This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn’t discriminate.
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POLICY: Outreach to Homeless Participants

Staff must conduct outreach activities to notify homeless individuals of the availability of WIC services.

• See Volume 2, Outreach for more information.

Homeless individuals include those who:

1. Don’t have a fixed or regular nighttime residence.

2. Have a primary nighttime residency that is:
   • A supervised publicly or privately operated shelter meant to provide temporary living accommodations. Examples include:
     o Shelters for victims of domestic violence
     o Homeless shelters, or other temporary shelters
   • A public or private place not designed for or ordinarily used as a place to live. Examples include:
     o Vehicles, parks, hallways, doorsteps, and abandoned buildings
   • A temporary living situation of not more than 365 days. Examples include:
     o Living in someone else’s home, or “couch surfing.”

PROCEDURE:

Staff:

A. Consider doing the following activities to help reach homeless individuals:

1. Identify and target suitable homeless shelters and feeding centers in their service area for outreach activities.

2. Contact shelter staff to inform them of WIC services.
   a. Call them by phone and follow up the call by sending outreach materials.
   b. Meet with shelter staff in person.
   c. Provide an in-service for shelter staff and have them provide an in-service to WIC staff.

3. Evaluate outreach efforts to determine if the efforts are reaching homeless participants.
a. Review the clinic’s or agency’s statistics for number of homeless participants served.

b. Identify barriers to service and determine solutions if possible.
   - Examples might include: the facility doesn't meet the criteria for serving WIC participants who live there, or there isn't transportation between the facility and the WIC clinic.

c. Contact community activists and resources to help break down these barriers.

B. Complete the Facility Agreement Form to assess the facility.

1. The facility must meet the following criteria.
   - The facility doesn’t accrue financial or in-kind benefit from a person’s WIC participation.
     - For example, the facility can’t reduce expenses for food or other items because a resident receives WIC foods or services.
   - The participant has access to the WIC foods and is the only person who uses them.
   - The facility won’t interfere with the participant receiving WIC foods, nutrition education or breastfeeding support.

2. Assess the facility and complete the form every 2 years.

3. Keep copies of completed forms on file for 4 years.

Information:

Homeless individuals represent a high risk population. They have a high incidence of health and nutrition problems and high levels of anxiety and stress.
POLICY: Participants Without a Permanent Address

Staff must not require a permanent address for WIC eligibility.

Staff must maintain confidentiality of residency for participants who are living in a shelter or residential facility for battered women and/or children.

- See Volume 1, Chapter 18 – Certification for policies and procedures when the participant doesn’t have documentation of Washington state residency.

PROCEDURE:

Staff:

A. Use the following for an address when the participant has no address:
   1. Shelter address if the participant frequently stays at one shelter.
      - Don’t document the address for a shelter or facility for battered women or children when the shelter requires confidentiality.
   2. The address of a relative or friend where the person stays or receives mail.
   4. "General delivery" in the postal zone.
   5. Leave the address blank if none of the above apply.

B. Mark the Homeless box on the participant’s Demographics tab when the participant is homeless.

- See the “Outreach to Homeless Participants” policy for the definition of homeless.
CHAPTER 19  SPECIAL PARTICIPANTS
Section 3  Provide Benefits to Participants Living in Shelters, Facilities or Institutions

POLICY:  Serve Participants Living in Shelters, Facilities, or Institutions

In order to provide WIC food benefits to a participant living in a homeless shelter, domestic violence shelter, facility, or institution, staff must ensure the facility meets the following requirements:

1. The facility doesn’t accrue financial or in-kind benefit from the person’s WIC participation.
   - For example, the facility can’t reduce expenses for food or other items because a resident receives WIC foods or services.

2. The participant has access to the WIC foods and is the only person who benefits from the WIC foods.

3. The facility doesn’t interfere with the participant receiving WIC foods, nutrition education or breastfeeding support.

Staff must assess the facility by completing the Facility Agreement Form with the staff at the facility.

1. Assess the facility every two years.

2. Keep the completed form on file for four years.

Staff must provide a full certification period and WIC foods in the following situations.

- The facility is in compliance with the requirements listed above.
- The facility’s compliance hasn’t been determined.
- The facility isn’t in compliance with the requirements listed above, but there aren’t other alternatives available in the area.

Staff must not provide WIC foods when the facility provides all the participant’s meals.

- See the policy “Participants in Facilities or Institutions that Provide Meals” for more information.

PROCEDURE:

Staff:

A. Assess if the facility meets the requirements in policy above in order to provide WIC foods.

   1. Determine if there’s a current Facility Agreement Form on file.
2. Contact the facility to complete the form when one isn’t on file or it expired.
   a. Have staff from the facility fill out and sign the form.
   b. The Coordinator reviews and signs the form.

3. Complete a Facility Agreement Form every two years to assure the facility meets the requirements.
   - Keep the form on file for four years.

B. Provide a full certification period and WIC foods in the following situations:

   1. The facility is in compliance with the requirements listed in policy.
      - There’s a Facility Agreement Form on file and it’s within the 2 year period.

   2. The facility’s compliance hasn’t been determined, for example:
      - Staff haven’t assessed the facility yet.
      - The Facility Agreement Form is expired.

   3. The facility isn’t in compliance but there aren’t other facilities available in the area.

C. Take the following appropriate action(s) if the facility doesn’t meet the requirements:

   1. Contact facility staff to determine if they are willing to change procedures to meet the requirements.
      - Share additional information by calling shelter staff, sending information by mail or with the participant.

   2. Refer the participant to a different facility that meets the requirements.

   3. Allow the participant to receive WIC foods for one certification period while living in a facility that doesn’t meet the requirements and there isn’t an alternative facility in the area with openings.

D. Do the following when the first eligibility period ends for a participant in a facility that doesn’t meet the requirements:

   1. Refer participant to a facility that meets the requirements.
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2. Participants can’t continue to receive foods if they remain in the facility.
   • They can receive WIC education, follow up and referrals.

3. Participants can receive infant formula or therapeutic formula if they remain in the facility in order to continue to receive the nutrition they need to thrive.
   • See Volume 1, Chapter 23 – WIC Foods for information about infant formula and therapeutic formula.
   • See Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods for information about required documentation.

E. Determine whether the participant needs a customized food package when the person can receive WIC foods. For example you may need to:

1. Provide the participant with the appropriate number of checks dividing the food package into smaller quantities per check.

2. Provide foods with a longer shelf life or foods that don’t need to be refrigerated.
   • See Volume 1, Chapter 23 - WIC Foods for more information.

Information:

The Facility Agreement Form is located in the Appendix. Copy the form as needed.
POLICY: Participants in Facilities or Institutions that Provide Meals

Staff must not provide WIC foods to a participant living in a facility or institution that provides all of the person’s meals.

A participant living in a facility or institution that provides his or her meals can receive other Program benefits, such as nutrition education, health assessment, follow-up and referrals.

The participant must receive WIC foods when released from the facility or institution if within a current eligibility period.

PROCEDURE:

Staff:

A. Determine if the facility or institution pays for, or provides all the participant’s meals.

Note: Assess drug and alcohol treatment centers similar to a facility or institution. Staff need to determine if the participant lives there during treatment and provides all meals; or if treatment is on an outpatient basis and the participant provides her own food.

1. When the participant is in a living arrangement where meals aren’t paid for or provided to the participant:
   a. Complete the Facility Agreement Form to determine if the facility or institution meets the requirements in order to provide WIC foods.
   b. If the participant is eligible and the facility or institution meets the requirements, provide all WIC benefits including foods to the participant.

2. When the facility or institution provides all the meals:
   a. If the participant is eligible, she receives other WIC benefits, but not foods.

3. When the facility or institution provides all the meals to an adult, but no meals to an infant:
   a. If both participants are eligible:
      1) Provide all WIC benefits, including foods, to the infant.
      2) Provide other WIC benefits, but no foods, to the mom.

B. Provide WIC checks to the participant if within a current eligibility period when released from a facility or institution which provided all meals.
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Information:

Examples of facilities and institutions include jail, correctional facilities, mental institutions, long term care facilities, drug and alcohol treatment centers, etc.
APPENDIX
Facility Agreement Form

The Washington State WIC Nutrition Program for Women, Infants and Children (WIC) promotes good nutrition and healthy growth for pregnant, breastfeeding, and postpartum women, and children up to age 5. WIC provides nutritious foods, nutrition education, health assessment, follow-up and referrals to health care.

Women, infants and young children staying in homeless and domestic violence shelters, and other facilities and institutions can benefit from WIC participation and are encouraged to apply. Participants can receive WIC food benefits as long as the facility meets the following criteria:

1. The shelter or facility doesn’t accrue financial or in-kind benefit from a person’s WIC participation.
   - The facility doesn’t reduce expenses for food or other items because a resident receives WIC food or services.
2. WIC foods are only for the person on WIC.
   - The facility won’t restrict the person’s access to their WIC foods.
   - The facility won’t give these foods to other people or use them in group meals.
3. The facility doesn’t restrict a participant’s ability to receive WIC foods, nutrition education and breastfeeding support.

By signing this form:

I agree that our facility meets the above criteria. I will let WIC staff know if the facility no longer meets any of the criteria.

Signature: ______________________________
Print Name: ______________________________
Facility Name: ______________________________
Address: __________________________________
Phone Number: ______________________________
Date: ___________________________________

(This form is valid for 2 years)

Send to the local WIC agency listed below (fill in or stamp):

Clinic Staff Signature: ______________________________
Print Name: ______________________________
Clinic Name: ______________________________
Address: __________________________________
Phone Number: ______________________________

(Rev. 6/2018)
WIC Nutrition Program doesn’t discriminate.
In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

Fax: (202) 690-7442; or

Email: program.intake@usda.gov

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