

Policy and Procedure Training Updates – FFY2019

Local Agency Staff / State WIC Office Staff / October 23, 2018



Housekeeping Details

Definitions

Policy: The basic principles on which a government is guided; the rules that employees must follow

- All employees must take a 30 minute wellness break during each work day.

Procedure: An established or official way of doing something; steps on how to abide by the rules

- Employees may do the following to complete their 30 minute wellness break:
 - Take a walk
 - Do a yoga class
 - Stretch

Disclaimer

New policies, as well as revisions to released policies, will be discussed.

There will be grey areas around released policies. There will be policies where definite procedures will be listed.

Please note that the revision date of the released policies might be different from the published date.

In the **Questions and Answers from Previous Training** section, please note that the comments that were submitted were altered into questions.

Please refrain from asking questions until we reach the **What Questions Do You Have** slide.

Questions and Answers from Previous Training

Q&A: CT-800.02: Residency Requirements

Question

For the Verification form: The policy says it should be filled out by participant, but if it was, we wouldn't need the section that indicates it was brought back to the clinic.

Answer

The policy has been updated to read "Complete a Verification of Residency and/or Income Form for the applicant/participant and file or scan the form into the participant's WIC record".

Q&A: CT-800.02: Residency Requirements (cont.)

Question

Have there been changes to the Identification, Residency, and Income Code forms?

Answer

The Identification, Residency, and Income Chart have been updated.

Q&A: CT-800.05: Identity Requirements

Question

Can you clarify on Procedures section V, "Label documents as hospital records." What documents are you referring to?

Answer

That statement should have been added to the list of documents to accept for infant up to 3 months of age. This has been changed.

Q&A: CT-800.05: Identity Requirements (cont.)

Question

In the attachment for Action Memo 18-23, we were told to reference the Immunization Assessment Policy to obtain listed acceptable immunization documents, but this cannot be found in the policy. Can you advise on this?

Answer

This policy is being released in this training, the acceptable documents are the GRITS report or an immunization record from doctor's office.

Q&A: CT-810.04: Referral Data

Question

Q: Is the WIC Referral Form updated in the policy?

Answer

Yes. The form that is linked is the most current.

Q&A: CT-840.05: Foster Care

Question

Q: Can you clarify the last sentence of the policy that states, "Verification is not required at subsequent certifications if the child remains in the same foster home." Which verification? Even income?

Answer

This statement has been clarified. ID and residency is not required. Must verify if child is still Medicaid eligible or verify income if not adjunctively eligible.

Q&A: CT-850.01: Transfer of Certification

Question

Is the Notice of Termination form linked?
I could not locate it.

Answer

Yes, the form is now linked.

Q&A: CR-1140.02: Customer Service Complaint Handling

Question

Is the Complaint Form linked to this policy the most recent one?

Answer

Yes, the complaint form is the most recent form.

Q&A: BF-1260.06: Pump Issuance

Question

Is the Symphony Loan Agreement linked to the policy?

Answer

Yes, the form is linked.

Q&A: BF-1260.06: Pump Issuance (cont.)

Question

Is there an updated issuance guide that is linked to the policy?

Answer

Updated and linked to policy

Q&A: CT-800.13: Physical Presence

Question

Has the issue of an ill woman who cannot come in for certification been addressed? Non-physical presence should allow a pre-assigned alternate to come in for the mother in that case.

Questions/Answers stated 'Prenatal women must come in for the initial certification. For subsequent visits, they can designate an alternate if they meet the exceptions rules. Postpartum women can send someone with all information if they meet the exceptions rule.' This can't be determined from reading the policy – may I suggest that this be clarified in policy, not on a separate document.

Answer

This statement has been clarified in the policy. Prenatal women must be present at the initial certification.

Q&A: CT-840.06: Separation of Duties

Question

In Policy Question and Responses attachment for Action memo 18-23, we asked if the form could be made a single page and was told it was already a single page; however, if you pull up the document, the formatting forces it into 2 pages.

Answer

This form has been revised.



Separation of Duty Form/District Office

[illegible]

Q&A: CT-800.12: Designation of an Alternate-Proxy

Question

Is the letter in the policy updated to reflect that proxies can receive high risk education and receive 3 months of FIs?

Answer

This piece has been added to the form.

Q&A: CT-800.12: Designation of an Alternate-Proxy (cont.)

Question

Is the statement on whether or not a prenatal/postpartum/breastfeeding woman can have an alternate-proxy – even if they do not require a physical presence exception accurate?

Answer

The statement in the policy is correct.

Q&A: CT-800.11: Designation of a Proxy

Question

The policy states the local agency will document the use of the proxy in the participant's electronic record in the notes/comments section. However, the Question/Answers stated that the proxy form can be placed in the participant's record for documentation. Can you provide clarity on this?

Answer

This statement has been corrected in the policy. They can be placed in either place.

Q&A: CM-730.01: Special Populations

Question

Has the Waiver of Free Interpretation form updated?

Answer

Yes, this form has been updated.

Q&A: CM-730.01: Special Populations (cont.)

Question

Can the Assurance Form be updated to reflect that the form is returned to the local office and not mailed to 2 Peachtree?

Answer

The form has been updated.



What questions do you have?

New and Revised Policies

Nutrition Services

Published Policies

- NS-200.11: Phone Contact / Nutrition Education
- NS-200.03: Participant Nutrition Education
- NS-200.09: High-Risk Secondary Education Contact



NS-200.11: Phone Contact / Nutrition Education

New Policy

- Local agencies staff may provide nutrition / breastfeeding education by phone based on their credential and position to provide nutrition education for low-risk and high-risk secondary nutrition education contacts.
- Local agencies may use phone contacts to provide primary nutrition education at recertification or at initial certification when physical presence exemptions apply.
- Confirmation of identity must be established before providing nutrition education over the phone.

NS-200.11: Phone Contact / Nutrition Education (cont.)

- Provides framework for expanded phone counseling for breastfeeding education
 - Newborn follow-up
 - Pump issuance follow-up
- Nutrition Assistants will be able to provide required education while conducting missed voucher pick-up follow-up.
 - Offer to mail benefit to participant

NS-200.03: Participant Nutrition Education

- Changes Made to the Policy
 - Phone contact added to list of allowed methods to provide nutrition education

NS-200.09: High-Risk Secondary Education Contact

- Changes Made to the Policy
 - Phone contact added to list of allowed methods to provide high-risk nutrition education
 - Expanded policy to include components of a high-risk care plan



What questions do you have?

Certification

Published Policies

- CT-820.03 Immunization Coverage Assessment
- CT-820.04: National Voter Registration
- CT-830.02 Pre-Registration – Gateway Applications
- CT-840.01 Certification Periods
- CT- 840.03 WIC Certification forms
- CT-840.07 WIC Overseas Program
- CT- 850.01 Transfer of Certification
- CT-860.01 Notice of Ineligibility
- CT-860.04 Fair Hearings

CT 820.03: Immunization Coverage Assessment

Changes Made To Policy:

- Local agencies must screen WIC Infants and children immunization status at every certification and midyear assessment
- Infants and children due for immunizations must be referred to a physician or immunization clinic
- Use Georgia Registry Immunization Tracking System (GRITS) or participant's immunization record to assess immunization status.

CT 820.03: Immunization Coverage Assessment (cont.)

Changes Made To Policy:

- Provide information on the immunization schedule such as the child's individual GRITS report or Center for Disease Control (CDC) immunization schedule
- GRITS form or immunization card can be used as proof of Identification

CT-830.02: Pre-Registration – Gateway Applications

Changes Made To Policy:

- On-line registration is now Pre-registration-Gateway applications
- The local agency (LA) must monitor their front-end system daily for Georgia Gateway applications that have been pre-processed by the state clearinghouse
- Applicants must be contacted within 24 hours of the date and time the notification was received and submitted to DXC Technology (DXC)

CT-830.02 Pre-Registration – Gateway Applications (cont.)

- Review the information in Gateway for missing verifications
- Provide an appointment within processing standard timeframes
- If applicable, inform the applicant of missing verifications to bring to their appointment
- Make three (3) attempts to reach applicant to schedule the appointment
- Document in the computer or on the copy of the electronic mail of all three attempts to schedule the appointment
- Maintain the file for the required retention period

CT-840.01: Certification Periods

Changes Made To Policy:

- Eligibility reference Eligibility Criteria for Participation

CT-840.03: WIC Certification Form

Changes Made To Policy:

- Enter the information gathered on a paper certification form in the electronic record within 24 hours of the system being operable
- Reference Prenatal Certification form, Breastfeeding Certification form, Non-Breastfeeding Certification form, Infant Certification form, and Child Certification form

CT-840.07: WIC Overseas Program

Changes Made To Policy:

- WIC participants issued EVOC must be instructed that there is no guarantee that the WIC Overseas Program will be operational where they will be transferred
- By law only certain individuals are eligible for WIC Overseas Program
- Issuance of EVOC does not guarantee continued eligibility
- Participants should contact their base to determine continued eligibility

CT-840.07: WIC Overseas Program (cont.)

Changes Made To Policy:

- Provide services to WIC Overseas Program participant who returns to the U.S. with a valid EVOC card continued participation in USDA's WIC Program until the end of his/her certification period
- Visit the TRICARE Website at: <http://www.Tricare.mil/wic> for locations and additional information about DoD's WIC Overseas Programs

CT-850.01: Transfer of Certification

Changes Made To Policy:

- Local agencies must provide an Electronic Verification of Certification (EVOC) card to every participant who is a member of a migrant family, and any other participant who is likely to relocate during a certification period (7 CFR § 246.7(k)(1)).
- When an applicant transfers in with a VOC card, the parent, guardian, or caregiver is not required to bring the infant or child. An alternate-proxy can present VOC or transfer information for the participant.
- The LA may conduct a recertification for the convenience of the participant if a VOC is presented and the certification will expire soon (within the next 30 days).

CT-850.01: Transfer of Certification (cont.)

- The LA is not required to do a mid-certification income reassessment, and the participant may receive the remainder of the benefits for that certification period (7CFR 246.7 (h)(1)(i)) if the transferring participant reports a change in income within the last ninety (90) days of the certification period.
- Participants are not required to sign a release of information to request or share VOC information with other state or local agencies. WIC information retrieved from other WIC programs is considered confidential information and may only be used for WIC purposes.

CT-850.01 Transfer of Certification (cont.)

- Ensure participants know and understand the availability, process, and purpose of an EVOC by:
 - Describing the EVOC process during the explanation of Rights and Responsibilities.
 - Posting signs and handing out fliers for participants to request an EVOC if they are planning to move before their next certification appointment.
 - Routinely asking the participant if they plan to move during their certification period (during voucher pickup).
- Provide a copy of the current Medical Documentation Form (MDF) to the participant, when applicable.

CT-850.01: Transfer of Certification (cont.)

- Accept an incomplete VOC/EVOC card as long as the certification period has not expired, and the card contains:
 - Participant's name
 - Date of certification
 - Date certification expires
- While the VOC card satisfies the income and nutritional condition requirements, the participant must provide proof of residency and identification if transferring from out of state or another LA. If the information is not available, a thirty-day certification may be used for missing proof information. The participant must not be denied service if they do not have this information.

CT- 850.01 Transfer of Certification (cont.)

The LA must ensure the below procedures are completed when an out of state participant transfers into their clinic:

- Request participant surrenders any unused food instruments (FIs) or Electronic Benefit Transfer (EBT) cards from the previous agency in their possession, however do not be deny benefits if the FIs are not in the participants possession.
- Give an explanation to the participant for any differences in authorized supplemental foods, e.g. a different contract formula.
- Securely destroy all food instruments or EBT cards retrieved from the transferring participant.
- Provide a food package that ensures the participant receives the maximum monthly allowance for that month, unless individually tailored in accordance with 7 CFR 246.10.
- Prorate the food benefits to correspond with the unused benefits retrieved from the participant.

CT-860.01: Notice of Ineligibility

Changes Made To Policy:

- When an applicant does not meet the WIC program eligibility requirements at the certification appointment:
 - Complete and issue Notice of Ineligibility form
 - Inform the applicant the Ineligibility form serves as both the written notice of ineligibility and the notice of the right to a fair hearing

CT-860.01: Notice of Ineligibility (cont.)

Changes Made To Policy:

- For applicants who do not have a health record in the clinic, the Ineligibility file must contain a copy of the Notice of Ineligibility
- Sign and date a completed Notice of Ineligibility Form including the Fair Hearing Section

CT-860.04 Fair Hearings

- No Changes
 - *No training is required for this policy*

Updated Policies Since Last Publishing

- CT-800.01: Eligibility Criteria for Participation - Clarified policy statement
- CT-800.02: Residency Requirements - Clarified who completes Verification form
- CT-800.03: Income Eligibility Requirements - Clarified use of Client Statement form and Mid-Certification Income changes
- CT-800.05: Identity Requirements - Updated proofs for infants up to three (3) months
- CT-800.08: Family, Household, and Economic Unit – Added incarcerated parents and Unemployed families to policy
- CT-800.11: Designation of a Proxy - Written notification from participant can be accepted

Updated Policies Since Last Publishing (cont.)

- CT-800.12: Designation of Alternate-Proxy - Can receive high or low risk Nutrition Education
- CT-800.13: Physical Presence - Prenatal women must be present for the initial certification
- CT-840.02: Thirty Day - Explanation of temporary thirty-day certification
- CT-840.05: Foster Care - Procedures for change in foster home clarified
- CT-850.01: Transfer of Certification - Clarified minimum information that can be accepted on VOC card.

FNS Answers to Thirty Day Policy

Can an applicant/participant receive a second thirty day during the year that a certification would have been valid if they failed to bring information back within thirty days, return with some but not all information at the new eligibility determination? *Example: Participant fails to bring in proof of income at initial certification and receives a thirty day temporary certification, does not bring come back until 45 days later. The participant is undergoing a new certification due to termination of temporary certification and has ID and residency proof but still doesn't have income proof. How long will they have to wait to receive another thirty day certification?*

FNS Answers to Thirty Day Policy

Under no circumstances is a second, subsequent 30-day certification period allowed if an applicant fails to provide the required missing documentation (e.g. income, residency, identity) within the 30-day timeframe per FNS Policy 2013-3. Based on the example provided, the applicant has been terminated and an initial certification must be conducted; therefore, a 30-day certification can be provided as part of the new certification.

FNS Answers to Thirty Day Policy

If an out of state participant in a valid certification period transfer into our state program, can they receive a temporary certification if they do not provide proof of identification or residency?

Transferring participants are required to provide both proof of identity and residency for all transfers. FNS 2016-4 states that if proof of identity or residency are not immediately available, the local agency may wait to process the transfer until the information is provided. If a participant is unable to provide this documentation, the local agency may accept a written statement from the participant in accordance with 7 CFR 246.7(c)(2)(i).

FNS Answers to Thirty Day Policy

Clarify how to complete a transfer for in-state transfers and out of state transfers in a valid certification period without proof of residency and/or ID who is given a thirty day temporary certification. If they failed to bring back the information within thirty days, do we terminate the participant and start the eligibility process over again?

Yes, terminate the participant and start the eligibility process over again.

FNS Answers to Thirty Day Policy

If the participant returns after the thirty day period, can we use the previous anthropometric information, and the ID and residency verification? Do we need to collect new anthropometric information and perform nutrition assessment counseling again?

FNS Answers to Thirty Day Policy

If the participant returns after the 30-day timeframe, a new certification process must be conducted. However, per 7 CFR 246.7(3)(B)(ii), weight and height or length shall be measured not more than 60 days prior to certification for program participation. Therefore if the anthropometric data was collected not more than 60 days prior to the date of certification, it can be used. If the timeframe is outside of these parameters, anthropometric data must be collected again. Nutrition assessment and counseling should always be reassessed as changes could have occurred with the applicant's nutritional/medical status since their initial visit.



What questions do you have?

Food Delivery

Published Policies

- FD-900.02: Security of Issuance Materials
- FD-900.05: Investigation of missing Vouchers and VOC Card
- FD-900.06: Voucher Accountability
- FD-910.01: Voucher Issuance
- FD-910.02: Manual Voucher Issuance
- FD-920.04: Borrowed VMARS Stock Paper
- FD-930.01: Manual Voucher (blank)
- FD-940.01: Mailing/Delivery of WIC Vouchers



FD-900.02: Security of Issuance Materials

Changes Made To Policy:

- WIC Program Stamp no longer required on new WIC ID or EVOC
- WIC Manual Verification of Certification Cards are no longer required to be maintained in the clinics

FD-900.05: Investigation of Missing FIs

Changes Made To Policy:

- The local agency is no longer required to maintain manual VOC cards
- The Nutrition Services Director must submit the Notification Summary of Missing FIs within 24 hours of discovery
- The Office of Inspector General will investigate any amount of FIs reported missing

FD-900.06: Voucher Accountability

Changes Made To Policy:

- Based on the findings from the Quality Assurance Self-Review and/or Closeout Reconciliation Report, the District Nutrition Services Director shall determine if an investigation is warranted. A Request for Investigation Form must be submitted to the Office of Operations and Nutrition Services assigned point of contact, and copy OIG.
- The Closeout Reconciliation Report should also be attached to the request for an investigation as OIG will use the Report to monitor the disposition of any FIs that have a questionable status (e.g., voids, fail to sign, etc.).

FD-920.06: Voucher Accountability (cont.)

Changes Made To Policy:

- The local agency must generate the Closeout Reconciliation Report on a monthly basis and review the final disposition of all Voucher Management and Reporting System (VMARS) to ensure all FIs are accounted for

FD-910.01: Voucher Issuance

Changes Made To Policy:

- Local agencies are strongly encouraged to issue one month of benefits to:
 - Pregnant women enrolled in their third trimester
 - Foster children who are not in a stable foster situation
 - Infants or children receiving formula for medical conditions
 - Participants who receive the homeless package
 - Participants who plan to relocate
 - Participants for whom there are custody disputes

FD-910.01: Voucher Issuance (cont.)

- Participants for whom the Thirty Day Eligibility proof is pending
- Newborns who are exclusively, mostly, or partially breastfeeding in the first 30 days
- If nutrition education is not completed by parent/guardian/caretaker. Alternate-proxy, or proxy

FD-910.01: Voucher Issuance (cont.)

- Issue a full month of FIs for participants who are in their final month of eligibility. Participants receive a full food package if the “First Day to Use” date on the voucher is prior to their last date of eligibility (i.e., categorical termination date), or their recertification due date (used only if state approved thirty-day certification extension is granted).
- Do not issue FIs to categorically ineligible participants if the “First Day to Use” or printed date is after the last date of eligibility (i.e., categorical termination date), or the recertification due date.

FD-910.01: Voucher Issuance (cont.)

- Issued an infant food package to all infants who are eleven months old. They shall not be issued a child' package until their first birthday (12 months, 0 days).
- Infants certified after six months of age cannot receive a child's food package with a first day to use until their first birthday
- Certify infant participants as a "child" at 11 months 1 day, but issue an infant package for any FIs with a first day to use prior to their first birthday.

910.02: Manual Voucher Issuance

Changes Made To Policy:

- Policy was deleted
- As we transition to an Electronic Benefits Transfer (EBT) system, effective October 30, 2018, manual FIs will no longer be issued to participants

FD-920.04: Borrowed VMARS Stock Paper

- Clinics with depleted stock may borrow voucher stock paper only from another WIC clinic within the same district and must complete the Borrowed VMARS Stock Paper Report
- The clinic must seek approval from the SA to borrow and/or transfer voucher stock paper. Note :Upon approval the clinic must submit the Borrowed Voucher Stock Paper Report to DXC Technology and copy the assigned Operations Program Specialist on the submission.
- The clinic must record the borrowed serial numbers on the Voucher Management and Reporting System (VMARS) Stock Paper Inventory Tracking logs to ensure accountability.

FD-930.01: Manual Voucher (blank)

Changes Made To Policy:

- This policy was deleted
- As we transition to an Electronic Benefits Transfer (EBT) system, effective October 30, 2018, manual FIs will no longer be issued to participants

FD-940.01: Mailing/Delivery of WIC Vouchers (FIs)

Changes made to policy-Local agencies may approve mailing or delivering FIs under the following circumstances:

- Participant's lack of transportation is deemed a barrier
- Participation in the HeadStart Project deems it necessary
- Participant unable to keep appointment which would result in missing an entire month's food instruments (FIs)

Returned FIs - The local agency shall void all FIs returned in the mail or not picked up by the participant by close of business each day.

FD-940.01: Mailing/Delivery of WIC Vouchers (FIs) (cont.)

Prepare vouchers for mailing by using the following guidance:

- Designate one staff person to print the FIs (maximum of two months) and prepare the Mailed Voucher Activity Report
- Initial or sign the WIC voucher signature line on the receipt and write "mailed" next to the appropriate serial numbers
- Label envelopes with participant's address and ensure "Return Service Requested" is on the envelope
- Ensure the "return to sender name" on the mailing envelope is the local agency clinic address

FD-940.01: Mailing/Delivery of WIC FIs (cont.)

- Locate the serial number indicated on FIs and match it to the Mailed Voucher Activity Report
- Complete the Mailed Voucher Activity Report including the WIC ID number, voucher serial numbers, participant's name, and staff initials
- Have a supervisor or designated staff verify that the printed FIs are placed in the correct envelopes and that the participants name on the envelope matches the participants name on the FIs
- Have the supervisor or lead person seal the envelopes and verify the number of prepared envelopes with the number of participants listed on the mailed voucher activity report
- Ensure the supervisor or designated staff sign the report at the bottom right corner

FD-940.01 Mailing/Delivery of WIC FIs (cont.)

- Mail all food instruments via first class mail
- Designate a staff person other than the one who prepared and mailed the food instruments to pick up returned FIs from the post office box, and note on the mailed voucher activity report if FIs were returned
- Void all FIs returned in the mail or not picked up by the participant by close of business each day
- Complete the Mailed Voucher Activity Report monthly with the redemption information and maintain the form on file at the district office for monitoring purposes. The report must be completed to show if FIs were returned or reported as lost or stolen. If the FIs were replaced, the NSD or designee must document the value of the redeemed FIs that were reported as lost or stolen

FD-940.01: Mailing/Delivery of WIC FIs (cont.)

- Maintain a copy of the Mailed Voucher Activity Report in the clinic
- Submit a copy of the report to the district office monthly
- Securely store FIs if not mailed on the day the FIs are printed, however they must be mailed within one business day of printing
- Transport FIs to the post office in a locked box, locked clipboard, locked brief case, or locked bag.

FD-940.01: Mailing/Delivery of WIC FIs (cont.)

- The Local Agency must complete the [Mailed Voucher Activity Report](#) monthly with the redemption information and maintain the form on file at the district office for monitoring purposes.
- The report must be completed to show if FIs were returned or reported as lost or stolen.
- If the FIs were replaced, the NSD or designee must document the value of the redeemed FIs that were reported as lost or stolen.

FD-940.01: Mailing/Delivery of WIC FIs (cont.)

Use the following procedures to reissue FIs reported undelivered:

- Access the participant's information in GWIS to determine whether the mailed FIs have been redeemed
- If the FIs have not been redeemed and less than 5 working days have passed since the FIs were mailed, inform the participant that there will be a 5-working day waiting period before the FIs can be replaced to allow sufficient delivery time

FD-940.01: Mailing/Delivery of WIC FIs (cont.)

- Advise the participant that receiving and redeeming two sets of food instruments for the same month may result in disqualification from the program
- Place FIs on the Lost/Stolen/Destroyed Voucher Report and replace the food instruments and follow lost/stolen/destroyed voucher procedures
- Inform the participant that if the first food instruments arrive in the mail, they must be returned to the local agency because they are invalid and cannot be cashed
- Advise the State Agency's Program Operations Unit via e-mail or in writing, that the mailed food instruments were not received and have been voided.

FD-940.01: Mailing/Delivery of WIC FIs (cont.)

If the FIs have been redeemed within 5 working days, then:

- Advise the participant that the FIs have been cashed and cannot be reissued prior to an investigation
- Report the incident to the Office of Inspector General (OIG)

FD-940.01: Mailing/Delivery of WIC FIs (cont.)



Georgia Special Supplemental Nutrition Program
for Women, Infants and Children (WIC)

Mailed Food Instrument Log

Site: _____

Date: _____

Name	WIC ID NO.	Address Verified (✓)	Reason	Return Appt. Date	Serial Number	*Staff Printed Signature	*Mail FIs Date	*Staff Mailed Signature	Vouchers Redeemed (Y/N)
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

- * Staff Printed: Who printed & stuffed envelopes
 - * Mail FIs Date: Date the FIs are taken to the post office
 - * Staff Mailed: Who actually mailed the FIs

Supervisor/ Designee Signature_____



What questions do you have?

Breastfeeding

Published Policies

BF-1260.06: Breast Pump Issuance

BF-1260.09: Cleaning, Maintaining, and Repairing Breast Pumps

BF-1290.02: Peer Counseling Monitoring



BF-1260.06: Breast Pump Issuance

Changes Made To Policy:

- Added a statement referring to the updated *Quick Reference for Issuing Breast Pumps*
- Revised eligibility guidance for Personal Double Pump (PDP):
 - Plan to exclusively breastfeed 4 to 6 months, and will not be expecting formula from WIC and one of the following:
 - Works or goes to school more than 10 hours per week
 - Plans to return to work within the next 2 weeks
 - Have exclusively breastfed an infant for at least 4 weeks
- Updated PDP and Manual Pump Issuance Form

BF-1260.06: Breast Pump Issuance (cont.)



Georgia Special Supplemental Nutrition Program for Women, Infants and Children (WIC) Quick Reference to Issuing Breast Pumps

Breast Pump Issuance Guidelines:

Breast Pump issuance must be provided only by WIC authorized personnel trained on breast pump competency. Staff must determine which pump best fits the participants' need. After issuance, staff must complete an initial follow-up by contacting participants within one to five business days. When breast pump usage is not going well, staff must refer participants to a Designated Breastfeeding Expert (DBE) for additional support and guidance. See Policy *BF-1260.06 Breast Pump Issuance* for further details.

Note: Multi-user Breast Pumps are loaned free of charge.

Type of Pump / Criteria for Issuing Breast Pumps		Pump Issuance: All Pumps
Manual Pump: This pump is for participants who	<ul style="list-style-type: none">Will have a short-term separation from their baby.Are looking for work.Are working or going to school less than 10 hours a week.Have limited access to electricity when pumping.Requests a pump due to engorgement and referred to the DBE.	<ul style="list-style-type: none">Assess the individual needs of the participant and select the appropriate pump for her situation.Demonstrate Hand Expression.Demonstrate the assembly and use of the pump, as well as milk collection kitProvide instructions for cleaning.Allow participant to repeat and demonstrate what they understand.Discuss human milk storage guidelinesComplete appropriate form and tracking guidance within policy BF-1260.06 Breast Pump Issuance.
Multi-user Breast Pump: This pump is for participants who	<ul style="list-style-type: none">Have a premature or medically fragile infant currently unable to feed at the breast.Are unable to feed at the breast due to their own medical issues.Are having problems breastfeeding and must use pump to provide breast milk.Have multiples and need to increase milk production.Unsure of participant's long term commitment to breastfeeding and will be separated from her infant a significant part of the day.	
Personal Double Breast Pump (PDP): This pump is for participants who	<p>Plan to breastfeed exclusively for at least four (4) to six (6) months, will not be expecting formula from WIC and one of the following:</p>	
		Follow Up After Issuance: All Pumps
		<ul style="list-style-type: none">✓ Contact participants issued breast pumps within one (1) to five (5) business days of pump issuance, to ensure pump usage is going well.✓ Document follow-up on the appropriate form or within the breast pump tracking inventory system.✓ Refer participants who need additional help to the DBE.✓ Follow-up with the participant monthly to determine that the multi-user breast pump is still needed.✓ Document the:

BF-1260.09: Returning, Cleaning, Maintaining, and Repairing Breast Pumps



Georgia WIC Breast Pump Repair/Cleaning Request Form

District: [Choose an item.](#) Clinic: _____ Date Form Completed: Click or tap to enter a date.
Local Agency Staff Contact Name: _____ Phone: _____ E-mail: _____
Return Ship To: [Choose an item.](#)

To receive service for defective, broken, insect-infested, or smoke contaminated breast pumps, please follow these steps:

1. Provide the serial number and reason for service below.

Serial Number:	Reason For Service:	RAM Number	Date RAM Received
Click or tap here to enter text.	Choose an item.	State Use	State Use
Click or tap here to enter text.	Choose an item.		
Click or tap here to enter text.	Choose an item.		
Click or tap here to enter text.	Choose an item.		
Click or tap here to enter text.	Choose an item.		

2. E-mail this form to gawic.breastfeeding@dph.ga.gov.
3. Update equipment in the Breast Pump Inventory Tracking System.

Note: Manufacturer will be contacted and a Return Authorization Number will be provided along with shipping instructions.

Changes Made To Policy:

- Renamed and updated the *"Georgia WIC Breast Pump Repair Form Request"*
- Now called *"Breast Pump Repair/Cleaning Request Form"*
- Drop down district listing
- Drop down district address listing
- Drop down service reasons
- Reminder to update the pump inventory system

BF-1290.02: Peer Counseling Monitoring

Changes Made To Policy:

- Made clarity to the date range for completing participant surveys
- Updated the Observation Checklist

BF-1290.02: Peer Counseling Monitoring (cont.)



Georgia WIC Program Peer Counselor Observation Checklist

Peer Counselor:

Clinic:

Month/Quarter:

WIC ID #:

Prenatal Participant: ☐

Postpartum Participant: ☐

Observation Type: Face-to-Face ☐ Phone ☐

*Peers should have one face to face and one phone observation completed quarterly.

BREASTFEEDING COUNSELING	RATING			COMMENTS
Personalizes session by using participant's name & background information	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Prioritizes topics to discuss	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Asks open-ended questions	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	Rating Scale: Frequently Rarely Never
Probes using appropriate questions to assess mother's situation	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Uses counseling skills such as reflective listening and affirmation of feelings appropriately	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Education was based on participant responses	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Counseling: Accurate information provided	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Counseling: Culturally appropriate information provided	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Gave Handouts related to participant needs and interests (if applicable)	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Uses breast models, dolls when appropriate	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Reviews previous infant feeding experiences and/or that of other family or friends	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Explores mother's current and future feeding plan for her infant	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Explores participant's thoughts of information shared during counseling session	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	
Explores participant's thoughts and feelings about breastfeeding	Y <input type="checkbox"/>	N <input type="checkbox"/>	N/A <input type="checkbox"/>	



What questions do you have?

Contact Information

SWO Staff	Unit	Phone Number	E-mail
Todd Stormant	Program Ops/Nutrition Services	404-656-9840	todd.stormant@dph.ga.gov
Sonia Jackson	Program Ops/Nutrition Services	404-657-2908	sonia.jackson@dph.ga.gov
Jamila Blount	Program Ops/Nutrition Services	404-232-7846	jamila.blount@dph.ga.gov
Kimberly Menefee	Program Ops/Nutrition Services	404-463-0897	kimberly.menefee@dph.ga.gov
Wilma Williams	Program Ops/Nutrition Services	404-232-1277	wilma.williams@dph.ga.gov
Shlonda Smith	Program Ops/Nutrition Services	404-463-0901	shlonda.smith@dph.ga.gov
Shameyrae Miller	Program Integrity & Strategy	404-657-2917	shameyrae.miller@dph.ga.gov
Micah Manu	Program Integrity & Strategy	404-656-2850	micah.manu@dph.ga.gov
Deborah Dalambert	Program Integrity & Strategy	404-657-3343	deborah.Dalambert@dph.ga.gov

