

## WIC OPERATIONS MANUAL (WOM)

| Policy Title   | Old Policy Number | Current Policy Number   |
|--|-------------------|-------------------------|
| <b><u>DEFINITIONS</u></b>  |                   |                         |
| <b>I. RETAILER MANAGEMENT</b>                                      |                   |                         |
| Local Agency and Authorized WIC Retailer Roles                     | 3.08400           | <a href="#">1.1.010</a> |
| Conflict of Interest   | 3.08800           | <a href="#">1.1.020</a> |
| <b>II. NUTRITION SERVICES</b>                                      |                   |                         |
| <b>1. Breastfeeding</b>  |                   |                         |
| Breastfeeding Coordinator  | 6.05000           | <a href="#">2.1.010</a> |
| Supportive Breastfeeding Environment                               | 6.05050           | <a href="#">2.1.020</a> |
| Breast Pump Policy   | 6.05100           | <a href="#">2.1.030</a> |
| <b>2. Breastfeeding Peer Counseling</b>                            |                   |                         |
| Breastfeeding Peer Counselor Job Description                       | 6.00200           | <a href="#">2.2.010</a> |
| Breastfeeding Peer Counseling Program Coordinator Job Description  | 6.00100           | <a href="#">2.2.020</a> |
| Senior Breastfeeding Peer Counselor Job Description                | 6.00050           | <a href="#">2.2.030</a> |
| Compensation of Peer Counselors                                    | 6.00300           | <a href="#">2.2.040</a> |
| Documentation of Participant Contacts                              | 6.01000           | <a href="#">2.2.050</a> |
| Referrals of Breastfeeding Participants                            | 6.01500           | <a href="#">2.2.060</a> |
| Breastfeeding Peer Counseling Social Media                         | 6.01600           | <a href="#">2.2.070</a> |
| Local Agency Cell Phone Usage                                      | 6.17000           | <a href="#">2.2.080</a> |
| <b>3. Food Package</b>   |                   |                         |
| WIC Approved Food List   | 2.06600           | <a href="#">2.3.010</a> |
| Issuance of Food Package I and II to Infants                       | 2.07600           | <a href="#">2.3.020</a> |
| Issuance of Food Package III                                       | 2.07000           | <a href="#">2.3.030</a> |
| Issuance of Food Package IV to Children                            | 2.07800           | <a href="#">2.3.040</a> |
| Issuance of Food Packages V, VI and VII to Women                   | 2.07900           | <a href="#">2.3.050</a> |
| Guidelines for Food Issuance: Homeless Women, Infants and Children | 2.08100           | <a href="#">2.3.060</a> |
| Prorated Food Packages   | 2.08500           | <a href="#">2.3.070</a> |
| Return, Donation, and Disposal of Formula                          | 2.07400           | <a href="#">2.3.080</a> |
| Primary Contract Infant Formula                                    | 2.06750           | <a href="#">2.3.090</a> |
| Exempt Infant Formula and Medical Food Selection                   | 2.06760           | <a href="#">2.3.100</a> |
| Food Selection Criteria  | 2.06700           | <a href="#">2.3.110</a> |
| Food Package: State and Local Agency Responsibility                | 2.01200           | <a href="#">2.3.120</a> |
| Direct Shipment of Formula   |                   | <a href="#">2.3.130</a> |
| <b>4. Nutrition</b>  |                   |                         |
| Training Local WIC Providers                                       | 1.01550           | <a href="#">2.4.010</a> |
| State Agency Responsibility: Nutrition Education                   | 2.01000           | <a href="#">2.4.020</a> |
| Nutritionist   | 2.01400           | <a href="#">2.4.030</a> |
| Nutrition Coordinator  | 2.01450           | <a href="#">2.4.040</a> |
| Competent Professional Authority (CPA)                             | 2.01500           | <a href="#">2.4.050</a> |
| WIC Certifier  | 2.01650           | <a href="#">2.4.060</a> |
| Health Professional Assistant (HPA)                                | 2.01700           | <a href="#">2.4.070</a> |
| Serving Homeless Persons   | 2.05200           | <a href="#">2.4.090</a> |
| Guidelines for Nutrition Education: Approved Resources             | 2.06200           | <a href="#">2.4.100</a> |
| Effective Nutrition Education                                      | 2.06400           | <a href="#">2.4.110</a> |

| <b>III. INFORMATION SYSTEMS</b>                                     |         |                         |
|---|---------|-------------------------|
| Equipment Inventory   | 1.04900 | <a href="#">3.1.010</a> |
| WIC Equipment: Temporary Loan, Repair and Replacement               | 1.05100 | <a href="#">3.1.020</a> |
| Communication Lines with MOWINS                                     | 1.05300 |                         |
| Income Guidelines   | 3.01200 | <a href="#">3.1.030</a> |
| WIC Applications, Access, User Names, Passwords and Security        | 3.01400 | <a href="#">3.1.040</a> |
| Certification and Backup Forms                                      | 3.01450 | <a href="#">3.1.050</a> |
| <b>IV. ORGANIZATION AND MANAGEMENT</b>                              |         |                         |
| WIC Coordinator   | 1.01250 | <a href="#">4.1.010</a> |
| Administrative/Clerical   | 1.01400 | <a href="#">4.1.020</a> |
| Using Volunteers  | 1.01600 | <a href="#">4.1.030</a> |
| No-Smoking Policy   | 1.02600 | <a href="#">4.1.040</a> |
| Local Agency Plan   | 1.02700 | <a href="#">4.1.050</a> |
| Emergency and Disaster Preparedness for Local Agencies              | 3.00500 | <a href="#">4.1.060</a> |
| Social Media Communications and Outreach                            | 1.02150 | <a href="#">4.1.070</a> |
| Public Comment on WIC State Plan                                    | 1.02250 |                         |
| <b>V. NUTRITION SERVICES AND ADMINISTRATION</b>                     |         |                         |
| Monthly Administrative Cost Reports                                 | 1.03300 | <a href="#">5.1.010</a> |
| Line Item: Personnel Compensation                                   | 1.03400 | <a href="#">5.1.020</a> |
| Line Item: Personnel Benefits                                       | 1.03500 | <a href="#">5.1.030</a> |
| Line Item: Contract Services  | 1.03600 | <a href="#">5.1.040</a> |
| Line Item: Conference and Training                                  | 1.03700 | <a href="#">5.1.050</a> |
| Line Item: Travel   | 1.03800 | <a href="#">5.1.060</a> |
| Line Item: Equipment Purchases                                      | 1.03900 | <a href="#">5.1.070</a> |
| Line Item: Nutrition and Breastfeeding Materials                    | 1.04000 | <a href="#">5.1.080</a> |
| Line Item: Administrative Office Costs                              | 1.04100 | <a href="#">5.1.090</a> |
| Line Item: Medical Materials  | 1.04200 | <a href="#">5.1.100</a> |
| Line Item: Computer Hardware/Software                               | 1.04300 | <a href="#">5.1.110</a> |
| Line Item: Facilities Costs   | 1.04400 | <a href="#">5.1.120</a> |
| Line Item: Indirect Costs   | 1.04500 | <a href="#">5.1.130</a> |
| Line Item: Special Funds  | 1.04600 | <a href="#">5.1.140</a> |
| In-Kind Costs   | 1.04700 | <a href="#">5.1.150</a> |
| Local Agency Outside Contracting                                    | 1.04800 | <a href="#">5.1.160</a> |
| WIC Program Income  | 1.05450 | <a href="#">5.1.170</a> |
| <b>VI. FOOD FUNDS MANAGEMENT</b>                                    |         |                         |
| <b>VII. CASELOAD MANAGEMENT</b>                                     |         |                         |
| Outreach  | 1.02100 | <a href="#">7.1.010</a> |
| Contracted Caseload Participation                                   | 3.06800 | <a href="#">7.1.020</a> |
| No Shows: Follow Up   | 3.07000 | <a href="#">7.1.030</a> |
| Waiting Lists   | 3.07100 | <a href="#">7.1.040</a> |
| Clinic Access   | 3.07800 | <a href="#">7.1.050</a> |
| <b>VIII. CERTIFICATION ELIGIBILITY AND COORDINATION OF SERVICES</b> |         |                         |
| Participant Confidentiality   | 1.01700 | <a href="#">8.1.010</a> |
| Participant Referrals   | 1.01800 | <a href="#">8.1.020</a> |
| Conflict of Interest and Separation of Duties                       | 1.07000 | <a href="#">8.1.030</a> |
| Value of WIC Benefits   | 1.07050 | <a href="#">8.1.040</a> |
| Proof of Pregnancy  | 2.02650 | <a href="#">8.1.050</a> |

|   |         |                          |
|---|---------|--------------------------|
| Physical Presence at Certification or Mid-Certification Assessment  | 2.02700 | <a href="#">8.1.060</a>  |
| Guidelines for Annual Certification and Mid-Certification Assessment (MCA) Data Collection and Risk Factor Assignment | 2.02800 | <a href="#">8.1.070</a>  |
| Participant Explanation   | 2.03200 | <a href="#">8.1.080</a>  |
| Weight Standards for Women and Adolescent Females   | 2.03300 | <a href="#">8.1.090</a>  |
| Exit Counseling   | 2.06500 | <a href="#">8.1.100</a>  |
| Timelines for Applicant Processing  | 3.01700 | <a href="#">8.1.110</a>  |
| Residency Requirements for Participants   | 3.01800 | <a href="#">8.1.120</a>  |
| Income Assessment and Documentation   | 3.02000 | <a href="#">8.1.130</a>  |
| Determining Household Size  | 3.02100 | <a href="#">8.1.140</a>  |
| Voter Registration  | 3.02700 | <a href="#">8.1.150</a>  |
| Transfer of Certification and Verification of Certification (VOC)   | 3.02900 | <a href="#">8.1.160</a>  |
| Notification of Ineligibility, Termination, or Expiration of Certification  | 3.03300 | <a href="#">8.1.170</a>  |
| Schedule of Certification Periods   | 3.03500 | <a href="#">8.1.180</a>  |
| Authorized Representatives and Alternate Representatives  | 3.03800 | <a href="#">8.1.190</a>  |
| Proxies   | 3.03800 | <a href="#">8.1.200</a>  |
| Proof of Identity   | 3.03850 | <a href="#">8.1.210</a>  |
| Nutrition Risk Criteria   | 2.03500 | <a href="#">8.1.220</a>  |
| Care Plans and High-Risk Risk Factors   | 2.02900 | <a href="#">8.1.230</a>  |
| <b>IX. FOOD DELIVERY/FOOD INSTRUMENT ACCOUNTABILITY AND CONTROL</b>   |         |                          |
| Food Instrument Accountability and Liability  | 3.04000 | <a href="#">9.1.010</a>  |
| Food Benefit Issuance Cycles  | 3.08100 | <a href="#">9.1.020</a>  |
| Food Instrument Replacement   | 3.06200 | <a href="#">9.1.030</a>  |
| Food Instrument Inventory Management  |         | <a href="#">9.1.040</a>  |
| Explaining the Food Instrument Redemption Process   | 3.05600 |                          |
| <b>X. MONITORING AND AUDITS</b>   |         |                          |
| WIC Local Agency Nutrition Services Contract and Attachments  | 1.03250 | <a href="#">10.1.010</a> |
| Participant Violations  | 1.06200 | <a href="#">10.1.020</a> |
| State and Local Agency Monitoring Process   | 1.05500 | <a href="#">10.1.030</a> |
| Management Evaluation System  | 1.05550 | <a href="#">10.1.040</a> |
| Local Agency Administrative Appeals   | 1.05800 | <a href="#">10.1.050</a> |
| Audit   | 1.05900 | <a href="#">10.1.060</a> |
| Local Agency Record Retention and Destruction/Audit Letter  | 1.06000 | <a href="#">10.1.070</a> |
| Local Agency Collections  | 1.05850 | <a href="#">10.1.080</a> |
| <b>XI. CIVIL RIGHTS</b>   |         |                          |
| State Agency: Civil Rights Compliance   | 1.05600 | <a href="#">11.1.010</a> |
| Local Responsibility: Civil Rights Compliance and Public Notification   | 1.05700 | <a href="#">11.1.020</a> |
| Participant Fair Hearings   | 1.06800 | <a href="#">11.1.030</a> |
| Civil Rights Impact Analysis  | 3.01500 | <a href="#">11.1.040</a> |