



POLICY: The Oregon WIC program shall follow a uniform method of transferring participant records within Oregon's local WIC programs to ensure consistent service to participants and to prevent duplication of voucher issuance and records.

PURPOSE: A statewide uniform method for transferring participant records between Oregon's local WIC programs will help ensure that participants who move within the state continue to receive program benefits without inconvenience or undue delay.

RELEVANT REGULATIONS: 7 CFR §246.12¶(3)—Food delivery systems
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.

OREGON WIC PPM REFERENCES: ♦475—Waiting List
♦635—Participant Notification: Eligibility and Rights & Responsibilities
♦653—Participant Transfers Into and Out of State

TWIST TRAINING MANUAL REFERENCES: Chapter 3, Lesson 804—Transfers

DEFINITIONS:

<i>Gaining clinic</i>	The local Oregon clinic serving the geographical area in which the WIC participant now resides. The participant contacts the new clinic and requests that WIC benefits be transferred from the original Oregon clinic.
<i>Losing clinic</i>	The original Oregon clinic from which the WIC participant moves.
<i>TWIST</i>	The Oregon WIC program's data system: The WIC Information System Tracker.

PROCEDURES:

Ability to transfer

- 1.0 All participants shall be informed of the ability to transfer WIC benefits at their initial certification and when participants indicate that they may be moving.
- 2.0 Participants who indicate they may move to another local program within Oregon will be transferred in TWIST. For information on transferring participants into and out of Oregon, refer to ♦653—Participant Transfers Into and Out of State.

PARTICIPANT TRANSFERS WITHIN STATE, *cont.*

- Transferring from your clinic***
- 3.0 When a WIC participant is moving from your clinic area to another Oregon clinic area:
- 3.1 Give the participant the name, address, and telephone number for the local WIC program serving the area to which s/he is moving.
 - 3.2 Instruct the participant to notify the new program and request to be transferred electronically from the original program.
 - 3.3 Change the transaction type to “Termination” on the participant’s “WIC Intake” screen in TWIST. Select the reason for termination from “Termination/Ineligibility Reasons” on the “WIC Intake” screen.
 - 3.4 A termination letter does not need to be issued since WIC services are not being denied.
- Transferring to your clinic***
- 4.0 When a WIC participant arrives at your program from another Oregon WIC program:
- 4.1 The gaining program is required to accept participants from another Oregon WIC program who relocate to their service area during their certification, even if that participant is a lower priority than the caseload currently being served. Participants who are currently active in TWIST have already been certified and have a right to complete their certification period.
 - 4.2 If the gaining program is at maximum caseload and not accepting any new participants, the transferring participant who is active in TWIST 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.
 - 4.3 Refer to the TWIST Training Manual, Chapter 3, Lesson 804—Transfers for information on how to transfer the participant into your local program in TWIST.
 - 4.4 Verify and update the participant demographic information on the “Client Primary” screen following completion of the transfer process. The gaining program shall update the address field. Issue food instruments and schedule appointments as needed.
 - 4.5 Orient the participant to local program procedures, including food instrument distribution, system for notification of appointments, and nutrition education opportunities. Refer to ♦635—Participant Transfers Into and Out of State for more information.
 - 4.6 Terminated participants may be transferred. Terminated participants within their certification period must be reactivated. Terminated participants whose certification period has expired may be transferred but must be recertified to screen for continued eligibility before WIC services can be provided.

PARTICIPANT TRANSFERS WITHIN STATE, *cont.*

- Temporary relocation*** 5.0 An Oregon WIC participant who relocates temporarily for a short visit or vacation must be processed according to the regular procedure for participants transferring into the program.
- Reports*** 6.0 Documentation of all in-state transfer activity for an individual local program may be retrieved by running the TWIST report titled “Transfers Within Oregon.” ★

**If you need this in large print or an alternate format,
please call (971) 673-0040.
WIC is an equal opportunity program and employer.**