

**Department of Public Health and Social Services  
Bureau of Nutrition Services-Guam WIC Program**

<b>TITLE:</b> Benefit Issuance	<b>POLICY NO.:</b> CS- 04	Page 1 of 4
<b>APPROVED BY:</b> <i>Cydsel</i> Cydsel Victoria Toledo, MD, MHA BNS Administrator/WIC Program Director	<b>DATE OF ORIGINAL APPROVAL:</b> 3/15/23	
<b>DATE REVISED/REVIEWED:</b> 3/13/24		

**Endorsed By:** Godfrey Wong, RD Acting Public Health Nutrition Specialist  
*3/14/24*

**PURPOSE:**

To establish guidelines in the issuance of WIC benefits, and ensure that WIC clients receive their full supplemental food benefits for the entire certification period.

**POLICY:**

- A. Guam WIC program provides nutrition education and supplemental food packages as part of the WIC program benefits pursuant to 7 CFR 246.11 (a) (1-2).
- B. Supplemental food benefits shall be issued based on the nutrition risk category as follows;
  1. High Risk – Issued monthly as deemed appropriate by the Community Nutritionist II.
  2. Medium Risk – Issued every two months as deemed appropriate by the Nutrition Assistant II.
  3. Low Risk – Issued every three months.
- C. Guam WIC shall offer and provide nutrition education, including breastfeeding promotion and support to all appropriate participants during certification.
  1. Staff shall stress nutrition education's importance and positive long-term benefits.
  2. Staff shall engage and encourage clients to attend and participate in nutrition education activities.
- D. In accordance with 7 CFR 246.11(a)(2) supplemental food benefits shall not be denied for clients who refused to attend or participate in nutrition education activities.
  1. This option will only be available to fully certified clients.

**DEFINITION:**

Certification	The process of determining eligibility for applicants into the WIC Program. This includes the assessment of categorical, residential, income, and nutrition risk requirements
Fully certified	Participants without pending documents such as proof of income, identity, and residency, and assessed with at least one nutrition risk
Nutrition Education Activities	Activities of appointments for low risk nutrition education, medium to high risks nutrition counseling, group classes, health checks, certifications, and mid-certification.

**PROCEDURE:**

1. Issuance of Benefits during appointment schedule
  - a. Community Program Aide /Reception staff check in the client upon arrival at the clinic and inform the assigned Nutrition Assistant (NA).
  - b. Nutrition Assistant shall assess the nutrition risk of clients and follow the issuance of supplemental food benefit schedule.
  - c. Food Package shall be tailored according to client's needs.
  - d. Nutrition education shall be offered and provided based on needs identified as appropriate.
  - e. If the participant refuses nutrition education, staff will still issue the benefit following the nutrition risk issuance schedule.
  - f. The NA shall document the refusal of nutrition education in the Notes Section of the HANDS screen. Documentation SOAP note examples:
    - i. S. "Authorized Representative (AR) decline nutrition education.  
"AR is in a hurry, declined nutrition education  
"AR called and only wants benefits renewed, declined nutrition Education.
    - O. Wt:25# Ht:32 inches Hgb:10.5 Lead:3.2
    - A. Assigned risk 201: low Hgb, refused nutrition education at this time.
    - P. Issued 1-3 months of benefits  
Follow up on AR readiness for nutrition education to discuss iron-rich food sources.  
Referred to NA II for iron medium risk follow-up education.
  - g. Nutrition Assistant shall reoffer nutrition education at the next appointment encounter. If AR continues to refuse nutrition education services, repeat step 1b-1f procedures.
2. Remote Benefit Issuance.
  - a. Clinic Supervisor assigns a Nutrition Assistant (NA) a column of scheduled appointments in HANDS.
  - b. Nutrition Assistants will contact the client over the phone during their scheduled appointment if the client misses the in-person scheduled appointment.
  - c. Nutrition Assistant will check in the client in the HANDS appointment scheduler if the client was contacted and provided with WIC services over the phone.
  - d. Nutrition assistant shall follow Procedure 1.a-g.
  - e. Clients who were not reached or contacted shall have a second contact attempted by the end of the day.
  - f. Clients who are not able to be contacted by the second attempt shall have benefits issued and scheduled for the next appointments.
3. Missed Appointment Tracking
  - a. Community Program Aide/Receptionist
    - i. Community Program Aide/Receptionist prints out the daily appointment scheduler in HANDS at the beginning of the work day.
    - ii. Community Program Aide/Receptionist shall cross out or highlight client's name when client arrive for their scheduled appointments.

- iii. At the end of the day the Community Program Aides/Receptionist will verify clients who missed their appointment by checking the HANDS appointment scheduler if contacted and checked in by the NA.
- iv. Clients who are checked-in are to be highlighted on the printed daily appointment scheduler and reconciled.
- v. Receptionist shall give the printed daily appointment scheduler to the clinic supervisor for review and disposition at the close of business day.

b. Nutrition Assistant

- i. Contact attempt during scheduled time slot
  - 1. Nutrition Assistant will contact clients and provide WIC services over the phone if client did not arrive to the WIC clinic by the scheduled appointment time.
  - 2. Nutrition Assistants will check-in client in HANDS appointment scheduler if they were able to contact participants and provide WIC services/benefits remotely.
- ii. Second Contact Attempt
  - 1. Nutrition Assistant shall verify missed appointment list provided by the clinic supervisor.
  - 2. Nutrition Assistants shall attempt to contact clients for the second time. Clients that could not be reached, shall be issued 1-3 months of benefit according to nutrition risk schedule.
    - a. Press the Check-in button for client on in the HANDS Appointment Scheduler.
    - b. Issue 1-3 months benefits and schedule next appointments according to nutrition risk status
  - 3. Documentation encounter for clients who could not be contacted but were issued benefits.
    - a. Under Care Plan select nutrition discussion. Click on add and select MISSED APPOINTMENT BENEFITS ISSUED.
    - b. Follow SOAP note documentation example
      - S. Phone line busy or Phone disconnected
      - O. NA
      - A. NA
      - P. Issued 1-3 months of benefits.
      - Scheduled next appointment for .....
      - F/U on updated contact numbers.
  - 4. Highlight the client's name on the printed daily appointment scheduler to indicate that this participant had benefits issued.
  - 5. Give the daily appointment scheduler to the receptionist at the end of the day to be filed.

c. Clinic Supervisor

- i. The Clinic Supervisor shall get the daily appointment schedule from the receptionist on a daily basis before close of business and assign no show/missed appointment clients to the nutrition assistants to be followed-up.

- ii. Twice a month (mid and end of the month), clinic supervisors print out HANDS report Missed Appts Risking Benefit Loss and distribute to nutrition assistants for one final attempt to contact clients to provide nutrition education and issue benefits.
  1. If client declines nutrition education or client was not able to be reached (phone disconnected, no answer), issued up to three months benefits as allowed. Document by following examples 1.f. or 3.b.3.
  2. Highlight on report client's name to indicate that benefits were issued.
  3. Schedule next appropriate appointment if applicable (nutrition education, medium risk, high risk, group classes, health check, mid-certification, recertification).
  4. Bimonthly printed reports on Missed Appts Risking Benefit Loss are to be filed in a binder monthly by fiscal year.

## **REFERENCES**

### **SUPERSEDES:**

- A. Title; Policy No.; Effective date/signature date; Approving individual's name

### **ATTACHMENTS:**