CERTIFICATION  

WPPM #250-10  

Subject: Transfers  

Item: Verification of Certification Cards and Documents – General

PURPOSE:  
To ensure local agencies (LAs) follow proper procedure when a participant transfers from one LA to another.

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

PROCEDURE(S):  
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 LAs serving the area of their new residence.

B. The transfer of participants within California is completed in WIC MIS. The transfer component within WIC MIS includes the correct procedures. Certification documentation is located in WIC MIS for all persons who have been participating in the program at another LA within California.

C. If there are no active individuals in the family, WIC MIS 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 LA and given the name, address and telephone number of the state WIC program serving the area of his or her new residence.

B. The LA is required to provide VOC information to an out-of-state WIC agency requesting confirmation of a relocated WIC participant’s certification.

C. The LA 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 LA.
B. The LA 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.
C. The LA 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.

GUIDELINE(S):
I. Accepting and processing of in-state transfers are completed in WIC MIS through the “Main Menu” or “Certification Menu.” No VOC is necessary.
II. VOC documents are printed from WIC MIS 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 WIC MIS to prevent further FI issuance.
V. Upon completion of VOC issuance, the participant should not be disqualified in WIC MIS in the event travel or relocation plans are cancelled and the participant returns to a California WIC LA during their eligible certification period.
A. Retention of Records.
   1. Incoming VOC documents from other states may contain specific participant eligibility information that is not in WIC MIS. LA 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
B. Mailing of VOC
   1. 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 LA is required to forward a completed VOC document to either the participant’s new residence.
LA or the participant. The order of preference regarding where VOC cards are to be mailed is:

a. To the participant’s new LA, if known.
b. Directly to the participant.

2. The LA 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.

C. Duplicate VOCs

1. The LA can provide participants with a duplicate WIC MIS VOC document only if the original WIC MIS VOC document is returned to the LA. A comment is required to be placed in WIC MIS “Family Comments” explaining the reason for duplicate issuance of a WIC MIS VOC document. Duplicate WIC MIS 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 LA to verify the participant’s identity and to request certification information, which would have been entered on the VOC document. The prior LA is required to accommodate the new LA’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(S):

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.

AUTHORITY:

7 CFR §246.7(k)

WRO Policy Memorandum 803-AQ.

CROSS REFERENCE:

WPPM 250-20 Verification of Certification Cards and Documents – Migrant Farmworkers