



**SECTION:** Certification 653  
**SUBJECT:** PARTICIPANT TRANSFERS INTO AND OUT OF STATE  
**DATE:** January 7, 2013 (*Revised*)

**POLICY:** Local programs shall follow proper transfer procedures to ensure that WIC participants who relocate into Oregon or out of Oregon will receive continuous benefits during their certification period.

**PURPOSE:** To ensure that WIC participants who relocate during a certification period receive program benefits in their new location without inconvenience or undue delay and for their full certification period.

**RELEVANT REGULATIONS:** 7 CFR §246.7 ¶(d)(2)(ix)—Are instream migrant farmworkers and their family members required to document income eligibility?  
 7 CFR §246.7 ¶(j)(4)—Notification of participant rights and responsibilities  
 7 CFR §246.7 ¶(k)(1)(3-4)—Transfer of certification  
 FNS Instructions, 803 - 11, Rev 1, December 1988  
 ASM 01-39—Department of Defense Overseas Program  
 ASM 02-17—DHHS Regulation to Implement HIPPA and Applicability to WIC Program

**OREGON WIC PPM REFERENCES:** ♦450—Confidentiality  
 ♦475—Waiting List  
 ♦635—Participant Notification: Eligibility and Rights & Responsibilities  
 ♦652—WIC Transfer Card and WIC Overseas Program  
 ♦654—Participant Transfers Within State

**DEFINITIONS:**

<i>Essential element</i>	Information that must be present for Verification of Certification (VOC) card to be accepted as valid by the receiving program.
<i>Instream migrant</i>	A migrant farmworker or family member who comes into a clinic service area with the harvest stream and leaves the clinic service area, often mid-certification, for employment in the harvest of other crops or to return to her/his home base.
<i>Migrant farmworker</i>	A person whose principal employment is in seasonal agriculture, who has been so employed in the last 24 months, and who established, because of that employment, a temporary abode.
<i>Participant Profile Report/ VOC Card</i>	The Department of Defense (DoD) WIC Overseas Program VOC card (the same as a WIC transfer card). The VOC card also serves as a participant profile report.
<i>Service area</i>	The geographical area serviced by a local WIC program.

## **PARTICIPANT TRANSFERS INTO AND OUT OF STATE, *cont.***

<b>(DEFINITIONS:)</b>	<b><i>TWIST</i></b>	The Oregon WIC program’s data system: The WIC Information System Tracker.
	<b><i>WIC Overseas program</i></b>	An overseas program like WIC implemented by the Department of Defense using DoD funds for members and dependants of active duty military personnel, civilian employees, and contractors of the DoD living overseas, who are eligible for WIC.
	<b><i>WIC transfer card</i></b>	A card verifying current eligibility that is issued to every participating member of a migrant farmworker family and to any WIC participant who is likely to move outside Oregon during her/his certification period (sometimes called a Verification of Certification or VOC card).

**BACKGROUND:** WIC eligibility may be transferred throughout the United States, Puerto Rico, Guam, the Virgin Islands, American Samoa and the Northern Mariana Islands. WIC eligibility may also be transferred overseas for those participating in the Department of Defense’s WIC Overseas Program.

All participants shall be informed of the ability to transfer WIC benefits at their initial certification as well as when participants indicate that they may be moving.

### **PROCEDURES:**

- When to issue WIC transfer card***
- 1.0 Local programs are required to issue WIC transfer cards to WIC participants in the following groups:
    - Members of a migrant farmworker family;
    - Members of a homeless family;
    - Other participants who indicate they may move out of state during the certification period;
    - WIC participants affiliated with the military who will be transferred overseas.
  - 1.1 Refer to ♦652—WIC Transfer Card and WIC Overseas Program for the procedure on issuing a WIC transfer card.
  - 1.2 Participants who indicate they may move to another local program within the state of Oregon will be transferred in TWIST. See ♦654—Participant Transfers Within State.
- Transferring out of Oregon***
- 2.0 Follow this procedure for participants who are transferring out of Oregon:
    - 2.1 Issue a WIC transfer card to the participant and provide information concerning transferring. Refer to ♦652—WIC Transfer Card and WIC Overseas Program.
    - 2.2 Terminate the participant in TWIST. Document the termination reason on the participant’s “WIC Intake” screen in TWIST.

**PARTICIPANT TRANSFERS INTO AND OUT OF STATE, cont.**

- (Transferring out of Oregon:)*
- 2.3 There is no need to issue a termination letter since WIC services are not being denied.
  - 2.4 Local program confidentiality procedures must be followed if, at any time, the new local program requests information in addition to that necessary for program certification. Refer to ♦450—Confidentiality for more information.
- Accepting transfers into Oregon*
- 3.0 A local program is required to accept valid Verification of Certification (VOC) cards, WIC transfer cards or participant profile reports from participants relocating to their service area, even if the participant does not meet state or local nutrition risk criteria. Participants holding VOC/transfer cards or participant profile reports have already been certified and have a right to complete their certification periods.
    - 3.1 Children who transfer into Oregon from states that use one year certification periods should be transferred in using the end cert date from their VOC/transfer information even when it is longer than the standard child certification period in Oregon.
    - 3.2 If the participant reapplies for WIC benefits at the end of that certification period, s/he would be assessed based on Oregon’s and the local program’s nutrition risk, income, and priority requirements, the same as any other applicant.
    - 3.3 The local program must check for proof of residency and identity (ID) of the individual presenting the valid VOC/WIC transfer card.
      - 3.3.1 This is documented on the “Transfer Information” tab in the “Transfer in from Outside Oregon” function in TWIST.
      - 3.3.2 If the participant does not have proof of residency and/or ID, the “Eligibility Pending” box must be checked.
      - 3.3.3 The participant is allowed one month of FI issuance if eligibility is pending.
      - 3.3.4 When the participant brings in proof of residency and/or ID, the participant’s record must be reactivated and the “Eligibility Pending” box unchecked, allowing future FI issuance.
      - 3.3.5 If the participant does not bring in proof(s) within a 30 day period, the system will automatically terminate the participant’s record and the “End-of-day” process will produce an Ineligibility Notification.
    - 3.4 If the local program is at maximum caseload and not accepting any new participants, a person transferring in with a valid VOC/WIC transfer card or participant profile report must be placed at the top of the waiting list. When an opening occurs, the transferring participant must be served ahead of all other participants, regardless of priority. Refer to ♦475—Waiting List.
  - 4.0 *Accepting WIC Overseas Program VOC/WIC transfer cards* Local programs must accept valid WIC Overseas Program VOC/transfer cards presented at a WIC clinic by WIC Overseas Program participants returning to the U.S. from an overseas assignment.

## **PARTICIPANT TRANSFERS INTO AND OUT OF STATE, *cont.***

- (Accepting WIC Overseas Program VOC/WIC transfer cards)***
- Place WIC Overseas Program participants at top of waiting list*
- Essential elements of a VOC/ WIC transfer card***
- 4.1 At a minimum, the transfer card must show the following essential elements:
- Participant name(s);
  - Date the participant was certified;
  - Date that the current certification period expires.
- 4.2 The local program must check for proof of residency and identity of the individual presenting the valid VOC/WIC transfer card. See ¶3.2 for additional guidance.
- 4.3 Provide continued WIC benefits to the participant until the end of the certification period if the local program is not at its maximum caseload.
- 4.4 If the local program is at its maximum caseload, place the transferring WIC Overseas Program participant on the waiting list ahead of all waiting applicants, regardless of priority.
- 4.4.1 The same procedure for placing active participants who transfer into a local program on the waiting list applies to transferring WIC Overseas Program participants. Refer to ♦475—Waiting List for guidelines.
- 5.0 A participant who presents a VOC/WIC transfer card that has not been properly completed by the originating local program shall not be denied services if the VOC/WIC transfer card contains the following essential elements:
- Participant name(s);
  - Date that the participant was certified;
  - Date that the current certification expires.
- 5.1 If a VOC/WIC transfer card is missing any of the above three essential elements, it is considered an invalid card and the participant is not automatically entitled to immediate benefits or a place at the top of the waiting list.
- 5.2 If the VOC/WIC transfer card from another state is missing essential elements or if the card is unavailable:
- 5.2.1 Call, FAX or write to the original program for information. A list of all state WIC agencies is available online at: [www.fns.usda.gov/wic/Contacts/statealpha.HTM](http://www.fns.usda.gov/wic/Contacts/statealpha.HTM).
- 5.2.3 Contact information for site locations in the WIC Overseas Program is available on the TRICARE website at [www.tricare.osd.mil](http://www.tricare.osd.mil).

**PARTICIPANT TRANSFERS INTO AND OUT OF STATE, *cont.***

- Enrolling the transferring participant*** 6.0 Follow this procedure when enrolling a participant who transfers into your service area:
- 6.1 Obtain the VOC/WIC transfer card or participant profile report from the participant and check to ensure that it contains the three essential elements necessary for enrollment listed in ¶4.1.
  - 6.2 Go to the TWIST Client Processes module and select “Transfers,” then choose “Transfer In from Outside Oregon.” Conduct a search for the participant. Complete the “WIC Intake,” “Transfer Information” and “Food Package Assignment” screens to successfully transfer the participant into the local program.
  - 6.3 Place the VOC/WIC transfer card in an aggregate file maintained for daily receipt of forms that must be retained by the local program.
  - 6.4 Issue vouchers and schedule future appointments as needed.
  - 6.5 Issue an Oregon WIC identification card.
  - 6.6 Orient the participant to Oregon and local program procedures. Refer to ♦635—Participant Notification: Eligibility and Rights & Responsibilities for information on providing program information to new participants.
- Disposition of out-of-state FIs*** 7.0 If a transferring participant presents out-of-state WIC vouchers to the local program, WIC recommends that the vouchers be returned to the originating state WIC office.
- 7.1 If the local program chooses not to return the vouchers to the originating WIC office, they may be shredded. There is no retention date for these vouchers.
- Temporary relocation*** 8.0 A WIC participant from another state or overseas who relocates to Oregon for a “short visit” or vacation must be processed according to the regular procedure for participants transferring into the program from out of state.
- Reports*** 9.0 Documentation of all transfer activity into a local program from outside the state may be retrieved by running the TWIST report titled “Transfers In/Out of Oregon.” ★

**If you need this in large print or an alternate format,  
please call (971) 673-0040.  
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