

# **ITCA WIC TRAINING PROGRAM**

## **Module 3:**

### **Collecting Certification Data**

*Identity, Residency and Income Determination*

**February 2012**

**ITCA WIC Knowledge Modules**

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# Instructions

To complete each competency unit complete the following steps:

1. Read the introduction.
2. Read each section.
3. Complete the Self-Evaluation at the end of each section.
4. If you have trouble answering the questions, read the section again or ask your director for more information.
5. Make arrangements with your director at the Skill Checks to demonstrate your ability to apply your knowledge in the clinic.
6. After you complete all of the Self-Evaluations and Skill Checks, make arrangements with your director to complete the Unit Assessment.
7. Submit the original Unit Assessment and Skill Checks to ITCA. Copies should be kept at the local agency.

# 3 – 1 Introducing WIC and Personal Data

## **Objectives**

After completing this section, you will be able to:

- ✓ Introduce WIC to a new WIC applicant at the certification visit.
- ✓ Collect the personal information from a WIC applicant and enter it into the computer (STARS).
- ✓ Identify the four eligibility criteria for qualification for the WIC program.
- ✓ Explain what a 'caregiver' is and what their responsibilities are.

## **Overview**

In Unit 1 of this series you learned about the services that the WIC program provides. WIC provides nutrition and breastfeeding education, nutritious foods, and referrals to health and social services. You also learned about the certification process and observed a certification in your agency.

Now it is time to put your knowledge to work! At the certification appointment you will need to explain some of this information to the WIC applicant. Some WIC applicants may have been referred to WIC by another agency or a friend. But, they may not know what WIC really is or how it works. It is your job to explain this to them.

## Introducing WIC

**When you explain WIC to a new applicant, you should cover all of the following:**

- ◆ Introduce yourself: Tell the applicant your name and title.
- ◆ Verify the reason they are at WIC: Clarify who will be getting certified at this visit and be sure that the applicant meets one of the categories for eligibility. The category will be the first eligibility criteria that you will use.
  - ✓ Pregnant woman
  - ✓ Breastfeeding woman up to 1 year after delivery.
  - ✓ Postpartum woman up to 6 months after the end of the pregnancy
  - ✓ Infant up to 1 year old
  - ✓ Child up to 5 years old
- ◆ Tell the applicant you are glad they are here to apply for WIC.
- ◆ Tell the applicant about the WIC program.
  - Explain the four eligibility criteria for qualification for the WIC program.
    - Categorically eligible
    - Live in service area
    - Income eligible
    - Nutritional risk
  - Explain the three services that the WIC program provides.
    - Nutrition and breastfeeding education
    - Nutritious foods
    - Referrals to health and social services
- ◆ Tell the applicant what will happen at this visit and how long it will take. Explain the steps in the certification process as outlined in Unit 1. Tell the applicant approximately how long this visit will last.
- ◆ Tell the applicant what he/she will receive at the end of the visit. Tell the client that he/she will receive checks that he/she can use to purchase foods at the grocery store.



- ◆ Tell the applicant what will happen during the certification period and after the certification ends. Explain that the applicant will come in every one to three months for nutrition education and checks. Also let the applicant know that when the certification period is over, they will either be recertified or terminated from the program.
  
- ◆ Ask the applicant if he/she has any questions so far.



## **Apply for WIC- New Family**

In order to schedule an appointment, complete a certification or do anything with a client in STARS, a record must be created for the client. This is usually done when the applicant calls to schedule an appointment or when they come into the clinic.

The first thing to enter is the applicant information.



## **Name, Date of Birth and Gender**

- ✓ The first piece of information you will need is the applicant's name. You can simply ask the person for this information. It is a good idea to repeat the information back to the client or use their proof of identity to ensure that the spelling of the name is correct. Be sure to include any titles such as Jr., Sr., III, etc in the name field.
- ✓ Enter the applicant's gender. Enter 'F' for female and 'M' for male.
- ✓ Enter the applicant's date of birth. Be sure to verify the birth date with the applicant or caregiver. The age will automatically fill in.

## **Category and Initial Contact Date**

- ✓ Enter the initial client category. Infants and children will automatically fill in with the correct category depending on the age of the child. You must enter the woman's category. Choose 'BF' for breastfeeding, 'PG' for pregnant and 'PP' for postpartum.
- ✓ The 'Initial Contact Date' will be automatically generated when you first enter the applicant information into the computer. This is the date that the applicant first requested WIC services. This date is important because federal regulations require that we let clients know of whether or not they are eligible for the program within a specified length of time.  
The following applicants must be notified of their eligibility or ineligibility within ten days
  - Pregnant Women
  - Infants < 6 months of age

- Migrant and farm workers and family members who plan to move from jurisdiction
- All other applicants must be notified of their eligibility or ineligibility within 20 days of the date of the first request of the WIC program.

## **Caregiver and Address**

- ✓ **Caregiver:** The caregiver is the person who will be coming to the appointments, signing any forms and cashing the checks at the store. For adults or adolescents, this is usually the actual client. However, in some instances, a mother, spouse, aunt, grandparent, etc. may be chosen as the caregiver of the adult woman. The caregiver of the child is usually the parent, foster parent, or other legal guardian of the child. In the case of children who are under the custody of the courts, the assigned caseworker can serve as the caregiver of the child.
- ✓ **Alternate caregiver:** An alternate caregiver may be selected for the group. This allows the group to have two people serve as caregivers. Both caregivers must be present and sign the ID folder and the WIC Rules and Regulations Form. For example, both parents can come to the certification appointment and sign the checks at the store. You will learn more about cashing checks in a later unit.
- ✓ **Telephone:** If there is a phone number, enter the phone number. If the applicant does not have a phone number, you can enter a message number. Notes may also be added. For example, you might enter 'only call in the mornings'.
- ✓ **Address:** If the individual is not homeless, enter the address of the individual. If the individual only has a P.O. Box and lives on the reservation, enter the P.O. Box address in the mailing address field, then select the village or city, where the client actually lives, in the street address section. For individuals not residing on the reservation or homeless, an actual physical address must be provided.

## **Homeless and Migrant Applicants**

- ✓ **Homeless:** If the person is a homeless individual, you will need to enter a '✓' next to homeless. A homeless person is defined as a person who lacks a fixed and regular nighttime residence; or whose primary nighttime residence is: a supervised publicly or privately operated shelter designated to provide temporary living accommodation; an institution that provided a temporary residence for individuals intended to be institutionalized; a temporary accommodation 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.

- ✓ **Migrant:** A migrant is someone whose principal employment is in agriculture on a seasonal basis, who has been employed as such within the last 24 months and who has established a temporary home during this employment. If the applicant is a migrant, enter a '✓' next to Migrant.

The STARS program generates the client ID when creating and saving a new client.





## Skills Check

1. Observe another staff member introducing WIC and the certification process to a new applicant.
2. Have the director observe you introduce yourself to an applicant, explain WIC, and collect personal information.

Item	Score	Max Points		Comments
Staff introduced self to client and provided an overview of WIC (include eligibility, risk, nutrition ed. etc.) or if client has been on WIC before asked if they understood everything (Best Practice)		3	N/A	

## 3 – 2 Number in Family and Income Determination

### ***Objectives***

After completing this section, you will be able to:

- ✓ Determine the household size of an applicant.
- ✓ Determine adjunctive eligibility of an applicant.
- ✓ Locate the income exclusions in the ITCA WIC State Plan.
- ✓ Determine whether an applicant is eligible based on income.
- ✓ Document income in computer (STARS).

## ***Economic Unit: Number in Family***

You must determine the 'Number in Family' when documenting income in STARS. This is defined as a person or group of people who may or may not be related who usually, although not necessarily, live together, whose income and use of goods is shared by the group. Each person is counted in the 'number in family'.

For example, a man and a pregnant woman who are not married are living with the woman's parents. The man has two children from a previous marriage who live with them. The woman's mother and the man support the family. The 'number in family' is six.

Another situation may be:

A woman lives with her sister and her brother-in-law. The woman receives TANF to support herself and her two children. The woman's sister and brother-in-law do not contribute to the support of the woman and her children. The woman buys her own food, clothing, diapers and other items. In this case, the 'number in family' is 3.

- In cases where a pregnant woman does not meet the income eligibility criteria, her unborn baby (or babies in the case of multiple pregnancies) can be counted as part of the number in family for income determination.
- Foster children who remain the legal responsibility of a welfare program or other state agency are considered a family of one.

## ***What is Adjunctive Eligibility?***

Income is determined based on the number in the family or whether the client is participating in certain other federal programs.

Adjunctive eligibility means that the applicant was determined eligible based on another program's determination. For example, if an applicant is already receiving food stamps, the food stamp program has determined that the person meets certain income guidelines. Since these guidelines are below the WIC income guidelines, the person is eligible for WIC also and does not need to provide proof of income.

The four programs that can be used for adjunctive eligibility are:

- Food Stamps or SNAP (Supplemental Nutrition Assistance Program): A program that provides money to purchase food items at approved stores.
- FDPIR: The Food Distribution Program on Indian Reservations is an alternative to the Food Stamp Program on reservations.
- AHCCCS: The Arizona Health Care Cost Containment System is the Arizona Medicaid program that provides health care to low income families.
- TANF: The Temporary Assistance to Needy Families Program provides cash assistance to families with children who are in need.

## ***Determining if a Client is Adjunctively Eligible***

The applicant must currently meet one of the following criteria in order to be adjunctively eligible for the program:

- ◆ Certified eligible to receive Food Stamps, AHCCCS, TANF or FDPIR.
- ◆ Have a family member(s) who is certified eligible to receive TANF or Food Stamps.
- ◆ Have a pregnant woman or infant in the family who is certified eligible to receive AHCCCS.
- ◆ Presumptively eligible (pending completion of the eligibility determination to receive TANF or Medicaid (AHCCCS)).

The applicant must show proof that they or a family member meets the above criteria. Acceptable forms of proof include:

- AHCCCS Automated Verification: Proof obtained by calling an automated telephone system.
- Telephone Verification: Proof obtained by calling a DES office
- Eligibility letter: Letter to the applicant indicating that they are on the program including the certification dates
- TANF or FSP activity printout: Automated printout with the client ID number matched to the client program ID for the specific program.
- DES Eligibility Printout: Printout indicating the client is on the program including dates

All of the following should be verified for the proof:

- For AHCCCS, determine which specific clients in the family are certified for the program.
- The client is in a current eligibility period for the program.
- For activity printouts, the printout should be dated within the last month.

If the client shows this proof, they are income eligible for the WIC program. Note that participation in AHCCCS is for individuals. The 'AHCCCS'

checkbox should be marked only next to the individual(s) showing proof. For all other programs, participation is for the whole family.

While income is still collected for all applicants, for those who are adjunctively eligible, the income is stated and no proof is required. The stated income is used for statistical purposes for USDA.

## Documenting Adjunctive Eligibility in STARS

1. Determine the 'Number in Family'. (Procedure above)
2. Put a ✓ next to the adjunct program for which they have proof.
3. Select the type of proof in the 'Adjunctive Income proof' dropdown.
4. Determine whether the client has an income source. Enter how they receive income in the 'Source Employment'.
5. Ask the client what their income is and enter this amount. Remember, if they have proof of the Adjunctive Income, they do not need proof of their other income source(s).
6. Enter the applicant's stated income and pay period
7. Select 'Adjunctively Eligible/Stated Income in the 'Proof' box.
8. Click 'Calculate Income Eligibility'.
9. Click 'Save'.



The following is an example of recording income for applicants in which both family members are on AHCCCS:

**Client Services 14.03.13 Kylesamovi Main (Hospital) WIC Clinic**

**Income Eligibility-Sue Doe**

Sue Doe DOB 10/21/2006 3 Years 10 Months  
 Client ID 10182521 WIC Category C Status Applicant Elig End

Test	Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/>	Sue Doe	WIC	Applicant		<input checked="" type="checkbox"/>	Income Eligible
<input checked="" type="checkbox"/>	John Doe	WIC	Active		<input checked="" type="checkbox"/>	Income Eligible

Number in Family  Zero Income  Total Monthly Income  Most Recent Test 03/18/10

Feed Stamps  TANF  FDIIR  Adjunctive Income Proof

Yes  Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS?  
 Note:

Yes  Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS?

Income Sources

Source Description  Average

Period	Every 2 Weeks	Jan	Feb	Mar	Apr	May	Jun
Amount	500						
Proof	Adjunctively Eligible/Stated Income						
		Jul	Aug	Sep	Oct	Nov	Dec

The following is an example of recording income for an applicant on Food Stamps:

**Client Services 14.03.13 Kykatomovi Main (Hospital) WIC Clinic**

**Income Eligibility-Sue Doe**

**Sue Doe** DOB 10/21/2006 3 Years 10 Months  
 Client ID 98982521 WIC Category C Status Applicant Elig End

Test Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/> Sue Doe	WIC	Applicant	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible
<input checked="" type="checkbox"/> John Doe	WIC	Active	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible

Number in Family 3 Zero Income  Total Monthly Income 1000 Most Recent Test 03/19/2010

Food Stamps  TANF  FDPBR  Adjective Income Proof Eligibility Letter

Yes  Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS?  
 Note:

Yes  Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS?  
 Note:

Income Sources

Source Description Employment Average  
 Period Twice Per Month  
 Amount 900  
 Proof Adjunctively Eligible/Stated Income  Self-Declared

Jan	Feb	Mar	Apr	May	Jun
<input type="text"/>					
Jul	Aug	Sep	Oct	Nov	Dec
<input type="text"/>					

## ***Documenting Income for American Indians living on the Reservation***

Indian families living on reservation lands are eligible for an alternative method of income determination according to USDA regulations. This means that if you can prove that the majority of Indian households in your service area have an income that is at or below 185% of poverty, you can simply ask the family for income, you do not need to see proof.

To improve WIC services, the ITCA WIC Program applied for special consideration as an Indian WIC agency and received approval to certify the income of Indian families living on reservations in which the majority of the Indian households in the local agency's service area have income at or below 185% of Poverty.

All of the local agencies qualified except the urban provider that was not eligible. However, the use of this policy is at the discretion of your local agency director and is not mandatory for your agency to implement. Check with your program director to find out if your agency is using the alternative method for income determination.

If your agency is using this method, follow the procedure listed below

- **Documentation:**
  1. Determine the 'Number in Family'. (Procedure above)
  2. Enter how they receive income in the 'Source Employment'.
  3. Enter the applicant's stated income and pay period
  4. Put a ✓ next to the 'Self-Declared' check box.
  5. Click 'Calculate Income Eligibility'.
  6. Click 'Save'.

A form will print for caregiver and staff signature. Check off the box stating 'I am an American Indian living on the reservation and my income is below 185% of the poverty level as shown to me by the WIC staff member.' The statement must be kept in the daily, weekly or monthly file.

The following is an example of recording income for an America Indian who resides on the reservation.

The screenshot shows a software application window titled "Client Services 14.03.13 Kyekeemovi Main (Hospital) WIC Clinic". The main window is titled "Income Eligibility-Sue Doe".

**Client Information:**  
 Client ID: 98182521 | WIC Category: C | Status: Applicant | Elg End: |  
 Name: Sue Doe | DOB: 08/21/2006 | Age: 3 Years 10 Months

**Family Members Table:**

Test	Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/>	Sue Doe	WIC	Applicant	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible
<input checked="" type="checkbox"/>	John Doe	WIC	Active	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible

**Form Fields:**  
 Number in Family: 3 | Zero Income:   
 Total Monthly Income: 666  
 Feed Stamps:  TAMF:  FDP/R:  Adjective Income Proof: [Dropdown]  
 Yes  Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS?  
 Yes  Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS?  
 Income Sources: [Add Income Source] [Delete Income Source]  
 Source Description: Employment | Period: Weekly | Amount: 300  
 Average: [Table with months Jan-Dec]  
 Proof: [Dropdown] | Self-Declared:

Buttons: Save, Cancel

## ***Income Determination***

If an applicant is not adjunctively eligible for WIC, the income must be determined. Income determination consists of two parts, the number in the family and the amount of income earned during a specific time period.

*\*All sources of income must be entered in STARS.*

Applicants should be gently questioned to determine whether all sources of the income in the family are being reported. Some questions to ask are:

- ◆ Is there anyone else in the household working?
- ◆ Did you bring the pay information for the other adults in the household who are working?
- ◆ If an applicant -  
In order to determine income, you need to know what is considered or counted as income for the WIC program.

### **The following items are considered income:**

- ✓ Money wages and salaries before any deductions
- ✓ Net receipts from nonfarm, self-employment
- ✓ Social Security payments
- ✓ Railroad retirement
- ✓ Unemployment compensation
- ✓ Strike benefits from union funds
- ✓ Workers and veterans' payments
- ✓ Public assistance (TANF, SSI, General Assistance & General Relief payments)
- ✓ Training stipends
- ✓ Alimony
- ✓ Child support
- ✓ Military family allotment, or family support from an absent family member
- ✓ Private pensions
- ✓ Government employee pensions (including Military retirement pay)
- ✓ Regular insurance or annuity payments
- ✓ Student financial assistance such as grants and scholarships for room/board and/or dependent care expenses, not to include student loans (See Attachment A for scholarships that are exempt)
- ✓ Grants
- ✓ Interest, net rental income, net royalties
- ✓ Periodic receipts from estates or trusts
- ✓ Net gambling or lottery winnings
- ✓ Capital gains
- ✓ Assets drawn as withdrawals from a bank

- ✓ Gifts and lump-sum inheritances
- ✓ Worker's compensation for lost wages
- ✓ Severance pay
- ✓ Insurance payments for "pain and suffering"



**The following items are not considered income:**

- ✓ Emergency assistance money
- ✓ Sale of property, a house, or a car and the money used to replace the same type of asset
- ✓ An employer-paid or union-paid portion of health insurance or other employee fringe benefits
- ✓ Food or housing in lieu of wages
- ✓ Food and fuel produced and consumed on farms
- ✓ Imputed value of rent for owner-occupied non-farm or farm housing
- ✓ Medicare, Medicaid, food stamps, and school lunches
- ✓ Housing assistance
- ✓ Certain student financial assistance received from any program funded in whole or part by Title IV of the Higher Education Act of 1965 as listed in Attachment A and other college scholarships for tuition, books, and supplies
- ✓ Value of child care block grant payments
- ✓ Military Housing Allotments for both on- and off-base housing

For additional information on income exclusions, refer to the state plan, Section Two, Chapter 1. Attachment A.

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**Note:**

The computer will automatically determine whether or not the applicant qualifies for the WIC program based on income.

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## Recording Income in STARS

In order to determine the income of the household, the weekly, monthly or annual gross income of each member of the household is added together. This income is compared to the income guidelines for the WIC program based on the household size. The household must have an income of less than 185% of the poverty guidelines in order to qualify for the WIC program.

1. Determine the 'Number in Family'.
2. Enter the all sources of income under 'Income Source'.
3. Enter the source of income under 'Source Description'
4. Select period: Weekly, Every 3 Weeks, Twice Per Month, Monthly, Annually, etc.
5. Enter gross income in 'Amount'
6. Select proof.
7. Click on 'Add Income Source' button to enter additional income.
7. Click 'Calculate Income Eligibility'.
8. Click 'Save'.

Client Services 14.05.13 Kykatomovi Main (Hospital) WIC Clinic

File Edit Services Client Check Issuance Clinic Admin Utilities Reports Window Help

Income Eligibility - Sue Doe

Group Members  
[Sue Doe](#)  
[John Doe](#)  
[Add New Member](#)

Quick Links  
[Client Homepage](#)  
[Notes](#)  
[Income Eligibility](#)  
[Proof/Residency/Client](#)  
[Dual Participation](#)  
[Race/Ethnicity](#)  
[Referrals](#)  
[Measurements](#)  
[Blood Work](#)  
[WIC Certification](#)  
[Health Interview](#)  
[Risk Factors](#)  
[Nutrition Education](#)  
[Immunizations](#)  
[Survey](#)

Sue Doe      DOB 08/21/2006    3 Years 10 Months  
 Client ID 00182521    WIC Category C    Status Applicant    Elig End

Test	Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/>	Sue Doe	WIC	Applicant	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible
<input checked="" type="checkbox"/>	John Doe	WIC	Active	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible

Calculate Income Eligibility

Number in Family     Zero Income     Total Monthly Income     Most Recent Test 03/18/2010

Feed Stamps     TANF     FDPHR     Adjective Income Proof

Yes  Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS?  
 Note:

Yes  Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS?  
 Note:

Income Sources    Add Income Source    Delete Income Source

Source Description	Employment - Mother	Average
Period	Weekly	Jan Feb Mar Apr May Jun
Amount	250	Jul Aug Sep Oct Nov Dec
Proof	Payroll Stub	
	Self-Declared <input type="checkbox"/>	

Source Description	Employment - Father	Average
Period	Every 2 Weeks	Jan Feb Mar Apr May Jun
Amount	600	Jul Aug Sep Oct Nov Dec
Proof	Payroll Stub	
	Self-Declared <input type="checkbox"/>	

Save    Cancel

Ready

## Seasonal Employment / Per Capita

People, who earn their income on a seasonal basis or for income received every set period of time, such as per capita received quarterly, shall have their income determined over a 12-month period. For example, per capita is received quarterly. The amount received is 2500 and is received in October, January, April and July. The total amount received for the year was \$10,000 annually or an average of \$833 monthly. Zeros must be placed in those months that income was not received.

1. Determine the 'Number in Family'.
2. Enter the source of income under 'Source Description'.
3. Enter the income amounts in the 'Average' box to the right. Enter '0' in the months in which there is no income.
4. The 'Period' will automatically default to 'average'.
5. Enter proof.
6. Click 'Calculate Income Eligibility'.
7. Click 'Save'.

Client Services 14.05.13 Kykatomov Main (Hospital) WIC Clinic

File Edit Services Clerk Check Issuance Clinic Admin Utilities Reports Window Help

Income Eligibility-Sue Doe

**Sue Doe** DOB 10/21/2006 3 Years 10 Months  
 Client ID 90182521 WIC Category C Status Applicant Elg End

Test	Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/>	Sue Doe	WIC	Applicant	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible
<input checked="" type="checkbox"/>	John Doe	WIC	Active	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible

Calculate Income Eligibility

Quick Links  
[Client Homepage](#)  
[Notes](#)  
[Income Eligibility](#)  
[Proof/Residency/Student](#)  
[Dual Participation](#)  
[Race/Ethnicity](#)  
[Referrals](#)  
[Measurements](#)  
[Blood Work](#)  
[WIC Certification](#)  
[Health Interview](#)  
[Risk Factors](#)  
[Nutrition Education](#)  
[Immunizations](#)  
[Survey](#)

Number in Family 3 Zero Income  Total Monthly Income 833 Most Recent Test 03/18/2010

Feed Stamps  TANF  FDPBR  Adjective Income Proof

Yes  Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS?  
 Note

Yes  Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS?  
 Add Income Source Delete Income Source

Income Sources

Source Description	Period	Average	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Per Capita	Average	833	2500	0	0	2500	0	0	2500	0	0	2500	0	0
Proof Tribal Per Capita Payment Stub														

Self-Declared

Save Cancel

Ready

## Unemployment or Zero Income

A person who becomes unemployed has an income of zero. For example, if a person was terminated from a job where they were earning \$50,000 per year the day before they came into the WIC clinic, the person has an income of zero.

Others may claim to have an income of zero; however, it is important to ask questions to ensure that the client is not receiving money from another source. Some questions you may need to ask are: “Does anyone give you any money?”, “Where do you get money for diapers, toilet paper, and other needs?”

If a client is truly not being supported by anyone and is not receiving any money from anyone, the way to document zero income for them is:

1. Determine the ‘Number in Family’.
2. Put a ✓ next to the ‘Zero Income’ check box. (The ‘Income Sources’ box will be grayed out.)
3. Click ‘Calculate Income Eligibility’.
4. Click ‘Save’.

A form will print for caregiver and staff signature. Check off the box stating ‘I have no income. I get my food, shelter and other needs from \_\_\_\_\_.’ The client will write in where he/she receives these items. The statement must be kept in the daily, weekly or monthly file.

The screenshot shows the 'Income Eligibility' form for Sue Doe. The form includes the following fields and options:

- Client Information:** Sue Doe, DOB 10/21/2006, 3 Years 10 Months, Client ID 10112521, WIC Category C, Status Applicant, Elg End.
- Test Family Member Table:**

Test	Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/>	Sue Doe	WIC	Applicant		<input type="checkbox"/>	
<input checked="" type="checkbox"/>	John Doe	WIC	Active		<input type="checkbox"/>	

- Number in Family:** 3
- Zero Income:**
- Total Monthly Income:** 0
- Income Sources:** Feed Stamps, TANF, FDIIR, Adjective Income Proof (grayed out).
- Notes:** Two questions with 'Yes' checkboxes:
  - Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS?
  - Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS?
- Buttons:** Calculate Income Eligibility, Add Income Source, Delete Income Source, Save, Cancel.

## No Proof of Income at Certification

If the client does not have proof of income at the time of certification, income will still be calculated, but the client proof of income field should be left blank. Only one month of checks will be issued to the client. The client should be told that he/she must bring the proof of income to the WIC clinic within 30 days or he/she will be issued a Notification of Ineligibility Form and will be disqualified from the program.

1. Determine the 'Number in Family'.
2. Enter the all sources of income under 'Income Source'.
3. Enter the source of income under 'Source Description'.
4. Enter period: Weekly, Every 2 Weeks, Twice Per Month, Monthly, Annually, etc.
5. Enter gross income in 'Amount'.
6. Leave 'Proof' blank
7. Click 'Calculate Income Eligibility'. (A pop up will appear stating that you didn't enter proof of income. Click the 'OK' button.)
8. Click 'Save'.

The screenshot shows the 'Income Eligibility' form for Sue Doe. The client's information includes: Client ID 98982521, WIC Category C, Status Applicant, and Eligibility End. The form lists two family members: Sue Doe (WIC Applicant, Income Eligible) and John Doe (WIC Active, Income Eligible). The 'Total Monthly Income' is entered as 1023. The 'Income Sources' section shows 'Employment' with a period of 'Every 2 Weeks' and an amount of 600. The 'Proof' field is blank. The 'Average' grid shows monthly income values for each month of the year.

Source Description	Employment	Average
Period	Every 2 Weeks	Jan Feb Mar Apr May Jun
Amount	600	Jul Aug Sep Oct Nov Dec
Proof		

## Inability to Provide Proof of Income

In certain rare situations where an applicant is unable to provide written documentation of income (such as homeless persons, migrant farm workers or people who work for cash) the applicant may self-declare income. The income source and amount is recorded in STARS. The proof of income field is left blank and the self declared box is marked. The client and staff member will sign the Self Declaration of Income Form. This form must be kept in the daily, weekly or monthly file.

1. Determine the 'Number in Family'.
2. Enter how they receive income in the 'Source Description'.
3. Enter the applicant's stated income and pay period
4. Put a ✓ next to the 'Self-Declared' check box.
5. Click 'Calculate Income Eligibility'.
6. Click 'Save'.

A form will print for caregiver and staff signature. Check the appropriate box. The statement must be kept in the daily, weekly or monthly file.

**Client Services 14.05.13 Kykatomovi Main (Hospital) WIC Clinic**

File Edit Services Client Check Issuance Clinic Admin Utilities Reports Window Help

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**Income Eligibility-Sue Doe**

**Sue Doe**      DOB 10/21/2006    3 Years 10 Months  
 Client ID 98182521    WIC Category C    Status Applicant    Elg End

Test	Family Member	Program	Status	Foster Child	AHCCCS	Income Eligible
<input checked="" type="checkbox"/>	Sue Doe	WIC	Applicant	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible
<input checked="" type="checkbox"/>	John Doe	WIC	Active	<input type="checkbox"/>	<input type="checkbox"/>	Income Eligible

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**Quick Links**  
[Client Homepage](#)  
[Notes](#)  
[Income Eligibility](#)  
[Proof-Residency/Eligibility](#)  
[Dual Participation](#)  
[Race/Ethnicity](#)  
[Referrals](#)  
[Measurements](#)  
[Blood Work](#)  
[WIC Certification](#)  
[Health Interview](#)  
[Risk Factors](#)  
[Nutrition Education](#)  
[Immunizations](#)  
[Survey](#)

**Number in Family** 3     Zero Income    **Total Monthly Income** 1000    [Most Recent Test 03/19/2010](#)

Feed Stamps     TAMF     FOPIR     Adjuvative Income Proof

Yes  Is the applicant a member of a family in which there is a pregnant woman who is receiving or participating in AHCCCS ?

Yes  Is the applicant a member of a family in which there is an infant who is receiving or participating in AHCCCS ?

**Income Sources**       

Source Description	Period	Amount	Proof	Average											
Employment	Every 2 Weeks	500	<input checked="" type="checkbox"/> Self-Declared	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Ready



## Self-Evaluation

1. List the four criteria for adjunctive eligibility.
  
2. Describe the procedure for recording income when an applicant shows proof she receives Food Stamps with her eligibility letter.
  
3. Answer True or False to the following income statements.
  - a. An applicant shows you her eligibility for AHCCCS. In the computer you enter 'Adjunctively Eligible/State Income' as the proof of income source.
  - b. A client cannot be given her first month of checks because she forgot to bring proof of income. (She has not received checks prior to this visit).
  - c. An applicant cannot provide proof of income because she only receives cash and has no pay stubs. You record the amount she tells you in the income source but leave the proof blank. You then mark the 'Self-Declared' checkbox. You tell her to fill out the 'Self-Declared Form and file it in the weekly or monthly file.
  
4. Write the correct 'Number in Family' or household size next to each description.
  - a. Janet is a single mother with two children. She lives with her sister, brother-in-law and their three children. Janet does not have any income. The brother-in-law works to support the family. What is the 'Number in Family' or household size?
  - b. Maria has brought Bobby, her foster child, in to get him on WIC. She is married and has two children. Her husband works to support the family. What is the "Number in Family" or household size?
  - c. Jerry and his pregnant wife, Donna, have come in to apply for WIC for Donna and their two children. Jerry's elderly mother who also lives with them, has an income and supports herself. What is the 'Number in Family' or household size?



## Skills Check

1. Have the director observe you document an applicant's income in the computer (STARS).

Item	Score	Max Points		Comments
Verified by one of the following: ◇ Proof of participation in AHCCCS, Food Stamps, or TANF, FDPIR ◇ Pay stubs or other documentation ◇ Special circumstances (& completed form)		3	N/A	
Documented correctly (source, amount and proof or self-declared form)		3	N/A	
Total	/	6		

## 3 – 3 Ineligibility

### ***Objectives***

After completing this section, you will be able to:

- ✓ Record applicant ineligibility in the STARS system.
- ✓ Provide the ineligible applicant with information on fair hearings and civil rights.

## Ineligibility Letter

When an applicant or client is determined to be ineligible for the WIC program during a certification visit, he or she will be advised in writing of this.

- ◆ An applicant may not be eligible for a variety of reasons. Some applicants don't meet the income guidelines; others may not have a nutritional risk.
- ◆ Clients may be found ineligible at a certification if they have had an increase in income, are no longer categorically eligible, or they no longer have a nutritional risk.

Applicants who are found ineligible for the program at certification must be informed in writing of the ineligibility, the reason for ineligibility and the right to a fair hearing. This information is on the Notification of Ineligibility Form, which is printed out from STARS. The form must be signed by the WIC staff member and given to the client or caregiver.

- If the applicant is over income, STARS will prompt you to print out the Notification of Ineligibility Form. For any other reason refer to the procedures below.
- Be sure to discuss the information regarding fair hearings.

## Notification of Certification Ending

Clients must be notified at least fifteen days in advance of the expiration of a certification. Most agencies tell the client that the certification will expire at the monthly appointment prior to expiration. For example, a client seen on July 13th should be informed that the certification would expire the following month on August 15th, rather than at the next appointment on August 12th. At this time a Notification of Ineligibility Form should be printed from STARS and explained to the client or caregiver.

On rare occasions a client may be disqualified from the program during a certification for administrative reasons such as program abuse. You can ask your director about local agency policies that warrant disqualification from the program.



### **Procedures:**

1. Select 'Terminate WIC Client' from the Clinic menu.
2. Review the information on the Terminate Client window to ensure the correct client is being terminated.
3. **Verify the Termination Date.** The date defaults to the current date if no checks were issued. Staff will change the date to the appropriate termination date of the client. If checks were issued, the Effective Termination Date is automatically set to the latest 'Last Use Date' on the checks.

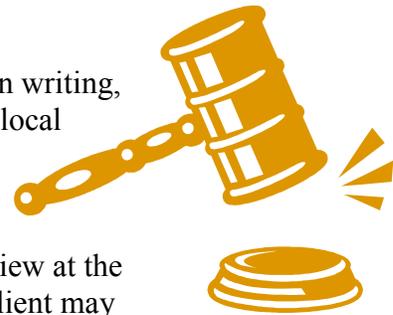
4. Select the 'Termination Reason'.
5. Click the 'Terminated Letter' checkbox to print a termination letter for the client.
6. Click 'Save'.
7. Read or have the caregiver read the information regarding fair hearings.

## Referral of Ineligible Applicants

Applicants who are found ineligible for the WIC program should be referred to other agencies that may be able to assist them. You will be learning more about referrals in a later unit.

## Fair Hearings

Any WIC applicant/client may appeal, verbally or in writing, within 60 days of notification of ineligibility or the local agency's decision to stop benefits. If an applicant/client wishes to dispute a local agency decision to deny benefits, the applicant/client may choose to either have an informal "show cause" review at the local agency level or a fair hearing. An applicant/client may choose to have a fair hearing after a "show cause" review.



If the client appeals the local agency decision to deny benefits within the 15 days between notification and termination of benefits, the client will continue to receive the benefits until the hearing official reaches a decision or the certification expires. However, applicants who are denied benefits at initial certification or because their certification expired, do not receive benefits while awaiting the hearing.

### ***Procedures:***

1. The applicant/client may request the hearing by writing or speaking to the local agency director or ITCA WIC Director. If the request is made to the local agency, the local agency director must inform the ITCA WIC Director within 2 days of the request and provide copies of relevant client records.
2. The ITCA WIC Director will notify the hearing officer, the Executive Director of ITCA, of the request and provide all relevant documentation.
3. The hearing must be scheduled within 3 weeks of the request.
4. A written notice of the place, date and time of the hearing will be provided to the client ten (10) days before the hearing. The client or the client's designated representative such as a spouse, friend,

relative or legal counsel may present arguments on behalf of the client at the hearing.

5. The hearing officer will assure that the applicant/client or their representative is given the opportunity to:
  - Present relevant evidence as to why he/she feels he/she should receive benefits;
  - To examine the evidence presented against him/her;
  - To cross-examine adverse witnesses;
  - To be presented by an attorney or other persons;
  - To bring witnesses;
  - To advance arguments without interference.
6. The Executive Director will review all evidence and make a decision based exclusively on the hearing record.
7. Within 45 days of the request for the hearing, the Executive Director, Inter Tribal Council of Arizona, Inc. will notify the individual in writing of the decision.
8. Benefits will be restored at the time of the notification if the decision is in favor of the individual. If the decision is in favor of the Inter Tribal Council of Arizona, Inc. WIC Program, any benefits will be discontinued at the time of the next scheduled check issuance.
9. The Executive Director will inform the individual of rights to a judicial review of the decision when all ITCA review procedures have been exhausted.



## ***Self-Evaluation***

1. A client whose certification is going to expire must be told \_\_\_\_\_ days in advance.
2. An applicant/client has \_\_\_\_\_ days from the day of notification of ineligibility to request a fair hearing.
3. How does a client/applicant request a fair hearing?
4. Describe how to print a Notification of Ineligibility form from STARS.

## **Answer Key to Self-Evaluations**

### **3-1**

1. In STARS, enter the PO Box in the mailing address and enter the village or city in the street address.
2. An alternate caregiver may be selected in the group and enter into STARS. This allows the group to have two people serve as the caregiver. Both caregivers must be present and sign the ID folder and receive the WIC rules and regulations.
3. Categorically eligible, live in service area, income eligible, and nutritional risk

### **3-2**

1. Certified eligible to receive food stamps, AHCCCS, TANF or FDPIR; family member who is certified eligible to receive TANF; pregnant woman or infant in the family who is certified eligible to receive AHCCCS; and presumptively eligible for TANF or AHCCCS.
2. Determine the number in the family; put a ✓ next to the Food Stamps; select 'Eligibility Letter' in the Adjunctive Income Proof dropdown; enter the applicant's stated (self-declared) income source, amount and period in the "income source"; then enter 'Adjunctively Eligible/Self-Declared' in the 'Proof' box. Finally click 'calculate income eligible' then save.
3.
  - a. True
  - b. False. The client may be issued one month of checks. Staff will leave the proof of income source blank in the computer until she brings proof.
  - c. True
4.
  - a. Eight
  - b. One
  - c. Four, five if the unborn baby is counted.

### **3-3**

1. At least fifteen
2. Sixty
3. Request one in writing or verbally from the local agency or ITCA WIC Administrator
4. Select 'Terminate WIC Client' from the Clinic menu; verify the termination date; select the termination reason; click the 'Terminated Letter' checkbox.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_/60 points

Percent correct: \_\_\_\_\_

## **Unit 3: Household Information and Income Determination Unit Assessment**

DIRECTIONS: Circle the correct answer.

**(4 points each)**

1. Which of the following would make a person ineligible for the WIC program?
  - a. Pregnant woman
  - b. Newborn infant
  - c. Child less than five
  - d. Woman breastfeeding a 15 month old
  
2. The first thing you should say to a new applicant is:
  - a. Greet them and introduce yourself.
  - b. Verify that they are here to get on WIC.
  - c. Ask them why they have come to WIC.
  - d. Make sure that they meet one of the categories.
  
3. Which of the following will be entered as proof of income source when documenting adjunctive eligibility?
  - a. Payroll stub
  - b. Accounting/Self Employment Records
  - c. Adjunctively Eligible/Stated Income
  - d. Any of the above
  
4. Which of the following can be a caregiver?
  - a. Teenage client
  - b. Foster parent
  - c. Aunt, uncle or grandparent
  - d. Parent
  - e. All of the above
  
5. An applicant is adjunctively eligible if:
  - a. They are receiving Food Stamps, TANF or AHCCCS
  - b. They have a family member receiving TANF
  - c. They have a pregnant woman or infant in the family who is receiving AHCCCS
  - d. All of the above

6. Which of the following is NOT counted as income in the WIC program?
  - a. Money earned by babysitting
  - b. Gambling winnings
  - c. College scholarships for tuition and books
  - d. Money given as a gift
  
7. All of the following are reasons of ineligibility for the WIC program, EXCEPT
  - a. Not categorically eligible
  - b. Income exceeds WIC guidelines
  - c. No nutritional risk identified
  - d. Currently participating in the Food Stamp Program
  
8. The self-declared box is checked on the income screen in which of the following situations?
  - a. The caregiver receives cash from babysitting.
  - b. The caregiver is an American Indian living on the reservation and makes less than the WIC income requirement for household size.
  - c. The caregiver's significant other is paid in cash.
  - d. All of the above
  
9. Which of the following will be checked in STARS when an applicant becomes unemployed and has no income?
  - a. Self-Declared
  - b. Zero Income
  - c. AHCCCS Adjunctively Eligible/Stated Income
  - d. None of the above
  
10. When do you need to notify an active client that their certification is ending?
  - a. 45 days in advance
  - b. 30 days in advance
  - c. 15 days in advance
  - d. No advance notice is required

Mark the following statements T for True and F for False.

(2 points each)

- \_\_\_\_\_ 11. It is a good idea to explain what will happen during the certification visit at the beginning of the visit.
- \_\_\_\_\_ 12. Income must be recorded even if an applicant is on Food Stamps.
- \_\_\_\_\_ 13. Gambling winnings are not considered income.
- \_\_\_\_\_ 14. If an applicant sells something such as a car or home, this should be counted as income.

- \_\_\_\_\_ 15. If a client provides a valid AHCCCS eligibility letter and a paystub, the pay stub is entered as the proof of income.
- \_\_\_\_\_ 16. A fifteen-month-old child on AHCCCS will make the whole family income eligible.
- \_\_\_\_\_ 17. A person who lives in a shelter is not considered homeless.
- \_\_\_\_\_ 18. The caregiver is the person who signs the rights and responsibilities form and ID folder, comes to the WIC appointments and uses the checks in the store.
- \_\_\_\_\_ 19. The street address field is left blank in the computer if a PO Box is recorded in the mailing address.
- \_\_\_\_\_ 20. The computer system, STARS, prompts the CNW to print a Notification of Ineligibility Form when an applicant is determined over income.