

## New Hampshire WIC Policy & Procedure Manual

### Chapter 8. CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES

#### A. Eligibility Determination & Documentation

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##### Physical Presence

**Purpose** The local agency shall require all applicants to be physically present at all appointments in order to maintain program integrity and prevent fraud.

**Policy** All WIC participants and applicants shall be physically present for all certification appointments, and issuance of food or food instruments. Under certain circumstances the local agency may exempt the participant from the physical presence requirement if being physically present would pose an unreasonable barrier to services.

**Authority** CFR 246.7(o)(1)

**Procedure** **Documentation of the reason for physical presence exemption shall be recorded in StarLINC upon completing WIC certification.** StarLINC will prompt the user to enter Physically Present: Yes or No, if No is selected an approved reason shall be entered.

If a participant claims a hardship, it is legitimate to inquire regarding the options of using a second payee, proxy or attending another clinic, depending on the circumstance. If a participant has a "hardship" at every appointment, it is acceptable to re-educate the participant regarding their responsibility to attend clinics in order to provide the full benefits of the WIC nutrition program. Repeated requests may be denied at the discretion of the Local Agency Director, Assistant Director, or Program Supervisor.

**Visual recognition by a WIC staff at issuance of food or food instruments or subsequent certifications is not allowed.**

**Exception** **1. Disabilities:** The local agency may 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.

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 in to the WIC clinic. (Please use professional discretion when allowing this exemption. Examples may include but are not limited to Chicken Pox, Conjunctivitis, Hand, Foot & Mouth disease, Flu.)

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**2. Working Parent:** The local agency may exempt from the physical presence requirement an infant or 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 infant or child in to the WIC clinic. The child shall be present for the next recertification appointment. Documented measurements (within 60 days of the WIC appointment) shall be present at the WIC appointment in order to complete the certification without the child or infant present.