

July 1, 2021 Reopening Guidance

Certification Appointments

- WIC Services require in-person visits to obtain consultation by WIC dietitians and nurses, review food packages, and provide additional information such as breastfeeding consultation. As of July 1, 2021, procedures will go back into effect requiring individuals seeking certification or recertification to be physically present for eligibility determinations.
- Participants should be present for bloodwork, anthropometric measurements, and the nutrition assessment. Referral data can be used for bloodwork and anthropometric measurements per policy.
- The Rights and Responsibilities document and signing for benefits should be completed when the participant is in for the in-person appointment.
- Proof of income and address can be provided electronically per policy. All security requirements must be met. Proof of identification must be presented in-person.
- The USDA Federal Regulations allow for local agencies to waive the physical presence requirements under certain circumstances that are listed below.
 - Qualifying circumstances to waive physical presence for infants and children, without a disability include:
 - Infants under 8 weeks of age who cannot be present at certification for a reason determined appropriate by the local agency, and for whom all necessary certification information is provided;
 - If being physically present would pose an unreasonable barrier, an infant who was present at his/her initial WIC certification visit and is receiving ongoing health care;
 - Infant who was present at his/her initial WIC certification and was present at a WIC certification or recertification determination within the 1-year period ending on the date of the most recent certification or recertification determination and is under the care of one or more working parents or one or more primary working caretakers whose working status presents a barrier to bringing the infant into the WIC clinic;
 - If being physically present would pose an unreasonable barrier, a child who was present at his/her initial WIC certification visit and is receiving ongoing health care; and
 - Child who was present at his/her initial WIC certification and was present at a WIC certification or recertification determination within the 1-year period ending on the date of the most recent certification or recertification determination and is under the care of one or more working parents or one or more primary working caretakers whose working status presents a barrier to bringing the child into the WIC clinic.

- The State or local agency must grant an exception to applicants who are qualified individuals with disabilities and are unable to be physically present at the WIC clinic because of their disabilities or applicants whose parents or caretakers are individuals with disabilities that meet this standard (7 C.F.R. 246.7 (o)(2) Exceptions-(i)Disabilities). Examples of such situations include:
 - A medical condition that necessitates the use of medical equipment that is not easily transportable;
 - A medical condition that requires confinement to bed rest; and
 - A serious illness that may be exacerbated by coming into the WIC clinic.
- Per Federal Regulations, applicants must be physically present at each WIC certification except for the circumstances listed above. If infants/children were not physically present for their initial certification visit and/or most recent certification visit within the last year, even while the USDA waivers were in place, they will need to be physically present even if they are receiving ongoing healthcare or have one or more parents/caretakers that work.

Health Update Appointments

- Health Update appointments can be completed remotely.
- If required hemoglobin and anthropometric measurements cannot be obtained from a referral source, they must be completed in-person at the WIC clinic.
- When issuing benefits, mark the “No Signature Available” check box in the Signature Capture to User Pop-up. Select “HU- No physical presence”.

Nutrition Education Appointments

- Nutrition Education appointments can be completed remotely.
- When issuing benefits, mark the “No Signature Available” check box in the Signature Capture to User Pop-up. Select “NE - No physical presence”.

Remote Appointments

- If an appointment is being completed remotely, they can be completed utilizing virtual technologies. Telephonic communication with standard documentation in clients’ records are acceptable practices. Should both the contractor and the client have mobile technology, the IDPH encourages contractors to utilize technologies with end-to-end encryption. Security requirements for equipment and applications must meet requirements in the local agency’s contract. Per 7 CFR 246.26 (d)(1)(i), applicant and participant confidentiality must be maintained no matter how the information is provided. Contractors and their subcontractors shall comply with contract requirements and USDA and IDPH policies and procedures to protect client confidentiality and assure security of the client information, including electronic files.
- When issuing/reissuing benefits remotely, verify the participant’s date of birth, address, and phone number.