

Subject: Transfers

Item: Verification of Certification

PURPOSE:

To provide and ensure smooth, seamless, and continued participation of certified participants through the entirety of their certification period when they move from one service delivery area to another.

POLICY:

- I. Local agency (LA) staff must accept valid Verification of Certification (VOC) documents from out-of-state WIC LAs and the WIC Overseas Program.
 - A. Participants who present a valid VOC card or document must receive program services, regardless of whether the participant meets California's eligibility criteria. At the time of transferring, identity of family representative must be verified. Refer to WPPM 270-20. Participants transferring must also provide proof of California residency and be categorically eligible. Refer to WPPM 210-06 and WPPM 210-01.
 - B. A VOC document is deemed valid if it contains, at a minimum, the participant's name, date of certification, and the expiration date of the current certification period.
 - C. LA staff may contact the sending agency for missing or incomplete information. State and territory contact information can be found on the [USDA website](#).
 - D. Participants must not be penalized, nor services delayed due to an incomplete VOC.
- II. LA staff, when aware of plans to transfer, must provide VOC documents to California WIC participants transferring to an out-of-state WIC LA or the WIC Overseas Program.
- III. LA staff must not require participants to sign a consent form to share VOC information with out-of-state WIC LAs.
- IV. Migrant farmworkers with expired VOC documents may still be eligible for WIC benefits. Refer to WPPM 210-03.

PROCEDURES:

- I. Accepting a Transferring Participant
 - A. Transferring into California from Out of State
 1. If a participant provides all required documentation, transfer their information into WIC WISE.
 2. If a participant is unable to provide proof of identity or current residency when presenting VOC documentation, the LA staff must have the participant sign the *California WIC Self Declaration Statement* CDPH 4130.
 - a. Clearly inform the participant to bring the necessary documents needed within 30 days and the consequences of not providing the documents. Generate the *Self*

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Declaration Statement CDPH 4130 and obtain an e-signature. Provide a completed copy to the participant.

- b. Single issue food benefits.
- c. Place an alert with a manual hold.
- d. Offer the participant an opportunity to register to vote. Refer to WPPM 700-06.
- 3. Participant must read and sign the *Know Your Rights and Responsibilities* in WIC WISE. Refer to WPPM 260-40.
- 4. Participants must surrender any unused food instruments (FIs) and Electronic Benefit Transfer (EBT) cards. LA staff must:
 - a. Destroy any unused FIs and EBT cards, if available.
 - b. Issue benefits for that month.
 - c. Explain CA authorized supplemental foods. Provide WIC orientation information or class as necessary.
- 5. LA staff must use risk code 502 "Transfer of Certification" if a nutritional risk is not documented on the VOC document or not in use in California.
- 6. LA staff must place a transferring participant at the top of any waiting list and certify the participant as soon as possible if the LA is at maximum caseload.

B. In State Transfer

- 1. Transfer of participants within California is completed in WIC WISE. LA staff must:
 - a. Update current address and contact information.
 - b. Offer an opportunity to register to vote if there is an address change.

II. Transferring a Participant

A. Out of State Transfer

- 1. When a participant is planning to relocate outside of California during a certification period LA staff must:
 - a. Void future benefits if already issued.
 - b. Issue food benefits if appropriate.
 - c. Print and sign the VOC. Issue the signed VOC to the participant.
 - d. Terminate the participant(s) in WIC WISE.
 - i. If the participant does not move out of state or returns within the active certification period, LA staff must use the Reinstate function in WIC WISE.

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- e. Provide the name, address, and telephone number of the State WIC program serving the area of their new residence. A list of State WIC Programs is located in the National Directory of WIC Agencies found [on the USDA website](#).
- f. Provide information to an out-of-state WIC agency or to the participant to complete the transfer, when necessary.

2. WIC Overseas Program

- a. Issue a VOC document from WIC WISE to a participant/family representative who is a member of the Armed Forces, a civilian employee of a military department, or a Department of Defense contractor and their family members who indicate the intent to relocate overseas during a certification period.
 - i. Follow the steps under Procedures II.A.1.
- b. Provide 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 can be found on the [TRICARE website](#).

B. Transfers within California

- 1. Issue food benefits, if appropriate.
- 2. Provide contact information for the LA in the area, with the CDPH/WIC:
 - a. Phone number (800) 852-5770
 - b. [MyFamily Website](#)
- 3. Do not issue a VOC.

III. Sending VOC Documents

- A. LA staff or CDPH/WIC must provide a VOC document or relevant information to participants who have already moved out-of-state or overseas or to the participant's new LA upon receipt of a verbal or written request.
 - 1. Staff must attempt to confirm the identity of the individual if the request to send a VOC is received. If the request is coming from the family representative, verify the first and last name, date of birth, and mailing zip code on file.
 - 2. No consent form or written release by the participant is necessary to send a VOC.
 - 3. Follow the steps in Procedures II.A.1.

IV. Records Retention

- A. Incoming VOC documents from other states may contain specific participant eligibility information that is not in WIC WISE. LA staff must scan the out of state VOC documents in WIC WISE and destroy physical copies.

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1. Shred the VOC documents if the participant does not transfer before the VOC expires.

AUTHORITY:

[7 CFR §246.7\(k\)](#)

[USDA WIC Policy Memo 2016-4 Verification of Certification](#)

CROSS REFERENCES:

WPPM 110-20 Maintenance of Specific Program Records

WPPM 200-01 Overview – Eligibility Requirements

WPPM 210-03 Determination of Income Eligibility

WPPM 210-06 Proof of California Residency

WPPM 260-40 WIC Participants Rights and Responsibilities

WPPM 270-20 Proof and Checking of ID

WPPM 700-06 Guidelines for Implementing the NVRA