



Policy 650

WIC Transfers/VOC and WIC Overseas Program

January 8, 2021

POLICY

Local programs shall follow proper transfer procedures to ensure that WIC participants who move into or out of Oregon receive continuous benefits during their certification period. The local program shall issue a WIC transfer card to every participant who is likely to relocate outside of Oregon.

PURPOSE

To ensure that WIC participants who relocate into or out of Oregon during a valid certification period have a means to verify program enrollment and continue program benefits for the duration of their certification without inconvenience or undue delay. To provide guidelines for accepting a valid WIC Overseas Program VOC card.

RELEVANT REGULATIONS

7 CFR §246.7 ¶(k)(1)(3)(4)—Transfer of certification

7 CFR §246.7 ¶(d) (ix)—Income eligibility determination for instream migrant farmworkers

7 CFR §246.7 ¶(j)(4)—Notification of participant rights and responsibilities

FNS Instructions, 803-11, Rev 1, Dec. 1988 Revision, Verification of Certification Cards

ASM 01-39—Department of Defense Overseas Program

ASM 02-17 DHHS Regulations to Implement HIPPA and Applicability to WIC Program

ASM 2016-4 Verification of Certification

OREGON WIC PPM REFERENCES

- ◆ [420—Approval Process for Local Program Policies and Procedures](#)
- ◆ [450—Confidentiality](#)
- ◆ [475—Waiting List](#)
- ◆ [616—Unavailable Proofs](#)
- ◆ [635—Participant Notification: Eligibility and Rights and Responsibilities](#)
- ◆ [655—Homeless Applicants](#)
- ◆ [657—Migrant Workers](#)

TWIST TRAINING MANUAL REFERENCE

Chapter 3, Lesson 804, Transfers

APPENDICES

Page 650.8 Appendix A Sample of WIC Transfer Card

Page 650.9 Appendix B Sample of a DoD WIC Overseas Program Participant
Profile Report/VOC Card

DEFINITIONS

Individual experiencing homelessness: A person who lacks a fixed and regular nighttime residence or whose primary nighttime residence is: a supervised publicly or privately operated shelter (including a welfare hotel, a congregate shelter, or a shelter for victims of domestic violence) designated to provide temporary living accommodation; an institution that provides temporary residence for individuals intended to be institutionalized; a temporary accommodation of not more than 365 days in the residence of another individual; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Instream migrant: A migrant farmworker or family member who comes into a clinic service area with the harvest stream and leaves the clinic service area, often mid-certification, for employment in the harvest of other crops or to return to her/his home base.

Migrant farmworker: An individual whose principal employment is in seasonal agriculture, who has been so employed in the last 24 months, and who establishes, because of that employment, a temporary abode.

Participant profile report/VOC card: The Department of Defense (DoD) WIC Overseas Program verification of certification (VOC) card which also serves as a participant profile report.

WIC Overseas Program: An overseas program like WIC implemented by the Department of Defense using DoD funds for members and dependents of active duty military personnel, civilian employees and contractors of the DoD living overseas, who are eligible for WIC.

WIC transfer card: A card verifying current eligibility which is issued to every participating member of a migrant farmworker family and to any WIC participant who is likely to move outside Oregon during their certification period, including individuals experiencing homelessness. This is also sometimes called a verification of certification (VOC) card.

Service area: The geographical area serviced by a local WIC Program.

State point of contact: Phone number that State and local agencies can use to obtain VOC information for transfer purposes. All State points of contact can be found here- <http://www.fns.usda.gov/wic/wic-contacts>.

PROCEDURE

Notification of the right to transfer

- 1.0 In order to ensure that all participants understand the availability, process, and purpose of the VOC, local agencies shall post at least one of the “Moving?” posters in each of their clinics.
 - 1.1 If a local agency prefers to develop their own poster to notify participants of the right to transfer, the poster will need to be approved per [◆420- Approval Process for Local Program Policies and Procedures](#)

Issuing WIC transfer cards

- 2.0 Local programs are required to issue WIC transfer cards to WIC participants in the following groups:
- Members of a migrant farmworker family Refer to [◆657- Migrant Farmworkers: Definition](#)
 - Members of a family experiencing homelessness Refer to [◆655- Homeless Applicants](#)
 - Any current participant who indicates at any time that they are likely to move out of state during their current certification period
 - WIC participants affiliated with the military who will be transferred overseas.

Completing a WIC transfer card

- 3.0 An individual transfer card should be printed for each participant. Local program staff and the participant or the participant's parent/guardian must sign the transfer card. The WIC transfer card will automatically include all the essential elements required for the card to be accepted as valid by the receiving WIC program. For more information on printing transfer cards, refer to the TWIST Training Manual, Chapter 3, Lesson 804--Transfers.
- 3.1. Local program confidentiality procedures must be followed if, at any time, the new local program requests information in addition to that necessary for program certification. Refer to [◆450—Confidentiality](#) for more information.

Transfer cards for WIC Overseas Program

- 4.0 WIC participants affiliated with the military who are transferred overseas and meet eligibility requirements are eligible to participate in the WIC Overseas Program until the end of their certification period.

Local program responsibilities

- 4.1. Issue WIC transfer cards to individuals affiliated with the military who are transferring overseas for continued benefits.
- 4.2. Inform participants that:
- There is no guarantee that the WIC Overseas Program will be operational at the overseas site where they will be transferred;
 - By law only certain individuals are eligible for the WIC Overseas Program;
 - Issuance of a WIC transfer card does not guarantee continued eligibility and participation in the WIC Overseas Program; and
 - Eligibility for the WIC Overseas Program will be determined at the overseas WIC service site. (Local WIC program staff are not responsible for screening and determining eligibility for the WIC Overseas Program.)
 - For more information on the WIC Overseas Program refer participants to The Department of Defense (DoD) official website of the Defense Health Agency, a component of the Military Healthy System called TRICARE <http://www.tricare.mil/wic/>.

Participant education

- 5.0 Give the completed WIC transfer card to participants who are likely to relocate outside of Oregon. Include the following information:
 - 5.1. Provide the name, address, and telephone number of the program serving the area to which the individual is moving, if known.
 - 5.1.1. Contact information for other state WIC programs in the US can be found on the FNS website at <http://www.fns.usda.gov/wic/wic-contacts>.
 - 5.2. Instruct the individual to present the WIC transfer card and their Oregon eWIC card to the local WIC program in her/his new location.
 - 5.3. Remind the individual to safeguard the WIC transfer card since it verifies proof of entitlement to WIC services.
 - 5.4. Inform the individual that immediate enrollment in the new local program may not occur if it is at maximum caseload.
 - 5.4.1. In this circumstance, the transferring participant will be placed at the top of the waiting list but will not receive program benefits until space becomes available. Refer to [◆475—Waiting List](#) for more information.

Acceptance of WIC transfer / VOC cards

- 6.0 Local programs must accept valid WIC transfer cards and WIC Overseas Program VOC cards presented at a WIC clinic by participants moving into Oregon. Participants holding VOC/transfer cards or participant profile reports have already been certified and have a right to complete their certification periods.
 - 6.1. At a minimum, the transfer card must show the following essential elements:
 - Participant name(s);
 - Date the participant was certified;
 - Date the current certification period expires.
 - 6.2. If the VOC/WIC transfer card from another state is missing essential elements or if the card is unavailable:
 - Call or FAX the original program for information. A list of all state WIC agencies is available at <http://www.fns.usda.gov/wic/wic-contacts>.
 - Contact information for site locations in the WIC Overseas Program is available on the TRICARE website at <https://tricare.mil/wic/>
 - A VOC/WIC transfer card that is missing essential elements cannot be used to transfer certification without additional information.
 - 6.3. Check for proof of residency and identity of the individual presenting the valid transfer/VOC card.
 - 6.3.1. If the participant does not have proof of residency and/or ID, eligibility pending is allowed and one month of benefit can be issued.

- 6.3.2. Individuals experiencing homelessness and unable to provide proof of residency shall be provide with a “No Proof” form to be completed and kept on file Refer to [◆ 616- Unavailable Proofs](#).
- 6.4. Provide continued WIC benefits to the participant until the end of the individual’s certification period if your program is not at its maximum caseload and does not have a waiting list.

Waiting list priority

- 6.5. If the local program is at maximum caseload and not accepting any new participants, a person transferring in with a valid VOC/WIC transfer card or participant profile report must be placed at the top of the waiting list. When an opening occurs, the transferring participant must be served ahead of all other participants, regardless of priority. Refer to [◆475—Waiting List](#).

VOC requests from other states

- 7.0 When the State Point of Contact or State App Support receives a request for a VOC from another state, App Support will complete the following:
 - 7.1. Terminate the participant(s) in the WIC data system.
 - 7.2. Print the appropriate transfer card/VOC(s) and fax to the requestor.
 - 7.3. Enter a note in the WIC Notes about the transfer.
 - 7.4. Email the local agency coordinator about the termination and transfer.

Enrollment and Benefit issuance for participants transferring into Oregon

- 8.0 Follow this procedure when enrolling a participant who transfers into your service area from another state or territory: Obtain the VOC/WIC transfer card or participant profile report from the participant and check to ensure that it contains the three essential elements necessary for enrollment listed in ¶6.1.
 - 8.1. Ask for any out of state EBT cards or vouchers to help you determine the months for which you should issue Oregon benefits. Cards or vouchers for unused benefits should be destroyed.
 - 8.1.1 If the participant does not have food instruments and it is unknown when the last benefits were issued, contact the sending agency to determine which months’ benefits should be issued. A list of all state WIC agencies is available at <http://www.fns.usda.gov/wic/wic-contacts>.
 - 8.1.2 Based on information received from the agency the participant is transferring from, the local agency shall provide a food package that ensures the participant receives the maximum monthly allowance for the current month taking into consideration redeemed benefits.
 - 8.1.3 If unable to reach the other State WIC program, contact App Support.
 - 8.2 Complete the transfer in the WIC data system. For more information refer to TWIST Training Manual Chapter 3, Lesson 804 - Transfers.
 - 8.3 Assign the appropriate food package, issue benefits, and schedule future appointments as needed.
 - 8.4 Issue an Oregon eWIC card.

- 8.5 Orient the participant to Oregon and local program procedures, including Oregon approved foods and how to shop with eWIC. Refer to [◆635—Participant Notification: Eligibility and Rights and Responsibilities](#) for information on providing program information to new participants.

Reports

- 9.0 Documentation of all transfer activity into a local program from outside the state may be retrieved by running the TWIST report titled, “Transfers In/Out of Oregon.”

Transfers within Oregon

- 10.0 Participants who indicate they are moving to another local program within Oregon will be transferred in the WIC data system and no transfer cards are needed. For more, see TWIST Training Manual, Ch. 3, Lesson 804 - Transfers.
 - 10.1. When a participant is moving from your clinic area to another Oregon clinic area, give them the name, address, and telephone number for the local WIC program serving the area to which they are moving and instruct them to notify the new program and request to be transferred electronically from the original program.
 - 10.2. When a WIC participant arrives at your program from another Oregon local agency:
 - 10.2.1. The gaining program is required to accept participants from another Oregon WIC program who relocate to their service area during their certification, even if that participant is a lower priority than the caseload currently being served. Participants who are currently active in the WIC data system have already been certified and have a right to complete their certification period.
 - 10.2.2. If the gaining program is at maximum caseload and not accepting any new participants, the transferring participant who is active in the WIC data system must be placed at the top of the waiting list. When an opening occurs, the transferring participant must be served ahead of all other participants regardless of priority. Refer to [◆475—Waiting List](#).
 - 10.2.3. Verify residence and identity of the individuals transferring.
 - 10.2.4. Verify and update the participant demographic information following completion of the transfer process. Issue benefits and schedule appointments as needed.
 - 10.2.5. Orient the participant to local program procedures, including food benefit issuance, system for notification of appointments, and nutrition education opportunities.
 - 10.2.6. Terminated participants may be transferred. Terminated participants within their certification period must be reactivated. Terminated participants whose certification period has expired may be transferred but must be recertified to screen for continued eligibility before WIC services can be provided.

Mailing WIC transfer cards to other WIC programs

- 11.0 Participants may request a WIC transfer card after they have already moved. Upon receipt of a verbal or written request, the local program must forward a completed WIC transfer card to the new local WIC program. To reduce barriers to the transferring participant, make every effort to respond to the request in a timely manner.
- 11.1. The essential information on a WIC transfer card may be released without a written authorization from the participant. Refer to [◆450—Confidentiality](#) for guidelines on release of information.

Mailing to participants

- 11.2. You may send a WIC transfer card directly to the participant only in situations when it does not seem practical to send it to the new WIC program or when the program location is unknown. The local program must take reasonable steps to confirm the identity of the individual and must mail the WIC transfer card in a DO NOT FORWARD envelope.

EXAMPLE: Participant Jane Doe calls the local program to inform them that she has left the state of Oregon. She is staying in a shelter temporarily and is not sure where she will settle in her new state. The local program questions Jane to confirm her identity:

- What are the names of your children on WIC?
 - What is your birth date?
 - What are your children's birth dates?
 - What was your last address in Oregon?
- 11.3. After you have confirmed the individual's identity, mail or FAX the completed WIC transfer card.

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
9/23/2020	Minor revisions
1/8/2021	Major revision

APPENDIX A

Sample of WIC Transfer Card

Participant Information

Name: Veronica Vida
WIC ID Number: 00753056-01
Date of birth: 2/12/2016

Eligibility Information

Date of Certification: 3/3/2018
Date Certification Period Ends: 3/31/2018
EDD:
Date of Last Benefit Issuance: 7/1/2018

Demographic Information

Height: 31' 0/8"
Weight: 23lbs 0oz
Height/weight collection date: 03/03/2018
Hematocrit (HCT):
Hemoglobin (HGB):
HCT/HGB Collection Date: 03/03/2018
Nutritional Risks: 115, 141

Contact Information

Local Agency Name/Number: Ford/57
Local Agency Address: 12 Health Dept. Ave., Ford, OR 97000
Local Agency Telephone: (503) 111-1002

Participant Signature _____

Date Signed _____

Local Agency Staff Signature _____

Date Signed _____

APPENDIX B:

Sample of Department of Defense WIC Overseas Program Participant Profile Report/Verification of Certification (VOC) Card

Address 1:		Address 2:	Participant Type:
Gender:	DOB:	Education:	Category:
Marital:		Unit Phone #:	Phone:
Participant ID:		Language:	Race/Ethnicity:
Spouse/Parent/Guardian Name:			Home Phone:
Address 1:		Address 2:	Unit Phone:
Annual Income:		Primary Source:	Econ. Unit:
Sponsor Name:			Home Phone #:
Sponsor Address 1:		Sponsor Address 2:	Unit Phone #:
Relationship:		UIC:	DEROS:
Authorized Proxy:			
Encounter Type:		WIC Site ID:	Begin Cert Date: End Cert Date:
Height: Weight: BMI:		Hematocrit:	Date of Measurement:
Nutrition Risks:		Priority:	EDD:
Nutrition Education:		Date Provided:	Health Care Source:
Food Prescription ID:			
FI One:		FI Two:	FI Three:
Food Instrument Issued for Dates:			
<p>Participant rights and obligations</p> <p>I have been advised of my rights and obligations under the program. I certify that the information I have provided for my eligibility determination is correct, to the best of my knowledge. I understand I have a right to appeal any decision that I disagree with. This certification form is being submitted in connection with receipt of Federal funds. Program officials may verify information on this form.</p> <p>I understand that intentionally making a false or misleading statement or intentionally misrepresenting, concealing or withholding facts may result in paying the State agency, in cash, the value of the food benefits improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.</p> <p>I hereby certify that I am not currently enrolled in any other WICO or WIC Program. I understand that to do so would be a deliberate misuse of program benefits and could result in loss of these benefits.</p>			
Participant or Parent/Guardian Signature:		Date:	Competent Professional Authority:
Print Name:			

