

## Appointment Types

In STARS	Type	When?	What?	How Long?
CL	Class	Can be used in place of NE appointments	<ul style="list-style-type: none"> <li>Complete and document a class</li> </ul>	~30 min
EC	Exit Counseling	The last appointment in a certification period for a PP or BF client	<ul style="list-style-type: none"> <li>Provide the exit counseling book</li> <li>Discuss one of the exit counseling topics</li> </ul>	~15 min
FA	Family Appt	As needed	<ul style="list-style-type: none"> <li>Client does not need an appointment but another family member does.</li> <li>Issue benefits to keep family on the same benefit issuance schedule.</li> </ul>	<5 min
FV	Foster Verification	<p>Monthly</p> <p>When other appt types are not needed, such as NE, HW, MC, etc.</p>	<ul style="list-style-type: none"> <li>Verify verbally that foster child is still with foster family.</li> <li>Distance issue benefits</li> <li>Notify caregiver of issuance and mail benefit list (if applicable)</li> </ul>	~ 10 min
HA	Health Assessment	Infants 9-11 months of age	<ul style="list-style-type: none"> <li>Length and weight (show growth grids)</li> <li>Hemoglobin</li> <li>Nutrition assessment, modified</li> <li>Risk assignment</li> <li>Follow-up on referrals</li> <li>Nutrition education</li> </ul>	~ 20 min
HB	Hemoglobin	<p>Typically used for postpartum and breastfeeding women</p> <p>Can be used when rechecking a low hemoglobin at certification or mid-cert</p>	<ul style="list-style-type: none"> <li>Length or height and weight</li> <li>Hemoglobin</li> <li>Breastfeeding assessment, if applicable</li> <li>Nutrition education, if applicable</li> </ul>	
HW	Height & Weight	Typically used for infant or pregnant woman NE appointments	<ul style="list-style-type: none"> <li>Reminder to take length or height and weight (show growth grids or prenatal weight gain grids)</li> <li>Modified nutrition assessment is required</li> <li>Nutrition Education</li> </ul>	~15 min
MC	<p>Mid-Certification</p> <p>(Infants, children and breastfeeding women)</p>	<p>Generally 6 months after certification</p> <p>Infant 6-8 months of age</p>	<p><b>Follow the Mid-Certification Guide.</b></p> <p>Includes but is not limited to the following:</p> <ul style="list-style-type: none"> <li>Height or length and weight (show growth grids)</li> <li>Hemoglobin (if applicable)</li> <li>Nutrition assessment</li> <li>Referrals</li> <li>Nutrition education</li> </ul>	~20 min
NC / NI	New Certification/ New Infant Certification/	NC - 1 <sup>st</sup> appointment with WIC	<p><b>Follow the certification Guide.</b></p> <p>Includes but is not limited to the following:</p> <ul style="list-style-type: none"> <li>Income eligibility</li> </ul>	~30 min for 1 <sup>st</sup> client and 15 min for

		Used to determine eligibility	<ul style="list-style-type: none"> <li>• Residency &amp; Identification</li> <li>• Height or length and weight (show growth grids or prenatal weight gain grid)</li> <li>• Hemoglobin (if applicable)</li> <li>• Immunizations (children ≤2 years old)</li> <li>• Substance abuse education (All PG moms &amp; once ever for other clients)</li> <li>• Nutrition assessment</li> <li>• Referrals</li> <li>• Nutrition education</li> </ul>	each extra client
NE	Nutrition Education	Generally 3 months after certification and MC	<ul style="list-style-type: none"> <li>• Provide and document NE</li> </ul>	15-20 min
PC	Breastfeeding peer counselor	As needed	<ul style="list-style-type: none"> <li>• Client will meet with breastfeeding peer counselor</li> </ul>	Per BFPC
PN	Proofs Needed	Month following certification	<ul style="list-style-type: none"> <li>• Determine and Document Proof of missing eligibility item (\$, Address, ID)</li> </ul>	~ 5 min if nothing else is needed
RC	Re-certification	<p>RC- completed in the month the current certification period ends</p> <p>Used to determine eligibility</p>	<p><b>Follow the certification Guide.</b> Includes but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Income eligibility</li> <li>• Residency &amp; Identification</li> <li>• Height or length and weight (show growth grids or prenatal weight gain grid)</li> <li>• Hemoglobin (if applicable)</li> <li>• Immunizations (children ≤2 years old)</li> <li>• Substance abuse education (All PG moms &amp; once ever for other clients)</li> <li>• Nutrition assessment</li> <li>• Referrals</li> <li>• Nutrition education</li> </ul>	~30 min for 1 <sup>st</sup> client and 15 min for each extra client
RD	Registered Dietitian (RD)	Month following identification of High Risk	<ul style="list-style-type: none"> <li>• Schedule with RD</li> </ul>	~ 30 min
SF	Special Formula	N/A	<ul style="list-style-type: none"> <li>• Client / caregiver needs to provide a completed special formula authorization and nothing else is needed, including nutrition education</li> </ul>	~ 10 min
TI/TO	Transfer In/Transfer Out	A client is coming to your clinic from another agency OR is transferring from your agency to somewhere else	<p>TI- Transfer in from In State (another ITCA program) and view file OR from Out of State and enter info on VOC form</p> <p>TO- Print VOC form</p>	Variable
WS	WIC SMART	Can be used in place of NE appointments	<ul style="list-style-type: none"> <li>• Assign module(s) at previous appointment</li> <li>• Verify that a module was completed</li> <li>• Distance issuance benefits</li> <li>• Notify caregiver of issuance and mail benefit list (if applicable)</li> </ul>	~15 min