



SECTION: Nutrition Services 835
SUBJECT: NUTRITION EDUCATION: Attendance or Refusal
DATE: June 1, 2016 (*revised*)

POLICY: Food benefit issuance is coordinated with WIC participants' attendance of second nutrition education (NE). The maximum amount of food benefit issuance is three months at one time.

PURPOSE: To encourage participation in nutrition education activities by coordinating food benefit issuance with WIC participants' attendance of second nutrition education. To provide a uniform procedure for issuing WIC food benefits to participants, ensuring adequate NE opportunities.

RELEVANT REGULATIONS: 7 CFR §246.11—Nutrition education
7 CFR §246.12 ¶(d)—Compatibility of food delivery system
7 CFR §246.12 ¶(r)(1)—Parents/caretakers and proxies

OREGON WIC PPM REFERENCES: ♦511—Food Benefit Issuance
♦610—Required Proofs: Identity, Residence, Income
♦810—Nutrition Education: Making Education Available
♦820—Nutrition Education: Participant Contacts

DEFINITIONS:

<i>First Cardholder</i>	The required cardholder for a WIC family Electronic Benefit Account. The first cardholder is either the woman participant or the parent or caretaker from the same household as the infant or child participant therefore sharing the same address. This individual may attend nutrition education appointments, bring in a child for certification appointments and spend WIC food benefits.
<i>Second Cardholder</i>	The optional second cardholder who has been issued their own eWIC card with the permission of the first cardholder. This individual may attend nutrition education appointments, bring in a child for certification appointments and spend WIC food benefits.
<i>Second nutrition education</i>	Group or individual nutrition education occurring on a date after the basic nutrition education provided during the certification visit. See ♦810—Nutrition Education: Making Education Available and ♦820—Nutrition Education: Participant Contacts for clarification on content and frequency of second nutrition education.
<i>Refusal of nutrition education</i>	Participant states unwillingness or inability to attend any nutrition education offered.

NUTRITION EDUCATION: Attendance or Refusal, cont.

PROCEDURE:

- NE attendance* 1.0 First and second cardholders can attend nutrition education activities and be issued food benefits.
- Do not deny food benefits* 2.0 Participants or cardholders shall not be denied food benefits for failure to attend or participate in nutrition education activities.
- Missed NE 2.1 If a participant or cardholder is unable to attend their scheduled nutrition education, reschedule them for another nutrition education appointment within the same month, if possible.
- 2.2 If it is not possible to reschedule them within the same month, allow the participant or cardholder to receive one month's issuance of benefits and reschedule the participant for the second nutrition education activity the following month.
- 2.3 One month's food benefits may be issued in person or over the phone when nutrition education is missed. See ¶4.1 and ¶4.2 of ♦610—Required Proofs: Identity, Residence, Income for verifying cardholder identity over the phone before issuing benefits.
- NE refusal* 3.0 Participants who refuse any second nutrition education offered during the initial or subsequent certifications must contact their WIC clinic either in person or over the phone the month their food benefits end to continue on the program.
- 3.1 WIC staff shall indicate the month the participant needs to contact the clinic on the WIC Benefits List, WIC ID card, or other document. During this contact staff ask if the participant has any questions about spending their food benefits.
- 3.2 Follow your local procedure for frequency of food benefit issuance.
- 3.3 Document "NE Refusal" in the participant's TWIST record.
- 3.4 Local programs are encouraged to offer nutrition education information such as anticipatory guidance to participants who refuse nutrition education. Although this does not meet the definition of a second nutrition education contact, it does support the mission of WIC. ★

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