

WASHINGTON STATE WIC

POLICY AND PROCEDURE MANUAL



VOLUME 1, CHAPTER 13

Basic Contact

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POLICY: Basic Contact Information

Clinic staff must:

1. Review and discuss the basic contact items listed below with eligible clients at all new certifications and recertifications.

Note: Basic Contact items are category-specific. Only the basic contact topics that are appropriate for the client's category will display in the client's file.

2. Document the review by checking the appropriate items on the Basic Contact tab.
3. Review any items not covered at the basic contact at a future appointment.

Basic Contact items include:

1. **Encourage Breastfeeding (PG only):** Encourage all pregnant women (PG) to breastfeed; breastfeeding is the preferred method of infant feeding. The conversation must include the benefits of breastfeeding and the increase in WIC foods for mothers who breastfeed.
 - a. Ask each pregnant woman about her plans to breastfeed and document information for follow-up or referral in her file.
 - b. Offer support and referrals for all breastfeeding mothers.

Note: A qualified staff completes a breastfeeding review when the woman asks for formula or has questions or concerns about breastfeeding. See Volume 1, Chapter 15 – Breastfeeding, for more information about the Breastfeeding Review.

2. **Client's nutrition need:** Talk with the client or caregiver about the client's nutrition needs and interests. Use information from the assessment to start the nutrition conversation and to identify information and resources that may be helpful for the family. Enter pertinent information in the client's file.
3. **Growth chart or prenatal grid:** Offer to share the client's growth chart or prenatal weight gain grid. Ask the client or caregiver what his or her thoughts are about the child's growth or her weight gain as a pregnant woman.
4. **Length of eligibility:** Let the client or caregiver know how long the client is eligible for WIC. WIC will reassess the client at the end of the eligibility period to determine the current nutrition needs and concerns.

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5. **How to achieve an adequate diet:** Have a conversation about the relationship between the nutrients in WIC foods and a healthy diet
6. **Referrals for health and social services:** Have a conversation about the importance of regular preventive health care and the availability of other health and social services. Offer relevant referral information or give the Family Health Hotline number at a minimum. See Volume 1, Chapter 12 – Referrals, for more information.
7. **WIC Appointment and ID Folder:** Give the client or caregiver an Appointment and ID Folder. Let the person know what types of ID he or she can use at the store. See Volume 1, Chapter 22- WIC Checks, for information about types of client identification for using WIC checks. See the Appointment and ID Folder policy in this chapter for more information.
8. **Rights and Responsibilities:** Have the client or caregiver review and sign the Rights and Responsibilities (R & R) form. Answer any questions about the Rights and Responsibilities. See Volume 1, Chapter 7 - Rights and Responsibilities.

Note: The client’s or caregiver’s signature on the R & R meets the WIC Signature Form requirement listed on the Basic Contact tab in Client Services.
9. **Supplemental food for client:** Let the client or caregiver know that WIC foods are for the client and don’t provide all the nutritional needs of the client. WIC is a supplemental food program.
10. **WIC check education:** Explain how to use WIC checks and WIC Fruit and Vegetable checks.
11. **Transfer card information:** Let clients and caregivers know they can transfer to another WIC clinic. Clients and caregivers may ask for a transfer card to get WIC services at another clinic, either in state or out of state. See Volume 1, Chapter 21 – Transfers/Verification of Certification.
12. **Participate in nutrition education:** Encourage clients and caregivers to participate in nutrition education. Nutrition education is an important part of the WIC Nutrition Program. See Volume 1, Chapter 16 – Nutrition Education.

PROCEDURE:

Staff:

- A. Review and discuss the Basic Contact items listed above in policy with clients or caregivers at all new certification and recertification appointments.

- B. Document the Basic Contact items reviewed.
 - 1. Mark each item as it's reviewed or completed. If you don't review an item, leave it in the unselected field so you or another staff person can complete it at another time.

 - 2. The Include All button marks all Basic Contact items as complete.

- C. Review any items not covered at the basic contact at a future appointment.

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POLICY: Basic Contact Information for Presumptive Eligible Women, Enrolled Infants and Transfer Clients

Staff must:

1. Discuss the basic contact items listed below with presumptive eligible (PE) women, caregivers of enrolled infants (EN) and transfer-in clients at the initial appointment.
2. Review the rest of the basic contact items with PE women and caregivers of EN infants at the next appointment.

Note: Staff don't need to review other basic contact items with transfer clients until the recertification.

3. Document the basic contact review on the Basic Contact tab.

Basic Contact items for PE, EN and transfer-in clients include:

Note: The Basic Contact tab lists pregnancy verification for PE women. This isn't required. Staff can choose whether or not to mark this item.

1. **Identification:** Ask to see the client's identification and document it. See Volume 1, Chapter 3 - Application and Processing Standards for information about client identification.
2. **WIC Appointment and ID Folder:** Give the client or caregiver an Appointment and ID Folder. Let the person know what types of ID he or she can use at the store. See Volume 1, Chapter 22- WIC Checks, for information about types of client identification for using WIC checks. See the Appointment and ID Folder policy in this chapter for more information.
3. **Rights and Responsibilities:** Have the client or caregiver review and sign the Rights and Responsibilities (R & R) form. Answer any questions about the Rights and Responsibilities. See Volume 1, Chapter 7 - Rights and Responsibilities.

Note: The client's or caregiver's signature on the R & R meets the WIC Signature Form requirement on the Basic Contact tab.

4. **WIC Check Education:** Explain how to use WIC checks and WIC Fruit and Vegetable checks. See Volume 1, Chapter 22 - WIC Checks.

PROCEDURE:

Staff:

- A. Review and discuss the items listed in policy above with clients and caregivers at all presume eligible, enroll infant and transfer in appointments.
 - 1. These items are on the Basic Contact tab in Client Services when completing a Presume Eligible (PE), Enroll Infant (EN) and Transfer In (TI) appointment.
- B. Document the Basic Contact in Client Services.
 - 1. Select each item when it's completed.
 - 2. The Include All button marks all Basic Contact items as complete.
- C. Review the remaining Basic Contact items at the complete certification (CC) appointment.
 - 1. The additional required basic contact items listed in the "Basic Contact Information" policy in this chapter will display on the Basic Contact tab at the Complete Certification appointment (CC).
 - 2. Staff don't need to discuss the remaining items of the Basic Contact with the transfer in client or caregiver until the recertification appointment.

POLICY: Provide Voter Registration Services

Staff must:

1. Let clients and caregivers know they can register to vote in the clinic at each certification and recertification.
2. Document the person's voter registration status in the client's file at each certification and recertification.
Note: Voter registration information relates to the caregiver when the client is an infant or child.
3. Give each client or caregiver an Appointment and ID Folder with the Voter Registration statement.
4. Give the client or caregiver an Agency Based Voter Registration form when he or she chooses to register or needs to update his or her name or address.
5. Mail completed Voter Registration forms to the Secretary of State, preferably weekly.
6. Keep voter registration information confidential.
7. Have the client or caregiver self-declare all voter registration information. Staff don't have to verify any of the information.

Staff must not:

1. Discourage a person from registering to vote.
2. Let a person's voter registration status affect WIC benefits.
3. Display or state a political party or candidate preference in the clinic.

PROCEDURE:

Staff:

- A. Let clients and caregivers know they can register to vote at WIC at each new certification and all recertifications.

Note: Letting clients and caregivers know about voter registration isn't required when presuming a client eligible (PE), when the infant is enrolled (EN) or when a client transfers in. It is required at the Complete Certification (CC).

- B. Enter voter registration information on the Basic Contact tab in Client Services.

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1. Complete the information for the caregiver when the WIC client is an infant or child.
 2. **Yes, wants to register to vote:** The client or caregiver wants to register.
 3. **No, does not want to register:** The client or caregiver doesn't want to register.
 4. **Not eligible to vote:** The client or caregiver isn't eligible to vote because he or she won't be 18 years old on or by election day, is a convicted felon, isn't a U.S. citizen, isn't a legal resident of Washington or isn't eligible to vote for another reason.
 - a. Staff don't need to ask about voter registration if a client or caregiver isn't eligible to vote. For example when the client is a pregnant teen who won't be 18 on or by election day.
 - b. Unless staff know the client is ineligible to vote, they should ask about Voter Registration.
 5. **Already Registered:** The client or caregiver is already registered to vote.
 - a. Staff ask clients and caregivers about Voter Registration even when the previous certification shows they are already registered to vote. Staff ask about changes in address and name in this case.
 6. **Declined to Answer:** The client or caregiver doesn't want to record a Yes or No answer.

Note: Document the voter registration response at every certification and recertification.
- C. If the client or caregiver wants to register to vote in Washington State, ask him or her to read, or help him or her read the Agency Based Voter Registration Form.
1. Ask the person to complete the Voter Registration Form or help if needed.
 - a. If the person isn't able to sign his or her name, have the person draw in the signature box what he or she will use when signing their ballot oath. The signature doesn't need to be a readable name, it can be any symbol.
 - b. Write WIC in the agency box on the form.

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2. Mail all completed Voter Registration Forms each week to:

Washington State Elections Office
P.O. Box 40229
Olympia, WA 98504-0229

- D. When address or name changes occur, ask the person to complete the Voter Registration Form and fill in the section which asks for former registration information. Mail as directed above.

Information:

1. Order the Agency-Based Voter Registration Form from the Washington State Department of Printing – Fulfillment Center. These materials are available in many languages. Order from the Department of Printing website:
<https://prtonline.myprintdesk.net/DSF/storefront.aspx?6xni2of2cF1OAY5jHVvIUrUsqozrCjF3xgL/DdBBf+Sre9e470j4aMR+LcLIWmKS>
2. You can also print the form from the Secretary of State website:
<http://www.sos.wa.gov/elections/abvr/forms.aspx/>
3. Staff can give voter registration applications to clients, caregivers, relatives, the public or staff.
3. The definition of residency for participating in the WIC Program is different from the definition of residency for voting. See Volume 1, Chapter 3 – Application and Processing Standards – “Determining Residency” policy for the definition to use when determining residency for WIC.

Washington State Law, the Revised Code of Washington, RCW 29A.04.151 defines residence for the purpose of registering and voting as: A person’s permanent address where he or she physically resides and maintains his or her abode: However, no person gains residence by reason of his or her presence or loses his or her residence by reason of his absence:

- (1) While employed in the civil or military service of the state or of the United States;
- (2) While engaged in the navigation of the waters of this state or the United States or the high seas;
- (3) While a student at any institution of learning;
- (4) While confined in any public prison.

Absence from the state on business shall not affect the question of residence of any person unless the right to vote has been claimed or exercised elsewhere.

POLICY: Client Address

Staff must document the client's address in Client Services on the Demographics tab.

PROCEDURE:

Staff:

- A. Document the client's address on the Demographics tab.

Note: See Volume 1, Chapter 3 – Application and Processing Standards and Chapter 19 - Special Clients, for guidance when the client doesn't have a permanent address.

- B. Ask periodically if there are any address changes and update the client's information on the Demographics tab.

Information:

It's important to update the client's address in Client Services to make sure staff send letters to the right address. Breast pump tracking also relies on having current client information including address.

POLICY: WIC Appointment and ID Folder

Staff must:

1. Give each client group a WIC Appointment and ID Folder.
2. Write, or have the person write, the client's or caregiver's name and have the person sign.
3. Write the alternate's name on the Appointment and ID Folder and have the person sign, or ask the client or caregiver to have the alternate sign.
4. Write all client names on the appropriate line.
5. Replace lost or stolen Appointment and ID Folders.

Clients, caregivers and alternates can use the WIC Appointment and ID Folder as identification when using WIC checks at the store.

- In order to use the appointment folder as ID it must have the person's name and signature.
- See Volume 1, Chapter 22 – WIC Checks for more information about identification requirements and documenting alternates in Client Services.

PROCEDURE:

Staff:

- A. Give the client or caregiver a WIC Appointment and ID Folder when the client:
 1. Is determined eligible and is given checks.
 2. Transfers into the Washington WIC Nutrition Program from another state.
 3. Lost the appointment folder.
 4. Needs a new appointment folder.
- B. Stamp or write the clinic name and phone number in the space provided.
- C. Give a folder to each client, caregiver, or family at the new certification.
- D. Print the client's, caregiver's or alternate's name on the appropriate line, or have the client, caregiver or alternate print their name.

1. Write the name on the Appointment and ID Folder as it appears on WIC checks.
- E. Have the client, caregiver or alternate sign on the appropriate line of the folder.
1. Make sure the signature matches the name printed on the Appointment and ID Folder and WIC checks.
- F. Print the client name(s) on the appropriate lines on the folder.
- G. Ask the client or caregiver if he or she needs a new folder at the recertification.
- H. Encourage the client or caregiver to call the clinic with any problems or questions.
- I. Replace lost or stolen folders.

Information:

1. The WIC Appointment section of the folder is filled in by clinic staff, by the client or caregiver, or left blank if the agency uses a different system for appointments.
2. WIC requires identification at the check stand when using WIC checks. Stores accept various forms of identification including the WIC Appointment and ID Folder. See Volume 1, Chapter 22 – WIC Checks and Volume 1, Chapter 3 – Application and Processing Standards, for more information.
3. Staff can use the WIC Appointment and ID Folder as proof of ID at recertification appointments. See Volume 1, Chapter 3 – Application and Processing Standards.
4. The WIC Appointment and ID Folder is available from the Washington State Department of Printing – Fulfillment Center in a variety of languages. Order from the Department of Printing website:
<https://prtonline.myprintdesk.net/DSF/storefront.aspx?6xni2of2cF1OAY5jHVvIUrUsqozrCjF3xgL/DdBBf+Sre9e470j4aMR+LcLIWmKS>
5. The WIC Appointment and ID Folder isn't a transfer card. Staff print transfer cards from Client Services. See Volume 1, Chapter 21 – Transfers/Verification of Certification for more information.