

## New Hampshire WIC Policy & Procedure Manual

### Chapter 8 CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES G. Dual Participation, Participant Rights and Responsibilities, Fair Hearing Procedures, and Sanction System

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#### Program Explanation & Basic Contacts

<b>Purpose</b>	To minimize misunderstanding about the nature of WIC and the benefits it provides.
<b>Policy</b>	Local agencies shall inform participants/applicants of the WIC Program's purpose and key operational features at certification and recertification appointments.
<b>Authority</b>	WIC Program Explanation WIC Policy Memorandum 2008-1; 246.7(j)(4); CFR 246.11 (a) (3); 246.12(r)(3)
<b>Procedure</b>	Local WIC staff shall inform and document for each participant at (re)certification the discussion of the following areas with participants on the StarLINC Basic Contact Screen:

#### WIC Program Explanation

1. The purpose of the WIC Program is to provide nutritional support, (i.e., education and strategies for a healthy diet), supplemental foods, referrals and breastfeeding promotion and support, during critical times of growth and development, to improve health and achieve positive health outcomes.)
2. The nutrition assessment process is necessary to identify nutrition needs (e.g., medical conditions, dietary practices) and interests so that WIC can provide benefits that are responsive to the participant's wants and needs.
3. The relationship between WIC staff and the participant is a partnership – with open dialogue and two-way communication – working to achieve positive health outcomes.
4. WIC food benefits are prescribed for the individual, to promote and support the nutritional well-being of the participant and to help meet the recommended intake of important nutrients or foods.
5. The food provided by the Program is supplemental, i.e., it is not intended to provide all of the participant's daily food requirements.
6. Each participant must reapply at the end of the certification period and be reassessed for Program eligibility.
7. The nature of the WIC priority system and the priority designation for the individual, if the local agency is not serving all priorities.

#### Other Basic Contacts

8. Rights & Rules (R&R's) including offering a printed copy the Rights & Rules and/or directions how to access the document online. See Rights and Rules Policy;
9. An explanation of how the food delivery system operates that includes WIC allowed foods, using WIC benefits, and WIC

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authorized vendors.

10. Provision of substance abuse information. See Substance Abuse Screening and Information Policy.

#### **Exception**

Notification of priority and wait list only needs to be explained if the local agency is not serving all priorities and there is a wait list in effect.

#### **Best Practice**

Information shall be provided to participants as part of a positive, participant centered assessment process. It is recommended that the local agency determine which staff is responsible for each of the key areas, those staff shall document in the participants' StarLINC record when the topic has been discussed.

The nutrition risk assessment process is best explained to participants as part of the WIC eligibility process, similar to screening for income, residency and category. When informing a participant of their risk factor(s) that have been identified through the nutrition assessment process and in those cases where many risk factors have been identified, only one or two of the factors most relevant and/or most important at the time of certification, shall be communicated in a constructive and sensitive manner that describes nutrition risks as potential barriers to positive health outcomes – and not in a way that makes a participant, parent or caregiver feel like they are being judged or are bad parents.