



Policy 635

Participant Notification: Eligibility and Rights and Responsibilities

June 28, 2019

POLICY

Local programs shall inform WIC applicants and participants of their rights and responsibilities and their eligibility status.

PURPOSE

To ensure that WIC applicants and participants are fully informed of their rights and responsibilities and their eligibility status in the program.

RELEVANT REGULATIONS

- ◆ §246.7 ¶(i)(10)—Certification Forms
- ◆ §246.7 ¶(j)(1)-(9)—Notification of Participant Rights and Responsibilities
- ◆ §246.7 ¶(j)(4)—Explanation of Food Delivery System and Health Services Available
- ◆ §246.10(b)(2)(ii)(D)- Supplemental Foods
- ◆ ASM 08-08—WIC Program Explanation for Participants
- ◆ ASM 2012-1—Offering to Sell WIC Foods, Benefits and/or EBT Cards Publicly or Online
- ◆ OAR 333-053-0030 through 333-053-0110—WIC Participant Administration
- ◆ WIC Operating Rules for EBT

OREGON WIC PPM REFERENCES

- ◆ [400—Local Program Overview: Responsibilities and Communications](#)
- ◆ [426—Record Retention Period](#)
- ◆ [480—Voter Registration—National Voter Registration Act](#)
- ◆ [510—WIC Cardholder Requirements](#)
- ◆ [590—Program Integrity: Participant Violations](#)
- ◆ [636—Participant Notification: Ineligibility and Termination from WIC](#)
- ◆ [640—Documentation Requirements for Certification](#)
- ◆ [645—Certification Periods](#)

APPENDICES

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DEFINITIONS

Applicant: An individual who comes to the WIC clinic requesting WIC services.

Participant: An individual who receives WIC benefits or services (i.e. supplemental foods, breastfeeding services, nutrition education, and/or referrals).

PROCEDURE

Participant notification

- 1.0 At every certification and recertification visit, local program staff must inform applicants, participants or caregivers of their rights and responsibilities.
 - 1.1. Provide a copy of [“My Rights and Responsibilities” \(form 57-630\)](#) to each applicant, participant or caregiver.
 - 1.2. Read or have the individual or translator read “My Rights and Responsibilities” in a language the individual understands.
 - 1.2.1. Both “My Rights and Responsibilities” and the “Participant Signature Form” are available in hard copy in English and Spanish and electronically on the WIC website in Russian, Vietnamese, Chinese (simplified), Somali, and Arabic.

Documentation requirement

- 1.3. Have the individual sign and date the [“Participant Signature Form” \(form 57-629\)](#) to indicate receipt and agreement. Please refer to [◆640—Documentation Requirements for Certification](#).
- 1.4. File the signature form in the preferred filing method and retain for the required period. See [◆426—Record Retention](#).
- 1.5. Inform participants that all WIC programs in Oregon are a single program administered by individual local agencies, therefore, transfers and transfer of certification information is automatic.
- 1.6. Participants must sign the [“Participant Signature Form”](#) to receive WIC benefits, since use of the WIC data system is essential to issuance of WIC benefits and the system is integrated with other programs.

Refusal to sign

- 1.6.1. Participants refusing to sign the [“Participant Signature Form”](#) are given the [“Notice of WIC Ineligibility” \(form 57-607\)](#) or the [“Change in WIC Benefits notice” \(form 57-608\)](#) with the term code “Voluntary Drop” written in the “other” reason box. See [◆636—Participant Notification: Ineligibility and Termination from WIC](#)

Minimum program information

It is important for participants to receive an explanation of the Program’s purpose and key operational features to minimize misunderstandings about the nature of WIC and the benefits it provides. The purpose of the WIC Program is to provide nutritional support, i.e., education and strategies for a healthy diet, supplemental foods, referrals and breastfeeding promotion and support, during critical times of growth and development, to improve health and achieve positive health outcomes.

- 2.0 During the initial certification, provide the participant or caregiver the following minimum program information:
 - 2.1. Explain the reason for the participant’s visit to the program and the purpose of the program.

Example: “The goal of the WIC program is to improve the health and nutrition of families. Today we are going to talk about your child’s health and diet to see if s/he is eligible for WIC and how WIC can help.”

- 2.2. If eligible, inform the participant of their eligibility and the length of the certification period. See ♦ [645—Certification Periods](#).
- 2.3. Inform the participant that they will need to be recertified at the end of their certification period to determine if WIC benefits may continue past that period.
- 2.4. Explain the reason the participant is being enrolled on the program by stating a connection between their eligibility and the desired health outcome. This does not mean every risk must be reviewed, but rather is intended to summarize the reasons the participant is being enrolled and how participation will improve health outcomes.

Example: “Your child is being enrolled in WIC so we can help with his good nutrition and watch his growth and developmental gains over the next six months.”

- 2.5. Instruct participants on the correct use of the eWIC card. See policy ♦ [510—WIC Cardholder Requirements](#).
- 2.6. Explain that the food provided by the WIC Program is supplemental; it is not intended to provide all the participant’s daily food requirements. The WIC foods are for use only by the WIC participant(s) in the household.
- 2.7. Instruct participants on shopping for their WIC food benefits using the family Benefits List, the “[WIC Food List](#)” (form 57-1001), “[Shopping with your eWIC Card](#)” (form 57-1002), and “[Using Your Oregon eWIC Card](#)” (form 57-1008). Use participant input to tailor information about how to check the food balance and how to download the WICShopper App. See [Introduction to WIC](#) training module for more details on shopping with an eWIC card.
- 2.8. Instruct participants on the processes for issuance of future benefits.
- 2.9. Instruct participants on the ID requirements for WIC and who may be issued food benefits, attend nutrition education, and bring a child to certification appointments. See Policy ♦510— [WIC Cardholder Requirements](#).
- 2.10. Explain that giving away, selling or attempting to sell WIC foods, WIC-issued breast pump, formula, or eWIC card online or by any other means will be considered a participant violation. See Policy ♦[590—Program Integrity: Participant Violation](#).
- 2.11. Provide referrals based on participant need. See Policy ♦[880 Referrals](#)
 - 2.11.1. A locally developed handout describing available services may be useful in providing this information.
- 2.12. If the Local Agency is not serving all priorities, explain the nature of the WIC priority system and the priority designation for the individual.

Recertification

- 2.13. At subsequent recertifications, provide to the participant the following minimum program information:
 - restate the purpose of the current visit,

- restate the reasons for eligibility, including the connection to the desired health outcome.
- ask if the participant has any questions or concerns about WIC appointments, WIC foods or shopping with the eWIC card, and
- offer the participant the family Benefits List and a current “[WIC Food List](#).”

Second cardholders

3.0 Participants who choose to authorize a second cardholder are responsible for instructing them on the correct use of the eWIC card and the minimum program requirements as outlined in Section 3 above. See also ♦ [510-WIC Cardholder Requirements](#).

Additional information

- 4.0 The state WIC program encourages local programs to include additional information as appropriate and needed. Examples include:
- 4.1. Local agency procedures affecting participant services, particularly those that might result in someone being terminated from the program. Such as:
 - how appointments are scheduled,
 - what happens if a participant is late for an appointment, etc.
 - 4.2. WIC provides nutrition education, supplemental foods, and referrals to participants.
 - 4.3. Nutrition education is an integral part of the program and we expect and encourage participants to take advantage of it whenever possible.

If you need this in large print or an alternate format, please call 971-673-0040.

This institution is an equal opportunity provider.

POLICY HISTORY

Date	* Major Revision, Minor revision
4/23/2012	Revised
10/1/2015	Revised
6/28/2019	Minor revision

The date located at the top of the policy is the implementation date unless an “effective date” is noted on the policy. Policies will become compliance findings 6 months from the implementation date.

Release notes can be found in the corresponding document on the [Policy and Procedure Manual page](#).

***Major Revisions:** Significant content changes made to policy.

Minor Revisions: Minor edits, grammatical updates, clarifications, and/or formatting changes have occurred.

Date of Origin: Date policy was initially released

APPENDIX A

List of Shopper Education Resources

The following resources can be printed from the applicable link or ordered from [Oregon WIC Shopify](#).

For WIC Staff

- [Introduction to WIC module \(form 57-6622\)](#)
- *What Successful Shoppers Need to Know* (in Intro to WIC module)

For WIC Participants

- *My Rights and Responsibilities* (form 57-630, [English](#) or [Spanish](#) in hard copy or electronically; [Vietnamese](#), [Russian](#), [Chinese](#), [Somali](#), and [Arabic](#) available electronically).
- *WIC Folder* (form 57-600, English or Spanish)
- Current [WIC Food List](#) - pictorial brochure (form 57-1001, English or Spanish in hard copy; Additional languages available for download or order through Oregon WIC Shopify).
- *Shopping with your eWIC card* (form 57-1002, English or Spanish)
- *Using Your Oregon eWIC Card* (form 57-1018, English or Spanish)
- [Shopper education video shorts](#)