

## Section II: Local Agency Procedure Manual

### VIII. Local Certification, Eligibility and Coordination

#### E. Verification of Certification (VOC)

##### **Purpose**

To provide guidance for local agencies to apply appropriate VOC/transfer procedures.

##### **Policy**

The Montana state WIC program will issue a VOC to each participant who is a member of a family in which there is a migrant farm worker or any other participant who is relocating during the certification period.

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#### **1. VOC Documentation**

- Used for WIC participants transferring from one state to another or from an overseas program.
- Is equivalent to a WIC certification, and will be used until the end of the current certification period documented on the VOC, which will be entered the WIC MIS as the last day of that month.
  - If the participant was in a current certification period prior to leaving Montana and the VOC document from the transferring state has a shorter end of certification period, use the end of the certification period that is longer.
- If the local agency is at maximum caseload and has a waiting list for participation, transferring participants with a valid VOC will be placed at the top of the list regardless of priority.

#### **2. Issuance of VOC Documentation**

- The clinic will issue one VOC document to each participant who is identified as a migrant at each appointment, or any participant who intends to transfer out-of-state. All VOC documentation contains the following information:
  - Participant's name.
  - WIC Participant's ID Number.
  - Date participant was certified.
  - Date income eligibility was last determined.
  - Nutrition risk condition of the participant.
  - Date current certification expires.
  - Dates through which benefits are issued.
  - Name and address of certifying local agency.
  - Name and signature of certifying local agency official.

#### **3. Acceptance of VOC Documentation**

- The following minimum information on the VOC documentation is required:
  - Participant's name.

- Date the participant was certified.
- Date current certification expires.
- The VOC documentation will be scanned into the applicant's/participant's folder.
- If a participant transferring from another state brings in benefits from that state, local agency staff will collect previously issued benefits (cards or checks), and reissue Montana state WIC benefits for the same benefit period. Checks can then be destroyed.
  - For eWIC cards, contact the issuing agency to confirm the benefit balance, and to request they void any remaining benefits. The receiving agency should then destroy the card, if presented.
  - If a participant transfers with a VOC that shows benefits (checks) were issued, but doesn't have them in possession, the receiving agency must contact the issuing agency to report the lost/missing checks and obtain balance information for issuance.
  - If you cannot reach a representative at the issuing agency, do not re-issue current benefits, but you can re-issue future benefits. Follow up with the issuing agency to request that they void future benefits.
    - If local agency contact information is not on the VOC document, or you're unable to get through to the clinic, you may contact the number listed on the FNS website (<http://www.fns.usda.gov/wic/wic-contacts> ).
- Identification and residency will be obtained for participants transferring from one state to another.
- Enter as much information about the participant as available.
  - Complete demographics and health history if possible, during normal scope of appointment.
  - Clinic does not need to re-create all the information in the certification to transfer in a VOC participant.
- Scheduling appointments depends on where the participant is in their current certification.
  - For example, if they are 3 months into their certification, schedule their appointment as a follow up.

#### **4. WIC Military Overseas Program**

- Clinics will accept a valid WIC Overseas Program VOC document from the participant returning to the U.S. from an overseas assignment.
- Clinics will issue VOC documentation to WIC participants affiliated with the military who will be transferred overseas.
  - WIC participants issued VOC documentation when they transfer overseas will be instructed as follows:

- There is no guarantee the WIC Overseas Program will be operational at the overseas site where they will be transferred.
- By law, through the Department of Defense, only certain individuals are eligible for the WIC Overseas Program.
- Issuance of WIC VOC Documentation does not guarantee continued eligibility and participation in the WIC Overseas Program.