

WASHINGTON STATE WIC POLICY AND PROCEDURE MANUAL



VOLUME 1, CHAPTER 3

Application and Processing Standards

In accordance with Federal law and Department of Agriculture USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired 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.

Washington State WIC Nutrition Program does not discriminate.

For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-841-1410 (TDD/TTY 711).

PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON



TABLE OF CONTENTS

Section 1 – Eligibility Requirements1

 Eligibility Requirements1

 Components of a WIC Certification3

Section 2 – Processing Standards4

 Processing Standards – Timeframes for Scheduling Certification Appointments.....4

 Contacting Pregnant Women Who Miss Initial Appointments7

 Scheduled Appointments for Employed Clients and Caregivers.....9

Section 3 - Documentation Requirements.....10

 Initial Screening and Documentation Requirements10

 Client Identification12

 Determining Residency.....16

 Restricting WIC Participation Based on Specific Residency or Membership
 Requirements19

 One Month Grace Period for Proof Identification or Residency20

 Clients With No Proof of Identity or Residency.....21

Section 4 – Race and Ethnicity Reporting22

 Race and Ethnicity Reporting22

 Reporting Language for Interpreter or Language for Written Materials for Non-English
 Speaking or Reading Client25

Section 5 - Appendix27

 Form: No Proof of Identity and Residency Form30

POLICY: Eligibility Requirements

Applicants must meet all of the following requirements to be placed on the WIC Nutrition Program:

1. Category.
2. Residency.
3. Income eligible.
4. At nutrition risk.

PROCEDURE:

Staff:

- A. Determine if the applicant meets WIC’s category requirements:
 1. Pregnant women, up to six weeks postpartum from the delivery date.
 2. Women, breastfeeding up to one year postpartum from the delivery date.
 3. Women, non-breastfeeding up to six months postpartum from the delivery date.
 4. Infants, up to one year of age.
 5. Children, up to five years of age.

- B. Determine if the applicant meet’s WIC’s residency requirement:

1. Lives in Washington.
2. Is a migrant farm worker, temporarily living in Washington.

Note: A person doesn’t have to be a United States citizen to be on the Washington State WIC Nutrition Program. Staff can’t deny WIC participation to foreign students and other non-citizens for this reason.

Being on WIC doesn’t make a person a “public charge” and doesn’t affect a person’s immigration status.

- C. Determine if the applicant is income eligible:

CHAPTER 3 APPLICATION AND PROCESSING STANDARDS**Section 1 Eligibility Requirements**

1. Assess if the applicant meets WIC's income guidelines. See Volume 1, Chapter 6 – Income for more information about income eligibility.
- D. Determine if the applicant has a nutrition risk by completing an assessment. See Volume 1, Chapter 14 – Nutrition Risk Criteria.

POLICY: Components of a WIC Certification

Staff must complete a WIC certification for all applicants who meet the category, residency, and income requirements.

Staff complete all the components of a WIC certification as listed in procedure.

PROCEDURE:

Staff:

- A. Give a brief description of the program and the certification process. Let applicants and caregivers know that all information is confidential.
- B. Review the Rights and Responsibilities form and have the applicant or caregiver sign. See Volume 1, Chapter 7 – Rights and Responsibilities for more information.
- C. Complete an assessment to determine eligibility. The assessment includes:
 - 1. Measurements: height, length or weight.
 - 2. Blood test for iron.
 - 3. Assessment questions.
- D. Make referrals and document them in the file.
- E. Ask if the client or caregiver would like to register to vote.
- F. Offer and provide nutrition education based on the person’s needs and interests.
- G. Prescribe the appropriate food package based on category and nutrition needs.
- H. Give WIC checks and instructions on how to use them.
- I. Give the “Not Eligible” letter if the applicant is not eligible for WIC.

**POLICY: Processing Standards – Timeframes for Scheduling Certification
 Appointments**

Agencies must serve applicants as follows:

- Pregnant women and migrants within ten calendar days of the initial contact date.
- Children and all other applicants within 20 calendar days of the initial contact date.

The initial contact date is the date the person first asks for WIC services.

Federal regulations allow the state WIC office to give an extension from the 10 day requirement to 15 days for pregnant women and migrants.

To request an extension the local agency must:

1. Send a written request to the state WIC office asking to extend the processing standard from 10 to 15 days. (See the Request to Change Processing Standards from Ten to Fifteen Days form in the Appendix of this chapter).
2. Justify the need and length of time for the temporary extension. The extension can't be longer than two years.

The state WIC office grants or denies the extension request and informs the local agency. The local agency must keep documentation about an extension to the processing standards on file for four years.

PROCEDURE:

Staff:

- A. Ask the applicant questions to find out his or her category and if he or she is a migrant.
 1. The person's category and migrant status determine the required timeframes for scheduling the certification appointment.
- B. Check the initial contact date and change it if necessary.
 1. The initial contact date is the first date an applicant contacts the clinic to ask for WIC services.

2. Document the subsequent initial contact date in the client's file. . A subsequent initial contact date is the date a client reapplies for WIC after a break in WIC services.

Note: Client Services automatically documents the initial and subsequent initial contact dates and displays them on the Demographics tab in the client's file.
- C. Serve pregnant women and migrants who plan to leave the area soon as follows:
1. Schedule and complete the presume eligible (PE) or new certification (NC) appointment for pregnant women within ten calendar days of the initial contact date unless an extension to 15 days has been given by the state WIC office.
 2. Schedule and complete the new certification (NC) for migrants within ten calendar days of the initial contact date, unless the state WIC office has allowed an extension to 15 days.
 3. Let the client know if she or he is eligible or not eligible for WIC when the certification assessment is completed.
- D. Serve all other applicants as follows:
1. Schedule and complete the certification within 20 calendar days of the initial contact date.
 2. Let the client know if she or he is eligible or not eligible for WIC when the certification assessment is completed.
- E. Document missed appointments.
1. If the applicant misses an appointment and reschedules, staff don't have to establish another "initial" contact date.
 2. The processing standards only apply to the initial contact date for the applicant.
- F. Document in the Client Services flowsheet if the applicant does not accept an available appointment date within the required time frame.
- G. Send a written request to the state WIC office for an extension to the federal processing standards for pregnant women and migrants when the local agency can't meet the ten day processing standard. Include the following in the request:

CHAPTER 3 APPLICATION AND PROCESSING STANDARDS**Section 2 Processing Standards**

1. Describe the reason the agency needs the extension. Reasons may include, but are not limited to: temporary staff shortages (maternity leave, hiring freeze) and limited hours at WIC sites (small clinic site open just once or twice monthly).
2. State how long the agency needs the temporary extension. This can't be longer than two years.
3. Keep the written request and state WIC office response on file for four years.

H. See Volume 1, Chapter 5 - Priority System and Waiting Lists.

Information:

Calendar days are consecutive days which include weekends and holidays.

WIC Program Federal Regulation 246.7(f)(2)(iii)(A) and (B).

POLICY: Contacting Pregnant Women Who Miss Initial Appointments

Staff must contact a pregnant woman who misses her initial appointment within 15 calendar days of the missed appointment to offer a second appointment.

Clinic staff must document an address and telephone number for each pregnant woman scheduled for an initial appointment.

PROCEDURE:

Staff:

- A. Document the woman's address and telephone number at the time of initial contact.
 - 1. If the woman is homeless, ask if there is an address and phone number where she can get mail or messages. If she has no address or phone number, document this information in her file.
- B. Document a missed initial appointment.
- C. Try to contact the woman at least once by phone or mail to offer a second appointment.

Note: Send a letter when the woman's phone is disconnected.
- D. Document the attempt to reach the woman.
 - 1. Printing a letter from Client Services automatically documents the attempt to contact the woman.
 - 2. If staff try to reach the woman by phone, enter this information on the Flowsheet or in the Notes.
- E. Document if the woman refused or missed the second appointment.

Note: If the woman misses the second appointment, staff have the option to contact her again.

Information:

Pregnant women are the highest priority served by the WIC Nutrition Program. Staff make every effort to get pregnant women in for services as soon as possible.

This federal requirement to contact the pregnant woman who misses her initial appointment applies only to the initial certification appointment for pregnant women and

CHAPTER 3 APPLICATION AND PROCESSING STANDARDS**Section 2 Processing Standards**

does not apply to check pick-up, high-risk appointments, subsequent applications or any other type of appointment. This policy does not apply to infants or children.

When a pregnant woman misses a new certification appointment, Client Services will print a “Missed Appointment for Pregnancy” letter when staff print missed appointment letters. When staff select Spanish in the Language for Written Materials field, Client Services will print the letter in Spanish.

POLICY: Scheduled Appointments for Employed Clients and Caregivers

Staff must offer scheduled appointment times to each employed client or caregiver.

PROCEDURE:

Staff:

- A. Keep a sufficient number of scheduled appointment times in the clinic schedule to accommodate employed clients and caregivers.
- B. Offer a choice of scheduled appointment times to employed clients and caregivers.
- C. Schedule the client or caregiver.

Note: If an employed client or caregiver misses a scheduled appointment staff can ask the person to come in on a “walk in” day. If the person can’t come in on that day, staff offer another scheduled appointment.

Information:

Offer employed clients and caregivers scheduled appointments in order to decrease the amount of time the client must spend away from work. “Walk in” appointment schedules could result in a barrier to WIC services for employed clients or caregivers since there is an unknown amount of time the person will have to wait for services.

Staff should develop flexible appointment schedules to ensure that employed WIC clients and caregivers can participate in the program. Some strategies for determining the appointment needs of employed clients and caregivers are listed below.

- 1. Survey clients and caregivers to determine if the clinic needs to change appointment schedules and estimate the number of people needing flexible hours.
- 2. Develop monthly clinic schedules with flexible hours, which include, but are not limited to, services during lunch hours, night and evening clinic hours and Saturday clinic days.
- 3. Give employed clients and caregivers appointments during flexible clinic hours to enable them to participate.

POLICY: Initial Screening and Documentation Requirements

Staff must screen applicants for category, income and residency eligibility requirements.

Staff document the information listed below when scheduling the applicant for an initial appointment.

Procedure:

Staff:

- A. Screen for the following:
 - 1. Category and age of applicant served by the agency.
 - 2. Income eligibility. The applicant:
 - a. Meets WIC income guidelines
 - OR
 - b. Is on an income-qualifying program: Medicaid, TANF (Temporary Assistance to Needy Families), Basic Food Program and FDPIR (Food Distribution Program to Indian Reservations).
 - 3. Washington state residency.
- B. Document the following information when the applicant is given an appointment:
 - 1. Client Name.
 - 2. Category.
 - 3. Gender.
 - 4. Date of Birth (DOB).
 - 5. Due Date for pregnant women.
 - 6. Caregiver Name for infants and children.
 - 7. Phone Number.

8. Address: Required for pregnant women and recommended for other applicants if phone number is unavailable. Proof of residency is required at the certification appointment, see the “Determining Residency” policy in this chapter.

POLICY: Client Identification

Clients must provide personal identification (ID) to receive WIC services and checks at the following times:

1. New certifications - this includes the presume eligible (PE) and enroll infant (EN) appointment.
2. Recertifications.
3. When transferring into the local agency.
4. When picking up WIC checks.

Staff can give a one month grace period for providing identification at certification and transfer in appointments. See the policy “One Month Grace Period for Identification and Residency” in this chapter. Staff can’t give a grace period for providing identification at a check pick-up. See Volume 1, Chapter 22 – WIC Checks for more information.

Staff select what was seen for client identification in the client’s file at the new certification, recertification and at the transfer in appointment on the Income Documentation tab.

Note: Staff are required to see, but not document, the client’s or caregiver’s identification when picking up WIC checks. See Volume 1, Chapter 22 – WIC Checks for more information.

The local agency must have a written policy in order to keep copies of client identification. The policy must describe how the agency will protect the client’s information.

Note: It isn’t required or recommended to make copies of client identification as a standard practice.

PROCEDURE:

Staff:

- A. View the client’s identification at the new certification and document it in the client’s file. Acceptable forms of identification include, but are not limited to the following:
 1. Women

- a. Photo identification such as driver's license, state identification card, or military identification.
 - b. Passport.
 - c. Work or school identification.
 - d. Health insurance or social services card.
 - e. Military medical card.
 - f. ProviderOne search results.
 - 1) Staff use a positive search result for client identification. A positive search result is when Client Services finds the client's current eligibility information for a WIC eligible program.
 - 2) The ProviderOne search result is the client's proof, the ProviderOne card is not required.
 - 3) Staff require another form of identification when Client Services doesn't find the client's current ProviderOne information.
 - g. Voter registration card.
 - h. Social Security card.
 - i. Birth certificate.
 - j. Tribal identification card.
 - k. Mexican Consular ID.
 - l. Other records that the local agency staff consider adequate.
2. Infants and children:
- a. Birth certificate.
 - b. Immunization record.
 - c. Military identification or DEERS card (military medical card).
 - d. ProviderOne search results. See A, 1, f above for more information.

- e. Social Security card.
 - f. Hospital birth record, crib card or ankle bracelet.
 - g. Home birth record or note from doctor or midwife on letterhead or prescription pad documenting the infant's birth.
 - h. Tribal identification card.
 - i. Mexican Consular ID.
 - j. Other records local agency staff consider adequate.
- B. View the client's identification at the recertification and document it in the client's file. The following forms of identification are allowed at the recertification in addition to the items listed in A above:
- 1. WIC Appointment and ID Folder.
 - 2. Staff identification; for example the staff person knows or recognizes the client.
- C. View the client's identification at the transfer in appointment and document it in the client's file. The following forms of identification are allowed at the transfer in appointment:
- 1. The types of identification listed in A above.
- Note:** The transfer card documents current income and nutrition risk eligibility but does not provide documentation of identity or residency.
- D. View one of the following types of identification when checks are being picked up:
- Note:** Staff have to see identification at the check pick-up, but not document it in the client's file.
- 1. WIC Appointment and ID Folder.
 - 2. Staff identification, for example the staff person knows or recognizes the client.
 - 3. The types of identification listed in A above.
- Note:** Staff check the identification of a client's alternate endorser if clinic staff do not know the person. Refer to the state WIC manual, Volume 1, Chapter 22 – WIC Checks, "Alternate Endorser" policy for more information.

- E. Follow procedures in the “One Month Grace Period for Identification and Residency” policy in this chapter when client identification exists, but the client did not bring it to the new certification, recertification or transfer-in appointment. Refer to Volume 1, Chapter 22 – WIC Checks when the client or caregiver doesn’t bring identification to the check pick-up appointment.

Note: Local agencies should try to find ways to help clients remember to bring in their identification to their certification appointment. For example, staff should let clients know what type of documentation they need at each appointment.

- F. Have the client fill out and sign the No Proof of Identity and/or Residency Form when proof of identity does not exist. Refer to the “Clients With No Proof of Identity and/or Residency” policy in this chapter.

Example: Examples of when the client might not have proof of identity include, but are not limited to: theft, loss, disaster, homelessness, and migrancy.

Information:

Washington WIC doesn’t allow personal recognition by staff as proof of identity at the new certification or transfer-in. Requiring proof of identity and residency from all applicants at these initial appointments regardless of knowing the person is necessary to prevent the perception of discrimination.

Staff can use the WIC Appointment and ID Folder and personal recognition as forms of client identification at check pick-up and recertification appointments.

POLICY: Determining Residency

Clients must provide proof of Washington state residency at the following appointments:

1. New certifications - this includes the presume eligible (PE) and enroll infant (EN) appointment.
2. Recertifications.
3. When transferring into the local agency.

Note: A client doesn't have to be a U.S. citizen to be on WIC. The client does have to live in Washington state to receive WIC benefits from the Washington State WIC Nutrition Program. Length of residency is not a requirement for receiving benefits, and WIC's determination of residency has no legal meaning for any other program or situation.

Staff can give a one month grace period for providing proof of residency at these appointments. See the policy "One Month Grace Period for Identification and Residency" in this chapter.

Staff must select the type of proof used for Washington state residency in the client's file.

Staff have the option of placing a copy of the proof in a clinic or client paper file. In this case, staff shall note in the client's file the type of proof seen and that a copy is on file. The local agency must have a written policy in order to keep copies of the client's residency documentation. The policy must describe how the agency will protect the client's information.

Note: It isn't required or recommended to make copies of the client's residency documents as a standard practice.

PROCEDURE:

Staff:

- A. Review proof of Washington state residency at the new certification, recertification and transfer in appointment and select it in the client's file. Proof of residency includes, but is not limited to the following:

Note: The parent's or guardian's proof of residency applies to the infant or child. The child's name does not have to appear on the document, bill or statement.

1. Current utility bill for the reported residence (e.g. gas, electric, water, sewer, phone, garbage bill, etc.).
2. Rent or mortgage receipts.
3. State or local document sent to and received at the reported residence (e.g. Medicaid, Food Stamps, TANF notification letter, etc.).
4. ProviderOne search results.
 - a. Staff use a positive search result for residency documentation. A positive search result is when Client Services finds the client's current eligibility information for a WIC eligible program.
 - b. Staff use positive search results for documentation of residency for all household members.
 - c. The ProviderOne search results are the client's proof, the ProviderOne card isn't required.
 - d. Staff require another form of residency documentation when Client Services doesn't find the client's current ProviderOne information.
5. Letters and notifications addressed to the client with the reported address.
6. Washington ID card or driver's license with the reported address.
7. Health insurance or social services card with the reported address.
8. State or local document that requires proof of state or local residency for example a voter's registration card.

Note: Determining residency means establishing the location or address where the person lives or routinely spends the night. A Post Office Box is not acceptable proof of residency according to federal regulation.

- B. Follow procedures in the "One Month Grace Period for Identification and Residency" policy in this chapter when proof of residency exists, but the client did not bring it to the new certification, recertification or transfer in appointment.

Note: Local agencies should try to find ways to help clients remember to bring in their proof of residency to their certification appointment. For example, clinic staff should let clients know what type of documentation they need at each appointment.

- C. Have the client fill out and sign the No Proof of Identity and/or Residency Form when proof of residency does not exist. Refer to the “Clients With No Proof of Identity and/or Residency” policy in this chapter.

Example: Times when the client might not have proof of residency include, but are not limited to: theft, loss, disaster, homelessness, migrancy, and individuals living in the home of others.

Information:

Staff should document residency in a way that does not pose a barrier to any applicant or client, particularly to a person who is mobile, such as a homeless person, a person in the military, or a migrant.

Residency information is confidential. WIC will not share the information with any unauthorized person(s). Refer to the state WIC manual, Volume 1, Chapter 25 – Confidentiality and Legal Issues for more information.

Proof of residency is required at the transfer in appointment. The transfer card is documentation of income and nutrition risk eligibility but isn't documentation of identity or residency.

POLICY: Restricting WIC Participation Based on Specific Residency or Membership Requirements

Local agencies have the option to restrict participation to applicants and clients who meet specific residency or membership requirements. The local agency must have approval from the state WIC office before restricting participation.

The local agency must have on file a written policy describing the restrictions. The policy must be applied fairly and equally to all applicants and clients.

Examples of residency or geographic restrictions include, but are not limited to: residing within city or county boundaries, living on an Indian reservation, or other geographic boundaries determined by the local agency.

Examples of membership or similar restrictions include, but are not limited to: military personnel, belonging to the medical group where WIC services are provided, tribal membership, or eligibility for Indian Health Services.

PROCEDURE:

Staff:

- A. Send a written request to restrict participation based on specific residency or membership requirements to the state WIC office.
- B. Receive approval from the state WIC office before using the restricted requirements.
- C. Follow the local agency policy and procedures for residency and membership requirements and apply them equally to all applicants and clients.

POLICY: One Month Grace Period for Proof of Identification or Residency

Staff must allow a one month grace period for proof of identification or residency.

Staff must document on the Income Documentation tab when the client doesn't provide client identification or proof of residency at the certification or transfer in appointment.

Staff must see and document the missing proof before giving additional WIC checks past the one month grace period.

PROCEDURE:

Staff:

- A. Give a one month grace period for identification or proof of residency when the proof exists, but the client did not bring it to the new certification (includes the presume eligible and enroll infant appointment), recertification or transfer in appointment.
- B. Select the type of proof not provided in the client's file.
- C. Give checks for one month if the client is eligible, even if the client would normally be on multi-month check issuance.
- D. Let the client or caregiver know the missing proof is required in order to receive additional checks. Document the notification in the client's file.
- E. See and document the missing proof before giving additional WIC checks.
- F. Provide a transfer card if the client asks for one.
 1. Client Services will automatically print grace period information on the transfer card.

Information:

Local agencies should try to find ways to help clients remember to bring in identification and proof of residency to the certification or transfer in appointment. For example, staff should let clients know what type of documentation they need for each appointment.

POLICY: Clients With No Proof of Identity or Residency

Staff must allow an applicant or client to self-declare identity or residency when one of the following applies:

- Proof of identity or residency was lost due to theft or disaster.
- The proof doesn't exist because the person is homeless, a migrant, or is living in someone else's home.
- Requiring the proof would endanger the person's living situation.
- Requiring the proof could put the person at risk of harm.

In these situations the applicant or client must fill out and sign the No Proof of Identity and/or Residency Form. There is no limit to the number of times the person can use the form as long as one of the criteria listed above applies.

Staff select the No Proof of Identity and/or Residency Form for proof of identification or residency on the Income Documentation tab.

PROCEDURE:

Staff:

- A. Have the applicant or client complete the No Proof of Identity and/or Residency Form when one of the criteria listed in policy applies. Refer to the No Proof of Identity and Residency Form in the Appendix of this chapter. The form is available in many languages from the Washington State Department of Printing Fulfillment Center at: myPRINT.wa.gov.

1. List why the proof is not available.
2. Have the applicant or client document where he or she lives or routinely spends the night if proof of residency is missing.

Note: WIC keeps residency information confidential and will not give it to any unauthorized person(s). See Volume 1, Chapter 25 – Confidentiality and Legal Issues for more information.

- B. Have the applicant or client sign the form, give him or her a copy and file the original in the clinic's file.
- C. Select the No Proof of Identity and/or Residency Form for proof of identification or residency on the Income Documentation tab.

POLICY: Race and Ethnicity Reporting

Staff must document the client's race and ethnicity information in the client's file in Client Services.

Staff must:

- Ask about race and ethnicity information in person.
- Ask two questions, one about the client's ethnicity and one about the client's race.
- Allow the client or caregiver to declare as many race categories as apply. See the procedure section for information about each of the race categories.

It is preferred to have the client or caregiver self-report race and ethnicity information. If the person refuses to declare race and ethnicity, clinic staff must document the client's race and ethnicity to the best of his or her ability.

PROCEDURE:

Staff:

- A. Ask for race and ethnicity information as privately as possible, on a one-on-one basis and only in person.

Note: Staff ask race and ethnicity information in person, not over the telephone, to avoid the perception of discrimination.

- B. Let the client or caregiver know that a person's race and ethnicity has no effect on eligibility. WIC asks this information to learn more about who WIC serves and to make sure that the Washington WIC Nutrition Program does not discriminate. To meet this requirement staff can:

1. Read the statement on the Race/Ethnicity tab aloud to the client or caregiver.
2. Have the client or caregiver read the statement on the client Race/Ethnicity tool.
 - The tool also gives information about the ethnicity question and race selections. The client tool is located in the Appendix of this chapter. You can order the tool from the Department of Printing Fulfillment Center at: myPRINT.wa.gov in a variety of languages.

- C. Ask the client or caregiver if the client's ethnicity is Hispanic or Latino and document the answer on the Race/Ethnicity tab in Client Services.

D. Ask the client or caregiver how he or she describes the client's race and document all that apply on the Race/Ethnicity Tab. Clients and caregivers are allowed to select up to and including all five race categories.

E. Document the client's race according to the following:

1. American Indian or Alaska Native – A person having origins in any of the original peoples of Alaska, Canada, the United States, Mexico, Central or South America and who maintains tribal affiliation or community attachment.

Note: A key requirement to selecting the “American Indian or Alaska Native” selection is maintaining tribal affiliation or community attachment. See the Information section with additional guidance for clients from Mexico.

- a. Select Alaska Native, Canadian Indian, Central/South American or Native Mexican Tribe, or the specific Washington State Native American tribe from the dropdown selection list. It's required to make a selection from the when this race category is documented.

- b. Select “Other WA State Tribe” when the person is affiliated with a Washington State tribe that is not on the list. Document the specific tribe in the “Other” field if desired. Documenting in the “Other” field is not a requirement.

Note: The selection list contains the federally recognized Washington State tribes. Document non-federally recognized Washington State tribes by selecting “Other WA State Tribe” and specifying the tribe in the “Other” field if desired.

- c. Select “Other Non-WA State Tribe” when the person is affiliated with a non-Washington State tribe. Document the tribe in the “Other” field if desired. Documenting in the “Other” field is not a requirement.

- d. Select “Unknown” when the person is affiliated with an American Indian tribe, but the specific tribe is not known. For example, a foster parent may know the infant or child is American Indian and not know the specific tribe.

2. Asian – A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

3. Black or African American – A person having origins in any of the black racial groups of Africa. Other terms may include “Haitian” or “Negro” in addition to “Black or African American.”
4. Native Hawaiian or Other Pacific Islander – A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
5. White – A person having origins in any of the original peoples of Europe, Middle East, or North Africa.

Information:

Best practice is for clients and caregivers to self-report their ethnicity and race. If a client or caregiver refuses to answer, clinic staff do their best to accurately document the client’s ethnicity and race.

Staff can use the “Countries of the World” Help feature when the client or caregiver says where he or she is from but not his or her race. Staff select the country(ies) and Client Services will mark the race(s) based on statistics for the country(ies). If the client, caregiver, or staff feel that one or more of the races selected using the feature are not correct, the race(s) can be deselected and the appropriate selection(s) marked.

Following are several examples of how clients from Mexico might select a race category.

1. A client from Mexico speaks a Native Mexican language, such as Mixteco or Triqui, and identifies with the native people from the area. The client would likely choose the “American Indian or Alaska Native” category. Clinic staff would mark the race selection and then select “Central /South American or Native Mexican Tribe” from the drop down list.
2. A client from Mexico does not identify with a native tribe or indigenous group. The client has a Spanish heritage. Federal rules define people with a Spanish heritage as “White.”
3. A client from Mexico does not identify with a native tribe or indigenous group. The client has an African heritage. Federal rules define people with an African heritage as “Black.”

POLICY: Reporting Language for Interpreter or Language for Written Materials for Non-English Speaking or Reading Client

Staff must document the language for an interpreter and the language for written materials when a client or caregiver is non-English speaking or non-English reading. Staff document this in the client's file in Client Services.

PROCEDURE:

Staff:

- A. Let the client or caregiver know that information about language needs has no effect on eligibility. WIC uses this information to better serve clients who do not speak or read English.
- B. Ask the client, caregiver, or interpreter what language the client or caregiver speaks and if he or she needs an interpreter.
- C. Select the language for interpreter in the appropriate field on the client's Demographics tab in Client Services.
- D. Select the language for written materials in the appropriate field on the client's Demographics tab in Client Services.

Note: Client Services prints the "We Missed You", "Missed Appointment for Pregnancy," and "Mailed Check" letters in Spanish when Spanish is selected in the Language for Written Materials field. Staff can order these letters in many languages from the Washington State Department of Printing Fulfillment Center myPRINT.wa.gov website.

Information:

Staff use the Language for Interpreter field to document interpreter needs and to arrange for an interpreter to be present at the client's WIC appointments. Documenting this information lets staff in other clinics know the client needs an interpreter when the client transfers to another location.

Documenting the language for written materials lets the state WIC office know the amount and kind of translated materials clients need. It helps the Washington State WIC Nutrition Program meet federal requirements to effectively communicate with applicants and clients who are Limited English Proficient (LEP).

APPENDIX



**Request to Change Processing Standard From
Ten to Fifteen Days**

Name of Agency: _____ Date: _____

Request for Which Site(s): _____ All Sites

Name of Coordinator: _____

Length of Time for Request: _____
(Not more than 2 yrs.)

Reason for Request:

For DOH Use Only:

LPC: _____ Date: _____

Approved
Not Approved

Reason for Not Approving:

WASHINGTON STATE WIC PROGRAM

NO PROOF OF IDENTITY AND RESIDENCY FORM

WIC Client Name: _____

By signing this form I am declaring and agreeing:

I have no proof of identity, and/or

I have no proof of residency.

Reason(s) why no proof is available: _____

The information given to WIC is true and correct to the best of my knowledge and WIC staff may check any information.

WIC is a federal program. If I do not follow the rules, I can be asked to pay the program back or be taken off the program. I may also be prosecuted under state and federal law.

X _____
Signature

Date

For clinic use. Initial all that apply if client has not read.

_____	Use of an interpreter	_____	Read to client
_____	Written translation	_____	Other

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Washington WIC does not discriminate

**WIC requires us to report race and ethnicity information.
It is used to learn about who WIC serves and
does not affect your WIC eligibility.**

Ethnicity means a person's culture.

Race means the origins of your family or ancestors.

WIC Staff will ask you the following two questions:

1. Do you consider yourself/your child Hispanic/Latino?

A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture, regardless of race.

Yes?

No?

2. How do you describe your race/your child's race?

Choose all that apply to you/your child.

American Indian or Alaska Native	Having origins in any of the original peoples of Alaska, Canada, the United States, Mexico, Central or South America and maintains tribal affiliation or community attachment. Please tell us which tribe from the list on the back of this page.
Asian	Having origins in the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
Black or African American	Having origins in the black racial groups of Africa.
Native Hawaiian or Other Pacific Islander	Having origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
White	Having origins in the original peoples of Europe, Middle East, or North Africa.

Getting WIC does not affect your immigration status.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Washington WIC does not discriminate.



**American Indian/Alaska Native
List of Tribes**

Alaska Native
Canadian Indian
Central/South American or Native Mexican Tribe
Chehalis Confederated
Chinook
Colville Confederated Tribes
Cowlitz
Duwamish
Hoh
Jamestown S'Klallam
Kalispel
Kikiallus Indian Nation
Lower Elwha Klallam
Lummi Nation
Makah
Marietta Band of Nooksack Tribe
Muckleshoot
Nisqually
Nooksack
Port Gamble S'Klallam
Puyallup
Quileute
Quinault
Samish Indian Nation
Sauk-Suiattle
Shoalwater Bay
Skokomish
Snohomish
Snoqualmie
Snoqualmoo
Spokane
Squaxin Island
Steilacoom
Stillaguamish
Suquamish
Swinomish
Tulalip
Upper Skagit
Yakama Nation
Other - Non-Washington State Tribe
Other - Washington State Tribe
Unknown