.0%	0	0.0%	1
Clinic Total	1	100.0%	0	0.0%	1
Agency Total	13	72.2%	5	27.8%	18

*** End of Listing ***

Report is found in Clinic
or State Module



Chapter Three

Formula Compliance State Office Module

NUT005
DANA KENT

State of Alaska
Formula Compliance
Closeout Month of October 2014

Run Date: 11/24/2014
Run Time: 12:47:41 PM
Page: 6

Infants

Total Percentages

Agency / Clinic	Total Contract	Pct.	Total Noncon	Pct.	Total Special	Pct.	Grand Total
501 - MUNICIPALITY OF ANCHORAGE							
013 - ALASKA REGIONAL HOSPITAL	30	100.0	0	0.0	0	0.0	30
015 - EAGLE RIVER	43	91.5	0	0.0	4	8.5	47
019 - JBER	124	88.6	0	0.0	16	11.4	140
021 - L STREET	602	98.2	0	0.0	11	1.8	613
023 - PCC	98	98.0	0	0.0	2	2.0	100
502 - RESOURCE CTR FOR PARENTS/CHILDREN							
202 - FAIRBANKS	245	88.4	0	0.0	32	11.6	277
503 - SOUTHEAST ALASKA REGIONAL HEALTH							
300 - JUNEAU HUB	16	100.0	0	0.0	0	0.0	16
302 - KETCHIKAN HUB	9	100.0	0	0.0	0	0.0	9
310 - JUNEAU	53	93.0	0	0.0	4	7.0	57
314 - KETCHIKAN	38	95.0	0	0.0	2	5.0	40
326 - SITKA	10	90.9	0	0.0	1	9.1	11
338 - METLAKATLA	10	90.9	0	0.0	1	9.1	11
504 - YUKON-KUSKOKWIM HEALTH CORPORATION							
404 - WADE HAMPTON	44	97.8	0	0.0	1	2.2	45
408 - YUKON-KOYUKUK	1	100.0	0	0.0	0	0.0	1
412 - BETHEL	48	100.0	0	0.0	0	0.0	48
505 - NOR TON SOUND HEALTH CORPORATION							
502 - ELIM	3	100.0	0	0.0	0	0.0	3
504 - GAMBELL	8	100.0	0	0.0	0	0.0	8
508 - KOYUK	3	100.0	0	0.0	0	0.0	3
512 - NOME	20	100.0	0	0.0	0	0.0	20
518 - SHISHMAREF	10	100.0	0	0.0	0	0.0	10
520 - ST MICHAEL	6	100.0	0	0.0	0	0.0	6
522 - STEBBINS	11	100.0	0	0.0	0	0.0	11
524 - TELLER	1	100.0	0	0.0	0	0.0	1
526 - UNALAKLEET	3	100.0	0	0.0	0	0.0	3
528 - WALES	2	100.0	0	0.0	0	0.0	2
530 - WHITE MOUNTAIN	1	100.0	0	0.0	0	0.0	1
506 - ALASKA FAMILY SERVICES INC							



Chapter Four "Food Delivery System, and Warrant Accountability and Control"



Chapter Four "Food Delivery System, and Warrant Accountability and Control"

- Participants receive supplemental foods
 - Picked up checks
 - Mailed checks
 - Mailed food boxes
- Warrant Stock
 - Will be ordered quarterly through Amy George @ amy.george@alaska.gov
 - Shipments will come from the banking contractor Solutran



Chapter Four

- Replacing Lost or Stolen Warrants
 - Only FI lost in mail are replaced
 - Stolen FI require a police statement for replacement
 - Do NOT void a warrant unless you have it in hand



Chapter Four

- Undelivered Food Boxes
 - LA verify correct, current address
 - LA should contact State Agency
 - SA Verifies status of missing box
 - SA will inform LA of box status
 - Missing box can not be replaced if too late



Chapter Four

- Separation of Duties

- Division of responsibilities:
 - Qualifying & issuance
 - Travel for off-sit clients
 - WIC staff member is a WIC client
 - WIC staff certifying close relatives

Assignment distribution table for required functions.

Example 1

Staff Person	Staff Functions
Person A	Assesses and prescribes the food package in SPIRIT.
Person B	Prints the food package and removes the FIs from the printer.
Person A or B	Distributes the FIs: Obtains the participant signature on the signature pad. Gives the FIs to the participant.

Example 2:

Staff Person	Staff Functions
Person A	Prescribes the benefits and prints the FI.
Person B	Removes the FI from the printer and provides the FI to the participant
Person A or B	Obtains the participants signature on the signature pad.



Chapter Six "Local Agency Monitoring"



Chapter Six "Local Agency Monitoring"

- Monitoring
 - LA operations
 - Financial & participant reports
 - On-site visits
 - Development of corrective action plans to resolve program deficiencies
 - On-Site Visits



Chapter Six

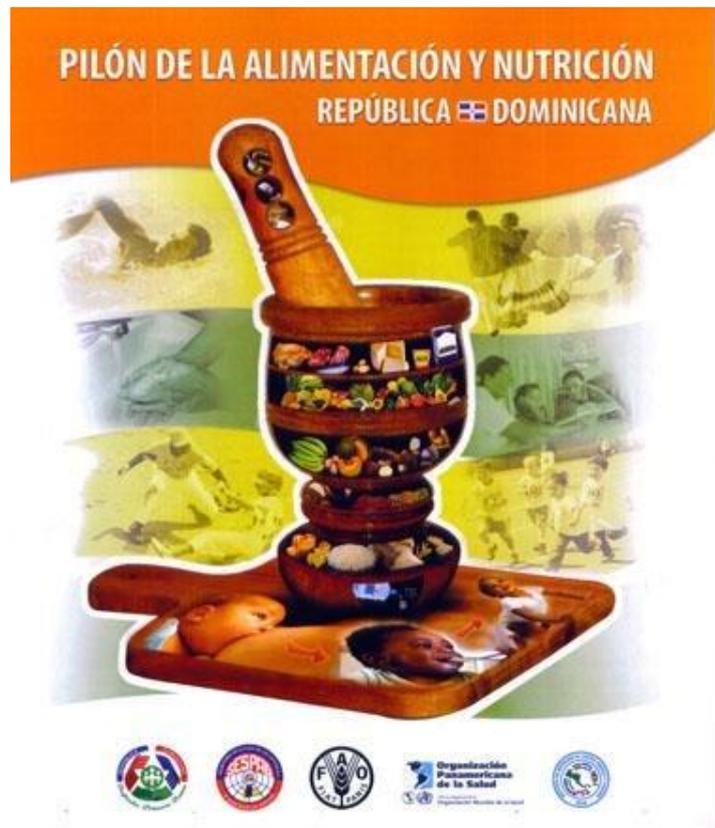
- Local Agency Monitoring Standards Form

- Nutrition Services
- Clinic Operations
- Caseload Mgt.
- Civil Rights
- Financial Mgt.
- Staffing & Org.
- Information Mgt. Sys.
- Vendor Relations
- Food Delivery/Food Instrument Acct.
- FMP
- IMS

- http://dhss.alaska.gov/dpa/Documents/dpa/programs/nutri/downloads/Admin/Forms/local_agency_self_assessment_for_m.pdf



Chapter Seven: Nutrition Services & Administration Expenditures & LA Reports



Inventory

- Property Inventory report
 - Annually & due by February 15th
 - Includes:
 - Desks, hemocue machines, computer equipment, TV sets, VCR equipment, projectors
 - Items with a purchase price >\$1,000 should have a State of Alaska property tag number



PROPERTY INVENTORY REPORT

Local Agency No: _____

Page _____ of _____

Local Agency Name: _____

Clinic Site: _____

Item #	State Property Tag #	Serial #	Description of Item	Condition			Acquisition Date	Acquisition Cost
				New	Good	Unusable		
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Please note: Record all non-expendable equipment over \$500 purchased with WIC funds.
 Record State Property Tag Numbers for all equipment over \$500 purchased by the State WIC Office.

I certify this information to be true and correct.

(Sign last page only)

Signature:
 Printed Name:
 Title:
 Date:

Report and Order Schedule

Month	Date Due	Date Sent	Title of Report
January	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
	31 st		WIC Quarterly Narrative & Vendor Reports (paper)
February	15 th		Inventory Reports: Computer equipment (electronic) and other WIC Equipment (paper)
	28 th		Time Study Summary Report (paper)
	30 th		WIC Program Expenditure Report- GEMS
March	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
April	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
	30 th		Quarterly Narrative & Vendor Report (paper)
	30 th		Annual Survey Results (paper)
May	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
June	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
July	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
	31 st		Quarterly Narrative & Vendor Report (paper)
August	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
September	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
October	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
	31 st		Quarterly Narrative & Vendor Report (paper)
November	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)
December	30 th		WIC Program Expenditure Report- GEMS
	30 th		Time Study Summary Report (paper)



Chapter Eight "Caseload Management"



Chapter Eight "Caseload Management"

- "Goal of caseload mgt. is to deliver, with available resources, appropriately prescribed food packages and nutrition services to the maximum number of persons most in need."
 - Enrolled vs participation (active)
 - Goal to meet your PS
 - Goal to keep percent participation as high as possible
 - Pregnant women
 - Must be attempted to contact to reschedule first initial appt.



Chapter Eight

- Caseload Monitoring
 - State & LA will monitor active participants (clients that receive warrants) on a monthly basis
 - Technical assistance will be offered to LA not meeting caseload projections
- Benefit Targeting
 - LA outreach plans for public awareness
 - Particularly minorities and women in 1st trimester



Chapter Eight

- Program availability & eligibility standards
- Materials used should display varieties of races, colors, ages and sexes
- Alaska Native & other Minority outreach
 - All agencies are required to do outreach to minority organizations, churches and community groups to reach these populations.
- Waiting Lists
 - Current active caseloads indicate that food expenditures may exceed available funds
 - Food fund reductions from USDA



Chapter Eight

- Applicants for recertification are placed on the same list as new applicants
- Waiting list persons are notified within 20 days of the time apply for services of their placement on the list
 - Transfers
 - Priority Based



Questions?



Case Study

Are IDs required to be checked at mid-cert assessments?

- What Chapter do you find the policy that deals with this issue?
- What does the policy guide you to do?



Case Study

A mother comes into the WIC office stating that she has lost her WIC checks for the month (August). You find in the computer that she also lost checks last January.

- What Chapter do you find the policy that deals with this issue?
- What does the policy guide you to do to resolve this situation?



Case Study

A family comes into qualify for WIC. There are 3 children and 2 working adults. The father is a military personnel serving overseas and not living with the family. The mother runs a daycare out of her home. The mother recently received a large settlement for an insurance claim.

- What Chapter do you find the policy that deals with this issue?
- What does the policy guide you to do to calculate their income?



Case Study

- Pregnant Medicaid- who does this income qualify?
- What Chapter contains the answer to this question?





Questions?

Dana Kent RD, LD, IBCLC

Breastfeeding and WIC Clinic Coordinator

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