

2.14 Verification of Certification (VOC) Cards

POLICY:

The Local Agency will issue a fully completed **Verification of Certification (VOC) card (WIC-03)** to each participant who is a member of a migrant family or to each participant who is relocating to another State during their current certification period. The card is valid until the certification period expires and will be accepted as proof of eligibility for WIC Program benefits when a person moves from one area to another area in which the WIC Program operates.

PROCEDURE:

A. Completion of the VOC Card

1. The VOC card will be fully completed prior to issuance to the participant.
2. Enter the standard nutrition risk criteria (see **Attachments #1, #2, and #3 Policy 2.11**) on the VOC card rather than the West Virginia risk criteria.

B. Issuing VOC Cards (WIC-03)

1. Only **VOC cards (WIC-03)** supplied by the State Agency will be issued by the Local Agency to participants.
2. Instruct the participant on the use of the card during issuance.
3. If a VOC card is not issued to a participant before they relocate to another state, at the participant's request, the Local Agency may complete a VOC Card and fax it to the participant's new Local Agency.
4. Do not issue a card to a participant who changes WIC clinics within a Local Agency or within the State.
 - a. When a participant notifies WIC personnel that they are relocating to another site within the State, the participant will be instructed to contact the WIC clinic in which they are moving once their move is complete.
 - b. The receiving WIC clinic will request the records from the previous site.

C. Issuing a VOC to Military Who Will Be Transferred

1. A WIC VOC card will be issued to WIC Participants who are affiliated with the military and will be transferred overseas.
2. Participants issued a VOC for WIC-Overseas Programs, must be instructed on the following:

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- a. There is no guarantee that the WIC Overseas Program will be available where they will be transferred to.
 - b. By law only certain individuals are eligible for the WIC Overseas Program (**OR29, THE WIC Overseas Program**)
3. Remember to complete **all** information on the VOC Card because the WIC Overseas Program personnel cannot readily contact a WIC Program to obtain further information.

D. Accepting VOC Cards

1. A participant with a VOC card must present it to the WIC clinic in person. The Local Agency must accept a VOC card as long as it is a recognized VOC card including a valid WIC Overseas Program VOC (see attachment "A") and it contains a **minimum** of the following information:
 - < Participant name; and
 - < Information that shows that the certification period has not expired.
- Note: A participant with incomplete VOC data will not be denied or delayed benefits because STORC will accept the "800" series risk codes without medical or income data. This data will be collected during the subsequent certification appointment.*
2. A **Participant Agreement (WIC-05)** will be completed at the time a participant requests a VOC transfer into West Virginia.
 3. Infant transfers will be handled as follows:
 - < Infants under six (6) months of age with a valid VOC card are to be certified until the first birthday, regardless of the ending date noted on the card; or
 - < Infants six (6) months of age or older are to be certified for the remaining portion of the six (6) month certification period.
 4. The receiving Local Agency will not deny or delay WIC Program benefits to a participant with a valid VOC card, even if eligibility requirements are not met. The participant will continue to receive benefits for the remainder of the certification period during which they relocate.
 - < When the certification period expires, the participant will be evaluated according to policy (see **Policy 2.10, Certification of WIC Participants**), and if eligible, continue to receive WIC Program benefits.

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< If found to be ineligible, standard termination procedures will be followed (see **Policy 2.09, Notification of Ineligibility**).

5. When the Local Agency is at maximum caseload and is not certifying new applicants, the participant with a valid VOC card will be placed at the head of the waiting list for applicants (see **Policy 1.09, Waiting List Management**).

E. VOC Inventory Control Sheet (WIC-06)

The Local Agency must use the **VOC Inventory Control Sheet (WIC-06)** to maintain an accurate inventory of all cards issued by the State Agency.

F. VOC Issuance Record (WIC-07)

The cards are sequentially numbered and must be accounted for by the Local Agency with use of the **VOC Issuance Record (WIC-07)**. This record will be kept up-to-date and on file at the Local Agency.

REFERENCES:

1. WIC Regulations 246.7, Certification of Participants
2. FNS Instruction 803-11, Verification of Certification (VOC) Cards
3. SFP 91-117, Use of Verification of Certification (VOC) Cards
4. SFP 93-172, Verification of Certification (VOC) Cards
5. SFP 98-115, Draft Verification of Certification (VOC) Specifications for EBT