

WIC Clerical Training

2026

Housekeeping



Please mute microphone when not speaking.



Recommend cameras on when possible.



Participating in polls and discussions is key for learning.



Questions encouraged throughout.



Continuing education available for nurses, RDs, and other health care professionals.



Agenda: Virtual Training

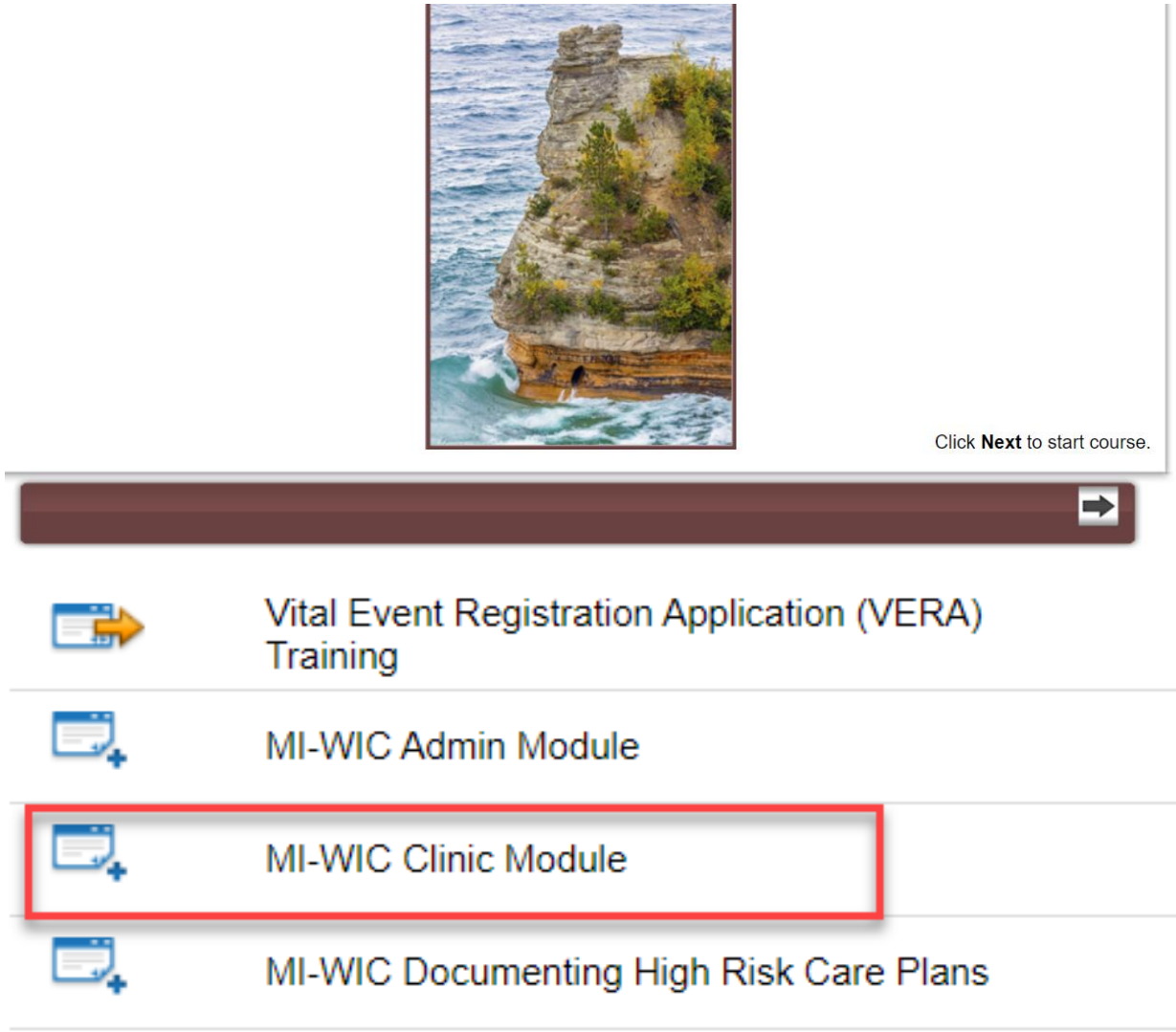
- 2 DAYS FROM 8:30AM – 12:30PM EACH DAY.
- PLEASE LOG-IN USING THE ZOOM LINK PROVIDED IN YOUR CONFIRMATION E-MAIL 10-15 MINUTES PRIOR, TO ENSURE THAT YOUR TECHNOLOGY IS WORKING. CAMERAS AND MICS ARE REQUIRED.
- ALL MATERIALS ARE PROVIDED ON THE WEBSITE UNDER ‘WIC CLERICAL TRAINING BINDER’.

  Clerical Training – MI WIC Events

Clerical Training Pre-requisites

Please complete the MI-WIC Clinic Module located at Main (coursemill.com).

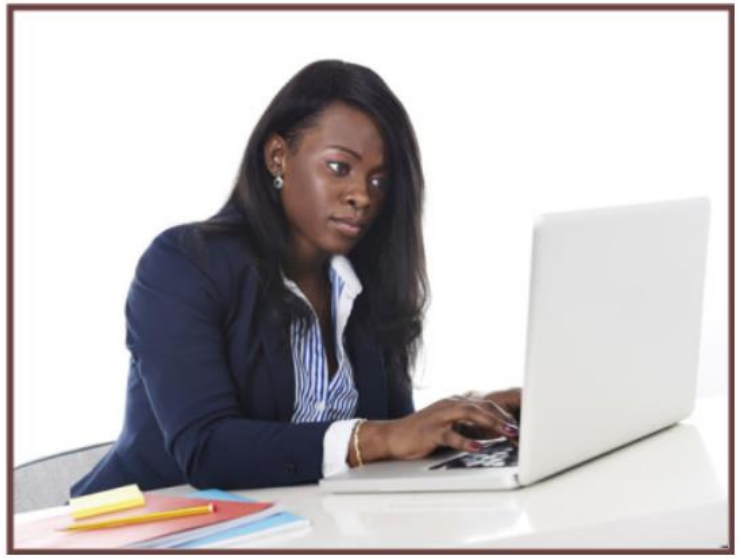
- Same location where you complete the Civil Rights Training:



MI-WIC Clinic Module

This online course is designed for all new WIC clinic staff. This course will take about 3 hours to complete. This course demonstrates how to access and navigate in the MI-WIC system, search and schedule clients, and provides a high-level overview of the MI-WIC screens. You will learn about:

- Lesson 1 - Accessing the System
- Lesson 2 - MI-WIC Navigation
- Lesson 3 - Searching
- Lesson 4 - Scheduling
- Lesson 5 - Certification Screens (Guided Script)
- Lesson 6 - Mid Certification
- Lesson 7 - Cert Action Screen In-Depth
- Lesson 8 - EBT Cards In-Depth
- Lesson 9 - Food Package Information
- Lesson 10 - Benefits in More Detail
- Lesson 11 - Notes and Alerts
- Lesson 12 - Message Board, Communications, and Reports
- Lesson 13 - Transfers



Now that you know how to move around the course, let's get started!

Join the Clerk/Tech Workgroup

Clerk/Tech Workgroup

Meets 4-5x/year via Teams
from *2:00-3:00 p.m.*

- Training Workgroups – MI WIC Events

Contact: **Cheryl Bernard, MPA**
Public Health Consultant
Bernardc@michigan.gov
517-335-9561



Learning Goals

By the end of this training, participants will be able to:

- Demonstrate knowledge in addressing barriers to program services (i.e., Language).
- Describe how to determine program eligibility requirements.
- Demonstrate knowledge of clerical functions in the MI-WIC environment.
- Describe best practices to provide customer service to clients and team members.
- Discuss how to recognize and understand cultural differences.





What do you want out of this training?

Federal Program

Special Supplemental Food Program for Women, Infants and Children. ***Since 1974***





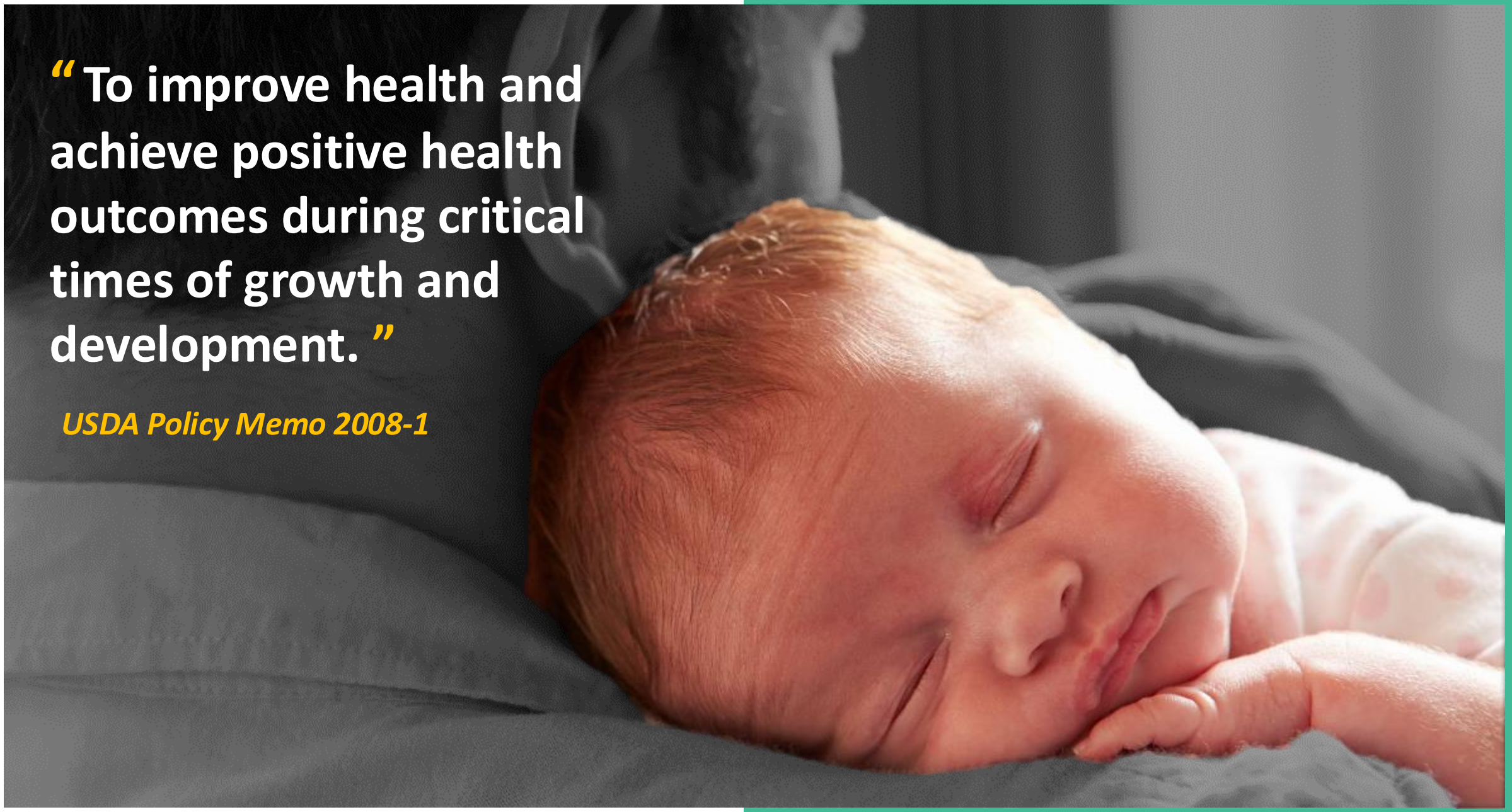




The Purpose Of WIC

is to provide Nutrition support to low-income women, infants, and children through education and strategies For healthy diet, supplemental foods, referrals, and breastfeeding Promotion and support.



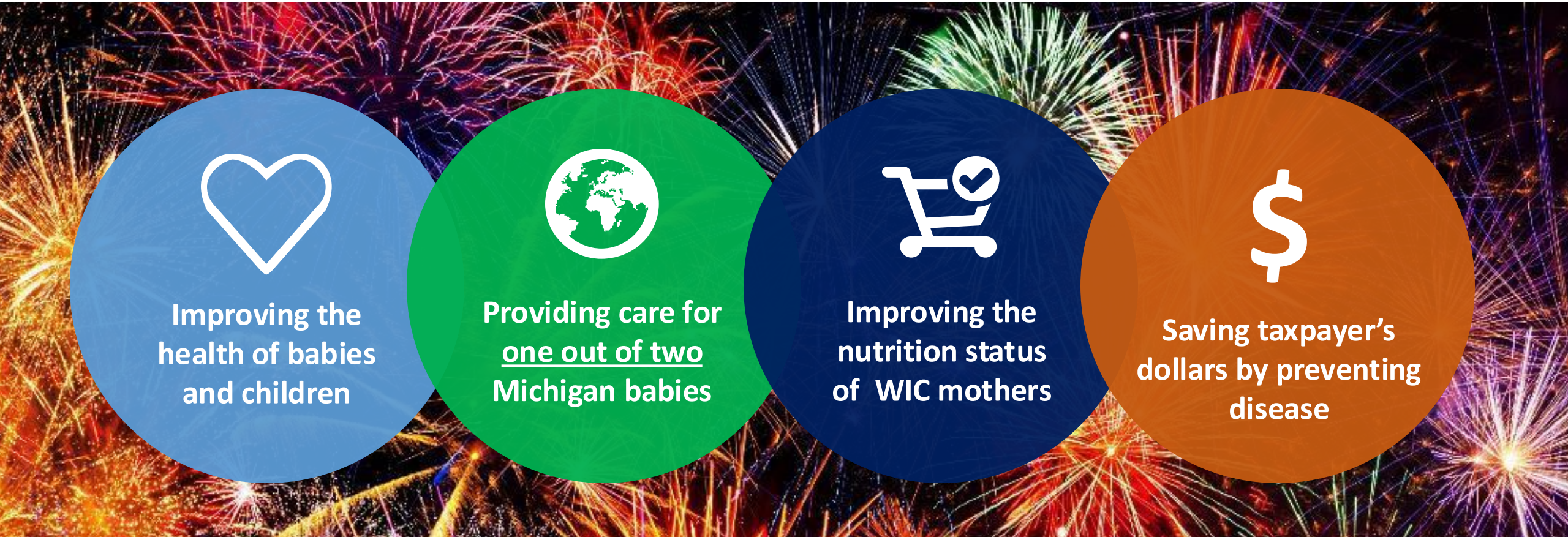

“To improve health and achieve positive health outcomes during critical times of growth and development.”
USDA Policy Memo 2008-1

50 Years Of Success

Directors of first impressions

MISSION STATEMENT:

To improve health outcomes and quality of life for eligible women, infants and children by providing nutrition education, breastfeeding promotion and support, nutritious food, and referrals to health and other services.



“The vision of the Michigan WIC Program is to have a major impact on improving health outcomes for clients, be recognized as a national leader, and achieve excellent satisfaction as viewed by the clients and the general public.”



Vision Statement

WIC

State Objectives 2024-2028

1. **Increase**
   BF initiation from 67.8% to 70.5% and 6-month Duration 35% to 38.6%
2. **INCREASE**
   1st trimester entry to WIC from 28.7% to 32.9%
3. **INCREASE**
   Ideal prenatal weight gain from 29.4% to 31%
4. **DECREASE**
   Low hemoglobin in children from 18.7% to 18%
5. **DECREASE**
   the prevalence of early Childhood obesity in children 2-5 years of age from 13.7% to 12.7%
6. **Reduce**
   Low birth weight from 10.4% to 8%



Welcome

Remember **YOU** are the **DIRECTORS** of **FIRST IMPRESSIONS**

GREETING

Set a good tone for the WIC visit

SIGN-IN PROCEDURES

Confidentiality



Part 1

GETTING TO KNOW WIC

WIC

Goals of WIC

- **PROMOTE** Breastfeeding
- **PROVIDE** Nutrition Education
- **PROVIDE** Supplemental Foods
- **PROVIDE** Referrals for Health Services

Other Things You May Do As A WIC Clerk



- Order Forms
- Provide Documentation
  (Ineligibility Notices, Issuing EBT Cards)
- Inventory
  (EBT, Forms, Equipment)
- Caseload
- Process Terminations
- Run reports



MI-WIC Michigan's Management Information for WIC

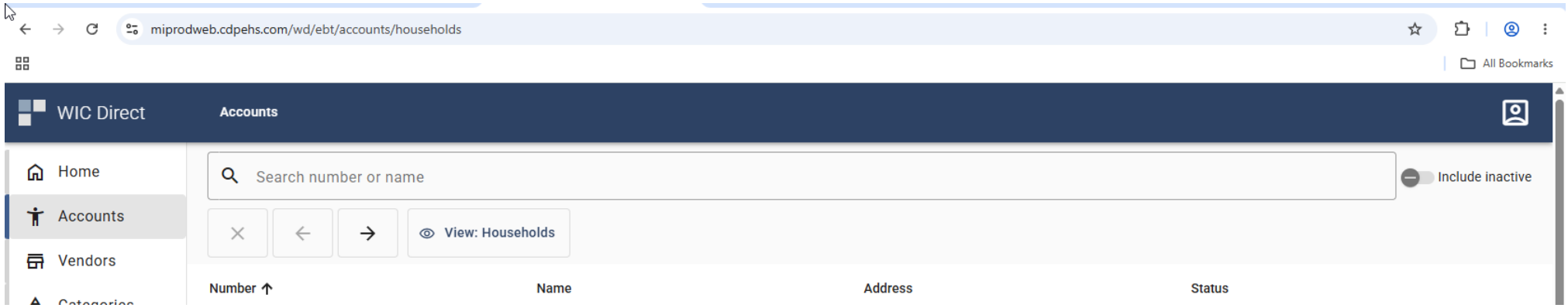
- CLINIC
- ADMIN
- NUTRITION
- VENDOR
- SECURITY
- HELP DESK
- E-FORMS
- LOG OUT
- PREFERENCES



WIC Announcements

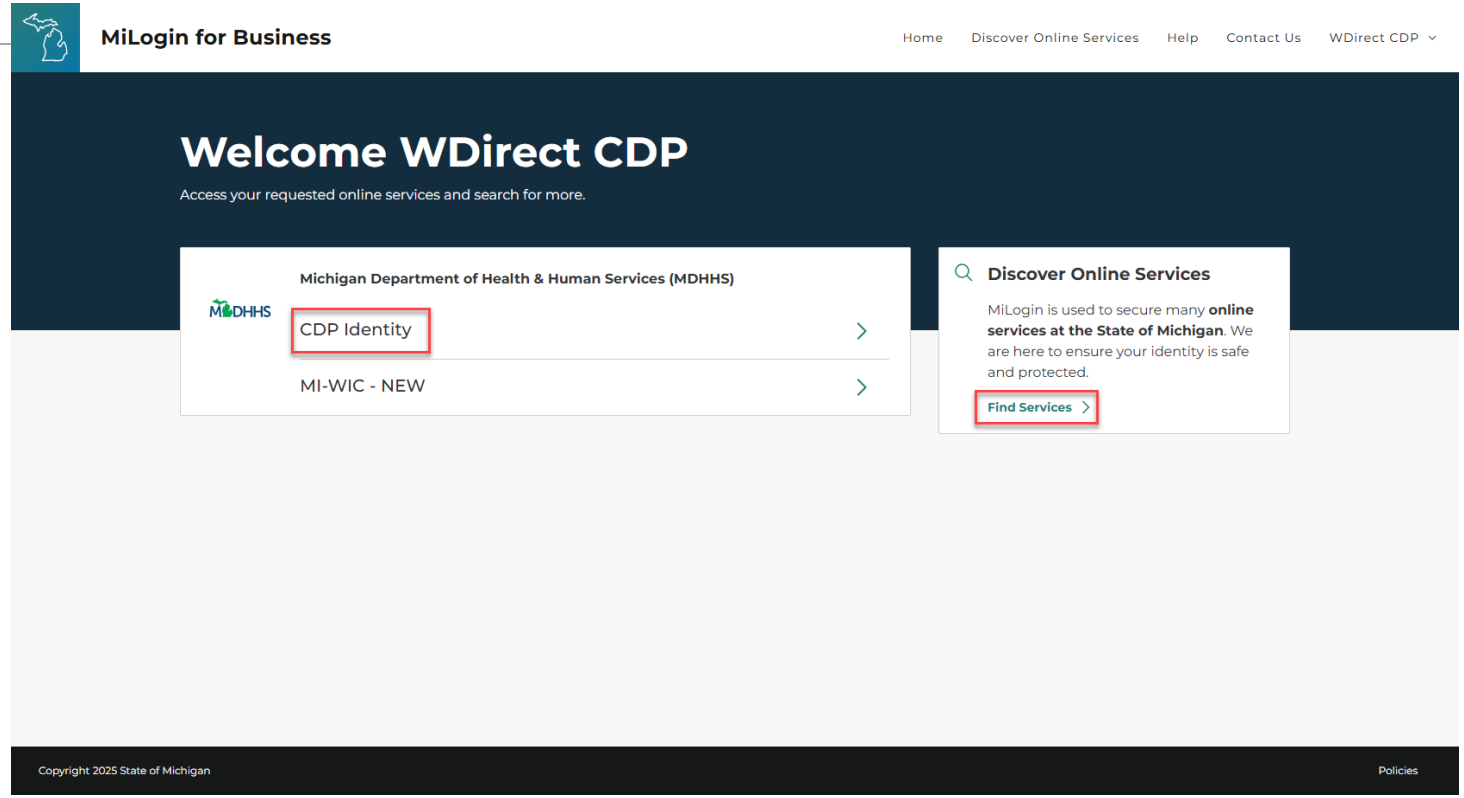
WIC Direct: Electronic Benefits Transfer

WIC Direct enables WIC staff to verify WIC EBT (Electronic Benefits Transfer) food benefits and transactions or food items purchased at the store. They can be viewed in WIC Direct by WIC family ID number, name or EBT card number.



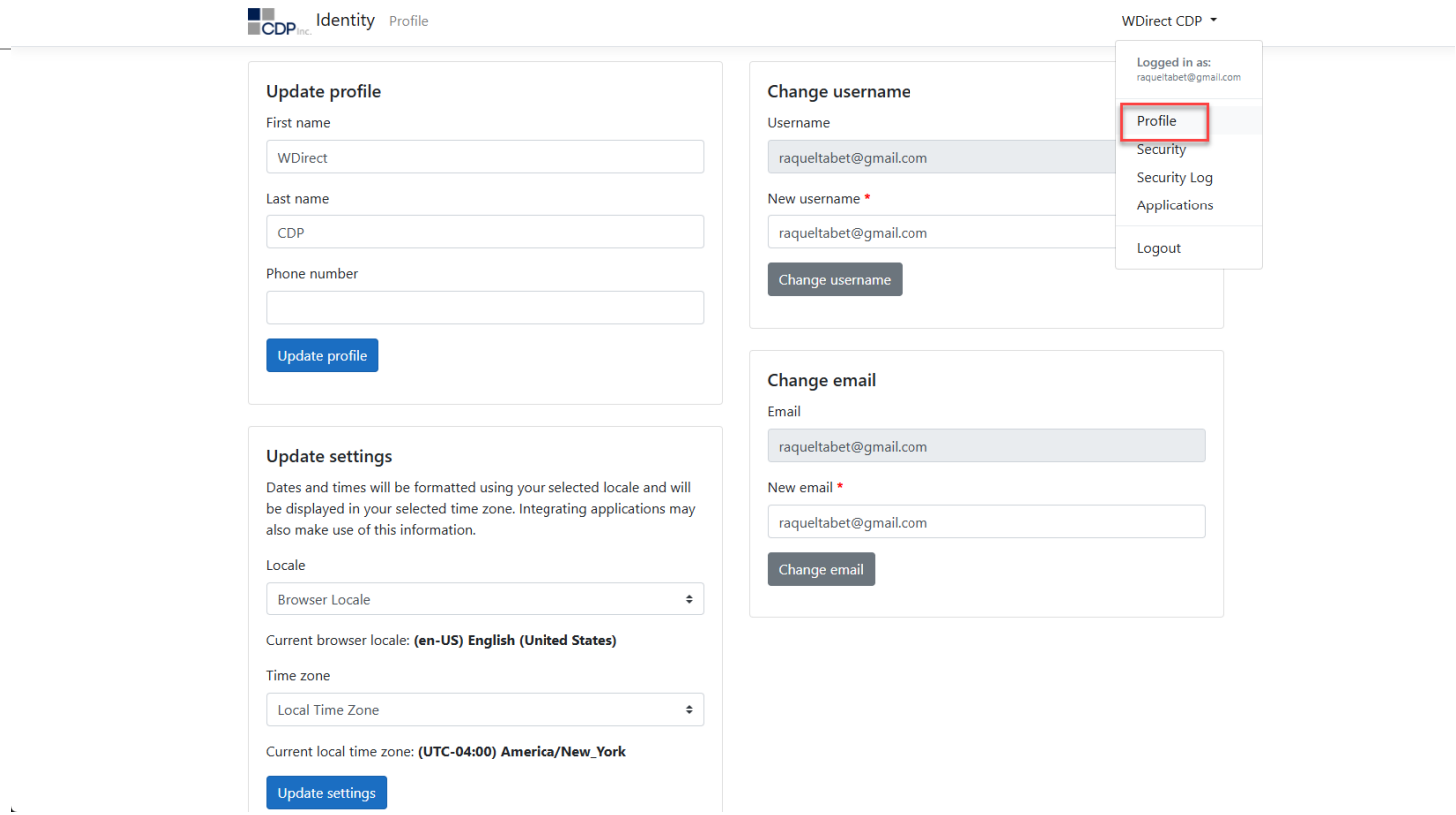
Requesting Access to WIC Direct

1. On your MiLogin Homepage, request access to CDP Identity through “Find Services”. Once access is requested, you will see the link to CDP Identity on your page.



Requesting Access to WIC Direct

2. Click on the CDP Identity link and verify your information on your Profile page. This will provision your CDP Identity account. Once your account has been provisioned, please email mdhhs-wicebtquestions@michigan.gov to request permission to access WIC Direct. You will be notified via email once permission has been granted.



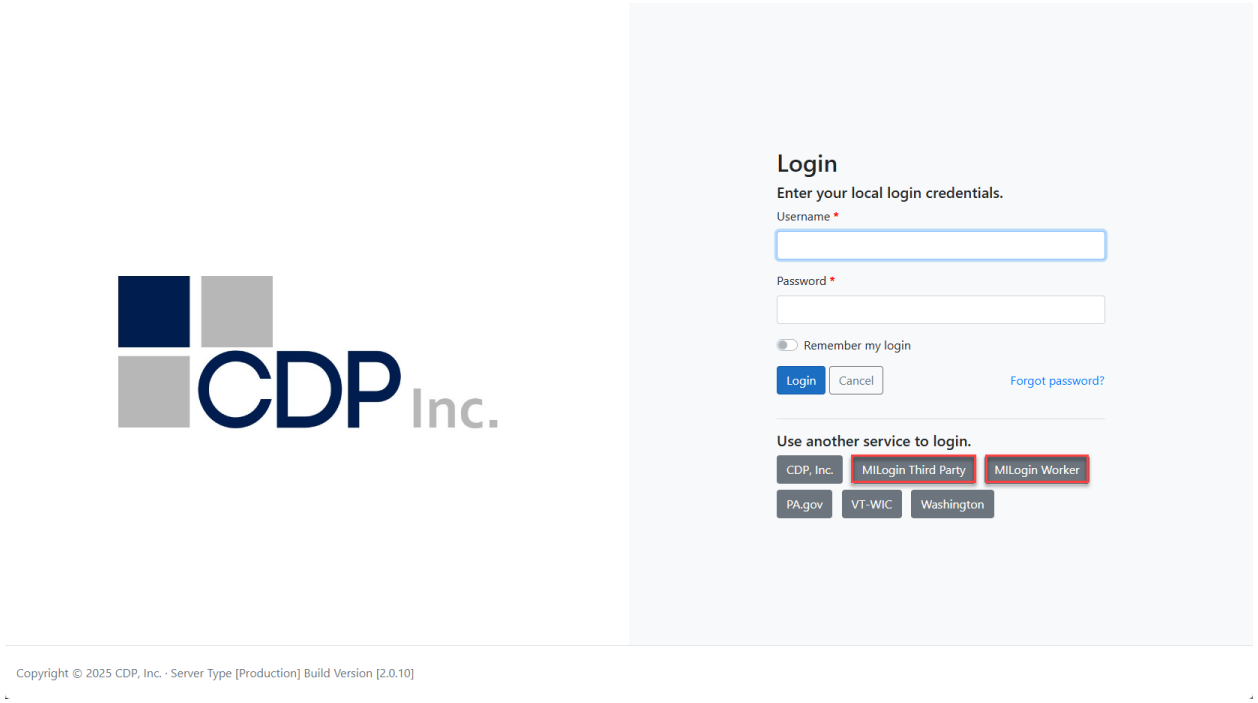
Requesting Access to WIC Direct

3. Once permission has been granted to your account you will be able to access WIC Direct by going to https://miprodweb.cdpehs.com/wd/ebt.

Please note that this link will only work if you are logged into MILogin (For Third Party Users, the link to log in to MILogin is https://milogintp.michigan.gov ; For State Users, the link to log in to MILogin is https://miloginworker.michigan.gov).

Requesting Access to WIC Direct

4. If you are a third-party user, click on “MiLogin Third Party” button. If you are a state employee, click on the button “MiLogin Worker” (do not enter a username nor a password).



Requesting Access to WIC Direct

5. You now have access to WIC Direct.





What Do You Need To Know About Policies?

- **MI-WIC ensures** that policies are enforced
- **Knowledge of MI-WIC** enables proper completion
- **Knowledge of MI-WIC** directs what is asked of clients and the information provided to them

Policies

Policies can be found at www.Michigan.gov/wic-WIC Providers-MI-WIC Policy Manual

- It is important that local agency staff know where to find policies and refer to them often.
- Shortcut to policies can be placed on your desktop.
- You will learn about policies throughout this training as they apply to topics covered.



Client-Centered Approach

Or do we work *with* the client to find a solution?



Interact with one person and family at a time

Client feels accepted, valued, and trusted

Applies to all four WIC goals

Empathy



Client-Centered Focus

A customer is the most important person in your clinic - if taking care of your clients is the reason you have your job, it's important to try to give excellent service 100% of the time to 100% of the people.

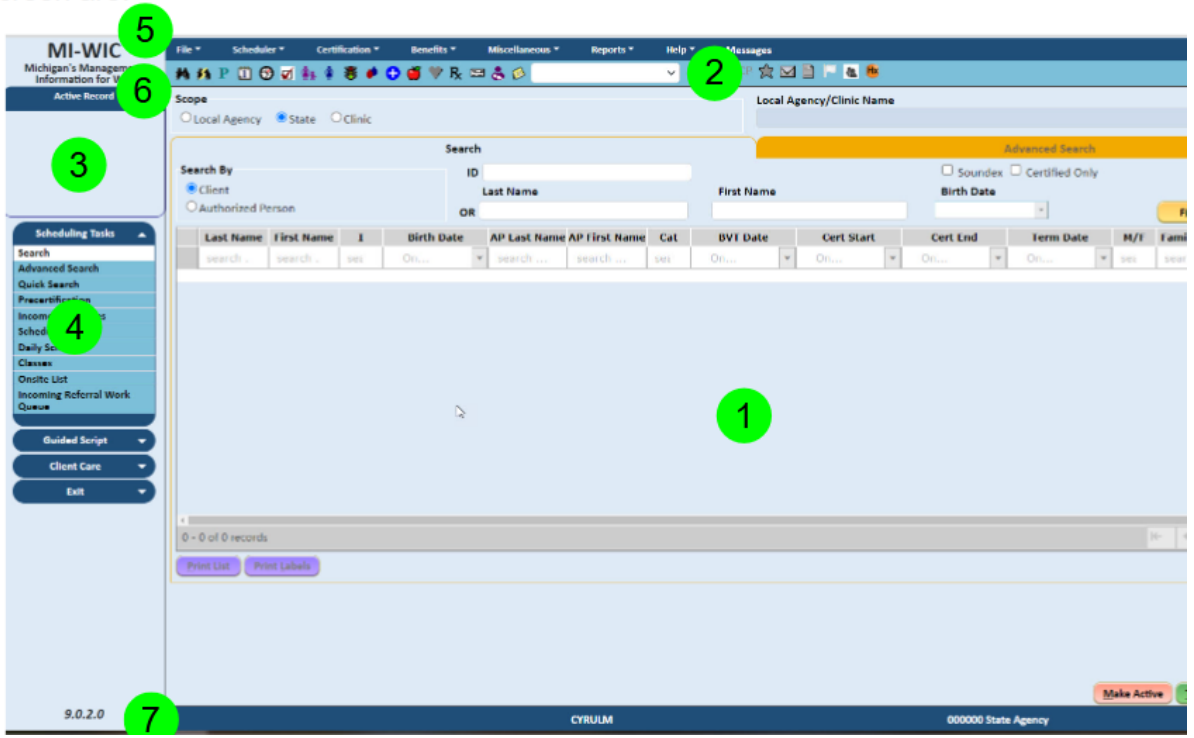
MI-WIC Navigation

On the MI-WIC main screen, the middle section of the screen will change as staff navigate through the system.

The outer parts of the screen will be visible all the time.

The main areas of the MI-WIC screen are:

1. Main Screen
2. Active Record Dropdown
3. Active Record box
4. Side Menu Panel
5. File Bar Menu
6. Toolbar
7. Status Bar





Let’s use our personal skills and ability to welcome this new person to WIC and make them feel important! **You’ve got this!**

Part 2
Initial Contact



Initial Contact Prescreening

Is The Client…

- ✓ PBNIC category eligible?
- ✓ A Michigan resident?

Does The Client…

- ✓ Meet income eligibility?
- ✓ Or do they have Medicaid?

Policies…

- ✓ MI-WIC Policy 2.01 Eligibility/Certification of Clients.
- ✓ MI-WIC Policy 2.02 Residency
- ✓ MI-WIC Policy 2.03 Identity
- ✓ MI-WIC Policy 2.04 Income Determination
- ✓ MI-WIC Policy 2.13 Nutritional Risk Determination

Eligibility Criteria

Category:

People who are pregnant, were recently pregnant, or are breastfeeding/chestfeeding.

- If you are lactating (feeding human milk), you can stay on WIC for one year after your baby is born.
- If you are not lactating, you can stay on WIC for six months.

Infants from birth to one year of age.

Children from one year of age to their fifth birthday.

Residency:

Clients must live in Michigan.

Income:

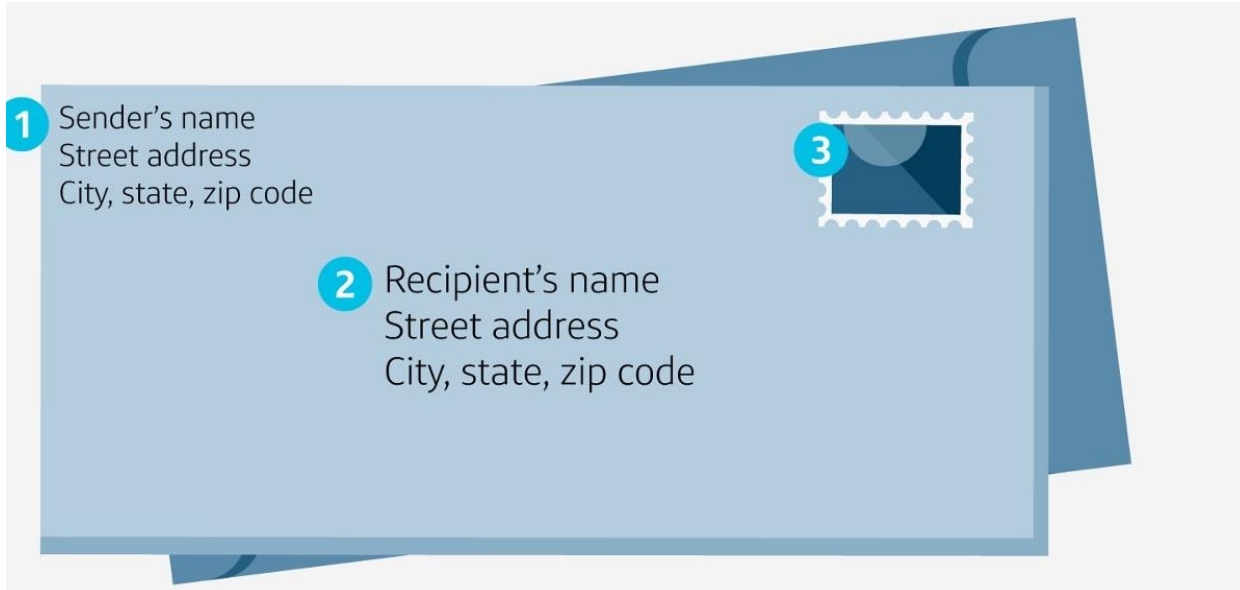
Clients must meet income guidelines, or

Be adjunctively eligible:

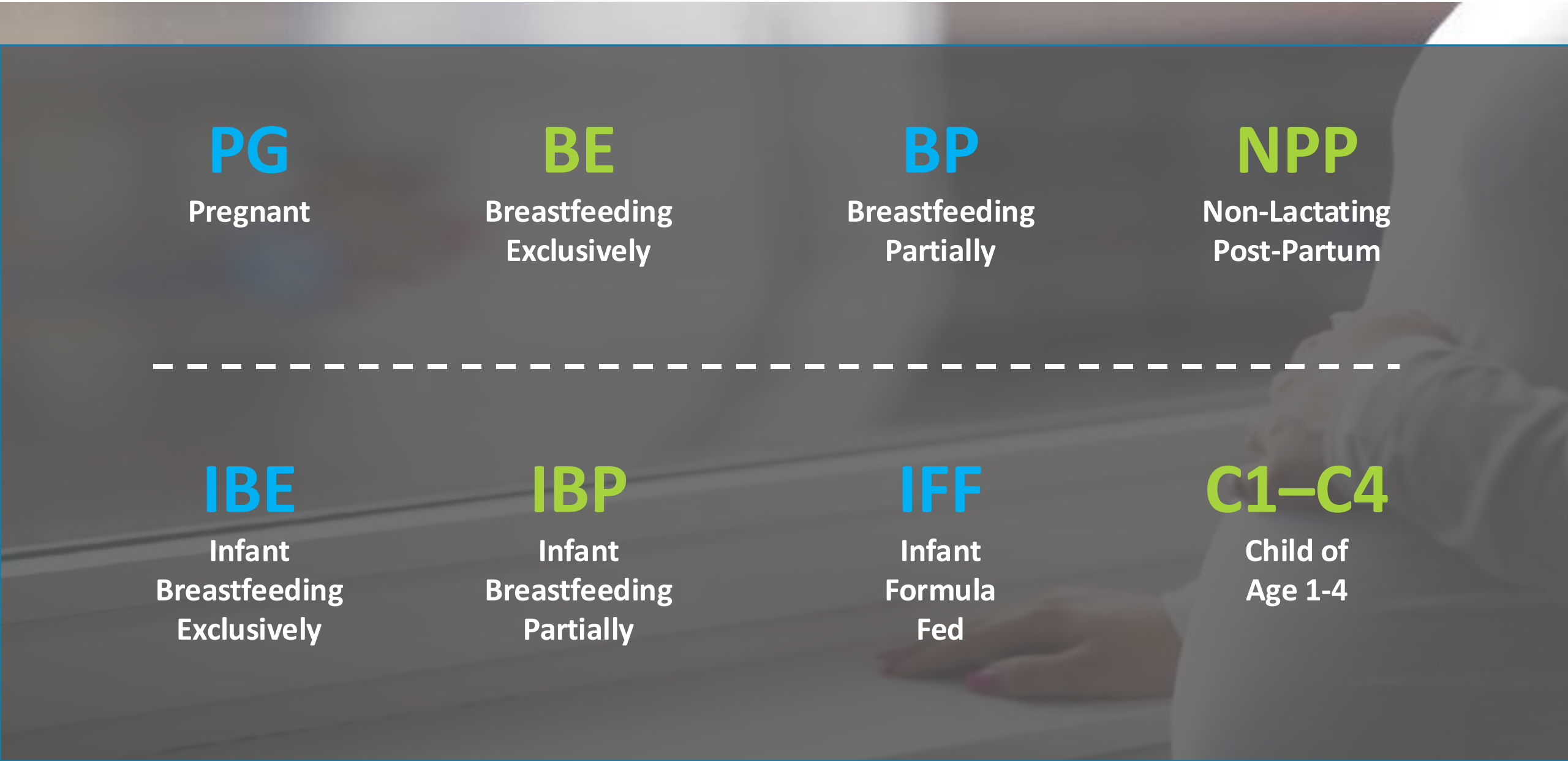
- Client has Medicaid. See policy 2.06 #2.
- Supplemental Nutrition Assistance Program (SNAP).
- Family Independence Program (FIP)/Temporary Assistance to Needy Families (TANF) benefits.







WIC Client Categories (PBNIC) (Policies: 2.01, 2.09, 2.10, 2.11 & 2.12)



PG
Pregnant

BE
Breastfeeding Exclusively

BP
Breastfeeding Partially

NPP
Non-Lactating Post-Partum

IBE
Infant Breastfeeding Exclusively

IBP
Infant Breastfeeding Partially

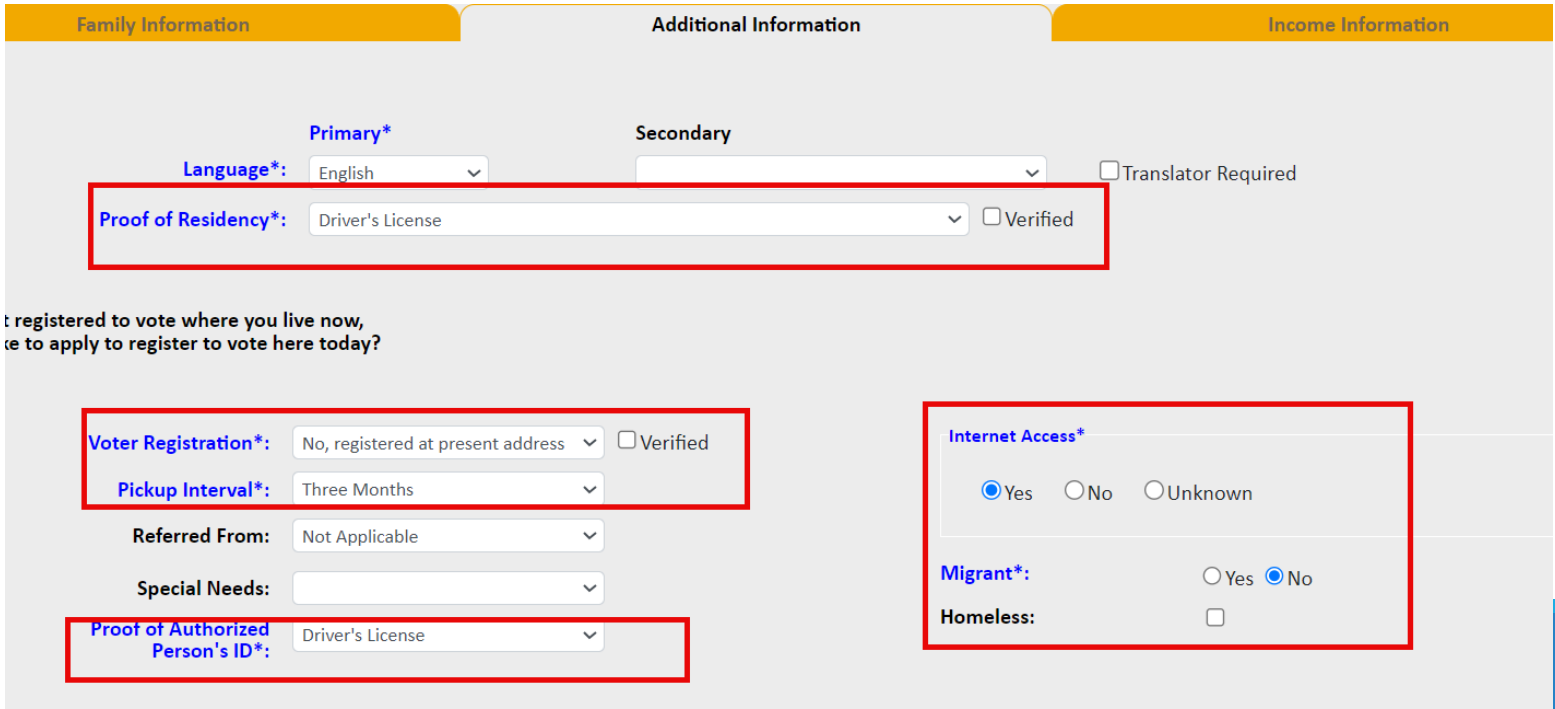
IFF
Infant Formula Fed

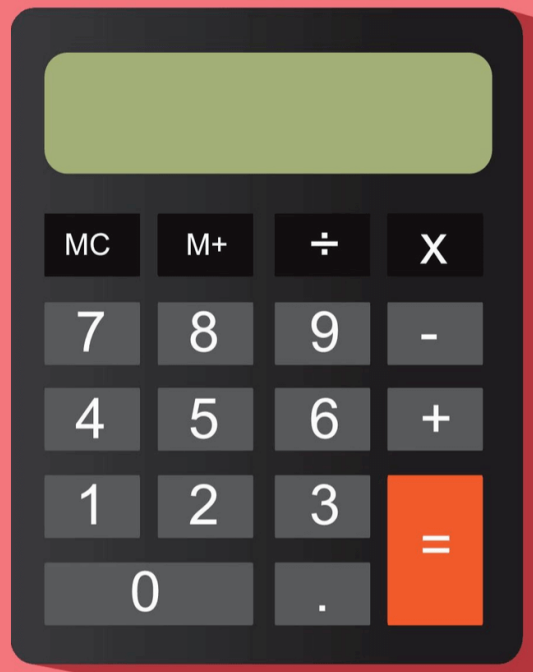
C1–C4
Child of Age 1-4

Eligibility/Certification: MI-WIC Policy 2.02 Proof of Residency

To prove your residency for the WIC (Women, Infants, and Children) program in Michigan, you must provide a document showing your physical address during your certification appointment.







Family Size	Annual Income	Monthly	Semi-Monthly	Bi-Weekly	Weekly	Hourly
1	$29,526.00	$2,461.00	$1,231.00	$1,136.00	$568.00	$14.19
2	$40,034.00	$3,337.00	$1,669.00	$1,540.00	$770.00	$19.24
3	$50,542.00	$4,212.00	$2,106.00	$1,944.00	$972.00	$24.29
4	$61,050.00	$5,088.00	$2,544.00	$2,349.00	$1,175.00	$29.35
5	$71,558.00	$5,964.00	$2,982.00	$2,753.00	$1,377.00	$34.40
6	$82,066.00	$6,839.00	$3,420.00	$3,157.00	$1,579.00	$39.45
7	$92,574.00	$7,715.00	$3,858.00	$3,561.00	$1,781.00	$44.50
8	$103,082.00	$8,591.00	$4,296.00	$3,965.00	$1,983.00	$49.55
9	$113,590.00	$9,466.00	$4,733.00	$4,369.00	$2,185.00	$54.61
10	$124,098.00	$10,342.00	$5,171.00	$4,773.00	$2,387.00	$59.66
11	$134,606.00	$11,218.00	$5,609.00	$5,178.00	$2,589.00	$64.71
12	$145,114.00	$12,093.00	$6,047.00	$5,582.00	$2,791.00	$69.76
13	$155,622.00	$12,969.00	$6,485.00	$5,986.00	$2,993.00	$74.81
14	$166,130.00	$13,845.00	$6,923.00	$6,390.00	$3,195.00	$79.87
15	$176,638.00	$14,720.00	$7,360.00	$6,794.00	$3,397.00	$84.92
16	$187,146.00	$15,596.00	$7,798.00	$7,198.00	$3,599.00	$89.97
17	$197,654.00	$16,472.00	$8,236.00	$7,603.00	$3,802.00	$95.02
18	$208,162.00	$17,348.00	$8,674.00	$8,008.00	$4,005.00	$100.07
19	$218,670.00	$18,224.00	$9,112.00	$8,413.00	$4,208.00	$105.12

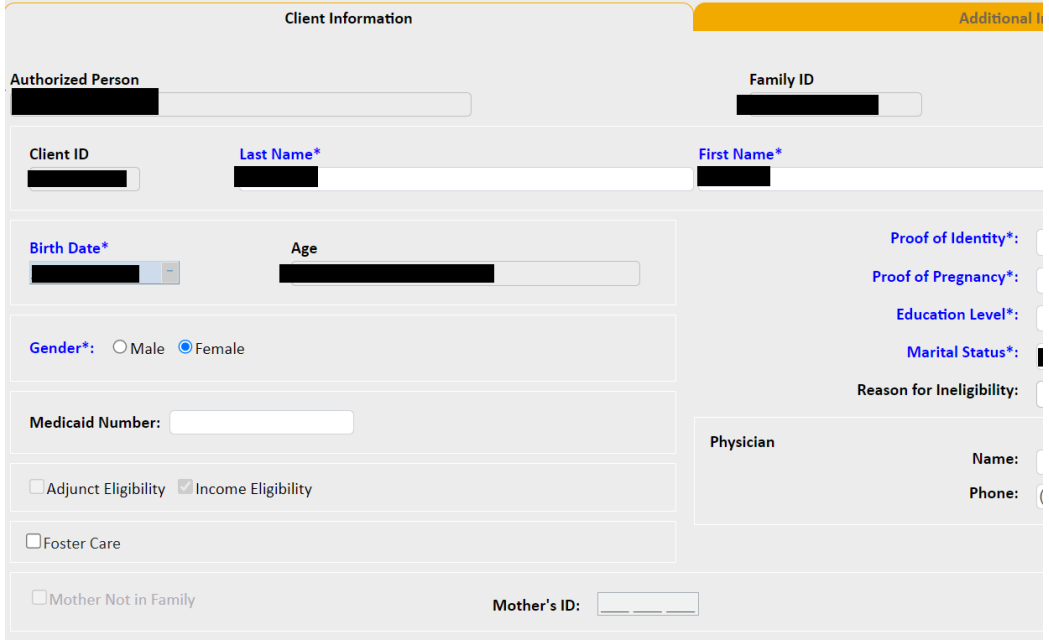
*Note family size includes the number of expected infants.

- Eligibility/Certification: MI-WIC Policy 2.04 Income Determination

Eligibility/Certification: MI-WIC Policy 2.03 Identity



To prove identity during WIC certification, you must provide a valid official document for each person enrolling in the program.

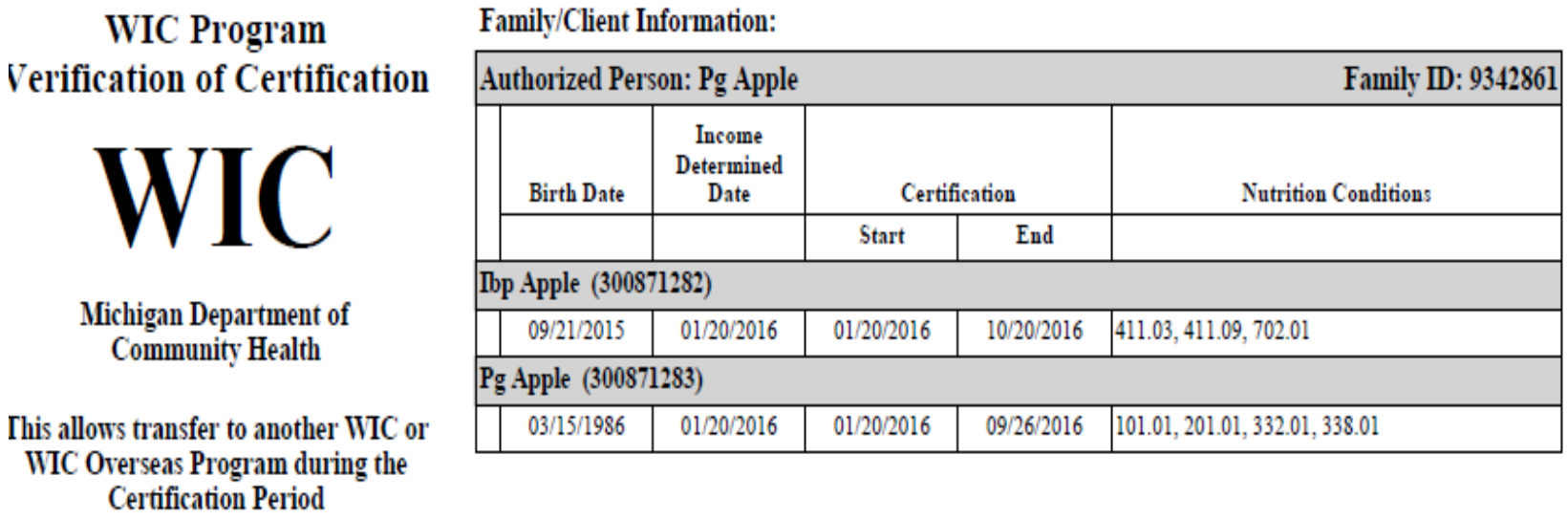


What Clients Need To Bring To First Appointment



- Proof Of Income Or Medicaid Card
- Proof Of Identity (Driver's License, Etc.)
- Proof Of Residency
- Proof Of Pregnancy (If Applicable)
- Themselves…or Child

Other Documents To Bring



WIC Program
Verification of Certification

WIC

Michigan Department of
Community Health

This allows transfer to another WIC or
WIC Overseas Program during the
Certification Period

Family/Client Information:

Authorized Person: Pg Apple				Family ID: 9342861
Birth Date	Income Determined Date	Certification		Nutrition Conditions
		Start	End	
Ibp Apple (300871282)				
09/21/2015	01/20/2016	01/20/2016	10/20/2016	411.03, 411.09, 702.01
Pg Apple (300871283)				
03/15/1986	01/20/2016	01/20/2016	09/26/2016	101.01, 201.01, 332.01, 338.01

Court Docs (Proof Of Guardianship, Etc.)

Client Confidentiality

Policy 1.03 – Federal Regulations

"To ensure compliance with Federal Regulations and to assure the confidentiality of applicant and client information."

WIC agencies shall assure privacy when performing income determination, anthropometric & lab procedures, obtaining medical history, and client counseling.







Search state-wide in MI-WIC

Respond to dual participation warnings

✓ MI-WIC Policy 3.03 Dual Participation

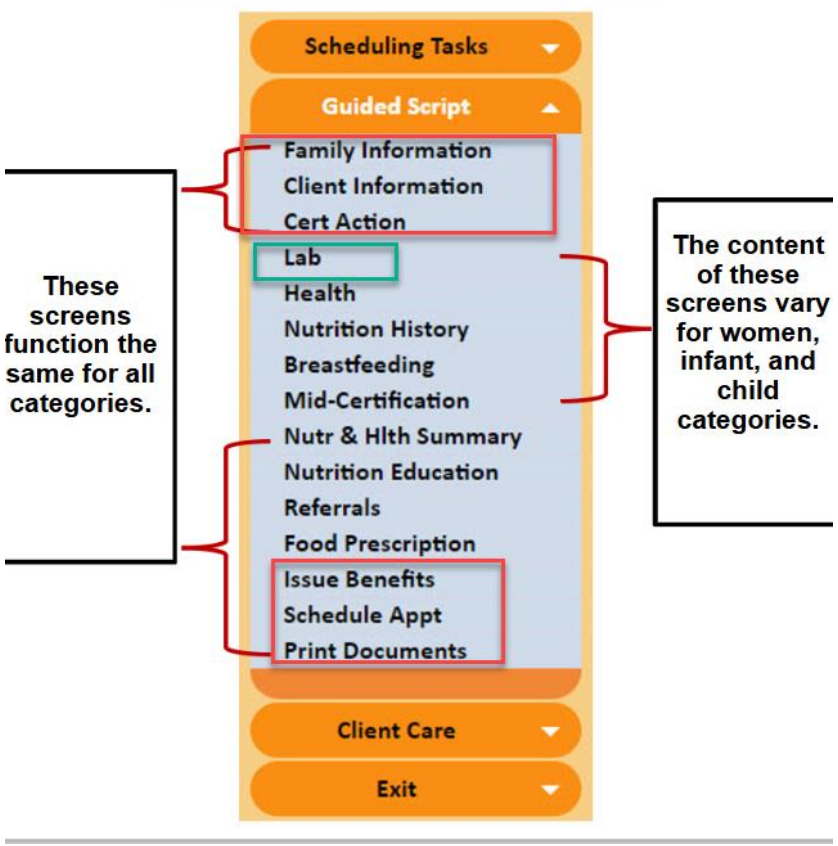
Create a record in MI-WIC, if necessary

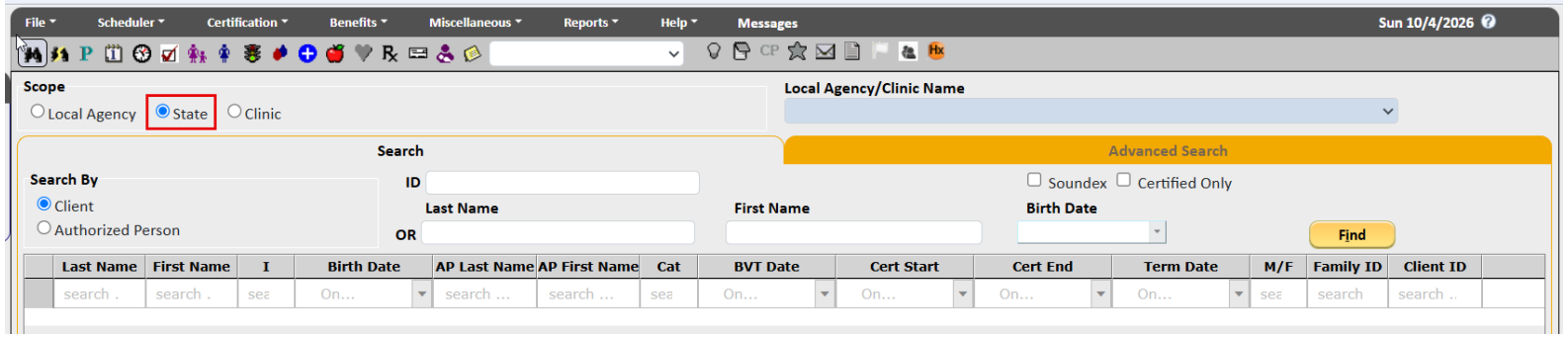
INITIAL CONTACT: DECISION TO PRE-CERTIFY

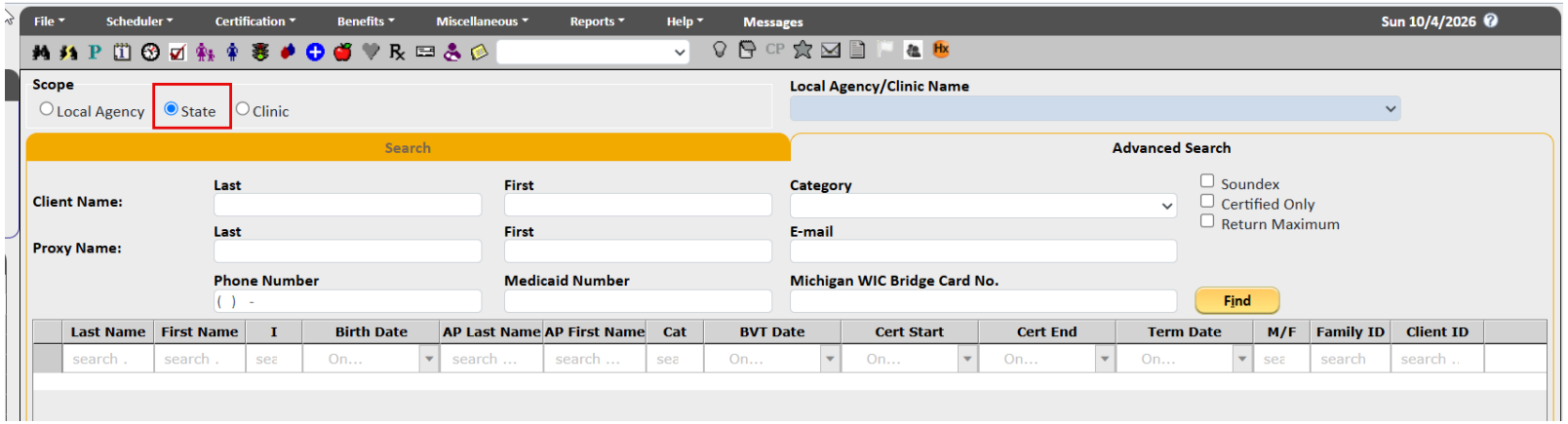
If the client appears to be eligible and wants to apply for services

Definition of Certification

WIC certification is the procedure used to document and determine an applicant's eligibility for the Special Supplemental Nutrition Program for Women, Infants, and Children. It requires verifying income, identity, residency, and a nutritional risk assessment by a Competent Professional Authority (CPA).



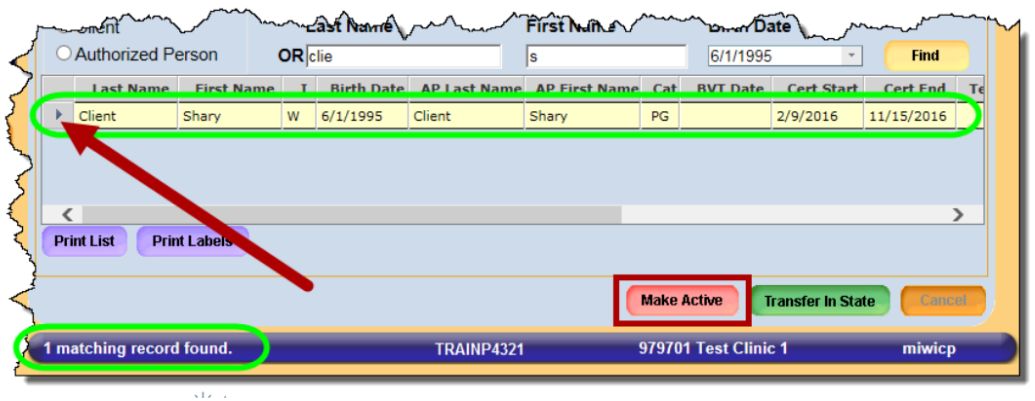




Start with a Statewide Search

Search Results

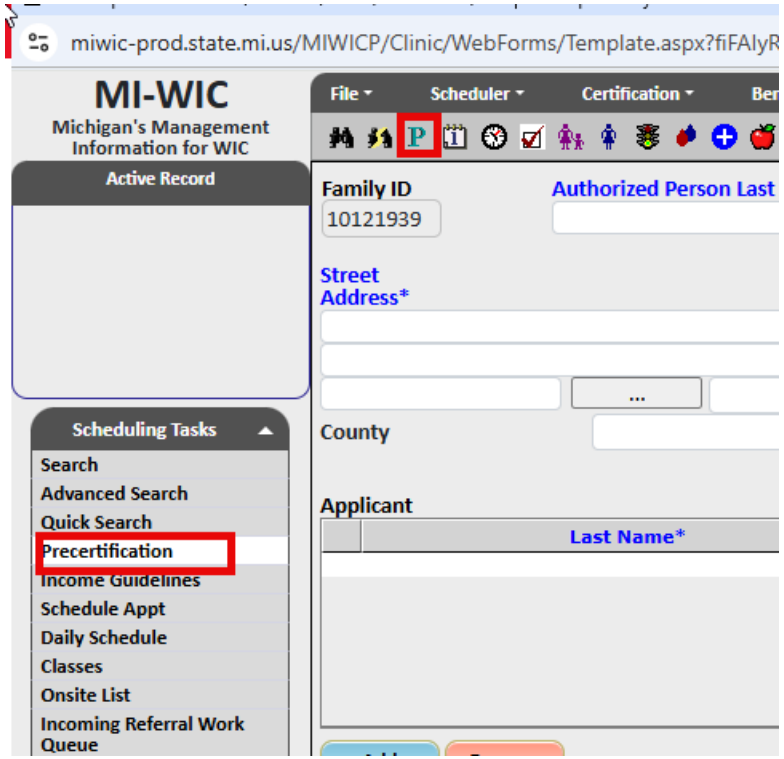
FOUND A RECORD IN MI-WIC:



To work with this client's record and then make active.

OR

NO RECORD FOUND:



Go to the Precertification screen to create a new record.

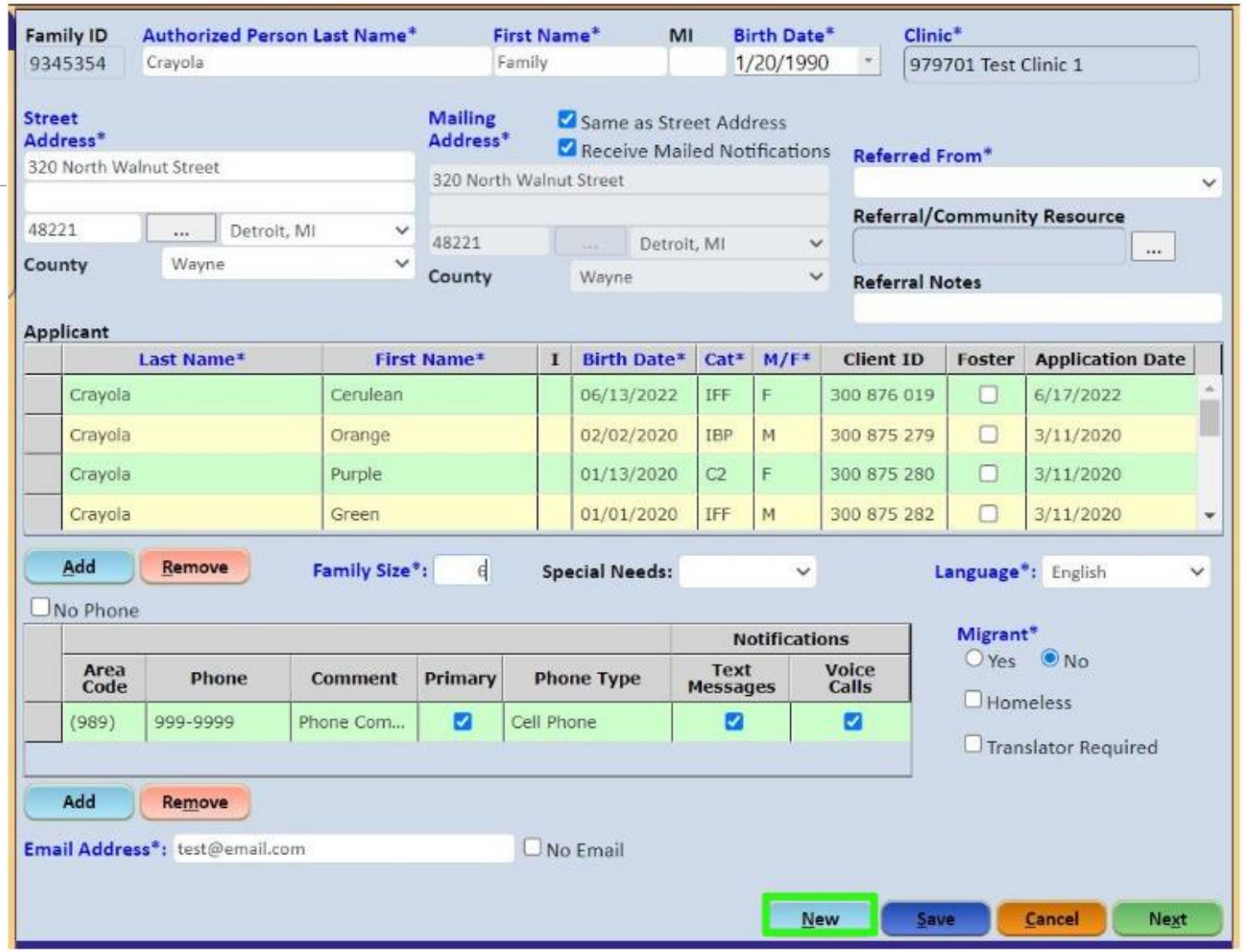
Skills Check:

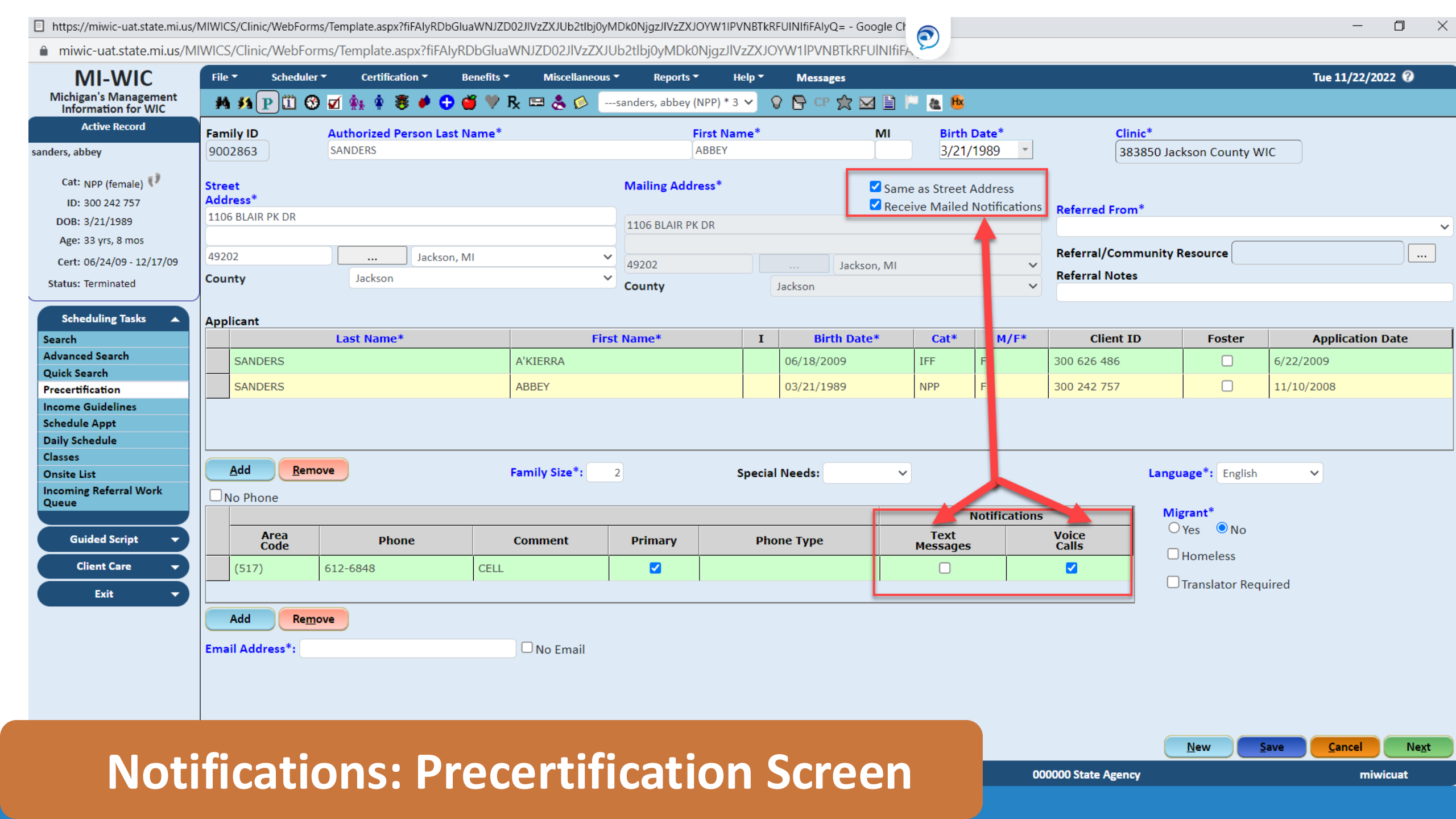
What fields CANNOT be searched on the Advanced Search tab?

a. Proxy Name
b. Estimated Delivery Date (EDD)
c. Phone Number
d. Medicaid Number

Search Results: No Record Found – Create a New Record

Precertification Screen





Notifications: Precertification Screen

MI-WIC Appointment Reminders



LETTERS



PHONE CALLS



TEXT MESSAGES



MOBILE APP



NEXT APPOINTMENTS

Point out the next appointment date located on the shopping list

MI-WIC Clinic Notifications Preferences

The following notifications are required to always BE ‘ON’:

- Benefit Issuance Overdue Notification
- Prescription Expiration Notification
- RD Services Available Notification
- End of Certification Notification: for client with term reason of ‘No Longer Eligible & Proof Not Provided’ (This is not for PG, BE, BP, and NPP).
- Please note that all PG clients who miss their first certification appointment must be offered an additional appointment.
  - How can an agency meet this requirement:
    - Use the missed appointment reminder.
    - Calling clients who have missed their appointment to reschedule.
    - Or another mechanism.



Skills Check:

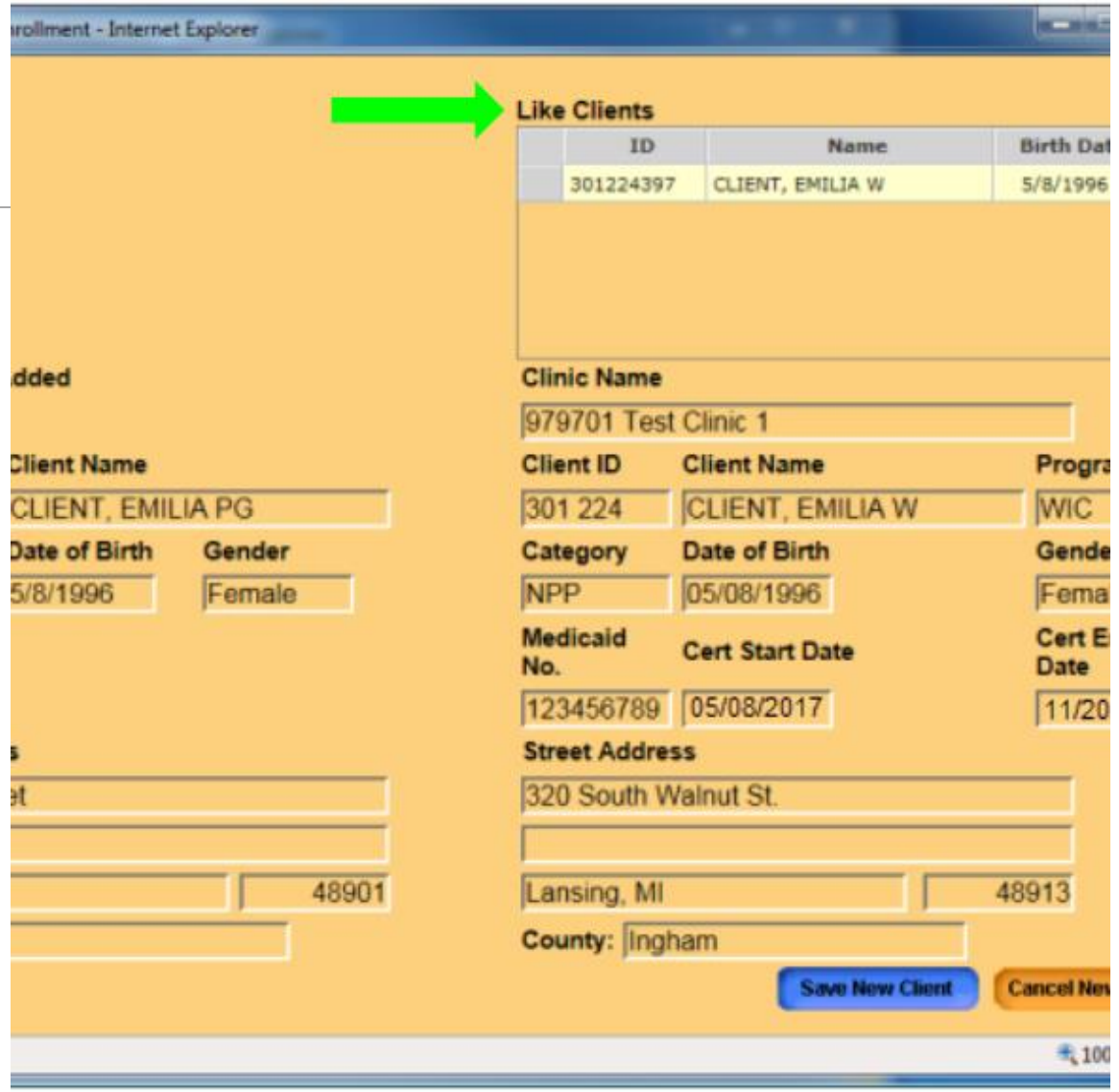
The name of the screen where you create a new record, entering client(s) name/address is called?

a. Income guidelines
b. Quick search
c. Medical screen
d. Precertification screen

MI-WIC: Dual Enrollment

When staff click the **Next** or **Save** button on the Precertification screen, the system does a state-wide search to see if the client(s) has a record in MI-WIC. The system looks at the first four letters of the first and last names, gender, and birth date.

If the system finds a match, the Potential Dual Enrollment screen will display.

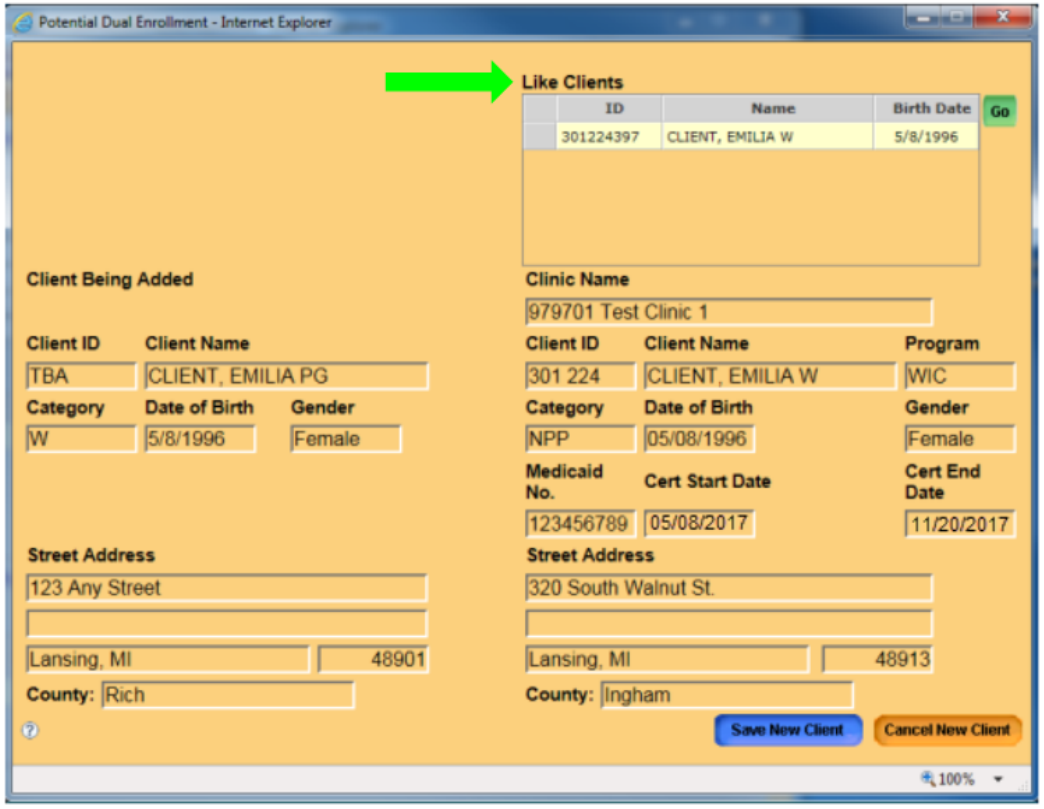


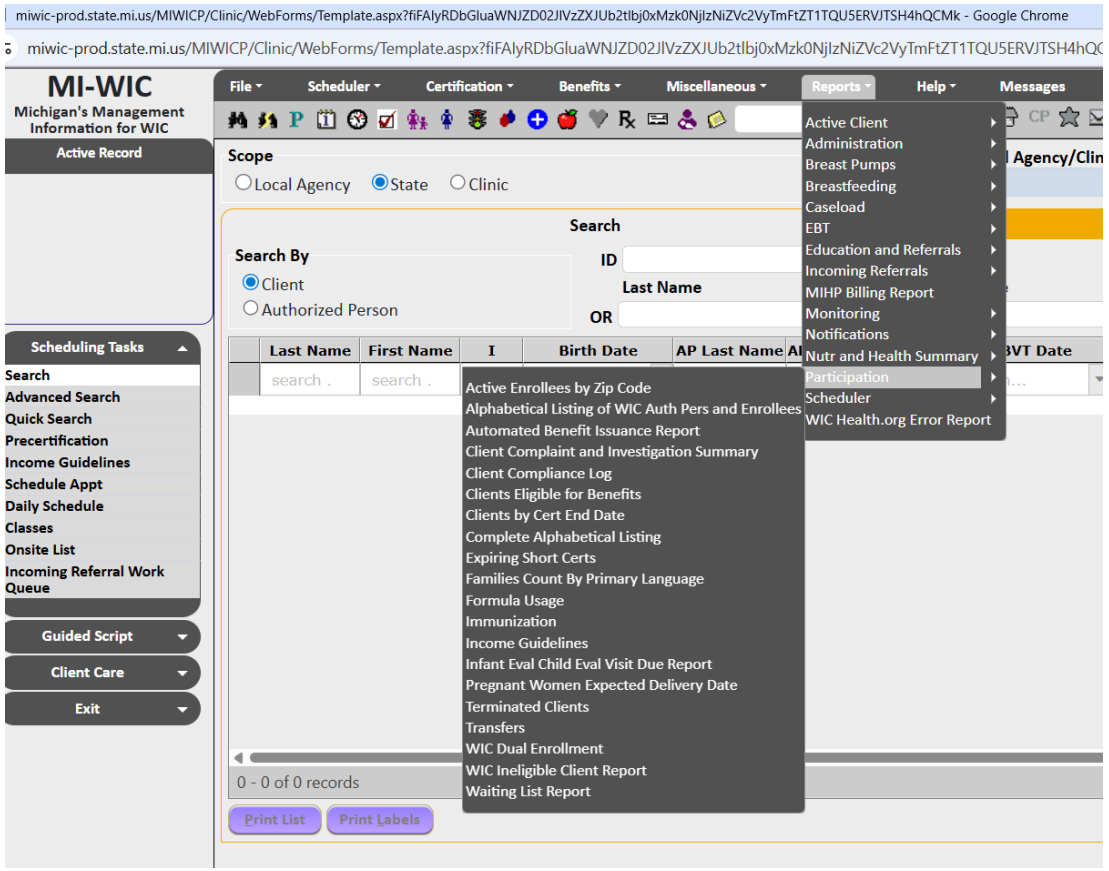
MI-WIC Dual Enrollment Cont.

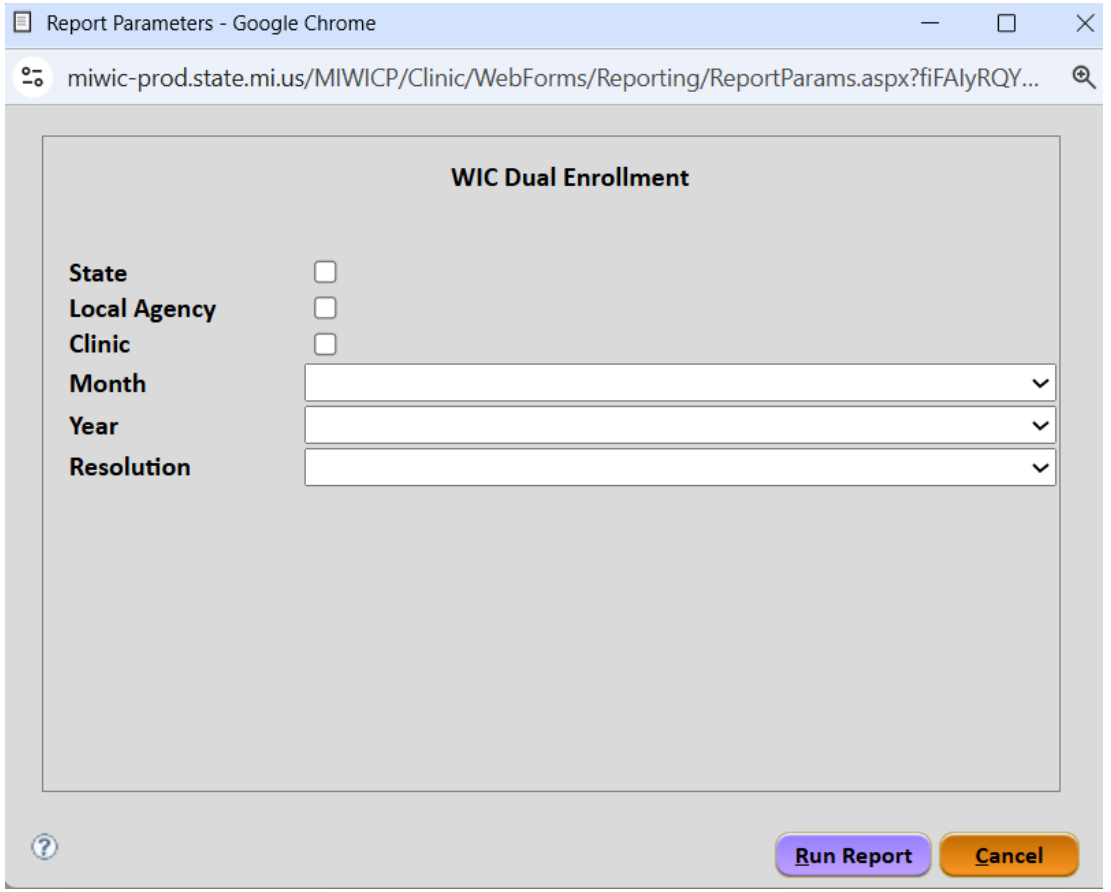
Staff will need to ask the client questions to determine if this is a new client or not or if they are currently enrolled in other programs. If it is a new client, click the **Save New Client** button.

If it is an existing client, staff need to do the following to prevent a duplicate record:

1. Write down the CLIENT ID number.
2. Click the Cancel New Client button on the Dual Enrollment pop-up.
3. On the Precertification screen, go to the applicant grid and click on the row(s) of the duplicate client(s) and click on Remove button. Do not save the record.
4. Go back and search using the Client ID number to find the existing record (click OK on the pop-up message to leave the page). Additionally, update the record needed and continue to service the client.







WIC Dual Enrollment Report

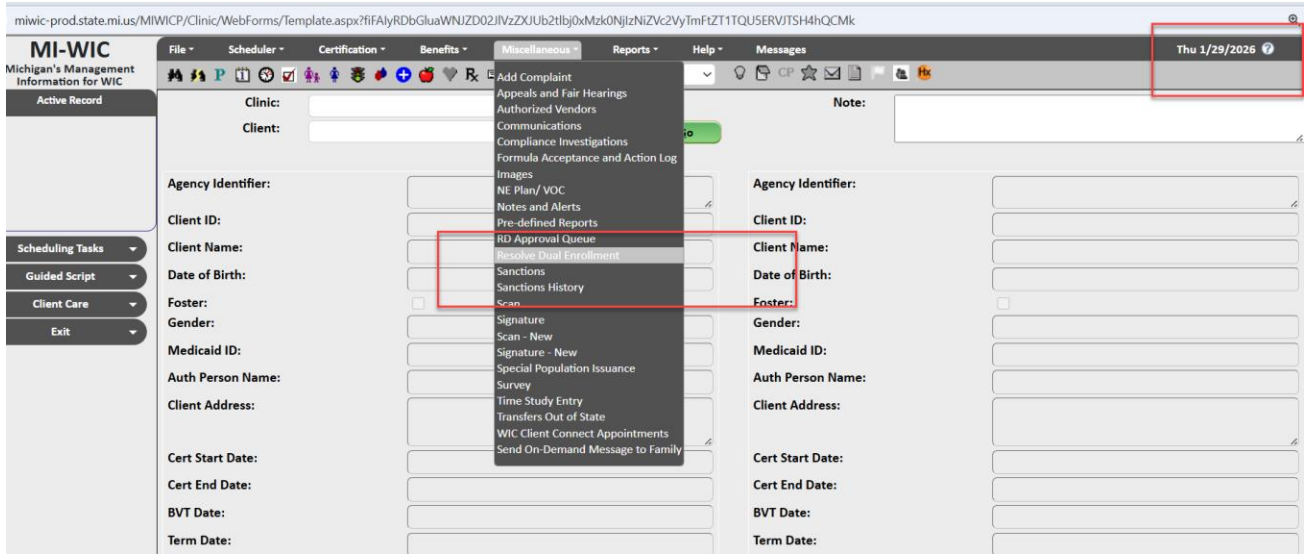
Resolve Dual Enrollment

Resolve WIC/WIC Dual Enrollment

WIC/WIC dual enrollment is resolved on the **Resolve Dual Enrollment** screen which is accessed through **Miscellaneous** on the *File Menu Bar*. The screen displays two columns that display the existing WIC client's information and the potential WIC dual enrollee's information. The user can verify the information displayed and the resolve the matter using the *Resolution* dropdown.

The options in the *Resolution* dropdown are as follows:

1. **Resolve-Different Client** – The matched clients are not the same, i.e. James Brady and James Bradley. MI-WIC will place a note in both clients' records that the clients were "resolved for dual enrollment as different clients" and they will no longer be matched on future reports.
2. **Resolve-Duplicate Record-Keep** – The matched clients are the same individual and this client's record is the most current. This action keeps the record on the right side of the screen and blocks the record on the left side of the screen. MI-WIC will place a note in both clients' records stating "dual record resolved by keeping client abc and blocking client xyz" and they will no longer be matched on future reports.
3. **Resolve-Duplicate Record-Block** – The matched clients are the same individual and this client's record is not the most current. This action blocks the record on the right side of the screen and keeps the record on the left side of the screen. MI-WIC will place a note in both clients' records stating "dual record resolved by keeping client abc and blocking client xyz" and they will no longer be matched on future reports.
4. **Resolve-Other** – This action keeps both records. MI-WIC will place a note in both clients' records stating "dual record resolved by keeping client abc and keeping client xyz" and they will no longer be matched on future reports.
5. **Investigate** – This action is used ONLY when there is evidence of actual dual



Skills Check

When staff find a duplicate client who is an existing MI-WIC client on the Potential Dual Enrollment screen, staff should:

a. Write down their Client ID as shown on the Potential Dual Enrollment pop-up

b. Do not save the PRECERT Screen

c. Complete the search for this existing client using their Client ID

d. All of the above

MI-WIC: Scheduling

Appointment Scheduler

Daily Schedule

Onsite List

Integrated Service Delivery (ISD) Referrals

Additional Scheduling Features

Scheduling:

Making an Appointment
Policy 3.01



If the client is not eligible, they are still entitled to an appointment



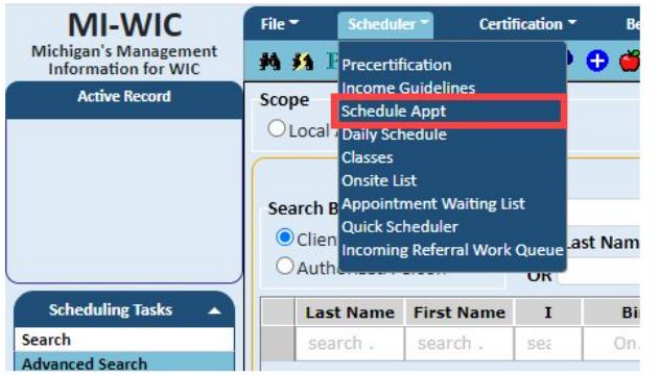
Once the client has a record in MI-WIC, you can make an appointment



Scheduling: Access Appointment Scheduler

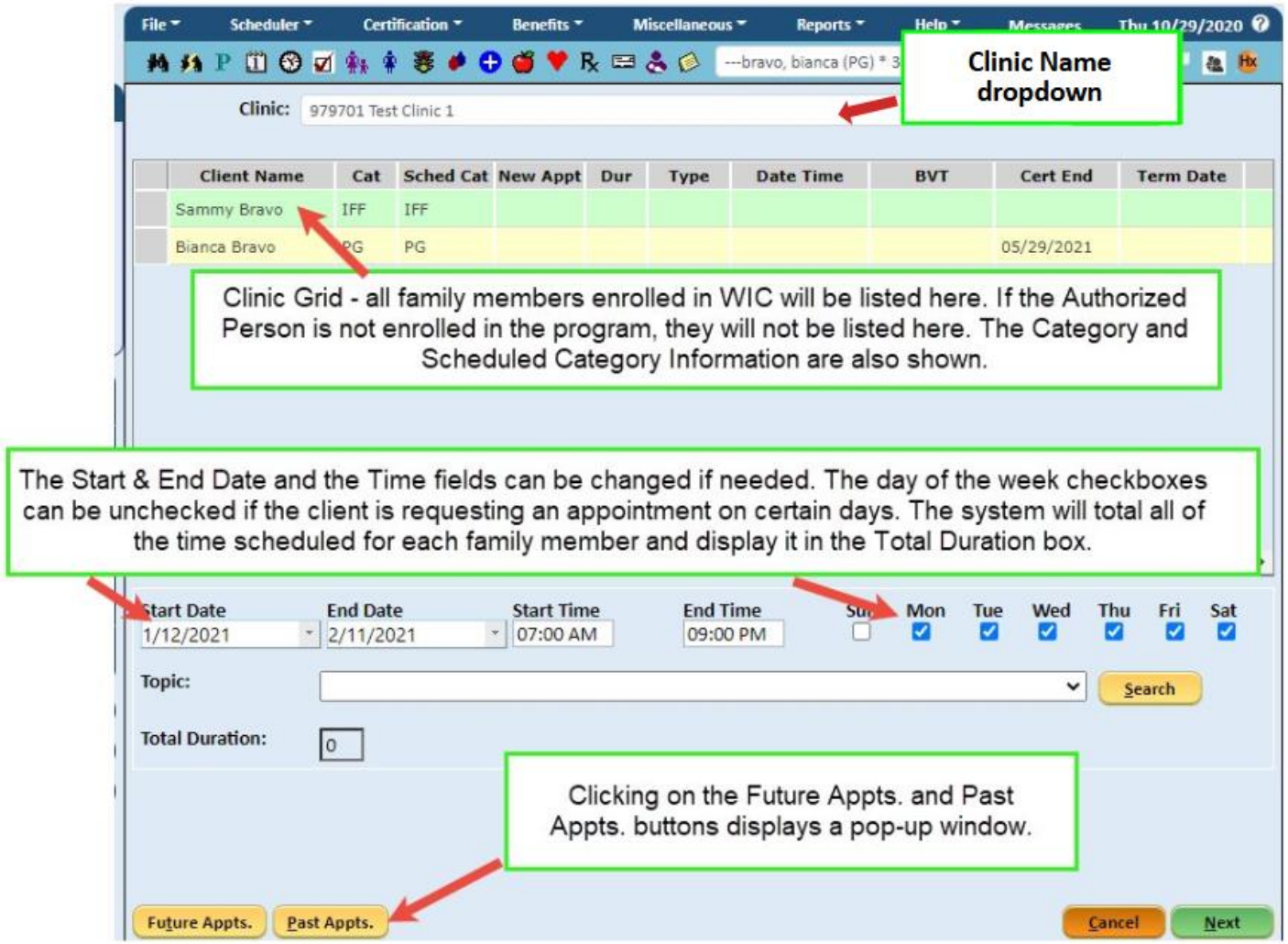
Three ways to access the **Appointment Scheduler:**

1. Click on the **Scheduler** icon in the Toolbar
2. Click on the **Scheduler** menu and select **Schedule Appt.**
3. Click on the **Scheduling Tasks** on the side panel and select **Schedule Appt.**



Note: Clicking the **Next** button on the Precertification screen will also bring staff to the **Appointment Scheduler** screen**.**

With the client that staff are scheduling active, click on the **Schedule Appt.** link in the Scheduler menu.

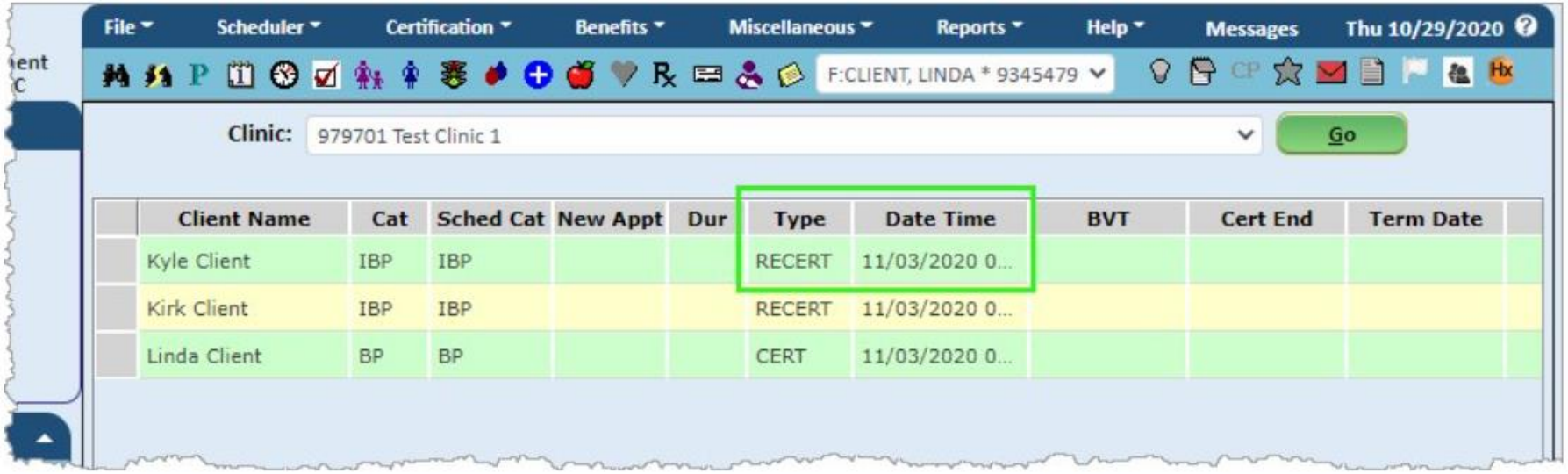


Appointment Scheduler Details

Scheduling: Appointment Scheduled, Past & Future Appointments

Clicking on the **Create Appointment** button creates the appointment and then displays the **Appointment Scheduler** screen. The system cleared the **New Appointment** and **Duration** fields. Additionally, it filled the **Type** and **Date Time** fields.

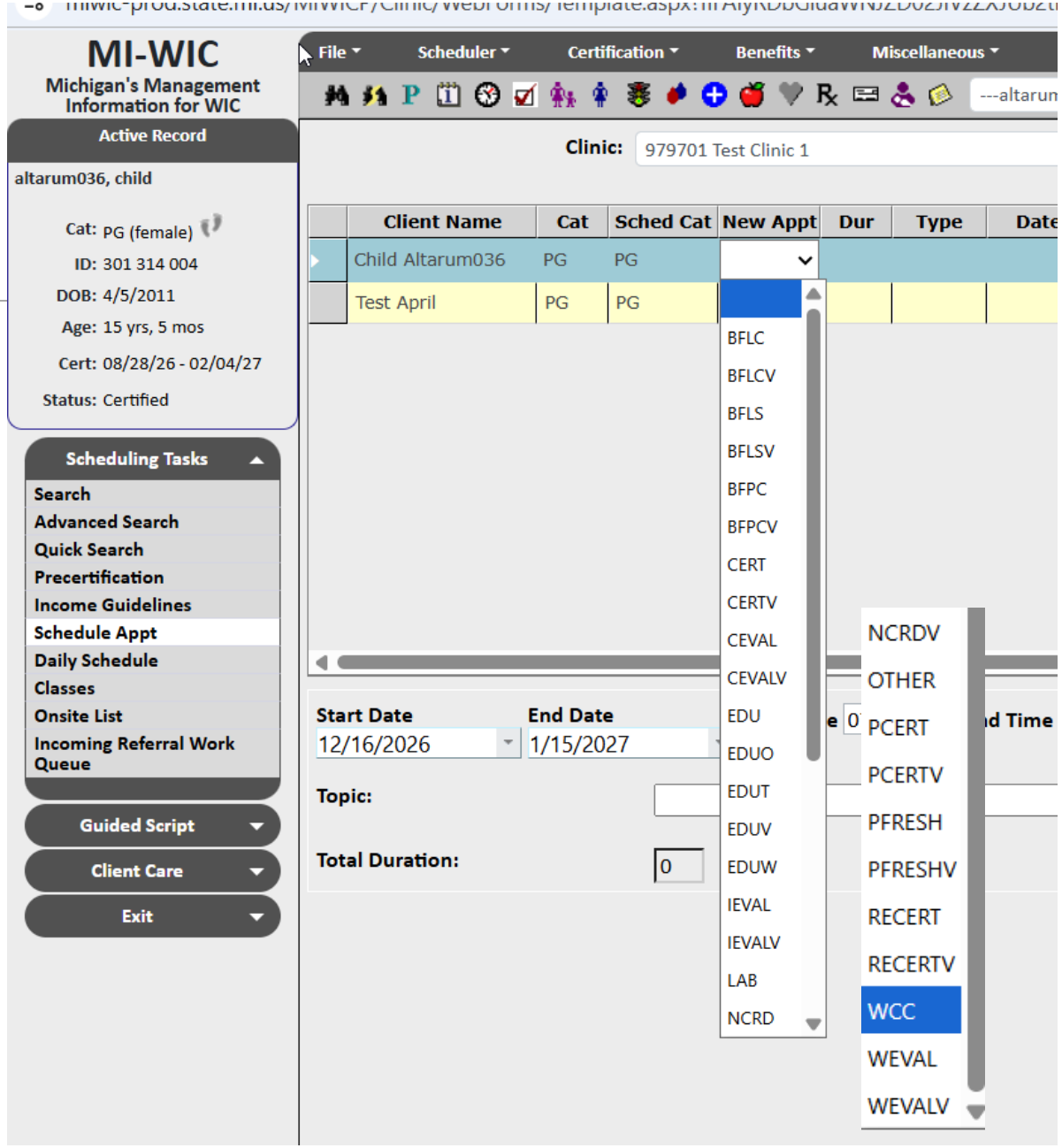




Scheduling: New Appointment

To schedule an appointment, you will need to do the following:

- Make sure the correct Clinic is selected. If it is not, select it from the drop-down list and click on the GO button and refresh the page.
- Change the Sched Cat type to the client's current Category, if it has changed.
- Select the appropriate New Appt type from the drop-down list.
- Edit the Dur time if needed to reflect the correct appointment duration time.



Scheduling Appointments Types

CERT: Certification

PCERT: Priority Certification

RECERT: Re-certification

CEVAL: Child Evaluation/Mid-cert

IEVAL: Infant Evaluation/Mid-cert

WEVAL: Woman Evaluation/Mid-cert

EDU: Nutrition Ed

Produce Connection: (PFresh)

NCRD: Nutrition Counseling w/the R.D.

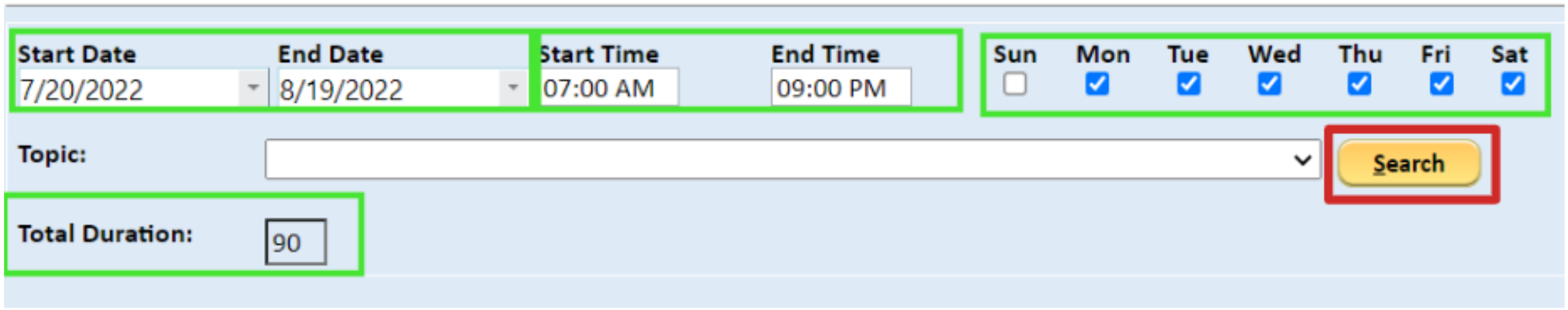
OTHER: Other
(weight check, formula change, transfers, etc.)

Additional Appointment Types

- **WCC**: WIC Client Connect
- **EDUO**: On-line Education
- **EDUT**: Take-home Education
- **EDUW**: Walk-in Education
- **BFPC**: Breastfeeding Peer Counselor
- **BFLS**: Breastfeeding Lactation Specialist
- **BFLC**: Breastfeeding Lactation Counselor
- **LAB**: Anthro and Lab

Additional Virtual Appointment Types

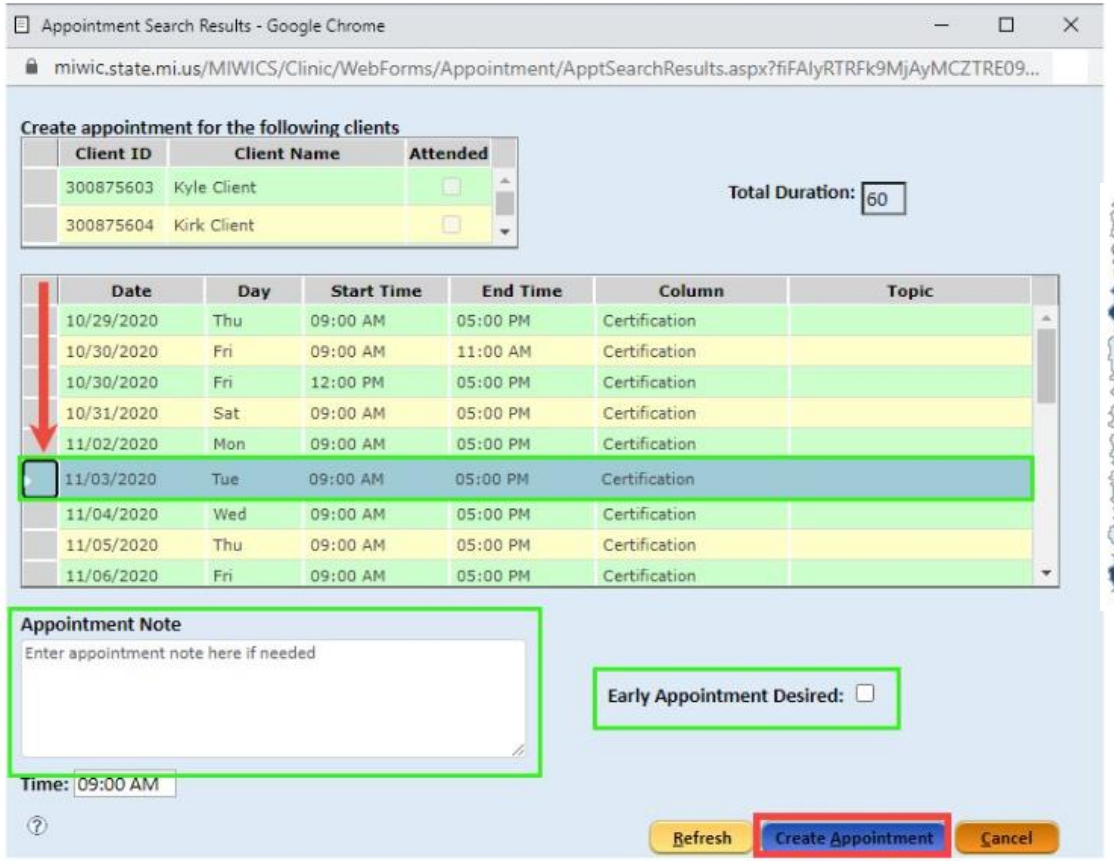
- **BFLCV**: Breastfeeding Lactation Consultant Virtual Appt.
- **BFLSV**: Breastfeeding Lactation Specialist Virtual Appt.
- **BFPCV**: Breastfeeding Peer Counseling Virtual Appt.
- **CERTV**: Virtual Certification
- **CEVALV**: Virtual Child Evaluation
- **EDUV:** EDU Virtual Appt.
- **IEVALV**: Virtual Infant Evaluation
- **PCERTV**: Virtual Priority Certification
- **Produce Connection**
- **NCRDV**: Nutrition Care Plan Development/Counseling Virtual Appt.
- **RECERTV**: Virtual Recertification
- **WEVALV**: Virtual Woman Evaluation

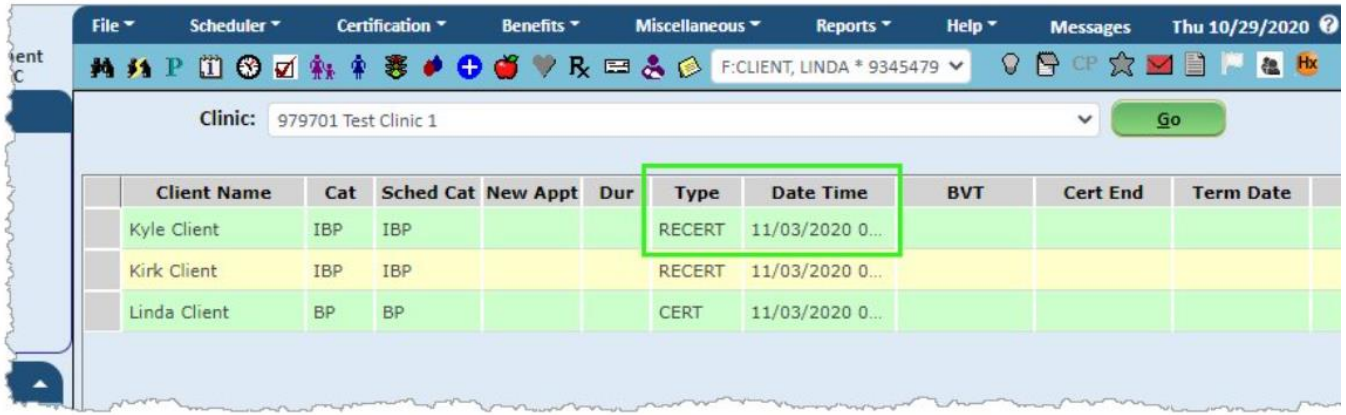


Scheduling: New Appointment Search

Next you will need to:

1. Change the Start Date to today's date to look for the soonest available appt.
2. Edit the times in the Start and End Time fields if needed.
3. Uncheck checkboxes of the days the client does not want an appointment.
4. Click on the Search button.





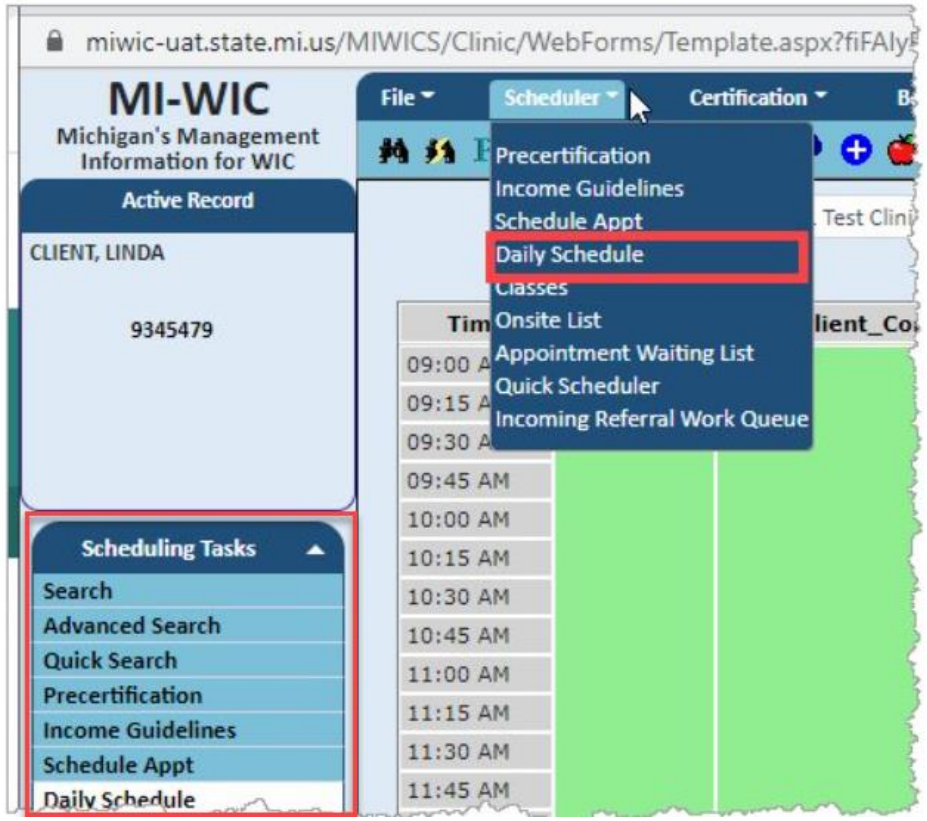
Scheduling Continued

Skills Check

The Appointment Scheduler is most useful for scheduling appointments in the future 2 or 3 months or when you do not know when the next available appointment is?

a. True

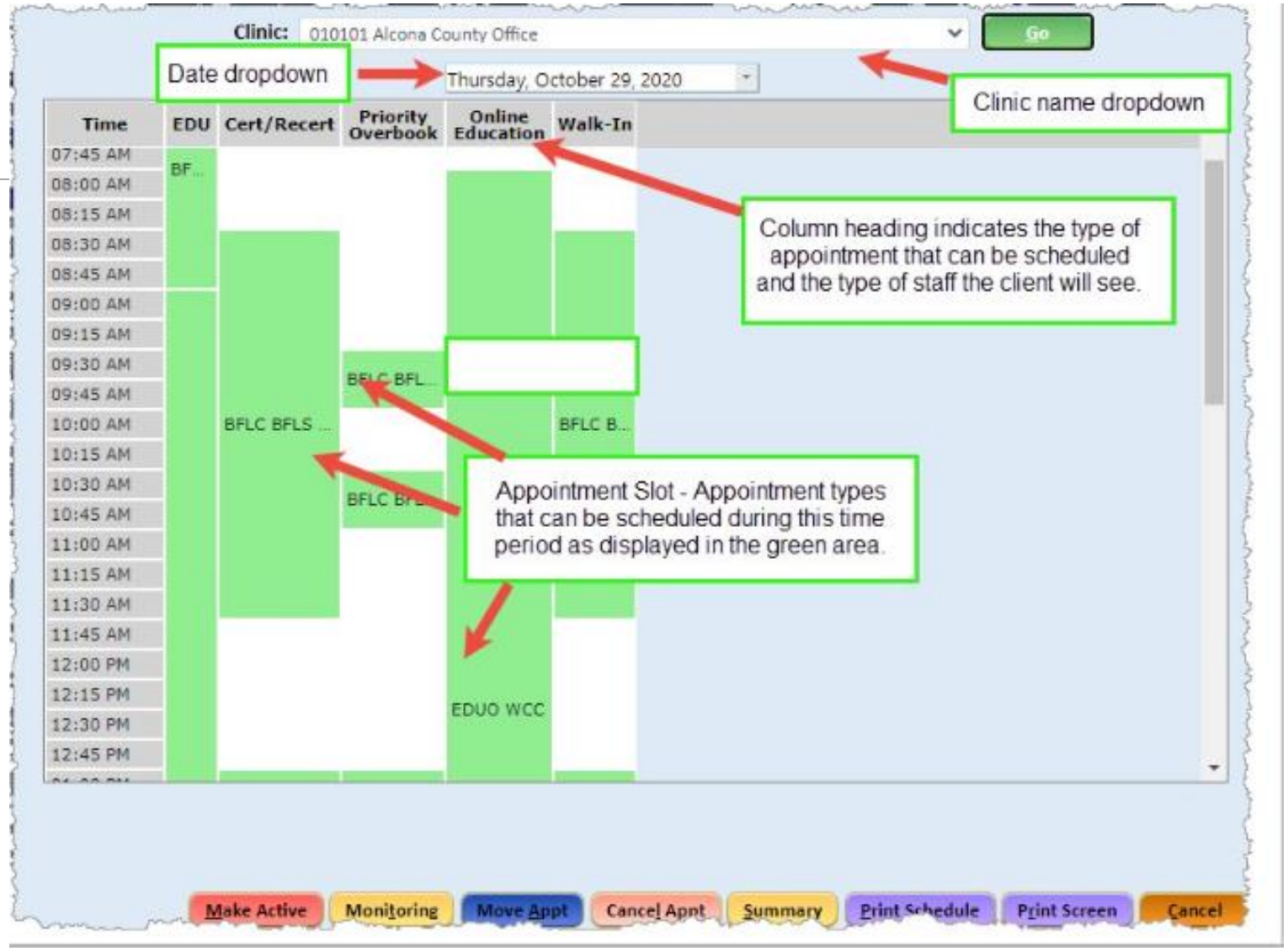
b. False



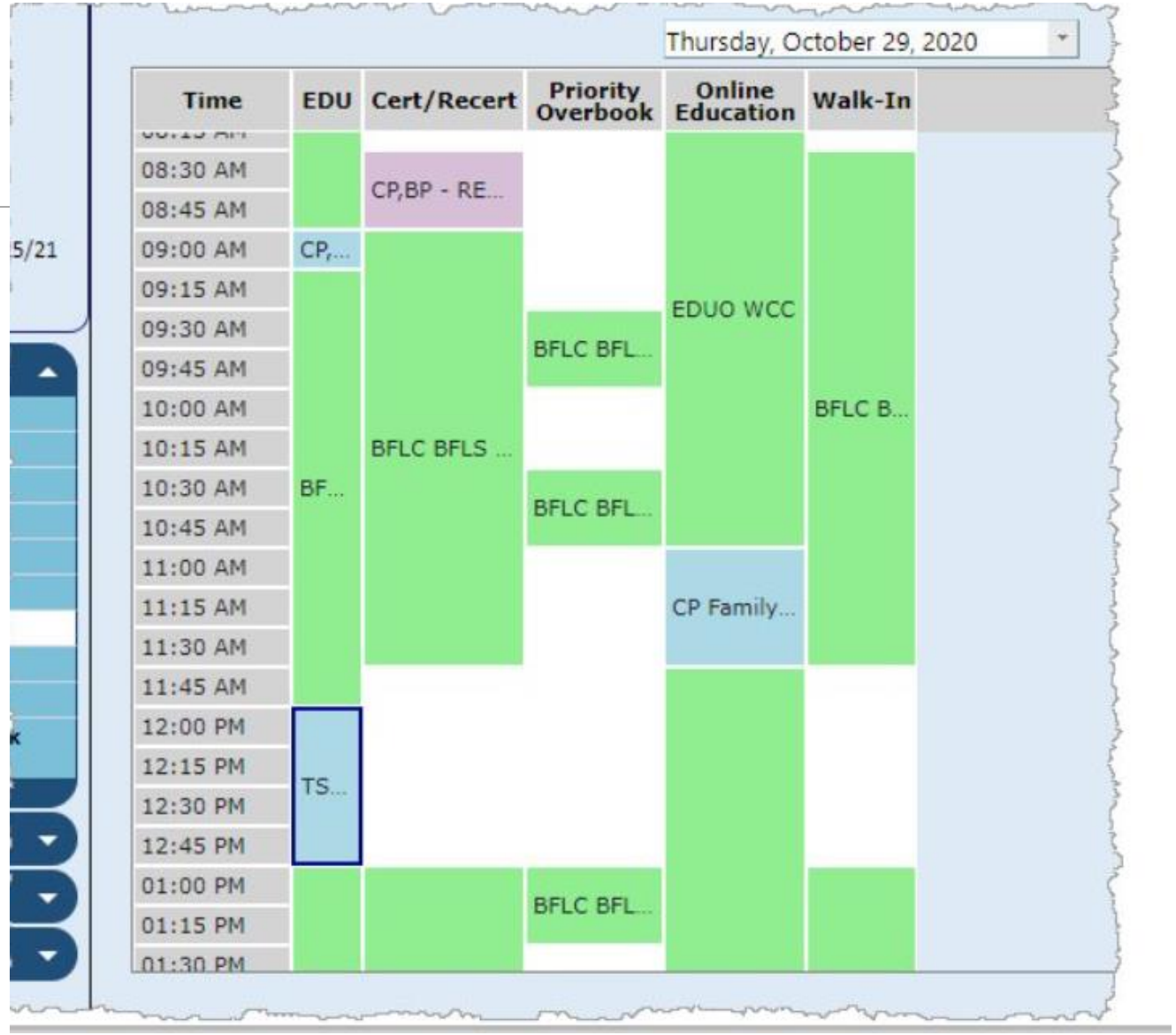


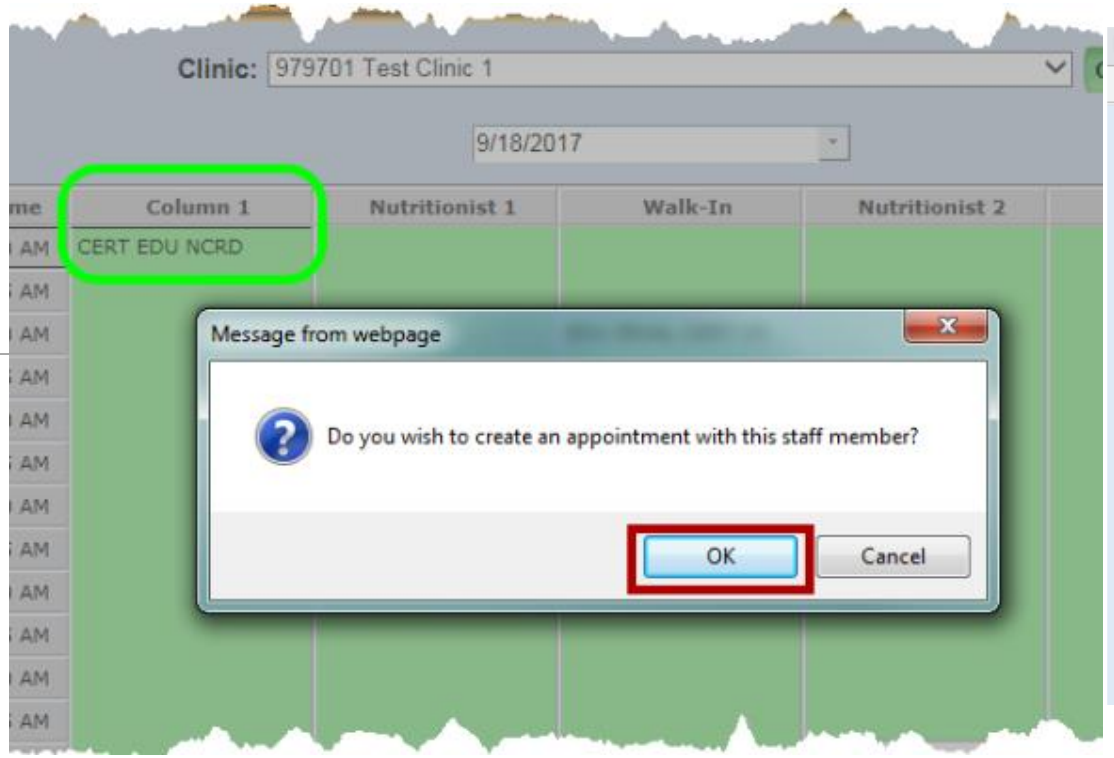
Scheduling: Daily Schedule Icon

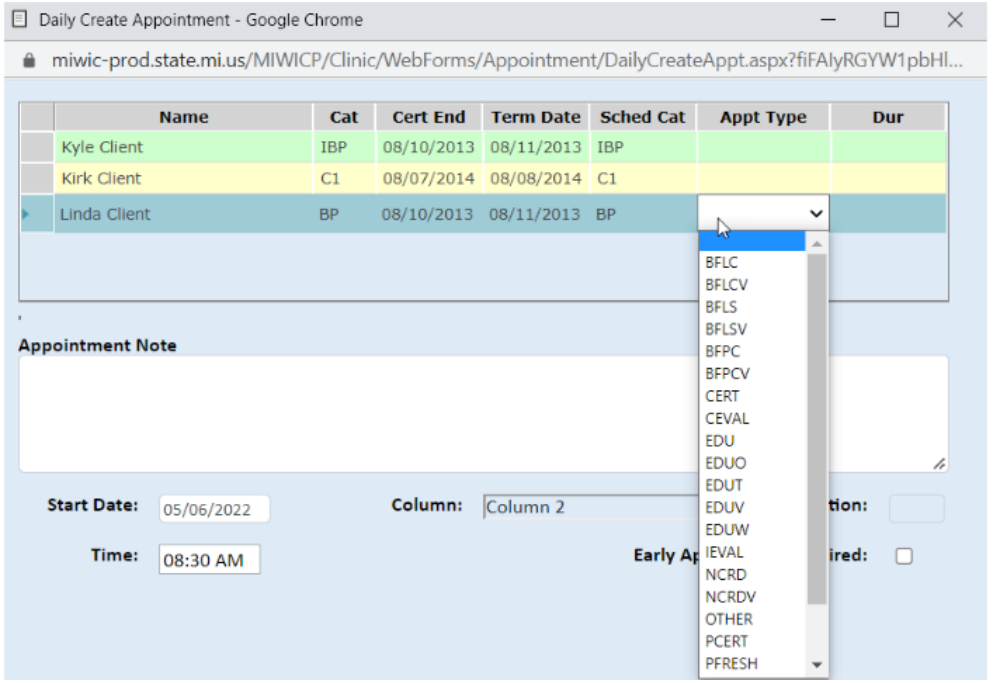
MI-WIC Clinic Module: Daily Scheule Details



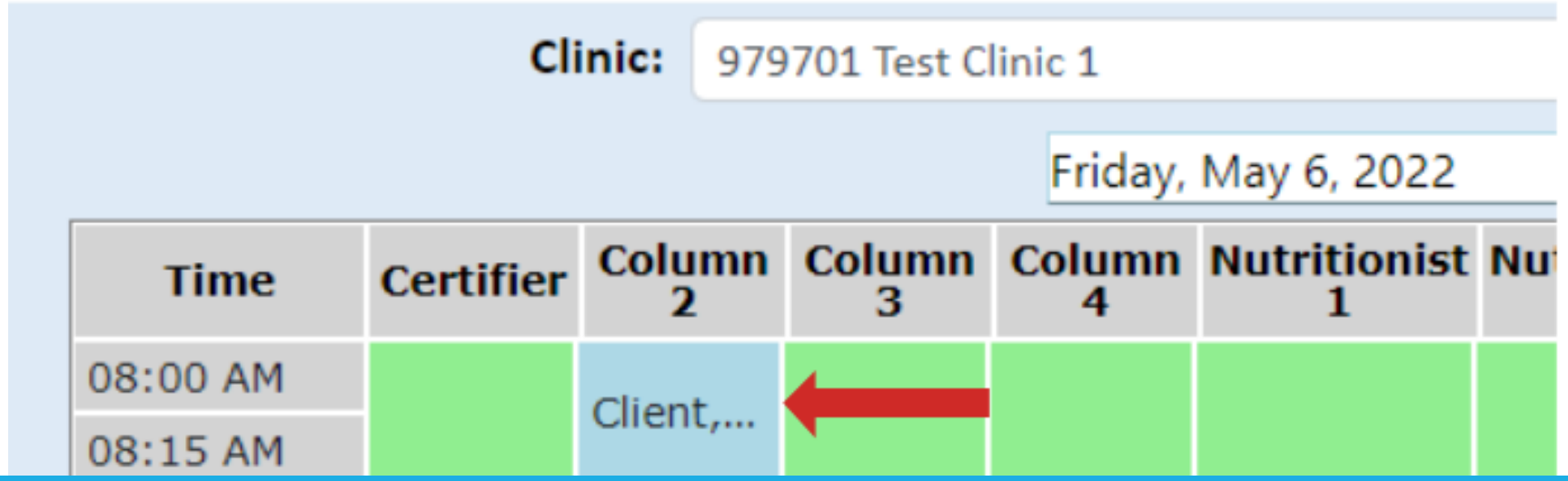
MI-WIC Clinic Module: Daily Schedule Details Cont.




Clinic: 979701 Test Clinic 1
9/18/2017
Column 1
Nutritionist 1
Walk-In
Nutritionist 2
CERT EDU NCRD
Message from webpage
Do you wish to create an appointment with this staff member?
OK
Cancel


Daily Create Appointment - Google Chrome
miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Appointment/DailyCreateAppt.aspx?fiFAlyRGYW1pbHl...
Name
Cat
Cert End
Term Date
Sched Cat
Appt Type
Dur
Kyle Client
IBP
08/10/2013
08/11/2013
IBP
Kirk Client
C1
08/07/2014
08/08/2014
C1
Linda Client
BP
08/10/2013
08/11/2013
BP
BFLC
BFLCV
BFLS
BFLSV
BFPC
BFPCV
CERT
CEVAL
EDU
EDUO
EDUT
EDUV
EDUW
IEVAL
NCRD
NCRDV
OTHER
PCERT
PFRESH
Appointment Note
Start Date:
05/06/2022
Column:
Column 2
Time:
08:30 AM

Scheduling


Clinic:
979701 Test Clinic 1
Friday, May 6, 2022
Time
Certifier
Column 2
Column 3
Column 4
Nutritionist 1
08:00 AM
08:15 AM
Client,...



Within 10 calendar days if the client is pregnant, an infant, breastfeeding, or migrant or homeless

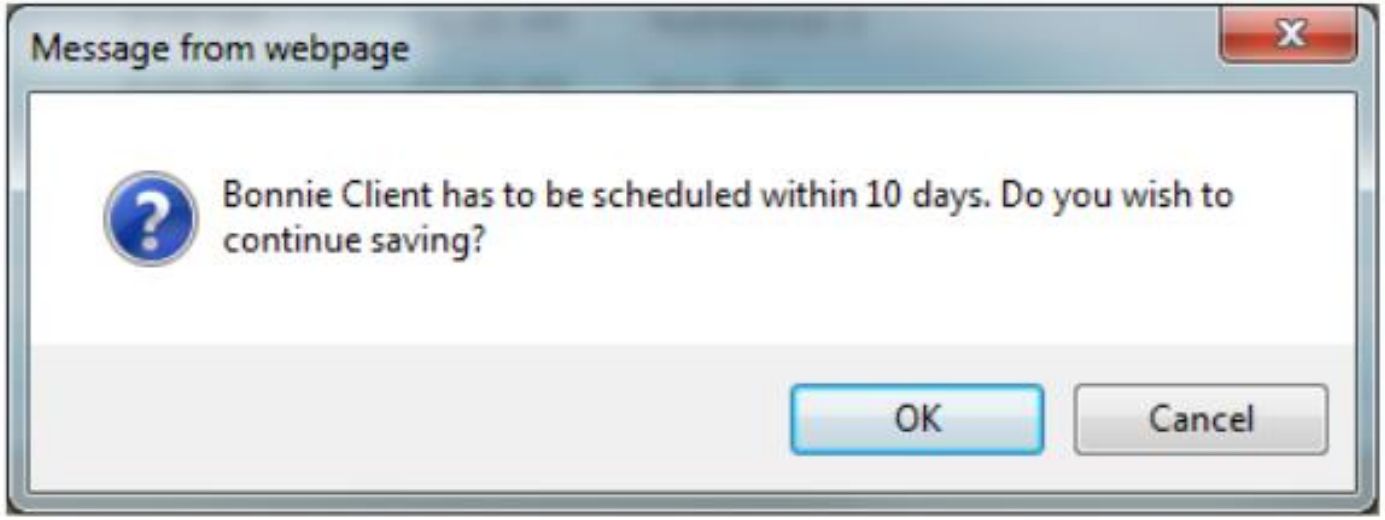
Within 20 calendar days if the client is a transfer or other PBNICs



Schedule Ten Day Message

If you attempt to schedule and save an appt. for one of these client's types and the appt date is beyond the ten calendar days the pop-up message will display asking, "**Client Name has to be scheduled within 10 days. Do you wish to continue saving?**"

This message is to remind you to schedule this high priority client within 10 days. Click OK if you do not have sooner appointments available or Cancel if you have appointments that could be considered within 10 days. You will need to click OK or cancel on the message.

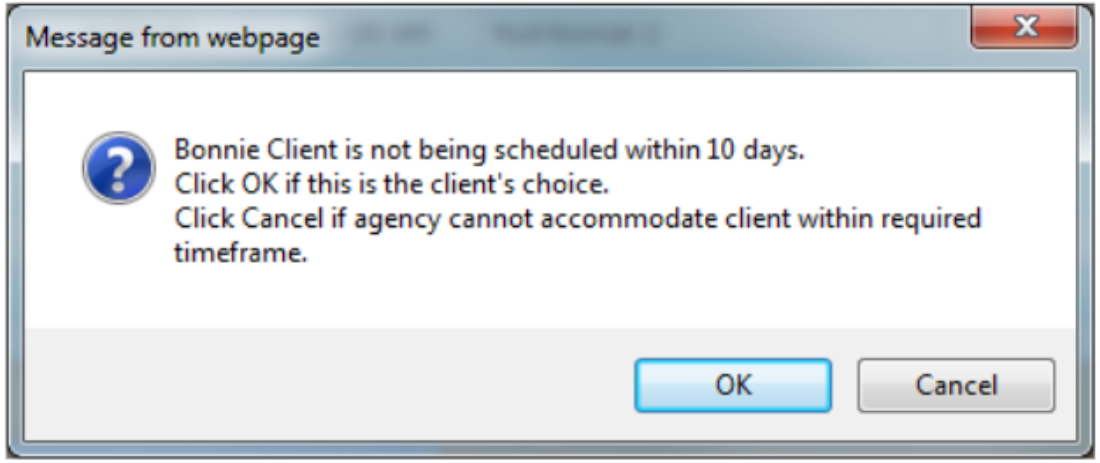


Client Choice Message

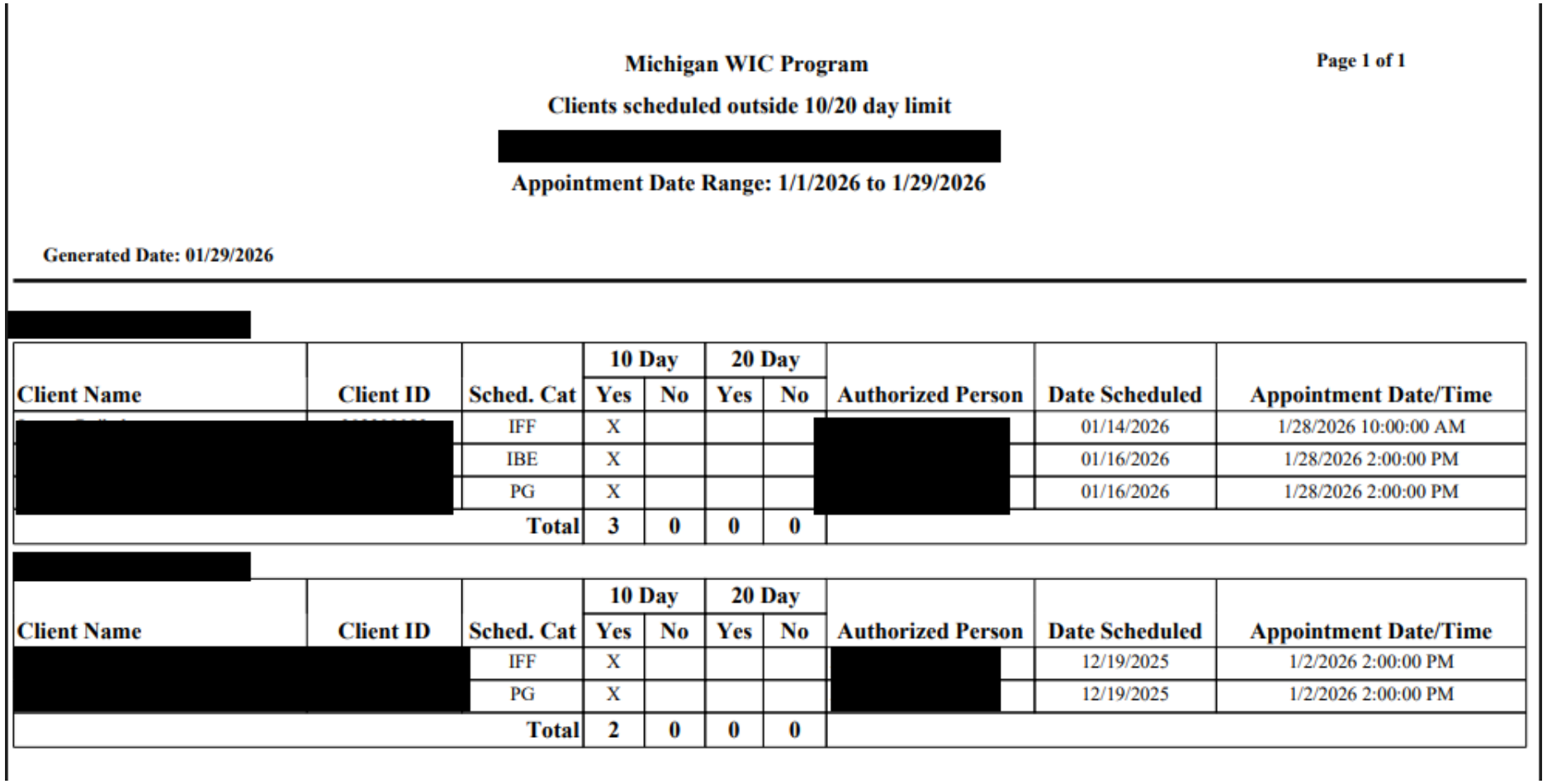
If you clicked OK on the pop-up to continue scheduling the appt, another pop-up will display. The pop-up message instructs, "**Client Name is not being scheduled within 10 days. Click OK if this is the client's choice. Click Cancel if agency cannot accommodate the client within the required timeframe.**"

You will need to click OK if you offered the client an earlier appt. and she chose this appt.

If the reason the appt was scheduled past the ten days was not the client's decision, click Cancel.



Clients Scheduled outside 10/20-day limit



Michigan WIC Program

Clients scheduled outside 10/20 day limit

[redacted]

Appointment Date Range: 1/1/2026 to 1/29/2026

Generated Date: 01/29/2026

[redacted]

Client Name	Client ID	Sched. Cat	10 Day		20 Day		Authorized Person	Date Scheduled	Appointment Date/Time
			Yes	No	Yes	No			
[redacted]		IFF	X				[redacted]	01/14/2026	1/28/2026 10:00:00 AM
		IBE	X					01/16/2026	1/28/2026 2:00:00 PM
		PG	X					01/16/2026	1/28/2026 2:00:00 PM
		Total	**3**	**0**	**0**	**0**			

[redacted]

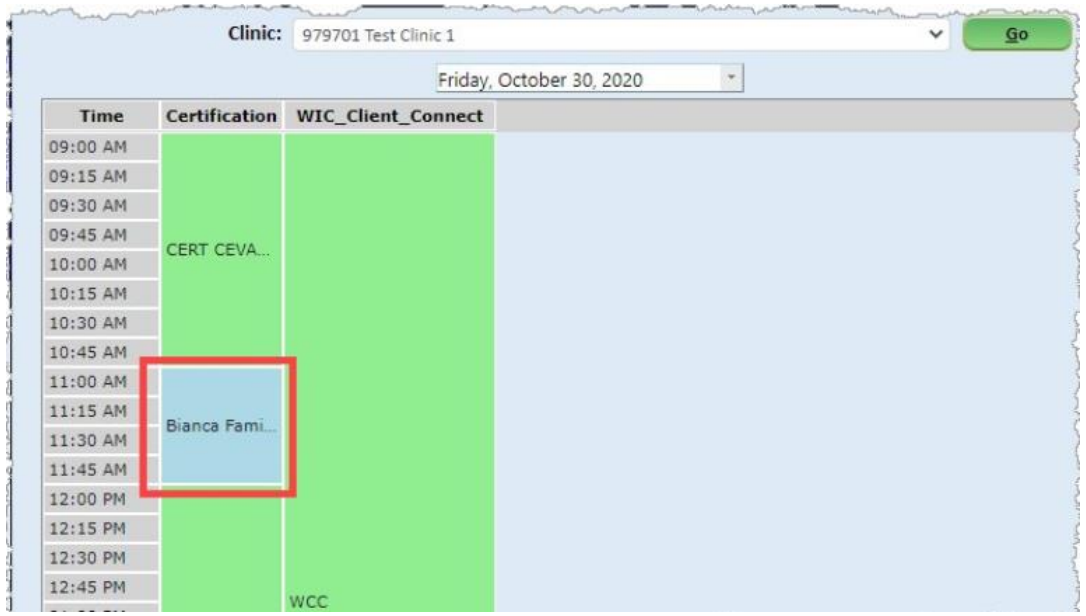
Client Name	Client ID	Sched. Cat	10 Day		20 Day		Authorized Person	Date Scheduled	Appointment Date/Time
			Yes	No	Yes	No			
[redacted]		IFF	X				[redacted]	12/19/2025	1/2/2026 2:00:00 PM
		PG	X					12/19/2025	1/2/2026 2:00:00 PM
		Total	**2**	**0**	**0**	**0**			

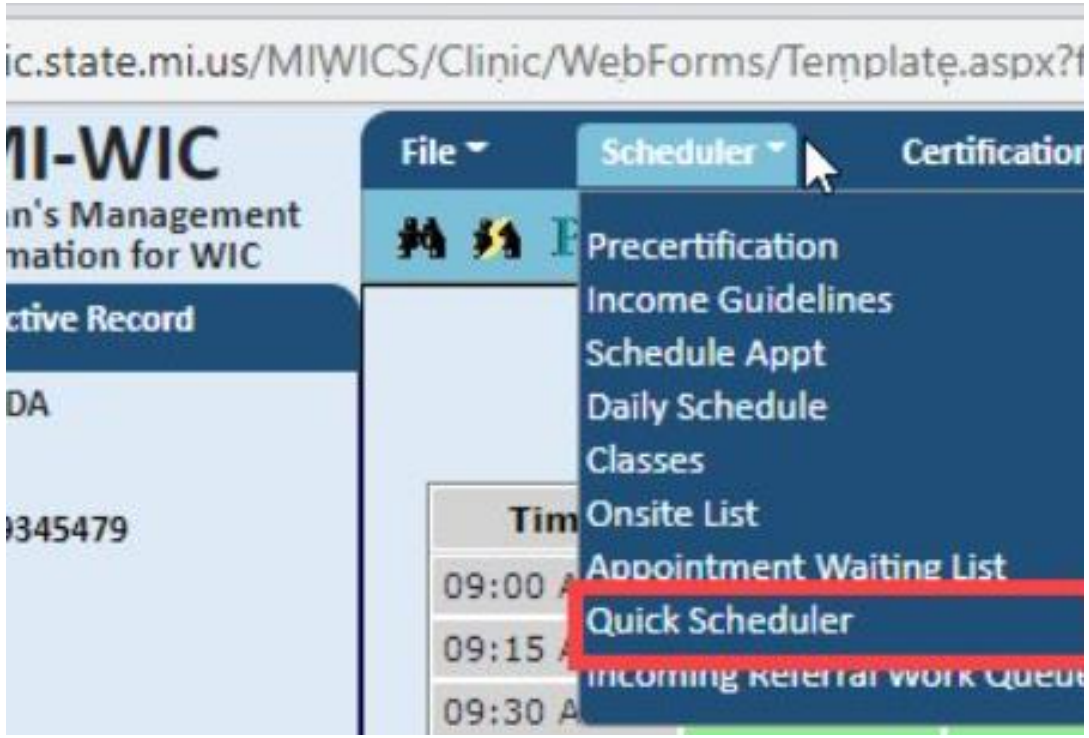
Skills Check

When scheduling a Pregnant woman, Infant, Breastfeeding woman, Homeless, or Migrant individual you must offer an appointment with 10 days?

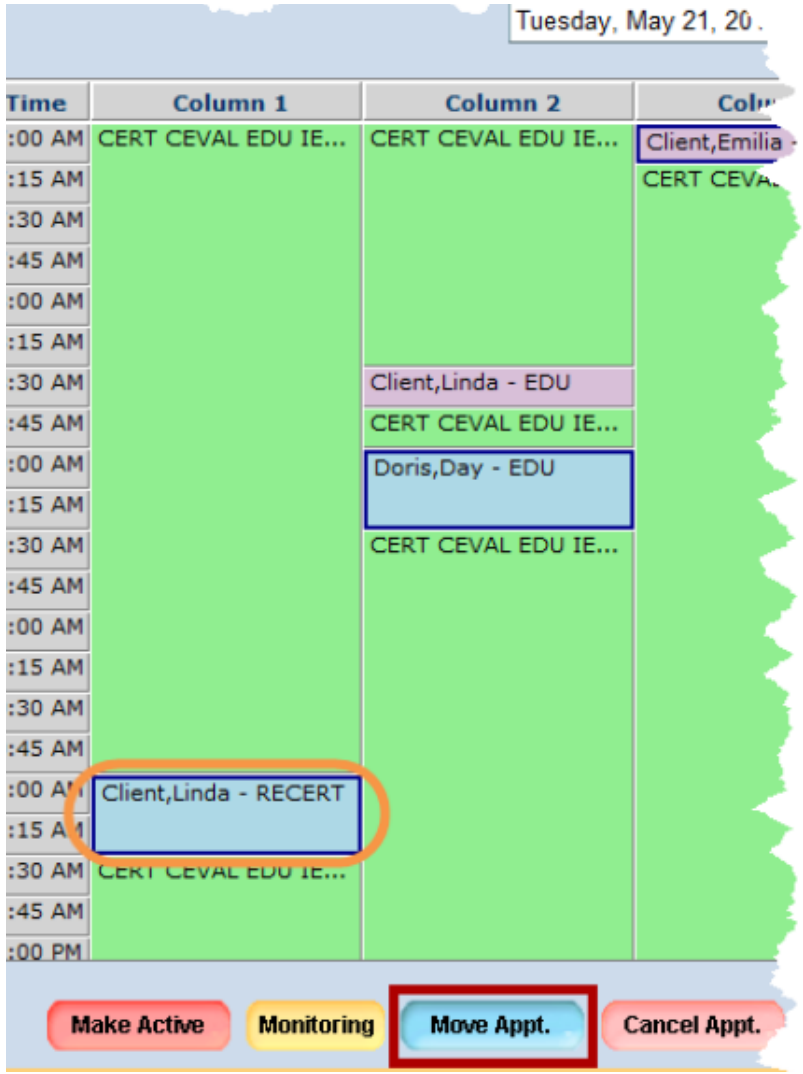
a. True

b. False

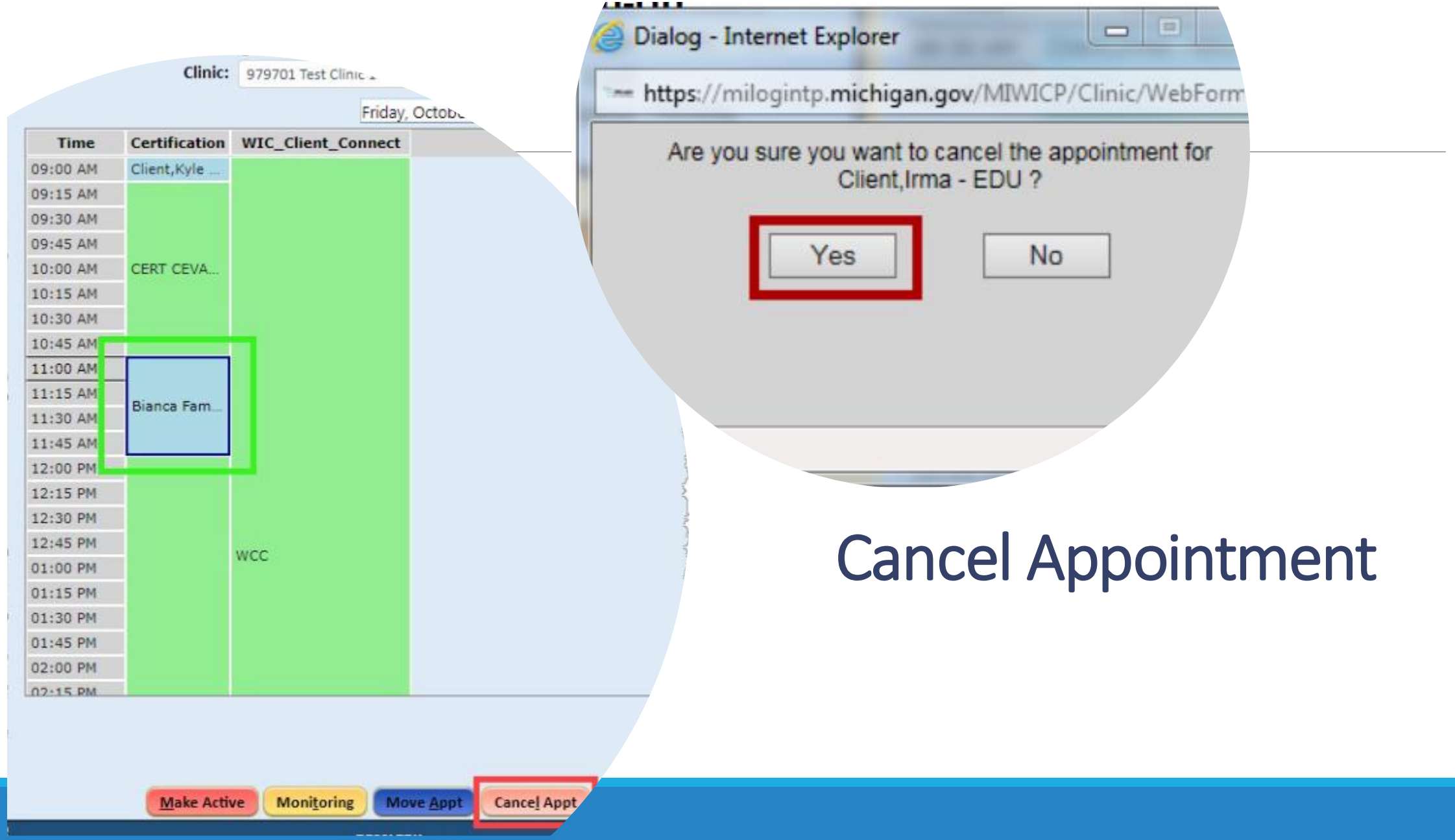




Appointment Note & Quick Scheduler

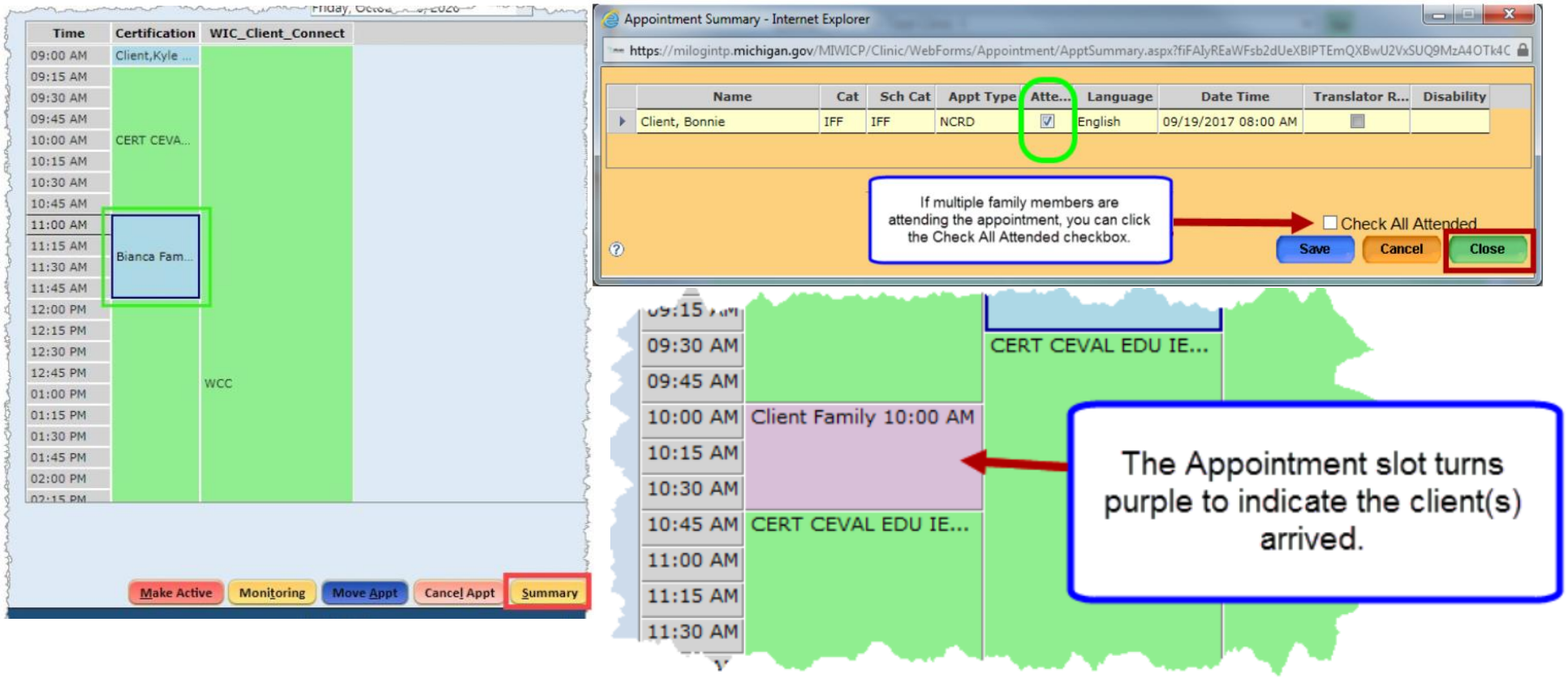


Move Appointment



Cancel Appointment

Client Attended Appt.

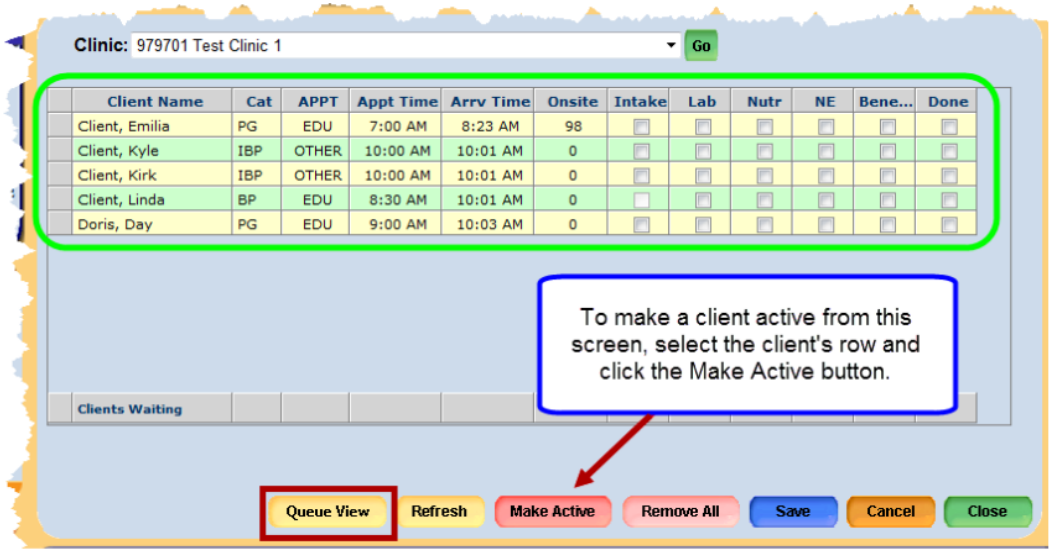


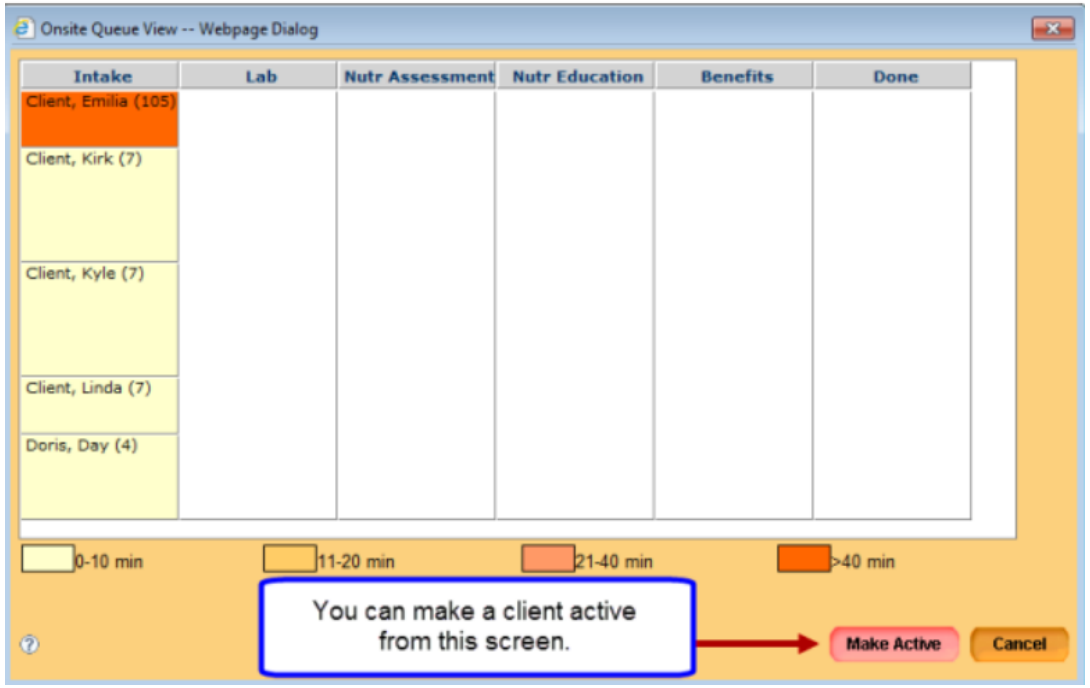
Skills Check:

Clients who are scheduled for an appointment but not checked in appear on the Daily Schedule in:

a. Blue
b. Purple

Onsite List Screen





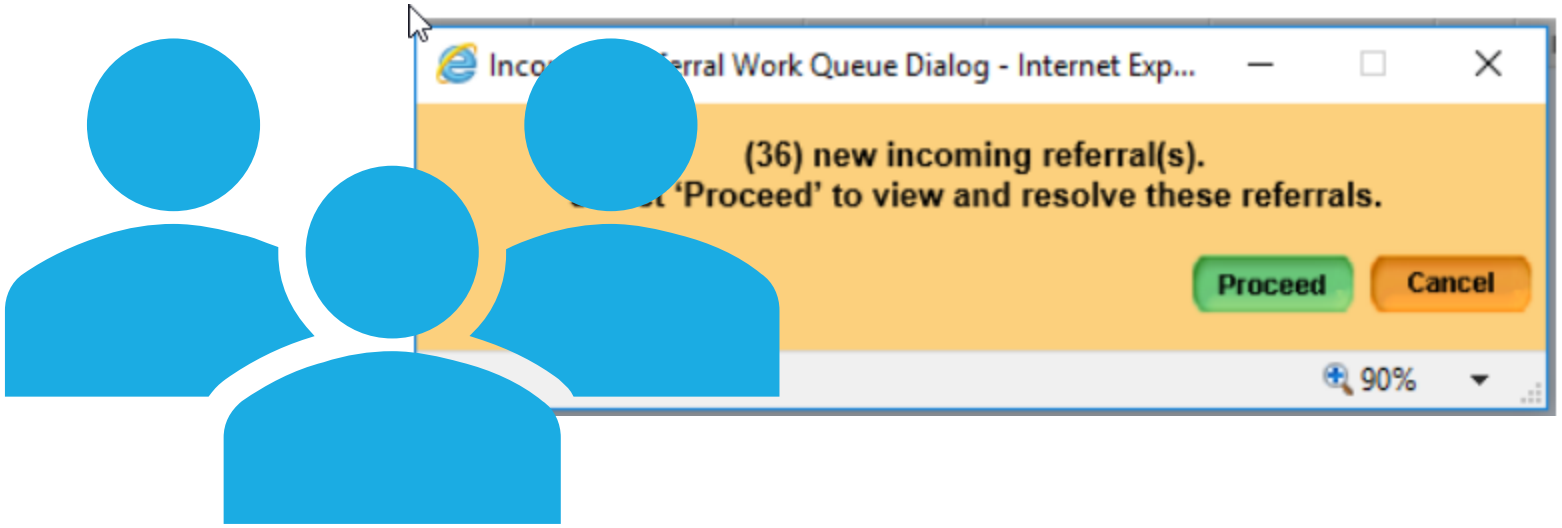
Skills Test

The Onsite list shows;

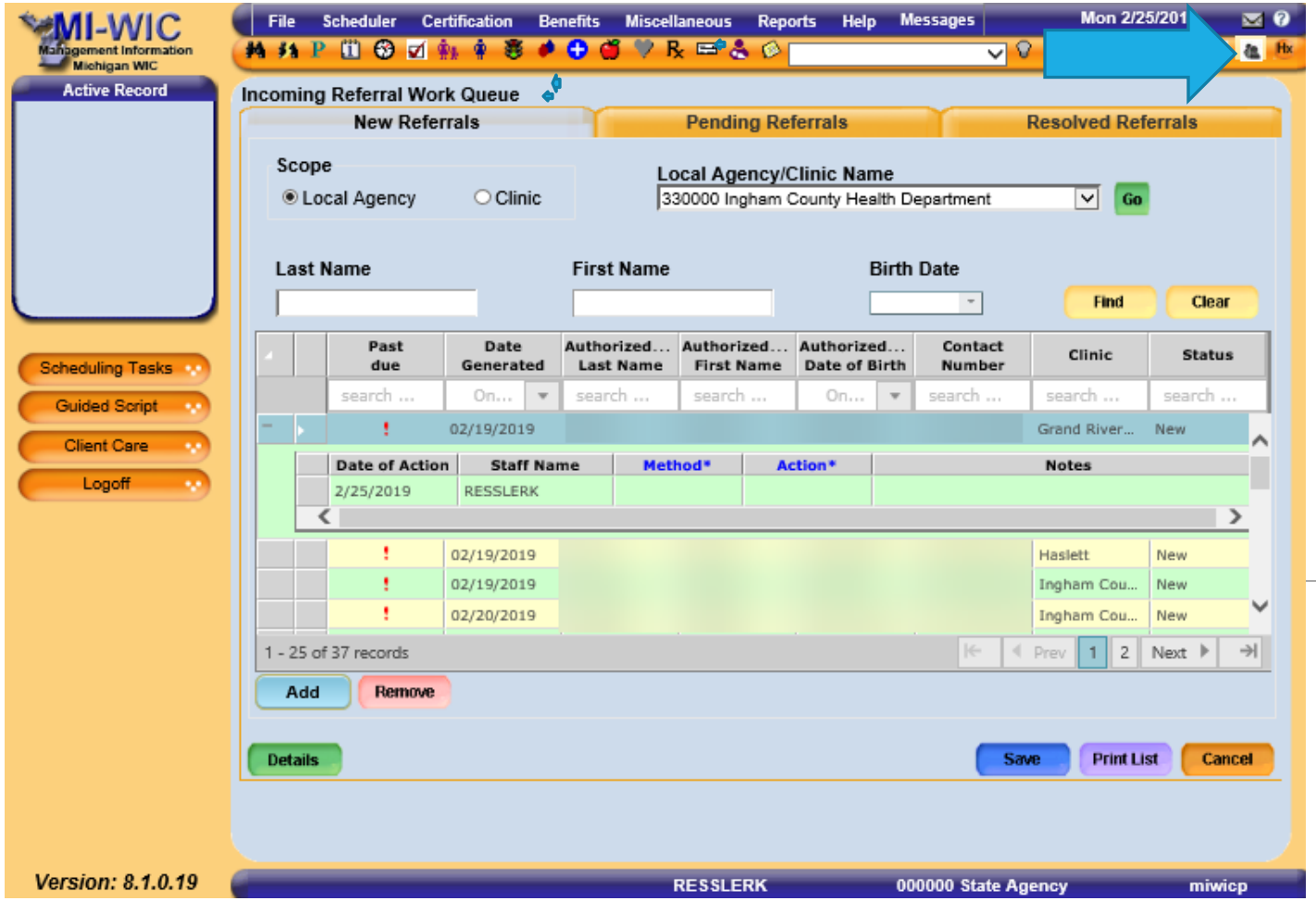
a. Clients who have been checked in the clinic and are ready services.

b. Clients who are waiting for appointments.

Integrated Service Delivery Project (ISD)?



What do you need to know about the Incoming Referral Work Queue?



- Referrals must be followed up on within 2 business days of the date the referral was generated.
- Each time a client is contacted from the Incoming Referral Work Queue, it must be documented in the *Contact History Grid* for that referral.
  - Refer to the *WIC-ISD Incoming Referral Procedure* document for a breakdown of available actions.
- Click the *Details* Button for additional information on the Incoming Referral.

Incoming Referral Resources

WIC-ISD Incoming Referral Division Procedure

Incoming Referral Work Queue Workflow

One Page Help Documents

- ✓ How to Add a Line in the Contact History
- ✓ How to Follow Up with a Client
- ✓ How to Assign a Clinic to a Referral with Multiple Clinics
- ✓ How to Move a Referral to Precertification

Frequently Asked Questions

WIC Integrated Service Delivery Webcast

- ✓ Archived at Mediasite - Mediasite Channel (mihealth.org).

Additional questions can be directed towards your coordinator or LA Agency WIC Consultant.





Scheduling Suggestions

Try to schedule clients as close as possible to their **BVT (Benefits Valid Through)** date (10-15 days before) so the clients will get full benefits for the month.

1st Proration

11 days to 20 days
(issues 2/3 package)

2nd Proration

21 days or more
after benefit start date
(issues 1/3 package)

MDHHS Healthcare 4 Michigan
Department of Health and Human Services



Michigan WIC Client Connect

Michigan.gov Home | Application Home | Contact WIC | MDHHS Home | English | Español | عربي

- What is WIC?
- Am I Eligible for WIC?
- WIC Clinics
- WIC Grocery Stores
- WIC Resources Links
- Login
- Sign Up

To log into WIC Client Connect, you must have a MILogin Account and subscribe to WIC Client Connect through MILogin. For additional information, please read this PDF

Announcement:
If you encounter a 2005 error when logging in, please add the WIC Client Connect service to your MILogin account. From your MILogin homepage, select 'Find Services' under Discover Online Services, search for 'WIC Client Connect', and add it. Once added, make sure to log out of your account in the MILogin redirect window before trying again. You should then have access to WIC Client Connect.

Welcome to Michigan WIC Client Connect!

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) has helped Michigan families since 1974.

WIC Provides:

- Healthy foods
- Nutrition education
- Breastfeeding information and help
- Referrals



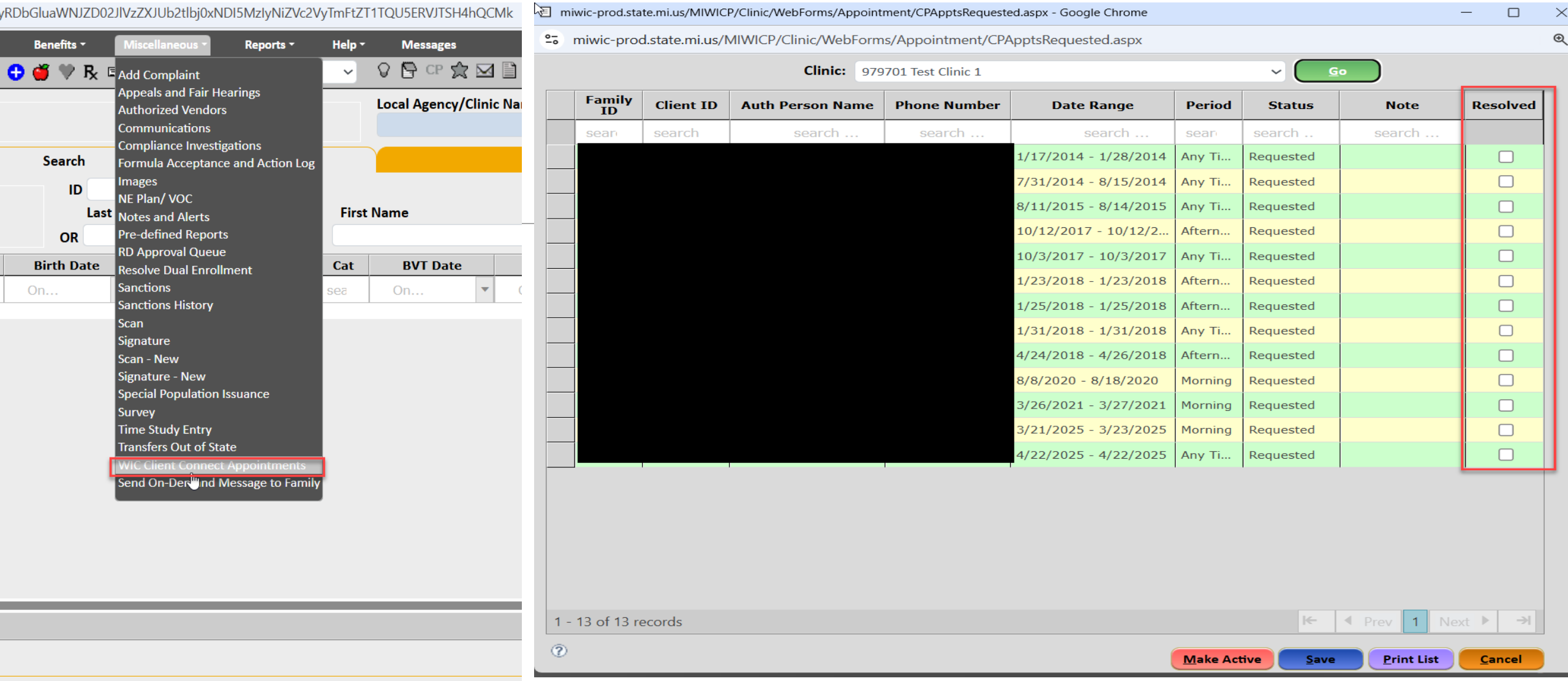
Michigan WIC clients can set up an account to perform tasks such as:

- Ask for an appointment
- Find out when your next appointment is
- Find out your benefit balance



Use this Client Connect site to

- Learn about WIC
- See if you are eligible for WIC
- Find WIC clinics and grocery stores


yRDbGluaWNJZD02JlVzZXJUb2tlbj0xNDI5MzIyNiZVc2VyTmFtZT1TQU5ERVJTSH4hQCMk
Benefits
Miscellaneous
Reports
Help
Messages
Add Complaint
Appeals and Fair Hearings
Authorized Vendors
Communications
Compliance Investigations
Formula Acceptance and Action Log
Images
NE Plan/ VOC
Notes and Alerts
Pre-defined Reports
RD Approval Queue
Resolve Dual Enrollment
Sanctions
Sanctions History
Scan
Signature
Scan - New
Signature - New
Special Population Issuance
Survey
Time Study Entry
Transfers Out of State
WIC Client Connect Appointments
Send On-Demand Message to Family
Local Agency/Clinic Na
Search
ID
Last
OR
First Name
Birth Date
Cat
BVT Date
On...
sea
On...
miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Appointment/CPApptsRequested.aspx - Google Chrome
miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Appointment/CPApptsRequested.aspx
Clinic:
979701 Test Clinic 1
Go
Family ID
Client ID
Auth Person Name
Phone Number
Date Range
Period
Status
Note
Resolved
search
search ...
search ...
search ...
search ..
search ...
1/17/2014 - 1/28/2014 Any Ti... Requested
7/31/2014 - 8/15/2014 Any Ti... Requested
8/11/2015 - 8/14/2015 Any Ti... Requested
10/12/2017 - 10/12/2... Aftern... Requested
10/3/2017 - 10/3/2017 Any Ti... Requested
1/23/2018 - 1/23/2018 Aftern... Requested
1/25/2018 - 1/25/2018 Aftern... Requested
1/31/2018 - 1/31/2018 Any Ti... Requested
4/24/2018 - 4/26/2018 Aftern... Requested
8/8/2020 - 8/18/2020 Morning Requested
3/26/2021 - 3/27/2021 Morning Requested
3/21/2025 - 3/23/2025 Morning Requested
4/22/2025 - 4/22/2025 Any Ti... Requested
1 - 13 of 13 records
Prev
1
Next
Make Active
Save
Print List
Cancel

WIC Connect Mobile App

Health & Human Services

Assistance Programs | Adult & Children's Services | Safety & Injury Prevention | Keeping Michigan Healthy | Doing Business with MDHHS | Inside MDHHS

WIC Connect Mobile App

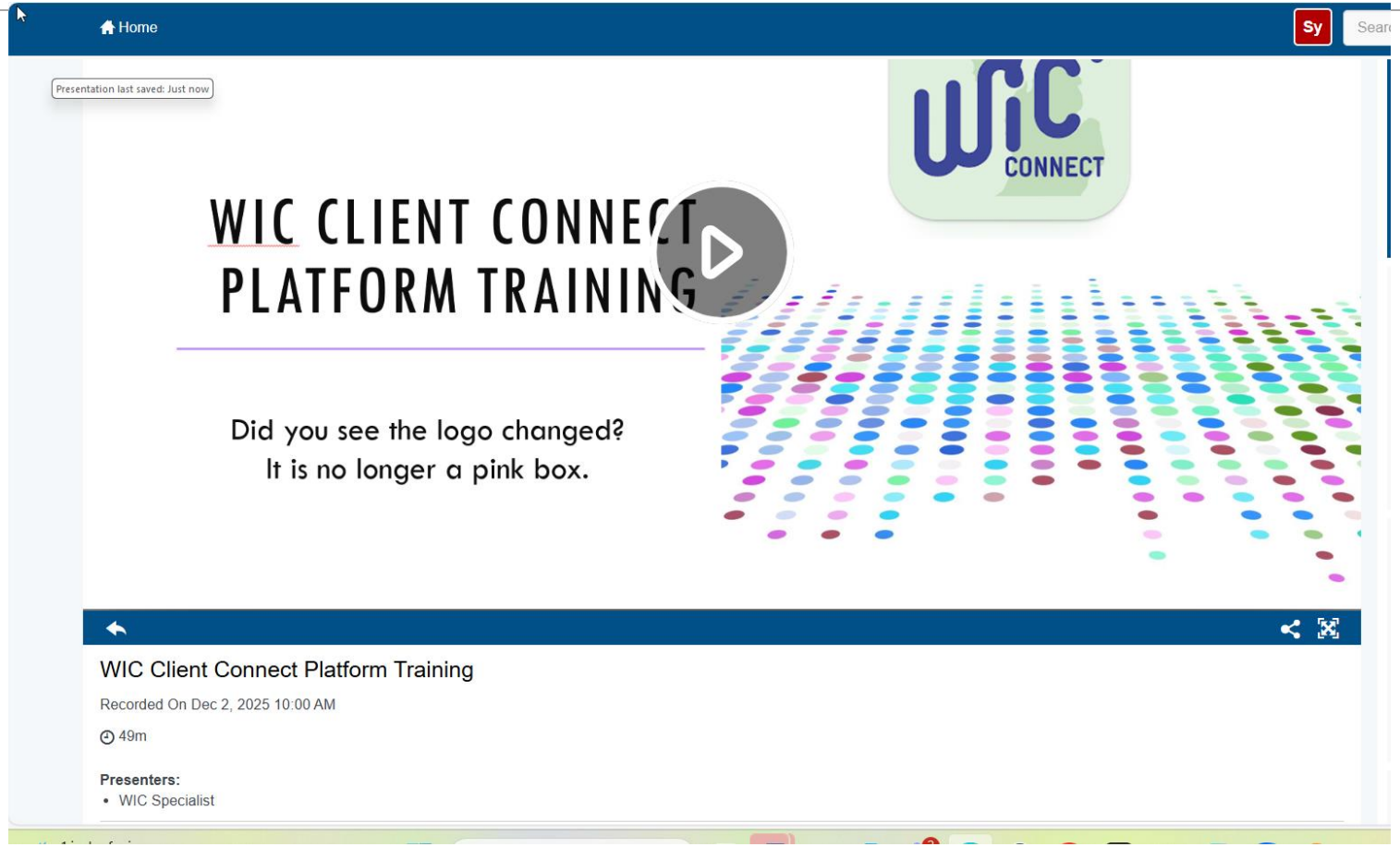
Assistance Programs > Women, Infants & Children > WIC Connect Mobile App

Download the only approved app specifically for Michigan WIC Today!

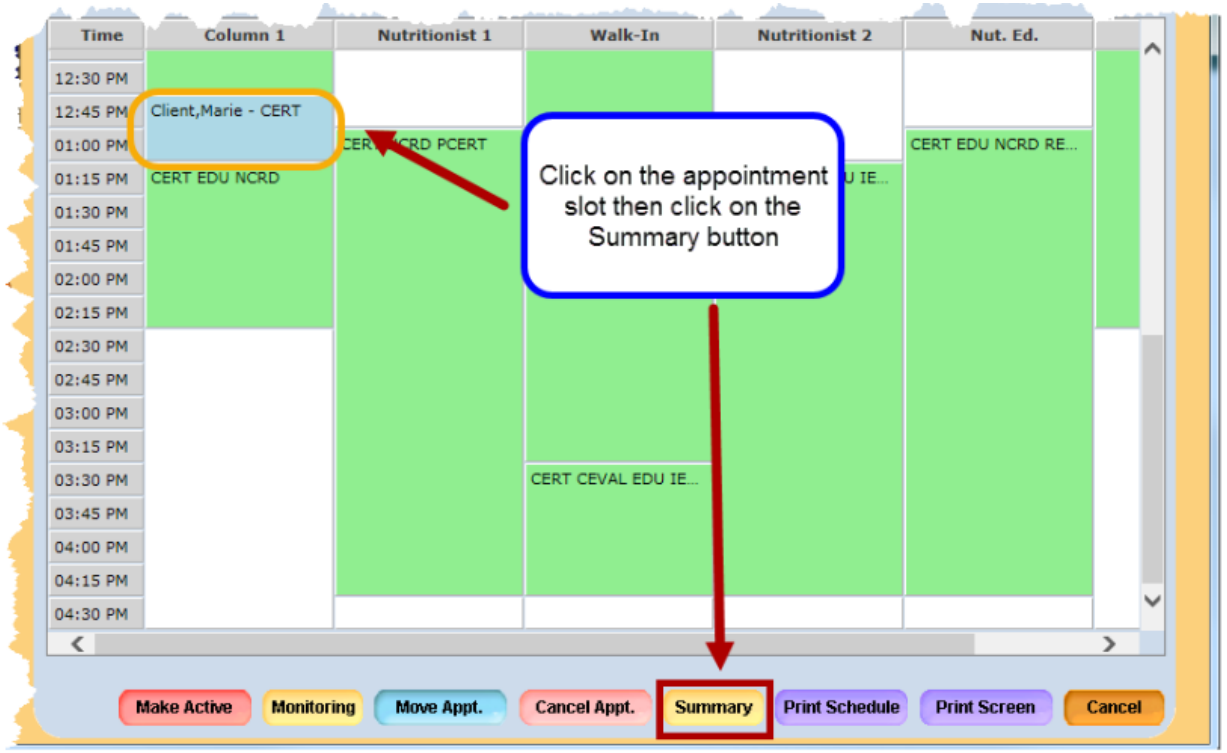
Michigan WIC is excited that the WIC Connect Mobile App is available to current WIC clients, and to allow people interested in the WIC program to check if they are eligible. The WIC Connect Mobile App is available for free in the App Store™ and Google Play™. Scan the QR codes below to download the mobile app today!

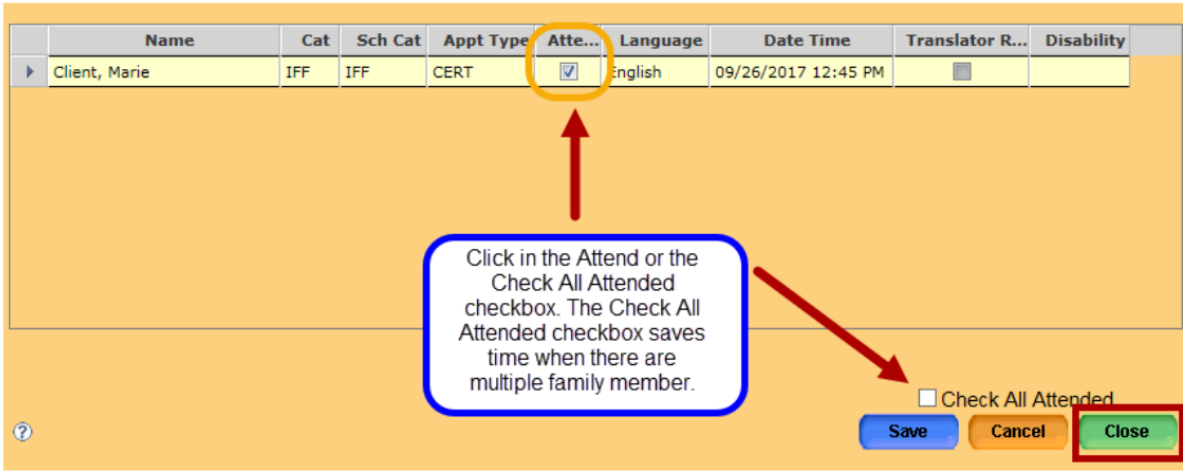
QR Code for Google Play for Android:	QR Code for App Store for iPhone:

WIC Client Connect Platform Training



Checking The Client In





Intake: Greeting



- Mark all attended
- Walk-in: Schedule and mark attended
- Ask client for documents and information
- Inform client of wait time and who will see them

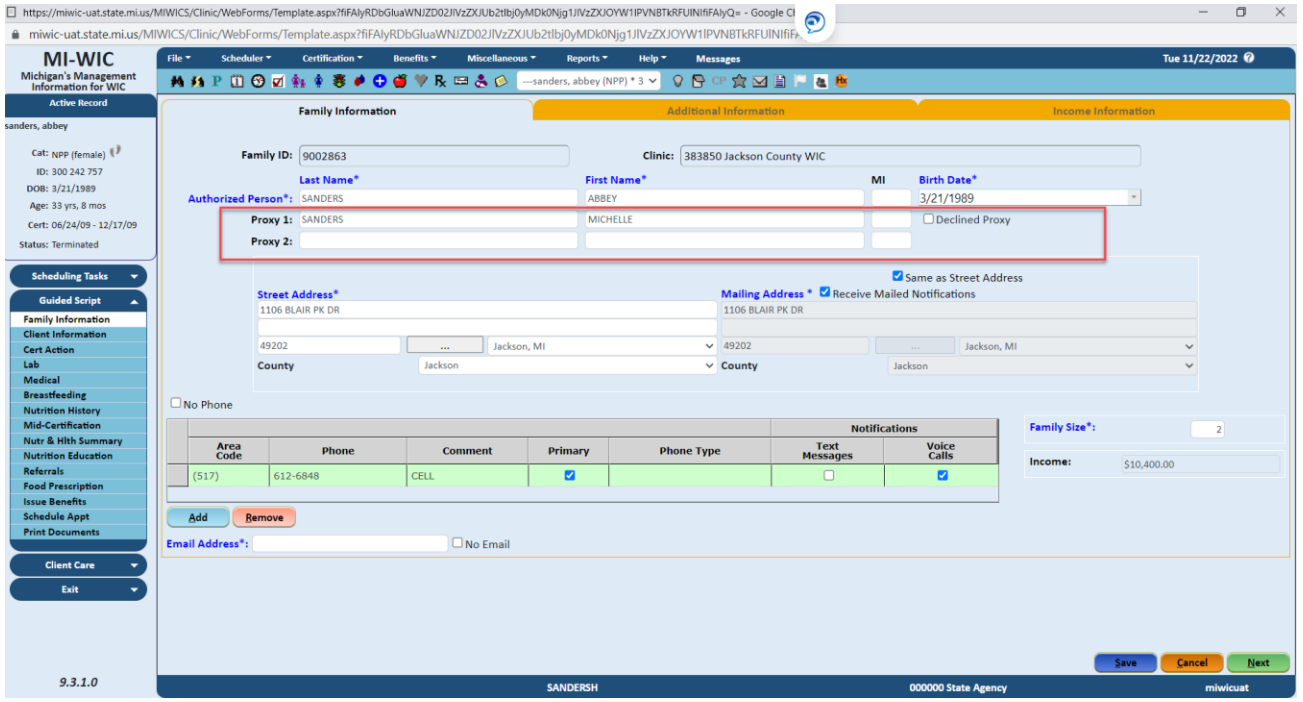


Let's Get Started

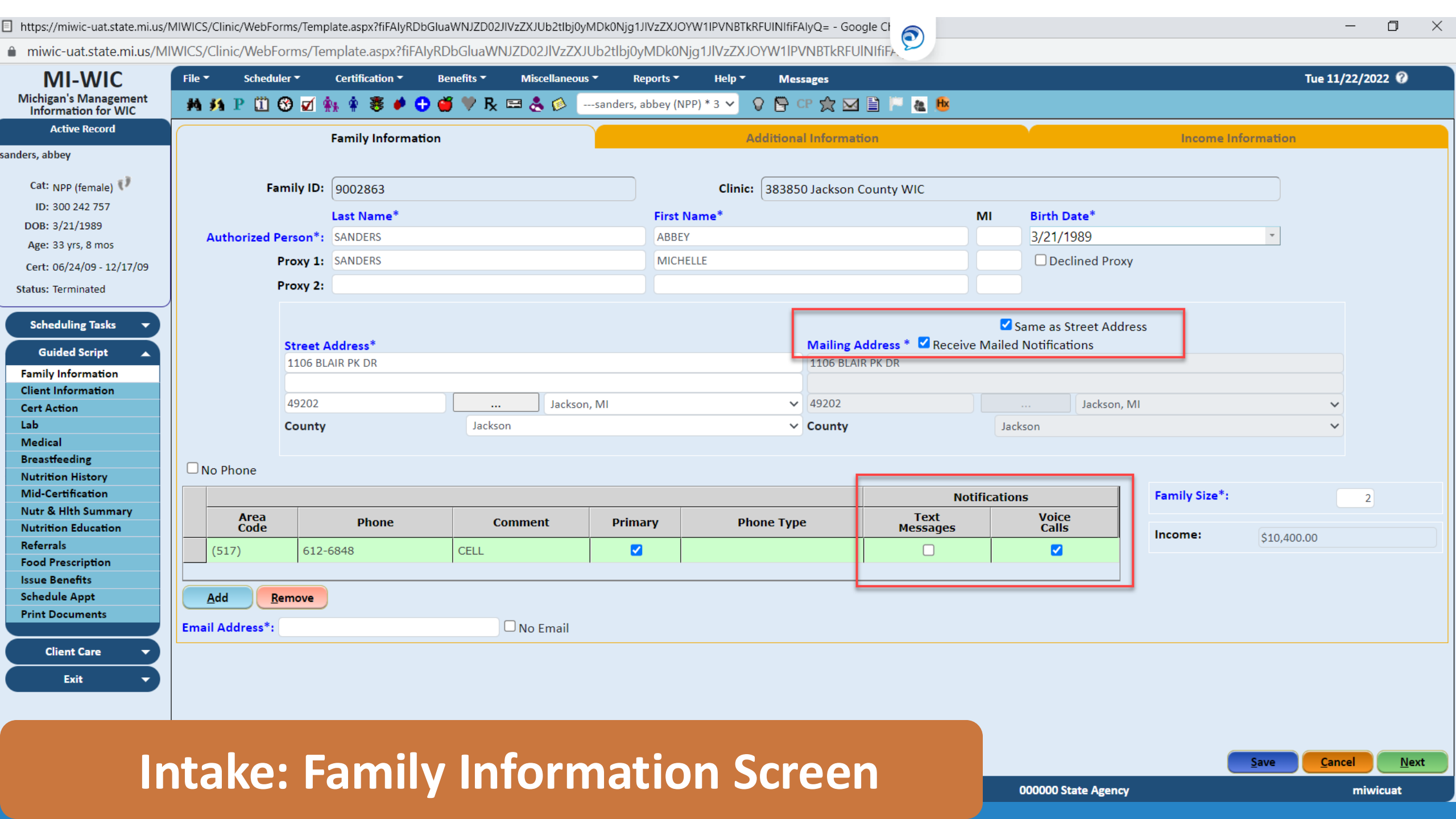
Family Information Screen

Information from the PCERT screen will populate in the ‘Family Information Screen’.

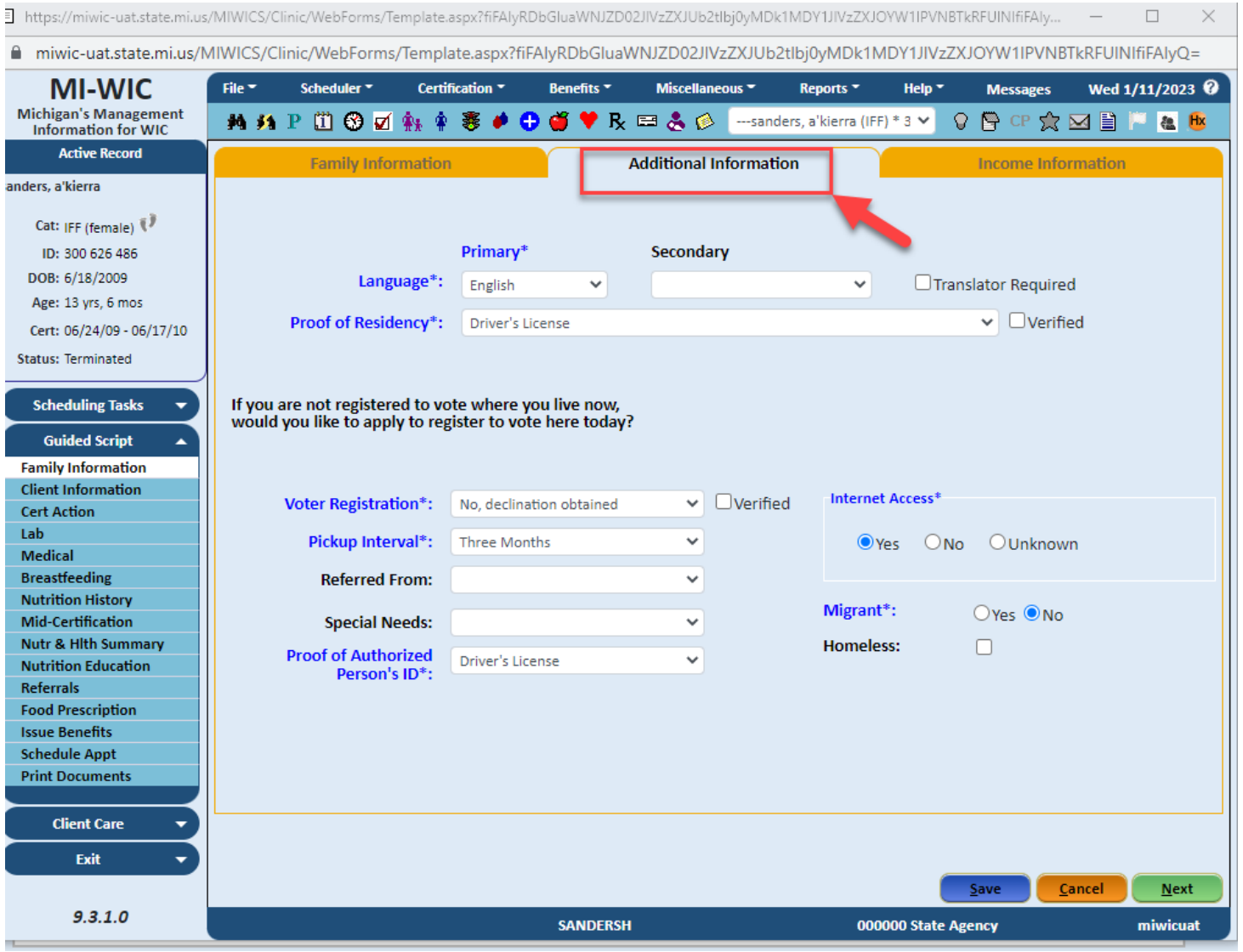
The Authorized Person can choose up to two individuals as a proxy. The proxy is someone who can bring a child to an appointment, have access to the MI WIC system (See Policy 8.03 for further detail).



Client must be asked if they want a proxy at certification and each recertification Explain how proxy works if client does not know.



Intake: Family Information Screen



Family Information: Additional Information

Language: CCS – what language does the family speak at home?

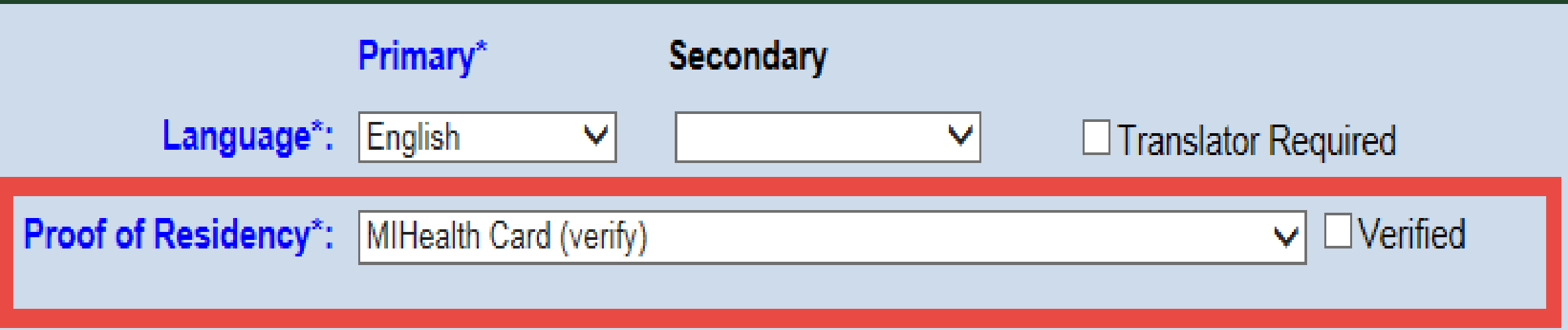
Proof of Residency

Voter Registration

Proof of ID

Homeless – lack of permanent address

Family Information Screen: Additional Information Tab



Proof Of Residency And Voter Registration

must be verified at each recertification or if address has changed

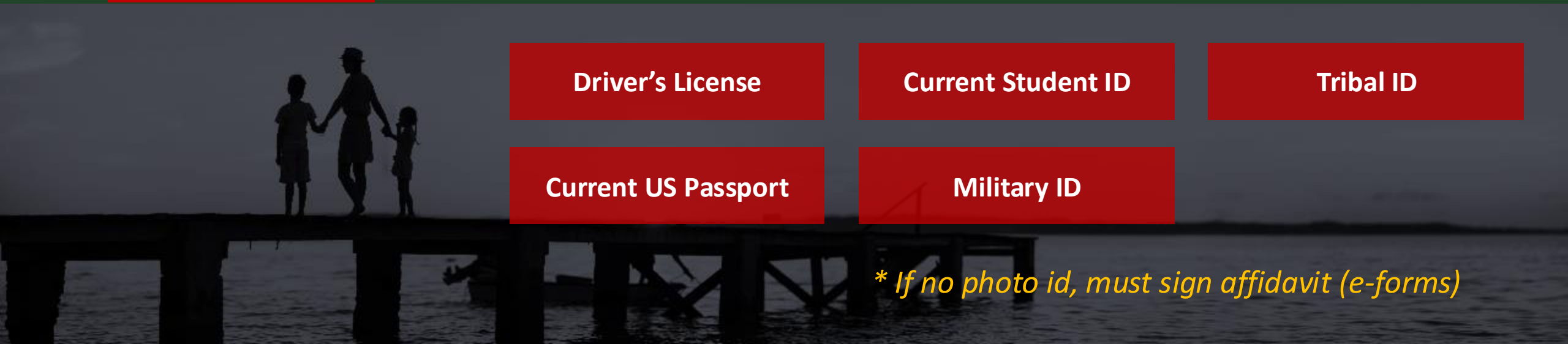
Note: *Verification check boxes are blank at recert so must be re-verified*

Family Information Screen: Additional Information Tab

Voter registration is not required at mid-cert evals unless address has changed

Voter Registration Declination Form needs to be completed if client refuses to register or is already registered

Picture ID is now required at voter registration

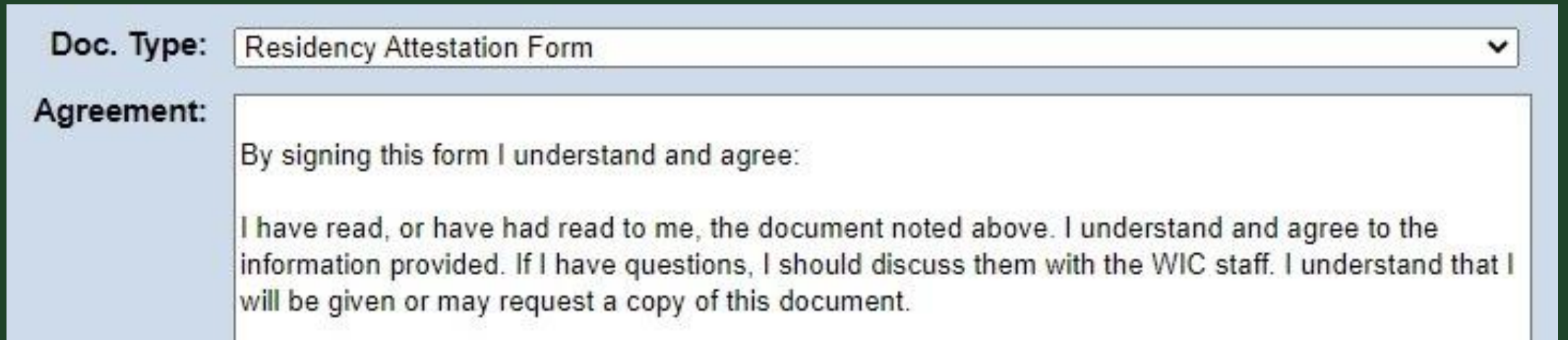


- **Driver's License**
- **Current Student ID**
- **Tribal ID**
- **Current US Passport**
- **Military ID**

** If no photo id, must sign affidavit (e-forms)*

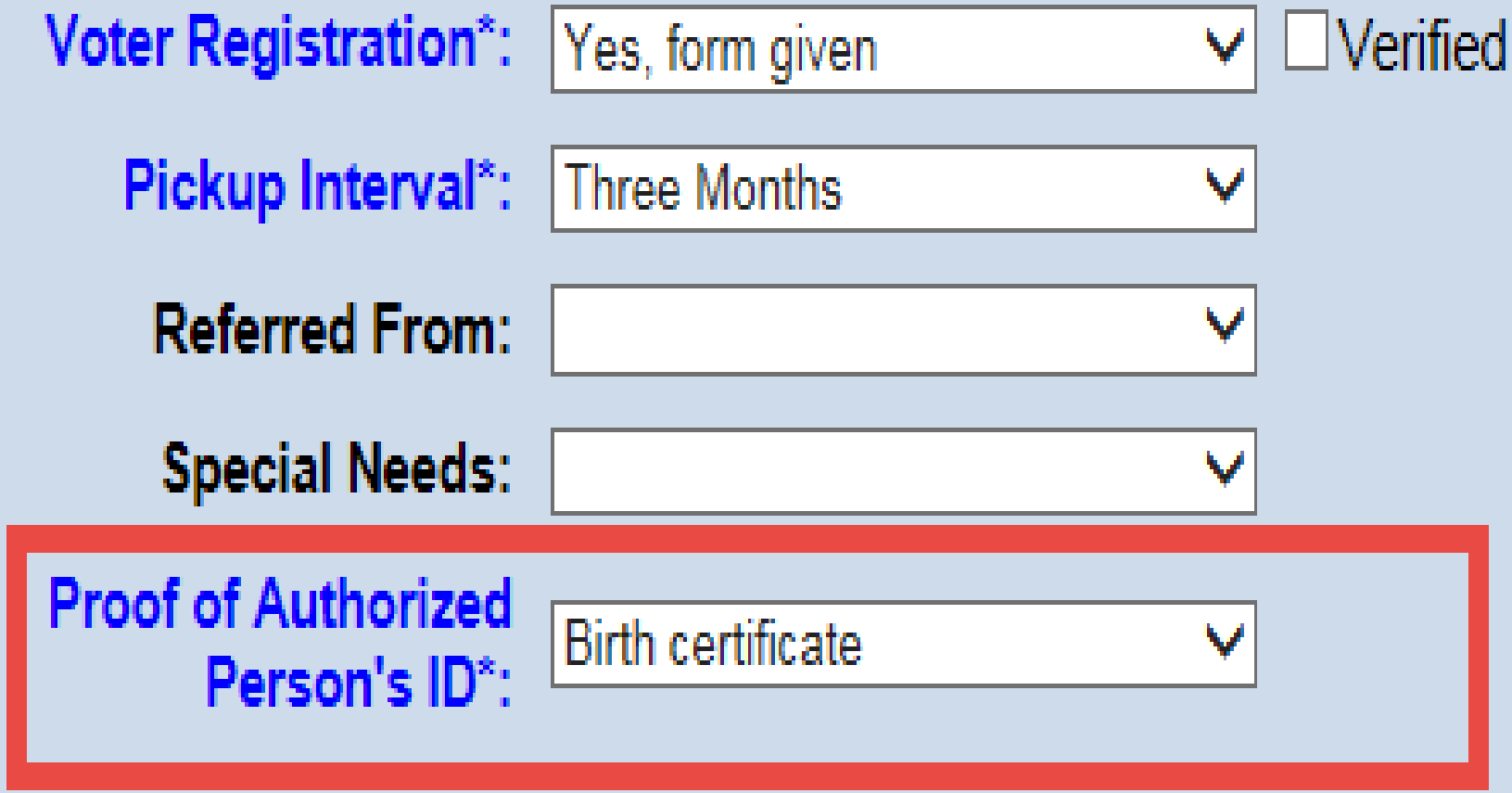
No proof of Residency or Identification

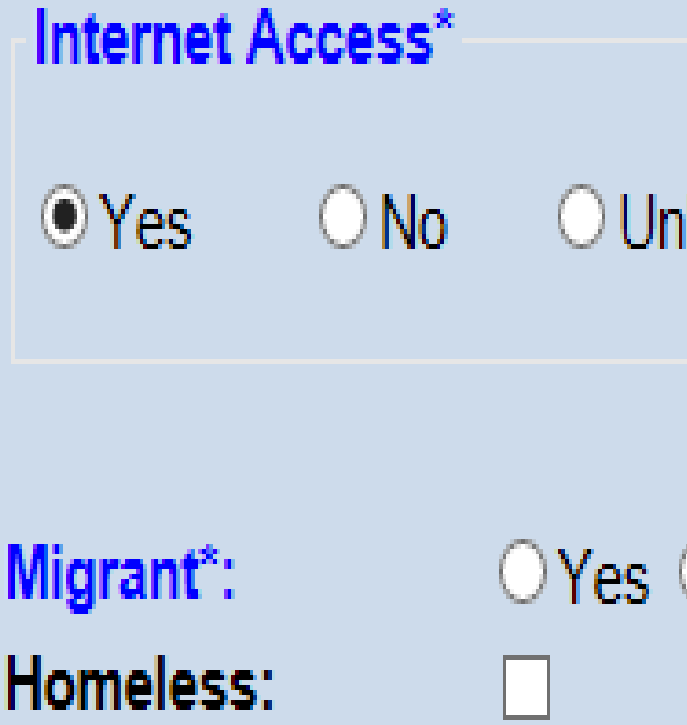
- If it was decided on the family screen that the client will not be able to produce proof of residency or identity…
- Attestation is also signed on this screen:



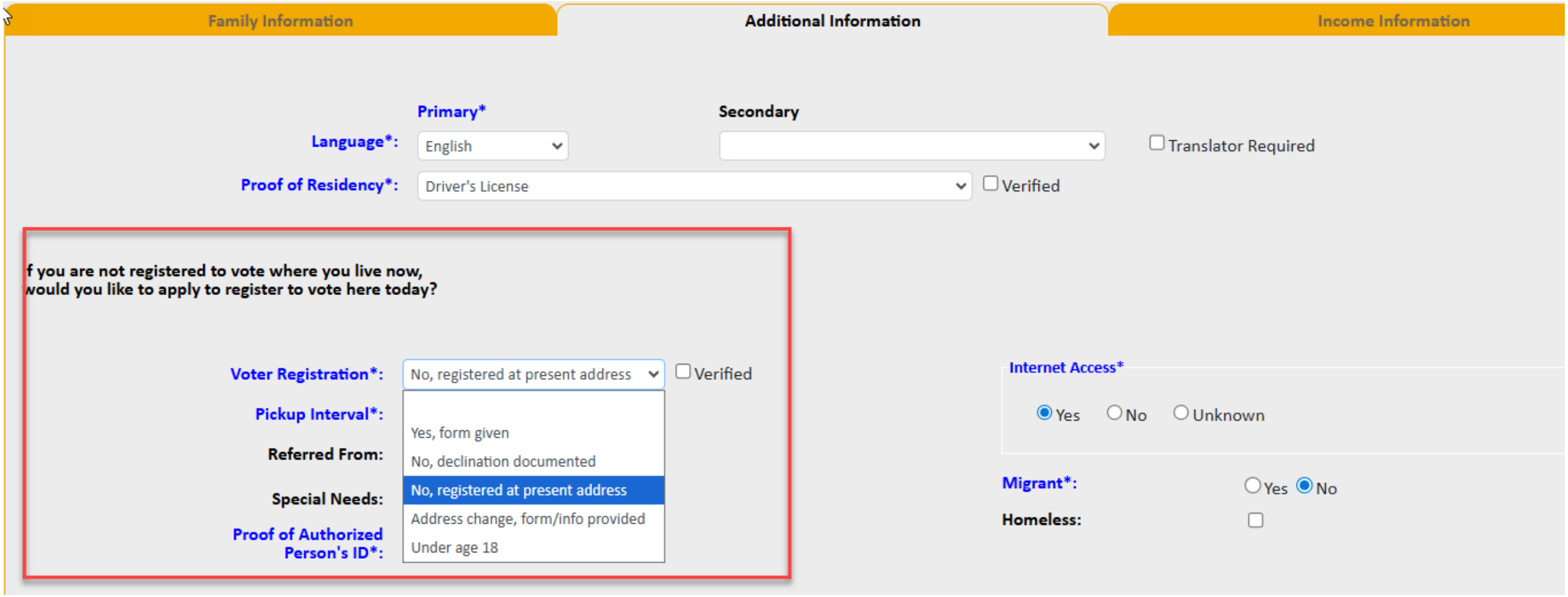
Additional Information Tab: Policy 1.10 Voter Registration

Proof of authorized person's ID Let's look at MI-WIC Policy 2.03 Identity





Additional Information Tab: Policy 1.10 Voter Registration



New:
If you do not check either box, you will be considered to have interest in registering to vote at this time.

- WIC processing instructions for the declination section of the new form are as follows:
  - If the person indicates on the form they do not wish to register to vote (check “no”), WIC staff initial and date the declination portion of the form (top right-hand corner) and retain the declination on file for 2 years.
  - If the person does not choose either “yes” or “no,” provide the Michigan Voter Registration Application with instructions (as they will now be considered to have interest in registering to vote).
  - If the person indicates they are already registered to vote at their current address, select the corresponding response in the MI-WIC system. It is not necessary to obtain and store a declination form in these cases.

Policy 1.10A Michigan Voter Registration Application

- **For more information see:**

MI-WIC Policy 1.10 Voter Registration.

NSP-938-B, MICHIGAN VOTER REGISTRATION APPLICATION
Michigan Driver License/Personal Identification Card Address Change
(For use by Michigan designated agencies only)
(Revised 8-24)

SECTION 1 - (AGENCY RECEIPT)

Date Initials

If you are not registered to vote where you live now, would you like to apply to register to vote here today?

☐ Yes - If you choose to register to vote, the office at which you submit the voter registration application will remain confidential and will only be used for voter registration purposes.

☐ No - If you decline to register to vote, the fact that you declined to register will remain confidential and will be used only for voter registration purposes.

Applying to register or declining to register will not affect the amount of assistance that you will be provided by this agency. If you do not check either box, you will be considered to have interest in registering to vote at this time.

If you checked Yes or left both boxes blank and wish to register to vote, read instructions and information and complete application below; you will be given this portion as your receipt. If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private. If you choose, you can take this form with you and complete and mail as directed. If you believe someone has interfered with your right to vote, your right to privacy when deciding whether to vote, or your right to choose your own political party or other political preference you may file a complaint with Michigan Department of State, Richard H. Austin Building, 430 W. Allegan, MI 48918 or by phone: Call toll-free 888-SOS-MICH (888-767-6424).

SECTION 2 - QUALIFICATIONS

I am a United States citizen.
☐ Yes ☐ No

ⓘ **If you are not a U.S. citizen, DO NOT complete this form.**

I am at least 17.5 years old and will vote only after I turn 18.
☐ Yes ☐ No

SECTION 3 – DRIVER'S LICENSE/STATE ID NUMBER

Michigan-issued driver's license / Michigan-issued state ID number.

If you don't have a Michigan-issued driver's license or Michigan-issued state ID, provide the last four digits of your Social Security number.

Income

Processing Income
correctly is very important

“Many” Situations
do occur and can be confusing

We Cannot
cover every situation today

Income Webcast
https://miwicevents.com



Income Information Tab

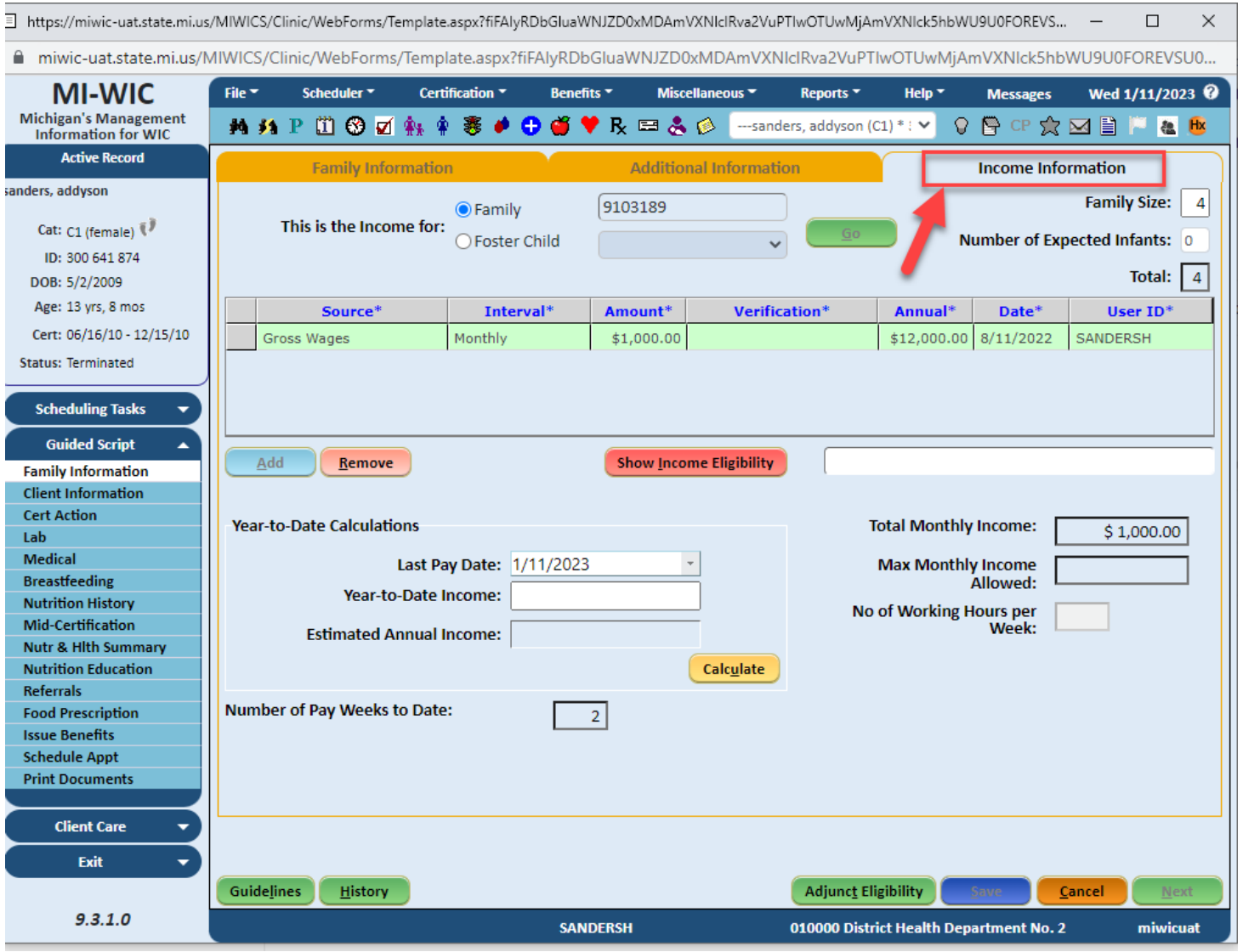
family size and number of expected infants' field

Family size is carried over from the *Family Information* screen, add the number of expected infants





WIC income eligibility determination uses total family size



Family : Income Tab

Income Tab:

- Please review the income policies 2.01-2.08 to determine what are the allowable proofs of income are and instructions on family size.

Skills Check

The Additional Information tab is the second tab on the Family Information screen and allows the user to enter the remaining information that is to be collected for the family:

a. Primary Language

b. Proof of Residency

c. Voter Registration

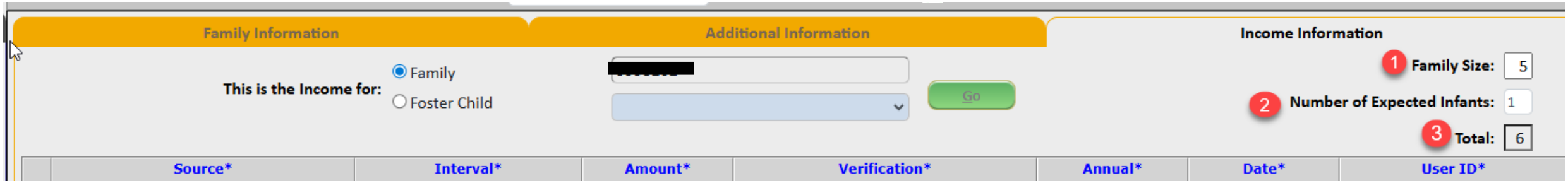
d. Pickup Interval

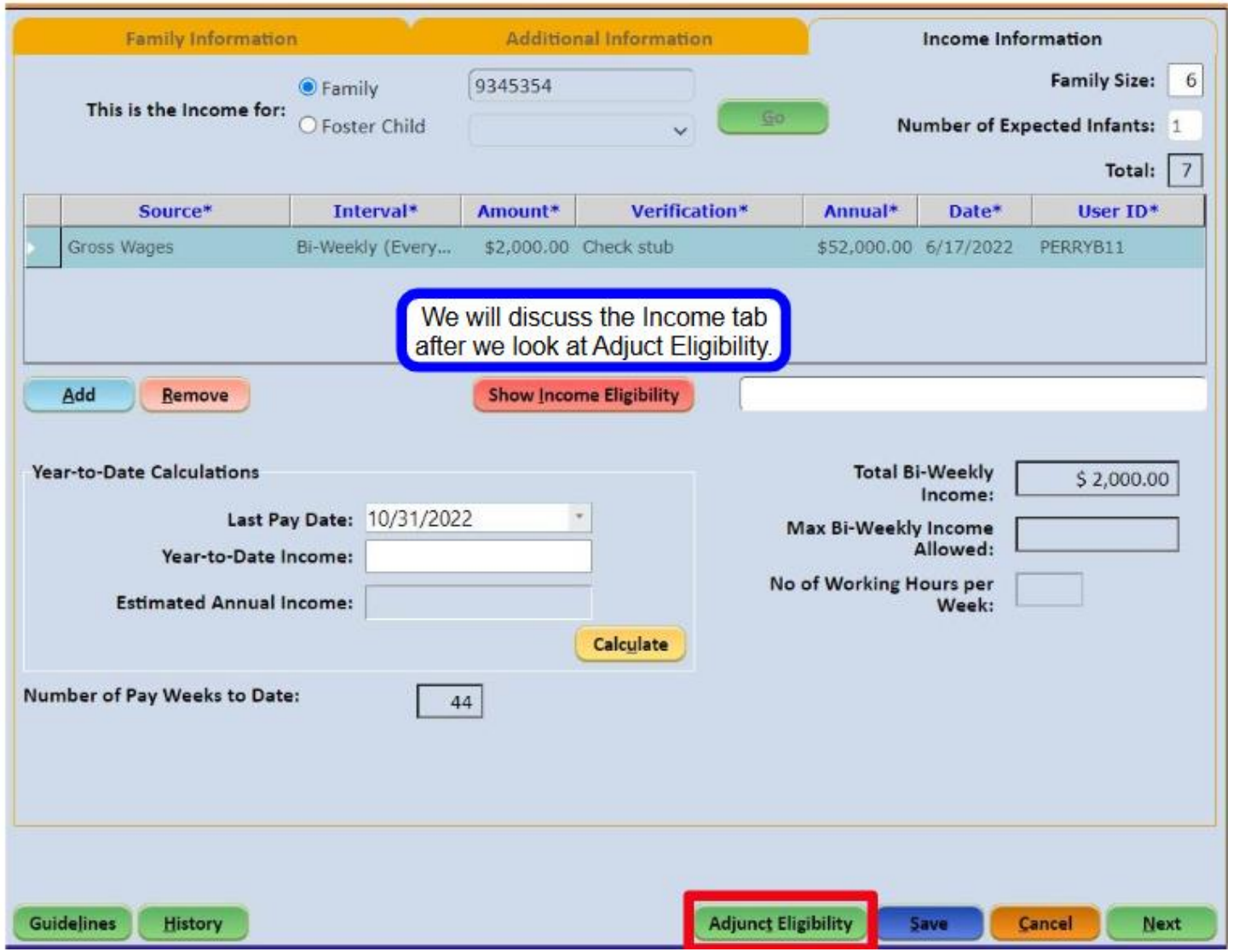
e. Proof of Authorized Person's ID

f. Internet Access, Migrant, and Homeless checkbox

g. All of the above

Family Size & Expected Infants





Income Information Tab

The Income Information tab has two parts: Income and Adjunct Eligibility Sometimes Adjunct Eligibility overrides Income Eligibility, so it is more efficient to document Adjunct Eligibility first.

Adjunct Income Eligibility: Policy 2.06

Applicants/clients are adjunctively income eligible if they receive one of the following:

a. Medicaid Insurance program:
   i. Medicaid
   ii. Healthy Kids
   iii. MIChild
   iv. Maternity Outpatient Medical Services (MOMS)
   v. Healthy Michigan Plan (HMP)
   vi. Emergency Services Only (ESO) (i.e., Healthy Kids-ESO, MIChild-ESO)

*Note: Medicaid Deductible (formerly known as “Spenddown”) Beneficiaries are not adjunctively income eligible for WIC.

Adjunct Income Eligibility: Policy 2.06

b. Food Assistance Program (FAP) benefits [i.e., Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, Food Distribution Program on Indian Reservation (FDPIR).

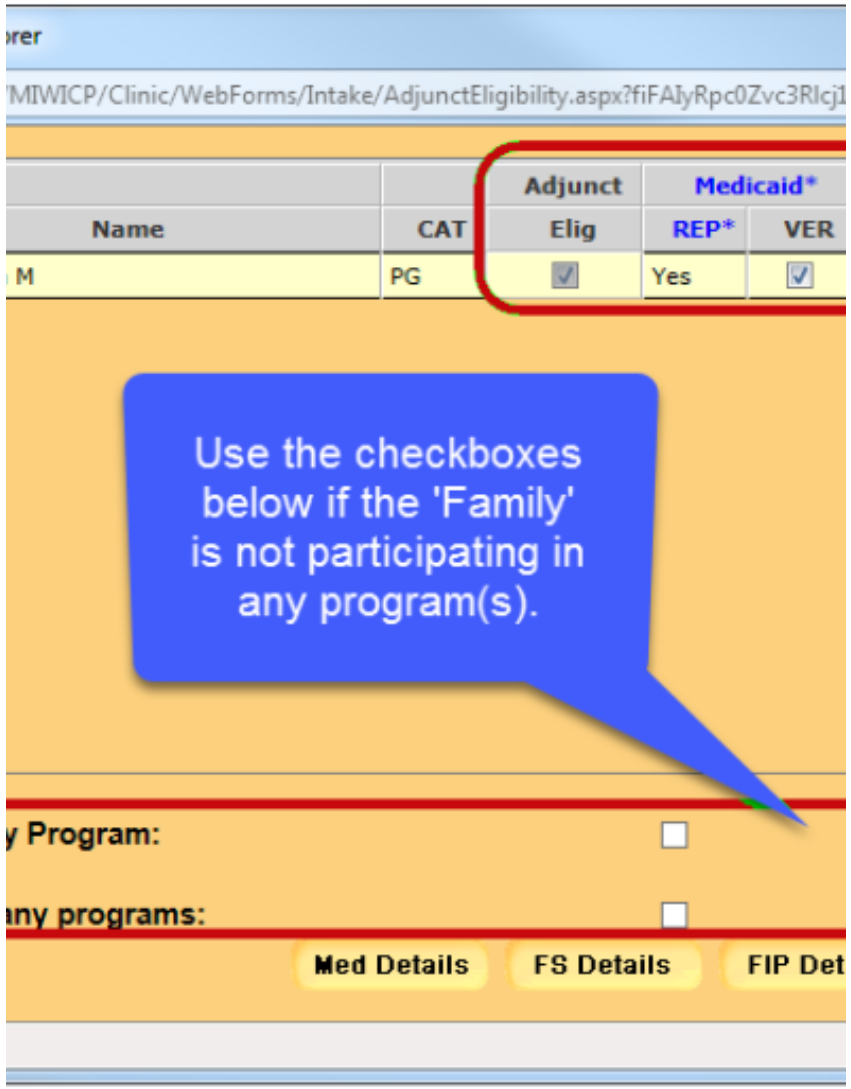
c. Family Independence Program (FIP)/Temporary Assistance to Needy Families (TANF) benefits. Cash Assistance.

Applicants are adjunctively income eligible if they are an infant of a woman who received Medicaid during her pregnancy.

Adjunct Income Eligibility: Policy 2.06

If the applicant/client is a member of a family that has one of the following they are adjunctively income eligible:

a. A pregnant woman or infant receiving Medicaid.
b. Food Assistance Program (FAP) benefits (i.e., SNAP benefits).
c. Family Independence Program (FIP) benefits (Cash Assistance).



Adjunct Eligibility Screen – Part 1

Clicking the Adjunct Eligibility button opens the Adjunct Eligibility pop-up window.

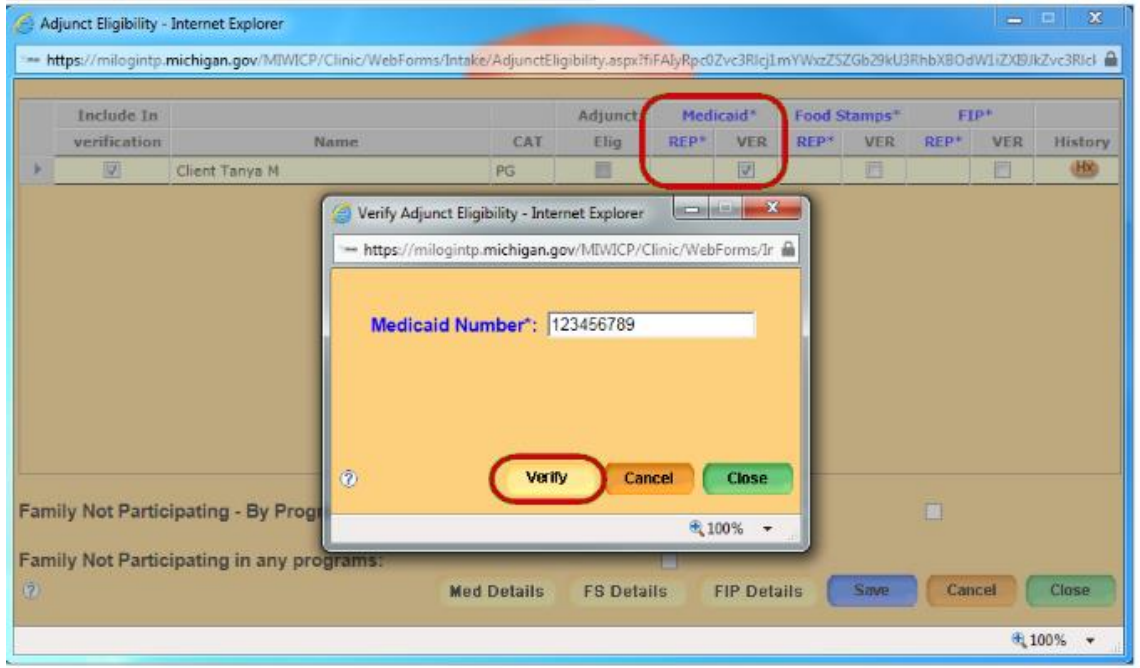
1. Here staff will need to do the following:

2. In the **Include In Verification** column, uncheck any family members who are not being certified at this time.

3. Select **Yes**, **No**, or **Unknown** for all **REP** (reported by the client) columns for **Medicaid**, **Food Stamps**, and **FIP**. The responses (Yes, No, or Unknown) will display throughout the certification period.

4. Check the **Verify** checkbox to record current **Medicaid**, **Food Stamps**, or **FIP** participation.

Adjunct Eligibility Screen – Part 2

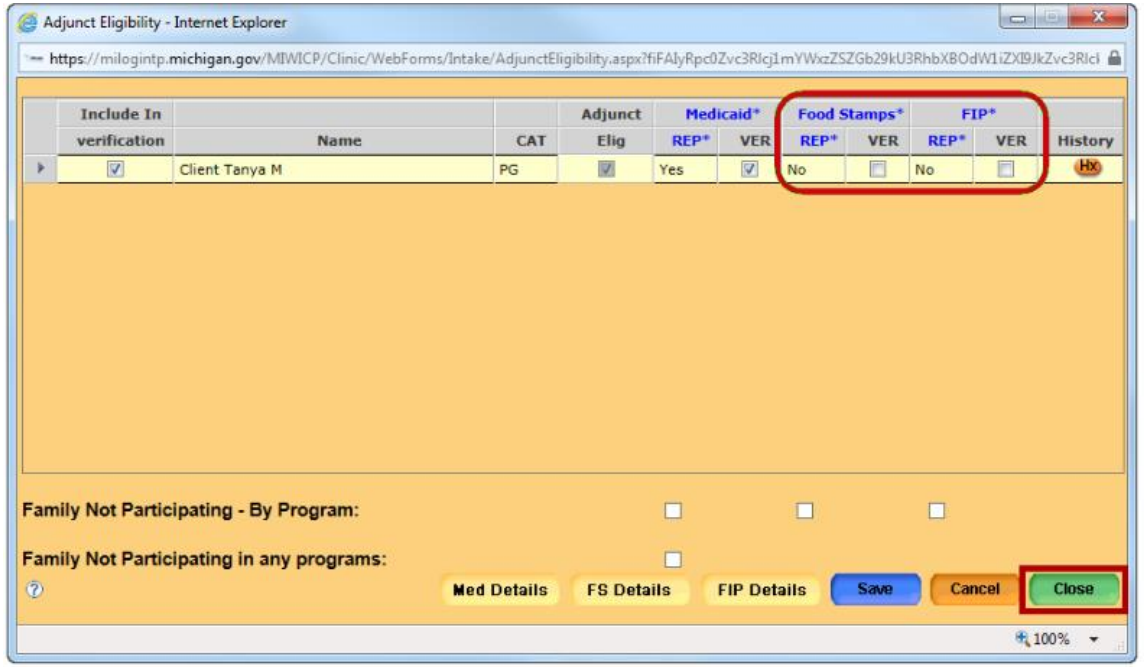


To verify current Medicaid eligibility; staff will need to do the following:

1. Click on the **VER** checkbox and the **Verify Adjunct Eligibility** pop-up will display.

2. Enter the appropriate **Medicaid ID**.

3. Click the **Verify** button. If the client is actively participating, the system will display a '**Verified Successfully**' message. Click on the **OK** button and another pop-up displays asking, '**Do you want to confirm the verification?**' Click **Yes** and a checkmark will display in the **Adjunct Eligibility** box for that client (or the whole family is there is a PG or Infant).



Adjunct Eligibility Screen – Part 3

To verify current eligibility, staff will need to do the following for **Food Stamps** and **FIP**:

1.Call the telephone number on the back of the **Bridge Card** for **Food Stamps** and for **FIP** to ensure there has been a deposit within the last 30 days.

2. If yes, click on the **VER** checkbox and enter your **Clinic ID** on the pop-up and click on the **Verify** button.

3. Click on the **Close** button and click '**Yes**' on the '**Do you want to confirm this verification?**'

4. Click on the **Close** button to close the **Adjunct Eligibility** window.

What if client is ADJUNCTIVELY ELIGIBLE?

Current Medicaid proves

- Adjunct Eligibility
- Residency
- Identity if has MI-Health Card

VERBAL STATEMENT of income allowed



MEDICAID Deductible Spend-down

If the individual's net **income is over the Medicaid limit, the amount in** excess is established as a **"spend-down amount."**

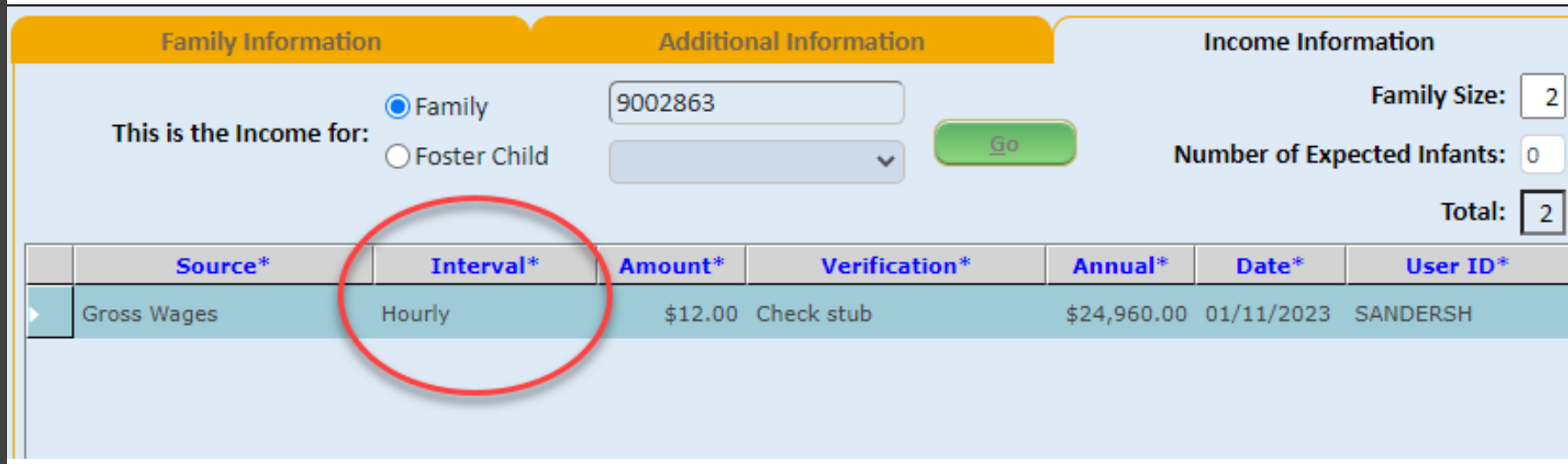
Client must incur medical bills equal to the spend-down amount.

Medicaid will pay expenses incurred above this amount.

Not adjunctively eligible for WIC

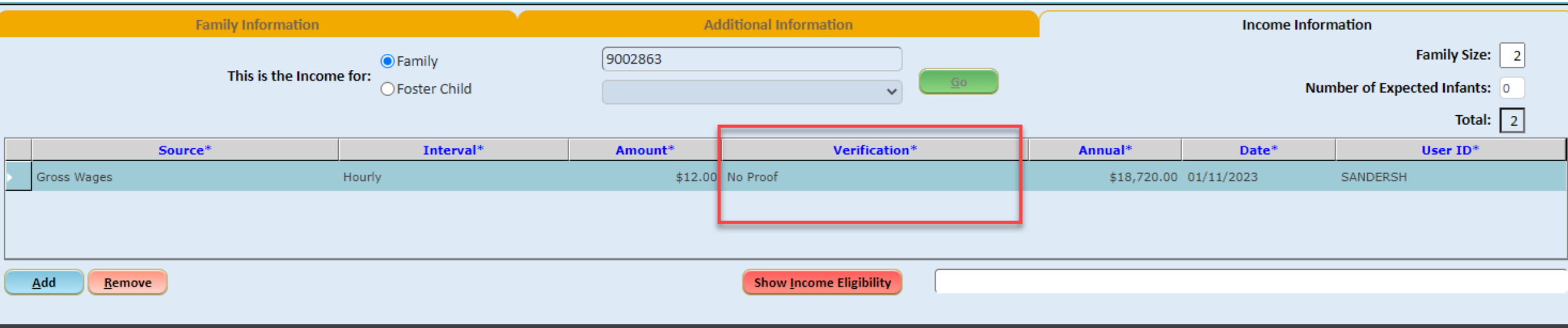
MI-WIC Policy 2.06

Income Information Tab Reported Income Grid



INTERVAL FIELD

- Select “annual” if the income is 0, or when income is irregular
- When using “hourly,” compute the # of hours per week



Verification Field

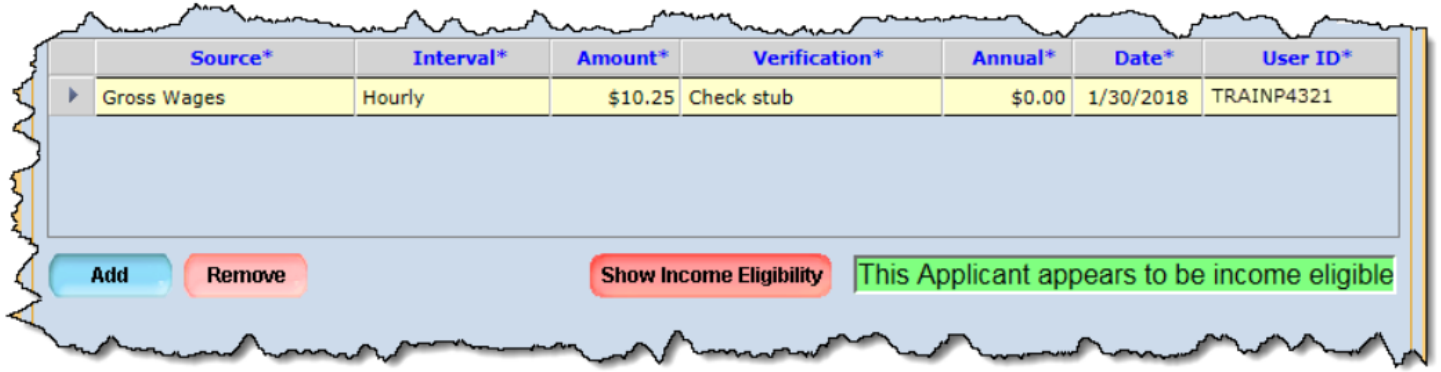
"*Self Declared*" is used if the client has no proof of income

Select "*No Proof*" if the client has proof, but just didn't bring it in

Note: this generates a short cert (30 days). MI-WIC Policy 2.17

Show Income Eligibility

Clicking the **Show Income Eligibility** button causes a message to appear. In this example, the applicant appears to be income eligible.



If the applicant did not appear to be income eligible, the message below would display.



This message means that the applicant is not income eligible (based on family size and reported income). The client **WILL** be eligible if **Adjunct Eligibility** has been verified.



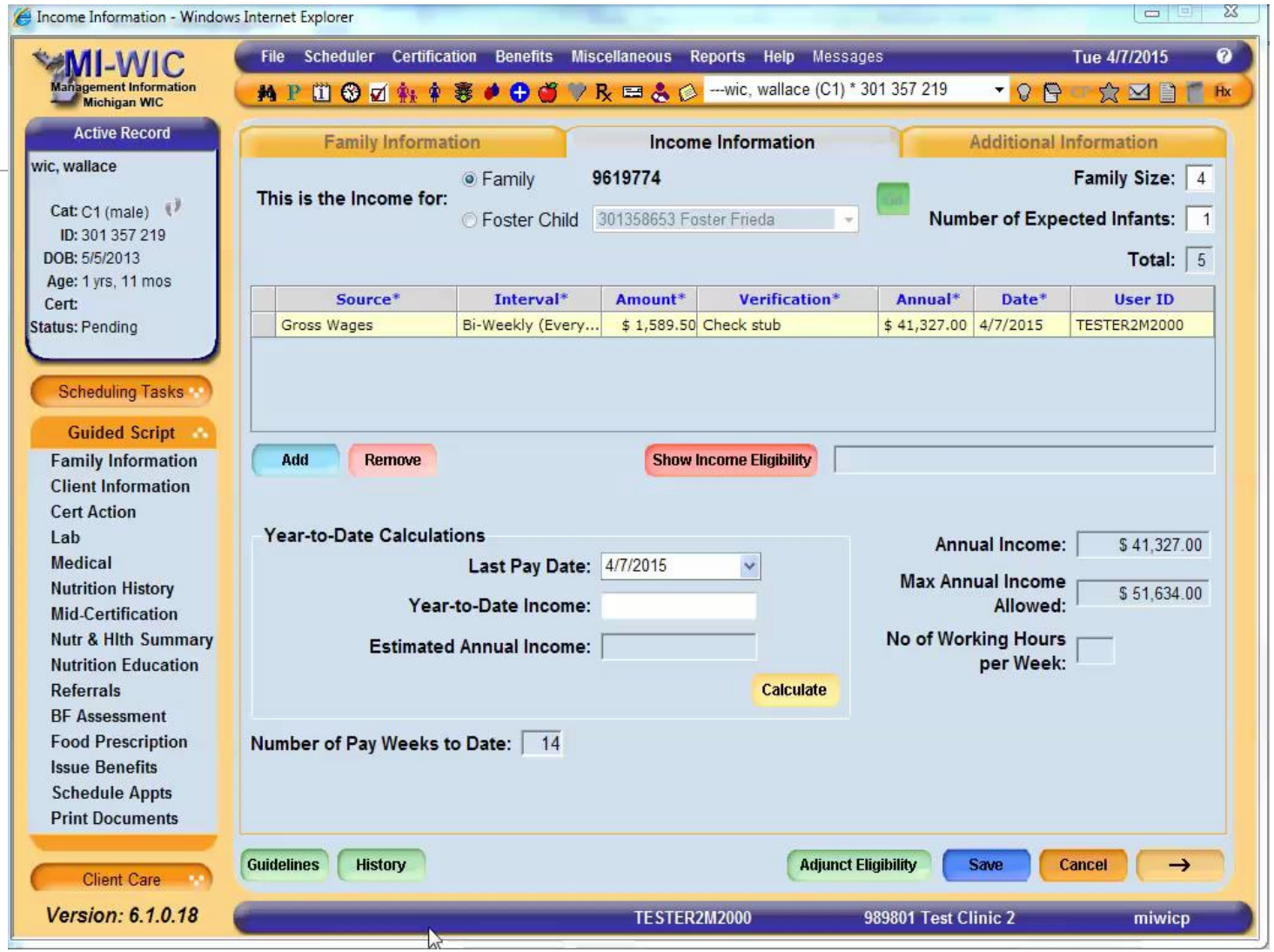
Income For Foster Child

When determining the income for a foster child, it's important to know that foster children are considered a family of one.

To add the income for a foster child, staff will need to do the following:

1. Click on the radio button next to **Foster Child**, select the foster child's name from the drop-down list, and click the **Go** button. The **Family Size** then changes to **1**. If the foster child is a PG client staff will need to enter the "**Number of Expected Infants**" value.
2. Click on the **Adjunct Eligibility** button and complete the **Adjunct Eligibility** screen.
3. Add a row to the applicant grid and enter the foster child's income information.

Foster child income video





Foster Children (MI-WIC Policy 2.11)

√ “foster” on the precert screen

On the income info screen:

- Names of foster children should appear
- Click on the foster child you are seeing, then click GO
- Next, add the income for the foster child (you must enter something, even if it’s 0)

√ on Client screen



2.11 Foster Child Eligibility

ONE PERSON FAMILY where MDHHS is legally responsible for child

Income = **Payments made to foster parents**

If custody changes, remove benefits from previous family and provide benefits to child with current family

If adopted, the child becomes & is counted as a member of the family

RX Kids Project-Impact on WIC Eligibility

What is the RX Kids Project?

RX kids provides cash assistance to participants who are at or later than 16 weeks pregnant and infants up to 12 months of age. (Flint and Kalamazoo residents receive up to 12 months of payments, all other communities receive up to 6 months of payments currently.)

The only requirement is the participant reside in a participating community.

- Income is not a factor in determining eligibility for RX Kids; all participants receive the same amount of cash payments.

For more information on this impactful program, and a list of participating counties go to: Rx Kids | Prenatal & Infant Cash Support in Michigan.

RX Kids Project-Impact on WIC Eligibility

How does the RX Kids Project impact WIC Eligibility:

RX Kids cash assistance may impact WIC eligibility. If the applicant/client is not enrolled in other assistance programs to qualify as adjunctively eligible, Policy 2.06 Adjunct Income Eligibility, the cash payments must be counted as income when determining WIC eligibility. See Policy 2.04 Income Determination.

See WIC E-Notice #2026-24: RX Kids Project Impact on WIC Eligibility for more information.

What is the Rx Kids program?
Rx Kids is a community-wide cash payment program for parents and babies that aims to reach all expectant parents and babies in participating communities. Rx Kids provides no-strings-attached cash payments to expectant parents and their babies in the first year of their life. Expectant parents will receive a one-time prenatal payment of $1,500 after 16 weeks of pregnancy, followed by monthly payments of $500 during the infant's first year of life.



Income Policy Updates

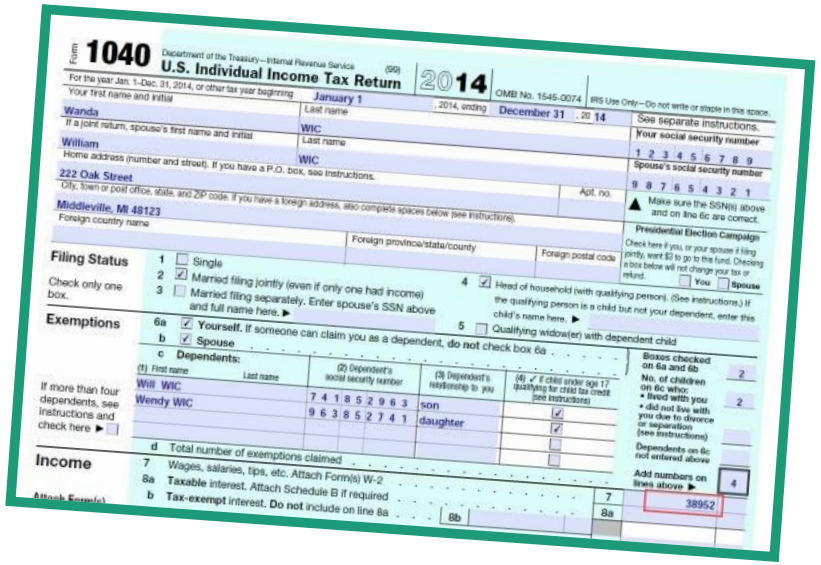
SSI enrollment is included as adjunctively eligible as all infants/children are Medicaid eligible.

Clarified that for form or self-employment use 1040 to verify income

Clarified that proof of income can be digital or paper documentation

Definition of Income

- Income means **gross cash income** before deductions for income tax, social security, insurance premiums, etc.
- Includes overtime pay
- **If self-employed** or farm income, **net income** is used for eligibility determination: 1040



Form **1040** Department of the Treasury—Internal Revenue Service (99)

U.S. Individual Income Tax Return **2014** OMB No. 1545-0074

For the year Jan. 1–Dec. 31, 2014, or other tax year beginning January 1, 2014, ending December 31, 20 14

IRS Use Only—Do not write or staple in this space.

See separate instructions.

Your first name and initial: Wanda	Last name: WIC
If a joint return, spouse's first name and initial: William	Last name: WIC
Home address (number and street). If you have a P.O. box, see instructions.: 222 Oak Street	Apt. no.
City, town or post office, state, and ZIP code. If you have a foreign address, also complete spaces below (see instructions).: Middleville, MI 48123	
Foreign country name	Foreign province/state/county / Foreign postal code

Your social security number: 1 2 3 4 5 6 7 8 9

Spouse's social security number: 9 8 7 6 5 4 3 2 1

▲ Make sure the SSN(s) above and on line 6c are correct.

Presidential Election Campaign

Check here if you, or your spouse if filing jointly, want $3 to go to this fund. Checking a box below will not change your tax or refund. ☐ You ☐ Spouse

Filing Status Check only one box.

1 ☐ Single
2 ☑ Married filing jointly (even if only one had income)
3 ☐ Married filing separately. Enter spouse's SSN above and full name here. ▶
4 ☑ Head of household (with qualifying person). (See instructions.) If the qualifying person is a child but not your dependent, enter this child's name here. ▶
5 ☐ Qualifying widow(er) with dependent child

Exemptions

6a ☑ **Yourself.** If someone can claim you as a dependent, do not check box 6a
b ☑ **Spouse**
c **Dependents:**

(1) First name / Last name	(2) Dependent's social security number	(3) Dependent's relationship to you	(4) ✓ if child under age 17 qualifying for child tax credit (see instructions)
Will WIC	741852963	son	☑
Wendy WIC	963852741	daughter	☑
			☐
			☐

If more than four dependents, see instructions and check here ▶ ☐

d Total number of exemptions claimed

Boxes checked on 6a and 6b: 2
No. of children on 6c who: • lived with you: 2 • did not live with you due to divorce or separation (see instructions)
Dependents on 6c not entered above
Add numbers on lines above ▶: 4

Income

7 Wages, salaries, tips, etc. Attach Form(s) W-2 — 7: 38952
8a **Taxable** interest. Attach Schedule B if required — 8a
b **Tax-exempt** interest. **Do not** include on line 8a — 8b



INCOME INFORMATION **TAB**
REPORTED INCOME **GRID**

- $ All sources must be included
- $ Select “Gross Wages” of family is adjunctively eligible and has check stubs
- $ “No Income” generates pop-up screening questions





Examples of Special Income Situations

MI-WIC Policy 2.04

Military

Exclude basic housing allowances

Temporary Low Income

Take average



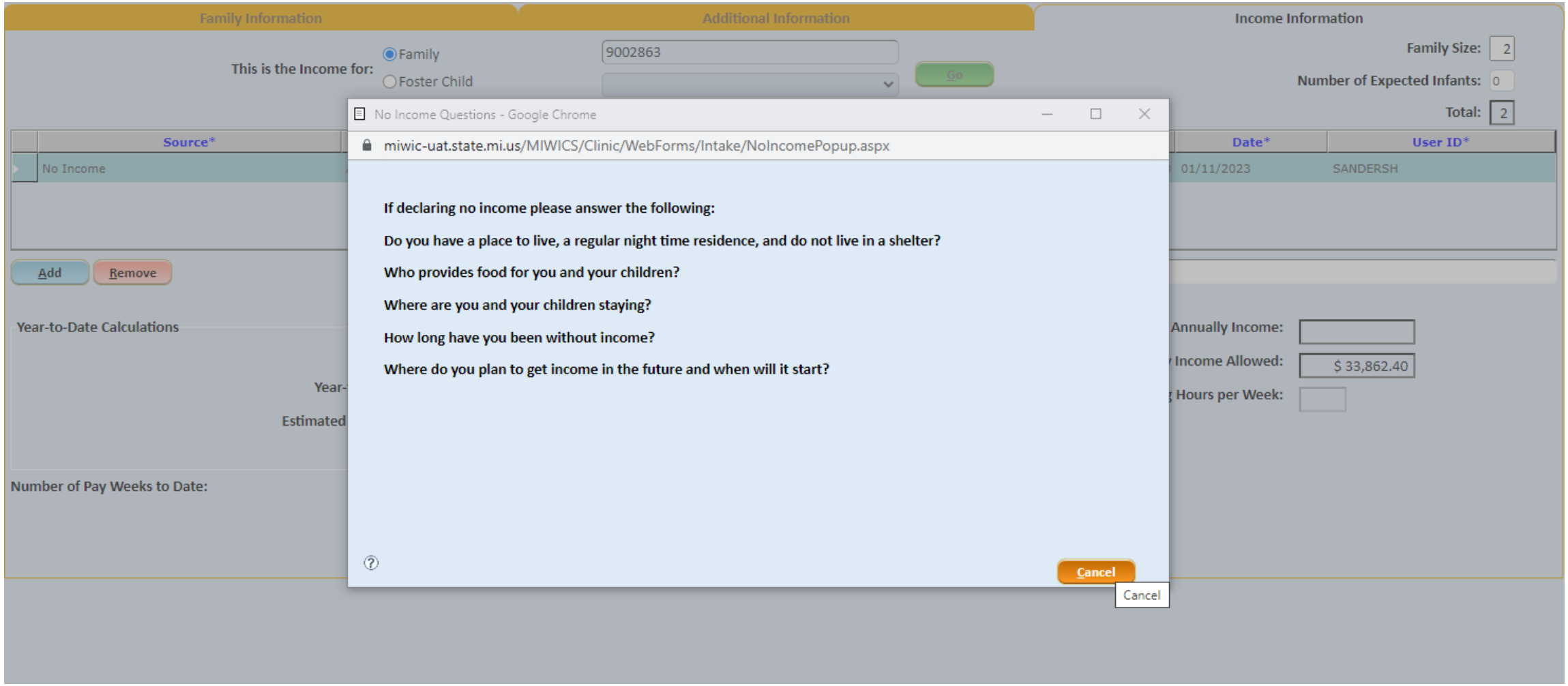


Native Americans

Eligibility needs to be determined by income

Loans

If money is not in client's hands or if client doesn't work to receive the loan, it is not counted as income


Family Information
Additional Information
Income Information
This is the Income for:
Family
Foster Child
9002863
Go
Family Size: 2
Number of Expected Infants: 0
Total: 2
No Income Questions - Google Chrome
miwic-uat.state.mi.us/MIWICS/Clinic/WebForms/Intake/NoIncomePopup.aspx
Source*
Date*
User ID*
No Income
01/11/2023
SANDERSH
If declaring no income please answer the following:
Do you have a place to live, a regular night time residence, and do not live in a shelter?
Who provides food for you and your children?
Where are you and your children staying?
How long have you been without income?
Where do you plan to get income in the future and when will it start?
Cancel
Cancel
Add
Remove
Year-to-Date Calculations
Annually Income:
Income Allowed:
$ 33,862.40
Hours per Week:
Year-
Estimated
Number of Pay Weeks to Date:



WHAT TO DO WITH ANSWERS TO “NO INCOME” SCREENING QUESTIONS

If Answers Reveal
client has income, then add row in income grid and complete the information

Use “Cash from Family”
as source if screening questions reveal family contributions

If Other Sources are Revealed,
proceed with entering relevant information

Situation	Attestation Required	Dropdown Value To Enter	Short Certification?	Follow-up
No Proof of ID or Residency Exists (Victim of theft, loss or disaster homeless individual,migrant farmworker; person holding a VOC card)	Yes	No Source of Identity or No Source of Residency	No	Documentation required at next certification.
Client has proof of ID and/or residency but did not bring it to the appointment	No	No Proof	Yes	Documentation required within 30 days.
Client has no income (No Medicaid/DHS)	No; client signs Client Agreement	Income Source=No Income Income Verification=Self-declared	No	Assess income at next certification.
Self-declared with no proof because client is homeless, a migrant or works for cash (No Medicaid/DHS)	Yes	Income Source=Gross Wages Income Verification=Self-declared	No	Assess income at next certification.
Client has proof of income but did not bring documentation to the appointment -OR- Client has applied for Medicaid/DHS	No	Income Source=Whatever value applies Income Verification=No Proof	Yes	Documentation required within 30 days; benefits may only be issued for 30 days.

NO PROOF Matrix Scenarios

In the Resources on MPHI registration site



Income Reassessment

If a client's income is determined to be over income > 90 days of cert end, they are terminated. This only happens if the client offers the information.

MI-WIC Policy 2.21

If reassessment **indicates termination**, notice of termination must be provided to client.

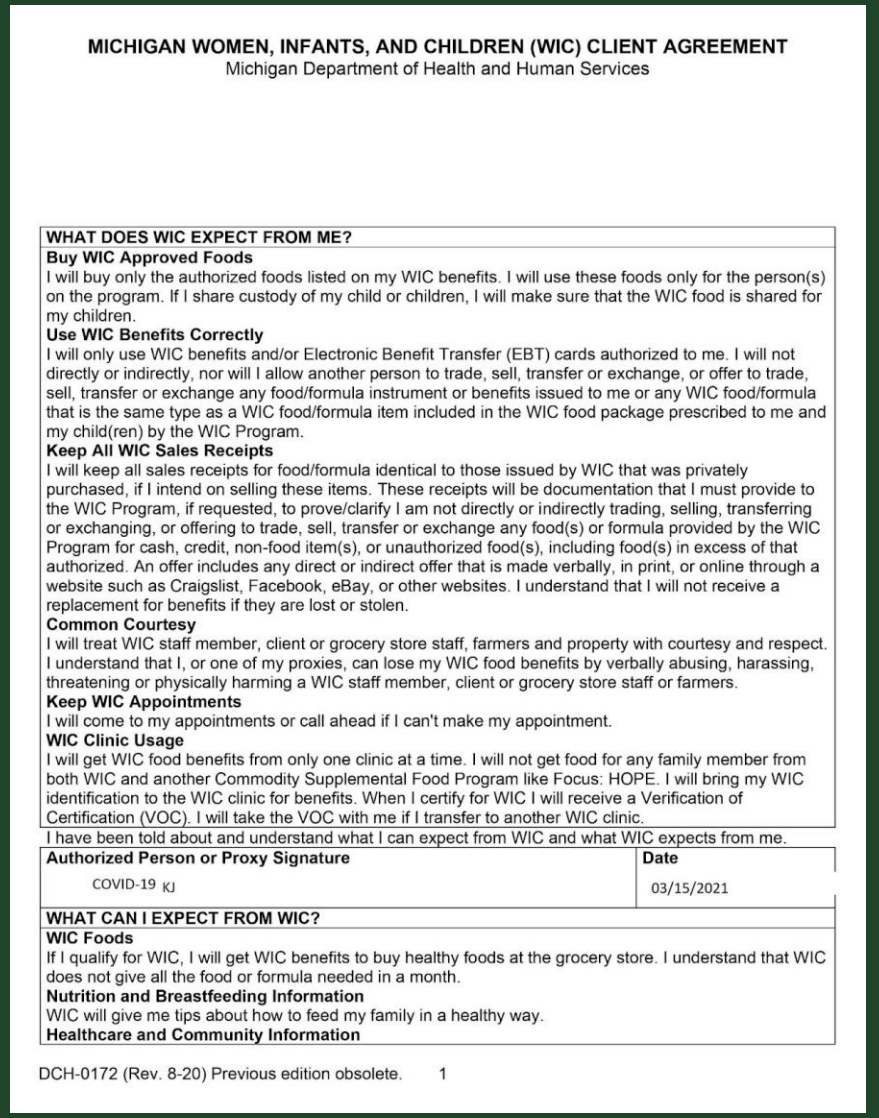
Remember



- Processing income correctly is VERY important
- There are many “many” situations which can be confusing
- We cannot cover every situation in this training
- Make every effort to view the archived INCOME WEBCAST at https://miwicevents.com

WIC Client Agreement: Policy 2.18

- **Ask** the client to read…
- English, Spanish, & Arabic
- May need to assist the client or use an interpreter
- You can high light sections, but all should be provided.
- Remember to print the client agreement for all NEW (Certification Appointments) clients, including new babies.



MICHIGAN WOMEN, INFANTS, AND CHILDREN (WIC) CLIENT AGREEMENT
Michigan Department of Health and Human Services

WHAT DOES WIC EXPECT FROM ME?

Buy WIC Approved Foods
I will buy only the authorized foods listed on my WIC benefits. I will use these foods only for the person(s) on the program. If I share custody of my child or children, I will make sure that the WIC food is shared for my children.

Use WIC Benefits Correctly
I will only use WIC benefits and/or Electronic Benefit Transfer (EBT) cards authorized to me. I will not directly or indirectly, nor will I allow another person to trade, sell, transfer or exchange, or offer to trade, sell, transfer or exchange any food/formula instrument or benefits issued to me or any WIC food/formula that is the same type as a WIC food/formula item included in the WIC food package prescribed to me and my child(ren) by the WIC Program.

Keep All WIC Sales Receipts
I will keep all sales receipts for food/formula identical to those issued by WIC that was privately purchased, if I intend on selling these items. These receipts will be documentation that I must provide to the WIC Program, if requested, to prove/clarify I am not directly or indirectly trading, selling, transferring or exchanging, or offering to trade, sell, transfer or exchange any food(s) or formula provided by the WIC Program for cash, credit, non-food item(s), or unauthorized food(s), including food(s) in excess of that authorized. An offer includes any direct or indirect offer that is made verbally, in print, or online through a website such as Craigslist, Facebook, eBay, or other websites. I understand that I will not receive a replacement for benefits if they are lost or stolen.

Common Courtesy
I will treat WIC staff member, client or grocery store staff, farmers and property with courtesy and respect. I understand that I, or one of my proxies, can lose my WIC food benefits by verbally abusing, harassing, threatening or physically harming a WIC staff member, client or grocery store staff or farmers.

Keep WIC Appointments
I will come to my appointments or call ahead if I can't make my appointment.

WIC Clinic Usage
I will get WIC food benefits from only one clinic at a time. I will not get food for any family member from both WIC and another Commodity Supplemental Food Program like Focus: HOPE. I will bring my WIC identification to the WIC clinic for benefits. When I certify for WIC I will receive a Verification of Certification (VOC). I will take the VOC with me if I transfer to another WIC clinic.

I have been told about and understand what I can expect from WIC and what WIC expects from me.

Authorized Person or Proxy Signature	**Date**
COVID-19 KJ	03/15/2021

WHAT CAN I EXPECT FROM WIC?

WIC Foods
If I qualify for WIC, I will get WIC benefits to buy healthy foods at the grocery store. I understand that WIC does not give all the food or formula needed in a month.

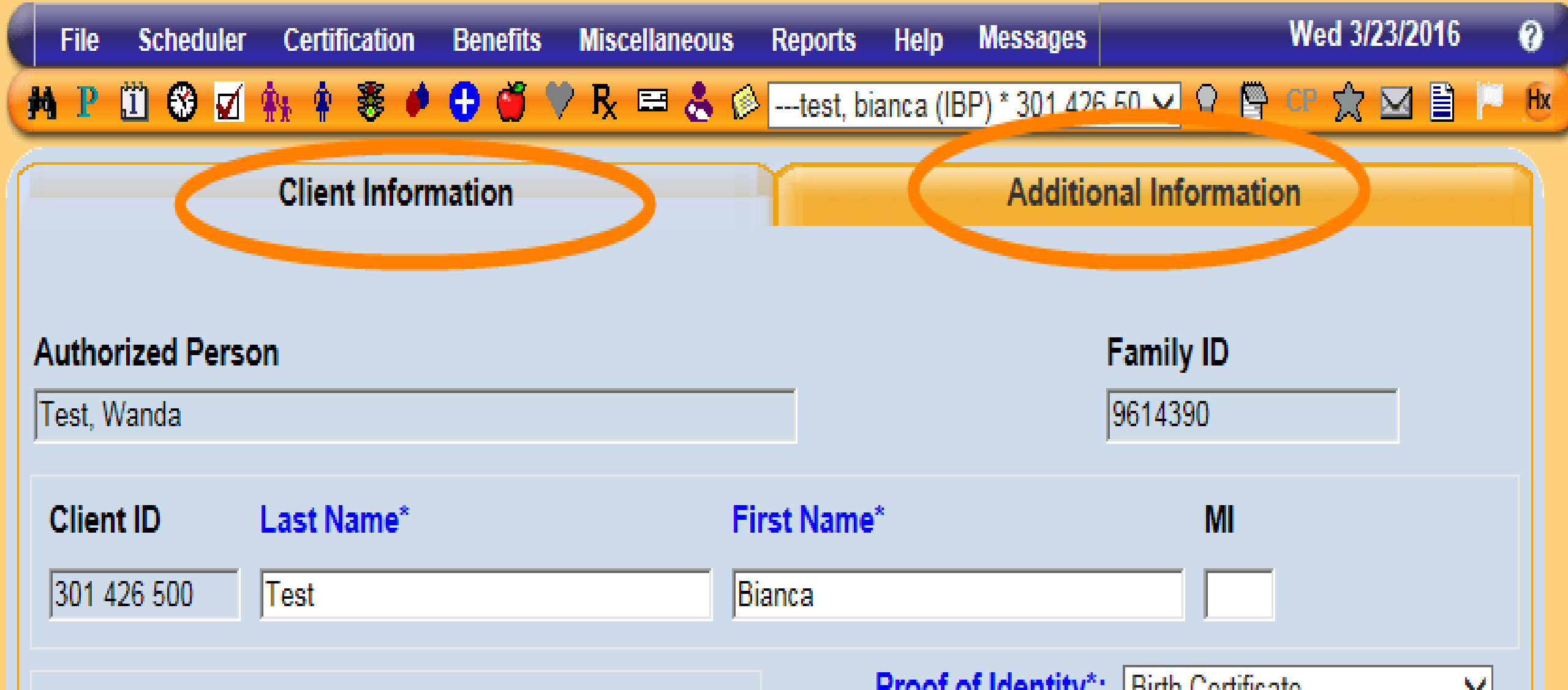
Nutrition and Breastfeeding Information
WIC will give me tips about how to feed my family in a healthy way.

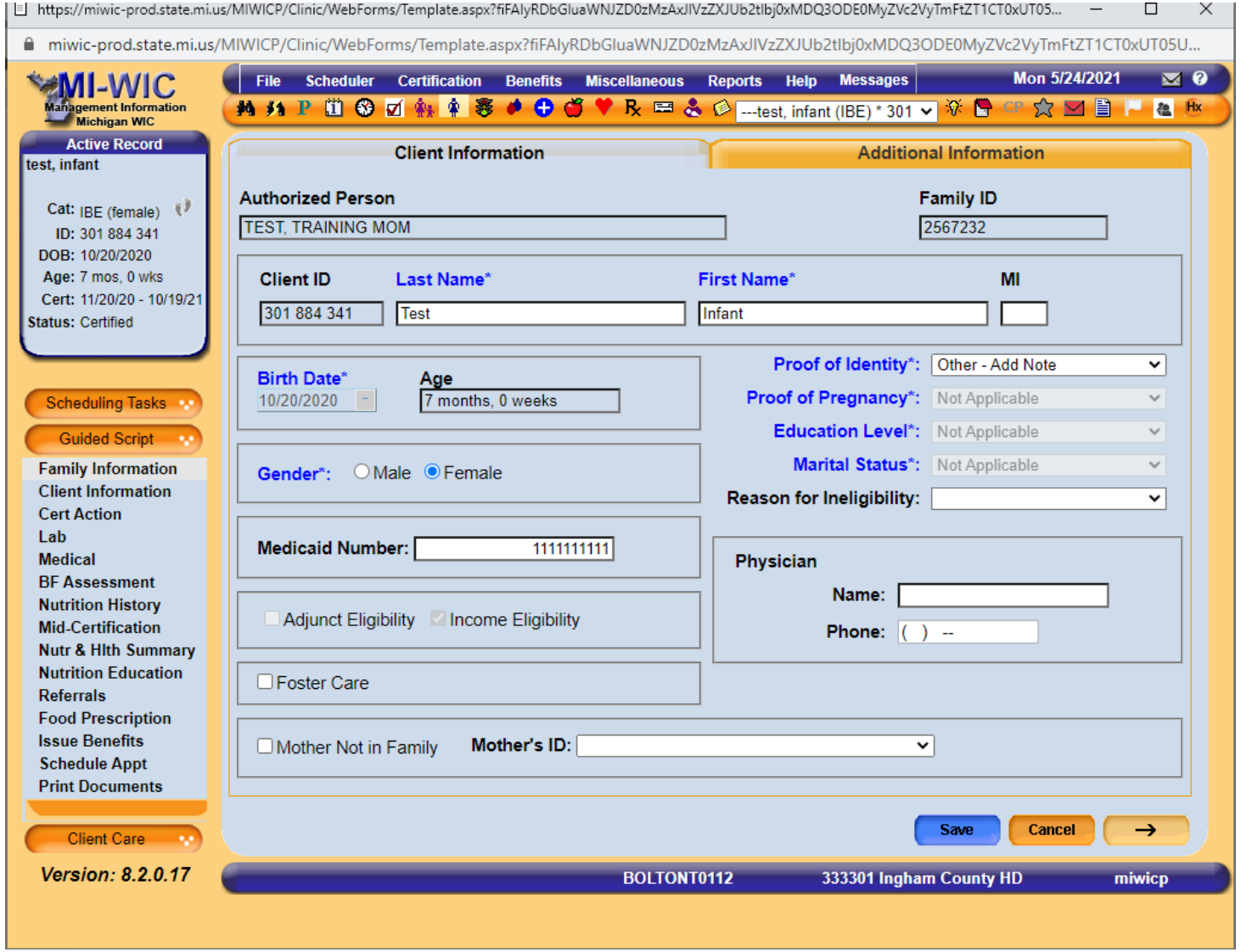
Healthcare and Community Information

DCH-0172 (Rev. 8-20) Previous edition obsolete. 1

Client Information Screen

2 Tabs: Client Information Tab and Additional Information Tab





Client Information Screen

Name & Birth Date (system will auto populate).

Gender will automatically populate from PCERT Screen.

Proof of Identity

- Types

Proof of Pregnancy

- Types
- Determine what are the allowable proofs of income are and instructions on family size.

Client Information Tab

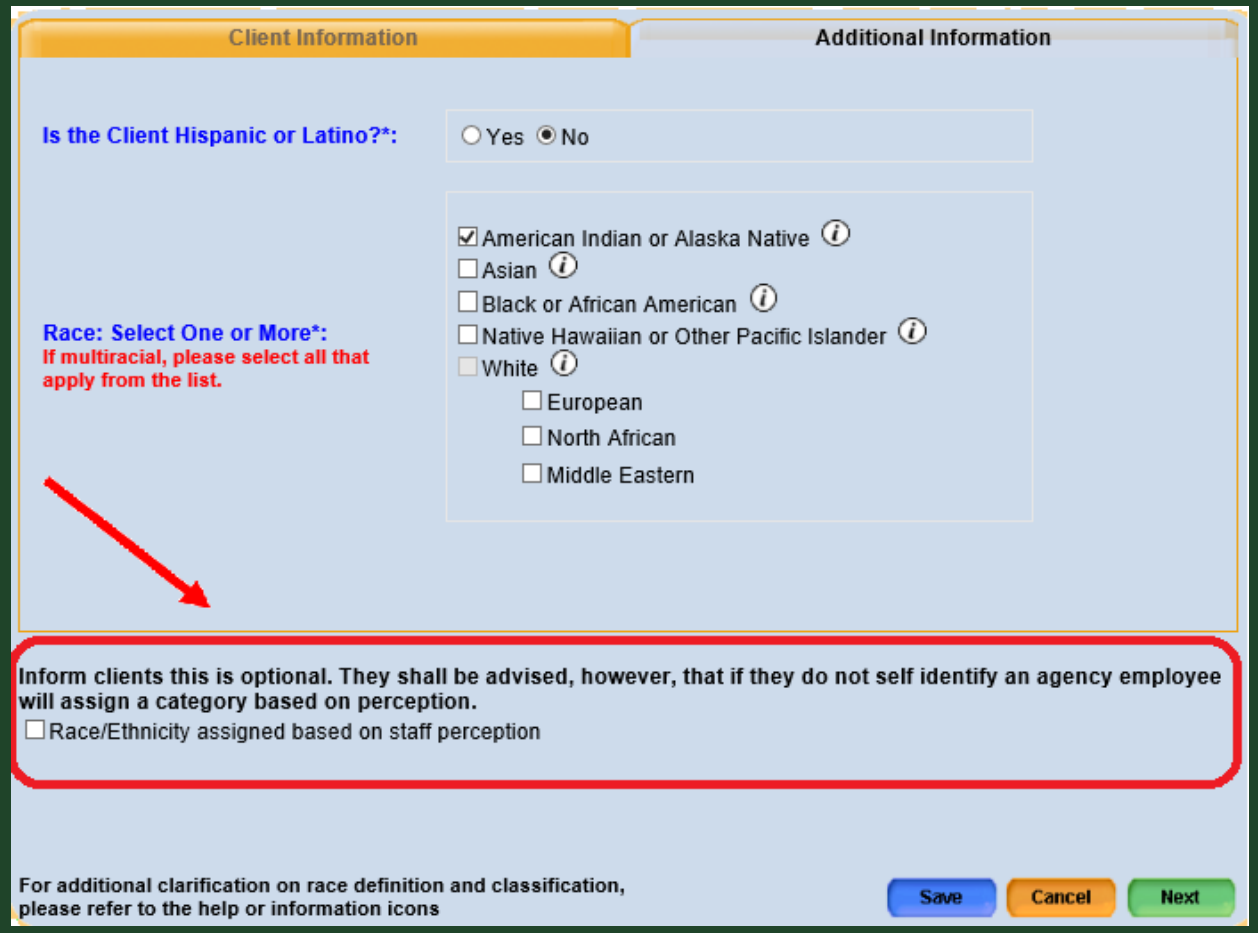


IF MOTHER IS BREASTFEEDING,
her ID automatically fills with drop down on the infant's record to link the records for breastfeeding statistics

CLIENT PROOF IDENTITY
required at cert, but not at recert
- ✓ MI-WIC Policy 2.10

PROOF OF PREGNANCY
select "Not Applicable" for miscarriage

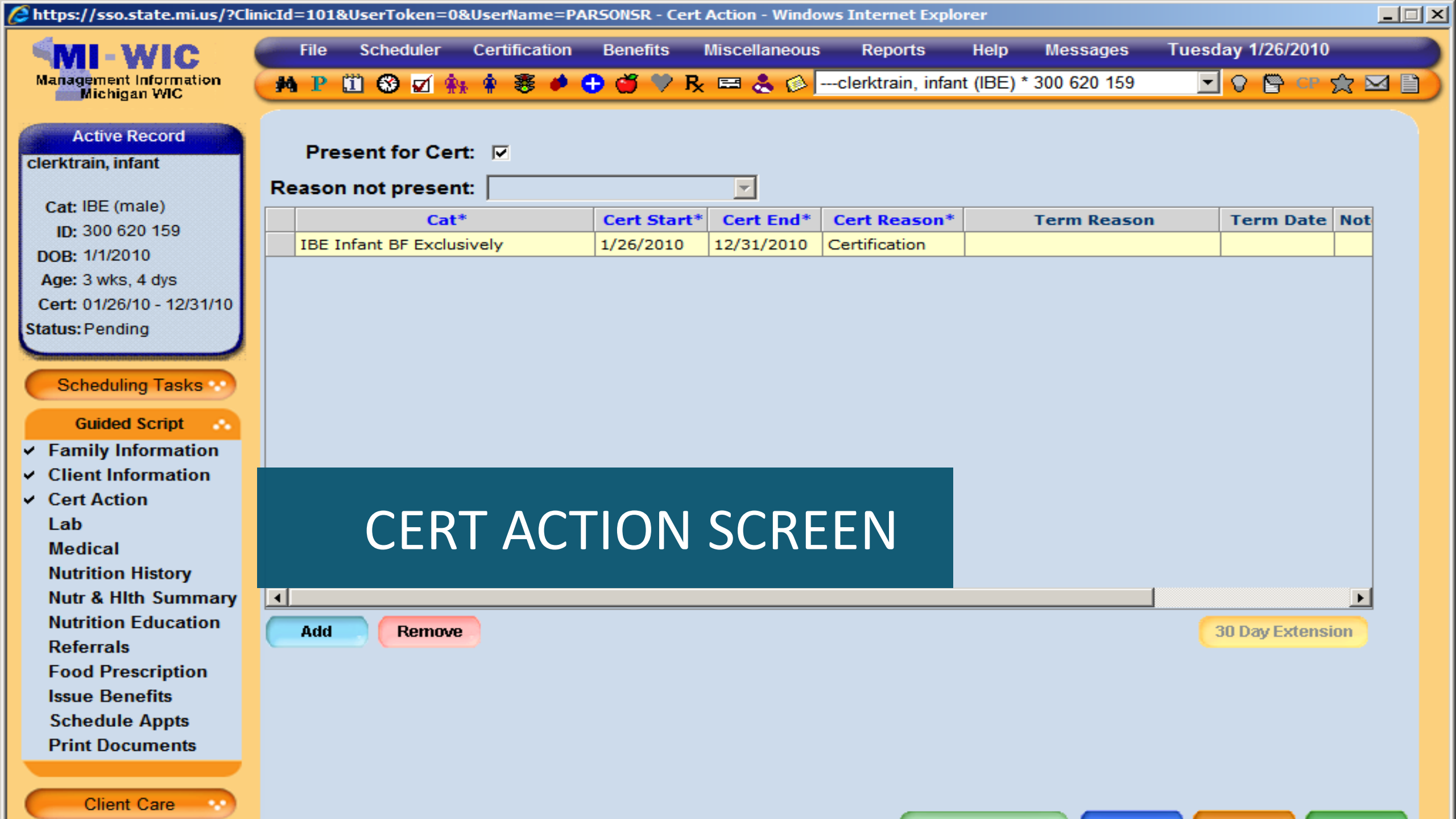
Additional Information Tab



ETHNIC QUESTIONS must be asked first

ASK RACIAL AND ETHNIC questions exactly as written on the screen (or the health and diet forms)

IF CLIENT DECLINES TO ANSWER, inform them that you must answer them (MI-WIC Policy 1.09 #4)


https://sso.state.mi.us/?ClinicId=101&UserToken=0&UserName=PARSONSR - Cert Action - Windows Internet Explorer
MI-WIC
Management Information Michigan WIC
File
Scheduler
Certification
Benefits
Miscellaneous
Reports
Help
Messages
Tuesday 1/26/2010
---clerktrain, infant (IBE) * 300 620 159
Active Record
clerktrain, infant
Cat: IBE (male)
ID: 300 620 159
DOB: 1/1/2010
Age: 3 wks, 4 dys
Cert: 01/26/10 - 12/31/10
Status: Pending
Scheduling Tasks
Guided Script
Family Information
Client Information
Cert Action
Lab
Medical
Nutrition History
Nutr & Hlth Summary
Nutrition Education
Referrals
Food Prescription
Issue Benefits
Schedule Appts
Print Documents
Client Care
Present for Cert:
Reason not present:
Cat*
Cert Start*
Cert End*
Cert Reason*
Term Reason
Term Date
Not
IBE Infant BF Exclusively
1/26/2010
12/31/2010
Certification
CERT ACTION SCREEN
Add
Remove
30 Day Extension

CERT ACTION SCREEN

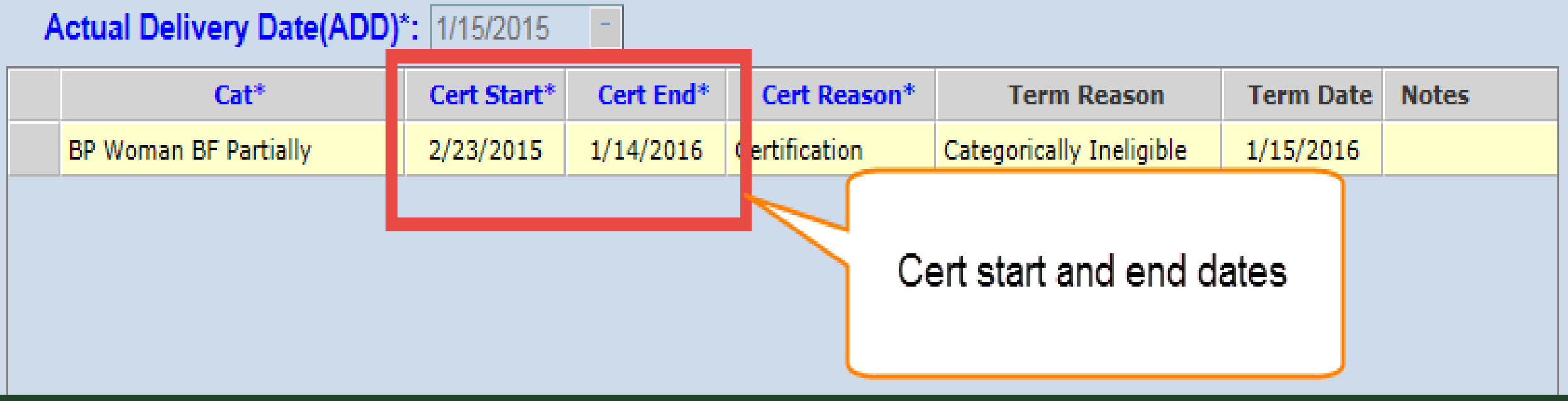
ESTABLISHES certification periods for clients

- ✓ MI-WIC Policy 2.17

FOR WOMEN, LMP, EDD and/or ADD determine the cert period

ENTERING AN INCORRECT EDD AFFECTS THE BENEFITS a client receives/ If a mistake is made, call your LA consultant

ASSIGNING A CERTIFICATION PERIOD doesn't certify the client. That is done by the CPA on the Food prescription Screen



SHORT CERTS

Some clinics may schedule ‘other’ visit client to bring in proof after short cert.
Required documentation is completed before change is made on Cert Action Screen



30

Days of Income



30

Days of Residency and Identity must be done manually

✓ MI WIC Policy 2.17 #2 Certification Periods







CERT ACTION SCREEN

Other reasons to use the Cert Action Screen

Category Changes are made here

Cert. Periods can be extended for up to 30 days

If A Client Indicates They Want To Make A Change in their breastfeeding status, be sure to alert the CPA. The WIC team should always encourage breastfeeding!

If A Woman Has A Miscarriage, she may be certified as PG up to 42 days post partum and still receive the PG food package. She may then be recertified as NPP for 6 months from the end of the pregnancy

Recertification and Reinstatement



Recertification is the same as certification without client identity verification (the AP must show id).

If a client has been terminated and comes back it is considered a recertification.

Clerks should verify fields on the ***Family*** and ***Client*** Screens for accuracy.

If a client has been terminated during an active cert period and returns to WIC, the client should be reinstated, rather than recertified.

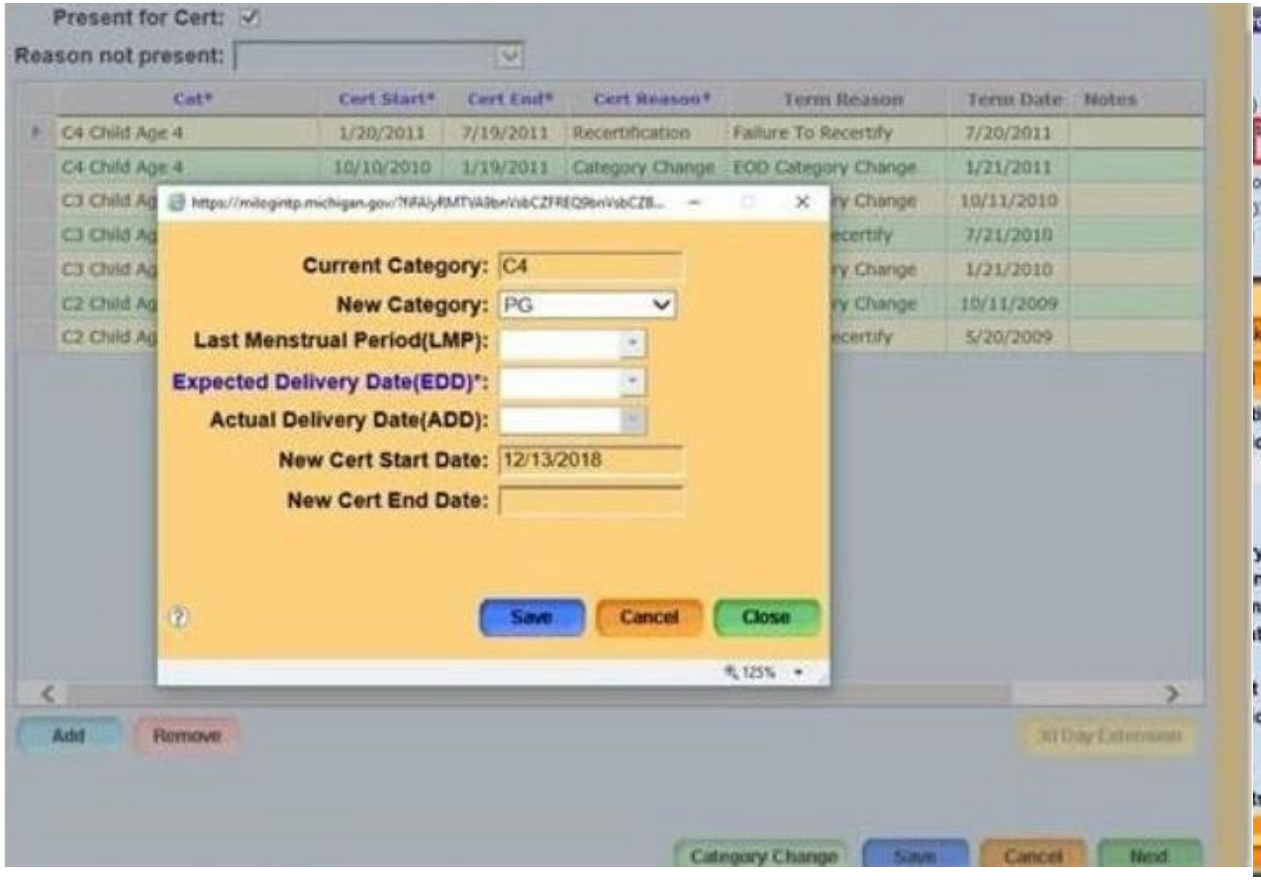


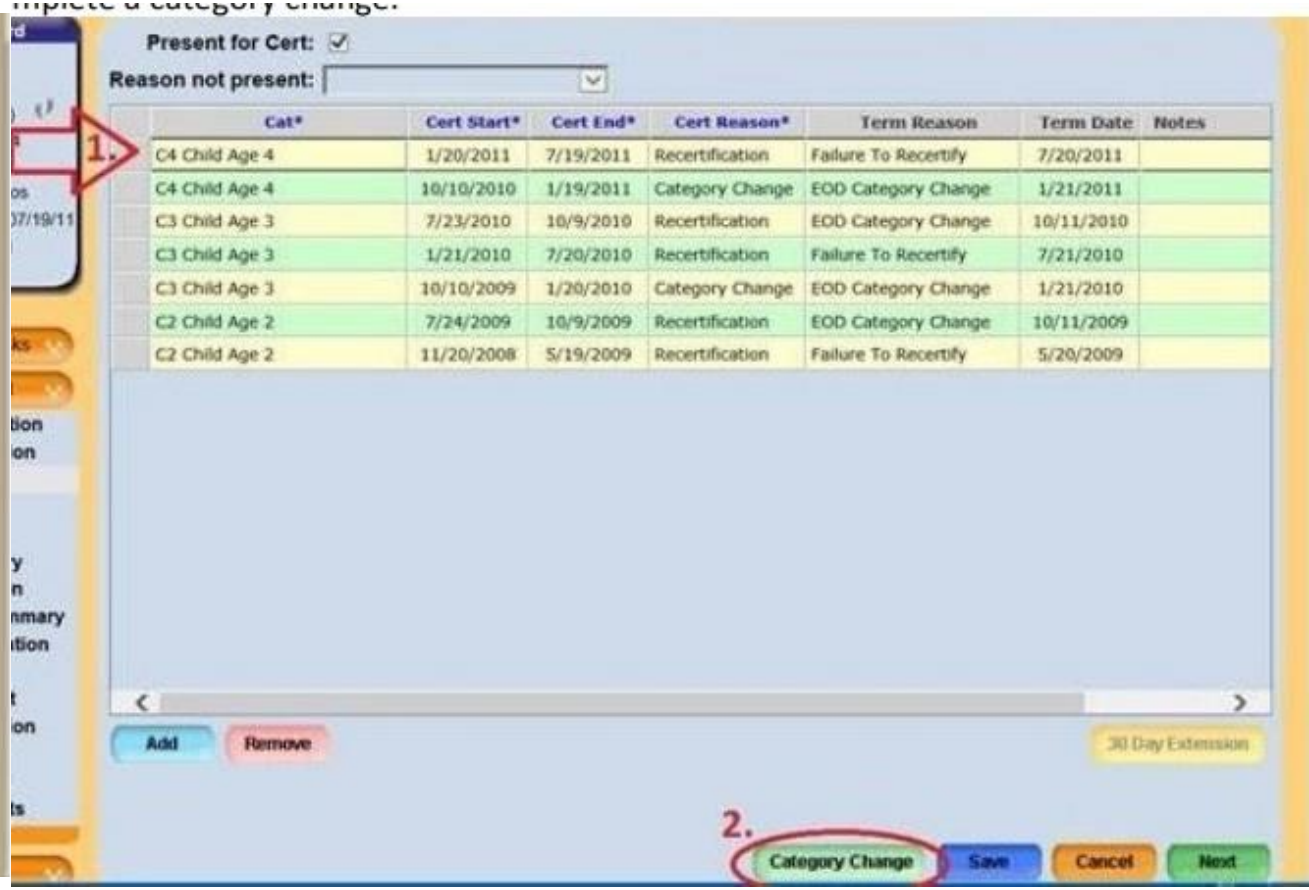
Reinstatement

If a client has been terminated during an active cert period, and returns to WIC, the clerk should reinstate them on the Cert Action Screen.

Some clinics will schedule an "other" appointment to reinstate.

Infant/child to women category change:
Instead of adding a new certification period, you will complete a category change







The initial eligibility determination is referred to as **certification**.

Part 3
Certification Overview



Welcome

Remember **YOU** are the **DIRECTORS** of **FIRST IMPRESSIONS**

GREETING

Set a good tone for the WIC visit

SIGN-IN PROCEDURES

Confidentiality

Certification Overview

Step-By-Step Process

01 Intake (Initial Contact CERT/PCERT)

Conduct statewide search to locate existing record; if applicable create record in MI-WIC

Application establishes categorical, residency and income eligibility

Applicant identification and voter registration information is collected

02 Lab/ Anthropometric

When required, a blood sample is taken. The blood sample is used to assess the applicant's iron status and may also be used for lead screening

The height and weight (head circumference for infants and children up to the age of 24 months) of each applicant is determined

03 Risk & Eligibility Determination (CPA)

Plan of Care

Nutrition Education

Referrals

Food Prescription

04 Issue Benefits and Exit Process

Issue benefits

Check WIC Direct if problems/questions

Food Guide

Schedule Next Appt./Print Docs

Thank Client for Coming



Why Do We Need This Information?

To achieve the four goals of WIC

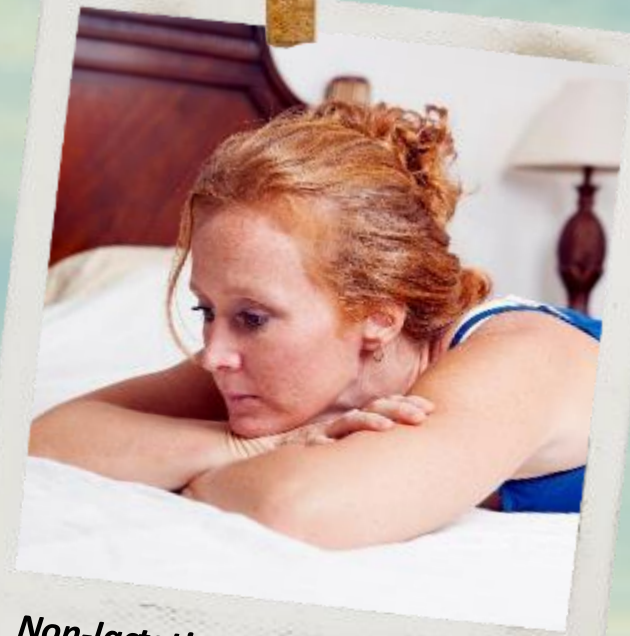
- Breastfeeding Promotion
- Nutrition Education
- Supplemental Foods
- Referrals



Pregnant woman
Thru 6 weeks postpartum



Breastfeeding woman
Up to 1 year postpartum



Non-lactating postpartum woman
Up to 6 months postpartum

Certification: Time Frames



Infants under 6 months
Until their first birthday



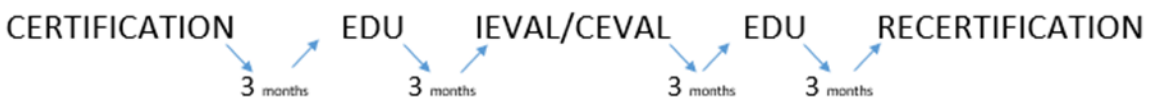
Infants 6 months and over
For 6 months



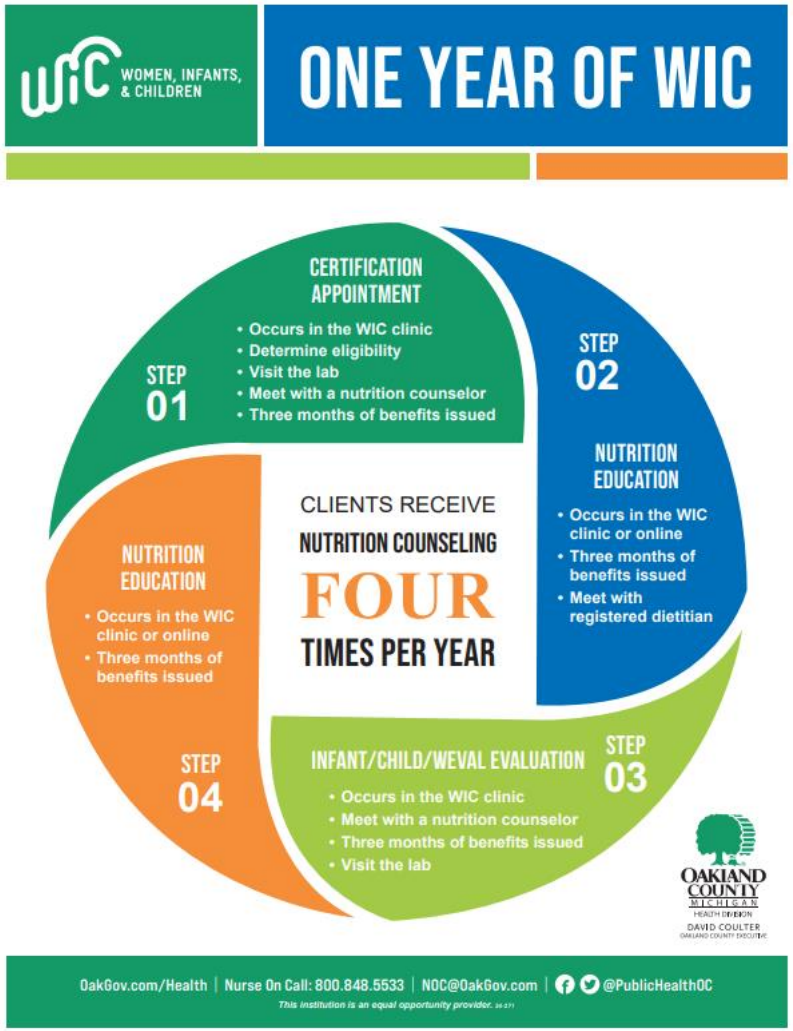
Children
At 12-month intervals until their 5th birthday

Certification: Time Frames

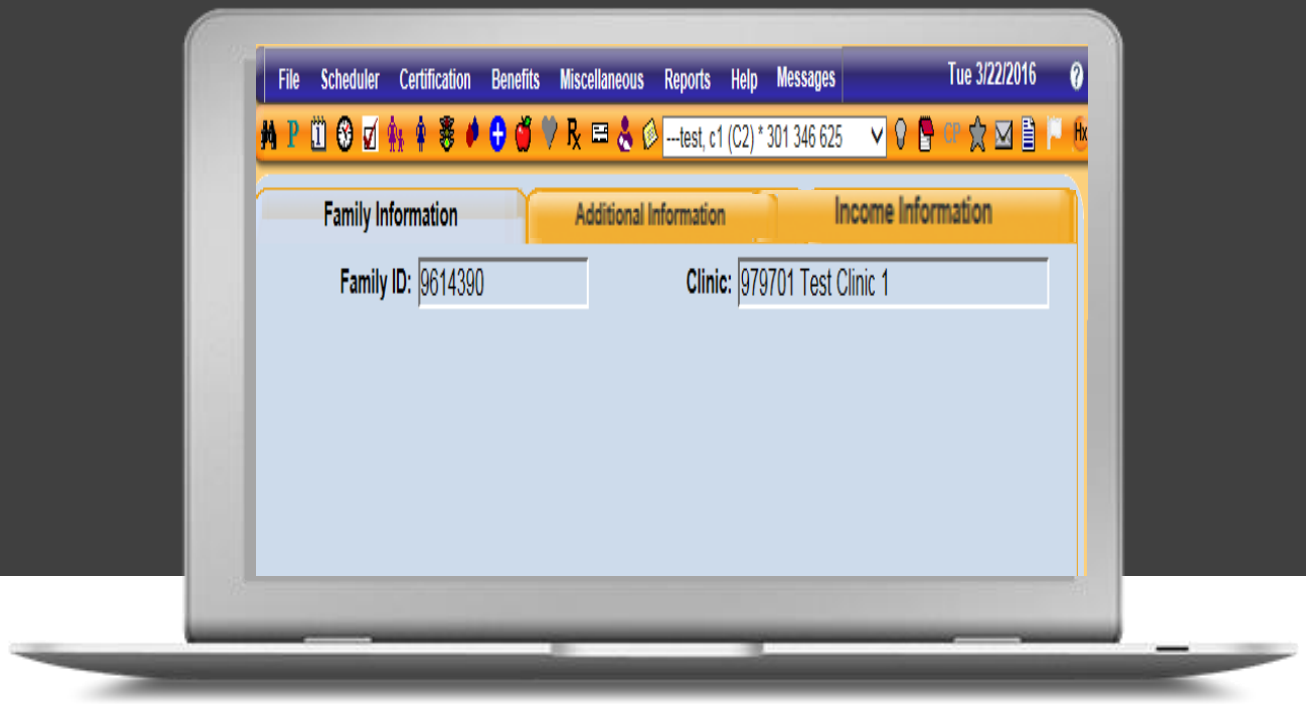
Certification Periods



- **PG:** PCERT > EDU > EDU
- **BE/BP:** PCERT > EDU > WEVAL > EDU
- **NPP:** PCERT > EDU > EDU
- **IBE/IBP/IFF:** PCERT > EDU > IEVAL> EDU > RECERT
- **C1- C4:** CERT/RECERT> EDU >CEVAL> EDU > RECERT



INTAKE: MI-WIC SCREENS



Family Information Screen

Client Information Screen

Additional Information Screen

Cert Action Screen

Now, Let's Welcome The Client To WIC!



End Of Intake



Family Information, Client Information And Cert Action

should all be checked on the Guided Script (if not…problem solve!)

Intake Should Be

checked on the Onsite List

Unlike Intake, The Remaining

screens may be completed in any order (up to the food Prescription Screen)



Recertification:

Tasks:

Client Name is Manda Milk (1/1/2000) & Molly Milk (3/12/24) come in for their appointment on October 7, 2026 @ 11:30am.

Work through the guided script:

- Mark onsite for both PG/C2
- Family Information – Certification Screen for both clients.

Show the last steps for clerical staff #9346314:

- Issue Benefits
- Schedule appt.
- Print documents



MI-WIC Practice: Existing Record/Add New Baby

Search for existing PG client who delivered new baby on 10/5/2026 and was due on 10/12/2026.

- You work for DHD #2 in the Alcona Clinic.
- Client Name is Mom PRoduce.
- Birth date 3/3/2003.

Tasks:

- Add the new baby to the to the PCERT screen, baby's name is Sam PRoduce, DOB 10/5/2026.
- Baby and mom are BE/IBE.
- Confirm address and phone number.
- Confirm notifications.
- Schedule appointment for 10/9/2026, add both baby and mom as PCERT appointments in the Alcona Clinic.
  - Process for follow up within two days of notification of birth for a call from PC or designated qualified BF staff.

MI-WIC Practice: Create New Record

Search system for Tina Beltcher (DOB 5/1/2003) who is PG.

She indicates that she has not been on WIC before.

Tasks:

- Search for client. Confirm that they are not in the system.
- Create a new record using the following information:
  - Tina Beltcher
  - DOB 5/1/2003.
  - LMP 9/1/2026.
  - Ben Beltcher (DOB 10/01/2025).
  - Address: 123 Porter Dr., Harrisville, MI 48740
  - Phone 517-333-4567, primary, and cell.
  - Notifications – text message and voice call.
  - Family of 4.
  - Schedule an appointment as a PCERT and CERT (for 1-year-old).





Nutritional risk determination is one of four eligibility requirements. The following information is collected for assessment:

Part 4 & 5

Risk Determination, Nutrition Education, and Benefit Issuance

Anthro and Lab Data

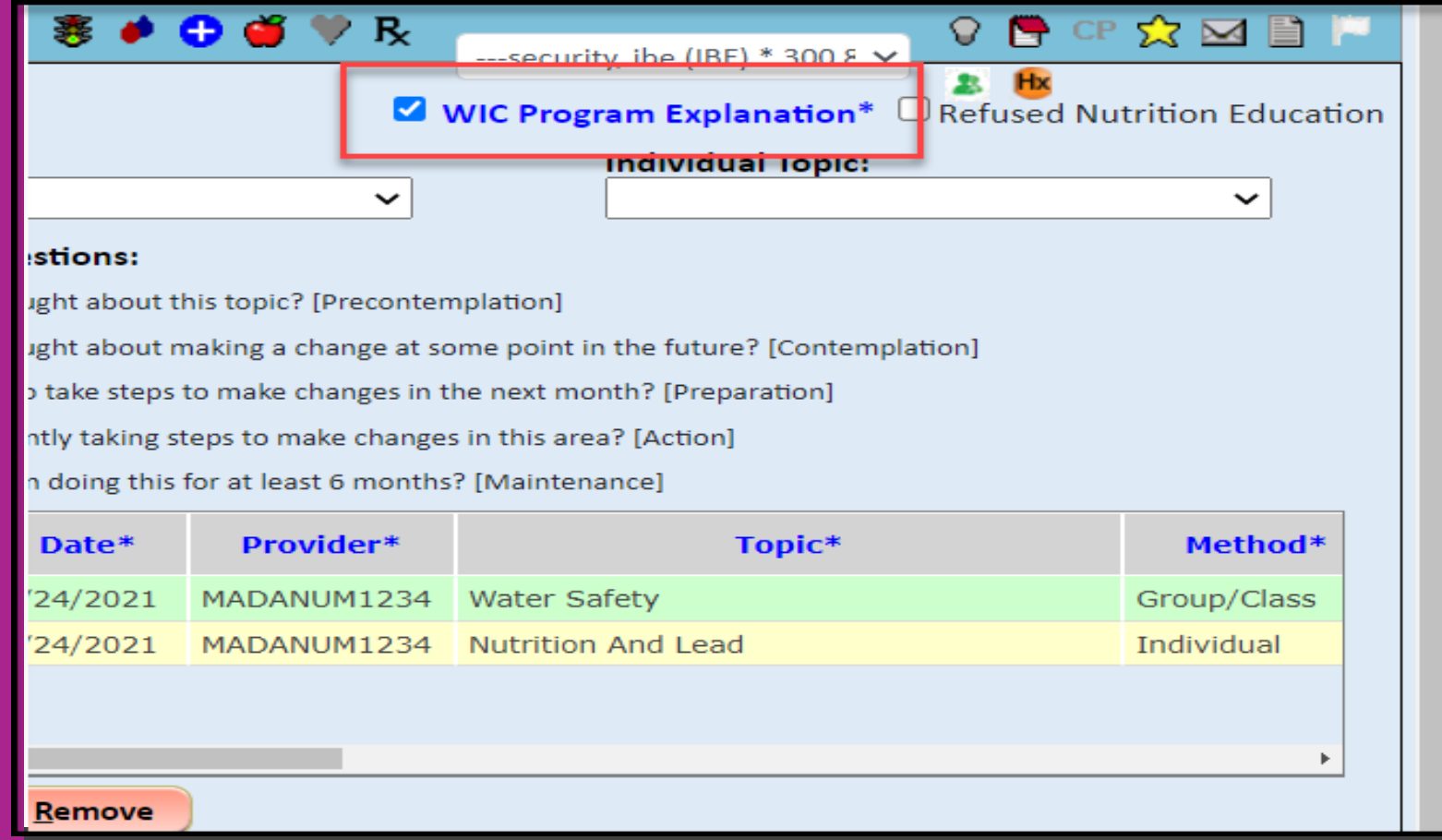
Clerk or CPA

Medical

CPA

Nutrition

CPA



The CPA assesses data, determines risk, and tells the client why they are on WIC, and how they will benefit from participation. When this is complete, CPA checks "**WIC Program Explanation**" checkbox on the NE screen.

Anthro Screen

Infant / Child Height / Weight Tab

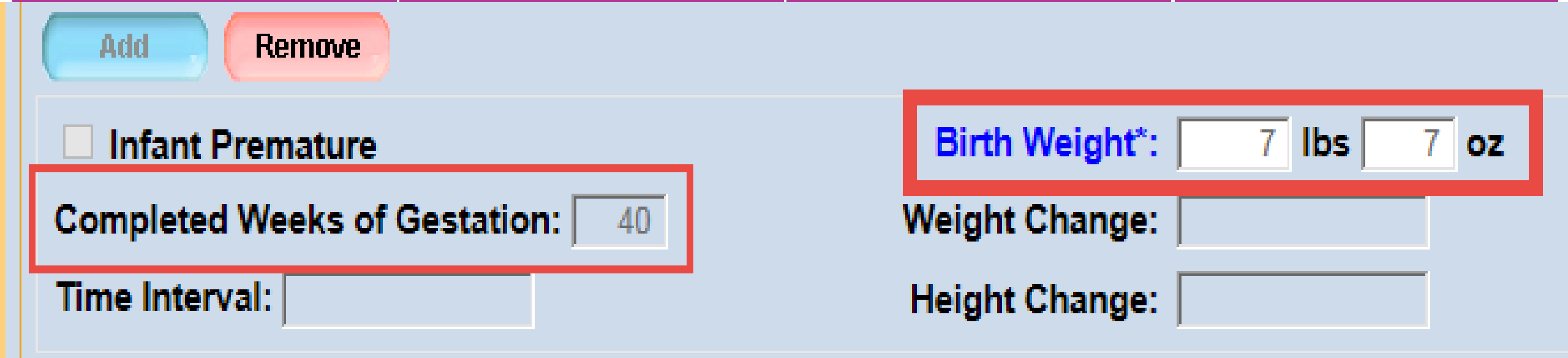


- Referral Anthro data acceptance timeline: within 60 days *(for woman or child)*
- Within 30 days of certification *(for infant)*
- (MI-WIC Policy 2.15) Michigan WIC recommends to measure in clinic for accuracy

Anthro Screen

Infant / Child Height / Weight Tab

1	2	3	4
Need accurate birth weight and weeks gestation for percentile results	Pregnant women: pre-pregnancy weight and weeks gestation used. No basis for comparison if there is only one plot point	“?” Checkbox used for measurements taken recumbently (add note)	Use VLBW chart for 1500g or less



Lab Screen

Blood working and testing

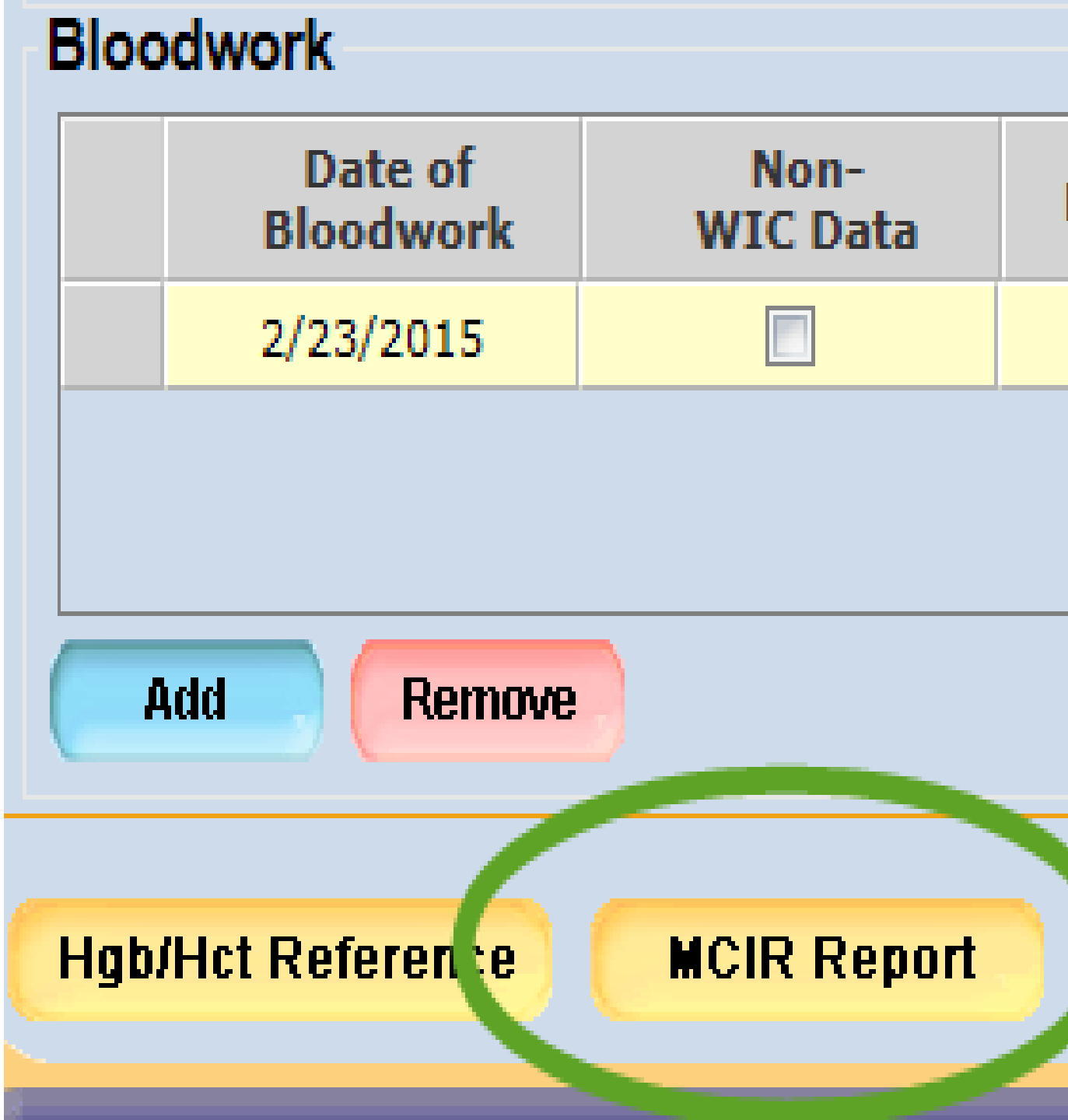
Not All Clerks perform tech tasks

Policy 2.16 – Hematological Risk Determination

- ✓ *Referral lab data is valid for 6 months*
- ✓ *Testing schedule for categories – see page 42*

Blood Re-test is done when values fall below certain levels (Policy 2.13A)

MCIR Jelly Bean – print Imms report



CPA Role

Clerk Needs To Know:
Screens, forms and
Interviews For Collection
Of Information?



Partnership Role
Of Sharing Info – Important
For Clerks To Share Info
With CPA and Vice Versa

CPA Assesses Data
Assigns and or Removes
Risks

MEDICAL AND NUTRITION HISTORY SCREEN

NE is one of the four main goals of WIC



CPA role to provide Nutrition Education



At Cert, CPA documents *(includes the NE plan)* Helpful if clerk monitors that this is done *(documentation of the NE and print NE plan)*



At EDU, clerk may document (Group/classes, self-directed)



MI-WIC Policy 5.05 for Nutrition Education Documentation



Plan Of Care:

Nutrition education

Plan Of Care: *Referrals*



CPA role



Clerk should be knowledgeable of referral sources

- ✓ MI-WIC Policy 6.02 Referrals



Clerk should print Referral Letters for client, and be certain that client understands referral information



Clerks should encourage clients to utilize the referral programs in the local area

Food Prescription Screen

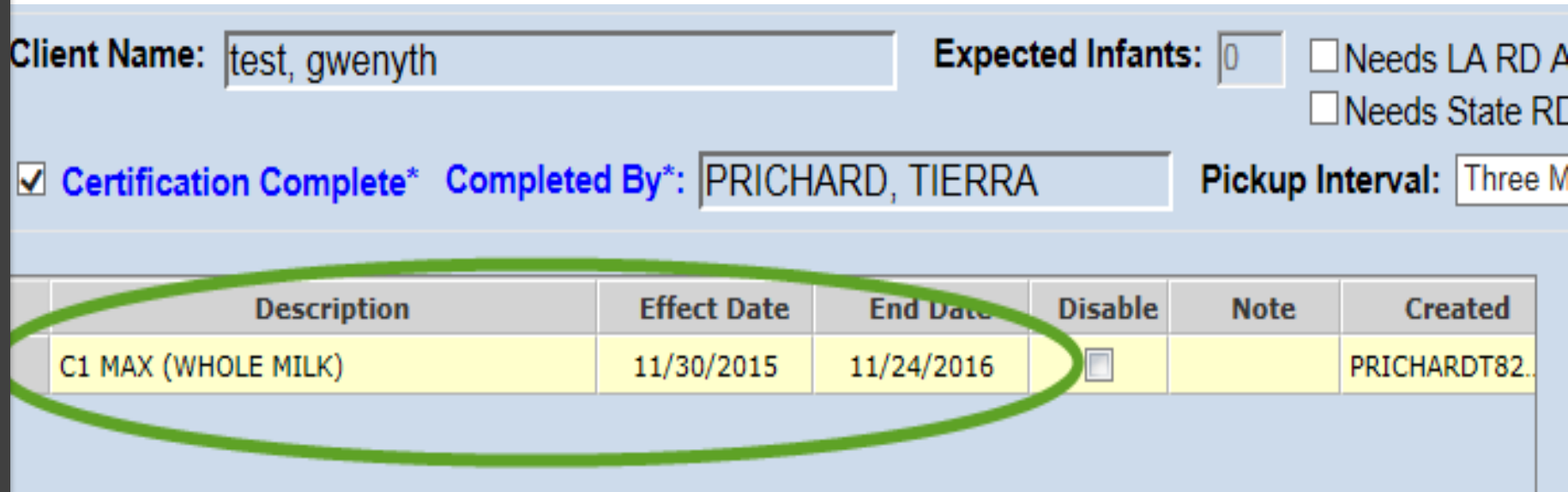
- ✓ MI-WIC Policy 7.01 Food Package Determination

CPA role to prescribe a food package

In MI-WIC, this is where the client becomes certified

Food prescriptions are customized to meet client needs

Must be done before issuing benefits



Issue Benefits, Schedule Appointments, Print Docs

Could Be Clerk or CPA Role

Best practice is the use of cross-trained staff to do the job that needs doing!

✓ *MI-WIC Policy 8.01 Benefit Issuance*





Welcome

Remember **YOU** are the **DIRECTORS** of **FIRST IMPRESSIONS**

GREETING

Set a good tone for the WIC visit

SIGN-IN PROCEDURES

Confidentiality

Food Benefit Information

Participation is determined by food benefits issues clients = $$$ for program

Clerk's team role is to alert the CPA if clients are not using some food benefits

Clerk alerts CPA when a client calls with a change in breastfeeding

Any food package change request requires CPA assessment

Start Date	End Date					
3/1/2016	3/31/2016					
Package Size	**Food Item**	**Issu...**	**Redeemed**	**Expired**	**Void...**	**Remain**
GAL	Skim, 1/2% or 1% Milk	3	2	0	0	1
HGL	Skim, 1/2%, 1% or Buttermilk	1	1	0	0	0
LB	CHEESE ($8.00 MAX PER LB.)	1	1	0	0	0
DOZ	EGGS	1	0	0	0	1
OZ	CEREAL	36	0	0	0	36
JAR	16-18ozPnutBtr,lb Dry,15-16ozCnBean	1	0	0	0	1
LB	WHOLE GRAINS	2	0	0	0	2
$$$	FRUITS AND VEGETABLES	8	8	0	0	0
BTL	64 OZ JUICE	2	2	0	0	0
4/1/2016	4/30/2016					
Package Size	**Food Item**	**Issu...**	**Redeemed**	**Expired**	**Void...**	**Remain**
GAL	Skim, 1/2% or 1% Milk	3	0	0	0	3
HGL	Skim, 1/2%, 1% or Buttermilk	0	0	0	0	0
LB	CHEESE ($8.00 MAX PER LB.)	1	0	0	0	1
DOZ	EGGS	1	0	0	0	1
OZ	CEREAL	36	0	0	0	36



Food Benefit Issue

Cannot issue more than 3 months (MI-WIC Policy 8.0)

- Clerk previews the food benefits to assure accurate food package and appropriate months and number of months
- Sync up family members when possible
- WIC food package is meant to go with the client

WIC Direct

Accounts - WIC Direct (cdpehs.com)



This is the real-time log of what benefits are available to the client. It shows every place they used their benefits, and what they bought. Check regularly when discrepancies arise.

The WIC Direct training is available on the MDHHS WIC Website: **MDHHS - WIC EBT Transition Information (michigan.gov)**.

EBT Card Design









EBT Information

- ✓ All EBT cards should be stored securely
  - ✓ MI-WIC Policy 8.08 Michigan Bridge Card Security
- ✓ A 2-person system is required when checking EBT card inventory in and out
- ✓ Don’t issue an EBT card to yourself or your family

Explain EBT card use to client before they leave.
Review EBT brochure with client







EBT Information

- ✓ Record cards on Card Issuance
  Log as they are issued (Policy 8.09A)

- ✓ Remind clients they need to shop before midnight (EST) of their BLT date

MI-WIC and WIC Direct are together in real time. Remember: Check WIC Direct if client has trouble shopping

EBT Issues

- ✓ Emphasize to clients that EBT card is like cash
- ✓ Tell clients to contact their clinic when their address changes
- ✓ Transfers
- ✓ WIC EBT Card Contact 1-888-678-8914
- ✓ Lost, stolen or damaged cards



Certification Visit Tips

01

02

Schedule next appointment **before** printing the shopping list

03

Making the next EDU appointment requires teamwork and communication

Client education opportunity – Go over the shopping list & food list with the client

04

Pin the EBT card while client is present

05

Have client read brochure on how to use the card

Certification Visit Tips

Remember to print the following documents at cert and each recert:

1. **Shopping List**
2. **VOC**
3. **NE Plan**
4. **Referrals**
   (if there are any)
5. **Client Agreement**
   (printed at initial cert visit, and only if requested by client at recerts)
6. **Review Client Agreement - Highlight**
   (esp. no selling of benefits)



Why do we issue
certain foods to our WIC clients?

Food Guide

Food Guide

WIC foods are selected based on NHANES survey

5,000
People/Year



15
Counties/Year



Health and Medicine Division of the National Academies of Sciences, Engineering, and Medicine

MICHIGAN WIC
FOOD GUIDE



WIC Foods Represent Nutrients Needed In Low Income Population:

Calcium	Protein
Iron	Fiber
Vitamin D	Other Vitamins and Minerals

Fat content has been lowered to offset the obesity epidemic



Infant Food Package

Standard Infant
Formulas Rebate

Infant Fruits,
Vegetables,
and Meats

Infant Cereal
Iron

Michigan WIC Infant Formula Change November 2026

If you have been using one of these Similac formulas:	Starting November 2026, choose this Enfamil formula:
Similac Advance (12.4 oz Powder, Concentrate, or Ready-to-Feed) 	Enfamil Infant (12.5 oz Powder, Concentrate or Ready-to-Feed) 
Similac Gentle Comfort (12.6 oz Powder) 	Enfamil Gentlease (12.4 oz Powder) 
Similac Sensitive (12.5 oz Powder or Ready-to-Feed) 	Enfamil Gentlease (12.4 oz Powder or Ready-to-Feed) 
Similac Soy Isomil (12.4 oz Powder, Concentrate, or Ready-to-Feed) 	Enfamil ProSobee (12.9 oz Powder, Concentrate, or Ready-to-Feed) 

Other Enfamil Options
Enfamil AR 12.9 oz Powder or Enfamil Reguline 12.4 oz Powder 

USDA is an equal opportunity provider, employer, and lender.

Importance Of Nutrition Education (NE)

NE is one of Four Goals of WIC

NE provided by the WIC program helps clients achieve a positive change in food habits and to prevent nutrition related problems and improve client's family's health.



Promotion Of NE

The clinic atmosphere supports the client and learning environment

NE provided by the WIC program helps clients achieve a positive change in food habits and to prevent nutrition related problems and improve client's family's health.





The clerk may document NE (group, self directed), issue benefits to the client and schedule the recert appointment

Food benefits cannot be withheld if EDU is not completed

Completion of EDU is highly encouraged

Nutrition Education (EDU) Appointment

5.05A Nutrition Education Documentation

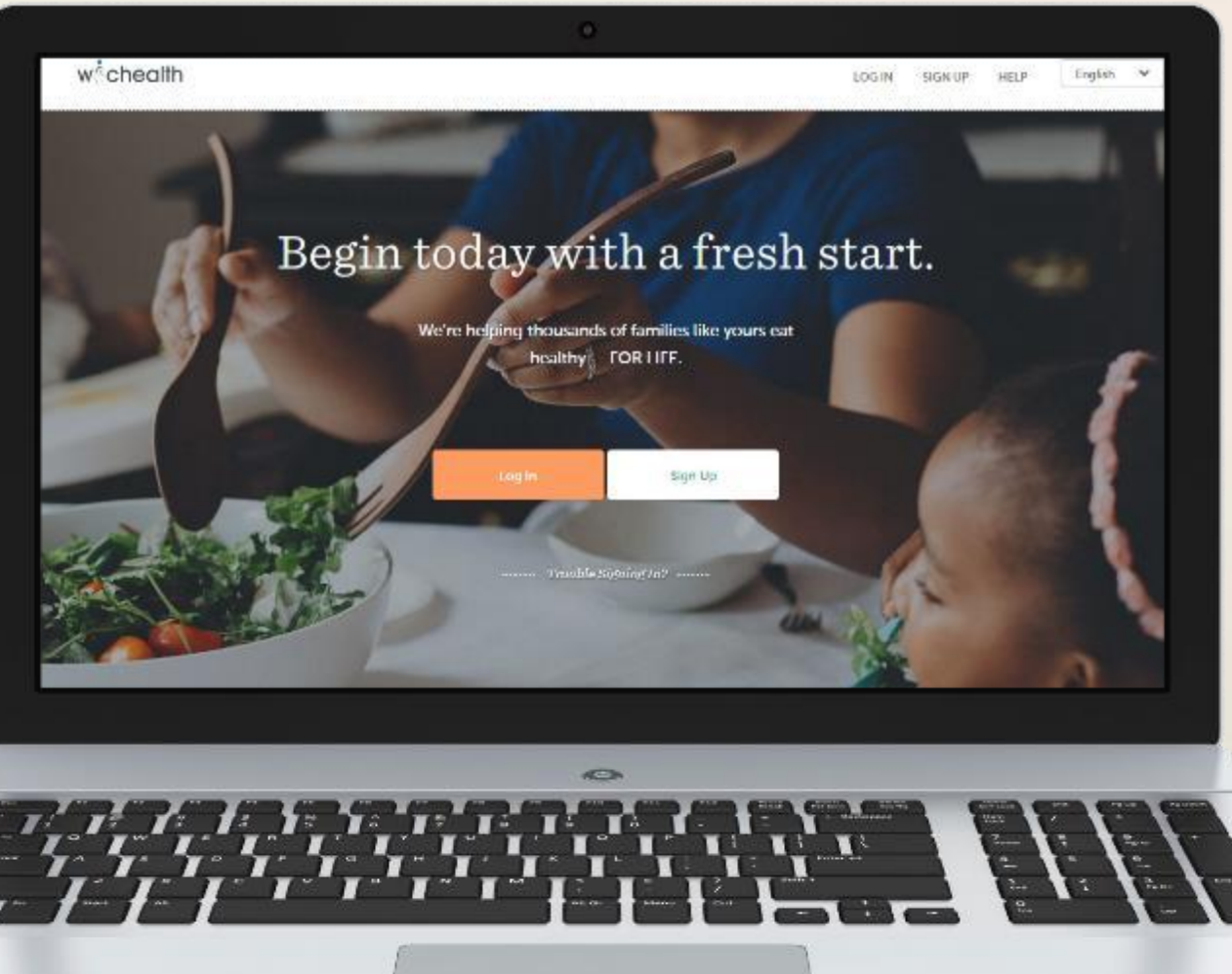
MI-WIC Nutrition Education (NE) documentation for each appointment type:

	MI-WIC Location	NE Screen (Grid)	NE Screen (Planned NE Method)	NE Screen (Grid, Follow Up)	BF Support Tab	Care Plan	Classes
Appointment Type	Cert/Recert	Date, Provider, Topic Method, Behavior Change/Goal	Date, Method	Follow Up Date, Follow Up Initials, Evaluation. Note if Desired		If client is High Risk: Offer NCRD, or document ICP progress on CP follow-up tab	
	Mid-cert						
	Interim Education Options						
	Internet	Date, Provider, Topic, Method, Behavior Change/Goal Note					
	Individual	Date, Provider, Topic Method, Behavior Change/Goal					
	Self-Directed (Education Mall and take-home)	Date, Provider, Topic, Method					
	Group						Date, Provider, Topic, Method, Check 'Attend' & 'NE'
	Breastfeeding				Date, Provider, Method, Topic, Check 'Populate to NE'		

When client uses WICHealth.org, MI-WIC automatically documents the NE.

Follow your local agencies protocol for WICHealth.org

See error report if not automatically documented.





Part 6

Other Client WIC Visits

Page 59

CEVAL/IEVAL Visit

1. **SCHEDULED**
   at midpoint for infant certified before 6 months old, mid cert for child
2. **NOT A CERT-INCOME**
   residency, identity check of client not done
3. **CERT ACTION SCREEN**
   not used!
4. **UPDATE FAMILY**
   or individual screens if changes
5. **VOTER REGISTRATION**
   only if change of address



RD VISIT

CLERKS MAY BE ASKED TO SCHEDULE AN NCRD
visit if client is High Risk at certification – coordinate with CPA

MI-WIC POLICY 5.06
High Risk Counseling visits are required to be scheduled or documented as declined

OTHER RD VISITS
May be scheduled as needed.

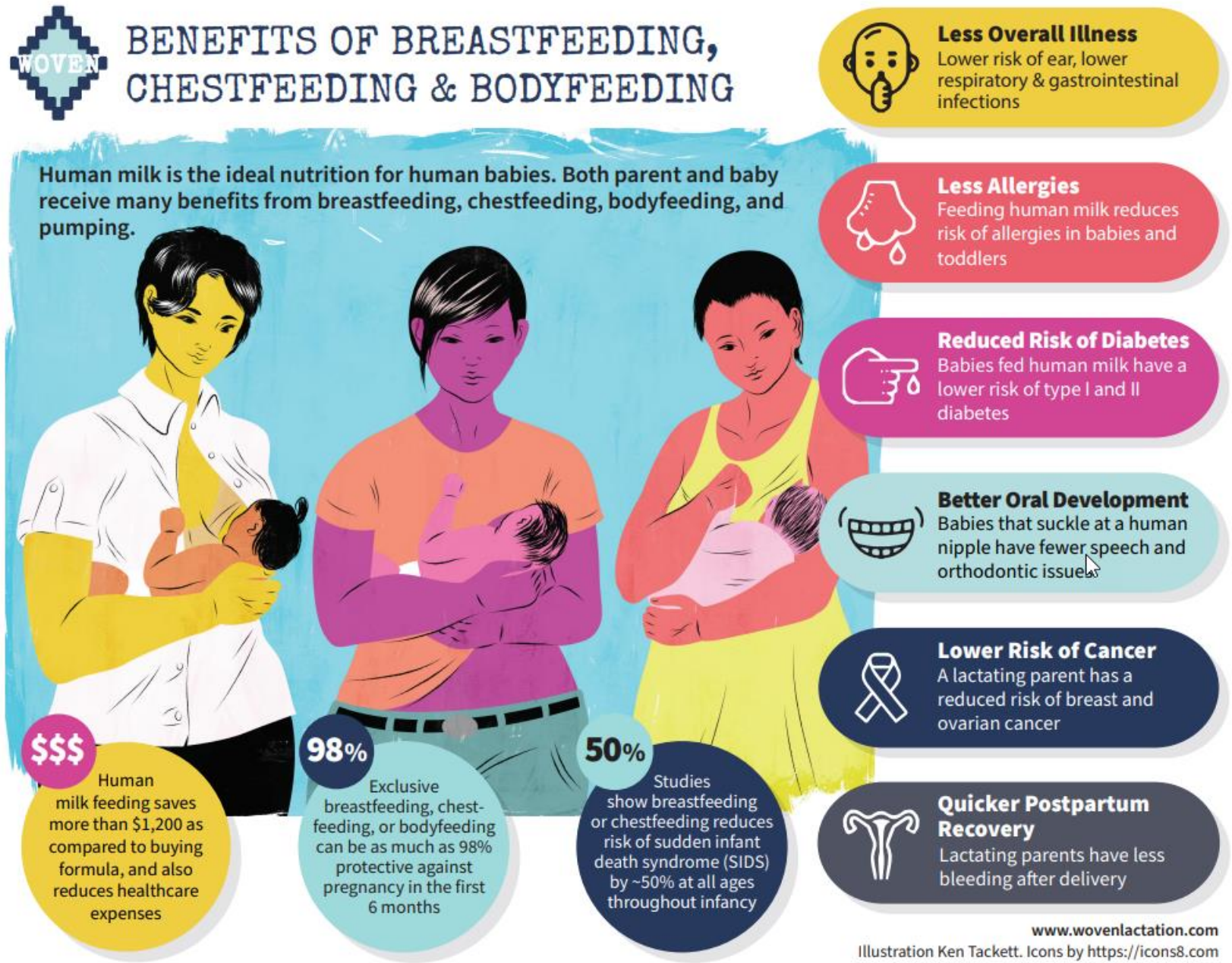
Discuss how to approach offering an RD Appointment?





Lactation Support

Why Does WIC Support Breastfeeding?



How Does WIC Support Breastfeeding?

Every WIC staff member has been trained and is able to support families on their lactating journey. Every local agency has a Peer Counselor to walk beside clients, answer questions and support them. They also have an IBCLC (a healthcare professional who specializes in the clinical management of breastfeeding) available to help families.

WIC provides breast pumps and breastfeeding equipment (such as replacement tubing and flanges). WIC staff has been trained to help clients with pump set-up, troubleshooting and flange fitting.

For breastfeeding clients, our Food Packages provide larger amounts of nutritious foods for a full year after their baby's birth.

What is the role of the Clerk in Lactation Support?



1

1. Collect info when families request a change in their BF Food Package

2

2. Refer clients to PC after they deliver their baby

3

3. Help make sure forms are signed when breast pumps are distributed & returned.



Breastfeeding Peer Counselors

Breastfeeding Peer Counselors are WIC parents who have breastfed their own babies. They give information and support to other WIC parents on:

- Tips for breastfeeding comfortably, even in public.
- Help for breastfeeding concerns.
- Tips for making plenty of breast milk.

FOOD PACKAGE CHANGE VISIT



Clients may call clerk to request FP change

Clerks need to listen and share client concerns with CPA

If FP change is decided by CPA, client may need a scheduled 'Other' visit – procedures vary at local agencies

Transfers

3 kinds of transfers Family, Client, and Out-of-State. If they have a valid VOC (Verification of Certification), the client receives benefits for remainder of certification (MI-WIC Policy 3.04 Transfers).



Schedule within 20 days
or before cert ends



Schedule within 10 days for
pregnant, infant, migrant or homeless

Provide new VOC and EBT, if necessary

Transfers – Out Of State

Clerk should be aware of who in the clinic has the out-of-state transfer role

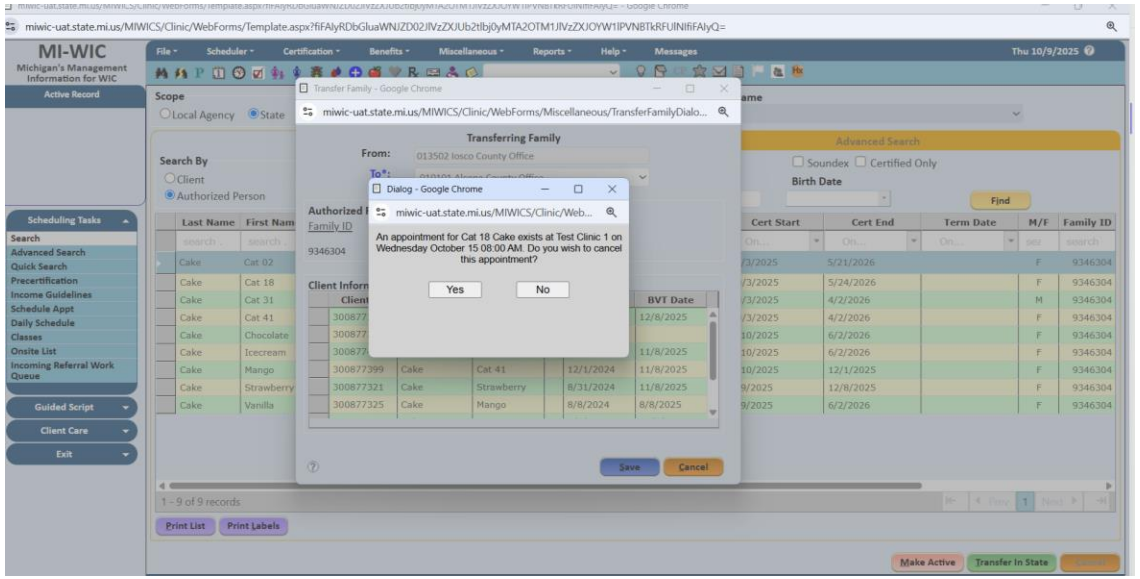
The person who has this role should contact the other state to get as much info as possible on the client. This will help prevent issuing duplicate benefits.

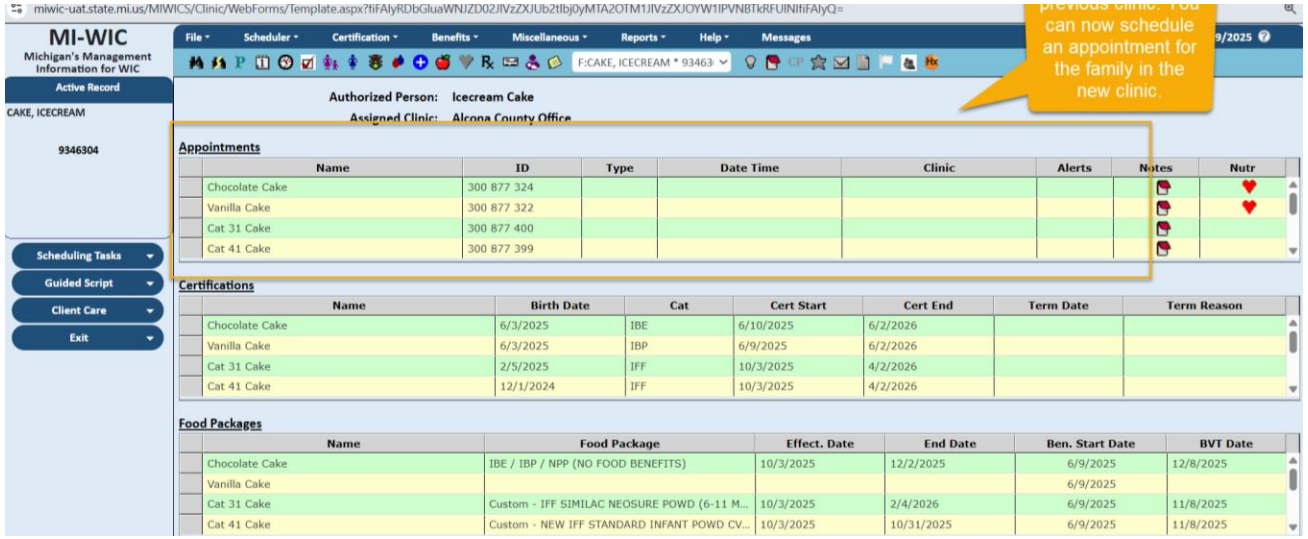


In-State Transfer

If you make an in-State transfer for a family, please remember to:

- Cancel all future appointments at the previous clinic.
- Confirm that all future appts at the previous clinic







Welcome

Remember **YOU** are the **DIRECTORS** of **FIRST IMPRESSIONS**

GREETING

Set a good tone for the WIC visit

SIGN-IN PROCEDURES

Confidentiality



- ✓ **Promote** breastfeeding!
- ✓ **Promote** Nutrition Education as one of the benefits of WIC
- ✓ **Participate** in outreach whenever possible

Part 7

Other Clerk WIC Tasks

Vendors



- Inform WIC clients where they can shop for WIC foods – print out Vendor list by County (Misc.) or Zip code (Reports)
- If they have problems with stores not stocking WIC food items, call 1-800-CALLWIC (1-800-225-5942)
- Vendor Minimum Stock -
- Miscellaneous Drop Down – Authorized Vendor Listing By Area



WIC Complaints

Store Complaint



Michigan WIC Store Complaint

Submission Details

Contact information is important for complaint follow-up and resolution. If you would li
difficult to resolve your complaint.

1. Submitted by/Your name *

2. Phone number *

3. Email *

4. Local Agency/Unit, if applicable

5. Are you filling this form out on behalf of someone else? If yes, please complete que

- ◯ Yes
- ◯ No

6. Name of person making the complaint.

7. Phone number of person making the complaint.

Submitting a WIC Store Complaint



Reinstatement

If a client has been terminated during an active cert period, and returns to WIC, the clerk should reinstate them on the Cert Action Screen.

Some clinics will schedule an "other" appointment to reinstate.

MI-WIC POLICY 2.20, A.1

STEP 2

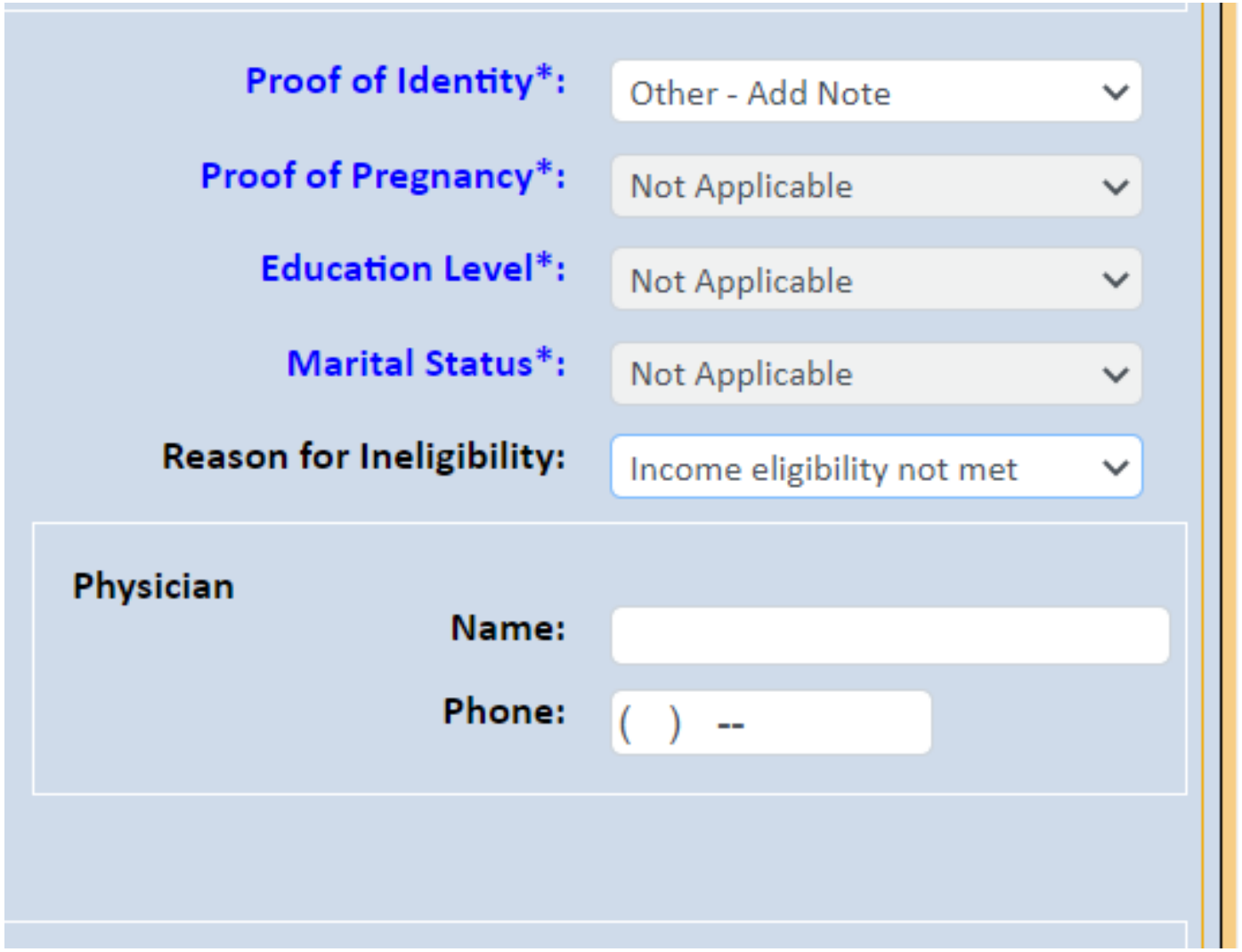
Be sure to fill out Ineligibility dropdown on the Client Information Screen

STEP 3

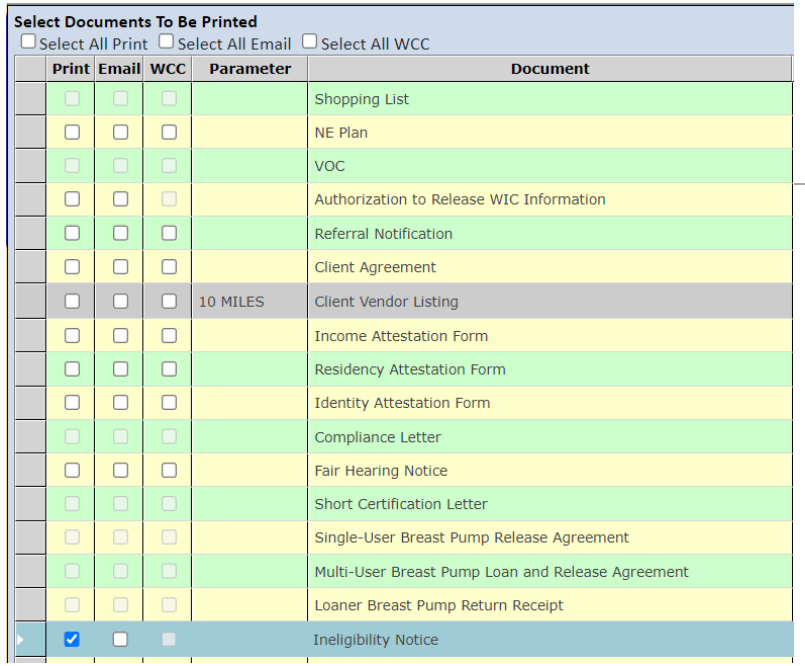
Add note in MI-WIC that notice was provided

STEP 1

Remember, a potential client who appears to be ineligible is entitled to a certification appointment if desired.



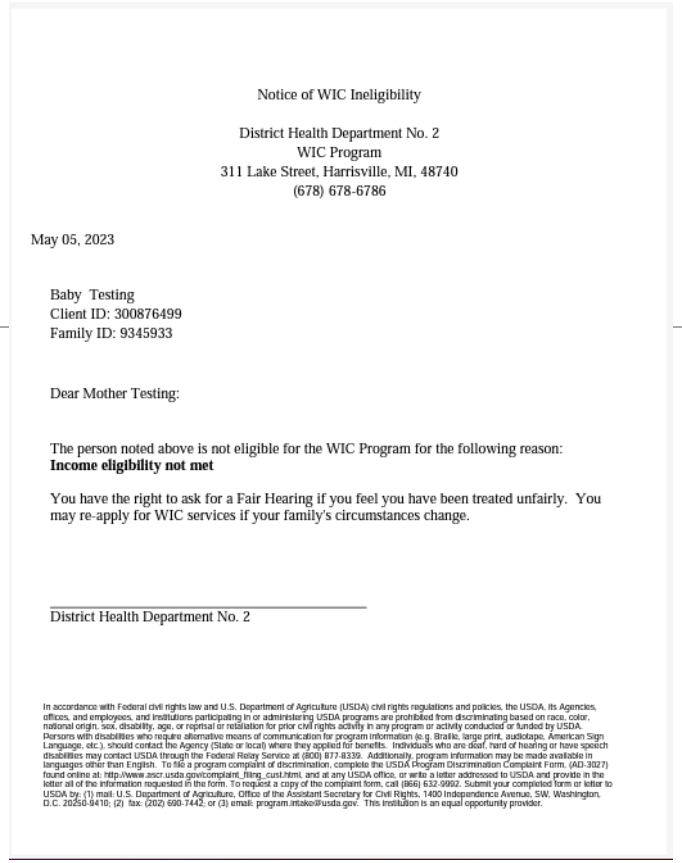
Complete reason for ineligibility on Client Information Screen



Select Documents To Be Printed

☐ Select All Print ☐ Select All Email ☐ Select All WCC

Print	Email	WCC	Parameter	Document
☐	☐	☐		Shopping List
☐	☐	☐		NE Plan
☐	☐	☐		VOC
☐	☐	☐		Authorization to Release WIC Information
☐	☐	☐		Referral Notification
☐	☐	☐		Client Agreement
☐	☐	☐	10 MILES	Client Vendor Listing
☐	☐	☐		Income Attestation Form
☐	☐	☐		Residency Attestation Form
☐	☐	☐		Identity Attestation Form
☐	☐	☐		Compliance Letter
☐	☐	☐		Fair Hearing Notice
☐	☐	☐		Short Certification Letter
☐	☐	☐		Single-User Breast Pump Release Agreement
☐	☐	☐		Multi-User Breast Pump Loan and Release Agreement
☐	☐	☐		Loaner Breast Pump Return Receipt
☑	☐	☐		Ineligibility Notice



Notice of WIC Ineligibility

District Health Department No. 2
WIC Program
311 Lake Street, Harrisville, MI, 48740
(678) 678-6786

May 05, 2023

Baby Testing
Client ID: 300876499
Family ID: 9345933

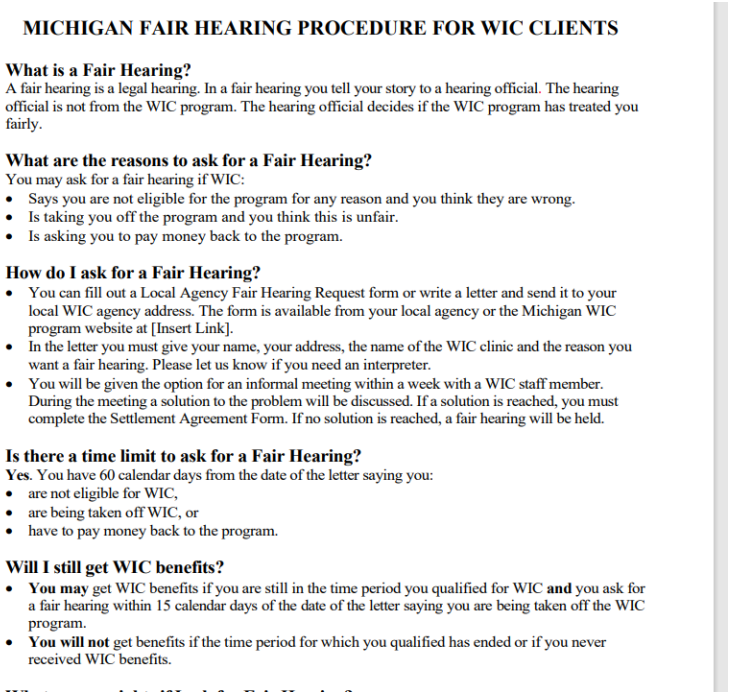
Dear Mother Testing:

The person noted above is not eligible for the WIC Program for the following reason:
Income eligibility not met

You have the right to ask for a Fair Hearing if you feel you have been treated unfairly. You may re-apply for WIC services if your family's circumstances change.

District Health Department No. 2

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.



MICHIGAN FAIR HEARING PROCEDURE FOR WIC CLIENTS

What is a Fair Hearing?
A fair hearing is a legal hearing. In a fair hearing you tell your story to a hearing official. The hearing official is not from the WIC program. The hearing official decides if the WIC program has treated you fairly.

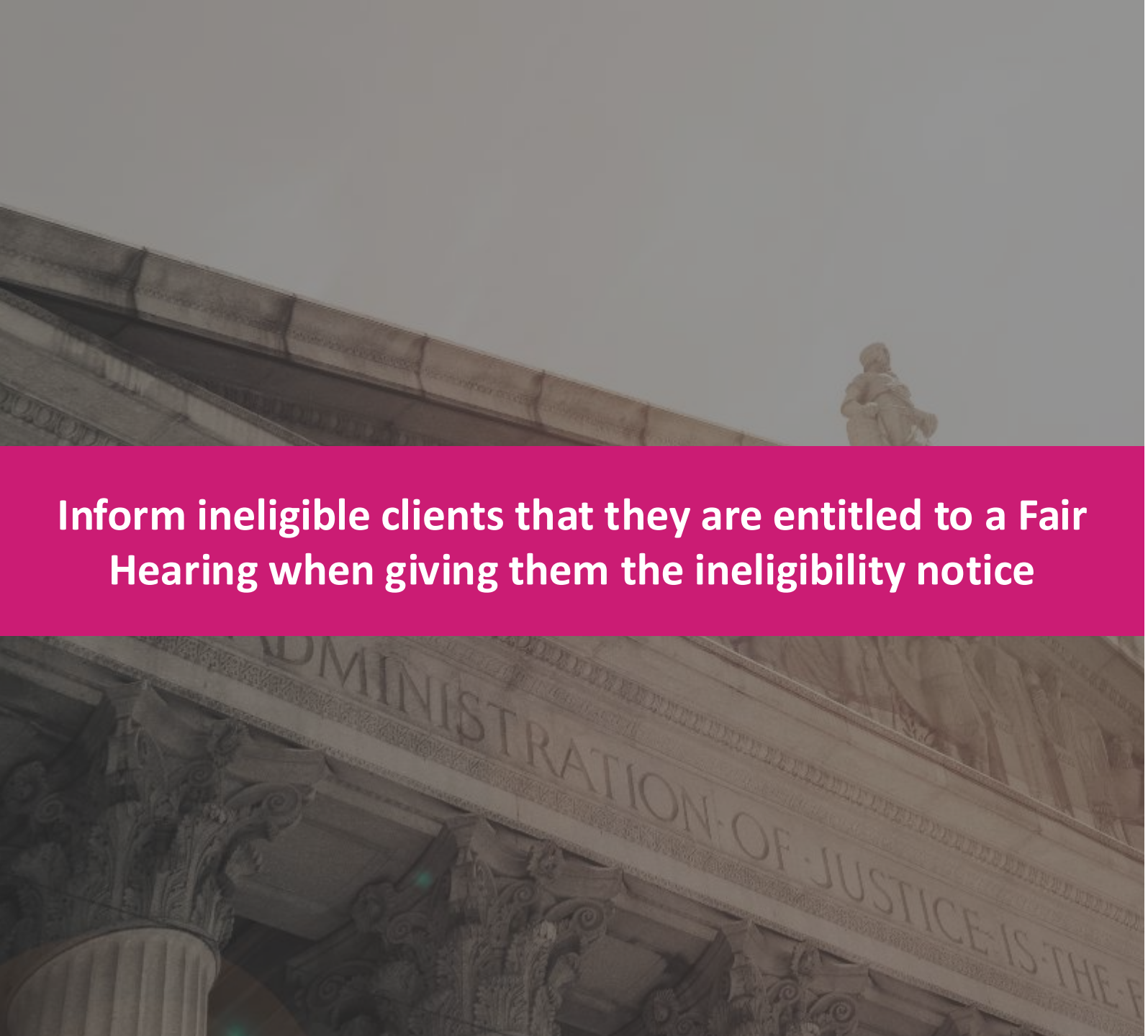
What are the reasons to ask for a Fair Hearing?
You may ask for a fair hearing if WIC:
- Says you are not eligible for the program for any reason and you think they are wrong.
- Is taking you off the program and you think this is unfair.
- Is asking you to pay money back to the program.

How do I ask for a Fair Hearing?
- You can fill out a Local Agency Fair Hearing Request form or write a letter and send it to your local WIC agency address. The form is available from your local agency or the Michigan WIC program website at [Insert Link].
- In the letter you must give your name, your address, the name of the WIC clinic and the reason you want a fair hearing. Please let us know if you need an interpreter.
- You will be given the option for an informal meeting within a week with a WIC staff member. During the meeting a solution to the problem will be discussed. If a solution is reached, you must complete the Settlement Agreement Form. If no solution is reached, a fair hearing will be held.

Is there a time limit to ask for a Fair Hearing?
Yes. You have 60 calendar days from the date of the letter saying you:
- are not eligible for WIC,
- are being taken off WIC, or
- have to pay money back to the program.

Will I still get WIC benefits?
- **You may** get WIC benefits if you are still in the time period you qualified for WIC **and** you ask for a fair hearing within 15 calendar days of the date of the letter saying you are being taken off the WIC program.
- **You will not** get benefits if the time period for which you qualified has ended or if you never received WIC benefits.

Ineligibility Notice



Inform ineligible clients that they are entitled to a Fair Hearing when giving them the ineligibility notice

Ineligibility

Notice of ineligibility is required at least 15 days prior to termination as indicated in MI-WIC Policy 2.20.4

2.21 Mid-Cert Income Determination

LA receives information regarding a change or increase in income

- The client is **NOT adjunctively eligible**
- The client has **MORE THAN 90 days** left in the certification period
- Then, use **current income** to determine continued eligibility
- If terminating client, use Termination Reason **"No Longer Eligible"** and issue benefits as system allows

Mid-Cert Terminations

MI-WIC Policy 2.21 A.1.2.4

- ✓ **Mid-cert income** Reassessments are Not routinely done
- ✓ **If over income**, notice given that benefits end in 15 days
- ✓ **If less than 90 days** left in cert period, redetermination of income not needed



Terminations

- ✓ **MI-WIC System performs** Automatic terminations during EOD (end of day) process
- ✓ **Manual terminations** (when Client moves out of state) are done on Cert Action Screen
- ✓ **Remember to complete** Ineligibility dropdown if client is Terminated due to ineligibility



Office Maintenance



- **Order Forms**
- **Breast Pumps**
- **EBT Inventory**
  - Each and every EBT card must be accounted for at all times
  - EBT card should be verified before the client leaves the agency
  - Follow EBT security procedures

Your Role On The WIC Team



- **Caseload Management – clients = $$**
- **Stay up to date: read policies, WIC notices, MI-WIC messages**
- **Clerical Role in Quality Assurance**
  - You will have a role In ME preparations
  - Practice using ME tools for your role in ME’s

Clerical Challenges

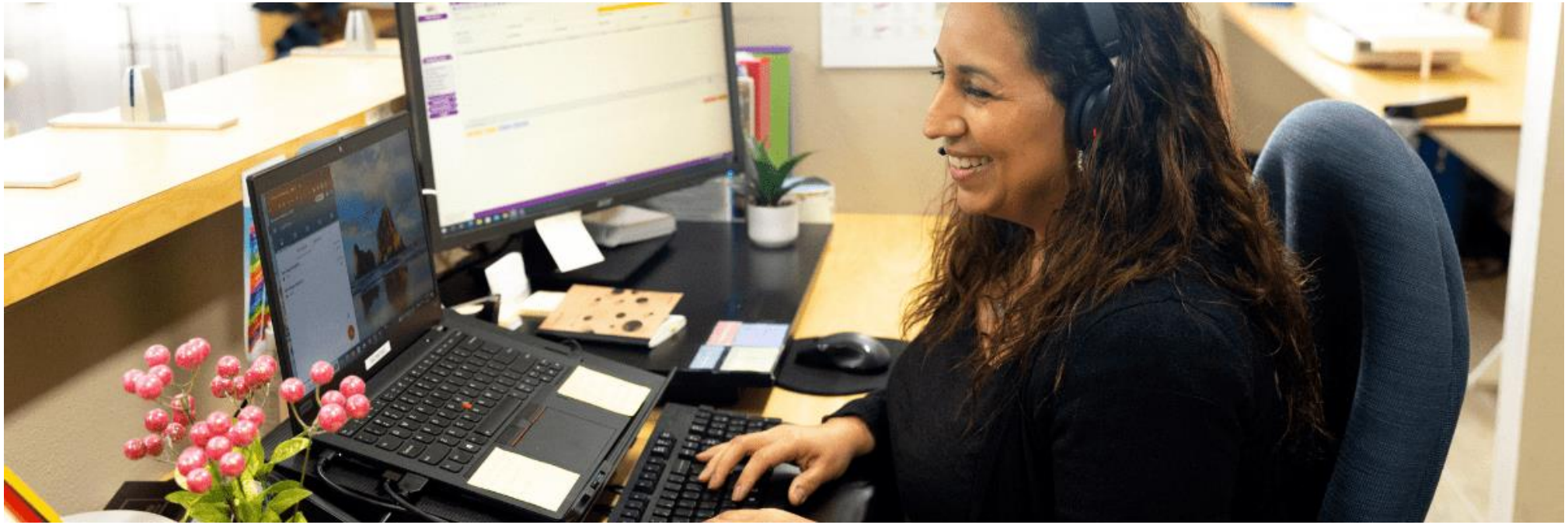
- Client-Centered Service
- Scheduling
- Cultural Differences
- MI-WIC
- Breastfeeding Promotion
- Preparing for a Management Evaluation (ME)



Customer Service Webcast

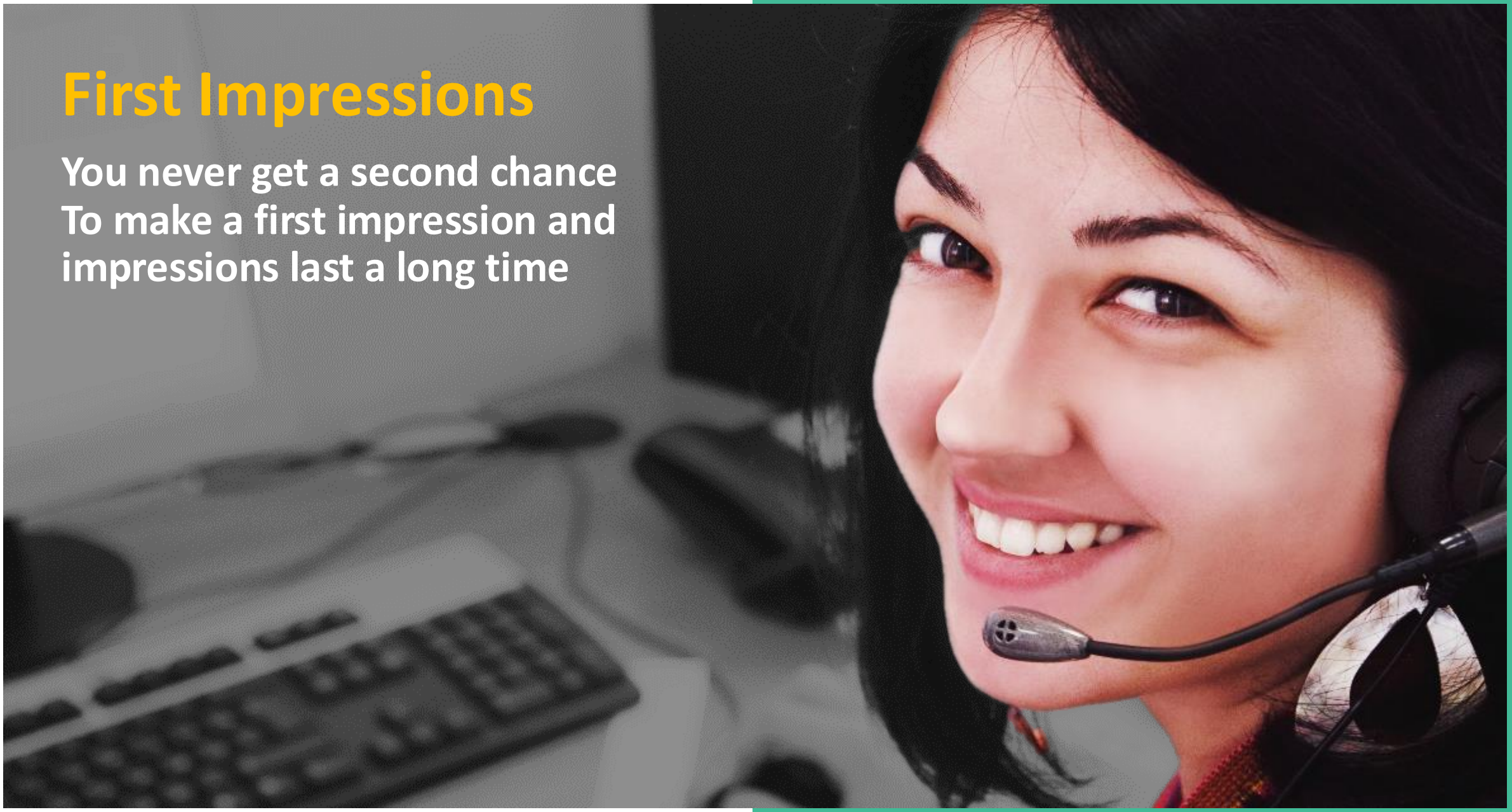
A customer service webcast is available on the MPHI Training website.

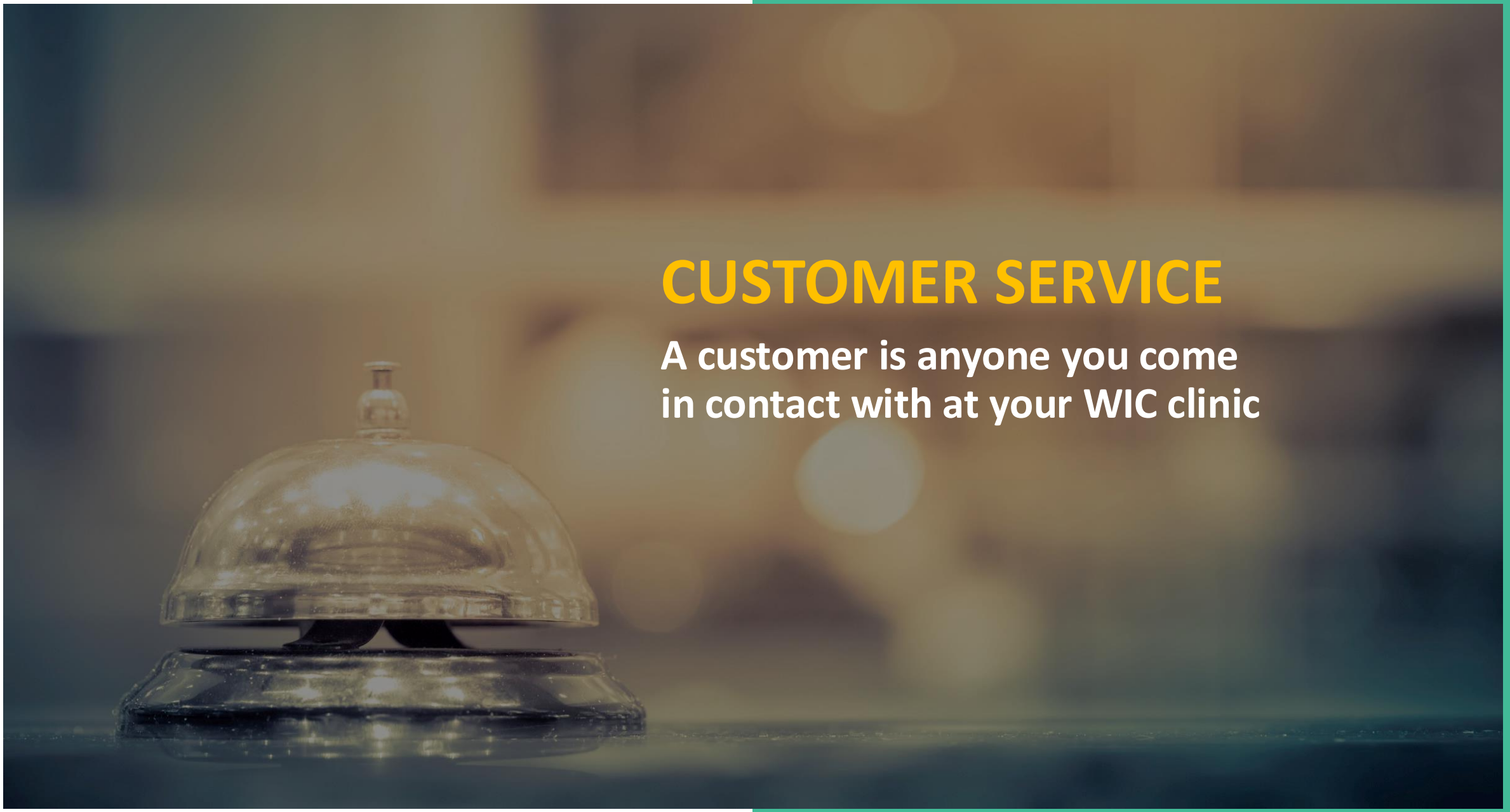
Mediasite - Mediasite Channel (mihealth.org)



First Impressions

You never get a second chance
To make a first impression and
impressions last a long time




CUSTOMER SERVICE
A customer is anyone you come
in contact with at your WIC clinic



External

The people you serve



EXTERNAL vs INTERNAL

Our WIC customers are both





Internal

The people you work with on your WIC team

EXTERNAL CUSTOMER SERVICE

How to treat your clients

On the phone:

- ✓ Smile
- ✓ Control pitch, volume and speed of your voice so you can be understood





At your desk:

- ✓ Dress professionally
- ✓ Check local policy about gum chewing, and having food or drinks at your desk
- ✓ Be sure your work station is organized & clean

EXTERNAL CUSTOMER SERVICE

How to treat your clients

MAKE PEOPLE FEEL WELCOME & COMFORTABLE

- ✓ Smile
- ✓ Call people by name
- ✓ Angry clients – Listen, apologize, satisfy, thank

LISTEN TO THE CLIENT

- ✓ Demonstrate understanding

HAVE A POSITIVE ATTITUDE

- ✓ Encourage



INTERNAL CUSTOMER SERVICE

What to do at the office

Arrive
at work on time.





Help
co-workers without being asked. Leave the copier ready to go and replace work supplies.

Talk
pleasantly to co-workers and vendors.





Always
keep a sense of humor.

Internal Customer Service

Damaging behavior

- ✓ Gossip
- ✓ Constantly Complaining
- ✓ Criticizing a co-worker publicly
- ✓ Arriving late, leaving early
- ✓ Making personal phone calls
- ✓ Frequently calling in sick
- ✓ Telling offensive jokes
- ✓ Talking only about yourself







CUSTOMER SERVICE

Begin with the end in mind



Beware Of The “expectation line”



Be A Good Listener

Clarify & confirm what you think you heard

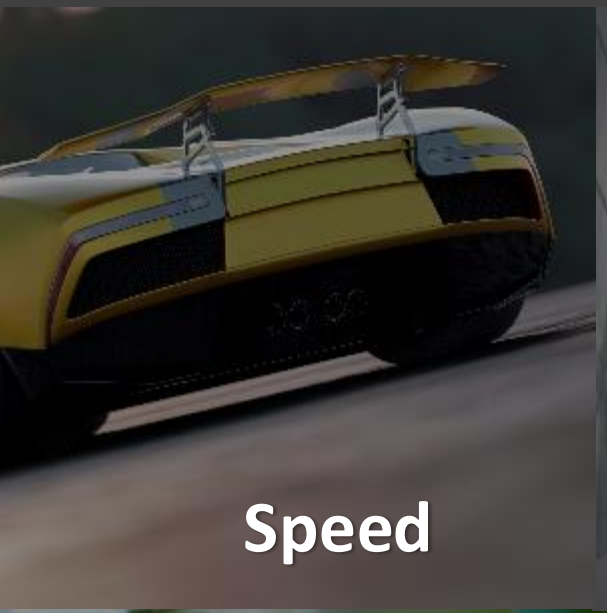
Ask,

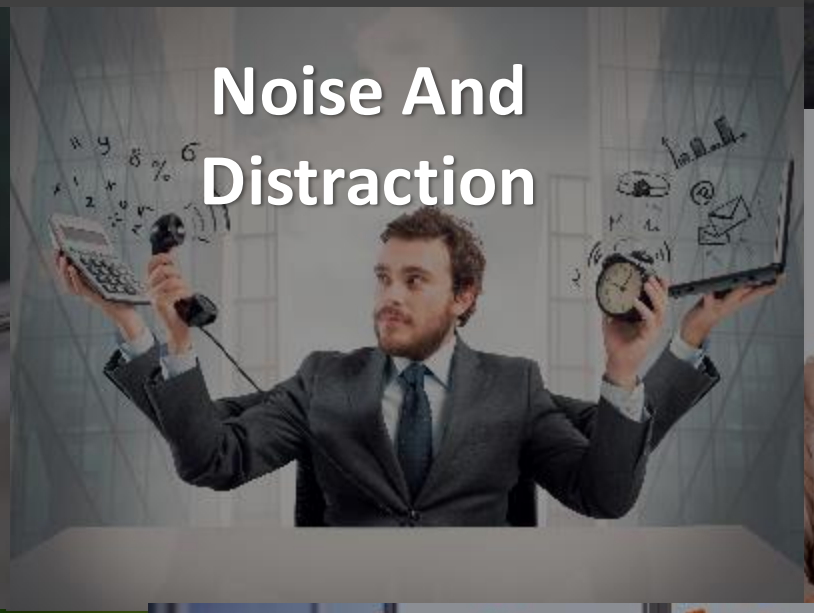
“Do you mean…?”

Say,

“Let me see if I understand you.”

Be Mindful Of...

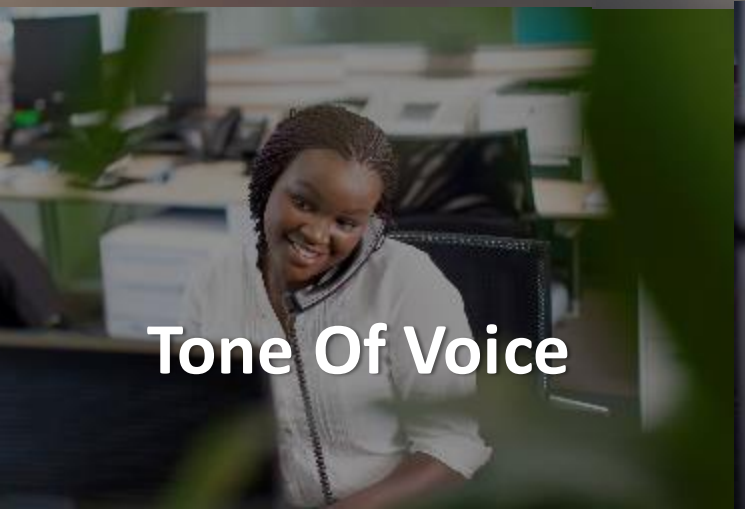

Speed


Noise And Distraction


Just Handing Out Papers


Body Language


Language Barriers


Tone Of Voice


Too Much Information


Literacy

Beware Of Unclear Words

"Not long"

"In a minute"



BEWARE OF WIC JARGON

- VOC
- Cert
- Recert
- IEVAL/CEVAL/ WEVAL
- CPA
- RD
- Food List (Food Guide)
- Shopping List



Best Practice for Taking the Heat



H – Hear Them Out

- Be silent and let the client express emotions, feelings, and concerns.
- Take a deep breath and focus on the client's words and the feelings behind them. Don’t withdraw to avoid the unpleasantness of the situation.
- Show you are listening by nodding your head or making a verbal acknowledgment.
- Use nonverbal behavior, such as leaning forward, to show you understand and care.

E – Empathize

- Rather than urging the client to calm down, use empathy to acknowledge the client's feelings and defuse his or her anger.
- Use client's feelings: "I can understand why you're frustrated.

Best Practice for Taking the Heat Continued

A- Apologize

- Apologize without accepting blame: "I'm sorry that this happened." "I apologize for the inconvenience. “ "I'm sorry that the program didn't meet your expectations.” "I'm sorry this upset you.“
- Keep your tone natural to avoid being perceived as sarcastic or insincere.
- Acknowledge your desire to make things right: "Let me take care of this for you.“

T – Take Responsibility for the Action



“We’re All In This Together”

(Building Cultural Competence)


American Biases Are Steeped
In The Reality Of Our Numbers

If The World Were A Village Of 100 People

The village would have 60 Asians, 14 Africans, 12 Europeans, 8 Latin Americans, 5 From USA & Canada, and 1 from the South Pacific

51 Would be male, 49 female

82 Would be non-white, 18 white

67 Would be unable to read



50 Would be malnourished and 1 dying of starvation

33 Would be without access to a safe water supply

If The World Were A Village Of 100 People

39 Would lack access to improved sanitation

24 Would not have any electricity (And of the 76 that do, most would only use it for light at night.)

7 People would have access to the internet

1 Would have a college education

1 Would have HIV

2 Would be near birth, 1 near death

5 Would control 32% of the entire world's wealth (all 5 would be US citizens)

33 Would be receiving (and attempting to live on, only 3% of the income of "the village"



Just like our world & country, **WIC offices** are becoming increasingly more **DIVERSE**.



Let's examine the best practices for working in a culturally diverse environment.



Solutions

Dedicate Yourself

To change and positive influence

Look To Admire People and Their Culture

Replace negative thoughts with positive ones



Originally, America Had Only One Native Group

Even that group was culturally diverse in that it was comprised of different tribes.

Since The European Explorers

America has, through immigration, become more and more diverse

Solutions







1

Live up to America's Founding ideals, not its shortcomings

Treat people with equal dignity, respect and value.

2

Think common humanity, not "one-ups-manship."

3

Think interdependence. We need our clients as much as our clients need us



Be Aware Of Your Biases

You can be an asset or you can be *liability*

What Will You Do Differently Because Of What You Have Learned?





Final Thoughts

- ✓ **Evaluations** are in your email
- ✓ **Certificates** will be emailed to you after you complete your evaluations
- ✓ **Drive** Safely!


Thank
You!

