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***Disclaimer:** Information contained within this document pertains to an evolving situation and is subject to change. Please refer to continued communications for the latest information.*

*Staff should also refer to the available Reopening Clinic Guidance Document for additional guidance for returning to offering in-person services.*

# 1. Waivers and Allowable Leniencies

**USDA FNS is extending currently active waivers until 30 days after the end of the nationally-declared public health emergency under section 319 of the Public Health Service Act (42 U.S.C. 247d) for all WIC State agencies that choose to continue operations under such waivers.**

At this time, the State of Michigan WIC Program has elected to allow continuation of operations under the waivers listed below. The State Agency will closely evaluate appropriateness of continuing WIC operations under these waivers as the pandemic evolves and publish additional guidance and expectations in keeping with the MI Safe Start Plan, taking local agency capabilities into consideration. Due to the uncertainty of the pandemic progression in Michigan and the end date of the nationally declared public health emergency, local agencies need to continually plan and prepare for a return to usual clinic operations.

## 1.1 Physical Presence Waiver

The Families First Coronavirus Response Act, signed into law on March 18, granted USDA the authority to relax the physical presence requirement for WIC certifications and waive additional regulatory barriers to service delivery.

## 1.2 In-Person Food Instrument Pick Up Waiver

USDA has granted approval to waive the requirement for in-person food instrument pick-up, allowing Michigan WIC clinics to mail EBT cards.

Refer to [section 7](#) on EBT Cards for additional information.

## 1.3 Proof of Eligibility Leniency

If documentation is not able to be provided securely, staff may accept verbal attestation for the verification of residency, income, identity and/or pregnancy without providing a short certification. The expectation would be for the client to provide valid verification at their next in-office appointment. Staff should select “Other – see note” (or equivalent) in the applicable MI-WIC dropdown menu and add an alert in the family record indicating “Verbal attestation obtained for proof of [residency, income, identity, pregnancy] due to COVID-19 Pandemic. Proof to be provided at next in-office appointment”. During this time, the State WIC Division strongly encourages local agencies to utilize the allowable verbal attestation to reduce the burden associated with short certifications, for both clients and staff.

If a client has already been issued a short certification, staff may still accept verbal attestation to provide a full certification period. Staff should select “Other – see note” (or equivalent) in the applicable MI-WIC dropdown menu, add an alert in the family record and follow the standard process to remove the short certification.

Auditing of Single Certified records is still required. Therefore, verbal attestation for single certified records is not encouraged, but is allowable if providing verification presents a significant barrier to the client receiving benefits. Please refer to [section 1.8 Separation of Duties & Auditing Single Certified Records](#) for additional information.

Refer to [section 6](#) on Appointments for Screen Guidance and [section 5](#) on Secure Communications for additional information.

## 1.4 Expanded Allowable Foods

### 1.4.1 Additional Food Choices and Package Sizes

The Michigan WIC Program developed, with USDA approval, a WIC Food Expansion list, providing additional food choices and package sizes for WIC clients, effective April 1, 2020. The list will be further expanded, effective June 1.

Refer to [Appendix A - Michigan WIC Food Choice Expansion During COVID-19](#) for the Food Guide insert, containing specific expansion details.

### 1.4.2 Canned and Frozen Fruits and Vegetables

Effective June 1, 2020, Women and Children categories will be able to choose to redeem their CVB benefits for canned and frozen fruits and vegetables.

#### **Infant CVB Packages**

WIC Federal Regulations require that infants receiving CVB only have access to fresh fruits and vegetables. Changes were made behind the scenes to allow children and women to have access to canned and frozen (\$11.00 CVB on example below), while restricting infants to fresh (\$4.00 CVB on example below). For all family benefits with a BSD of June 1 or after, this is how the shopping list will appear:

#### MI-WIC Shopping List

1	DOZ	EGGS (\$3.00 MAX PER DOZ.)
3	CAN	JUICE 48 OZ OR 11.5-12 OZ CONC
36	OZ <sup>1</sup>	CEREAL
2	JAR	16-18OZPNUTBTR.LB DRY,15-16OZCNBEAN
24	OZ	INFANT CEREAL
7	CAN	12.4 OZ PWD GENTLEASE
16	JAR	4 OZ INFANT FRUIT OR VEGETABLES
1	LB	WHOLE GRAINS
11	\$\$\$	FRUITS AND VEGETABLES ← (Fresh, Canned, and Frozen)
4	\$\$\$	FRESH FRUITS AND VEGETABLES

This will be an important client education topic as WIC staff issue benefits and explain the Shopping List during appointments.

## 1.5 Special Formula/Food Request (SFFR) Leniency

Pursuant to the authority granted in section 2204(a)(1) of the Families First Coronavirus Response Act (P.L. 116-127), USDA FNS has approved Michigan WIC's request to waive specific medical documentation requirements.

Refer to [section 10](#) on SFFRs.

## 1.6 Automatic Benefit Issuance

To reduce burden on clinic staff and ensure clients have access to benefits, an automated system process has been established that will run at the end of each day and will issue up to 3 months' worth of benefits to eligible clients. The system will identify all certified clients with a BVT Date **1 or more days in the past**. **Next, the system will verify that the client has either had an appointment marked as attended within the last 3 months or completed a wichealth.org lesson within the last 3 months**. If a food package has been assigned (and has not expired or ended) the system will issue 3 months' worth of benefits or benefits through the end of the certification period (whichever is less).

Once benefits have been issued, the system will generate an automated message that will be sent to the client the next day during standard notification hours. This message will state *"Benefits for the coming months have been loaded to your WIC EBT card by the State WIC office. Use the WIC Connect app or call the number on your card to see your benefits. You do not need to call your clinic unless you have problems. Thank you"*. This message will be visible on the Notification Result Reports in the Clinic Module with Notification Type "Auto Benefits Issuance".

Date Sent	Name	Phone Number	Notification Type	Actual Message	Notification Status
04/09/2020			Auto Benefits Issuances	WIC Benefits for future months have been loaded to your WIC EBT card by the State WIC office. Use the WIC Connect app or call the number on your card to see your benefits. You do not need to call your clinic unless you have problems. Thank you	

A client note will also be added to the client record to assist in documentation for future audits. This note will state "Benefits issued through automated process on [DATE]."

Alert		Family*		Client*		Breastfeeding	
Date	Staff ID	Client Note					
4/8/2020	EOD_AUTO_...	Benefits issued through automated process on 08-APR-20					

A report is available in the Clinic Module (Reports – Participation – Automated Benefit Issuance Report) containing all clients who had benefits issued through the automated process. This report will assist in continuity of care and appropriate follow up for these clients.

Please note the following:

- Any client who already had benefits issued will not have duplicate benefits issued by the system.
- Any client who has a food package with an expired SFFR form will not be included in the automated system process.
- A food package that has been customized, provided it has not expired or ended (as per the dates established on the Food Prescription screen), will be included in the automated process.
- The process began Sunday April 5, with the first messages sent to clients on Monday April 6. **The process was then updated on October 5, 2020, to align with MI-WIC Policy 8.01 for long term use.**

## 1.7 Automatic Call to New Referrals in Incoming Referral Work Queue

An automated voice call will be sent to Referrals in the NEW Referral tab the day after the referral was generated, indicating there may be a delay in response from the WIC Clinic. This is in an effort to assist in following up with incoming referrals and communicate with potential clients whose clinics may be unable to address the referral quickly.

The message states *“Thank you for your interest in the WIC program. Unfortunately, due to the ongoing Corona virus situation, there may be a slight delay with WIC staff contacting you. But, if help is required sooner, please contact the clinic at [CLINIC PH]. For more information, visit Michigan.gov/wic.”*

If clinics do not wish to continue sending this message, designated staff can turn it off by unchecking the “Active” checkbox on the Clinic Notification Preference Screen (Admin Module) for the “ISD Referral Contact due to Coronavirus situation” notification.

## 1.8 Separation of Duties & Auditing Single Certified Records

The WIC Division has received approval from USDA to waive the federal separation of duties requirement that prohibits a single employee from determining eligibility for all certification criteria and issuing benefits for the same client. This waiver approval does not apply to the prohibitions against certifying oneself or close friends and relatives as defined in the federal regulations and contained in MI-WIC Policy 9.03, nor does it omit the requirement for local agencies to conduct audits for single certified clients.

Auditing of Single Certified records is still required. Therefore, verbal attestation for single certified records is not encouraged, but is allowable if providing verification presents a significant barrier to the client receiving benefits.

In an effort to relax the auditing requirements under the Separation of Duties waiver, **MI-WIC Policy 9.03 section A.4.a.ii is temporarily amended as follows, for certifications or recertifications completed between April 7 and the waiver end date:**

The WIC Coordinator or designee shall conduct an audit of **20%** of certification records for **non-breast-fed infants** and at least **10%** of a random sample of the remaining certification records within **30 days** of the certification. Auditors shall continue to use current Policy 9.03 Exhibits, including [Exhibit 9.03A WIC Single Certifier Audit Tool](#), [Exhibit 9.03B WIC Single Certifier Audit Tool Instructions](#), and [Exhibit 9.03C WIC Single Certifier Audit Evaluation Tool](#), including appropriate pandemic related notations where/as indicated. In the event that verbal attestations were used as proofs of eligibility during a remote certification/recertification appointment, instead of auditing for proofs scanned into the MI-WIC record, auditors should audit for evidence that staff followed the direction provided in the Remote Services Guidance. This direction states: Staff should select “Other – see note” (or equivalent) in the applicable MI-WIC dropdown menu and add an alert in the family record indicating “Verbal attestation obtained for proof of [residency, income, identity, pregnancy] due to COVID-19 Pandemic. Proof to be provided at next in-office appointment.”

## 1.9 90 Day Certification Extension Waiver

### 1.9.1 Client Eligibility

The WIC Division has received approval from USDA to provide an extension of the client certification period up to 90 days for a Child receiving a standard Food Package only. This waiver approval is not granted for women or infant categories, or children receiving a Food Package for Qualifying Conditions (refer to MI-WIC Policy 7.03).

Current MI-WIC Policy 2.17, section A.4. states:

Time Variations for Recertification: For Infants and Children, in cases where there is difficulty in appointment scheduling due to illness or to synchronize appointments with other family members, a time variation of plus or minus 30 days from the certification due date is permissible.

MI-WIC Policy 2.17 section A.4. is temporarily amended as follows:

Time Variations for Recertification: For Infants and Children receiving Food Packages for Qualifying Medical Conditions, in cases where there is difficulty in appointment scheduling due to illness or to synchronize appointments with other family members, a time variation of plus or minus 30 days from the certification due date is permissible.

For Children receiving a standard Food Package, with a certification end date on or before **the waiver end date**, a time variation of minus 30 or plus 90 days from the certification due date is permissible.

### 1.9.2 Clinic Process

**Local Agency staff should follow the below process to issue a 90-Day certification extension:**

1. Local Agency Coordinators **may submit a request following the instructions on the E-Notice Announcement** to receive an encrypted email with an Excel Document containing all clients in their agency who are eligible for a 90 Day certification extension.

Excel Document:

- Document will include clients who meet the following criteria:
  - Have an original certification end date between March 18 – current waiver expiration date (excluding any extension)
  - Have NOT yet reached their 5<sup>th</sup> birthday
  - Have been certified as C1, C2, C3 or C4 category
  - Do NOT have a food package for qualifying conditions as their most recently assigned food package
  - Have NOT already been issued a 90-day extension
  - **EXCLUDING** clients with a termination reason of: Request/Not Interested, Moved out of State, Deceased, Abuse of Program, Categorically Ineligible, Duplicate Enrollee, No Longer Eligible, Dual Part, and Proof not Provided.
- Document will contain the following columns:

- Approved column
    - Column will be blank on the original document. Local Agency to enter “Y” in this column if the extension is approved.
  - Assigned Clinic (Clinic ID and Name)
  - Client ID
  - Client Name
  - Client DOB
  - Client Category
  - Current certification start date
  - Original certification end date
    - Certification end date, excluding any previously issued 30-day extension.
  - EXTENDED Certification end date
    - This date will equal the Original end date plus 90 days, not to exceed client’s 5<sup>th</sup> birthday.
  - Most recently assigned food package
  - Next scheduled appointment
    - This will include the date, time and Appointment Type of the next appointment.
  - High Risk Indicator
    - If column contains a 0 – Client is NOT High Risk
    - If column contains a 1 – Client is High Risk
  - Other Family members
    - If column contains a Y - there other participants in the family who are currently certified but ARE NOT eligible for 90-day extension.
    - If column contains a N - All currently certified clients in the family are eligible for the extension or there are no other currently certified clients in the family.
2. Local Agency staff will review the report and enter a “Y” in the ‘Approved’ column if they wish to have the certification extended for that client.
    - a. If Local Agency staff do not wish to request an extension for a client, the ‘Approved’ column should be left blank.
  3. Once finished, Local Agency Staff will email the updated Excel Document back for processing by replying to all on the encrypted email.
    - a. This email will include Local Agency Coordinator, State Consultant, 3Sigma Help Desk and Kristina Ressler.
  4. 3Sigma staff will extend the certification end date and the food package end date, based on the information listed in the approved Excel Document.
  5. Once finished, 3Sigma staff will reply to the email informing all parties that it is complete.

In the event USDA grants an extension of the waiver allowing 90-day certification extensions, a new report will be distributed to include additional clients eligible based on the updated certification end date.



### 1.9.3 Auditing Certification Extension Requests

Copies of approved extension requests will be maintained by State Agency Staff.

For quality assurance purposes, State agency staff will randomly select 25% of these client records for review within 2 business days to ensure that they comply with the waiver requirements.

This includes verifying:

- Client eligibility (based on client category from most recent cert/recert and type of assigned food package at the time of request)
- Verifying extension does not exceed 90 calendar days from the original certification end date

Records of clients who were issued the extended certification shall be maintained in accordance with record retention policies.

### 1.10 Local Agency Monitoring Waiver

Pursuant to the authority granted in section 2204(a)(1) of the Families First Coronavirus Response Act (P.L. 116-127), USDA's Food and Nutrition Service (FNS) approved this waiver request subject to the below restrictions.

Michigan WIC must still conduct monitoring reviews of each local agency at least biennially in accordance with section 17(f)(20) of the Child Nutrition Act, as amended (42 U.S.C. 1786(f)(20)), but this waiver allows Michigan WIC to conduct local agency monitoring reviews virtually (e.g., via desk audit or other means) instead of onsite.

## 2. Staffing Plans

### 2.1 Work Location

Under approval from Local Agency administration, staff may work from their normal clinic office and conduct remote appointments from their normal location.

Working from a home office or other remote work location is allowable but staff may experience an increase of technology, security, and other related barriers.

These barriers may include:

- Availability of laptops and computers
- Signature Pads and Scanning Devices
- Stability of Internet/Phone connection
- Rerouting of phone calls from clinic phone

Please refer to [section 16](#) for Device Considerations and minimum necessary workstation configuration requirements.

To minimize barriers and maximize staff productivity, many agencies are utilizing a hybrid model of both in office and remote work locations. These models allow staff to safely observe social distancing practices while also having access to clinic technologies (including printers/scanners, fax machines,

signature pads, etc.), clinic EBT card inventory and mailing services. Please consult with your Local Agency administration to help determine the best Remote Services model for your clinic.

## 2.2 Staffing

Regardless of location, two staff should be involved in all Certification/Recertification appointments, when possible, and when it doesn't present a significant barrier to clients receiving benefits.

Examples of methods that may be used include:

- Transferring the call within the office to another staff workstation.
- More than one staff on same line or at the same monitor for appointment.
- More than one call/video chat for a single appointment – ex: Clerk/Tech would initiate appointment and complete appropriate steps. End the call/chat and inform the CPA. CPA would initiate a second call/chat to complete the appointment.
- 3 way calling – Set up a call/video chat including all 3 individuals (Clerk, CPA, and Client). Both staff would not need to remain on the call for the duration of the appointment.
- Some agencies have developed teams of two staff (CPA & Clerk) who are responsible for working together to complete appointments. Creating this exclusive partnership allows staff to communicate directly with each other on best practices and develop a routine that works best for them to conduct client centered appointments.

As remote certifications and verbal attestations begin, staff roles within the clinic may shift as a result of potentially reduced appointment times. Coordinators should think critically and creatively regarding staff assignments, potentially encouraging staff who may normally work in other capacities to assist in call center support or other areas. Coordinators are also encouraged to contact their State Consultant if they are unable to meet the increased demand for WIC Services.

### 2.2.1 Single Certification

If more than one staff member cannot be involved in the certification, the coordinator may request that the clinic be changed to a Permanent Single Staff Clinic by contacting the MI-WIC System Administrator, Raquel Tabet, via email at [TabetR@michigan.gov](mailto:TabetR@michigan.gov), with a copy to their State Consultant.

Auditing of Single Certified records is still required. Therefore, verbal attestation for single certified records is not encouraged, but is allowable if providing verification presents a significant barrier to the client receiving benefits. Please refer to [section 1.8](#) Separation of Duties & Auditing Single Certified Records for additional information.

## 3. Roles and Permissions

### 3.1 Regular Staff Certifications

Staff should be able to use existing MI-WIC roles and permissions to complete necessary job functions if more than one person is involved in the certification/recertification appointment.

### 3.2 Single-Staff Certifications

Once the clinic has been changed to a “Permanent Single Staff Clinic” in MI-WIC, follow the steps below:

1. The Local Agency Coordinator, State Consultant or applicable local agency staff with the SOM – LA Role Request Role should request the SOM – LA Permanent Single Certifier Role (for appropriate staff) on the State Level Role Screen.
2. The System Administrator will approve requested roles to grant staff permission.  
*NOTE: Staff with the SOM – LA Permanent Single Certifier Role will also need the Clinic LA – CPA role in order to complete the Mid-Certification screen and the “Reason for Ineligibility” dropdown.*
3. Once the clinic has been approved to resume normal operations, the LA WIC Coordinator must inform their State consultant and the System Administrator in order to transition back to a regular staff clinic.

## 4. Security and Confidentiality

Staff are expected to maintain the security and confidentiality of all WIC-related data and client information, as established by policy MI-WIC 1.03, regardless of work location.

This includes:

- Saving WIC-related data on agency network/devices only. WIC-related data should never be stored on personal devices. A secure, agency-issued jump drive or external hard drive may be used for data storage in cases where agency issued computers are unavailable.
- Unauthorized individuals should not be permitted to access WIC systems or WIC-related data.
- All screens and computer monitors should be out of sight of all unauthorized persons while in use.
- Device settings should be implemented to lock automatically for periods of nonuse.
- Sensitive information should only be printed if the reason to do so outweighs the security risk.
- WIC-related data should not be sent to personal email or cloud accounts, with the exception of sending an encrypted message to a consenting client containing their own information.
- Remote work locations should be physically separated from high traffic family areas.
- Employees should avoid the use of speakerphone for WIC-related calls or video meetings if non-authorized persons are present.

Agencies are expected to consult with their Local Agency IT department and abide by applicable Local Agency policies and procedures.

## 5. Secure Communications

Remote appointments must be conducted through secure methods. Agencies are expected to verify and discuss with their local IT department on recommendations and Local Agency policies related to secure messaging, calls, and video chats.

### 5.1 General Guidance

Any message sent from a WIC Staff member containing confidential data must be sent using a secure method. Clients are also encouraged to send messages to the WIC clinic using a secure method. However, if staff inform the client of the potential security risk related to sending personal information using unsecure messaging, and the client still chooses to do so, they should not be stopped from sending messages through unsecure messaging methods.

### 5.1.1 Secure Email

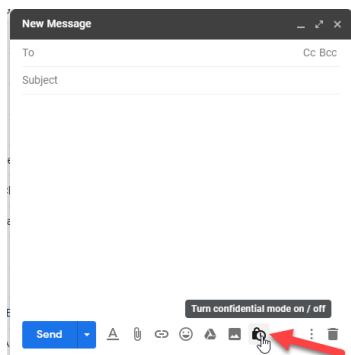
Many email providers allow for the encryption of email messages. Confirm with your local IT department recommendations and instructions for encrypting email.

Below are some guidelines on methods to encrypt emails on some frequently used platforms.

#### i. Gmail

1. On your computer, go to Gmail.
2. Click Compose.
3. In the bottom right of the window, click Turn on confidential mode.

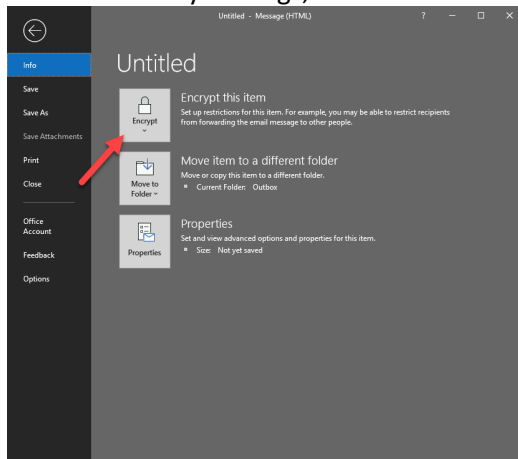
*Tip: If you've already turned on confidential mode for an email, go to the bottom of the email, then click Edit.*



4. Set an expiration date and passcode. These settings impact both the message text and any attachments.
  - a. If you choose "No SMS passcode," recipients using the Gmail app will be able to open it directly. Recipients who don't use Gmail will get emailed a passcode.
  - b. If you choose "SMS passcode," recipients will get a passcode by text message. Make sure you enter the recipient's phone number, not your own.
5. Click Save.

#### ii. Outlook

1. In message that you are composing, click File > Properties.
2. Click Security Settings, and then select the Encrypt message contents and attachments check box.



3. Compose your message, and then click Send.

### iii. Encrypt Emails on iOS

1. <https://www.wikihow.com/Send-an-Encrypted-Email-on-iPhone-or-iPad>

#### 5.1.2 Secure Text Message

Many secure text messaging platforms exist. Confirm with your local IT department recommendations for secure text messaging.

Some secure messaging platforms may include:

- i. iMessage
- ii. Signal app
- iii. WhatsApp

#### 5.1.3 Secure Video Chat

Many secure video chat platforms exist. Confirm with your local IT department recommendations for secure video chat.

Some secure video chat platforms may include:

- i. Doxy
  - a. Information regarding the HIPAA compliance of the Doxy platform is available at <https://help.doxy.me/en/articles/95854-is-doxy-me-hipaa-compliant>
- ii. Facetime
- iii. WhatsApp
- iv. Zoom/Zoom Meeting

Agencies are expected to work with their local Administration to establish what video conferencing options are available and approved for use.

## 6. Appointments

The information below outlines some of the considerations that should be made for various aspects of a client appointment.

### 6.1 Documentation

If documentation is not able to be provided securely, as per the above-mentioned secure messaging methods described in [section 5.1](#), staff may accept verbal attestation for the verification of residency, income, identity and/or pregnancy without providing a short certification through **the waiver expiration date**. The expectation would be for the client to provide valid verification at their next in-office appointment. Staff should select “Other – see note” (or equivalent) in the applicable MI-WIC dropdown menu and add an alert in the family record indicating “Verbal attestation obtained for proof of [residency, income, identity, pregnancy] due to COVID-19 Pandemic. Proof to be provided at next in-office appointment”.

Auditing of Single Certified records is still required. Therefore, verbal attestation for single certified records is not encouraged, but is allowable if providing verification presents a significant barrier to the client receiving benefits. Please refer to [section 1.8](#) Separation of Duties & Auditing Single Certified Records for additional information.

### 6.1.1 Specific Notes for Single Staff Certification

Ideally, staff conducting a single certification will obtain valid verifications through secure messaging methods and upload the documentation to the client record. If the client is unable to provide verification through secure messaging methods, the staff member is encouraged to utilize other official documents that may be available online to verify information, such as MCIR or Medicaid (CHAMPS), and upload these to the client record as per established practice. If staff are still unable to do so, they may accept verbal attestation for the verification without providing a short certification, with the expectation that the client would provide valid verification at their next in-office appointment, following the steps outlined above in [section 6.1](#).

## 6.2 Limited English Proficiency (LEP)

Staff are expected to use an interpreter for a remote appointment with a participant with Limited English Proficiency (LEP) if bilingual staff are not available to interpret.

## 6.3 Screen Notes

### 6.3.1 Precertification

The Precertification screen should be completed per standard practice.

In the case of custody changes, please refer to Policy 2.23 Authorized Person for requirements when a child is transferring to a new family. Typically, paperwork verifying custody would be received and uploaded into the record prior to transferring a client into a new family. If this is not possible while operating under the pandemic physical presence waiver and the delay would cause an interruption in client benefits, the next best option would be to verify the paperwork virtually and document accordingly. As a last resort, staff shall attempt to contact all parties involved (including current Authorized Person on record or caseworker, if applicable) to obtain verbal attestation of custody change, document the Authorized Person/caseworker approval, and transfer the client. Deferred paperwork shall be uploaded in the record upon the next in-person appointment.

If a verbal attestation is not obtained from the current Authorized Person on record/caseworker or other appropriately designee, benefits shall be issued to Authorized Person or proxy on record.

### 6.3.2 Daily Schedule

Clinic staff should clearly communicate to clients what they should expect for their virtual appointment. This may include:

- Who will be calling them?
- What timeframe should they expect the call?
- The link to use for video chat (if applicable).

- What information will they need to provide during their appointment?
- What should they do if they are unable to attend the appointment?
- Who they should call if they haven't been contacted within the established timeframe?

If staff are scheduling a future appointment, they should include an appointment note to communicate any essential details required for the success of the appointment.

This may include:

- The appointment is to be conducted remotely due to COVID-19 Pandemic.
- The established method in which the client will have appointment (i.e. phone number to call, link to virtual meeting or chat, etc.).
- Any other important details communicated with the client.

**Note:** Staff should mark an appointment as 'Attended' only if all required elements of the appointment have been documented appropriately (i.e. provide/received nutrition education). Failure to do so could result in findings in future audits. Marking 'Attend' does not correlate with or impact benefit issuance. If communication is required among staff to indicate a client has had benefits issued, or some other communication, please use an alternative method based on your agency preferences/needs (i.e. adding an appointment note).

### 6.3.3 Family Information

The Family Information screen should be completed per standard practice.

### 6.3.4 Income Information and Income Determination

Proof of Income is required. If not available and clients are not verified to be adjunctly eligible, staff may accept verbal attestation for Proof of Income. The expectation would be for the client to provide valid verification at their next in-office appointment.

To document this in MI-WIC, staff should add a row in the Income Grid, containing the information verbally provided by the client. The Verification method selected should be "Other – Add Note". An alert should be added in the family record indicating "Verbal attestation obtained for proof of [residency, income, identity, pregnancy] due to COVID-19 Pandemic. Proof to be provided at next in-office appointment". If verbal attestation was provided for multiple verifications, staff may include all in a single alert.

Staff are expected to use current income guidelines for income eligibility determination. For clients who are out of work, and have proof of unemployment benefits, continue to follow the current income determination policy available in MI-WIC Policy 2.04. For clients who are out of work but have not yet received unemployment benefits, staff should accept verbal attestation for the No Income Affidavit and refer to MI-WIC Policy 2.07. Please note, the economic stimulus checks/deposits distributed during this time should not be included in the income calculation. However, the CARES Act \$600 weekly unemployment benefit provided in addition to the weekly unemployment benefit amount received under state law shall be included in income determination. Additionally, staff should note that an individual's enrollment in P-EBT benefits during this time does not constitute adjunct eligibility for the WIC program.

### 6.3.5 Additional Information (Family Information)

Proof of Residency is required. If not available, staff may utilize other official documents that may be available online to verify information, such as MCIR or Medicaid (CHAMPS), or accept verbal attestation.

If verbal attestation is obtained, the expectation would be for the client to provide valid verification at their next in-office appointment. Staff should select “Other (system note required)” in the Proof of Residency dropdown in MI-WIC. An alert should be added in the family record, as described in [section 6.1](#).

Proof of Authorized Person’s Identity is required at initial enrollment of each client. Visual personal recognition by WIC staff at subsequent certifications is allowed once initial proof of identity has been established. If staff are unable to visually recognize the client through a video chat and proof of identification cannot be provided through secure messaging, verbal attestation may be accepted, as per above-mentioned process, as outlined in [section 6.1](#). Staff should select “Other: Not required” in the Proof of Authorized Person’s ID dropdown in MI-WIC.

In a remote certification appointment, in which the client has declined voter registration, the staff member should initial the declination form on behalf of the client. It is not necessary to scan the declination of voter registration, but the form should be maintained per standard practice. If the client indicates desire to register to vote, staff should refer them to [www.michigan.gov/vote](http://www.michigan.gov/vote). If the client does not have internet access, staff must mail a voter registration application to them, upon request. Local Agency staff shall instruct clients to submit completed forms to the clerk of the County, City or Township of their residence.

### 6.3.6 Client Agreement

Signing the Client Agreement, or having a document uploaded for the Client Agreement, is required in MI-WIC to complete the certification. During a virtual appointment, the client should be directed to the WIC website to read the client agreement, or have the entire agreement read to them. Staff are to obtain verbal consent on the client agreement. This consent should be documented using available methods in the MI-WIC System, as outlined below:

1. Signature Pad:  
If staff have access to a signature pad, staff are to put their (the staff’s) initials and “COVID19” in record, utilizing the signature pad.
2. Upload Functionality:  
Staff will need to download the DynamSoft software to utilize the scan or upload functionalities. This software is available to download from the Scan/Scan-New screens in MI-WIC. If staff have trouble downloading this, they should contact the MI-WIC Help Desk for support at 1 (800) 942-1636; press #1, then #1.

Once downloaded, staff can upload a file for the Client Agreement using these steps:

- a. If staff are already on the Signature Screen during the certification appointment, they should manually click into the Client Information screen on the Guided Script.



- b. Staff should go to the “Scan” or “Scan – New” screen from the Miscellaneous dropdown menu.
- c. In the Scan screen, they should:
  - i. Leave the “Source” blank
  - ii. Select “Client Agreement” from the “Document Type” dropdown
  - iii. Select a Client from the dropdown or check “Scan for Active Client” checkbox
  - iv. Select “Upload Image”



- d. Staff should select an image file on their computer. A standardized image file is available for use.  
**NOTE:** The file must be an image file (PNG, JPG or JPEG) and cannot be a PDF or Word document.
- e. Once the image has been uploaded, select ‘Save’ on screen/close pop-up
- f. Once a document has been uploaded, staff will be able to navigate past the Signature Screen during the certification/recertification appointment.

### 6.3.7 Client Information

Proof of Identity and Proof of Pregnancy (if applicable) are required. Visual personal recognition by WIC staff at subsequent certifications is allowed once initial proof of identity has been established. If staff are unable to visually recognize the client through a video chat and proof of identification cannot be provided through secure messaging, verbal attestation may be accepted. The expectation would be for the client to provide valid verification at their next in-office appointment.

If verbal attestation is obtained, staff should select “Other – Add Note” for Proof of Identity and “Other (system note required)” for Proof of Pregnancy in MI-WIC. An alert should be added in the family record, as described in [section 6.1](#).

### 6.3.8 Cert Action

To document that a client was not physically present for the certification, staff are to uncheck the “Present for Cert” box and select the “Reason not present” as “Pandemic” on the Cert Action screen.

The “Present for Cert” and “Reason not Present” options on the Cert Action screen are used to document presence for the certification and therefore should not be used to document client physical presence for any appointment other than CERT/RECERT. If staff need to document other appointments were conducted remotely, they can add a client/family note “Remote [APPT TYPE] – Pandemic”.

### 6.3.9 Laboratory and Anthropometric

For hematological and anthropometric data, staff should utilize available referral data, as allowed by policy. If referral data is unavailable, under the Physical Presence waiver granted by USDA, staff can defer anthropometric and hematological data collection. To do this, staff should follow the steps below:

**For women categories only:** Staff will not be able to select “UNK” for both height and weight for women categories. If staff enters a height or weight value, MI-WIC will allow them to select the other value as “UNK”. The staff person should ask the client their current height/weight and note that it was verbal measurement on the anthropometric grid by entering a comment.

**For children and infants:** MI-WIC will allow the user to select “unknown” for both height and weight and enter a comment.

*Please note, on the anthropometric grid, staff should not enter a value of “0” if the information is unavailable. Staff must either enter the reported data or select the “unknown” checkbox.*

For immunizations and blood work, staff should utilize available referral data, as allowed by policy. If referral data is unavailable staff should select “No Blood” on the bloodwork grid and select “Exemption Reason” as “Pandemic”.

### 6.3.10 Risk Determination and Risk Assignment

We understand that asking all Medical and Nutrition History questions during a remote appointment may be overwhelming. As always, staff should strive for a client centered appointment, and this may mean conducting an abbreviated nutrition assessment, asking only the required questions to assign risk and complete the MI-WIC screens.

### 6.3.11 Nutrition Education

Screens are to be completed per standard practice. Staff should select “Remote” as the “Method” in the MI-WIC Screen. For easily accessible links to electronic nutrition education resources, refer to our website under [WIC & COVID-19](#), or [WIC Providers/Nutrition Education](#).

### 6.3.12 Referrals

Screen to be completed per standard practice.

### 6.3.13 Food Prescription

The Food Prescription screen should be completed per standard practice. Instructions should be provided to the client regarding where to find the WIC Food Guide, the Food Guide Updates Insert (effective 12/17/18) and the WIC Expanded Food Choices list. All are available on the [www.michigan.gov/wic](http://www.michigan.gov/wic) website. Clients should also be provided instructions regarding how to contact the clinic if they require a food package change after their appointment.

### 6.3.14 Issue Benefits

Benefit Issuance should be completed per standard practice. Please refer to [section 7](#) on EBT cards for further instructions on card issuance and distribution, card management and other related information.

### 6.3.15 Schedule Appointment

Future appointments should be scheduled per standard practice, noting any necessary timeframe requirements.

### 6.3.16 Print Docs

Required documents are still to be provided to client. Staff should print and mail the material. If they do not have the capacity to do so they can send these documents to the client electronically, using a secure method. In cases where neither is possible, verbal notification is allowable.

Verbal notification of the Notice of Ineligibility and Verification of Certification (VOC) are allowable, however must be printed upon request.

Clients may also be encouraged to utilize the WIC Connect Mobile App to access these documents. If the client does not have mobile app account established, staff may provide the necessary information through the secure phone/chat used for the appointment in order to assist in establishment of the account. This includes the ability to provide the Family ID and EBT Card Number.

If the client has access to the documents on their app, staff should ask them if they want a printed version and provide it when requested. Staff should document in the client record regarding anything for which they obtained verbal confirmation/consent.

### 6.3.17 Notes and Alerts

For documentation, staff are to add a Family Note indicating “Remote Cert – Pandemic”.

Staff should also add applicable alerts to the record pertaining to required follow up at the client’s next appointment. This includes alerts regarding verbal attestation, necessary signatures (Bridge Card Issuance, Breast Pump Loan and Release Agreement, etc.) and any other important information. Staff may combine all necessary information into one alert or add several alerts to the record.

### 6.3.18 Other Screens

Screens such as the Care Plan Screen and Mid-Certification should be completed per standard practice.

### 6.3.19 Virtual Appointment Types

The State WIC Division has developed six new appointment types in MI-WIC. These reflect appointments that are allowed to be conducted remotely/virtually based on the recently revised [Nutrition Services Policies](#) (WIC E-Notice #2020-123). The new appointment types will allow for more consistent scheduling, improved data on scheduling and show rates, and more accurate notification messaging moving forward.

Below are the six new appointment types have been effective in MI-WIC since Monday, August 24, 2020.

#### Appointment Types

NEW Appt. Type	Associated Notifications		
	Mail (7 days before appt)	Voice (1 day before appt)	Text (1 day before appt)
NCRDV	Virtual Appointment Notice – Nutrition Counseling with Registered Dietitian: Your virtual WIC nutrition counseling is on <APPTDT>. Please have the client(s) listed below available during the appointment. During this appointment, you'll be able to discuss any questions that you may have with a Registered Dietitian and receive tips for healthy eating. If you cannot make this appointment, please call the WIC clinic at <CLINICPH>. If you have recently been to WIC or rescheduled this appointment, please disregard this notice. Client Name(s): <CNAME(S)>	Hello, this is <AGENCYNAME> Wic Program with an appointment reminder call. <CNAME(S)> has a virtual nutrition counseling appointment on <APPTDT>. Please have the client available during the appointment. During this appointment, you will be able to discuss any questions that you may have with a Registered Dietitian and receive tips for healthy eating. If you cannot make this appointment please call the clinic at <CLINICPH>. Thank you.	Your virtual WIC nutrition counseling appt. is <APPTDT>. Questions <CLINICPH>. Client(s): <CNAME(S)>.
EDUV	Virtual Appointment Notice – Nutrition Education: Your virtual WIC nutrition education appointment is on <APPTDT>. Your child/ren's attendance is not required. If you cannot make this appointment, please call the WIC clinic at <CLINICPH>. If you have recently been to WIC or rescheduled this appointment, disregard this notice. Client Name(s): <CNAME(S)>	Hello, this is the <AGENCYNAME> Wic Program with an appointment reminder call. <CNAME(S)> has a virtual education appointment on <APPTDT>. Your child's attendance is not required. If you cannot make this appointment, call the clinic at <CLINICPH>. Thank you.	Your virtual WIC education appt is on <APPTDT>. Your child's attendance is not required. Questions call <CLINICPH>. Client(s):<CNAME(S)>
BFPCV	Virtual Peer Counselor Appointment Notification: Your virtual WIC appointment is on <APPTDT> to talk with the WIC Peer Counselor. During this visit, you'll be able to discuss tips for successful infant feeding. For questions or if you need to	Hello, this is the <AGENCYNAME> Wic Program. Your virtual Wic appointment is on <APPTDT> to talk with the Wic Peer Counselor. During this visit, you will be able to discuss tips for successful infant feeding. For questions or if you need to	You have a virtual appointment with the WIC Peer Counselor on <APPTDT>. Questions call <CLINICPH>

	reschedule, please call the WIC clinic at <CLINICPH>.	reschedule, please call the WIC clinic at <CLINICPH>.	
BFLSV	Virtual Breastfeeding Appointment Notice: Your virtual appointment is on <APPTDT> to talk with the WIC Breastfeeding Specialist. During this visit the specialist will address your issues and concerns to help you meet your breastfeeding goals. If needed, the specialist will also be able to observe you and your baby breastfeeding. Please have your baby, breast pump, and any latching aids available. For questions or if you need to reschedule, please call the WIC clinic at <CLINICPH>.	Hello, this is the <AGENCYNAME> Wic Program. Your virtual appointment is on <APPTDT> to talk with the Wic Breastfeeding Specialist. During this visit the specialist will address your issues and concerns to help you meet your breastfeeding goals. If needed, the specialist will also be able to observe you and your baby breastfeeding. Please have your baby, breast pump, and any latching aids available. For questions or if you need to reschedule, please call the Wic clinic at <CLINICPH>.	You have a virtual appointment with the WIC breastfeeding lactation specialist <APPTDT>. Please have your baby available. Questions call <CLINICPH>.
BFLCV	Virtual Breastfeeding Appointment Notice: Your virtual appointment is on <APPTDT> to talk with the WIC Board Certified Lactation Consultant (IBCLC). During this visit the IBCLC will address your issues and concerns to help you meet your breastfeeding goals. If needed, they will observe you and your baby breastfeeding. Please have your baby, breast pump, and any latching aids available. For questions or if you need to reschedule, please call the WIC clinic at <CLINICPH>.	Hello, this is the <AGENCYNAME> Wic Program. Your virtual appointment is on <APPTDT> to talk with the Wic Board Certified Lactation Consultant. During this visit they will address your issues and concerns to help you meet your breastfeeding goals. If needed, they will observe you and your baby breastfeeding. Please have your baby, breast pump, and any latching aids available. For questions or if you need to reschedule, please call the Wic clinic at <CLINICPH>.	You have a virtual appointment with the WIC Lactation Consultant on <APPTDT>. Please have your baby available. Questions call <CLINICPH>.
PFRESHV	Virtual Appointment Notice – Project FRESH: Your virtual Project FRESH appointment is on <APPTDT>. Project FRESH allows you to enjoy fresh fruits and vegetables this summer. If you cannot make this appointment, please call the WIC clinic at <CLINICPH>. If you have already received Project FRESH benefits this summer, please disregard this notice. Client Name(s): <CNAME(S)>	N/A	Your Project FRESH appt is <APPTDT>. If questions call <CLINICPH>. Disregard if already have Project FRESH.

### **Adding to Schedule:**

To schedule appointments using the above NEW appointments an agency will need to add them to their scheduling template. To do this, staff will need to 'edit' the current templates and add these appointment types, then re-generate the schedule for the change to be reflected in the Clinic schedule.

Please refer to WIC E-Notice #2020-173 for additional guidance.

## **7. EBT Cards**

### **7.1 Issuance:**

Staff are to issue EBT cards to clients by typing the EBT Card number in the EBT Account Maintenance screen in MI-WIC. The EBT card reading machine is not required to assign a card to a client.

In order to redeem benefits at the store, clients should be instructed to establish their PIN by calling the number of the back of the card. Please note, for a client to be able to establish their PIN through Conduent over the phone they cannot have 'Preference No Mailing' selected in the MI-WIC system. If a client does not wish to receive mailed notifications, but still needs to establish their PIN over the phone, staff should ensure the checkbox is not checked until after the PIN has been established.

Staff are allowed to obtain verbal acknowledgement for the Cardholder Issuance Form. Staff should read the form to the client, provide appropriate training and obtain verbal client acknowledgement of the form. The physical signature may be obtained at the next In-office appointment. Staff should document the verbal agreement in a Family note and add an alert to the MI-WIC record to remind staff to obtain the signature at a later date.

If only one staff member was involved in the client certification, another staff member should issue the card, if possible.

### **7.2 EBT Card Distribution**

Clients must have the physical EBT card and established PIN in order to redeem benefits. Digital options, including giving a client their EBT card number over the phone for the purpose of benefit redemption is not allowed. Therefore, clinics and agencies should use allowable EBT card distribution methods. The best practice for EBT card distribution will vary depending on the layout and capacity of the clinic or agency. Please consult with your Health Officer as needed for established practices.

#### **7.2.1 In-Person EBT Card Pick Up**

If approved by local agency administration, clinics may use alternative In-person EBT card pick up methods to provide clients with benefits. In-person distribution should be done using proper social distancing and personal protective practices, including maintaining a safe distance between persons, frequent hand washing, and not touching the face with unwashed hands. Please consult your local Health Officer regarding recommendations on in-person distribution of EBT cards and recommended safety practices.

Alternative In-person EBT Card pick up may include:

- Curbside pick-up.

- Parking lot drive through methods.
- Have the client call when they arrive to the clinic. Staff then place an envelope containing the EBT card under the client's windshield wiper. Once the staff are an acceptable distance away, the client would retrieve the card.
- Handing envelope with EBT card to client through a door or through small opening in car window.

Agencies should consult with their Agency Health Officers or other supervisors about appropriate practices within their agency.

### 7.2.2 Mail

If In-person card pick up solutions are unavailable, or if the client is unable to come to the clinic for card pick up, the EBT card should be mailed to the client. USDA has granted approval to waive the requirement for in-person food instrument pick-up, allowing us to mail EBT cards, through **the waiver expiration date**.

Mailing Guidance:

- Cards should be mailed with appropriate documents and information, including the WIC Food Guide, Shopping List, NE Plan, VOC, Referral Letter, Vendor Listing, instructions on how to pin the card, and what to do if card doesn't work, etc.
- Cards should be sent using First-Class Mail.
- Cards should **NOT** be mailed using window envelopes.
- Envelope should include return address of the clinic or State WIC Office but should not include the word "WIC" for privacy and security reasons.
- **THE CARD SHOULD NOT BE PINNED PRIOR TO MAILING.** Instruct clients to call the number on the back of the card to pin it upon receipt.
- Staff should consider taking pre weighed and stamped envelopes home with them if they would like to mail EBT cards from home. If unable to do that, centralizing this process, having a minimal number of staff print material and mail it, may reduce the number of trips necessary to the Post Office.

It is allowable for local agencies to mail an EBT card to a family before their appointment, in order to allow them access to their benefits immediately following certification, as long as all EBT Card Issuance and security policies are followed. In these cases, staff may need to send multiple mailings to provide families with additional, post-appointment relevant material.

### 7.2.3 EBT Card Inventory Maintenance from Remote Work Location

If staff members are unable to work from their standard office location, an EBT card inventory will need to be maintained from a remote work location.

Guidance:

- The WIC Coordinator should designate one to two staff members who will be responsible for the EBT Card Inventory for their clinic/local agency while staff are working remotely. This staff member

will sign the cards out of the clinic inventory, assign them to clients as needed and send them in the mail with appropriate information. If a staff member is not comfortable taking EBT cards home and are unable to work in the office, another staff member should be assigned to the task.

- Documentation using the appropriate EBT Card Logs is required.
  - Staff should still use the Daily Inventory Control Log and send an electronic copy to their supervisor at the end of each day.
- When assigning the card, an alert should be added to the Family Record to indicate why the card was issued remotely and a reminder to obtain a signed copy of the MI WIC Bridge Card Issuance form during the client's next visit (if an alert was not already created).
- Staff should plan to take the approximate number of cards that the clinic issued in the last 8 weeks.
- Cards must be stored in a secure location, whether at home or in the clinic. This may include storage in a locked drawer, lockbox, or cabinet until they are mailed out. If staff are unable to obtain a secure storage location at their remote work location, another staff member should be identified to maintain the inventory.
- If cards are lost or stolen, staff should contact the Consultant Dujour immediately and inform their LA WIC Coordinator.
- Staff should review and abide to applicable MI-WIC Policy 8.08 and 8.09.

#### 7.2.4 Conduent and EBT Card Replacement

Conduent can only issue replacement cards. They cannot issue a card to a new client.

EBT Card replacements should be directed to Conduent, whenever possible, if clinic staff are working remotely. Staff should be mindful of benefit expiration dates when recommending Conduent as the card replacement method. Due to potential delay from Conduent, staff should consider issuing the card to the client and utilizing the established distribution method(s) if there are benefits remaining for the current benefit period and the benefit end date is approaching. *Please note, Conduent is currently reporting that even though cards are mailed within 1-2 business days of the request, there is generally a two to three-week delay in clients receiving EBT cards due to delays within the US Postal System.*

If clinic staff are directing a client to call Conduent for a replacement card, staff should **NOT** stop access to the old card. This is done when Conduent issues the replacement. If staff stop access but do not issue the replacement, it will result in significant complications for the client.

Conduent will still accept and process orders for EBT cards during this time. However, with the sudden influx of Michigan residents needing assistance, it is anticipated that orders for EBT cards may be delayed due to the increased demand. With an increase in WIC participants also anticipated during this time, it is recommended that agencies closely monitor their EBT card inventories and submit orders earlier than normal to allow for additional time for Conduent to fulfill the order. When you are submitting your order to Conduent, please copy Raquel Tabet at [TabetR@michigan.gov](mailto:TabetR@michigan.gov) and Anthony Spagnuolo at [SpagnuoloA@michigan.gov](mailto:SpagnuoloA@michigan.gov).

#### 7.2.5 EPPIC Access

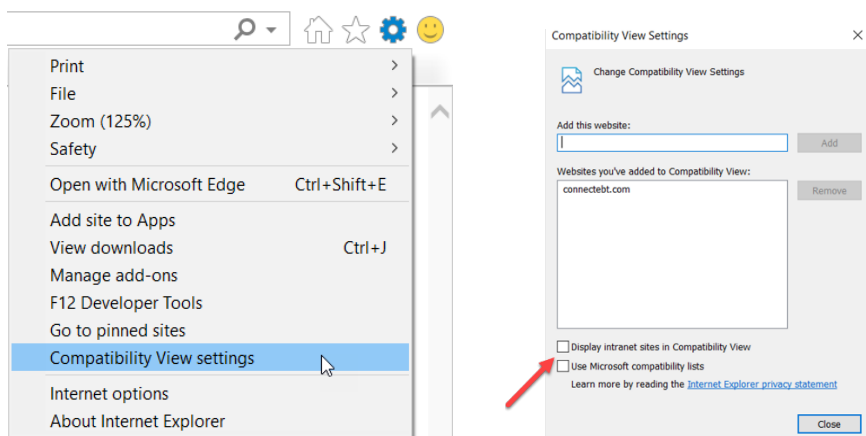
Due to the higher volume of local agency staff working remotely, LA WIC Coordinators should try to limit the number of staff that will be accessing EPPIC. EPPIC's URL has a security firewall tool, and some users may receive an Error Code 15 message while trying to access EPPIC. This error occurs when the IP



address is not in EPPIC's database. To help resolve the Error Code 15 message, please take a screenshot of the Error Code 15 screen and ensure the IP address is clearly visible.

In order to expedite these requests, coordinators should provide screenshots for their staff that are experiencing this error message, preferably in a single email. Be sure to include the name of each staff with the corresponding screenshot. Please send screenshots and staff names to [TabetR@michigan.gov](mailto:TabetR@michigan.gov). The staff member's access to EPPIC should be restored in one business day, but if they continue to experience this error message please let us know.

As a reminder, the EPPIC Administrative Terminal only works in Internet Explorer. If the application loads but you cannot navigate through the application, please go to your browser settings and add the URL to "compatibility view settings", and make sure the two checkboxes at the bottom are unchecked. You will need to log out and log back into EPPIC to ensure the changes have been applied. To find the settings in your browser, look for the gear icon as seen below:



## 7.3 WIC Proxies & EBT Cards

If a client is unable to shop for themselves, they can choose to designate a proxy to complete the shopping for them.

### 7.3.1 Updating a Proxy

#### **Current MI-WIC Policy States:**

Proxies may be designated by the Authorized Person:

- At the time of certification.
- Upon presentation of a letter signed and dated by the Authorized Person indicating the name of the individual designated as the proxy.
- And shall be reviewed at each certification or whenever the Authorized Person desires to change proxy designations.

#### **Additional Considerations:**

- While operating under the physical presence waiver, agencies may accept a verbal request from the Authorized Person to update or add a proxy.

- An Authorized Person can update their own proxy directly through the WIC Connect Platform (WIC Connect Mobile App or WIC Client Connect Web Portal).
  - o Please note that if a proxy has been issued a separate card, updating the proxy through WIC Connect does not stop access to the card. Clients must communicate with their clinic or Conduent to stop access to the card.
  - o If a proxy was previously issued an EBT card and the Authorized person has changed the proxy, the name associated with the previous EBT Card in the MI-WIC system will also be updated to reflect the new proxy name. If this card is not available, the Authorized Person should contact their clinic or Conduent to have access to the old card stopped and to have a new card issued.

### 7.3.2 Best Practices for EBT Cards and Proxies

Each agency is encouraged to evaluate their own policy related to issuance of EBT cards to proxies and determine what is allowed within the constraints of that policy, or what policy revisions are required in order to best serve clients during the current pandemic.

#### **Important considerations:**

1. Ideally, the Authorized Person should identify a specific named proxy who can complete the shopping trip for them. A proxy is a person designated by the WIC Authorized Person to obtain WIC services for members of the authorized person’s family and/or to purchase WIC food benefits. This person should be listed on the MI-WIC family information screen and may have a separate EBT card issued to accommodate easier shopping.
2. Noting that the Authorized Person is responsible for proper use of the food benefits, is liable for any resulting sanctions, and understands that WIC will be unable to replace any food benefits used improperly or not made available to the WIC client by the proxy, **regulations do not prohibit a client from sharing their EBT Card and PIN with a trusted source in order to complete a shopping trip.**
  - a. At any time, the Authorized Person may choose to update their PIN by calling the number listed on the back of the card.
3. If the Authorized Person is unable to identify a specific proxy or is concerned about listing an individual on their MI-WIC record for fear of the individual being able to obtain access to private information, they may choose to designate a generic “Shopping Proxy.” This would allow them to obtain a separate EBT card that can be shared with the shopper, without fear of losing their primary EBT card or granting that individual access to private information found in the MI-WIC record.
  - a. To do this, staff should enter the Proxy on the Family Information screen as **Last Name:** Proxy **First Name:** Shopping. Next, Staff should issue a card to that proxy.

	Last Name*	First Name*	MI
Authorized Person*:	8.2	PG	<input type="checkbox"/>
Proxy 1:	Proxy	Shopping	<input type="checkbox"/>
Proxy 2:			<input type="checkbox"/>

- b. Only 1 proxy card can be issued per family in the MI-WIC System.
- c. The “Auth. Person Card Holder Name” field of the log should be completed with the Authorized Person’s name.
- d. The Authorized Person should be instructed that when they no longer need the additional card, they should contact their WIC Clinic or Conduent to have access to the card stopped.

Please note, if a family has more than one EBT card and transactions are received for both cards, they will be processed in the order received by Conduent and may result in a denied purchase if benefits are exhausted before the second purchase can be processed.

### **IMPORTANT NOTE FOR PINNING PROXY CARDS OVER THE PHONE:**

Cards issued to a proxy must use Zip Code 99999 when establishing the PIN over the phone. This is due to the fact that address information is not obtained for the proxy, therefore no zip code is on file for them. The interactive voice recording may be confusing to some as it asks the card holder to enter the zip code for the primary card holder, which may lead individuals to enter the zip code of the Authorized Person.

#### **To pin the proxy card, you will need to enter:**

- **Date of birth of the Authorized Person**
- **Zip code: 99999**

Proxy card holders do not have the ability to call Conduent to have a replacement card issued if the card is lost, stolen or damaged. The Authorized Person should contact the clinic to have a replacement proxy card issued.

## 8. Breast Pumps

Distribution of breast pumps may be more difficult with clinic closures. Encourage mothers to put their babies to the breast if desired and possible. Additionally, most WIC mothers can receive personal breast pumps through their Medicaid MDHHS fee-for service or HMO health plans. Many of the health plans have at least one provider that will send pumps through the mail. If participants have difficulty receiving pumps from Medicaid, they should call the Beneficiary Hotline at (800) 642-3195.

**If staff have access to the clinic building,** breast pumps and breastfeeding supplies can be distributed:

- At the clinic or at a separate designated location.
  - Designate one individual at the local agency to interact with the client using social distancing, PPE, and/or following other local health department instructions when assisting clients face-to-face. To keep social distancing measures, staff could provide equipment through a drive-through option. Consider designating one day/week to provide this service.

- Through the mail.
  - This is a better option for pads and kits as opposed to pumps. Any costs incurred will be the local agency's responsibility.

### **If staff do not have access to clinic building:**

One staff person can be assigned to manage breastfeeding equipment. Pumps and supplies can be stored at that individual's home. Be sure equipment is stored in a clean, secure location.

Items to bring home:

- Breast pumps – manual and personal
- Pump kits
- Pump accessories
- Breast Pump Release Agreement Forms
- Education materials, such as breast milk storage card. Staff may want to refer the client to our MDHHS WIC website section for resources on [milk expression](#).

### **Multi-User Pump Guidance**

For the safety of staff and clients, the use of multi-user pumps for clients should be considered as a last resort. If a client is requesting a multi-user breast pump please complete a breastfeeding assessment to determine if a multi-user pump will offer significant benefits vs. the use of a personal use pump. Staff should have a discussion with the local agency Breastfeeding Coordinator or IBCLC to ensure that issuance of a multi-user pump is in the best interest of the client and WIC staff.

#### **Pump Distribution:**

What multi-user pumps should you distribute?

- First choice: A brand new pump that is still in the box.
- Second choice: A pump that hasn't been **issued since the pandemic**.
- Third (last) choice: A recently returned pump. If you are issuing a pump that was returned in the last month or two, please make sure that specific pump has been back in the clinic at least 72 hours, thoroughly cleaned and sanitized prior to re-issuing it.

The [Multi-User Breast Pump Loan and Release Agreement](#) can be read to the client, and verbal consent obtained and documented by staff initial on the agreement. A paper copy should be provided to the client. Clients do not need to sign the agreement until their next in-office appointment. The policy requirement of scanning paper agreements within 10 days has been extended to **the waiver end date**.

#### **Pump Returns:**

Once your LA starts to accept multi-user breast pumps from clients, it is recommended they be dropped off at the clinic, preferably at curbside. It is strongly discouraged that pumps be returned to the homes of WIC staff working remotely. A hard copy of the return receipt can be signed and scanned into the client's record or the form can be signed by a staff person, indicating COVID-19 as the reason for not having the signature of AP. **It is recommended that pumps be labeled with the date upon return to the clinic.** The pump should be separated from other pumps in a holding area for pumps needing to be

cleaned and disinfected. Once the pump has been properly cleaned and disinfected using the procedures below (pump cleaning and disinfecting), it can be placed back into regular rotation for distribution to clients.

If in-person return of breast pumps are delayed, please remember to extend the return date of multi-user breast pumps by 1 month in MI-WIC. This is especially important for pumps when a client explains that the pump is no longer being utilized. Extending the date will provide a tracking mechanism for such pumps and prevent the pump from being lost while reminding clients to keep their unused pumps in a safe space.

### **Pump Cleaning:**

The following are detailed instructions on pump cleaning during COVID-19:

- Medela: [COVID-19 Symphony Cleaning and Disinfection Recommendations for Home Rental](#) (edit 6/24/20)
- Ameda: <https://www.ameda.com/ameda-covid-19-response/>
- Hygeia has not provided cleaning recommendations with COVID-19. Use CDC breast pump cleaning [guidance](#).

### **Recommended cleaning products:**

The [World Health Organization](#) recommendations include the use of:

- 70% ethanol to disinfect reusable dedicated equipment between uses
- Sodium hypochlorite at 0.5% (equivalent 5000ppm) for disinfection of frequently touched surfaces in homes or healthcare facilities

Products that meet the requirements listed above include Meliseptol Rapid, Hexaquart (B. Braun), Incidin Foam (Ecolab), Quick Clean Spray (Medela), [CaviWipes™](#), and [PDI Sani-Cloth AF3](#).

### **Personal Use Pump Guidance**

Michigan WIC is waiving the eligibility requirements listed in MI-WIC Policy 4.06, Issuance of Personal Use Electric Breast Pumps. If it is determined that a mother needs a breast pump to protect her milk supply, a personal use electric pump may be issued.

The [Single-User Release Agreement](#) can be read to the client, and verbal consent obtained and documented by staff initial on the agreement. A paper copy should be provided to the client. Clients do not need to sign the agreement until their next in-office appointment. The policy requirement of scanning paper agreements within 10 days has been extended to **the waiver end date**.

### **Client Follow-Up**

Please make sure you are calling clients who are using multi-user pumps. These families most likely have high risk situations due to the fact they are using the pump and may need extra support. Continue to have peer counselors call clients to address issues or concerns. If your peers are not available for follow-up, please contact Julie Lothamer at [lothamerj@michigan.gov](mailto:lothamerj@michigan.gov) to utilize our breastfeeding community liaisons.

## 9. Formula

### 9.1 Access

If clients are expressing availability concerns for WIC Formula, staff may:

- For Class I formulas **ONLY** – Utilize the Mead Johnson store locator at <https://www.enfamil.com/store-locator> and call the WIC approved stores to check their current stock.
- For all formulas - staff can run a Formula Usage report in the MI-WIC Clinic Module to see what other clients are on that formula. Use the Family IDs from this report to check EPPIC to identify the store(s) where other clients found this formula.
- If you would like the state office to help with a specific store or situation, please take the information (client name, formula name, formula type, store name, etc.) and submit a [WIC Vendor Complaint Form](#). Completion of this form will help the State track issues.
- Email Maggie Tignanelli at [TignanelliS@michigan.gov](mailto:TignanelliS@michigan.gov) with questions or if a formula shortage is confirmed.

Clients and staff may also use the below resources for formula information:

<https://www.enfamil.com/store-locator>  
<https://abbottnutrition.com/store-locator>  
<https://similac.com/formula-coupons-free-samples/alimentum>  
<https://pediasure.com/resources-and-rewards/pediasure-coupons>

### 9.2 Formula Returns and Reissuance of Benefits

While operating under the USDA physical presence waiver, the Michigan WIC Division is temporarily suspending the following requirement from Policy 8.05 A.3:

*“Clients must return redeemed, unused formula to the clinic for validation of non-use, prior to the re-issuance of EBT formula benefits, to minimize client fraud potential.”*

During this time, local agencies shall implement the following policy modification:

*“Local agency staff shall accept a client’s verbal report of formula non-use, prior to the re-issuance of EBT formula benefits, and clients shall be directed to return the redeemed, unused formula upon their next visit to the clinic.”*

*Note: Local agency staff can also accept redeemed, unused formula in the clinic if clients request to return it before their next in-person appointment. Consider implementing methods to reduce exposure (i.e. curbside pick-up, gloves, etc.).*

#### **Procedure for Returned Formula under Physical Presence Waiver**

1. Client notifies WIC clinic of need for formula-containing food package change.\*

2. Staff assess for indication of formula change, and remaining benefits for the month in accordance with Policy 8.05 (verify current month food package and formula redemption data per MI-WIC).
3. Staff asks client, “Based on the <insert number> cans you have redeemed, how many cans remain unopened and unused?”
4. Staff reinforce client education, summarizing the following phrase from the Client Agreement “I will not directly or indirectly, nor will I allow any other person to trade, sell, transfer or exchange, or offer to trade, sell, transfer or exchange, any food/formula instrument or benefits issued to me from the WIC program.”
5. Staff re-issue EBT formula benefits, in accordance with Policy 8.05, **using the new Over-Issuance reason of “Formula Change/Not Returned/COVID 19”**.
6. Staff instruct the client to return the unopened, unused formula at their next appointment at the WIC clinic.
7. **Documentation on the Formula Acceptance and Action Log shall be completed when the formula is returned to the clinic.**

\*Requirements for Special Formula/Food Requests remain in place for Class I (children), II and III formulas.

#### **LA Formula Acceptance and Action Logs**

- **The submission of LA Formula Acceptance and Action logs has returned to monthly, on or before the 3<sup>rd</sup> business day of the month.**
  - **If the LA has not accepted any returned formula for the month and there is no formula being carried over or held from a previous month, the LA can submit a blank log or an email saying “No returned formula was returned to our clinics for (insert month).”**
  - **Logs shall be submitted to [AbbruzzeseM2@michigan.gov](mailto:AbbruzzeseM2@michigan.gov).**

## **10. Special Formula/Food Requests**

### **Existing Special Formula/Food Requests**

Clients with documented qualifying conditions and Special Formula/Food Requests (SFFRs) expiring prior to **the waiver end date** may have their SFFR extended by no more than 2 months from the original expiration date. The food package needs to reflect the original SFFR. No new foods or formulas can be added. As applicable, the Competent Professional Authority (CPA) shall still perform a nutrition assessment to ensure the correct formula and amounts are issued to the participant and documented. The requirement for RD approval for food packages containing a Class III formula remain in effect. Please document in the Client Note that the food prescription was extended due to the pandemic.

### **New Special Formula/Food Requests**

Medical documentation may be provided as an original written document, electronically, by facsimile, or by telephone.

- Allow for verbal orders and the deferment of follow-up written confirmation until **the waiver end date**.

- Allow for medical documentation on a health care provider’s prescription form or hospital discharge documentation until **the waiver end date**.

## 11. Vendors and Food Access

In order to address food availability concerns, it was suggested that if a Vendor deemed it necessary and appropriate, they could:

- Hold WIC-authorized formula behind the customer service desk and alert WIC customers of the change.
- Consider enforcing quantity limits, for both WIC and non-WIC customers, to ensure adequate stock of WIC-authorized infant formula and foods.

Some Vendors across the state have temporarily closed due to the pandemic. If you receive reports of a WIC Authorized Vendor in your community being closed, please contact the State WIC Division to report the closure. **As a reminder, remember to always print a new Vendor list for clients to ensure they are given the most up-to-date information regarding currently authorized Vendors in their area. You can also direct clients to the WIC Connect application, which updates to show all currently authorized Vendors in real time.**

If clients are struggling finding WIC Foods at their area authorized WIC Vendors, the following resources are available:

- For a statewide food pantry search, visit: <http://www.pantrynet.org/>. Please advise clients to verify a pantry’s status by phone prior to visiting, as many are experiencing closures and varied hours due to outages.
- **The USDA has extended the Summer Food Service Program (SFSP) through June 30, 2021.** For school meal sites through Summer Food Service Program (SFSP), visit: <https://www.mcgi.state.mi.us/schoolnutrition/>. Please advise your clients to call ahead to ensure open hours.
- Clients may also dial 211 to be connected with local food resources. Again, as 211 operators may not be aware of varied hours and closures, please advise your clients to call ahead to ensure open hours.

Many communities, through nonprofit agencies and organizations, are offering transportation services to local supermarkets to assist community members in getting their food items. Call 211 to inquire if this service is available in your area.

Currently, WIC does not have online ordering or curbside pick-up redemption options. While the pandemic emergency has escalated and reignited the national conversations around this urgent need, there are certain technological and programmatic considerations on the WIC side, as well as the vendor side, that require further exploration. As such, the WIC program is unable to accommodate online ordering and curbside service at this time. If at any time this is able to be accommodated, local agencies will be notified as soon as possible.



## 12. Project FRESH

WIC Project FRESH is a little different this year due to the nature of COVID-19 social distancing practices.

### 12.1 Coupon Shipment

- When you receive the Coupon Shipment:
  - Verify the information on the Coupon Shipment Form
    - Local Agency Clinic number is correct
    - Coupon numbers written match what is in the shipment
    - Before these coupons can be issued to clients the status must be updated in MI-WIC to “In Stock”
      - A specific role is required in MI-WIC to complete this task. If you do not have permission to update this screen, you may need to notify the person which normally handles this for you
  - Please refer to the WIC Project FRESH Local Agency Guidebook for more information

### 12.2 Project Coupon Issuance

Staff are encouraged to use alternative distribution methods to provide clients with coupon booklets, while limiting exposure.

#### 12.2.1 Curbside Method

- Local Agency contacts Client
  - In MI-WIC - Record Nutrition Education using topic “Project FRESH: Fruits and Vegetables”
  - Issue coupons to Client
  - Log Client ID on the Coupon Booklet Cover
  - Staple the [“Authorized Person Signs Here Immediately”](#) note (on bright orange paper) to the front of the Coupon Booklet Cover
    - Local Agency staff will need to cut these prior to assembling handout items
  - Highlight the space where the Authorized person should sign on the booklet cover
  - Project FRESH Signature Log
    - Log Client ID
    - Space for Client/AP Signature log: **CURBSIDE**
    - Write the date of **ISSUANCE**
- Assemble handout items:
  - Coupon booklet with [“Authorized Person Signs Here Immediately”](#) cut out stapled to the front, & Signature line HIGHLIGHTED
  - How do I use my WIC Project FRESH Coupons? handout ([English](#) or [Spanish/Arabic](#))
  - 3 Page [Nutrition Ed Handout Lesson](#)
  - MSU Michigan Guide to [What’s in Season NOW Pocket Guide](#)
  - Put in the incentive insulated bag
- Make sure to give Client the incentive bag and coupons when they arrive to the curbside pick-up location.

## 12.2.2 Mailing Method

### **IMPORTANT INFORMATION:**

- DO NOT USE AN ENVELOPE WITH A WINDOW
- DO NOT USE “WIC” ON THE OUTSIDE OF THE ENVELOPE
- ATTACH THE NEON GREEN LABEL PROVIDED TO THE ENVELOPE WHICH SAYS “Do Not Forward, Return to Sender”

### **Steps:**

- Local Agency contacts Client
  - In MI-WIC - Record Nutrition Education using topic “Project FRESH: Fruits and Vegetables”
  - Issue coupons to Client
  - Log Client ID on the Coupon Booklet Cover
  - Staple the [“Authorized Person Signs Here Immediately” note](#) (on bright orange paper) to the front of the Coupon Booklet Cover
    - Local Agency staff will need to cut these prior to assembling handout items
  - Highlight the space where the Authorized person should sign on the booklet cover
  - Project FRESH Signature Log
    - Log Client ID
    - Space for Client/AP Signature log: **MAILED**
    - Write the date of **ISSUANCE**
- Assemble handout items:
  - Coupon booklet with [“Authorized Person Signs Here Immediately”](#) cut out and stapled to the front, Signature line HIGHLIGHTED
  - How do I use my WIC Project FRESH Coupons? handout ([English](#) or [Spanish/Arabic](#))
  - 3 Page [Nutrition Ed Handout Lesson](#)
  - MSU Michigan Guide to [What’s in Season NOW Pocket Guide](#)
  - Include [incentive coupon](#) (purple - Clients must bring this coupon back to receive the incentive insulated bag – DO NOT MAIL THE INSULATED BAG!)
    - L/A staff will need to cut these coupons prior to mailing

## 12.3 Farmer’s Markets

According to the Governor’s Executive Order regarding essential workers in the food and agriculture sector, **farmers markets and farm stands selling food can continue to operate in Michigan.**

If you have an inquiry from a farmers market looking for information, for a good resource please visit : <http://mifma.org/covid-19-resources/>.

A current list of Authorized [Project FRESH Markets by county](#) can be found online on the Project FRESH page of the WIC website.

## 12.4 Contact Information

For Project FRESH related questions contact Pam Gove ([GoveP@michigan.gov](mailto:GoveP@michigan.gov), phone: 517-335-8996) or Constance Godinez ([GodinezC@michigan.gov](mailto:GodinezC@michigan.gov), phone: 517-335-8591)

### 13. WIC Priority

Given the approval to conduct WIC services remotely, clinics should strive to serve **ALL** eligible clients. If this is not possible, agencies should contact their State Consultant.

Staff are encouraged to utilize allowable flexibilities pertaining to certification extensions and benefit issuance to provide services to eligible clients **while** prioritizing certification, recertification, and mid-certification appointments. *These appointments provide critical services related to WIC eligibility determination and certification, risk and nutrition assessment, nutrition education including breastfeeding support, and referrals, and are the basis for providing quality nutrition services.*

*Note: Offering mid-certification appointments to clients is required, per WIC federal and state requirements and policy. These appointments provide a great opportunity to address any changes, follow-up on past concerns, and provide important information to promote the client’s best continuity of care.*

In the event that remote certifications need to be prioritized, agencies should follow the established federal regulations on WIC Priority.

Federal Priority Level Definition	MI-WIC Categories	Associated MI-WIC Risk codes
<b>Priority I.</b> Pregnant women, breastfeeding women and infants at nutritional risk as demonstrated by hematological or anthropometric measurements or other documented nutrition-related medical conditions which demonstrate the need for supplemental foods.	PG, BE, BP, IBE, IBP, IFF	100, 200, 300 CODE SERIES
<b>Priority II.</b> Except those infants who qualify for Priority I, infants up to six months of age of Program participants who participated during pregnancy, and infants up to six months of age born of women who were not Program participants during pregnancy but whose medical records document that they were at nutritional risk during pregnancy due to nutritional conditions detectable by biochemical or anthropometric measurements or other documented nutritionally related medical conditions which demonstrated the person’s need for supplemental foods.	IBE,IBP,IFF	700 CODE SERIES
<b>Priority III.</b> Children at nutritional risk as demonstrated by hematological or anthropometric measurements or other documented medical conditions which demonstrate the child’s need for supplemental foods.	C1,C2,C3,C4	100, 200, 300 CODE SERIES
<b>Priority IV.</b> Pregnant women, breastfeeding women, and infants at nutritional risk because of an inadequate dietary pattern.	PG, BE, BP, IBE, IBP, IFF	400 CODE SERIES
<b>Priority V.</b> Children at nutritional risk because of an inadequate dietary pattern.	C1,C2,C3,C4	400 CODE SERIES
<b>Priority VI.</b> Postpartum women at nutritional risk.	NPP	ALL CODES

<b>Priority VII.</b> Individuals certified for WIC solely due to homelessness or migrancy and, at State agency option, previously certified participants who might regress in nutritional status without continued provision of supplemental foods.	BE, BP, NPP, C1,C2,C3,C4	501
<b>Transfer Priority</b>	ALL CATEGORIES	ALL CODES

## 14. Data and Reporting

Many reports are available in the MI-WIC system to identify clients in need of benefits.

- a. **Clients Eligible for Benefits:** Use this report to find active clients in need of benefits. This report is run based on BVT date to show when benefits are valid through. Run this report to show all clients with a BVT date within a certain range or limit using “without future appointment” if your clinic has an alternative method for addressing those with appointments.
- b. **Clients by Cert End Date:** Use this report to identify clients whose certification will expire soon. This will help identify those who may need a 30-day extension or recertification to continue receiving benefits.
- c. **Expiring Short Certs:** Use this report to identify clients whose short certification will expire soon. This will help identify those who still need to provide documentation to the clinic. Clinic staff may use the above-mentioned proof of eligibility verbal attestation process, outlined in [section 6.1](#), to certify clients with expiring short certifications.

## 15. Integrated Service Delivery (ISD)

Agencies are expected to follow up with Incoming Referrals received to the Incoming Referral Work Queue through the Integrated Service Delivery Project.

To ensure timely resolution of pending referrals and alleviate some of the burden-for Clinic Staff, the State WIC Division has implemented three automated ISD processes to assist in referral follow up and resolution:

1. An automated message will be sent to Referrals still in the NEW Referral tab the day after the referral was generated. This message indicates that there may be a delay in response from the WIC Clinic and provides the clinic contact information. The message states *“Thank you for your interest in the WIC program. Unfortunately, due to the ongoing Corona virus situation, there may be a slight delay with the WIC staff contacting you. But, if help is required sooner, please contact the clinic at [CLINIC PH]. For more information, visit Michigan.gov/wic.”*
  - a. If clinics do not wish to continue sending this message, designated staff can turn it off by unchecking the “Active” checkbox on the Clinic Notification Preference Screen (Admin Module) for the “ISD Referral Contact due to Coronavirus situation” notification.
2. To decrease the amount of time spent on referrals for clients actively participating in WIC, MI-WIC will automatically match and resolve referrals that can be confirmed as active WIC clients. In order to confirm, the following conditions have to be met:
  - 1) the client information in the referral matches an existing MI-WIC record

- 2) the client is actively certified, and their certification will not end in the next 7 days
- 3) the client has a BVT date in the future

MI-WIC will resolve the referral as 'Already WIC Client' and move it to the 'Resolved Referral Tab' within the 'Incoming Referral Queue'. The system will also send a brief automated message to the family, by text or call depending on preference selected. The message states *“The WIC office got your referral through the MIBridges Portal, but our records show that you already have WIC benefits for this month. If you need any additional assistance, please call your WIC clinic”*.

If the referral already has a MI-WIC record, but is not currently certified or does not have active benefits, MI-WIC will not resolve the record. In these cases, staff intervention is still needed to make sure the referral is receiving the support they need.

- 3. To give staff more time to focus on New referrals or other duties, MI-WIC will automatically send a letter to any Pending Referral that has been in the 'Pending Referral Tab' for 7 days or more. In this, a letter will be mailed, and the referral will be marked as “Resolved – Letter Mailed” and moved to the 'Resolved Referral Tab'. For your future reference, in the 'Notes' field, the following note will be entered: “Letter sent through automated process during COVID-19 pandemic because referral was pending for 7 or more days.”

If agencies are struggling to meet the increased demands for WIC services, including the inability to resolve Incoming Referrals within a reasonable time, they should contact their State Consultant as soon as possible.

## 16. Device Considerations

If staff are working remotely, they must ensure that their computer meets the necessary workstation configuration requirements.

Computer Operating System	Microsoft Windows 7, 8, 10, Mac OS
Computer Processor Speed	2 GH or more available for MI-WIC
Computer Memory	2 GB or higher available for MI-WIC
Computer Monitor Resolution	1280 x 1024 or higher
Computer has access to the internet	Internet Speed 10 MBPS or more available for MI-WIC
Browser Version	Chrome, Firefox, Safari, IE 11
Adobe Acrobat Reader version	Adobe Reader DC (15.007.20033)
Signature Pad	Supported models T-LBK755SE-BHSB (4"x3" model) works for IE 11, Chrome, Firefox, Safari T-LBK460-HSB-R (1"x5" model) works with IE 11.
Printing functions	MI-WIC supports all printers that are PCL driver compliant.
Scanner	MI-WIC supports all Scanners that are TWAIN driver compliant-
EBT card reader	EBT Card reader to be connected to the workstation/computer if Card reader is used to capture the EBT card #.

If staff do not have a signature pad or scanner at their remote work location, they should utilize the “Upload” functionality to upload .JPEG files to MI-WIC. These can include documents securely submitted by the client or images of the screen taken during the appointment.



MIWIC Workstation  
Configuration Proce

## 17. Contact Information

MI-WIC Help Desk: 1 (800) 942-1636; press #1, then #1.

MILogin/DTMB Help Desk: 877-932-6424.

For system related questions, please contact Kristina Ressler at [ResslerK@michigan.gov](mailto:ResslerK@michigan.gov).

For non-system related questions, please contact Amy Thompson at [ThompsonA13@michigan.gov](mailto:ThompsonA13@michigan.gov), with a copy to your State Consultant.

## 18. Managing Remote Teams

Managing staff while working remotely can present many unique barriers. Below are a few resources you may find helpful as you continue to refine and adapt your management to remote work.

For Managers:

- [Forbes - 13 Tips for Leading and Managing Remote Teams](#)
- [Harvard Business Review – A Guide to Managing Your \(Newly\) Remote Workers](#)
- [Harvard Business Publishing – Leading Remote Teams Effectively Webinar](#)
- [Work from Home Training Program – Effectively Manage Remote Teams \(YouTube\)](#)
- [Success thINC – 5 Tips to Effectively Manage Remote Teams \(YouTube\)](#)
- [Gallup – How to Build Trust and Boost Productivity within Remote Teams](#)
- [Forbes – 6 Tips for Managing Remote Employees: How to Maintain Productivity & Engagement](#)

For Employees:

- [Work from Home Training Program – Organizational Skills for Remote Workers \(YouTube\)](#)
- [Harvard Business Review – 5 Ways to Work from Home More Effectively](#)
- [Mind Tools – Working from Home Balancing Productivity and Well-Being](#)
- [How to Work Remotely While Home-Schooling your Kids](#)

## Appendix – A: WIC Food Choice Expansion During COVID-19



### EXPANDED FOOD GUIDE CHOICES DURING COVID-19

Beginning June 1, 2020

The Michigan WIC Program is further expanding food choices. WIC clients will be able to use their fruit and vegetable (\$\$\$) benefit to purchase frozen and canned fruits and vegetables for women and children over 1. See below for guidelines regarding this 2<sup>nd</sup> food choice expansion. For more information on authorized WIC foods, please refer to the [Food Guide](#).

#### FROZEN FRUITS AND VEGETABLES

##### Allowed:

- **Organic**
- Whole, cut or mixed fruits or vegetables
- Beans or peas such as lima beans and black-eyed peas
- Any brand or package size/type

##### Not Allowed:

- Added sugar, breading, butter, sauce, fat, oil, salt or seasoning
- Added meat, rice, or pasta
- Fries or tater tots
- Juice\*
- Smoothies with non-fruit or non-vegetable ingredients
- Soup

#### CANNED FRUITS AND VEGETABLES

##### Allowed:

- **Organic**
- Any size metal, glass, plastic or pouch containers
- Individual servings or multi-packs
- May be regular or low sodium
- Any variety of fruits (including applesauces) packed in juice or water without added sugars, fats, oils, or salt
- Any variety of vegetables (including tomatoes) without added sugars, fats or oils
- Tomato paste, puree, or sauce
- Green beans or green peas

##### Not Allowed:

- Fruits packed in syrup
- Added meat, rice or pasta
- Artificial sweetener
- Pickled vegetables, relishes or ketchup
- Cranberry sauce or pie filling
- Salsa
- Pizza or pasta sauce
- Juice\*
- Beans\* or baked beans
- Smoothies with non-fruit or non-vegetable ingredients
- Pouches labeled as infant/toddler food

\*Juice and beans may be purchased with other WIC benefits





## EXPANDED FOOD GUIDE CHOICES DURING COVID-19

Implemented April 1, 2020

See below for additional food choices and package sizes that were made allowable in the Michigan Food Guide as part of the 1<sup>st</sup> phase of food choice expansions during COVID-19. For more information, please refer to the [Food Guide](#).

### Whole Grains – Bread:

- Lewis Bakeries, 100% Whole Wheat

### Whole Grains - Oatmeal:

- Best Choice, Quick Oats 16oz
- Best Choice, Old Fashioned Oats 16oz

### Whole Grains – Pasta:

- Full Circle 16oz

### Whole Grains – Tortillas:

- Best Choice, 100% Whole Wheat Fajita Size 8 count
- Frescados, Whole Grain 10 count
- Kroger, Yellow Corn 24 count
- Our Family, Whole Wheat 8 count
- Our Family, Soft Taco size 10 count
- Our Family, White Corn 16 & 18 count
- Our Family, Yellow Corn 18 & 24 count

### Cold Cereal:

- Any current WIC cereal now allowed in an 8oz or larger box
- Also now allowed...

#### General Mills:

- Chex
  - Cinnamon
  - Blueberry
  - Vanilla
- Kix
  - Berry Berry\*

- Honey\*
- Wheaties\*
- Whole Grain Total\*

**Kellogg's:**

- All Bran Complete, Wheat Bran Flakes\*
- Crispix, Plain\*
- Frosted Mini Wheats Bite Size
  - Blueberry\*
  - Filled Mixed Berry\*
  - Strawberry\*
- Frosted Mini Wheats Little Bites\*
- Special K, Banana
- Special K Protein
  - Honey Almond Ancient Grains\*
  - Original Multi-Grain Touch of Cinnamon\*

**Post:**

- Grape Nuts
  - Flakes
  - Original
- Great Grains, Crunchy Pecan
- Honey Bunches of Oats, Pecan and Maple Brown Sugar

**Quaker:**

- Life, Strawberry
- Life, Vanilla

**Store Brands:**

- Always Save
  - Corn Flakes
  - Frosted Shredded Wheat\*
- Best Choice
  - Crispy Rice Squares
  - Crispy Hexagons
  - Crunch Wheat Biscuits\*
  - Instant Oatmeal (regular flavor individual packets)
  - Wheat Crisps

*Starred items (\*) are Whole Grain*

**Infant Cereals:**

- Any Brand
- Organic allowed

**Infant Fruit and Vegetables:**

- Any Brand
- Organic allowed
- Single 4oz Containers
- Multi-packs of 1 oz, 2 oz, or 4 oz
- No pouches

**Infant Meats:**

- Any Brand
- Organic allowed

**Beans, Lentils & Peas:**

- Fat Free Refried Beans
- Randall (15-16oz jar)

**Yogurt:**

- 2 oz tube 8-pack (16oz total)
- 2 oz tube 16-pack (32oz total)
- Activia multi-packs, 4oz 4-pack & 4oz 8-pack
- Lala, 32oz
- Prairie Farms, 32oz

**Cheese:**

- If your Shopping List says 1 LB (16oz), you can choose two 8oz or one 16oz package
- Any type prepackaged sliced cheese, in addition to American (without individual wrapping)

**Soy Beverage:**

- Silk, Original 32oz & 64oz shelf stable

## Appendix – B: WIC E-Notice List

E-Notice Number	Title	Date Sent
#2020-45	USDA FNS Program Guidance on Human Pandemic Response	March 10, 2020
#2020-49	MDHHS WIC Program Update – Human Pandemic	March 19, 2020
#2020-50	Food and Formula Access; Food Bank and Pantry Resources	March 19, 2020
#2020-51	Notification Shut Off Recommendations During Clinic Closure	March 19, 2020
#2020-52	Breastfeeding During COVID-19	March 20, 2020
#2020-53	WIC Connect Mobile App and WCC Appointments	March 20, 2020
#2020-54	Families First Coronavirus Response Act – Physical Presence Waiver Approved	March 23, 2020
#2020-55	Michigan WIC Pandemic Response – Updates	March 25, 2020
#2020-56	Statewide Client Notification – WIC Clinic Services	March 25, 2020
#2020-57	Special Formula Food Request Waiver During Pandemic	March 27, 2020
#2020-58	Expanded Food Guide Choices During Pandemic – Effective April 1, 2020	March 27, 2020
#2020-59	Formula Food Package Changes and Returned Formula During Pandemic	March 31, 2020
#2020-61	Questions and Answers: Provision of Remote WIC Services	March 31, 2020
#2020-63	Automated WIC Benefits Issuance – 3 Additional Months	April 2, 2020
#2020-65	Automated WIC Benefits Issuance – REMINDER	April 6, 2020
#2020-66	Michigan WIC Remote Services Training Presentation – Available Now	April 6, 2020
#2020-67	WIC Website COVID-19 Updates and Clinic Messaging Guidance	April 7, 2020
#2020-69	Notification Shut Off Recommendations for Remote Services – Follow Up	April 8, 2020
#2020-71	Local Agency Staffing During Pandemic – Due Monday April 13, 2020	April 10, 2020
#2020-72	MI-WIC Notifications Reference Updates- Resending	April 13, 2020
#2020-73	Clarification for Proofs of Eligibility - Verbal Attestation	April 14, 2020
#2020-74	Request for LA Questions – Allowable Costs/Funding During Pandemic; <b>Due Monday, April 20</b>	April 16, 2020
#2020-75	Publication of Questions and Answers from LA Statewide Conference Call Held 4/14	April 16, 2020
#2020-76	Breastfeeding: Multi-User Breast Pump Guidance During COVID-19	April 16, 2020
#2020-77	Incoming Referrals from MI Bridges – State Level Assistance Solutions	April 16, 2020
#2020-78	WIC 2020 Events Canceled Through May 31, 2020	April 20, 2020
#2020-79	Request for Proposals - Minority Health Community Capacity Building Program	April 23, 2020
#2020-80	FY 2020 Nutrition Education/Breastfeeding Time Study - Weeks 2 and 3 Rescheduled	April 24, 2020

#2020-81	Separation of Duties – Audit Expectations for Single Certified Clients During the Pandemic	April 24, 2020
#2020-82	WIC Coordinator Connections	April 27, 2020
#2020-83	WIC Connect Mobile App Test Account Guide	April 27, 2020
#2020-84	Response to WIC E-Notice #2020-74 Request for LA Questions - Allowable Costs/Funding During Pandemic	April 28, 2020
#2020-85	WIC Remote Services Guidance Document – Updated Version	April 29, 2020
#2020-86	90 Day Certification Extension Waiver	May 1, 2020
#2020-87	ISD Referrals without Clinic Assignment	May 1, 2020
#2020-88	WIC Coordinator Connections	May 5, 2020
#2020-89	90 Day Certification Extension Waiver – Process Clarification	May 5, 2020
#2020-90	Summer EBT for Children (SEBTC) 2020	May 5, 2020
#2020-90	Nutrition Networking Virtual Meetings	May 6, 2020
#2020-91	WIC Food Access Survey – Due COB Monday, May 11	May 7, 2020
#2020-92	LMS Online Training Modules - Completed Courses in Enrolled Tab	May 8, 2020
#2020-93	Local Agency Service Status Update - Please Return by COB Friday, May 15, 2020	May 8, 2020
#2020-94	WIC Coordinator Connections	May 12, 2020
#2020-95	Breastfeeding Updates	May 13, 2020
#2020-96	Upcoming NWA Webinar – Preparing for Reopening: Considerations for Adjusting WIC Clinic Operations throughout COVID-19	May 14, 2020
#2020-97	Nutrition Networking Call Slides and Follow-up	May 15, 2020
#2020-98	Children and Women Food Package Change Beginning June 1, 2020 – Time Sensitive	May 15, 2020
#2020-99	State Employee Temporary Layoffs	May 15, 2020
#2020-100	USDA Approves Extension of Waivers to June 30, 2020	May 18, 2020
#2020-101	WIC Coordinator Connections Meeting	May 19, 2020
#2020-102	MI-WIC Release Postponement	May 21, 2020
#2020-103	Agenda for Nutrition Education Work Group – Virtual Meeting, 6/11/20	May 21, 2020
#2020-104	Clarification on Special Formula/Food Request Waiver	May 22, 2020
#2020-105	FY 2020 Nutrition Education/Breastfeeding Time Study - Weeks 2 and 3 TBD	May 22, 2020
#2020-106	COVID-19 Related Payments/Benefits and WIC Income Determination	May 26, 2020
#2020-107	October WIC Coordinator Summit and Record Review	May 26, 2020
#2020-108	Nutrition Networking Virtual Meetings	May 26, 2020

#2020-109	WIC Coordinator Connections Meeting	May 26, 2020
#2020-110	New Resources for Pregnancy, Breastfeeding & Caring for Newborns - During COVID	May 27, 2020
#2020-111	Canned and Frozen Fruits and Vegetables - Authorization and Communications	May 27, 2020
#2020-112	WIC Virtual Trainings	May 28, 2020
#2020-113	WIC Remote Services Guidance Document – NEW Updated Version	May 28, 2020
#2020-114	Nutrition Networking Call, May 28th Follow-up	May 28, 2020
#2020-115	Formulary Update: NeuroPro EnfaCare 32 oz RTF Discontinued	June 2, 2020
#2020-116	WIC Coordinator Connections Meeting	June 2, 2020
#2020-117	Summer 2020 Vendor Newsletter	June 3, 2020
#2020-118	Promotion and Retention Workgroup Virtual Check-In Minutes – May 29, 2020	June 3, 2020
#2020-119	Breastfeeding Work Group Announcement and Agenda Friday, June 19, 2020	June 5, 2020
#2020-120	WIC Coordinator Connections Meeting	June 9, 2020
#2020-121	WIC Proxy and EBT Card Clarifications	June 9, 2020
#2020-122	Urgent: WIC Waiver Extension Information Request – Due by Noon on Thursday, June 11	June 10, 2020
#2020-123	Nutrition Services Policy Approval Updates	June 10, 2020
#2020-124	High Importance - Local Agency Returned Formula	June 11, 2020
#2020-125	Free 90-Day Access to Noggin Learning App for WIC Participants	June 16, 2020
#2020-126	WIC Coordinator Connections Meeting	June 16, 2020
#2020-127	90 Day Certification Extension Waiver – Mass Request Process	June 17, 2020
#2020-128	NWA 2021 Calendar Order Form	June 19, 2020
#2020-129	WIC Special Project Innovation Grant Opportunity	June 19, 2020
#2020-130	CANCELLED, Nutrition Networking Virtual Meeting, 6/25/20	June 23, 2020
#2020-131	USDA Approves Extension of Michigan WIC Waivers through July 31, 2020	June 23, 2020
#2020-132	Summit Survey	June 26, 2020
#2020-133	Recall of Limited Quantities of Walmart Marketside Classic Iceberg Salad	June 29, 2020
#2020-134	{virtual} Nutrition Education Workgroup, June 11th Follow-up	June 29, 2020
#2020-135	New Income Guidelines Effective June 30, 2020	June 30, 2020
#2020-136	WIC Coordinator Connections Meeting	June 30, 2020

#2020-137	Special Formula/Food Request Waiver Approved	June 30, 2020
#2020-138	Breastfeeding Work Group Meeting Minutes	July 1, 2020
#2020-139	WIC Remote Services Guidance Document – NEW Updated Version 5	July 2, 2020
#2020-140	USDA Approves Extension of Michigan WIC Waivers through September 30, 2020	July 2, 2020
#2020-141	ACTION REQUIRED – Quarterly Microcuvette Order - Due July 17, 2020	July 6, 2020
#2020-142	Nutrition Networking Virtual Meeting, Thursday, July 9	July 7, 2020
#2020-143	Breastfeeding Resource Books and Canned/Frozen Fruits & Vegetables English Handouts- Mailed	July 7, 2020
#2020-144	Authorized Walgreens Locations	July 7, 2020
#2020-145	FY 2020 Nutrition Education/Breastfeeding Time Study - Weeks 2 and 3 Dates	July 8, 2020
#2020-146	WIC Coordinator Connections Meeting	July 13, 2020
#2020-147	Notice to LHDs and Immunization Partners of Upcoming Media Campaign Launch	July 14, 2020
#2020-148	Blast Messaging Guidelines	July 14, 2020
#2020-149	Annual Review for WIC System-Related Equipment Inventory	July 15, 2020
#2020-150	Nutrition Networking Call, July 9th Follow-up + CE opportunities	July 21, 2020
#2020-151	ACTION REQUIRED - 90-Day Certification Extension Requests – August & September	July 27, 2020
#2020-152	WIC Coordinator Connections Meeting	July 28, 2020
#2020-153	WIC National Breastfeeding Month 2020	July 28, 2020
#2020-154	Local Agency Service Status Update - Please Return by COB Friday, July 31, 2020	July 28, 2020
#2020-155	Pre-Recorded WIC Formula Webcast and Live Q & A Session	July 30, 2020
#2020-156	Salmonella Outbreak Linked to Red Onions	August 3, 2020
#2020-157	Telehealth Resources for WIC Staff and Clients	August 3, 2020
#2020-158	Biannual Breastfeeding and PNSS & PedNSS Reports	August 3, 2020
#2020-159	Annual Role Review in MI-WIC	August 6, 2020
#2020-160	WIC Clinic Reopening Guidance Document	August 6, 2020
#2020-161	Virtual WIC Conference and Continuing Education Events Survey	August 7, 2020
#2020-162	FY 2021 Nutrition Services Plan – Due 8/28/2020	August 10, 2020
#2020-163	WIC Connect Mobile App Issue	August 10, 2020
#2020-164	Receive and View Food Recalls	August 11, 2020
#2020-165	WIC Coordinator Connections Meeting	August 11, 2020

#2020-166	Breastfeeding Updates - National Breastfeeding Month Celebrations and Training Opportunities	August 11, 2020
#2020-167	Registration is Now Open! The 2020 Michigan WIC Virtual Coordinator Summit!	August 11, 2020
#2020-168	Time Sensitive: Changes to the Client Agreement- Effective August 13, 2020	August 11, 2020
#2020-169	Annual Review for WIC System-Related Equipment Inventory	August 12, 2020
#2020-170	Tufts Grant Telehealth Pilot	August 12, 2020
#2020-171	Formulary Update: Enfamil AR RTF Discontinued	August 17, 2020
#2020-172	Nutrition Networking Virtual Meeting, Thursday, August 20	August 18, 2020
#2020-173	New Virtual Appointment Types in MI-WIC	August 19, 2020
#2020-174	Black Breastfeeding Week Updates	August 21, 2020
#2020-175	MI-WIC Release Readiness	August 24, 2020
#2020-176	Black Breastfeeding Week Updates - Correction (Chocolate Milk Documentary Registration Deadline is Today)	August 24, 2020
#2020-177	Recall of Bagged Peaches	August 24, 2020
#2020-178	WIC Coordinator Connections Meeting	August 25, 2020
#2020-179	Save the Date: {virtual} Nutrition Education Work Group, September 17, 2020	August 25, 2020
#2020-180	Reminder: FY 2021 Nutrition Services Plan Due 8/28/2020	August 27, 2020
#2020-181	Reminder MI-WIC Annual Role Review Due September 10, 2020	August 31, 2020
#2020-182	WIC Coordinator Connections Meeting	September 4, 2020
#2020-183	MI-WIC Annual Role Review Due September 10, 2020	September 8, 2020
#2020-184	Virtual Promotion and Retention Workgroup Meeting – Friday, September 25, 2020	September 8, 2020
#2020-185	USDA Approved MI-WIC Policies	September 9, 2020
#2020-186	Nutrition Services Plans – MI-WIC Auto-Population Complete: Final Updates Due September 30	September 10, 2020
#2020-187	Nutrition Education Resources - Reply by 9/15/20!	September 11, 2020
#2020-188	WIC System-Related Equipment Inventory Annual Review Due October 30, 2020	September 15, 2020
#2020-189	WIC Coordinator Connections Meeting	September 15, 2020
#2020-190	Fall 2020 Vendor Newsletter	September 15, 2020
#2020-191	Reminder: Tomorrow (9/17/20) is the {virtual} Nutrition Education Work Group	September 16, 2020



#2020-192	New Income Guidelines Cards and Income Webcast Archive	September 16, 2020
#2020-193	WIC Food Access Follow Up Survey – Due COB Monday, September 21	September 16, 2020
#2020-194	USDA Approves Extension of WIC Waivers	September 21, 2020
#2020-195	WIC Coordinator Connections Meeting	September 21, 2020
#2020-196	Breastfeeding Work Group Announcement and Agenda Friday, October 16, 2020	September 24, 2020
#2020-197	WIC Coordinator Connections Meeting	September 29, 2020
#2020-198	2020 Voter Registration, October 19 Deadline and References	September 29, 2020
#2020-199	Automated Benefits Issuance – Process Update Effective October 5, 2020	October 1, 2020
#2020-200	Civil Rights Course FY 2020-2021 Now Available	October 1, 2020
#2020-201	Promotion and Retention Workgroup Minutes – September 25, 2020	October 1, 2020
#2020-202	Nutrition Education Updates	October 1, 2020
#2020-203	ACTION REQUIRED - 90-Day Certification Extension Requests – October & November	October 2, 2020
#2020-204	Automated Benefits Issuance Process Update Reminder	October 5, 2020
#2020-205	WIC Coordinator Connections Meeting	October 5, 2020
#2020-206	MDHHS Job Posting – WIC Public Health Consultant	October 7, 2020
#2020-207	Safe Sleep Education and Resources	October 7, 2020
#2020-208	Meijer Recall of Recall of Whole Cantaloupe and Select Cut Cantaloupe Fruit Trays and Bowls	October 8, 2020
#2020-209	Unemployment Lost Wages Assistance (LWA) and WIC Income Determination – Reminder	October 8, 2020
#2020-210	Volunteers Requested for 2021 Virtual WIC Conference Planning Committee	October 8, 2020
#2020-211	National Public Health Emergency Extension and Continuing Resolution	October 8, 2020
#2020-212	Fall WIC News	October 9, 2020
#2020-213	Pritzker Prenatal-to-Three Policy Initiative Steering Committee Invitation	October 14, 2020
#2020-214	ACTION REQUIRED – Quarterly Microcuvette Order - Due October 30, 2020	October 19, 2020
#2020-215	Job Posting – District Health Department #10 WIC Program Position Announcement	October 19, 2020
#2020-216	Local Agency Service Status Update - Please Return by COB Friday, October 30, 2020	October 22, 2020

#2020-217	WIC System-Related Equipment Inventory Annual Review Due October 30, 2020	October 23, 2020
#2020-218	Job Posting – Washtenaw County Health Department WIC Program Position Announcement	October 23, 2020
#2020-219	Important Message - Recent Calls to WIC Agencies	October 23, 2020