

SECTION: CERTIFICATION

SUBJECT: Transfers

ITEM: Verification of Certification Cards and Documents – General

Purpose

Ensure uninterrupted benefits for transferring participants.

Policy

The local agency is required to accept valid Verification of Certification (VOC) documents from another WIC local agency or the WIC Overseas Program, and to provide VOC documentation to California WIC participants transferring to another WIC local agency or the WIC Overseas Program.

Authority

7 CFR 246.7 (k) and WRO Policy Memorandum 803-AQ

Definitions

In-state transfer is the reassignment of a certified participant from one local agency to another within California.

Out-of-state transfer is the reassignment of a certified participant into California from another state, or out of California to another state.

Overseas transfer is the reassignment of a certified participant into California from the WIC Overseas Program, or to the WIC Overseas Program from California.

WIC Overseas Program is funded and operated by the Department of Defense (DoD). Eligibility is limited to members of the armed forces on duty outside the U.S. and their dependents, civilians who are employees of a military department who are U.S. nationals living outside the U.S and their dependents, and employees of DoD contractors who are U.S. nationals living outside the U.S and their dependents.

Procedure

- I. In-State Transfers
 - A. A WIC participant planning to relocate within California during a certification period will be provided with the name, address, and telephone number of one or more local agencies serving the area of their new residence. Appendix 920-10 of the California WIC Program Manual lists local agencies in California.
 - B. The transfer of participants within California is completed in the Integrated Statewide Information System (ISIS). The transfer component of the ISIS Manual includes the correct procedures. Certification documentation is located in ISIS for all persons who have been participating in the program at another local agency within California.
 - C. If there are no active individuals in the family, ISIS will display a message indicating the certification period has expired for the transferring family. The family must then be enrolled rather than transferred.

- II. Out of State Transfers
 - A. A WIC participant planning to relocate outside of California during a certification period will be issued a VOC by the current local agency and given the name, address and telephone number of the state WIC program serving the area of his or her new residence. A list of state WIC programs is located in the National Directory of WIC Agencies.
 - B. The local agency is required to provide VOC information to an out-of-state WIC agency requesting confirmation of a relocated WIC participant's certification.
 - C. The local agency will accept and transfer in any out-of-state WIC participant who presents a valid VOC document within their certification period as long as proof of address and current residency in California is provided, regardless of whether she/he meets other eligibility criteria for California WIC.

- III. Overseas Transfers
 - A. A WIC participant who is a member of the Armed Forces, civilian employee of a military department, and DoD contractor and their family members who indicate an intent to relocate overseas during a certification period will be issued a VOC by the current local agency.
 - B. The local agency will provide the participant with the name, address and telephone number of the WIC Overseas Program serving the area of the

participant's new residence. The locations of the WIC Overseas Program sites can be found at <http://www.tricare.mil/wic/location.cfm>.

- C. The local agency will accept and transfer in any participant in the WIC Overseas Program who presents a valid VOC document within their certification period as long as proof of address and current residency in California is provided, regardless of whether she/he meets other eligibility criteria for California WIC.

Guidelines

- I. Accepting and processing of in-state transfers are completed in ISIS through the Main Menu or Certification Menu. No VOC is necessary.
- II. VOC documents are printed from ISIS for participants transferring out-of-state or overseas.
- III. Any individual who presents a valid VOC card or document from out-of-state or the WIC Overseas Program will receive program services, regardless of whether she or he meets California's eligibility criteria, as long as the participant is still categorically eligible and can prove current residency in California.
- IV. If the participant transferring out of California is to be issued Food Instruments (FIs), the FIs will be issued before issuing the VOC document, and a hold must be placed in ISIS to prevent further Food Instrument issuance.
- V. Upon completion of VOC issuance, the participant should not be disqualified in ISIS in the event travel or relocation plans are cancelled and the participant returns to a California WIC agency during their eligible certification period.

Retention of Records

Incoming VOC documents from other states may contain specific participant eligibility information that is not in ISIS. Local agency staff are required to retain all VOC cards, from local agencies outside of California, for three years following the date of submission of the final expenditure report for the period to which the records pertain (See WPM Section 150-30).

Mailing of VOC

Participants may request a VOC document after they have already moved out-of-state or overseas. Upon receipt of a verbal or written request, the local agency is required to forward a completed VOC document to either the participant's new local agency or the participant. The order of preference regarding where VOC cards are to be mailed is:

1. To the participant's new local agency, if known,
2. Directly to the participant.

The local agency must take reasonable steps to confirm the identity of the individual if the request to mail a VOC card is received by mail, by fax, or verbally by phone.

Duplicate VOCs

The local agency can provide participants with a duplicate ISIS VOC document only if the original ISIS VOC document is returned to the local agency. A comment is required to be placed in ISIS Family Comments explaining the reason for duplicate issuance of an ISIS VOC document. Duplicate ISIS VOC documents may not be issued to the participant if the original document has been lost. If a participant who has lost her/his VOC document applies for program benefits at a new out-of-state agency as a transfer, the participant's new out-of-state agency may contact the participant's prior local agency to verify the participant's identity and to request certification information, which would have been entered on the VOC document. The prior local agency is required to accommodate the new local agency's request by printing and forwarding a new VOC document by mail or fax to the former participant's new out-of-state agency.

Exception

A VOC will not be printed and mailed to a participant who has lost a VOC which was issued in-person or issued by mail to the participant. In the case of a lost VOC, it may only be faxed or mailed to an out-of-state local WIC agency.

Migrant Farmworkers

Refer to WPM 250-20 for information regarding migrant farmworkers' VOC cards.