

**Table of Contents**  
July 21, 2008

<b>Acknowledgments</b> .....	i
<b>Welcome</b> .....	ii
<b>Table of Contents</b> .....	CON.0
<b>Manual Update Log</b> .....	YTD-pages
<b>Index</b> .....	IND.0

**100 Section: Introduction & Overview**

Organization: How to Use the WIC Manual .....	100
Organizational: Purpose & Chart.....	140
State Office: Address & Staff Responsibilities.....	145
Local Programs Addresses & State Map .....	150
Flow Chart of Food Instruments .....	155

**200 Section: State Program Operations**

Overview .....	200
Selection of Local Programs .....	210
Local Program Monitoring & Review .....	215
State Outreach.....	225
Civil Rights .....	230

**Table of Contents, cont.**

**300 Section: Fiscal**

Overview .....300  
Funding Formula.....305  
Annual Plan/Grant Award Process for Local Programs .....310  
Fiscal Reporting Requirements.....315  
Quarterly Breakout of Staff Time .....316  
Fiscal Review of Local Programs .....320  
Caseload Management .....325  
Penalty for Underspending Food Budget.....330

**400 & 500 Sections: Local Program Operations**

Local Program Overview: Responsibilities & Communications .....400  
Administrative Appeals for Local Programs .....410  
Approval Process for Local Program Policies & Procedures .....420  
Ordering State Produced Materials .....425  
Record Retention Period .....426  
Staffing Recommendations .....435  
Staff Training Requirements .....440  
Confidentiality .....450  
Change in Guardianship.....451  
Civil Rights .....452

**Table of Contents, *cont.***

**400 & 500 Sections: Local Program Operations, *cont.***

Fair Hearings: For Participant.....458

Program Incentive Items .....460

Local Program Outreach .....470

Waiting List.....475

Voter Registration - National Voter Registration Act .....480

Immunization Screening & Referral Protocol .....481

WIC ID Number and ID Card.....485

Ordering & Securing FI Stock and MICR Toner .....500

FI Issuance and Local Printing .....505

Exceptions for Mailing Food Instruments .....506

Food Instrument Register and Stub.....530

Proxy System .....540

Program Integrity: Replacing Food Instruments .....560

Formula Exchange .....570

Program Integrity: Dual Participation.....587

Program Integrity: Complaints .....588

Program Integrity: Participant Abuse .....590

Program Integrity: Separation of Duties .....595

Program Integrity: Acknowledgment of Employee Responsibilities .....596

**600 Section: Certification**

Certification Requirements .....600

Physical Presence at Certification.....601

**Table of Contents, *cont.***

**600 Section: Certification, *cont.***

Processing Standards.....	605
TWIST Minimum Scheduler Usage .....	606
Proof of Identity and Residency .....	610
Certification and Issuing Food Instruments to Relatives and Friends.....	611
Income Eligibility: Introduction & Overview .....	614
Income Eligibility: Adjunct or Automatic Income Eligibility.....	615
Income Eligibility: Verification, Proof and Documentation of Income.....	616
Income Eligibility: Determination of Income Eligibility .....	617
Income Eligibility: Change In Income.....	618
Risk Assessment .....	625
Hemoglobin and Hematocrit Screening in WIC.....	626
Participant Notification: Eligibility and Rights & Responsibilities .....	635
Participant Notification: Ineligibility & Termination from WIC .....	636
Documentation Requirements for Certification in TWIST .....	640
Documentation Requirements for Certification in the Absence of TWIST .....	641
Certification Periods .....	645
Mid-Certification Health Assessment.....	646
WIC Transfer Card & WIC Overseas Program.....	652
Participant Transfers Into and Out of State .....	653
Participant Transfers Within State.....	654
Homeless Applicants.....	655
Migrant Workers: Definition .....	657
Competent Professional Authority: Requirements .....	660
Competent Professional Authority: Appropriate Counseling for Risk Levels .....	661

**Table of Contents, *cont.***

**600 Section: Certification, *cont.***

Overview of Risk Criteria and Priorities .....670  
Risk Criteria: Codes and Descriptions.....675

**700 Section: Nutrition Services**

**Infant Feeding Policy**

Introduction & Overview .....705  
Breastfeeding: Definition.....707  
Breastfeeding: Promotion and Support Standards .....710  
Breastfeeding: Benefits & Contraindications .....711  
Breastfeeding: Breast Pump Distribution and Recovery Guidelines.....712  
Breastfeeding: Use of Supplemental Formula.....713  
Breastfeeding: Procedures for Ordering Breast Pumps .....715  
Breastfeeding Peer Counseling: State and Local Program Responsibilities .....716  
Breastfeeding Peer Counseling: Personnel Guidelines.....717  
Breastfeeding Peer Counseling: Job Parameters, Protocol and Scope of  
Practice.....718  
Breastfeeding: Breastfeeding Peer Counseling: Training.....719  
General Information on Formula Use .....720  
Bid Formula: Use and Description .....730  
Handling Returned Formula .....735  
Human Milk Fortifier.....745  
Infant Food Packages: Juice & Cereal.....750  
Tailoring Food Packages.....751

**Table of Contents, *cont.***

**700 Section: Nutrition Services, *cont.***

**Medical Formulas**

Medical Formulas .....760  
Medical Formulas: 24-calorie Premature Infant Formula .....761  
Medical Formulas: 24-calorie Standard Infant Formula .....762  
Medical Formulas: Low Iron Formula.....764

**Children’s Feeding Policy**

Allowable Foods: Women & Children .....770  
Food Packages for Children.....775

**Women’s Feeding Policy & Food Issuance**

Enhanced Food Package for Exclusively Breastfeeding Women .....780  
Food Packages for Pregnant & Partially Breastfeeding Women.....783  
Food Packages for Non-Breastfeeding Post Partum Women .....786

**Special Populations**

Special Food Packages for Women & Children .....790  
Food Package for Homeless & Migrant Participants .....795

**Table of Contents, cont.**

**800 Section: Nutrition Education**

**Nutrition Education**

Nutrition Education: Introduction & Overview ..... 800

Nutrition Education: Making Education Available ..... 810

Nutrition Education: Participant Contacts ..... 820

Nutrition Education: Telephone Contacts for High Risk Participants with the RD . 821

Nutrition Education: Documentation ..... 830

Nutrition Education: Attendance or Refusal ..... 835

Nutrition Education Materials: Evaluation Criteria ..... 840

Nutrition Education Plan ..... 850

Nutrition Education: Monitoring ..... 860

**Referrals**

Referrals: Alcohol, Tobacco, & Other Drug Use ..... 880

**900 Section: Data Svstems**

Other Referrals: Required & Recommended ..... 885

Introduction ..... 900

Data System Security ..... 901

Unlocking Downloaded Satellite Clinics ..... 903

WIC Approved Food Tables ..... 935

Computer Generated Transactions ..... 945

Food Over-Issuance Identification & Follow-Up ..... 965

Unmatched Redemption Follow-Up ..... 970

**Table of Contents, *cont.***

**1000 Section: Vendor Management**

Overview of Vendor Management.....1000

**1100 Section: Farm Direct Nutrition Program**

Farm Direct Nutrition Program: Local Program Responsibilities.....1100

**Appendices** ..... APP.0

**Glossary/Definitions**..... GLO.0

**USDA Rules and Regulations** ..... 7 CFR §246