

Iowa WIC Program  
1-800-532-1579



Your child has you. And you have WIC.

*Bureau of Nutrition and Health Promotion*

## *Friday Facts*

*Week ending Issue: October 16, 2009 – Issue #38*

### ***Policy***

#### **From the WIC Services Policy and Procedure Manual —**

#### **300.35 Caseload Management**

*Agencies are assigned active participation numbers know as caseload. Funding is partially determined by the ability to reach the assigned active participation. Contract performance measures and disincentives are linked to assigned active participation. When the statewide maximum caseload is reached, measures must be taken to prioritize participants and maintain caseload. This policy contains guidelines to increase and maintain caseload.*

*Agencies with less than assigned active participation should work to increase caseload. Consider the following measures:*

- *Make clinic services available to additional participants through extended hours and/or change of location, and*
- *Continue with successful methods of outreach (see Policy 360.40).*

*Provision of WIC services and outreach efforts should be driven by participant feedback. Monitor participant satisfaction with WIC services in the following ways:*

- *Surveys administered by the contract agency or state WIC office,*
- *Focus groups,*
- *Individual participant feedback, or*
- *Appointment “no show” rate.*

*Consider these questions when trying to increase caseload:*

- *Why are the participants not keeping appointments?*
- *Why do participants not sign up to receive services or return for services?*
- *Are clinic appointments convenient?*
- *Is the clinic location accessible?*
- *Is the cost of taking off work greater than the value of the benefits received?*
- *Where do the “new” participants hear about WIC?*
- *Is WIC accessible to working participants?*

## Determining Income Eligibility for State and Federal Employees Affected by Furloughs, Shutdowns or Layoffs

USDA recently forwarded policy guidance about determining WIC eligibility for state and federal employees who experience a temporary decrease in earnings due to furlough, who have their pay deferred because of a budget impasse or temporary agency shutdown without pay, or who are permanently laid off. These applicants should be assessed for income eligibility using the same policies and procedures used to assess other applicants experiencing a temporary or permanent loss of income. Please refer to Policy 215.40 for more information about determining income for households with irregular income or unemployed adults.

### Information

#### New WIC Food Package Tidbits – Homeless Food Package

Policy 390.30 states that a homeless individual is a woman, infant, or child who lacks a fixed and regular nighttime residence or whose primary residence is:

- A supervised publicly or privately operated shelter designated to provide temporary living accommodations,
- An institution that provides a temporary residence for individuals intended to be institutionalized,
- A temporary accommodation in the residence of another individual, not to exceed 365 days, or
- A public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings.

Not all participants defined as homeless need a homeless food package that includes foods such as evaporated milk, baked beans, and juice boxes. CPAs can choose between homeless or non-homeless food packages and tailor them to meet the specific needs of the individual.

#### Influenza Hotline

A toll-free Influenza Hotline has been established to answer your questions about seasonal flu and novel influenza A (H1N1).

The Influenza Hotline number is **1-800-447-1985**.

### Other

#### WIC Participation

WIC [participation](#) in Iowa for September was 75,959. This represents a 1.9% increase in participation over the same time period last year.