



SECTION: Introduction and Overview 100
SUBJECT: **ORGANIZATION: How to Use the WIC Manual**
DATE: January 9, 2009 (*Revised*)

POLICY: The Oregon WIC Policy Manual shall be a clear, concise and usable tool for WIC staff at the local and state level.

PURPOSE: To make it easy for staff to identify and perform their responsibilities as determined by the WIC program with participation from various stakeholders. To provide consistency and continuity of information between the state and local programs.

RELEVANT REGULATIONS: 7 CFR §246.4—State plan

DEFINITIONS:

WIC Policy Update letter The cover letter that accompanies all revision to the WIC Policy Manual. This letter provides specific information about the policy changes.

WIC Policy Update number The specific number assigned to each WIC Policy Update used for tracking purposes. The format is **YYYY-##**, where YYYY is the year, and ## is the update number (e.g., the first update for 2009 would be coded 2009-01).

Year-to-date listing The list of all policy updates for the current year. This is sent with every WIC Policy Update.

PROCEDURES:

Overall organization 1.0 The WIC Policy Manual is divided into sections, each with an assigned number range:

- Introduction and Overview100
- State Program Operations200
- Fiscal Operations300
- Local Program Operations 400-500
- Certification600
- Nutrition Services700
- Nutrition Education.....800
- Data Systems.....900
- Vendor Management.....1000
- Farm Direct Nutrition Program.....1100

How to find a policy 1.1 Each policy is identified by a name and a number. The number corresponds to the section where the policy resides (e.g., ♦320—Fiscal Review is in section 300, Fiscal Operations).

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Policy page numbers

1.1.1 Policy page numbers take the form xxx.y, where **xxx** is the policy number and **y** is the page number itself. The first page of each policy is number **0**.

EXAMPLE: The pages of ♦320 are numbered **320.0, 320.1, 320.2** etc. This format allows policies to be updated without repaginating the entire section.

Policy format

2.0 Policies have a format designed to make them easy to use and reference.

2.1 The heading box at the top of each policy includes:

- Section name
- Subject / policy title
- Policy number
- Current date

Sections of each policy

2.2 The body of each policy includes the following information, as applicable. Each section is clearly identified by a **bold** margin heading:

POLICY	States the policy’s directive for action.
PURPOSE	The intent of the policy. Included to help state and local staff make decisions on areas not directly addressed in the policy.
RELEVANT REGULATIONS	Federal regulations and state laws governing the policy.
OREGON WIC PPM REFERENCES	Lists other WIC policies that are referenced or are relevant to the policy.
TWIST TRAINING MANUAL REFERENCES	Lists TWIST Lessons that are referenced or are relevant to the policy.
APPENDICES	Lists any attachments that are part of the policy.
DEFINITIONS	Key terms used in the policy, as defined by federal regulations or Oregon WIC program guidelines.
BACKGROUND	Historical or operational context for the policy or procedure.

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PROCEDURE	Steps to be followed in implementing the policy. Delineates state and local responsibilities and indicates whether an action is required or recommended.
SPECIAL CONSIDERATIONS	Includes clarifications and explanations of situations not directly addressed in the policy or procedure.
REFERENCES	Sources used in developing the policy or materials suggested for further information.

<i>Italic subheadings</i>	2.3	In addition to the sections listed above, each policy has italicized margin subheadings to guide the user to key points or subjects within the policy.
<i>Cross references</i>	2.4	Cross-references to other policies are shown by a ♦ symbol followed by the policy number (e.g., “See ♦760—Medical Formulas”).
<i>Other symbols</i>	2.5	References to other paragraphs in the policy are shown by a ¶ symbol followed by the paragraph number (e.g., “See ¶7.0 of this policy”).
	2.6	A ★ symbol marks the end of each policy narrative. Attachments and references may follow.
<i>Appendices</i>	2.7	Appendices immediately follow the policy to which they apply. The pages are numbered as part of the policy itself.
<i>Reproducible forms</i>	2.8	Many policies include forms, sample letters, or information sheets that local programs may wish to use for internal operations or as handouts for applicants and participants. Please feel free to photocopy these forms as needed.
<i>WIC Policy Manual updates</i>	3.0	The WIC Policy Manual is an official document that governs WIC operations throughout Oregon. As such, it carries legal and operational responsibilities and must be kept as current as possible to remain a usable document.
	3.1	The most current WIC policies can be found on the Oregon WIC Policy Web page at: www.oregon.gov/DHS/ph/wic/wicpolicy.shtml .
	3.2	It is recommended that each local program keep at least one updated hard copy of the WIC Policy Manual.
	3.3	The state WIC program reviews all policies on a regular schedule as required by USDA.
<i>WIC policy update process</i>	4.0	Local programs are notified via e-mail when there is a WIC Policy Update. This e-mail includes a special graphic to quickly alert local program staff of material that needs immediate attention.



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(WIC policy update process:)

- 4.1 The WIC Policy Update letter and revised policies are posted online in the “WIC Policy Updates” section of the Oregon WIC Policy Web page.
- 4.2 Hard copies of the update will be sent to each clinic according to a distribution list kept at the state WIC office.
- 4.3 When a policy is revised, the revised date will be indicated in the heading box on the first page of the policy.
- 4.4 On occasion, state WIC staff will review a policy and determine that *no* revisions are required. In this case, the heading box will note that the policy was reviewed and the WIC Policy Update letter will indicate that the policy was reviewed with no changes.
- 4.5 To help staff track policy revisions, each WIC Policy Update will be numbered.
- 4.6 Each WIC Policy Update letter will include:
 - Name and number of all revised policies;
 - Summary of the changes;
 - A list of policies to delete, if applicable;
 - Date of required implementation;
 - Issue date;
 - Instructions on how to incorporate changes into the manual (e.g., page numbers to replace; where to insert a new policy); and
 - A “Year-To-Date” listing of all updates issued for the calendar year.

Local program responsibilities

- 5.0 Local programs are responsible for complying with all WIC policies and procedures, including revisions. The state WIC program recommends that each local office establish a system to ensure their operations reflect updates to the WIC Policy Manual. The system should incorporate the following:
 - 5.1 Upon receipt of a WIC Policy Update e-mail, the local WIC coordinator should:
 - Review the material to find out what changes the program needs to make in operating policy or procedure;
 - Ensure that all WIC staff (and non-WIC staff when applicable) are aware of the changes;
 - Initiate steps to effect changes when needed; and
 - Ensure that the update material is inserted into all hard copies of the WIC Policy Manual. Also insert the “Year-to-date” listing, as this allows staff to ensure that a manual is current.
 - 5.2 Local programs can get copies of any missing material from the WIC Web site or by contacting the state WIC office. ★