



# WIC Clerical Training



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



# Housekeeping

## Virtual Training

2 days, 8:30am – 12:30pm

Please log-on to the Zoom link 10-15 minutes before the training 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](#)



## In-person Training

1 day, 9:00am – 4:00pm.

We will have 1 break in the am and a lunch from noon – 1:00pm.

All materials are provided on the website under 'WIC Clerical Training Binder'.

[Clerical Training – MI WIC Events](#)



# 'WIC Clerical Training Binder'

5.05 Nutrition Education Documentation/5.05A Nutrition Education Documentation Grid

Smile on your face

Income Calculation Reference Sheet

Michigan Food Guide

Minimum Stock Requirements

No Proof Matrix

Policy 1.07A Staff Training Plan



## Items from the Registration Site Con't...

Thank You  
Customers

Time  
Somebody Told  
Me (Poem)

To The World  
You May Be  
One Person

Certification &  
Eligibility  
Resource Guide

Power Point  
Day One and  
Two



# Clerical Training Pre-requisites

- Please complete the MI-WIC Clinic Module located at [Main \(coursemill.com\)](http://coursemill.com).
  - Same location where you complete the Civil Rights Training:



Click **Next** to start course.



Vital Event Registration Application (VERA)  
Training

MI-WIC Admin Module

MI-WIC Clinic Module

+ MI-WIC Documenting High Risk Care Plans

# 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

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## 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](mailto:Bernardc@michigan.gov)  
517-335-9561





What do you want out  
of this training?

## 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.



Improving the health of babies and children



Providing care for one out of two Michigan babies



Improving the nutrition status of WIC mothers



Saving taxpayer's dollars by preventing disease

“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

1<sup>st</sup> 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*



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# Part 1

## GETTING TO KNOW WIC

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# 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



Michigan Department of  
Health & Human Services



*MI-WIC*

*Michigan's Management Information for WIC*

[CLINIC](#)

[ADMIN](#)

[NUTRITION](#)

[VENDOR](#)

[SECURITY](#)

[HELP DESK](#)

[E-FORMS](#)

[LOG OUT](#)

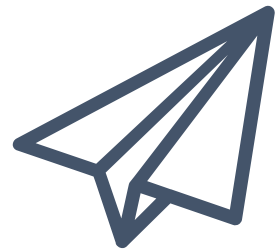
[PREFERENCES](#)



WIC Announcements



# How Do I Get a WIC Direct Account



**Send an e-mail to the following e-mail  
requesting an account:**

[MDHHS-wicebtquestions@michigan.gov](mailto:MDHHS-wicebtquestions@michigan.gov)



**WIC Direct Quick Guide for WIC Staff:**

[WIC Direct Quick Guide- FINAL \(michigan.gov\)](#)

# Getting Started

## Subscribe

User must subscribe to CDP Identity in MiLogin

- A link will appear in the application on the MiLogin in homepage

## Click

User will click the link

- User will be redirected to the CDP Identity login page

## Select

User will select “MiLogin Third Party” button

# 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](http://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.

## MI-WIC Policy Manual Table of Contents

[MDHHS](#) > [Assistance Programs](#) > [Women, Infants & Children](#) > [WIC Providers](#) > [WIC Policy Manual](#) > [MI-WIC Policy Manual Table of Contents](#)

The MI-WIC Policy Manual contains the policies and procedures necessary to conduct local WIC programs. All the documents on this page are in PDF format.

**Quick links to chapters:**

[1: Administration](#)

[2: Eligibility/Certification](#)

[3: Program Maintenance](#)

[4: Breastfeeding](#)

[5: Nutrition Services](#)

[6: Service Coordination and Outreach](#)

[7: Food Package](#)

[8: Food Benefit Issuance](#)

[9: Program Compliance](#)

[10: Equipment Management](#)

[11: Fiscal Administration](#)

[12: Breastfeeding Peer Counseling](#)

[MI-WIC Policy Index](#)



# 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.*

# Part 1: Getting to Know WIC Progress Check

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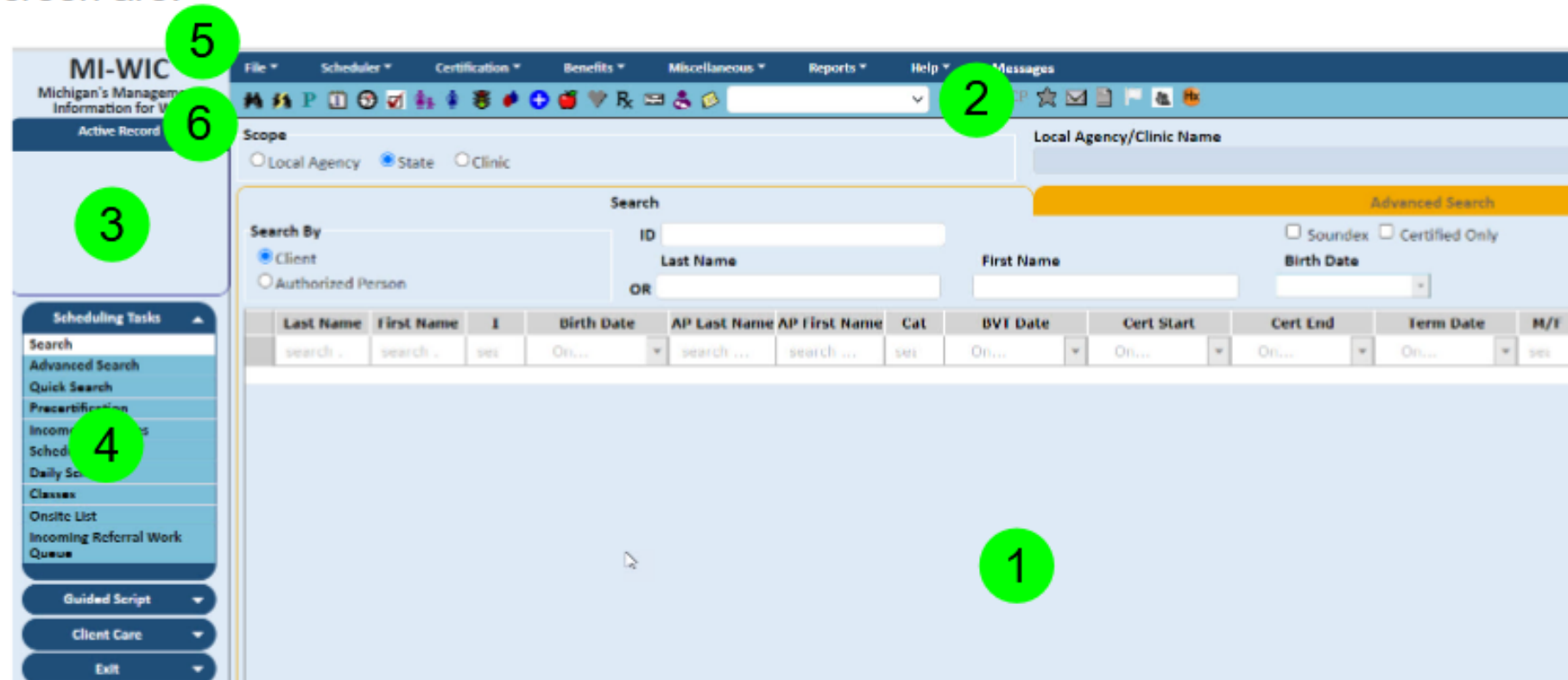


On the MI-WIC main screen, the middle section of the screen will change as staff navigate through the system.

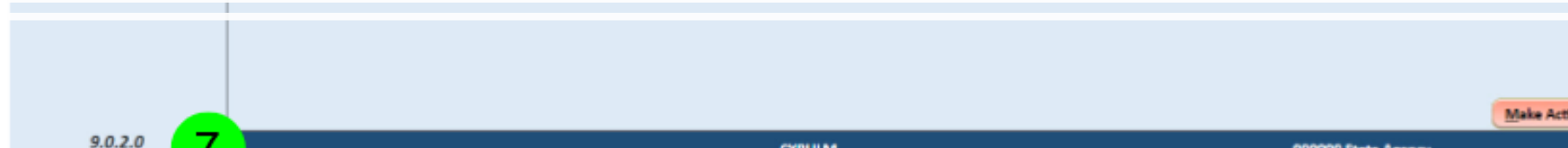
The outer parts of the screen will be visible all the time.

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



## MI-WIC Navigation





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

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## Part 2

### Initial Contact

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# 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

3

Recipient's name  
Street address  
City, state, zip code



## 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: Proof of Residency

- To ensure applicants/clients provide acceptable proof of residency for certification.
- Proof of Michigan residency is required for initial certification and each subsequent certification of each applicant/client and authorized person.
- Acceptable forms of proof of residency may be provided in paper or electronic format, such as via phone, tablet, email, or other electronic source. Examples of acceptable forms include:
  - Michigan ID
  - Voter Registration
  - Utility or rent/mortgage receipt
  - Passport/Visa
  - Homeless shelter address
  - Mihealth card or other Michigan Medicaid enrollment paperwork
  - Driver's license
  - Other records that the WIC State agency considers adequate to verify

Sender's name  
Street address  
City, state, zip code



2 Recipient's name  
Street address  
City, state, zip code

Additional Information

Primary\*      Secondary

Language\*: English       Translator Required

Proof of Residency\*: Driver's License       Verified

Where you live now, to vote here today?

Registration\*: No, registered at present address       Verified

Update Interval\*: Three Months

Referred From: Not Applicable

Special Needs:

Proof of Authorized Person's ID\*: Driver's License

Internet Access\*  
 Yes     No     Unknown

Migrant\*       Yes     No

Homeless:

# Income

- Income
  - Note family size includes the number of expected infants.

Family Size*	Hourly**	Weekly	Bi-Weekly	Semi-Monthly	Monthly	Annually
1	\$13.39	\$536	\$1,072	\$1,161	\$2,322	\$27,861
2	\$18.17	\$728	\$1,455	\$1,576	\$3,152	\$37,814
3	\$22.96	\$919	\$1,838	\$1,991	\$3,981	\$47,767
4	\$27.75	\$1,110	\$2,220	\$2,405	\$4,810	\$57,720
5	\$32.53	\$1,302	\$2,603	\$2,820	\$5,640	\$67,673
6	\$37.32	\$1,493	\$2,986	\$3,235	\$6,469	\$77,626
7	\$42.10	\$1,685	\$3,369	\$3,650	\$7,299	\$87,579
8	\$46.89	\$1,876	\$3,752	\$4,064	\$8,128	\$97,532
For each additional family member						
Annual Income/2080	\$192	\$383	\$415	\$830	\$9,953	



# Eligibility/Certification: Identity

- To ensure applicants/client provide acceptable proof of identification for certification.
- Proof of identity is required for initial certification and each subsequent certification of each applicant/client and authorized person or proxy.
- Acceptable forms of proof include:
  - Immunization Record
  - Birth Certificate
  - Hospital Record/Crib Card
  - Health Insurance Identification
  - Social Security Card
  - Photo Identification
  - Driver's License
  - Student Identification Card
  - State Identification Card
  - Work Identification Card
  - Pay Stubs
  - Voter Registration
  - Other DHHS Program Identification (i.e., MiHealth or SNAP)
  - Michigan WIC EBT Card
  - WIC/WIC Overseas records from other states/jurisdictions
  - Other records that the WIC State Agency considers adequate to verify identity (passport, immigration papers, etc.)

The screenshot shows a web form with two main sections: "Client Information" and "Additional Information".

**Client Information:**

- Authorized Person: [Redacted]
- Family ID: [Redacted]
- Client ID: [Redacted]
- Last Name\*: [Redacted]
- First Name\*: [Redacted]
- MI: [Redacted]
- Birth Date\*: [Redacted]
- Age: [Redacted]
- Gender\*:  Male  Female
- Medicaid Number: [Redacted]

**Additional Information:**

- Proof of Identity\*: Driver's License / Mich ID
- Proof of Pregnancy\*: Not Applicable
- Education Level\*: 12th grade or GED equivalent
- Marital Status\*: [Redacted]
- Reason for Ineligibility: [Redacted]





**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*

# What Clients Need To Bring To First Appointment

A pregnant woman is shown from the waist down, wearing a grey, pleated dress. Her hands are resting on her belly. The background is a soft, out-of-focus white.

**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.”**

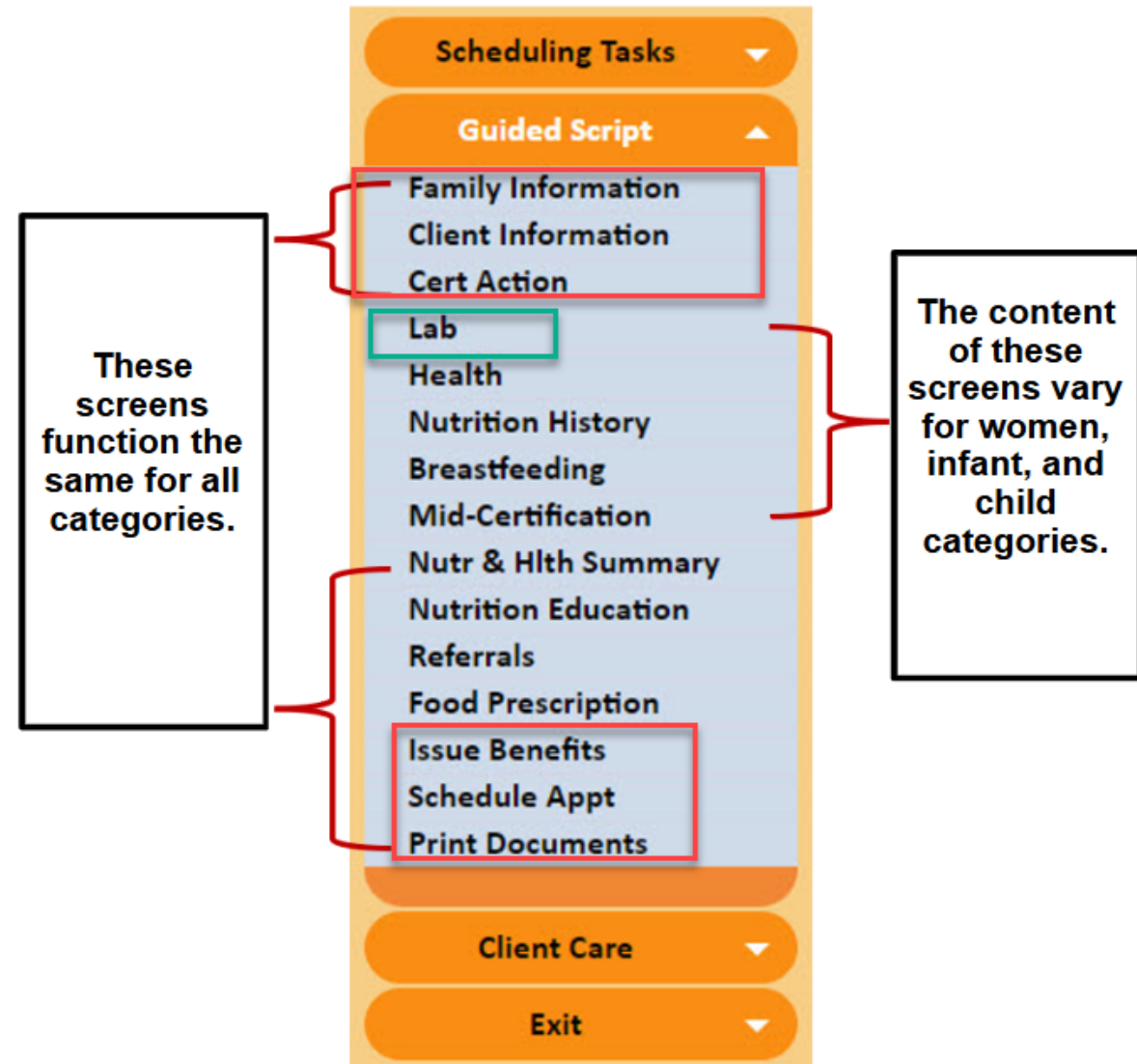
WIC agencies shall assure privacy when performing income determination, anthropometric & lab procedures, obtaining medical history, and client counseling.

# 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).

# Eligibility and Certification Screens: Clerical Staff

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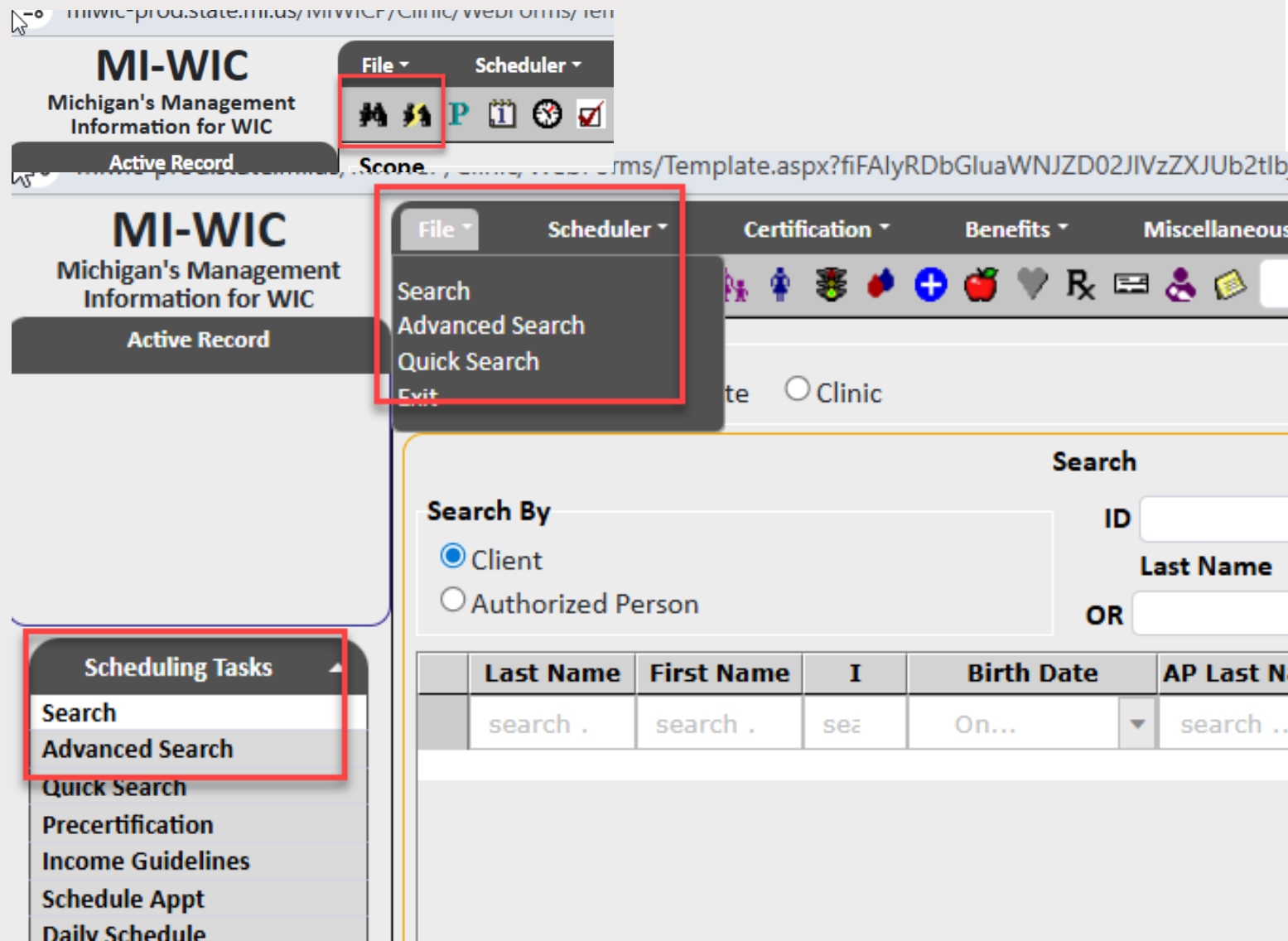
# MI-WIC: Search Screen

There are three types of searches that staff can use to find clients:

- Search
- Advanced Search
- Quick Search

After logging in, the system defaults to the Search screen. There are three ways to access Search:

1. Click on the Search  icon in the Toolbar.
2. Click on the File menu and select the search staff want: Search, Advanced Search, or Quick Search. Quick Search functions the same as Search.
3. Click on Scheduling Tasks on the side panel and select Search or Advanced Search.



The screenshot displays the MI-WIC interface with the Search screen active. The top navigation bar includes 'File' and 'Scheduler' menus. A red box highlights the search icons in the toolbar. Another red box highlights the 'File' menu, which is open to show 'Search', 'Advanced Search', 'Quick Search', and 'Exit' options. A third red box highlights the 'Scheduling Tasks' sidebar menu, which also lists 'Search' and 'Advanced Search'. The main search area features a 'Search By' dropdown set to 'Client', with radio buttons for 'Client' and 'Authorized Person'. Search filters include 'ID', 'Last Name', and 'OR'. A table below shows search results with columns for 'Last Name', 'First Name', 'I', 'Birth Date', and 'AP Last N'.

Last Name	First Name	I	Birth Date	AP Last N
search .	search .	seæ	On...	search ..

# Advanced Search Screen:

On the Advanced Search tab, staff can search by Proxy Name, Phone Number, Medicaid Number, and Bridge Card Number. Clicking the Return Maximum button allows staff to see up to 500 records in the search results.

The screenshot shows the 'Advanced Search' interface. At the top, there is a 'scope' section with radio buttons for 'Local Agency', 'State' (selected), and 'Clinic'. A callout box points to this section with the text 'Start with **State** for the Scope.' Below this is a 'Search' section with fields for 'Client Name' (Last, First, Category), 'Proxy Name' (Last, First, E-mail), 'Phone Number' (with a format '( ) -'), 'Medicaid Number', and 'Michigan WIC Bridge Card No.'. To the right of these fields are three checkboxes: 'Soundex', 'Certified Only', and 'Return Maximum'. A 'Find' button is located below these checkboxes. A callout box points to these checkboxes with the text 'In addition to **Soundex** and **Certified Only** options, you can select **Return Maximum**.' At the bottom of the search section, there is a table header with columns: 'Last Name', 'First Name', 'I', 'Birth Date', 'AP Last Name', 'AP First Name', 'Cat', 'BVT Date', 'Cert Sta', and 'Cert End'. A callout box points to the search fields with the text 'Search by **Client Name**, **Proxy Name**, **Medicaid Number**, and / or **Michigan WIC Bridge Card Number**.'

scope

Local Agency  State  Clinic

Start with **State** for the Scope.

Search Advanced Search

Client Name: Last First Category

Proxy Name: Last First E-mail

Phone Number ( ) - Medicaid Number Michigan WIC Bridge Card No.

Soundex  
 Certified Only  
 Return Maximum

Find

Last Name First Name I Birth Date AP Last Name AP First Name Cat BVT Date Cert Sta Cert End

Records Exist in Data Source

Search by **Client Name**, **Proxy Name**, **Medicaid Number**, and / or **Michigan WIC Bridge Card Number**.

In addition to **Soundex** and **Certified Only** options, you can select **Return Maximum**.

# Search Results: Found a Record

The search found a result. To work with this client's record, they must be made active.

The screenshot shows a search interface with the following elements:

- Search Filters:** "Authorized Person" (radio button), "OR" (radio button), "Last Name" (input field with "clie"), "First Name" (input field with "s"), "Birth Date" (dropdown menu with "6/1/1995"), and a "Find" button.
- Table:** A table with columns: Last Name, First Name, I, Birth Date, AP Last Name, AP First Name, Cat, BVT Date, Cert Start, Cert End, Te. The first row is highlighted in yellow and circled in green, containing: Client, Shary, W, 6/1/1995, Client, Shary, PG, (blank), 2/9/2016, 11/15/2016.
- Buttons:** "Print List", "Print Labels", "Make Active" (highlighted with a red box), "Transfer In State", and "Cancel".
- Status Bar:** A blue bar at the bottom with "1 matching record found." circled in green, and other text: "TRAINP4321", "979701 Test Clinic 1", and "miwicp".

# Search Results: No Record Found

After verifying that the client does not already have a record in MI-WIC, the next step is to create a new record. This is done in the **Precertification** screen. There are 3 ways to access that screen.

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

## Creating a New Record: Precertification Screen

The screenshot displays the MI-WIC software interface. The top navigation bar includes 'File', 'Scheduler', and 'Certification' menus. The 'Scheduler' menu is open, showing options: Precertification, Income Guidelines, Schedule Appt, Daily Schedule, Classes, Onsite List, Appointment Waiting List, Quick Scheduler, and Incoming Referral Work Queue. A red arrow points to the 'Precertification' option. The main content area shows an 'Active Record' for a client with the following details: 7.9, pg; Cat: PG (female); ID: 301 665 989; DOB: 7/15/1997; Age: 24 yrs, 9 mos; Cert: 02/15/22 - 10/28/22; Status: Certified. Below this is a 'Scheduling Tasks' sidebar with a search bar and a list of tasks: Search, Advanced Search, Quick Search, Precertification (highlighted with a red arrow), Income Guidelines, Schedule Appt, Daily Schedule, Classes, Onsite List, and Incoming Referral Work Queue. At the bottom of the sidebar are buttons for Guided Script, Client Care, and Exit. The main content area also displays 'Appointments' and 'Certifications' tables, both showing entries for 'Bebe Test', 'tes\_ibp test', 'Baby Test', and 'Child Test'.

# Skills Check:

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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

Family ID: 9345354 | Authorized Person Last Name\*: Crayola | First Name\*: Family | MI: | Birth Date\*: 1/20/1990 | Clinic\*: 979701 Test Clinic 1

Street Address\*: 320 North Walnut Street | Mailing Address\*: 320 North Walnut Street |  Same as Street Address |  Receive Mailed Notifications

City: 48221 | State: Detroit, MI | County: Wayne | Referred From\*: | Referral/Community Resource: | Referral Notes:

**Applicant**

Last Name*	First Name*	I	Birth Date*	Cat*	M/F*	Client ID	Foster	Application Date
Crayola	Cerulean		06/13/2022	IFF	F	300 876 019	<input type="checkbox"/>	6/17/2022
Crayola	Orange		02/02/2020	IBP	M	300 875 279	<input type="checkbox"/>	3/11/2020
Crayola	Purple		01/13/2020	C2	F	300 875 280	<input type="checkbox"/>	3/11/2020
Crayola	Green		01/01/2020	IFF	M	300 875 282	<input type="checkbox"/>	3/11/2020

Family Size\*: | Special Needs: | Language\*: English

No Phone

Area Code	Phone	Comment	Primary	Phone Type	Text Messages	Voice Calls
(989)	999-9999	Phone Com...	<input checked="" type="checkbox"/>	Cell Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Migrant\*:  Yes  No  Homeless  Translator Required

Email Address\*: test@email.com  No Email

# Adding a New Family

To add a new family, enter the Authorized Person's Last Name, First Name and Birth Date. Select the appropriate clinic from the drop-down list (if different).



Family ID	Authorized Person Last Name*	First Name*	MI	Birth Date*	Clinic*
9666644					979701 Test Clinic 1

Street Address\*      Mailing Address\*       Same as Street Address       Prefer no mailing address

All fields that have blue names followed by a blue asterisk (\*) are mandatory (required).

# Entering Family Address

The first step when entering the address is to enter the zip code and click on the address information. This will auto-fill the city, state, and county fields. If there are multiple cities assigned with the same zip code, select the client's city from the drop-down list.

If the mailing address is the same as the street address leave the default checkmark in the **Same as Street Address** field. If the addresses are not the same, remove the checkmark and enter the client's mailing address.

Check the **Receive Mailed Notifications** checkbox if the client's notification preference is a mailed letter.

The screenshot shows a web form with the following fields and options:

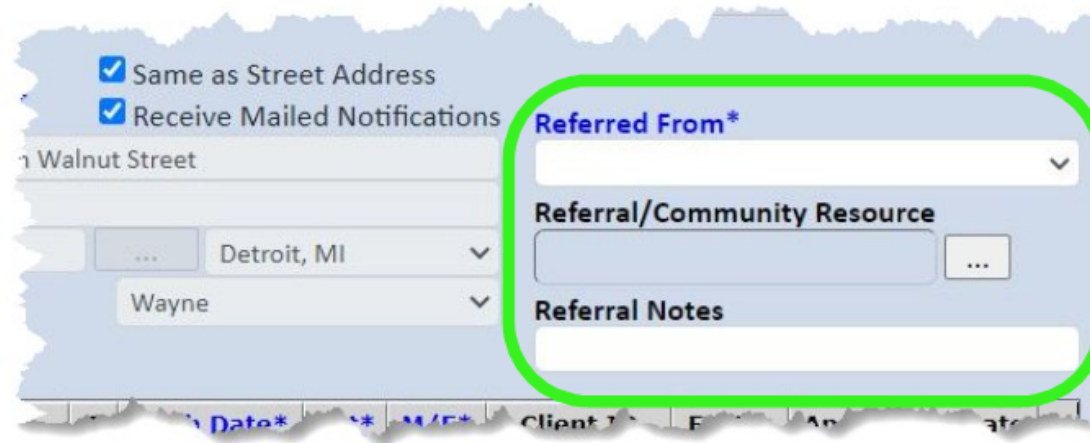
- Family ID:** 9345354
- Authorized Person Last Name\*:** Crayola
- First Name\*:** Family
- MI:** (empty)
- Birth Date\*:** 1/20/1990
- Clinic\*:** 979701 Test Clinic 1
- Street Address\*:** 320 North Walnut Street
- Mailing Address\*:** 320 North Walnut Street
- Same as Street Address:**
- Receive Mailed Notifications:**
- Referred From\*:** (empty dropdown)
- Referral/Community Resource:** (empty dropdown)
- Referral Notes:** (empty text area)
- County:** Wayne
- Applicant:** (table with columns: Last Name\*, First Name\*, Birth Date\*, Gender\*, Race/Ethnicity\*, Client ID, Foster, Application Date)

# Entering Referral Information

The next section contains **Referral** information. The **Referred From** field lists agencies, such as a Dentist, that referred the client to WIC. The options seen in this list are specific to each clinic. The **Referral / Community Resource** lists the specific office that referred the client, such as Dr. Schmidt. Use **Referral Notes** for entering resources not available in the dropdown.

To complete the **Referred From** information:

1. Click on the **Referred From** drop-down.
2. Select the desired **Referral**.
3. Click on the **Referral / Community Resource**  button. A pop-up will display.
4. Click on the desired **Resource** in the pop-up and then click on the **OK** button.



The screenshot shows a software interface with a form. At the top, there are two checked checkboxes: "Same as Street Address" and "Receive Mailed Notifications". Below these, there is a text field containing "Walnut Street". Further down, there are two dropdown menus: one for "City" showing "Detroit, MI" and one for "County" showing "Wayne". A green rounded rectangle highlights a pop-up window that is open over the form. This pop-up window contains three fields: "Referred From\*" (a dropdown menu), "Referral/Community Resource" (a text field with a small "..." button to its right), and "Referral Notes" (a larger text area). At the bottom of the main form, there are several labels: "Date\*", "M/F\*", "Client I", "E", "An", and "ate".

# Entering Applicant Information

---

All of the family members applying for the WIC program need to be entered on the **Applicant** grid. If the Authorized Person is applying for WIC, they will need to be added in the **Applicant** grid. Additionally, this is the location where new family members are added, such as infants.

To add a row to the **Applicant** grid staff will need to do the following:

1. Click on the **Add** button.



The screenshot shows a web application interface for entering applicant information. At the top, the title "Applicant" is displayed. Below it is a table with the following columns: Last Name\*, First Name\*, I, Birth Date\*, Cat\*, M/F\*, Client ID, Foster, and Application Date. The table area is currently empty, displaying the message "No Records Exist in Data Source". Below the table, there are several controls: a blue "Add" button (highlighted with a red box), a red "Remove" button, a "Family Size\*" input field, a "Special Needs:" dropdown menu, and a "Language\*" dropdown menu set to "English". At the bottom left, there is a checkbox labeled "No Phone", and at the bottom right, there is a blue "Migrant\*" label.

1. Enter the **Last Name**, **First Name**, **Middle Initial** (optional), **Birth Date**, **Category**, and **M/F** (gender).

**Applicant**

	Last Name*	First Name*	I	Birth Date*	Cat*	M/F*	Client ID	Foster	Application Date
▶	Client	Shary	W	5/8/1990	PG	F	TBA	<input type="checkbox"/>	

**Add** **Remove** **Family Size\*:**  **Special Needs:**  **Language\*:**

Entering Applicant Information Cont'd

# Entering Phone Information

Phone numbers are entered on the **Phone** grid. This is a conditionally required field. A row with a phone number must be entered. If the family does not have a phone, click on the **No Phone** checkbox.

To add a row to the **Phone** grid staff will need to do the following:

1. Click on the **Add** button.

The screenshot shows a user interface for entering phone information. At the top left, there is a checkbox labeled "No Phone" which is currently unchecked. Below this is a table with the following structure:

					Notifications	
Area Code	Phone	Comment	Primary	Phone Type	Text Messages	Voice Calls
(165)	894-4999		<input checked="" type="checkbox"/>	Cell Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

At the bottom of the interface, there are two buttons: "Add" and "Remove". The "Add" button is highlighted with a red box, indicating it is the next step in the process.

# Entering Phone Information Cont'd

To add a phone number, follow these steps:

1. Enter the **Area Code** (unless it auto populates), **Phone** and **Phone Type** (to indicate home, cell phone, office, etc.).
2. The Primary checkbox indicates that this is the preferred number to be called and will be the number used for appointment reminder calls.
3. Clients must opt in to receive either 'voice call' or 'text messages' notifications by having the applicable box checked next to the phone number(s) on the phone grid.
4. The system will verify that the family has at least one notification method selected. A family may choose more than one method to receive notifications.

No Phone

					Notifications		
Area Code	Phone	Comment	Primary	Phone Type	Text Messages	Voice Calls	
(517)	999-9999		<input checked="" type="checkbox"/>	Cell Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

# MI-WIC

Michigan's Management Information for WIC

## Active Record

sanders, abbey

Cat: NPP (female)

ID: 300 242 757

DOB: 3/21/1989

Age: 33 yrs, 8 mos

Cert: 06/24/09 - 12/17/09

Status: Terminated

## Scheduling Tasks

- Search
- Advanced Search
- Quick Search
- Precertification
- Income Guidelines
- Schedule Appt
- Daily Schedule
- Classes
- Onsite List
- Incoming Referral Work Queue

Guided Script

Client Care

Exit

File Scheduler Certification Benefits Miscellaneous Reports Help Messages

---sanders, abbey (NPP) \* 3

Family ID: 9002863  
 Authorized Person Last Name\*: SANDERS  
 First Name\*: ABBEY  
 MI:   
 Birth Date\*: 3/21/1989  
 Clinic\*: 383850 Jackson County WIC

Street Address\*: 1106 BLAIR PK DR  
 Mailing Address\*: 1106 BLAIR PK DR  
 County: Jackson

Same as Street Address  
 Receive Mailed Notifications

Referred From\*:   
 Referral/Community Resource:   
 Referral Notes:

Applicant

Last Name*	First Name*	I	Birth Date*	Cat*	M/F*	Client ID	Foster	Application Date
SANDERS	A'KIERRA		06/18/2009	IFF	F	300 626 486	<input type="checkbox"/>	6/22/2009
SANDERS	ABBIEY		03/21/1989	NPP	F	300 242 757	<input type="checkbox"/>	11/10/2008

Add Remove Family Size\*: 2 Special Needs:  Language\*: English

No Phone

Area Code	Phone	Comment	Primary	Phone Type	Notifications	
(517)	612-6848	CELL	<input checked="" type="checkbox"/>		Text Messages: <input type="checkbox"/>	Voice Calls: <input checked="" type="checkbox"/>

Add Remove Email Address\*:   No Email

Notifications: Precertification Screen

# MI-WIC Appointment Reminders



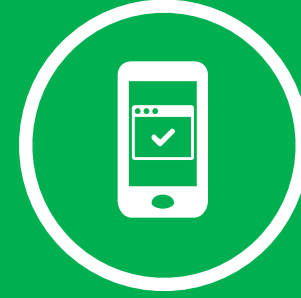
**LETTERS**



**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.



# Entering Family Size

The last few items to complete on the Precertification screen are family size, special needs, language, migrant status, home status, translation status, and email address.

1. Enter the **Family Size**.
2. Select from the **Special Needs** drop-down, if appropriate.
3. Select the client's **Language** from the drop-down, if the default language is incorrect.
4. Select the appropriate **Migrant** radio button.
5. Click on the **Homeless** and **Translator** checkboxes if appropriate.
6. Enter the client's **Email Address**. Click 'No Email' if they do not have one.
7. Click on the **Next** button.

**NOTE:** Additionally, staff can click the **Save** button to save the record and then click on the **Daily Schedule** icon in the toolbar to schedule the appointment.

The screenshot shows a software interface for entering client information. At the top, there is a header bar with fields for Name (Crayola), Surname (Green), Date of Birth (01/01/2020), Gender (IFF), Sex (M), Phone Number (300 875 282), and another date (3/11/2020). Below this, there are buttons for 'Add' and 'Remove', followed by 'Family Size\*' (input field with '4'), 'Special Needs' (dropdown menu), and 'Language\*' (dropdown menu set to 'English'). There is a checkbox for 'No Phone'. A table lists phone records with columns for Area Code, Phone, Comment, Primary, Phone Type, and Notifications (Text Messages, Voice Calls). The table contains one row with Area Code (989), Phone (999-9999), Comment (Phone Com...), Primary (checked), Phone Type (Cell Phone), and all notification checkboxes checked. To the right of the table are radio buttons for 'Migrant\*' (Yes/No, with 'No' selected), and checkboxes for 'Homeless' and 'Translator Required'. Below the table are 'Add' and 'Remove' buttons, and an 'Email Address\*' field containing 'test@email.com' with a 'No Email' checkbox. At the bottom right, there are buttons for 'New', 'Save', 'Cancel', and 'Next' (highlighted with a red box).

Area Code	Phone	Comment	Primary	Phone Type	Notifications	
					Text Messages	Voice Calls
(989)	999-9999	Phone Com...	<input checked="" type="checkbox"/>	Cell Phone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# Skills Check:

---

The name of the screen where new client name/address is entered 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.

Like Clients		
ID	Name	Birth Date
301224397	CLIENT, EMILIA W	5/8/1996

Client Name: CLIENT, EMILIA PG  
Date of Birth: 5/8/1996  
Gender: Female

Clinic Name: 979701 Test Clinic 1

Client ID	Client Name	Program
301 224	CLIENT, EMILIA W	WIC

Category	Date of Birth	Gender
NPP	05/08/1996	Female

Medicaid No.	Cert Start Date	Cert End Date
123456789	05/08/2017	11/20

Street Address: 320 South Walnut St.  
City: Lansing, MI  
State: MI  
Zip: 48913  
County: Ingham

Buttons: Save New Client, Cancel New Client

# 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.

ID	Name	Birth Date
301224397	CLIENT, EMILIA W	5/8/1996

Client Name: CLIENT, EMILIA PG  
Date of Birth: 5/8/1996  
Gender: Female

Clinic Name: 979701 Test Clinic 1

Client ID: 301 224  
Client Name: CLIENT, EMILIA W  
Category: NPP  
Date of Birth: 05/08/1996

Medicaid No.: 123456789  
Cert Start Date: 05/08/2017

Street Address: 320 South Walnut St.  
City: Lansing, MI  
Zip: 48901  
County: Ingham

Buttons: Save New Client, Cancel New Client

# WIC Dual Enrollment Report

The screenshot shows the MI-WIC web application interface. The top navigation bar includes menus for File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, and Messages. The Reports menu is open, displaying a list of report options such as Active Client, Administration, Breast Pumps, Breastfeeding, Caseload, EBT, Education and Referrals, Incoming Referrals, MIHP Billing Report, Monitoring, Notifications, Nutr and Health Summary, Participation, Scheduler, and WIC Health.org Error Report. The 'WIC Dual Enrollment' report is highlighted. Below the menu, the search filters are visible, including 'Scope' (Local Agency, State, Clinic) and 'Search By' (Client, Authorized Person). A table with columns for Last Name, First Name, I, Birth Date, and AP Last Name is partially visible, showing search results. At the bottom, there are buttons for 'Print List' and 'Print Labels'.

The screenshot shows the 'Report Parameters' dialog box for the WIC Dual Enrollment report. The dialog has a title bar 'Report Parameters - Google Chrome' and a URL bar. The main content area is titled 'WIC Dual Enrollment' and contains several input fields: 'State' (checkbox), 'Local Agency' (checkbox), 'Clinic' (checkbox), 'Month' (dropdown menu), 'Year' (dropdown menu), and 'Resolution' (dropdown menu). At the bottom right, there are two buttons: 'Run Report' and 'Cancel'.

# Resolve Dual Enrollment

miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Template.aspx?fiFalyRDbGluaWNjZD02JlVzZXJUb2t1bj0xMzk0NjIzNiZVc2VyTmFtZT11TQU5ERVJTSH4hQCMk

**MI-WIC**  
Michigan's Management Information for WIC

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Thu 1/29/2026

Active Record

Client: [ ]

Client: [ ]

Agency Identifier: [ ]

Client ID: [ ]

Client Name: [ ]

Date of Birth: [ ]

Foster: [ ]

Gender: [ ]

Medicaid ID: [ ]

Auth Person Name: [ ]

Client Address: [ ]

Cert Start Date: [ ]

Cert End Date: [ ]

BVT Date: [ ]

Term Date: [ ]

Note: [ ]

Agency Identifier: [ ]

Client ID: [ ]

Client Name: [ ]

Date of Birth: [ ]

Foster: [ ]

Gender: [ ]

Medicaid ID: [ ]

Auth Person Name: [ ]

Client Address: [ ]

Cert Start Date: [ ]

Cert End Date: [ ]

BVT Date: [ ]

Term Date: [ ]

Miscellaneous Menu:

- 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

## 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 resolve the matter using the *Resolution* dropdown.

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

- 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.
- 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.
- 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.
- 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.
- Investigate** – This action is used ONLY when there is evidence of actual dual

# Skills Check

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The name of the screen where the new client name/address is entered is called:

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

# 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



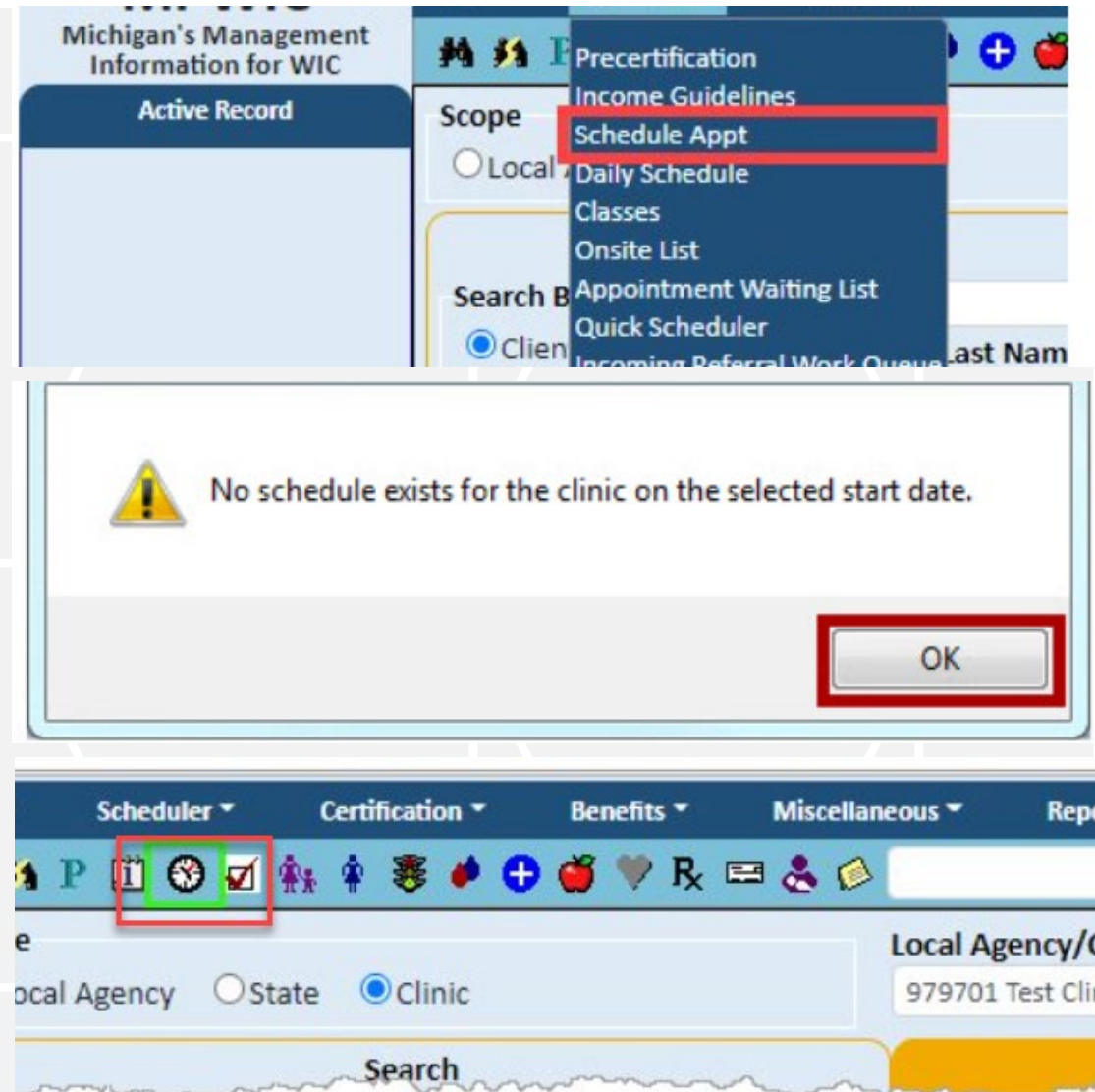
# Scheduling: Access Appointment Scheduler

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

The screenshot shows the Appointment Scheduler interface. At the top, there is a menu bar with options: File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, Messages, and the date Thu 10/29/2020. Below the menu bar, there is a toolbar with various icons. The main area displays the Clinic Name dropdown set to "979701 Test Clinic 1". Below this is a table with columns: Client Name, Cat, Sched Cat, New Appt, Dur, Type, Date Time, BVT, Cert End, and Term Date. The table contains two rows: Sammy Bravo (IFF, IFF) and Bianca Bravo (PG, PG). Below the table is a text box explaining the Clinic Grid. At the bottom, there are fields for Start Date (1/12/2021), End Date (2/11/2021), Start Time (07:00 AM), and End Time (09:00 PM). There are also checkboxes for the days of the week: Sun (unchecked), Mon (checked), Tue (checked), Wed (checked), Thu (checked), Fri (checked), and Sat (checked). Below these fields is a Topic search box and a Total Duration field (0). At the bottom, there are buttons for Future Appts., Past Appts., Cancel, and Next.

Clinic Name dropdown

Client Name	Cat	Sched Cat	New Appt	Dur	Type	Date Time	BVT	Cert End	Term Date
Sammy Bravo	IFF	IFF							
Bianca Bravo	PG	PG						05/29/2021	

Clinic Grid - all family members enrolled in WIC will be listed here. If the Authorized Person is not enrolled in the program, they will not be listed here. The Category and Scheduled Category Information are also shown.

The Start & End Date and the Time fields can be changed if needed. The day of the week checkboxes can be unchecked if the client is requesting an appointment on certain days. The system will total all of the time scheduled for each family member and display it in the Total Duration box.

Start Date: 1/12/2021, End Date: 2/11/2021, Start Time: 07:00 AM, End Time: 09:00 PM

Sun: , Mon: , Tue: , Wed: , Thu: , Fri: , Sat:

Topic: [Search]

Total Duration: 0

Future Appts. Past Appts. Cancel Next

# 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.



A screenshot of the Appointment Scheduler software interface. The interface includes a menu bar with options like File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, and Messages. Below the menu bar, there is a search bar for the clinic, currently set to '979701 Test Clinic 1'. A table displays a list of appointments with columns for Client Name, Cat, Sched Cat, New Appt, Dur, Type, Date Time, BVT, Cert End, and Term Date. The 'Type' and 'Date Time' columns are highlighted with a green box.

Client Name	Cat	Sched Cat	New Appt	Dur	Type	Date Time	BVT	Cert End	Term Date
Kyle Client	IBP	IBP			RECERT	11/03/2020 0...			
Kirk Client	IBP	IBP			RECERT	11/03/2020 0...			
Linda Client	BP	BP			CERT	11/03/2020 0...			

# Scheduling: New Appointment

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

1. 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.
2. Change the Sched Cat type to the client's current Category, if it has changed.
3. Select the appropriate New Appt type from the drop-down list.
4. Edit the Dur time if needed to reflect the correct appointment duration time.

The screenshot displays a software interface for scheduling appointments. At the top, there is a table with the following columns: Cat, Sched Cat, New Appt, Dur, and Type. The table contains three rows: a green row with IBP, IBP, RECERT, 30; a yellow row with IBP, IBP, RECERT, 30; and a blue row with BP, BP, and a dropdown arrow. Below the table, a dropdown menu is open, listing various appointment types: BFLSV, BFPC, BFPCV, CERT, CEVAL, EDU, EDUO, EDUT, EDUV, EDUW, IEVAL, NCRD, NCRDV, OTHER, PCERT, PFRESH, PFRESHV, and RECERT. At the bottom of the interface, there are input fields for 'End Date' (11/29/2020) and 'End Time' (05:00 PM), along with a 'GO' button.

Cat	Sched Cat	New Appt	Dur	Type
IBP	IBP	RECERT	30	
IBP	IBP	RECERT	30	
BP	BP	▼		

End Date: 11/29/2020      End Time: 05:00 PM

GO



# 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



**BFPC:** Breastfeeding Peer Counselor



**EDUO:** On-line Education



**BFLS:** Breastfeeding Lactation Specialist



**EDUT:** Take-home Education



**BFLC:** Breastfeeding Lactation Counselor




**EDUW:** Walk-in Education





**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: Using PCERT

The effective use of PCERT to make Priority Cert appointments is if you have special PCERT columns in your schedule

/Recert 2	Priority Overbook	Walk-In
		CERT CEVAL EDU IE...
U IEVAL OT...		
	PCERT	Apple Family 10:45...
U IEVAL OT.		CERT CEVAL EDU IE...
	PCERT	CERT EDU IEVAL OT...

# 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.

Start Date	End Date	Start Time	End Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
7/20/2022	8/19/2022	07:00 AM	09:00 PM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Topic:

Total Duration:

# Scheduling Continued

Appointment Search Results - Google Chrome  
miwic.state.mi.us/MIWICS/Clinic/WebForms/Appointment/ApptSearchResults.aspx?fFAlyRTRFk9MjAyMCZTRE09...

Create appointment for the following clients

Client ID	Client Name	Attended
300875603	Kyle Client	<input type="checkbox"/>
300875604	Kirk Client	<input type="checkbox"/>

Total Duration:

Date	Day	Start Time	End Time	Column	Topic
10/29/2020	Thu	09:00 AM	05:00 PM	Certification	
10/30/2020	Fri	09:00 AM	11:00 AM	Certification	
10/30/2020	Fri	12:00 PM	05:00 PM	Certification	
10/31/2020	Sat	09:00 AM	05:00 PM	Certification	
11/02/2020	Mon	09:00 AM	05:00 PM	Certification	
11/03/2020	Tue	09:00 AM	05:00 PM	Certification	
11/04/2020	Wed	09:00 AM	05:00 PM	Certification	
11/05/2020	Thu	09:00 AM	05:00 PM	Certification	
11/06/2020	Fri	09:00 AM	05:00 PM	Certification	

Appointment Note  
Enter appointment note here if needed

Time:

Early Appointment Desired:

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Thu 10/29/2020

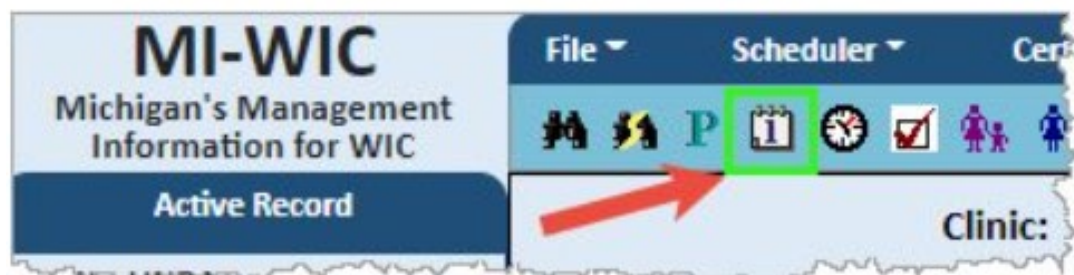
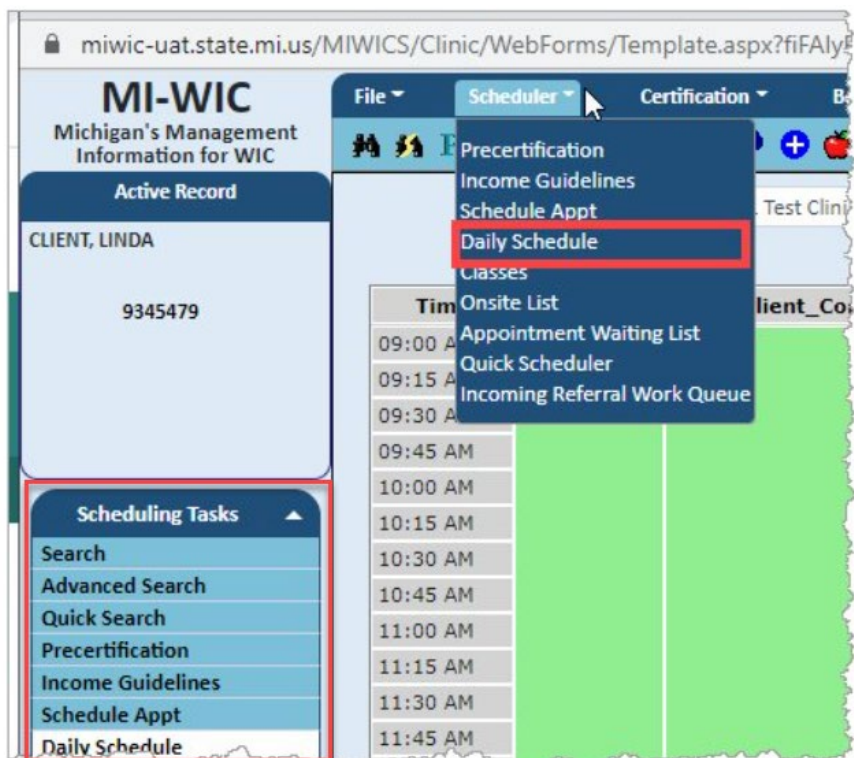
Client C

Clinic:

Client Name	Cat	Sched Cat	New Appt	Dur	Type	Date Time	BVT	Cert End	Term Date
Kyle Client	IBP	IBP			RECERT	11/03/2020 0...			
Kirk Client	IBP	IBP			RECERT	11/03/2020 0...			
Linda Client	BP	BP			CERT	11/03/2020 0...			

# Scheduling: Daily Schedule Icon

---



# MI-WIC Clinic Module: Daily Schedule Details

---

Clinic: 010101 Alcona County Office

Date dropdown: Thursday, October 29, 2020

Time	EDU	Cert/Recert	Priority Overbook	Online Education	Walk-In
07:45 AM	BF...				
08:00 AM					
08:15 AM					
08:30 AM					
08:45 AM					
09:00 AM					
09:15 AM					
09:30 AM					
09:45 AM			BFLC BFL...		
10:00 AM		BFLC BFLS ...			BFLC B...
10:15 AM					
10:30 AM			BFLC BFL...		
10:45 AM					
11:00 AM					
11:15 AM					
11:30 AM					
11:45 AM					
12:00 PM					
12:15 PM				EDUO WCC	
12:30 PM					
12:45 PM					

Column heading indicates the type of appointment that can be scheduled and the type of staff the client will see.

Appointment Slot - Appointment types that can be scheduled during this time period as displayed in the green area.

# MI-WIC Clinic Module: Daily Schedule Details Cont.

---

Thursday, October 29, 2020

Time	EDU	Cert/Recert	Priority Overbook	Online Education	Walk-In
08:30 AM		CP,BP - RE...			
08:45 AM					
09:00 AM	CP,...				
09:15 AM				EDUO WCC	
09:30 AM			BFLC BFL...		
09:45 AM					BFLC B...
10:00 AM					
10:15 AM		BFLC BFLS ...			
10:30 AM	BF...		BFLC BFL...		
10:45 AM					
11:00 AM					
11:15 AM				CP Family...	
11:30 AM					
11:45 AM					
12:00 PM					
12:15 PM	TS...				
12:30 PM					
12:45 PM					
01:00 PM			BFLC BFL...		
01:15 PM					
01:30 PM					

Clinic: 979701 Test Clinic 1

9/18/2017

Time	Column 1	Nutritionist 1	Walk-In	Nutritionist 2
8:00 AM	CERT EDU NCRD			

Message from webpage

Do you wish to create an appointment with this staff member?

OK Cancel

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		

Appointment Note

Start Date: 05/06/2022 Column: Column 2

Time: 08:30 AM

Early Appt:

Required:

- BFLC
- BFLCV
- BFLS
- BFLSV
- BFPC
- BFPCV
- CERT
- CEVAL
- EDU
- EDUO
- EDUT
- EDUV
- EDUW
- IEVAL
- NCRD
- NCRDV
- OTHER
- PCERT
- PFRESH

# Scheduling

Clinic: 979701 Test Clinic 1

Friday, May 6, 2022

Time	Certifier	Column 2	Column 3	Column 4	Nutritionist 1	Nutritionist 2
08:00 AM		Client,...				
08:15 AM						

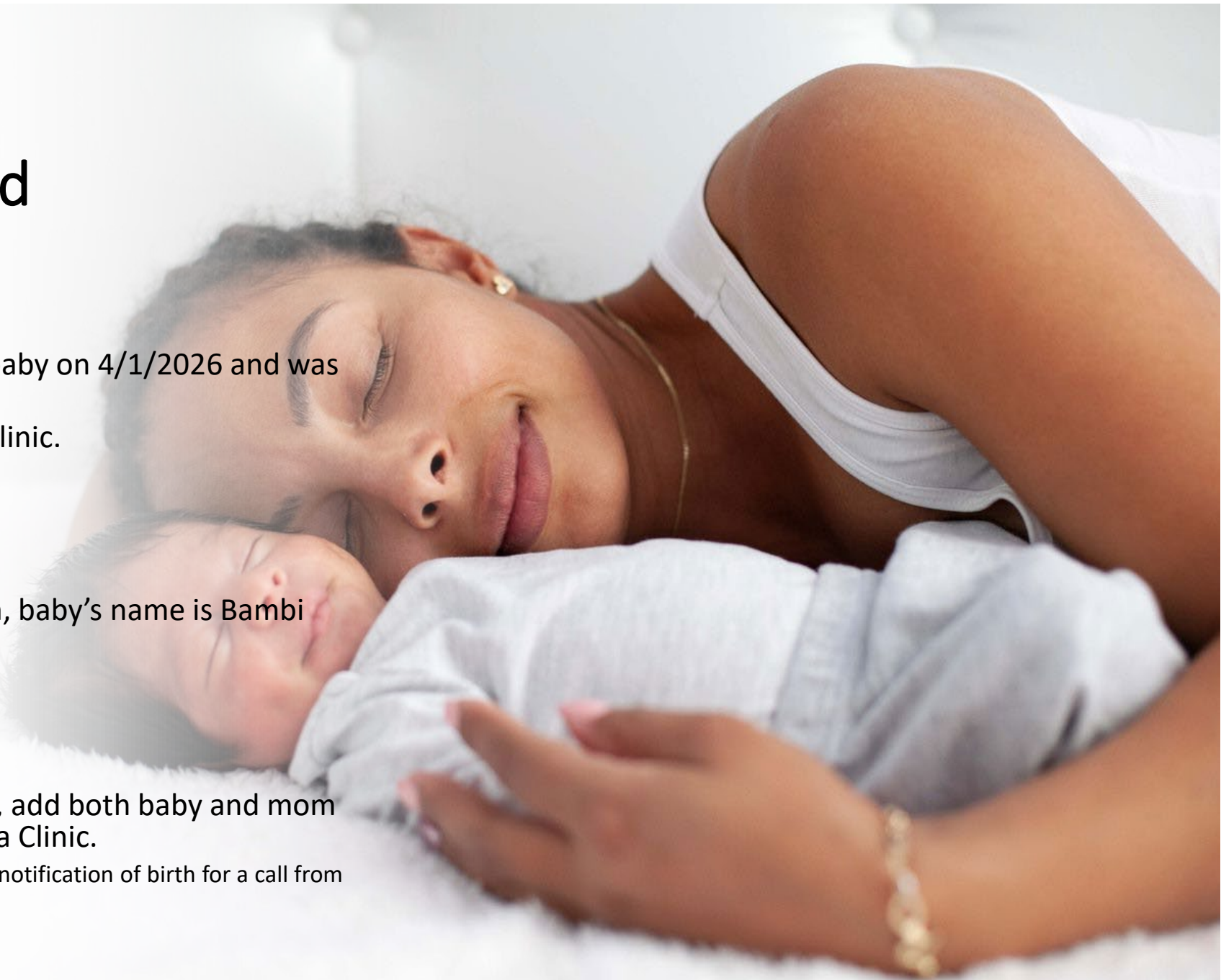
# MI-WIC Practice: Existing Record/Add New Baby

Search for existing PG client who delivered baby on 4/1/2026 and was due on 4/6/2026.

- You work for DHD #2 in the Alcona Clinic.
- Client Name is Wilma Flintstone.
- Birth date 6/7/1999.

## Tasks:

- Add baby to the to the PCERT screen, baby's name is Bambi Flintstone 4/1/2026.
- Baby and mom are BE/IBE.
- Confirm address and phone number.
- Confirm notifications.
- Schedule appointment for 4/8/2026, 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 Leslie Nope (DOB 5/1/2004) 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:
  - Leslie Nope
  - DOB 5/1/2004
  - LMP 03/01/2026
  - Ben Nope (DOB 11/01/2024).
  - Address: 123 Carlisle Hwy., Harrisville, MI 48740
  - Phone 517-444-5656, primary, and cell.
  - Notifications – text message and voice call.
  - Family of 4.
  - Schedule an appointment as a PCERT and CERT (for 1-year-old)



## Client-Centered Opportunity

If unable to schedule an appointment within the 10/20-day rule, refer client to another site or agency if they are interested.

*(You cannot require a client to go elsewhere! It always remains the client's choice where they go for service.)*

[www.Michigan.gov/wic/clinicdirectory](http://www.Michigan.gov/wic/clinicdirectory)



**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**

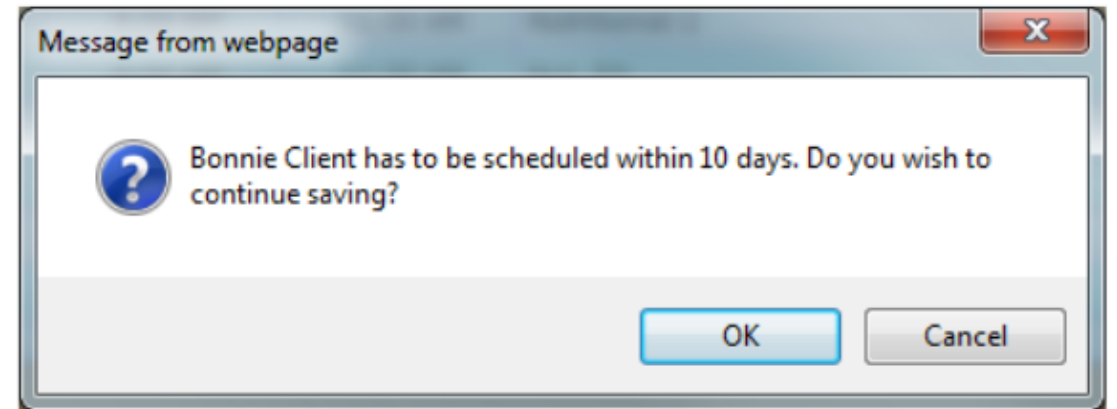


# Schedule Ten Day Message

---

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.



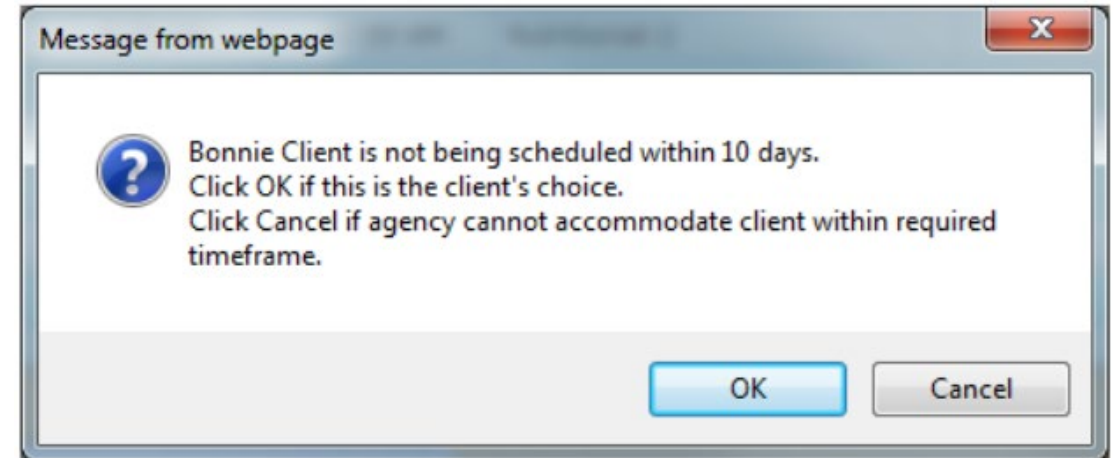
# Client Choice Message

---

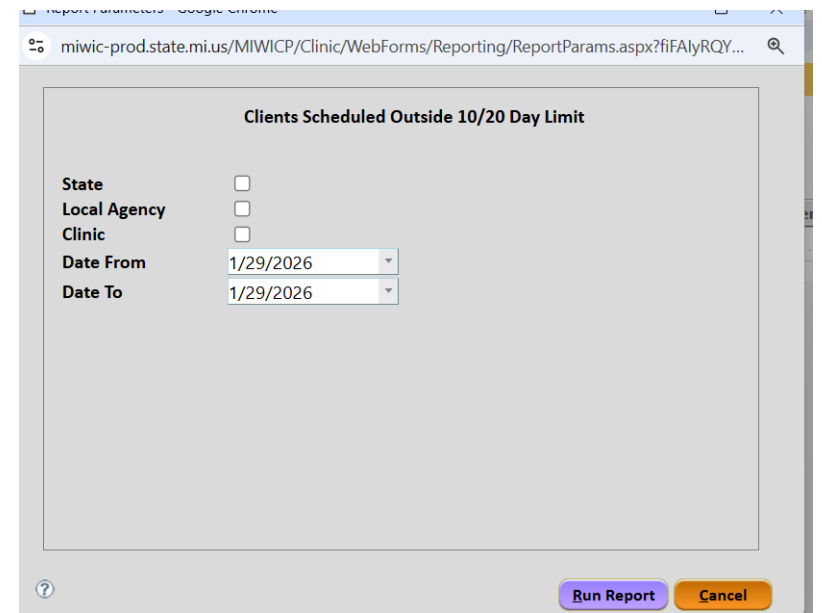
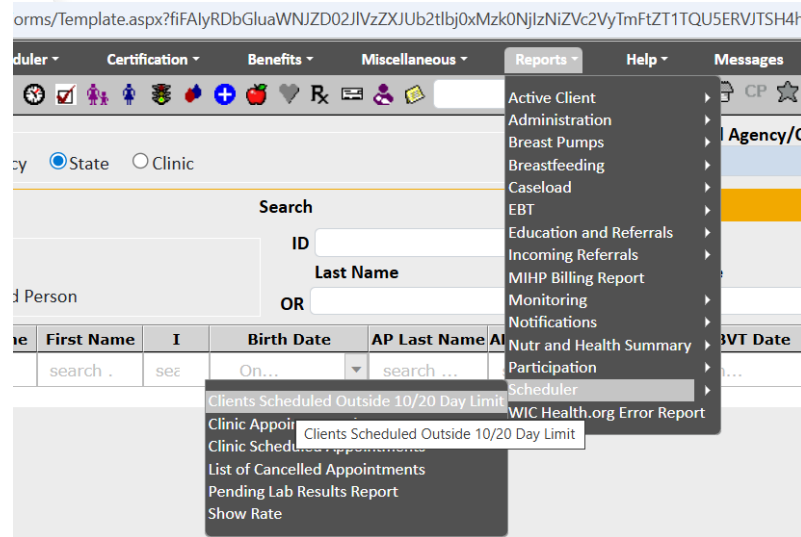
If you clicked OK on the pop-up to continue scheduling the appt, another pop-up will display. The pop-up message instructs, **“Client Name is not being scheduled within 10 days. Click OK if this is the client’s choice. Click Cancel if agency cannot accommodate the client within the required timeframe.”**

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** Page 1 of 1

**Clients scheduled outside 10/20 day limit**

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

Generated Date: 01/29/2026

Client Name	Client ID	Sched. Cat	10 Day		20 Day		Authorized Person	Date Scheduled	Appointment Date/Time
			Yes	No	Yes	No			
		IFF	X					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
<b>Total</b>			<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>			

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

# 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

Clinic: 979701 Test Clinic 1 Go

Friday, October 30, 2020

Time	Certification	WIC_Client_Connect
09:00 AM		
09:15 AM		
09:30 AM		
09:45 AM	CERT CEVA...	
10:00 AM		
10:15 AM		
10:30 AM		
10:45 AM		
11:00 AM		
11:15 AM		
11:30 AM		Bianca Fami...
11:45 AM		
12:00 PM		
12:15 PM		
12:30 PM		
12:45 PM		
		WCC

miwic.state.mi.us/MIWICS/Clinic/WebForms/Template.aspx?fjFAlvR

**MI-WIC**  
Michigan's Management Information for WIC

File Scheduler Certification

- Precertification
- Income Guidelines
- Schedule Appt
- Daily Schedule
- Classes
- Onsite List
- Appointment Waiting List
- Quick Scheduler
- INCOMING REFERRAL WORK QUEUE

Active Record

CLIENT, LINDA

9345479

Time

09:00 A

09:15 A

09:30 A

# Appointment Note & Quick Scheduler



# Appointment Monitoring & Monitoring Pop-up

The screenshot displays a software interface for appointment monitoring. On the left is a calendar grid with columns for 'Time', 'Certification', and 'WIC\_Client\_Connect'. The 'Time' column lists slots from 09:00 AM to 02:15 PM. The 'Certification' column shows 'Client, Kyle ...' and 'CERT CEVA...'. The 'WIC\_Client\_Connect' column is mostly green, with 'WCC' appearing at 01:00 PM. A blue box highlights the 11:00 AM slot, containing the text 'Bianca Fam...'. At the bottom of the calendar are buttons for 'Make Active', 'Monitoring' (highlighted with a red box), and 'Move Appt'. The name 'RESSLERK' is visible at the bottom.

Overlaid on the right is a browser window titled 'ApptMonitoring - Google Chrome' with the URL [miwic.state.mi.us/MIWICS/Clinic/WebForms/Appointment/AppptMonitoring.aspx?fiFAlyRBcHBTZXFJRD0xMzAxNTUzNn4hQC...](http://miwic.state.mi.us/MIWICS/Clinic/WebForms/Appointment/AppptMonitoring.aspx?fiFAlyRBcHBTZXFJRD0xMzAxNTUzNn4hQC...). The browser displays a table with the following data:

Name	Cat	Appt Type	Created By	Date Created	Modified By	Date Modified
Bravo Bianca	PG	NCRD	RESSLERK	10/29/2020	RESSLERK	10/29/2020
Bravo Sammy	IFF	CERT	RESSLERK	10/29/2020	RESSLERK	10/29/2020

A 'Cancel' button is located at the bottom right of the browser window.

Tuesday, May 21, 20...

Time	Column 1	Column 2	Column 3
07:00 AM	CERT CEVAL EDU IE...	CERT CEVAL EDU IE...	Client, Emilia
07:15 AM			CERT CEVAL
07:30 AM			
07:45 AM			
08:00 AM			
08:15 AM			
08:30 AM		Client, Linda - EDU	
08:45 AM	CERT CEVAL EDU IE...		
09:00 AM		Doris, Day - EDU	
09:15 AM			
09:30 AM		CERT CEVAL EDU IE...	
09:45 AM			
10:00 AM			
10:15 AM			
10:30 AM			
10:45 AM			
11:00 AM	Client, Linda - RECERT		
11:15 AM			
11:30 AM	CERT CEVAL EDU IE...		
11:45 AM			
12:00 PM			

Buttons: Make Active, Monitoring, Move Appt., Cancel Appt.

miwic.state.mi.us says

Do you wish to move the appointment to this slot ?

OK Cancel

Time	Certification	WIC_Client_Connect
11:30 AM		
11:45 AM		
12:00 PM		
12:15 PM		
12:30 PM		
12:45 PM		

Move Time - Google Chrome

miwic.state.mi.us/MIWICS/Clinic/WebForms/Appointment/Move...

Start Time: 12:00 PM

(hh:mm am/pm):

Please remember to click on the "Finalize Move" button on the Daily Schedule after you are done entering the time:

Ok

Clinic: 979701 Test Clinic 1 Go

Appointment Move in progress... Friday, October 30, 2020 Finalize Move

Time	Certification	WIC_Client_Connect
11:30 AM		
11:45 AM		
12:00 PM		

# Move Appointment

Clinic: 979701 Test Clinic 1 Go

Appointment Move in progress... Friday, October 30, 2020

Time	Certification	WIC_Client_Connect
09:00 AM	Client, Kyle ...	
09:15 AM		
09:30 AM		

The Appointment Move in progress... message will flash on and off during the move.

Select the desired date, if not the same date

Select a different Clinic, if needed, and click the Go button.

# Cancel Appointment

Clinic: 979701 Test Clinic 1  
Friday, October 30, 2020

Time	Certification	WIC_Client_Connect
09:00 AM	Client, Kyle ...	
09:15 AM		
09:30 AM		
09:45 AM		
10:00 AM	CERT CEVA...	
10:15 AM		
10:30 AM		
10:45 AM		
11:00 AM	Bianca Fam...	
11:15 AM		
11:30 AM		
11:45 AM		
12:00 PM		
12:15 PM		
12:30 PM		
12:45 PM		WCC
01:00 PM		
01:15 PM		
01:30 PM		
01:45 PM		
02:00 PM		
02:15 PM		

Make Active Monitoring Move Appt **Cancel Appt**

RESSLERK

Dialog - Internet Explorer  
<https://milogintp.michigan.gov/MIV>

Are you sure you want to cancel the appointment for  
Client, Irma - EDU

**Yes**

# Client Attended Appt.

Time	Certification	WIC_Client_Connect
09:00 AM	Client, Kyle ...	
09:15 AM		
09:30 AM		
09:45 AM		
10:00 AM	CERT CEVA...	
10:15 AM		
10:30 AM		
10:45 AM		
11:00 AM		
11:15 AM	Bianca Fam...	
11:30 AM		
11:45 AM		
12:00 PM		
12:15 PM		
12:30 PM		
12:45 PM		
01:00 PM		WCC
01:15 PM		
01:30 PM		
01:45 PM		
02:00 PM		
02:15 PM		

Buttons: Make Active, Monitoring, Move Appt, Cancel Appt, **Summary**

Name	Cat	Sch Cat	Appt Type	Atte...	Language	Date Time	Translator R...	Disability
Client, Bonnie	IFF	IFF	NCRD	<input checked="" type="checkbox"/>	English	09/19/2017 08:00 AM		

If multiple family members are attending the appointment, you can click the Check All Attended checkbox.

Check All Attended

Buttons: Save, Cancel, **Close**

09:15 AM		
09:30 AM		CERT CEVAL EDU IE...
09:45 AM		
10:00 AM	Client Family 10:00 AM	
10:15 AM		
10:30 AM		
10:45 AM	CERT CEVAL EDU IE...	
11:00 AM		
11:15 AM		
11:30 AM		

The Appointment slot turns purple to indicate the client(s) arrived.

# 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

Onsite Queue View -- Webpage Dialog

Intake	Lab	Nutr Assessment	Nutr Education	Benefits	Done
Client, Emilia (105)					
Client, Kirk (7)					
Client, Kyle (7)					
Client, Linda (7)					
Doris, Day (4)					

0-10 min   11-20 min   21-40 min   >40 min

You can make a client active from this screen.

Make Active   Cancel

Clinic: 979701 Test Clinic 1   Go

Client Name	Cat	APPT	Appt Time	Arrv Time	Onsite	Intake	Lab	Nutr	NE	Bene...	Done
Client, Emilia	PG	EDU	7:00 AM	8:23 AM	98	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client, Kyle	IBP	OTHER	10:00 AM	10:01 AM	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client, Kirk	IBP	OTHER	10:00 AM	10:01 AM	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client, Linda	BP	EDU	8:30 AM	10:01 AM	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doris, Day	PG	EDU	9:00 AM	10:03 AM	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Clients Waiting

To make a client active from this screen, select the client's row and click the Make Active button.

Queue View   Refresh   Make Active   Remove All   Save   Cancel   Close

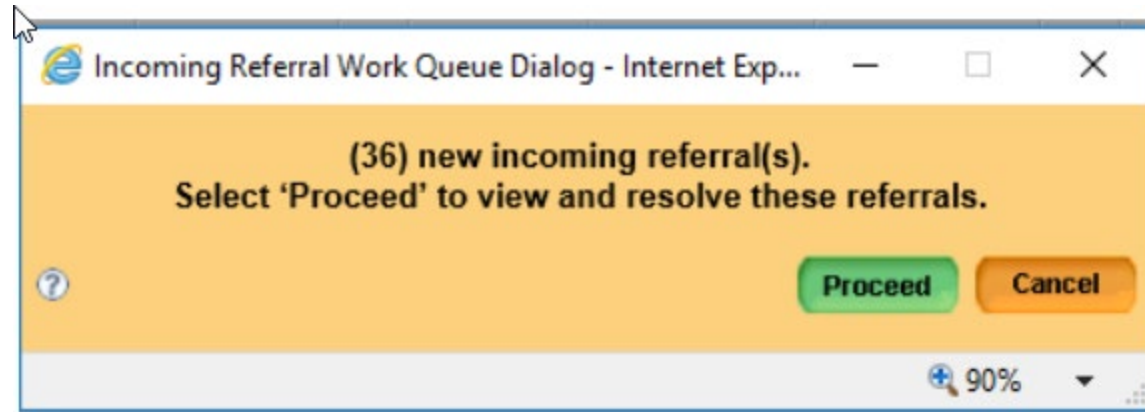
# Skills Test

---

The Onsite list shows;

- a. Clients who have been checked in the clinic and are ready for services.
- b. Clients who are waiting for appointments.

# Clinic Module Pop-up Notification



# 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.

MI-WIC Management Information Michigan WIC

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Mon 2/25/201

Incoming Referral Work Queue

New Referrals Pending Referrals Resolved Referrals

Scope:  Local Agency  Clinic

Local Agency/Clinic Name: 330000 Ingham County Health Department [Go]

Last Name: [ ] First Name: [ ] Birth Date: [ ] [Find] [Clear]

Past due	Date Generated	Authorized... Last Name	Authorized... First Name	Authorized... Date of Birth	Contact Number	Clinic	Status
search ...	On...	search ...	search ...	On...	search ...	search ...	search ...
!	02/19/2019					Grand River...	New
Date of Action	Staff Name	Method*	Action*	Notes			
2/25/2019	RESSLERK						
!	02/19/2019					Haslett	New
!	02/19/2019					Ingham Cou...	New
!	02/20/2019					Ingham Cou...	New

1 - 25 of 37 records [Prev] 1 2 [Next]

[Add] [Remove] [Details] [Save] [Print List] [Cancel]

Version: 8.1.0.19 RESSLERK 000000 State Agency miwicp

# 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 \(mihealth.org\)](https://www.mediastorehouse.com/channel/mihealth.org).



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

# Scheduling Suggestions

## Pay Attention

to the client's cert end date

## Instruct Client

how to change or re-schedule missed appointments

### Certifications

	Name	Birth Date	Cat	Cert Start	Cert End
	IBP Apple	9/21/2015	IBP	1/20/2016	10/20/2016
	PG Apple	3/15/1986	PG	1/20/2016	9/26/2016

Cert End Date on Household Summary Screen

### Food Packages

	Name	Food Package	Effect. Date	End
	IBP Apple	Custom - IBP PROSOBEE CONC...	1/20/2016	3/20/2016
	PG Apple	BE MAX (LACTOSE FREE MILK)...	1/20/2016	9/20/2016



**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.

## **1<sup>st</sup> Proration**

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

## **2<sup>nd</sup> Proration**

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



## Michigan WIC Client Connect

[Michigan.gov Home](#)

[Application Home](#)

[Contact WIC](#)

[MDHHS Home](#)

[Help](#)

[What is WIC?](#)

[Am I Eligible for Michigan WIC?](#)

[I am a WIC Client without a Client Connect website account - Sign Up](#)

[I already have a Client Connect web account to Login](#)

[WIC Clinics in my area](#)

[WIC Grocery Stores in my area](#)

[WIC Resources Links](#)

[Help](#)

## Michigan WIC Client Connect Site

### 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

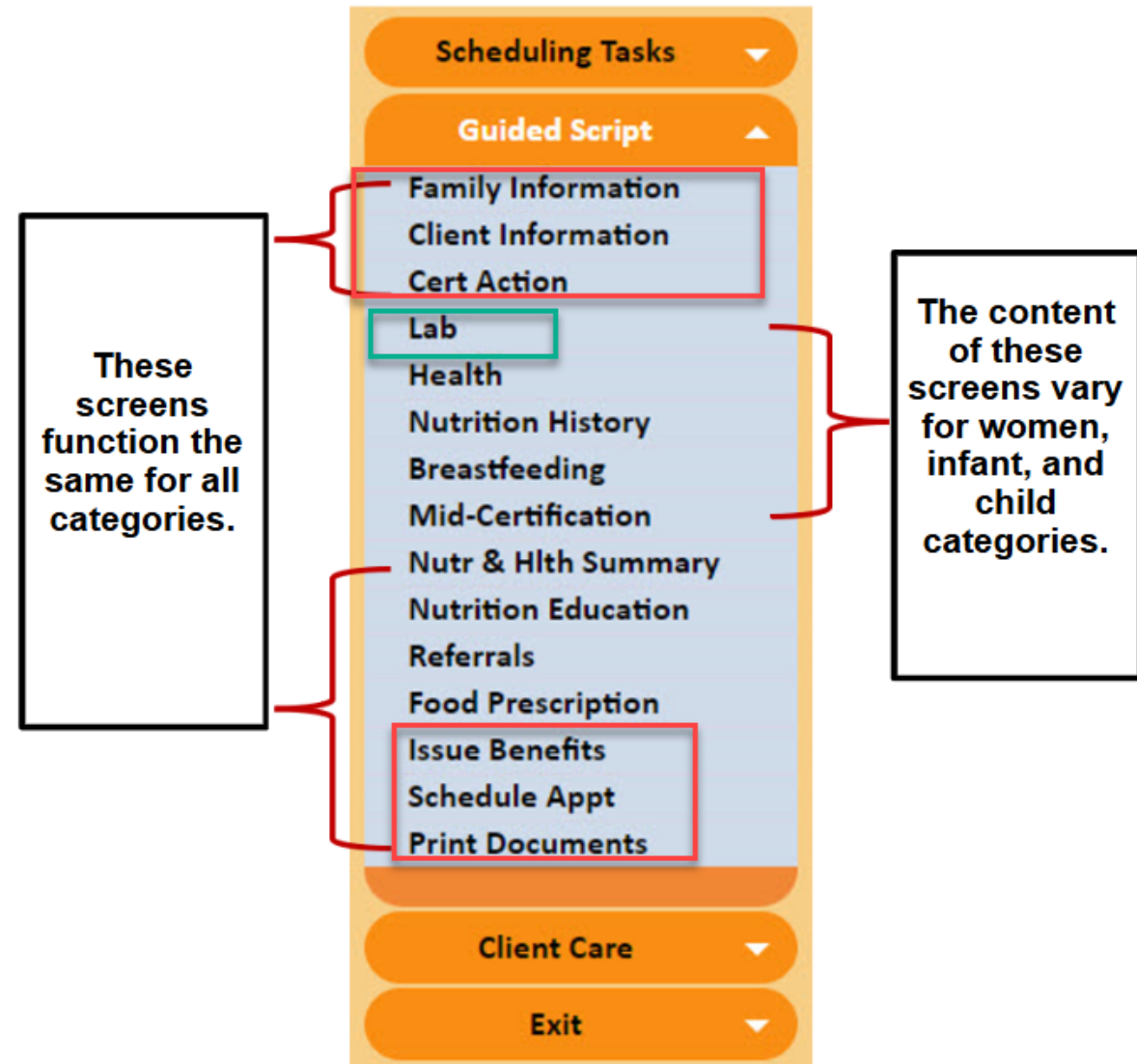
**Michigan WIC clients can set up an account to perform tasks such as:**



wic

# Certification Process: Clerical Staff

---



# Checking The Client In

Click on the appointment slot then click on the Summary button

Time	Column 1	Nutritionist 1	Walk-In	Nutritionist 2	Nut. Ed.
12:30 PM					
12:45 PM	Client, Marie - CERT				
01:00 PM		CERT NCRD PCERT			CERT EDU NCRD RE...
01:15 PM	CERT EDU NCRD				
01:30 PM					
01:45 PM					
02:00 PM					
02:15 PM					
02:30 PM					
02:45 PM					
03:00 PM					
03:15 PM					
03:30 PM					
03:45 PM					
04:00 PM					
04:15 PM					
04:30 PM					

Buttons: Make Active, Monitoring, Move Appt., Cancel Appt., Summary, Print Schedule, Print Screen, Cancel

MI-WIC Michigan's Management Information for WIC

Active Record

Scope: Local Agency, State, Clinic (selected)

Local Agency/Clinic Name: 979701 Test Clinic 1

Search By: Client (selected), Authorized Person

Search criteria: Last Name, First Name, Birth Date, etc.

Online Check-ins: 1

Last Name	First Name	I	Birth Date	AP Last Name/AP First Name	Cat	BVT Date	Cert Start	Cert End
search .	search .	ses	On...	search ...	search ...	ses	On...	On...

Print List, Print Labels

MI-WIC Michigan's Management Information for WIC

Active Record

Clinic: 979701 Test Clinic 1

Time	Certifier	Column 2	Column 3	Column 4	Nutritio 1
10:45 AM					
11:00 AM					
11:15 AM					
11:30 AM					
11:45 AM		Test92...			
12:00 PM					
12:15 PM	BFLCV ...		CERT ...	CERT ...	EDU OTI
12:30 PM					
12:45 PM					

9.3.0.0, DOTSONAL, 979701 Test Clinic 1, mmiwic

# Summary Pop-Up

Name	Cat	Sch Cat	Appt Type	Atte...	Language	Date Time	Translator R...	Disability
Client, Marie	IFF	IFF	CERT	<input checked="" type="checkbox"/>	English	09/26/2017 12:45 PM		

Click in the Attend or the Check All Attended checkbox. The Check All Attended checkbox saves time when there are multiple family member.

The Appointment slot is now purple indicating that the client is in the clinic.

Click on the **Make Active** button outlined



# Intake: Greeting



Mark all attended



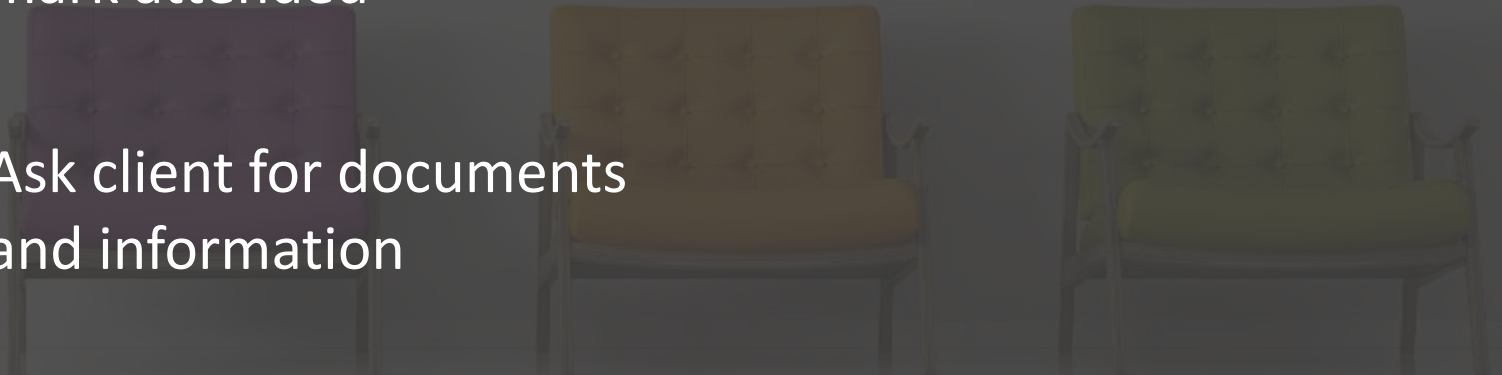
Inform client of wait time and who will see them



Walk-in: Schedule and mark attended



Ask client for documents and information



# Let's Get Started

---

The screenshot displays the MI-WIC Management Information Michigan WIC interface. At the top left is the MI-WIC logo with a map of Michigan. To the right is a menu bar with 'File' and 'Sched' options, and a toolbar with icons for a printer, a 'P' icon, a calendar, and a clock. The main content area is divided into two columns. The left column features an 'Active Record' section for a client named 'marie', with details: 'Cat: IFF (female)', 'ID: 301 601 607', 'DOB: 1/7/2017', 'Age: 8 mos, 2 wks', 'Cert:', and 'Status: Pending'. Below this are navigation buttons: 'Scheduling Tasks', 'Guided Script' (highlighted with a red box), 'Client Care', and 'Logoff'. The right column contains sections for 'Authorized Assignments', 'Appointments', and 'Certifications', each with a table listing 'Marie Client'.

**MI-WIC**  
Management Information  
Michigan WIC

File Sched

Authorized Assignments

**Active Record**  
client, marie

Cat: IFF (female)  
ID: 301 601 607  
DOB: 1/7/2017  
Age: 8 mos, 2 wks  
Cert:  
Status: Pending

Scheduling Tasks  
**Guided Script**  
Client Care  
Logoff

**Appointments**  
Marie Client

**Certifications**  
Marie Client

# 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).

The screenshot shows the MI-WIC Family Information screen. The main form contains the following fields:

- Family ID: 9002863
- Clinic: 383850 Jackson County WIC
- Authorized Person\*: SANDERS, ABBEY (MI: MI, Birth Date: 3/21/1989)
- Proxy 1: SANDERS, MICHELLE (Declined Proxy checkbox)
- Proxy 2: (Empty)
- Street Address\*: 1106 BLAIR PK DR, Jackson, MI 49202
- Mailing Address\*: 1106 BLAIR PK DR, Jackson, MI 49202 (Receive Mailed Notifications checkbox)
- Family Size\*: 2
- Income: \$10,400.00

Area Code	Phone	Comment	Primary	Phone Type	Text Messages	Voice Calls
(517)	612-6848	CELL	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>

Buttons: Add, Remove, Save, Cancel, Next

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

**Active Record**

sanders, abbey

Cat: NPP (female)  
ID: 300 242 757  
DOB: 3/21/1989  
Age: 33 yrs, 8 mos  
Cert: 06/24/09 - 12/17/09  
Status: Terminated

**Scheduling Tasks**

**Guided Script**

- Family Information
- Client Information
- Cert Action
- Lab
- Medical
- Breastfeeding
- Nutrition History
- Mid-Certification
- Nutr & Hlth Summary
- Nutrition Education
- Referrals
- Food Prescription
- Issue Benefits
- Schedule Appt
- Print Documents

**Client Care**

**Exit**

**Family Information** | **Additional Information** | **Income Information**

Family ID: 9002863 Clinic: 383850 Jackson County WIC

**Authorized Person\*:** Last Name\*: SANDERS First Name\*: ABBEY MI: Birth Date\*: 3/21/1989

**Proxy 1:** SANDERS MICHELLE  Declined Proxy

**Proxy 2:**

**Street Address\*:** 1106 BLAIR PK DR

**Mailing Address\*:**  Same as Street Address  Receive Mailed Notifications

49202 Jackson, MI 49202 Jackson, MI

County: Jackson

No Phone

Area Code	Phone	Comment	Primary	Phone Type	Text Messages	Voice Calls
(517)	612-6848	CELL	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Family Size\*:** 2

**Income:** \$10,400.00

Email Address\*:   No Email

**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

The screenshot shows the MI-WIC web interface for a client named Sanders, A'Kierra. The 'Additional Information' tab is selected and highlighted with a red box and an arrow. The form contains several sections:

- Language:** Primary (English), Secondary (blank), and a checkbox for 'Translator Required'.
- Proof of Residency:** Driver's License, with a checkbox for 'Verified'.
- Voter Registration:** No, declination obtained, with a checkbox for 'Verified'.
- Pickup Interval:** Three Months.
- Referred From:** (blank).
- Special Needs:** (blank).
- Proof of Authorized Person's ID:** Driver's License.
- Internet Access:** Radio buttons for Yes, No, and Unknown.
- Migrant:** Radio buttons for Yes and No.
- Homeless:** A checkbox.

At the bottom of the form are 'Save', 'Cancel', and 'Next' buttons. The footer includes 'SANDERSH', '000000 State Agency', and 'miwicuat'.

# Family Information Screen: Additional Information Tab

**Primary\***      **Secondary**

Language\*: English    Translator Required

Proof of Residency\*: MIHealth Card (verify)   Verified

## 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:

<b>Doc. Type:</b>	Residency Attestation Form 
<b>Agreement:</b>	<p>By signing this form I understand and agree:</p> <p>I have read, or have had read to me, the document noted above. I understand and agree to the information provided. If I have questions, I should discuss them with the WIC staff. I understand that I will be given or may request a copy of this document.</p>

# Additional Information Tab: Policy 1.10 Voter Registration

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

**Voter Registration\*:** Yes, form given  Verified

**Pickup Interval\*:** Three Months

**Referred From:**

**Special Needs:**

**Proof of Authorized Person's ID\*:** Birth certificate

**Internet Access\***

Yes  No  Un

**Migrant\*:**  Yes

**Homeless:**

# Additional Information Tab: [Policy 1.10 Voter Registration](#)

Family Information

Additional Information

Income Information

**Language\*:** **Primary\***  
English

**Secondary**

Translator Required

**Proof of Residency\*:** Driver's License  Verified

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

**Voter Registration\*:** No, registered at present address  Verified

**Pickup Interval\*:** Yes, form given

**Referred From:** No, declination documented

**Special Needs:** No, registered at present address

**Proof of Authorized Person's ID\*:** Address change, form/info provided  
Under age 18

**Internet Access\*:**  
 Yes  No  Unknown

**Migrant\*:**  Yes  No

**Homeless:**

# Policy 1.10A Michigan Voter Registration Application

For more information see:  
WIC E-Notice #2024-171: New Michigan Voter  
Registration Application Form, Instructions, and  
Important Election Dates

**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.

**xxx-xx-**

- I don't have a valid Michigan-issued driver's license or Michigan-issued state ID, or a Social Security

# 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.

The screenshot shows the MI-WIC web application interface. The left sidebar contains navigation options: Active Record, Scheduling Tasks, Guided Script (with sub-options like Family Information, Client Information, etc.), Client Care, and Exit. The main content area is titled 'Family Information' and has three sub-tabs: 'Family Information', 'Additional Information', and 'Income Information'. The 'Income Information' tab is highlighted with a red box and a red arrow. Below the tabs, there are fields for 'This is the Income for:' (Family selected), a text input '9103189', and a 'Go' button. To the right, there are fields for 'Family Size: 4' and 'Number of Expected Infants: 0', with a 'Total: 4' summary. A table lists income sources with columns: Source\*, Interval\*, Amount\*, Verification\*, Annual\*, Date\*, and User ID\*. The table contains one entry: 'Gross Wages', 'Monthly', '\$1,000.00', 'Verification\*', '\$12,000.00', '8/11/2022', and 'SANDERSH'. Below the table are 'Add' and 'Remove' buttons, and a 'Show Income Eligibility' button. The 'Year-to-Date Calculations' section includes a 'Last Pay Date' dropdown (1/11/2023), 'Year-to-Date Income' and 'Estimated Annual Income' input fields, and a 'Calculate' button. To the right, there are fields for 'Total Monthly Income: \$1,000.00', 'Max Monthly Income Allowed:', and 'No of Working Hours per Week:'. At the bottom, there are 'Guidelines', 'History', 'Adjunct Eligibility', 'Save', 'Cancel', and 'Next' buttons. The footer shows '9.3.1.0', 'SANDERSH', '010000 District Health Department No. 2', and 'miwicuat'.

# Family Size & Expected Infants

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Mon 9/20/2021

—harris, mel (PG) \* 300 87

**Family Information**

This is the Income for:  Family  Foster Child

**Income Information**

9345618

Go

**Additional Information**

Family Size: 2

Number of Expected Infants: 1

Total: 3

Source*	Interval*	Amount*	Verification*	Annual*	Date*	User ID*
---------	-----------	---------	---------------	---------	-------	----------

# 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.

Family Information      Additional Information      Income Information

This is the Income for:  Family  Foster Child      9345354      Go

Family Size: 6  
Number of Expected Infants: 1  
Total: 7

Source*	Interval*	Amount*	Verification*	Annual*	Date*	User ID*
Gross Wages	Bi-Weekly (Every...	\$2,000.00	Check stub	\$52,000.00	6/17/2022	PERRYB11

We will discuss the Income tab after we look at Adjunct Eligibility.

Add      Remove      Show Income Eligibility

Year-to-Date Calculations

Last Pay Date: 10/31/2022  
Year-to-Date Income:   
Estimated Annual Income:       Calculate

Total Bi-Weekly Income: \$ 2,000.00  
Max Bi-Weekly Income Allowed:   
No of Working Hours per Week:

Number of Pay Weeks to Date: 44

Guidelines      History      Adjunct Eligibility      Save      Cancel      Next

# 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.

Include In verification	Name	CAT	Adjunct Elig	Medicaid* REP* VER	Food Stamps* REP* VER	FIP* REP* VER	History
<input checked="" type="checkbox"/>	Client Tanya M	PG	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	Hx

Family Not Participating - By Program:

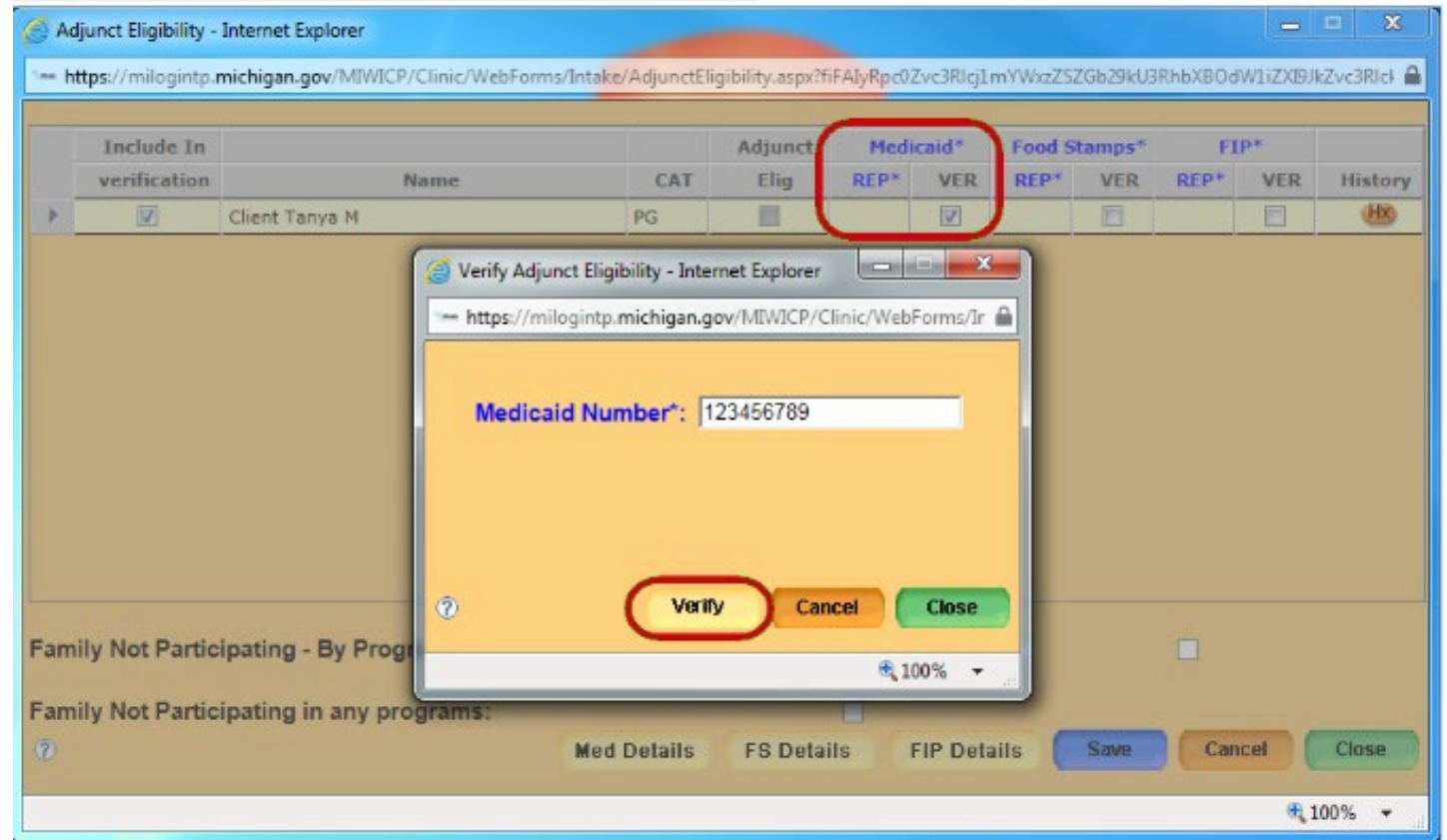
Family Not Participating in any programs:

Med Details FS Details FIP Details Save Cancel Close

# 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).



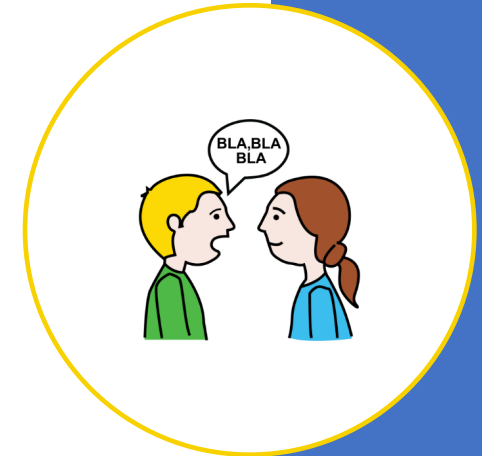


# What if client is ADJUNCTIVELY ELIGIBLE?

**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

Family Information      Additional Information      Income Information

This is the Income for:  Family  Foster Child

9002863

Family Size:   
Number of Expected Infants:   
Total:

Source*	Interval*	Amount*	Verification*	Annual*	Date*	User ID*
Gross Wages	Hourly	\$12.00	Check stub	\$24,960.00	01/11/2023	SANDERSH

## **INTERVAL FIELD**

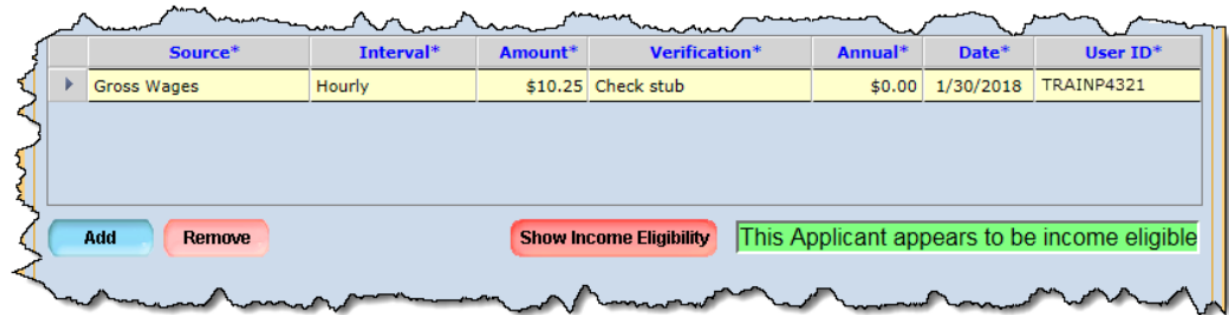
- ✓ Select “annual” if the income is 0, or when income is irregular
- ✓ When using “hourly,” compute the # of hours per week



# Show Income Eligibility

---

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



Source*	Interval*	Amount*	Verification*	Annual*	Date*	User ID*
Gross Wages	Hourly	\$10.25	Check stub	\$0.00	1/30/2018	TRAINP4321

Buttons: Add, Remove, Show Income Eligibility

Message: This Applicant appears to be income eligible

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



Buttons: Show Income Eligibility

Message: This Applicant appears to be not income elig

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.

The screenshot shows a web form with three tabs: Family Information, Additional Information, and Income Information. In the Family Information tab, there is a section titled "This is the Income for:" with two radio buttons: "Family" (unselected) and "Foster Child" (selected). To the right of the "Foster Child" radio button is a dropdown menu showing "300876497 Testfoster Cl". A green "Go" button is located to the right of the dropdown menu. In the Income Information tab, there is a "Family Size:" field with the value "1" and a "Number of Expected Infants:" field with the value "0". A "Total:" field shows the value "1". A blue callout bubble points to the "Go" button with the text "Remember: Staff MUST click the 'Go' button." Below the form is a table with columns: Source\*, Interval\*, Amount\*, Verification\*, Annu, and User ID\*.

Source*	Interval*	Amount*	Verification*	Annu	User ID*

# Foster child income video

The screenshot displays the MI-WIC Management Information Michigan WIC web application. The interface is divided into several sections:

- Active Record:** Shows client information for 'wic, wallace', including category (C1), ID (301 357 219), DOB (5/5/2013), age (1 yrs, 11 mos), and status (Pending).
- Family Information:** Includes 'This is the Income for:' with radio buttons for 'Family' (selected) and 'Foster Child'. The family ID is 9619774. A dropdown menu shows '301358653 Foster Frieda'.
- Income Information Table:**

Source*	Interval*	Amount*	Verification*	Annual*	Date*	User ID
Gross Wages	Bi-Weekly (Every...	\$ 1,589.50	Check stub	\$ 41,327.00	4/7/2015	TESTER2M2000
- Additional Information:** Shows 'Family Size: 4' and 'Number of Expected Infants: 1', with a 'Total: 5'.
- Year-to-Date Calculations:** Includes a 'Last Pay Date' dropdown set to 4/7/2015, and input fields for 'Year-to-Date Income' and 'Estimated Annual Income'. A 'Calculate' button is present.
- Annual Income Summary:** Shows 'Annual Income: \$ 41,327.00' and 'Max Annual Income Allowed: \$ 51,634.00'. There is also a field for 'No of Working Hours per Week'.
- Number of Pay Weeks to Date:** Input field set to 14.
- Navigation and Footer:** Includes buttons for 'Add', 'Remove', 'Show Income Eligibility', 'Guidelines', 'History', 'Adjunct Eligibility', 'Save', 'Cancel', and a right arrow. The footer shows 'Version: 6.1.0.18', 'TESTER2M2000', '989801 Test Clinic 2', and 'miwic'.



# 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



# 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



Form **1040** U.S.  
For the year Jan. 1-Dec. 31  
Your first name and in

# 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. 1545-0047 IRS Use Only—Do not write or staple in this space.

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

Your first name and initial: **Wanda** Last name: **WIC** Your social security number: **1 2 3 4 5 6 7 8 9**

If a joint return, spouse's first name and initial: **William** Last name: **WIC** Spouse's social security number: **9 8 7 6 5 4 3 2 1**

Home address (number and street): **222 Oak Street** Apt. no. **▲** Make sure the SSN(s) above and on line 6c are correct.

City, town or post office, state, and ZIP code: **Middleville, MI 48123** Foreign country name: Foreign province/state/county: Foreign postal code:

**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) <input checked="" type="checkbox"/> If child under age 17 qualifying for child tax credit (see instructions)
Will	WIC	7 4 1 8 5 2 9 6 3	son	<input checked="" type="checkbox"/>
Wendy	WIC	9 6 3 8 5 2 7 4 1	daughter	<input checked="" type="checkbox"/>

d Total number of exemptions claimed: **4**

**Income**

7 Wages, salaries, tips, etc. Attach Form(s) W-2: **7**

8a Taxable interest. Attach Schedule B if required: **38952**

b Tax-exempt interest. Do not include on line 8a: **8b**

Add numbers on lines above ▶ **4**



**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



## Military

Exclude basic housing allowances



## Temporary Low Income

Take average

# Examples of Special Income Situations

MI-WIC Policy 2.04



## 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

Source*
No Income

Add Remove

Year-to-Date Calculations

Year-

Estimated

Number of Pay Weeks to Date:

Date*	User ID*
01/11/2023	SANDERSH

Annually Income:

Income Allowed: \$ 33,862.40

Hours per Week:

No Income Questions - Google Chrome

miwic-uat.state.mi.us/MIWICS/Clinic/WebForms/Intake/NoIncomePopup.aspx

**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



## 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 MPHJ registration  
site*



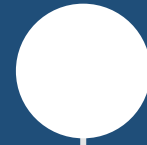
## Income Reassessment

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.

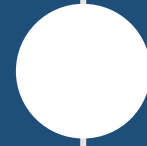
*MI-WIC Policy 2.21*

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

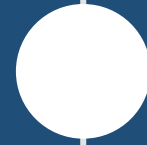
# Remember



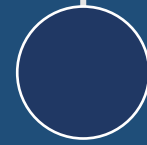
Processing income correctly is **VERY** important



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 highlight 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

# Client Information Screen

2 Tabs: Client Information Tab and Additional Information Tab

File Scheduler Certification Benefits Miscellaneous Reports Help Messages

Wed 3/23/2016

---test, bianca (IBP) \* 301 426 50

Client Information

Additional Information

Authorized Person

Test, Wanda

Family ID

9614390

Client ID

Last Name\*

First Name\*

MI

301 426 500

Test

Bianca

Proof of Identity\*:

Birth Certificate

# 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.

https://miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Template.aspx?fiFAlYRDbGluaWNJZD0zMzAxJIVzZXJUb2t1bj0xMDQ3ODE0MyZVc2VyTmFtZT1CT0xUT05U...  
miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Template.aspx?fiFAlYRDbGluaWNJZD0zMzAxJIVzZXJUb2t1bj0xMDQ3ODE0MyZVc2VyTmFtZT1CT0xUT05U...

**MI-WIC**  
Management Information  
Michigan WIC

File Scheduler Certification Benefits Miscellaneous Reports Help Messages Mon 5/24/2021  
---test, infant (IBE) \* 301

**Active Record**  
test, infant  
Cat: IBE (female)  
ID: 301 884 341  
DOB: 10/20/2020  
Age: 7 mos, 0 wks  
Cert: 11/20/20 - 10/19/21  
Status: Certified

Scheduling Tasks  
Guided Script  
Family Information  
Client Information  
Cert Action  
Lab  
Medical  
BF Assessment  
Nutrition History  
Mid-Certification  
Nutr & Hlth Summary  
Nutrition Education  
Referrals  
Food Prescription  
Issue Benefits  
Schedule Appt  
Print Documents  
Client Care

**Client Information**

Authorized Person: TEST, TRAINING MOM  
Family ID: 2567232

Client ID: 301 884 341  
Last Name\*: Test  
First Name\*: Infant  
MI:

Birth Date\*: 10/20/2020  
Age: 7 months, 0 weeks

Gender\*:  Male  Female

Medicaid Number: 111111111

Adjunct Eligibility  Income Eligibility

Foster Care

Mother Not in Family  
Mother's ID:

**Additional Information**

Proof of Identity\*: Other - Add Note  
Proof of Pregnancy\*: Not Applicable  
Education Level\*: Not Applicable  
Marital Status\*: Not Applicable  
Reason for Ineligibility:

Physician  
Name:   
Phone: ( ) --

Save Cancel →

Version: 8.2.0.17 BOLTON0112 333301 Ingham County HD miwicmp

# 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

The screenshot shows a web form for client information. The following fields are highlighted with red boxes:

- Proof of Identity\*:** A dropdown menu with the selected option "Driver's License / Mich ID".
- Proof of Pregnancy\*:** A dropdown menu with the selected option "Not Applicable".
- Mother's ID:** A text input field.

Other visible fields include:

- Birth Date\*:** A date picker.
- Age:** A text input field containing "28 years, 10 months".
- Gender\*:** Radio buttons for "Male" and "Female", with "Female" selected.
- Medicaid Number:** A text input field.
- Adjunct Eligibility:** A checkbox.
- Income Eligibility:** A checked checkbox.
- Foster Care:** A checkbox.
- Mother Not in Family:** A checkbox.
- Physician:** A section with "Name:" and "Phone:" text input fields.
- Education Level\*:** A dropdown menu.
- Marital Status\*:** A dropdown menu.
- Reason for Ineligibility:** A dropdown menu.

# Additional Information Tab

**Client Information** | **Additional Information**

Is the Client Hispanic or Latino?\*:  Yes  No

**Race: Select One or More\*:**  
If multiracial, please select all that apply from the list.

- American Indian or Alaska Native ⓘ
- Asian ⓘ
- Black or African American ⓘ
- Native Hawaiian or Other Pacific Islander ⓘ
- White ⓘ
  - European
  - North African
  - Middle Eastern

**Inform clients this is optional. They shall be advised, however, that if they do not self identify an agency employee will assign a category based on perception.**

Race/Ethnicity assigned based on staff perception

For additional clarification on race definition and classification, please refer to the help or information icons

**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)



**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

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			

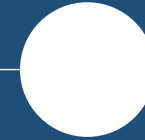
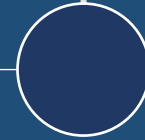
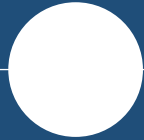
30 Day Extension

CERT ACTION SCREEN

- Issue Benefits
- Schedule Appts
- Print Documents

Client Care

# 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

Actual Delivery Date(ADD)\*: 1/15/2015 -

Cat*	Cert Start*	Cert End*	Cert Reason*	Term Reason	Term Date	Notes
BP Woman BF Partially	2/23/2015	1/14/2016	Certification	Categorically Ineligible	1/15/2016	

Cert start and end dates

# 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



# 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.***

Complete a category change.

Present for Cert:

Reason not present:

Cat*	Cert Start*	Cert End*	Cert Reason*	Term Reason	Term Date	Notes
C4 Child Age 4	1/20/2011	7/19/2011	Recertification	Failure To Recertify	7/20/2011	
C4 Child Age 4	10/10/2010	1/19/2011	Category Change	EOD Category Change	1/21/2011	
C3 Child Age 3	7/23/2010	10/9/2010	Recertification	EOD Category Change	10/11/2010	
C3 Child Age 3	1/21/2010	7/20/2010	Recertification	Failure To Recertify	7/21/2010	
C3 Child Age 3	10/10/2009	1/20/2010	Category Change	EOD Category Change	1/21/2010	
C2 Child Age 2	7/24/2009	10/9/2009	Recertification	EOD Category Change	10/11/2009	
C2 Child Age 2	11/20/2008	5/19/2009	Recertification	Failure To Recertify	5/20/2009	

1.

2.

30 Day Extension

Add Remove

Category Save Cancel

Present for Cert:

Reason not present:

Cat*	Cert Start*	Cert End*	Cert Reason*	Term Reason	Term Date	Notes
C4 Child Age 4	1/20/2011	7/19/2011	Recertification	Failure To Recertify	7/20/2011	
C4 Child Age 4	10/10/2010	1/19/2011	Category Change	EOD Category Change	1/21/2011	
C3 Child Age 3	7/23/2010	10/9/2010	Recertification	EOD Category Change	10/11/2010	
C3 Child Age 3	1/21/2010	7/20/2010	Recertification	Failure To Recertify	7/21/2010	
C3 Child Age 3	10/10/2009	1/20/2010	Category Change	EOD Category Change	1/21/2010	
C2 Child Age 2	7/24/2009	10/9/2009	Recertification	EOD Category Change	10/11/2009	
C2 Child Age 2	11/20/2008	5/19/2009	Recertification	Failure To Recertify	5/20/2009	

https://milegintp.michigan.gov/7FA1yPMTVA9bnVsbCZFRC09bnVsbCZB...

Current Category: C4

New Category: PG

Last Menstrual Period(LMP):

Expected Delivery Date(EDD):

Actual Delivery Date(ADD):

New Cert Start Date: 12/13/2018

New Cert End Date:

Save Cancel Close

125%

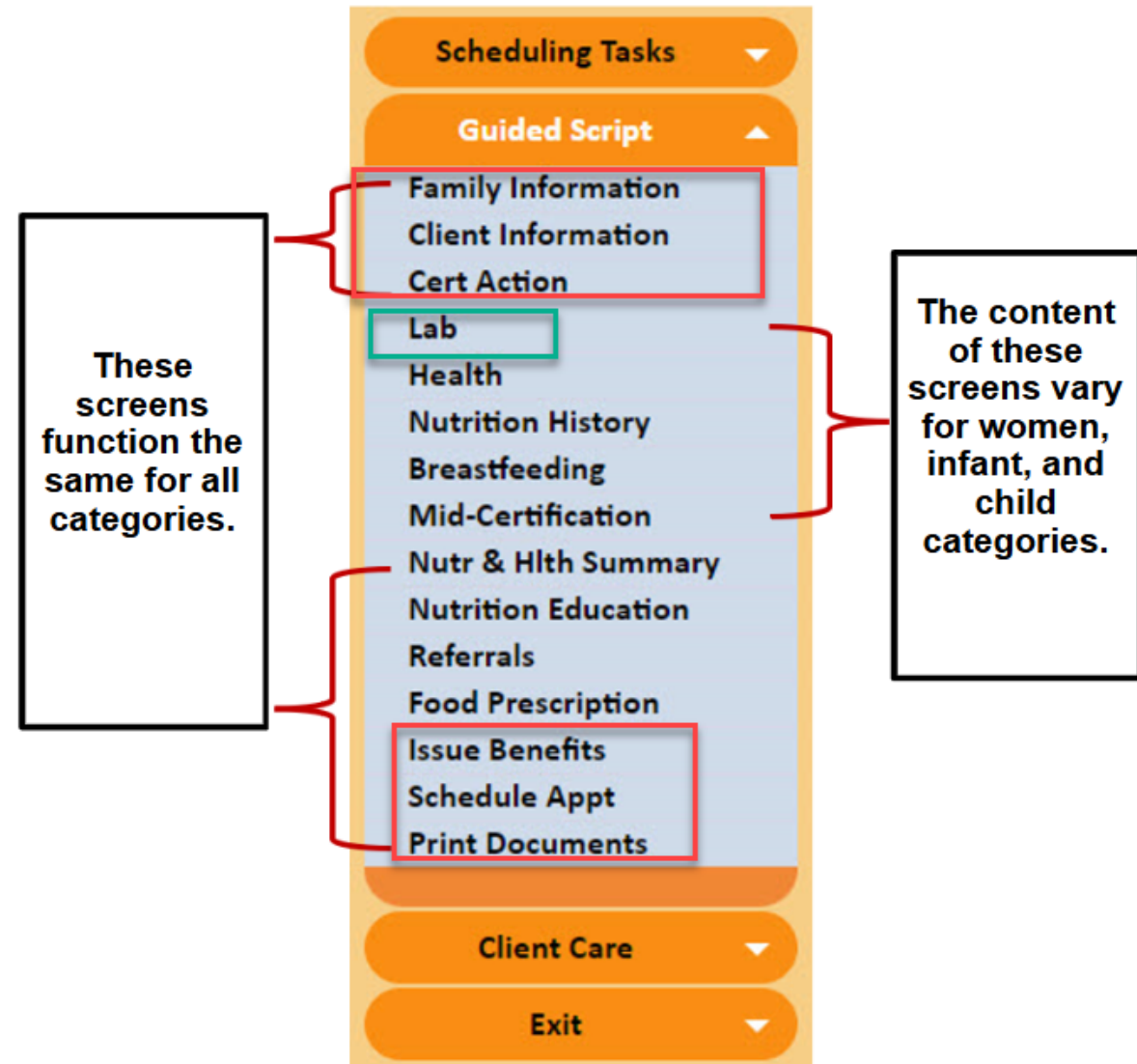
Add Remove

30 Day Extension

Category Save Cancel

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

# Certification Process: Clerical Staff



# Part 2: Initial Contact Progress Check

---





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*

## 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**

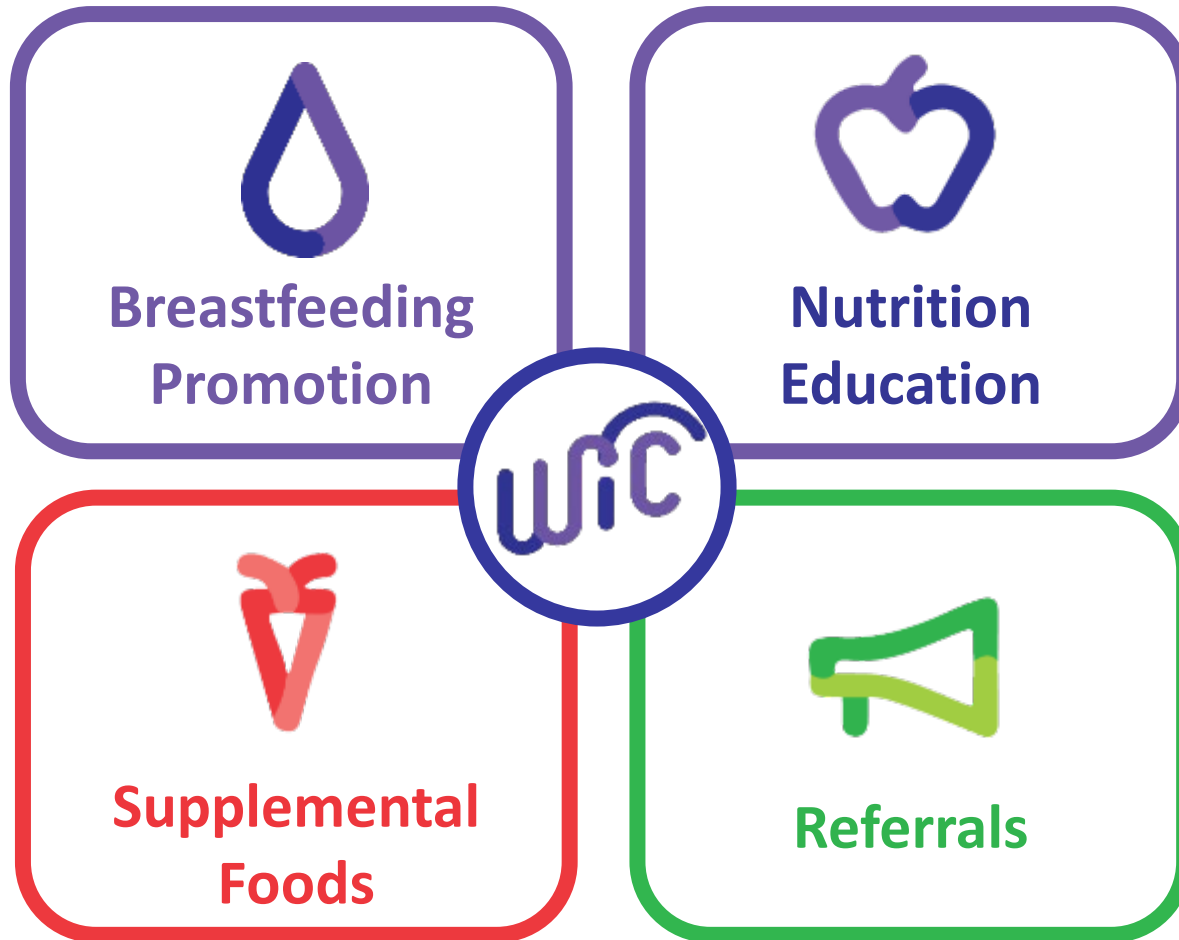
**Thank Client for Coming**

# Certification Overview

## *Step-By-Step Process*

# Why Do We Need This Information?

*To achieve the four goals of WIC*



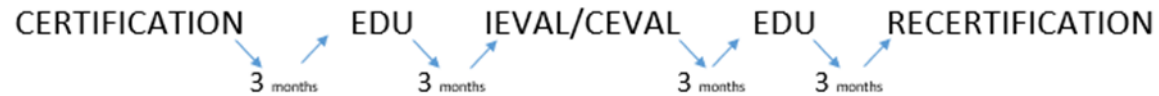


# Certification: Time Frames




# Certification: Time Frames

# Certification Periods

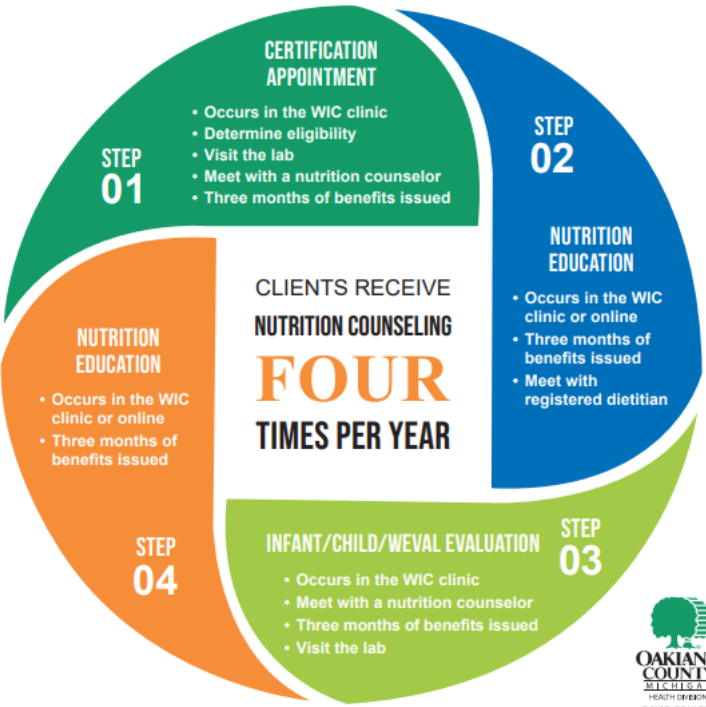


- **PG:** PCERT > EDU > EDU
- **BE/BP:** PCERT > EDU > WEVAL > EDU
- **NPP:** PCERT > EDU > EDU
- **IBE/IBP/IFF:** PCERT > EDU > IEVAL > EDU > RECERT
- **C1- C4:** CERT/RECERT > EDU > CEVAL > EDU > RECERT



WOMEN, INFANTS,  
& CHILDREN


ONE YEAR OF WIC



**CLIENTS RECEIVE NUTRITION COUNSELING FOUR TIMES PER YEAR**

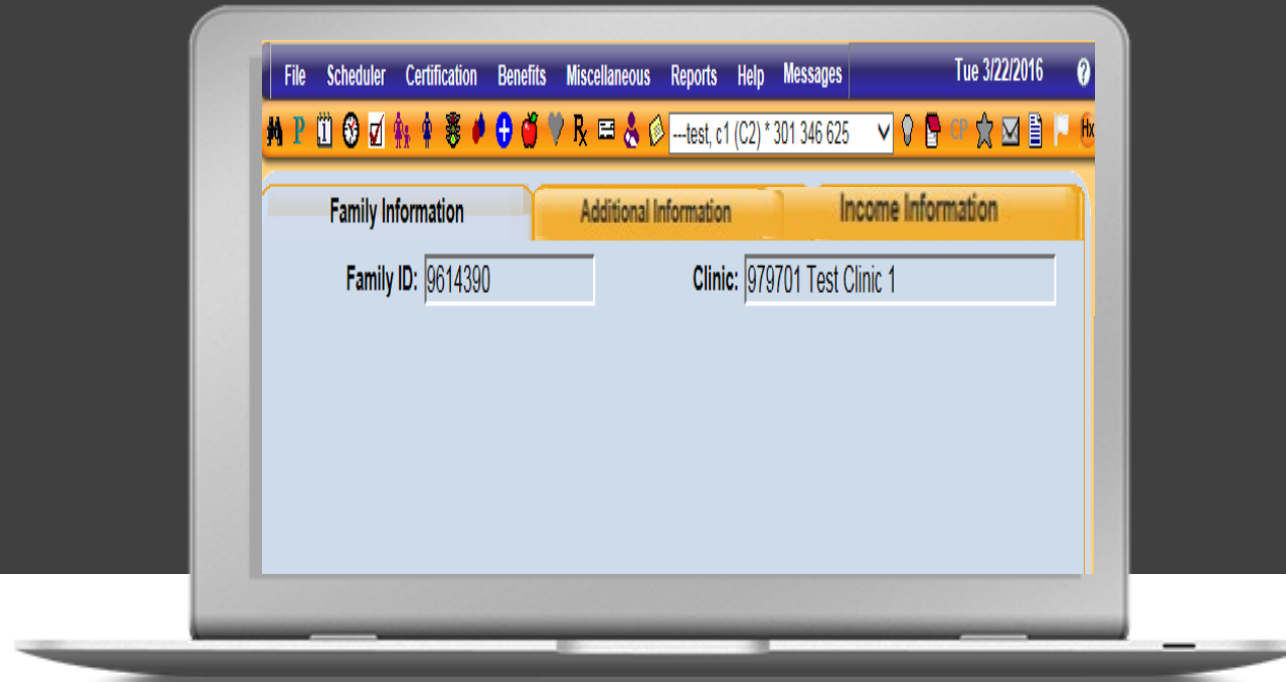
OakGov.com/Health | Nurse On Call: 800.848.5533 | NOC@OakGov.com | @PublicHealth0C

This institution is an equal opportunity provider. 11/11



OAKLAND COUNTY  
MICHIGAN  
HEALTH DIVISION  
DAVID COULTER  
OAKLAND COUNTY DIRECTOR

# INTAKE: MI-WIC SCREENS



*Family Information  
Screen*



*Client Information  
Screen*



*Additional Information  
Screen*



*Cert Action  
Screen*

**Now, Let's Welcome  
The Client To WIC!**

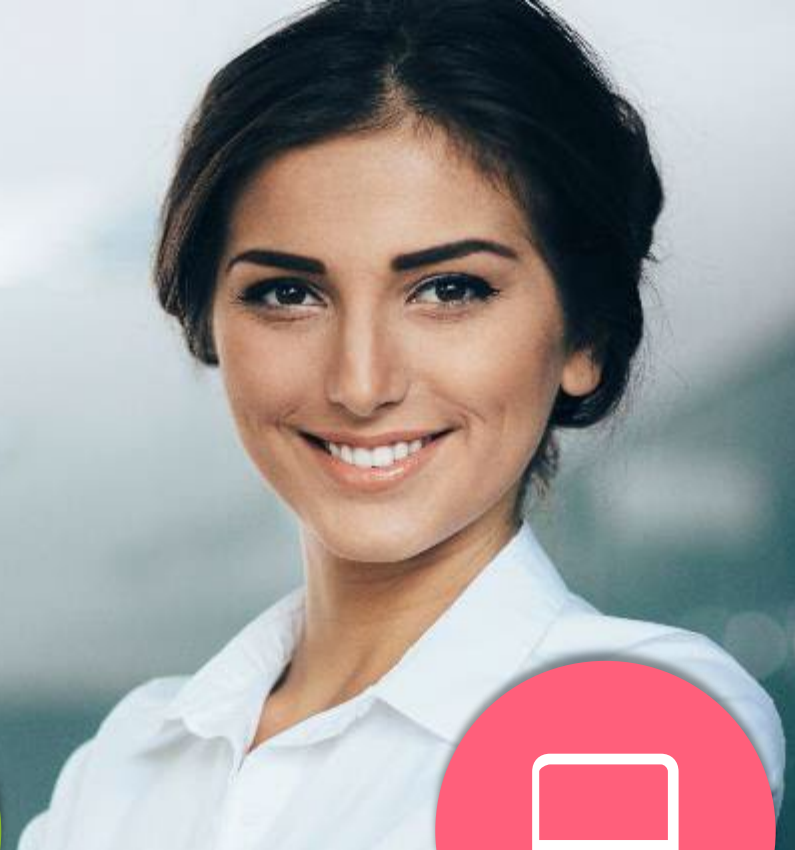


# Part 3: Certification Overview Progress Check

---



# 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: C2

## Tasks:

- Client Name is Harper James (2/14/1999) & Matt James (2/1/2024) come in for their appointment on April 8, 2026 @ 1pm.
- 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 #9345781:
  - Issue Benefits
  - Schedule appt.
  - Print documents





## Condescending Clerk Examples?

# Welcoming Clerk Examples?



# Appointment Frustration





# Missed Appointments

*A Good Technique*



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 screenshot shows a software interface with a top navigation bar containing various icons and a search field. Below the navigation bar, there is a form with a checkbox labeled "WIC Program Explanation\*" which is checked. To its right is another checkbox labeled "Refused Nutrition Education" which is unchecked. Below these checkboxes is a dropdown menu labeled "Individual Topic:". Underneath, there is a section titled "Questions:" with several radio button options: "Thought about this topic? [Precontemplation]", "Thought about making a change at some point in the future? [Contemplation]", "About to take steps to make changes in the next month? [Preparation]", "Currently taking steps to make changes in this area? [Action]", and "Have been doing this for at least 6 months? [Maintenance]". Below the questions is a table with the following data:

Date*	Provider*	Topic*	Method*
24/2021	MADANUM1234	Water Safety	Group/Class
24/2021	MADANUM1234	Nutrition And Lead	Individual

At the bottom left of the table area, there is a "Remove" button.

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

Need accurate birth weight and weeks gestation for percentile results

2

Pregnant women: pre-pregnancy weight and weeks gestation used. No basis for comparison if there is only one plot point

3

“?” Checkbox used for measurements taken recumbently (add note)

4

Use VLBW chart for 1500g or less

Add

Remove

Infant Premature

Completed Weeks of Gestation:

Time Interval:

Birth Weight\*:  lbs  oz

Weight Change:

Height Change:

# 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

## Bloodwork

	Date of Bloodwork	Non-WIC Data	
	2/23/2015	<input type="checkbox"/>	

Add

Remove

Hgb/Hct Reference

MCIR 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

Client Name:  Expected Infants:   Needs LA RD A  Needs State RD

Certification Complete\* Completed By\*:  Pickup Interval: | Description | Effect Date | End Date | Disable | Note | Created |
| --- | --- | --- | --- | --- | --- |
| C1 MAX (WHOLE MILK) | 11/30/2015 | 11/24/2016 |  |  | PRICHARDT82.. |

# 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 \(cdpehs.com\)](https://cdpehs.com)



## Login

Enter your local login credentials.

Logging in to: WIC Direct Website (MIPRODWEB/EBT)

Username \*

Password \*

Remember my login

[Forgot password?](#)

Use another service to login.

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 \(michigan.gov\)](https://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

03

04

05



Schedule next appointment before printing the shopping list



Making the next EDU appointment requires teamwork and communication



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



Pin the EBT card while client is present



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



MICHIGAN

**MDHHS**  
Michigan Department of Health & Human Services

Effective March 1, 20

# 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 Cereal**  
*Iron*



**Infant Fruits,**  
*Vegetables,*  
*and Meats*

## Start Here

These options are available if your infant does not tolerate Similac Advance.

**Similac Advance**  
12.4 oz powder can



**Similac Total Comfort**  
12.6 oz powder can



**Similac Sensitive**  
12.5 oz powder can



**Similac Soy Isomil**  
12.4 oz powder can



# Importance Of Nutrition Education (NE)

*NE is one of Four Goals of WIC*

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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*

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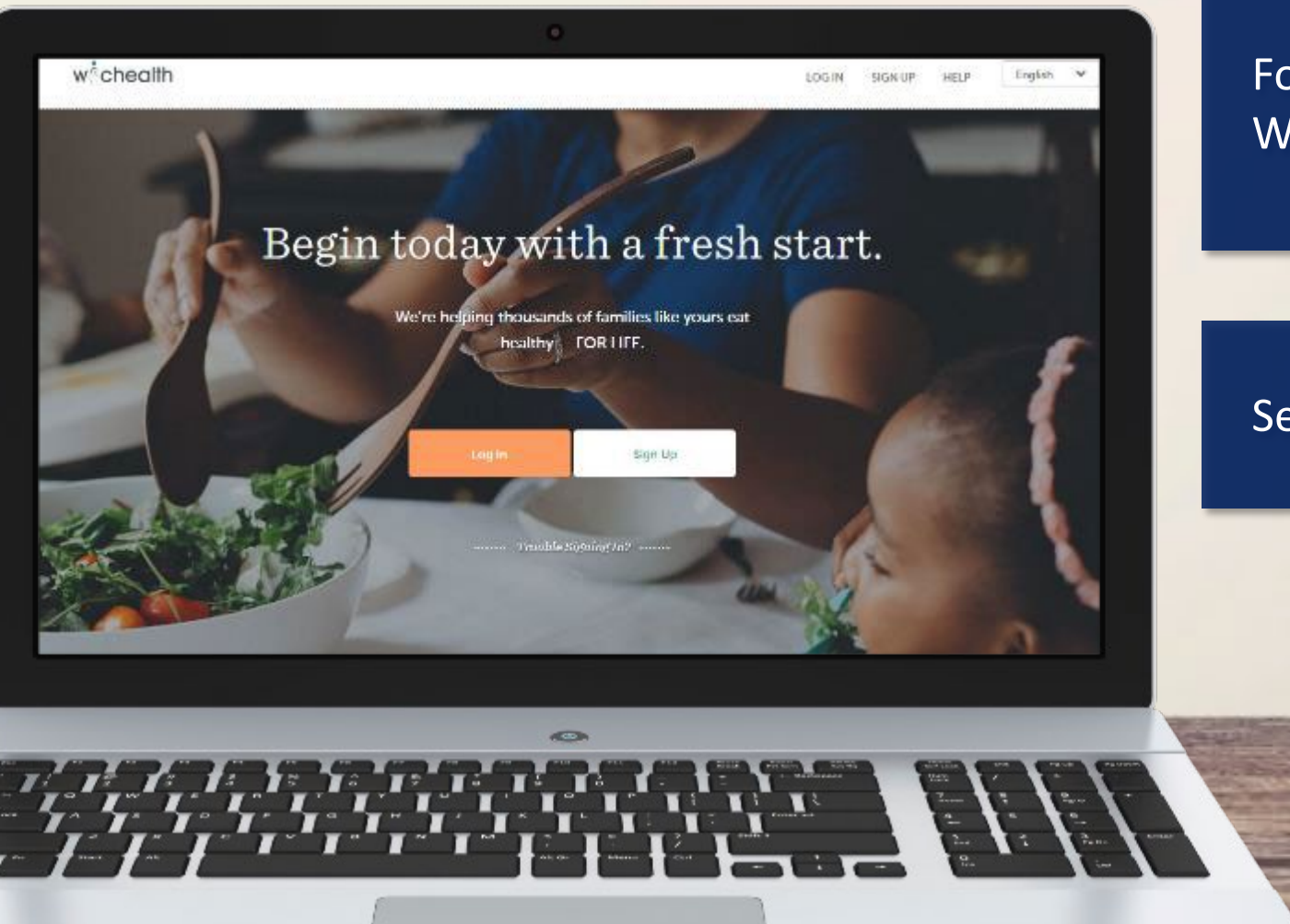
NE provided by the WIC program helps clients achieve a positive change in food habits and to prevent nutrition related problems and improve client's family's health.



# Interim NE Documentation(Policy 5.05 A)

- **Internet**
  - Date, Topic, Method, and Behavior Change/Goal Note (Auto-populate)
- **Individual**
  - Date, Topic, Method, and Behavior Change/Goal
- **Education Mall/Self-directed education**
  - Date, Topic, and Method. Document Behavior Change/Goal when appropriate (by a CPA).
- **Group**
  - Date, Topic, and Method (Auto-populate)
  - Document client's attendance in MI-WIC Classes screen.





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.



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

# Part 4 & 5: Risk Determination & Nutrition Education/Benefit Issuance

Progress Check

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# Part 6

## Other Client WIC Visits

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*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?**



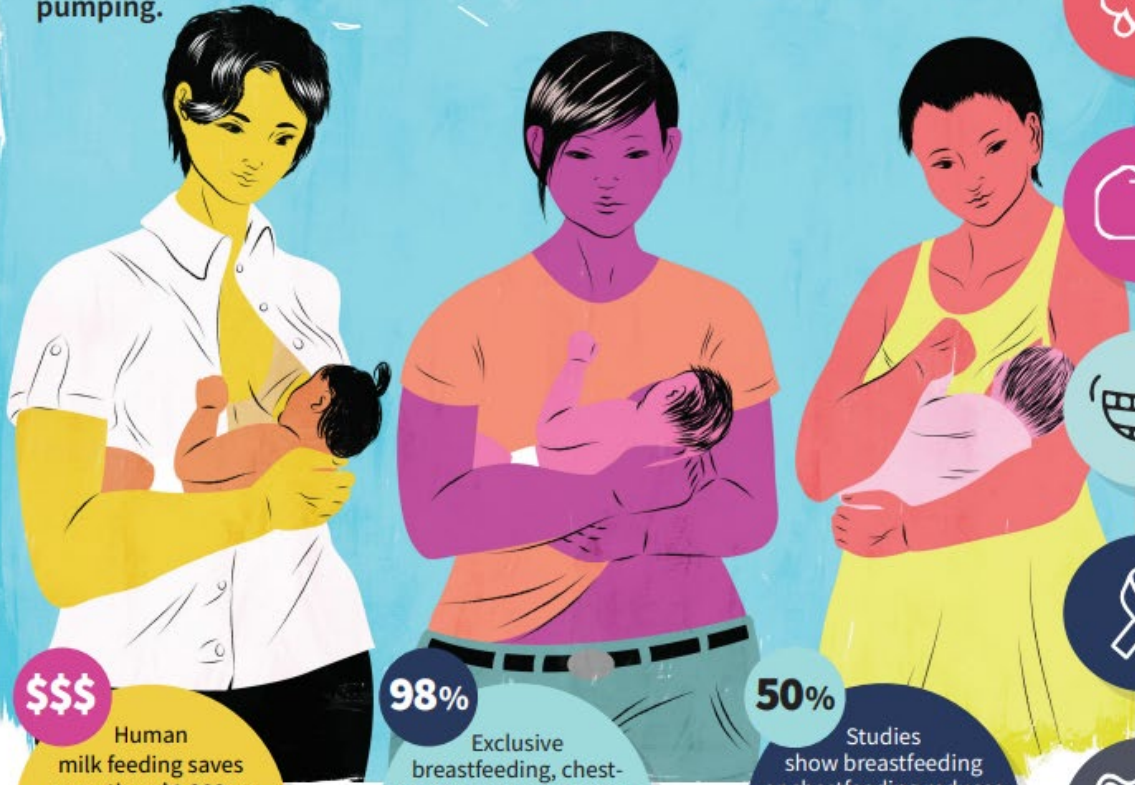


# Lactation Support



# BENEFITS OF BREASTFEEDING, CHESTFEEDING & BODYFEEDING

Human milk is the ideal nutrition for human babies. Both parent and baby receive many benefits from breastfeeding, chestfeeding, bodyfeeding, and pumping.



\$\$\$

Human milk feeding saves more than \$1,200 as compared to buying formula, and also reduces healthcare expenses

98%

Exclusive breastfeeding, chestfeeding, or bodyfeeding can be as much as 98% protective against pregnancy in the first 6 months

50%

Studies show breastfeeding or chestfeeding reduces risk of sudden infant death syndrome (SIDS) by ~50% at all ages throughout infancy



## Less Overall Illness

Lower risk of ear, lower respiratory & gastrointestinal infections



## Less Allergies

Feeding human milk reduces risk of allergies in babies and toddlers



## Reduced Risk of Diabetes

Babies fed human milk have a lower risk of type I and II diabetes



## Better Oral Development

Babies that suckle at a human nipple have fewer speech and orthodontic issues



## Lower Risk of Cancer

A lactating parent has a reduced risk of breast and ovarian cancer



## Quicker Postpartum Recovery

Lactating parents have less bleeding after delivery

[www.wovenlactation.com](http://www.wovenlactation.com)

Illustration Ken Tackett. Icons by <https://icons8.com>

# Why Does WIC Support Breastfeeding?

# How Does WIC Support Breastfeeding, Chestfeeding, and Lactating?

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- 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, chestfeeding, and lactating) 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, chestfeeding, and lactating 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 Breastfeeding, Chestfeeding, and Lactating 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.

# What is the role of the Clerk in Supporting a Lactating Client?

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

### Change from:

BE to BP

BE to NPP

BP to NPP

Reason for change \_\_\_\_\_

Is the child currently breastfeeding?

If yes:  $\frac{1}{4}$   $\frac{1}{2}$   $\frac{3}{4}$

If no, how old was this child when they stopped breastfeeding?

Months: Weeks: Days:

Reason:

How old was the child when they were first fed something other than breast milk?

Months: Weeks: Days:

### New Package Requested

Formula name: \_\_\_\_\_

Concentrate/Powder/RFT

How much formula is infant drinking per day?

If BP, does client have breast pump? Still using? Need to be returned?

If NPP, when is client scheduled to return pump?

Does the client need a call after package change complete?

Next appointment?

# What is the role of the Clerk in Lactating Support?

## 2. [Refer clients to PC](#) after they deliver their baby to comply with Policy 4.02

"An attempt to contact a client for lactating support must be made within **one to two business days after notification** of a baby's birth and the family's intention to breastfeed or chestfeed. Attempts may be made by a phone call, text message, video conferencing, or home, hospital, or WIC clinic visit. If the family calls to report the birth of their baby or request a new appointment, lactating support will be offered during the call."



# What is the role of the Clerk in Lactating Support?

3. Help make sure [forms are signed](#) when breast pumps are distributed & returned.

## **Breast Pump Policy-Compliance Documents**

- [Single-User Breast Pump Release Agreement \(DCH-1215\)](#)
- [Multi-User Breast Pump Loan and Release Agreement \(DCH-1214\)](#)
- [Loaner Breast Pump Return Receipt \(DCH-1216\)](#)



# 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

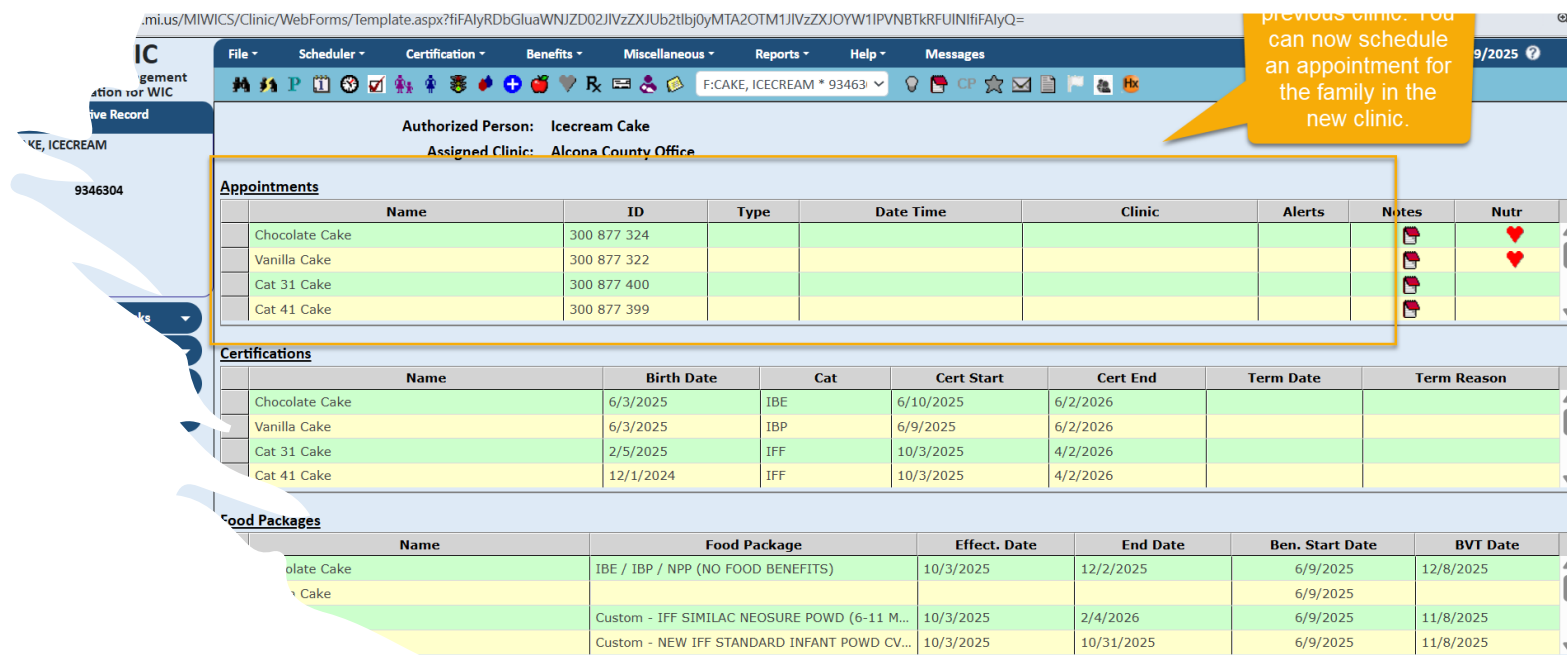
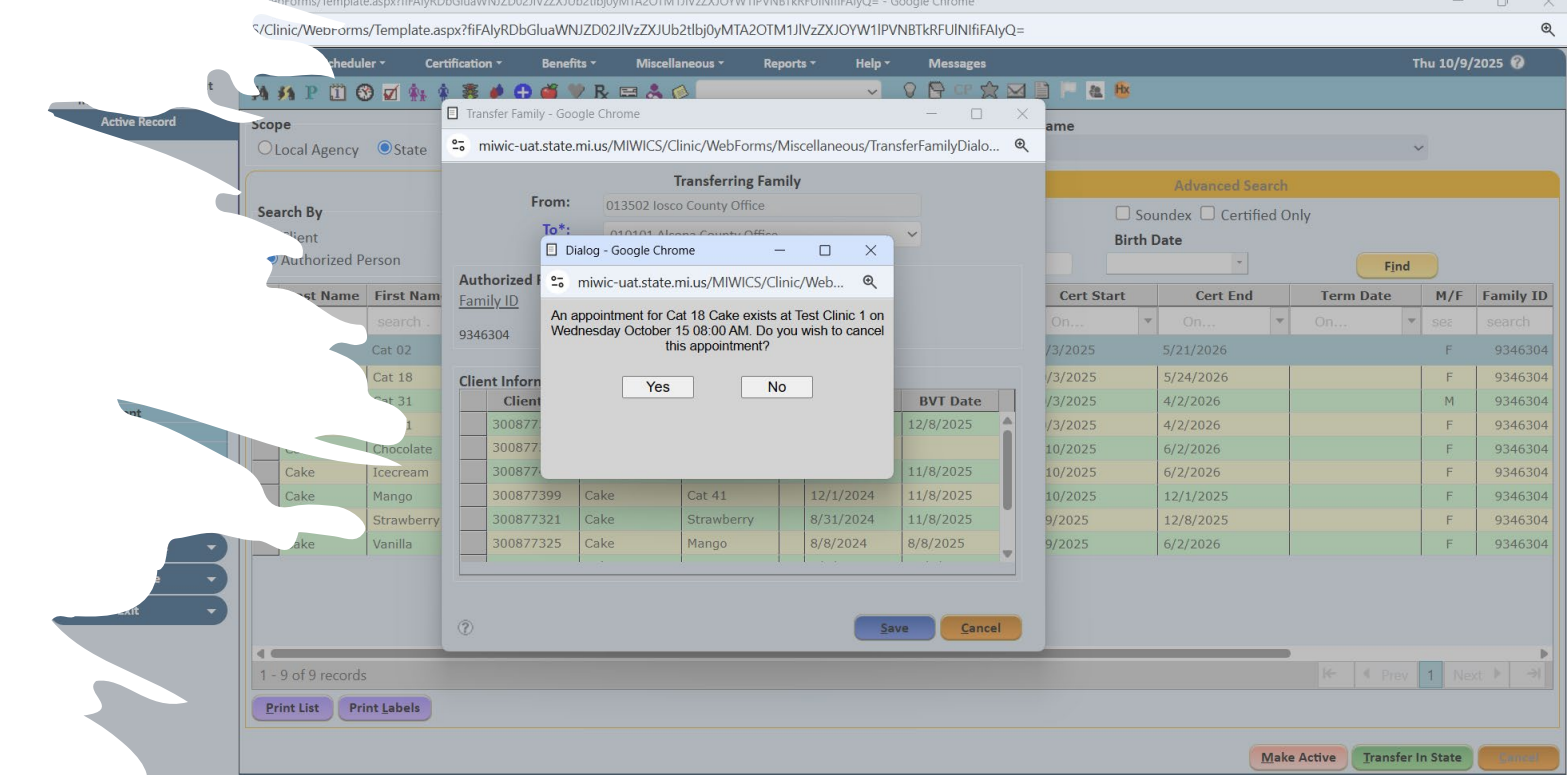
Clerk should be aware of who in the clinic has the out-of-state transfer role

*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



# MI-WIC Practice: Transfer Client

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Transfer both clients from Family #9346243

- Test Bastos (DOB 3/3/1999)

300877181

Current Clinic: Test Clinic 1

- Transfer to Alcona
  - Has a future appt in Test Clinic 1 on 10/24/2025 @ 8:00am.





# Welcome

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

## GREETING

*Set a good tone for the WIC visit*

## SIGN-IN PROCEDURES

*Confidentiality*

# Part 6: Other WIC Visits Progress Check

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

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## Part 7

### Other Clerk WIC Tasks

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*Page 65*

# 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

## Submit a WIC Complaint

[Home](#) > [Assistance Programs](#) > [Women, Infants & Children](#) > [Submitting a Michigan WIC Complaint](#)

Complaints will be sent to the appropriate WIC state staff for follow-up. Information submitted via an electronic complaint form will remain confidential.

**Please select the applicable button below to submit your complaint.**



### WIC Store Complaint

Issues that occurred in-store while shopping for WIC foods.



### WIC Clinic Complaint

Issues that occurred with a WIC clinic.



### WIC Fraud Complaint

Suspected fraud or abuse by clients, parents, proxies, or caretakers.

Reports of suspected fraud may also be submitted by calling 1-800-CALL WIC, emailing [wicfraudinvestigations@michigan.gov](mailto:wicfraudinvestigations@michigan.gov), or faxing 517-335-9206.



### Other WIC Complaints

Any concerns you feel do not fall under the other categories.

# Store Complaint

## Michigan WIC Store Complaint

### Submission Details

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

1. Submitted by/Your name \*

2. Phone number \*

**Submitting a WIC Store  
Complaint**

3. Email \*

4. Local Agency/Unit, if applicable

5. Are you filling this form out on behalf of someone else? If yes, please complete question 6.

Yes

No

6. Name of person making the complaint.

7. Phone number of person making the 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 1

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



## 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

# Complete reason for ineligibility on Client Information Screen

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<b>Proof of Identity*:</b>	Other - Add Note	▼
<b>Proof of Pregnancy*:</b>	Not Applicable	▼
<b>Education Level*:</b>	Not Applicable	▼
<b>Marital Status*:</b>	Not Applicable	▼
<b>Reason for Ineligibility:</b>	Income eligibility not met	▼

<b>Physician</b>	<b>Name:</b>	<input type="text"/>
	<b>Phone:</b>	( ) -- <input type="text"/>

Select Documents To Be Printed					
<input type="checkbox"/> Select All Print <input type="checkbox"/> Select All Email <input type="checkbox"/> Select All WCC					
	Print	Email	WCC	Parameter	Document
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Shopping List
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		NE Plan
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		VOC
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Authorization to Release WIC Information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Referral Notification
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Client Agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10 MILES	Client Vendor Listing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Income Attestation Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Residency Attestation Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Identity Attestation Form
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Compliance Letter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Fair Hearing Notice
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Short Certification Letter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Single-User Breast Pump Release Agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Multi-User Breast Pump Loan and Release Agreement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Loaner Breast Pump Return Receipt
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		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

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## 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

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**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)**



Part 7: Other  
Clerk WIC  
Tasks  
Progress  
Check



# Customer Service Webcast

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

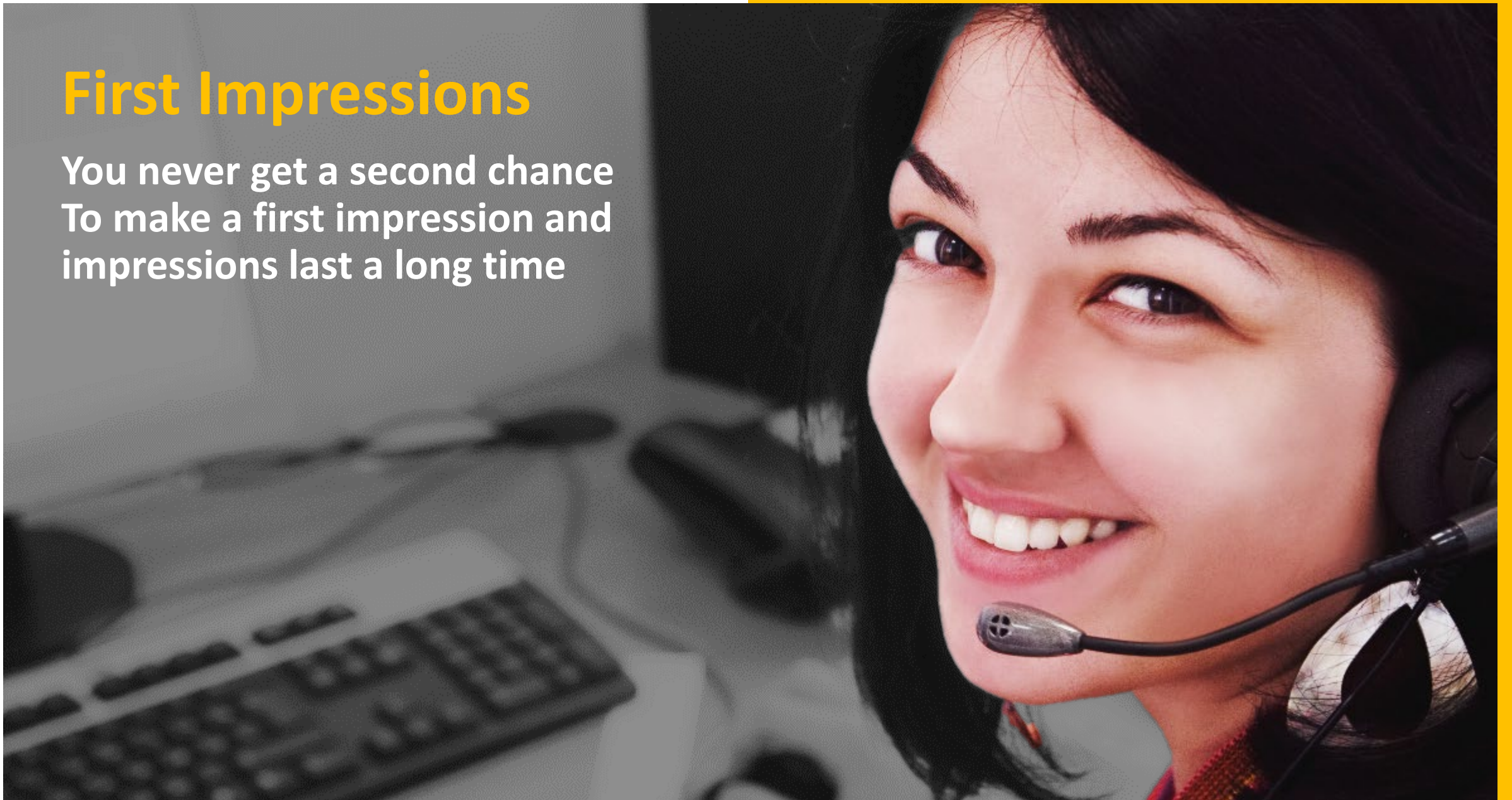
[Mediasite - Mediasite Channel \(mihealth.org\)](https://www.mihealth.org)





# 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”**

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A photograph of a woman with blonde hair tied back, looking towards a man whose profile is visible on the right side of the frame. The image is dimly lit with a blue tint. The woman has a focused expression, and the man appears to be speaking.

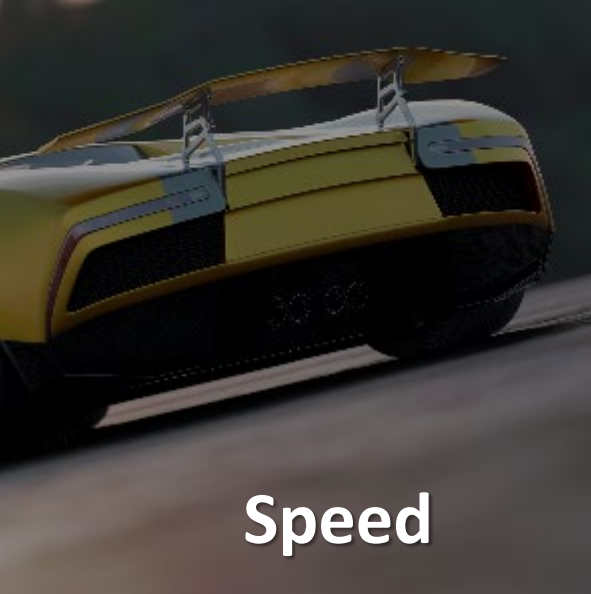
## Be A Good Listener

*Clarify & confirm what you think you heard*

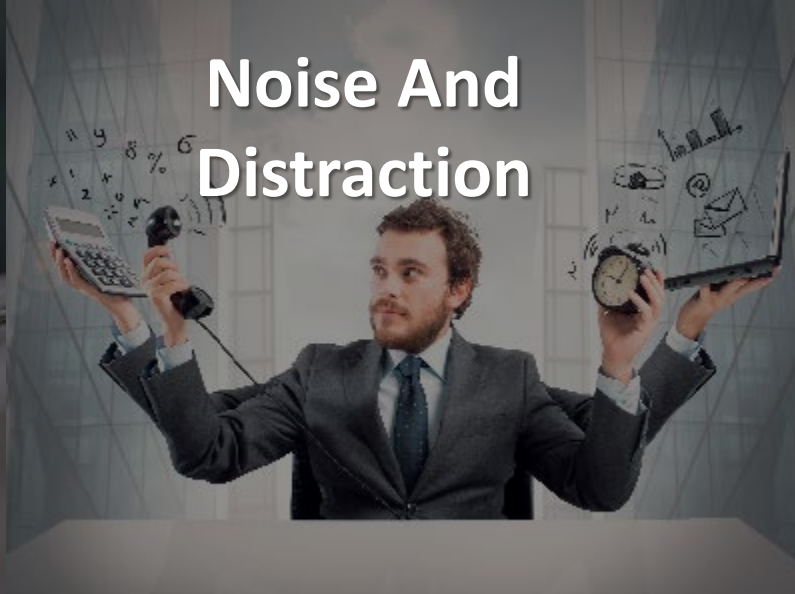
**Ask,**  
“Do you mean...?”

**Say,**  
“Let me see if I understand you.”

# Be Mindful Of...



Speed



Noise And Distraction



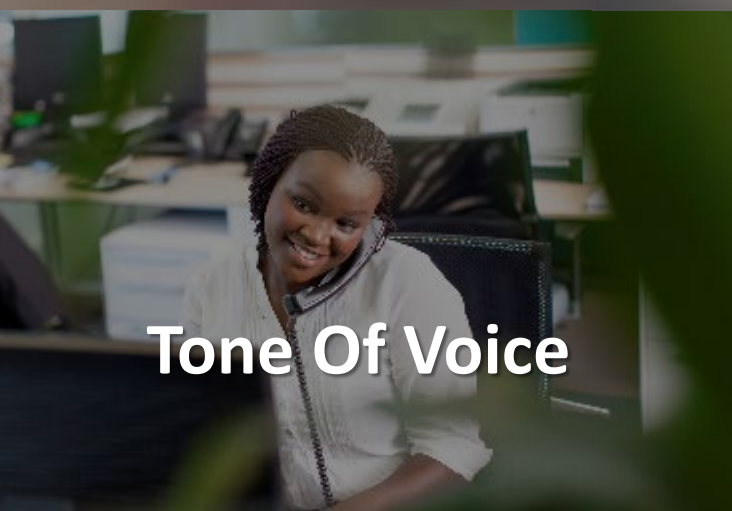
Just Handing Out Papers



Language Barriers



Body Language



Tone Of Voice



Too Much Information



Literacy

# Beware Of Unclear Words

“Not long”

“In a minute”



# BEWARE OF JARGON


 VOC

 CPA

 Cert

 RD

 Recert

 Food List (Food Guide)

 IEVAL/CEVAL/  
WEVAL

 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”**

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**(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*



# If The World Were A Village Of 100 People

39

Would lack access to improved sanitation

1

Would have HIV

24

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

2

Would be near birth, 1 near death

7

People would have access to the internet

5

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

1

Would have a college education

33

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





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



# Solutions



# Solutions



1



2



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

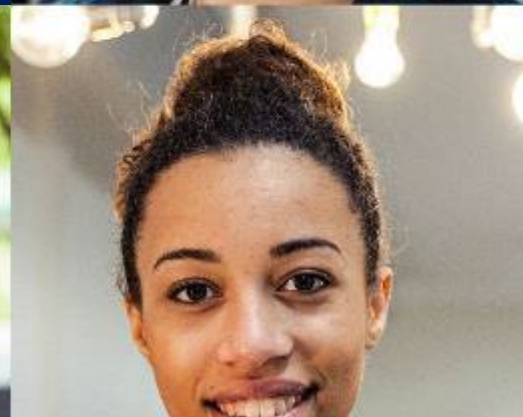


3

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!



