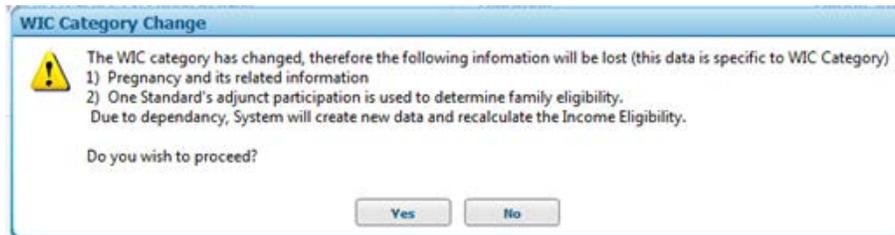


WIC Category Update

Staff must take great care to select the correct WIC Category at initial and subsequent certification. If the wrong category is selected in error, the following steps can be followed to update the WIC Category.

Scenario 1: Support Staff selects the wrong WIC Category during an **Initial Certification** and the **Certify** button has not yet been selected by the CPA.

1. Support Staff: go to the Participant Demographics screen and **select the correct WIC Category**.
2. Support Staff: select the **Link From CNDS** button if the applicant does not already have a CNDS number. If applicant has a CNDS number, select the **Refresh From CNDS** button. The following message will occur: 'CNDS information was copied successfully.'
3. Support Staff: select **Save** on the Participant Demographics screen. A 'WIC Category Change' status message will appear, as shown below. Read and note the changes and screens affected by the WIC Category Change. Select **Yes** to proceed with the WIC Category Change.



4. Support Staff or CPA: Complete the Crossroads screens listed in the status message that have been affected by the WIC Category Change.

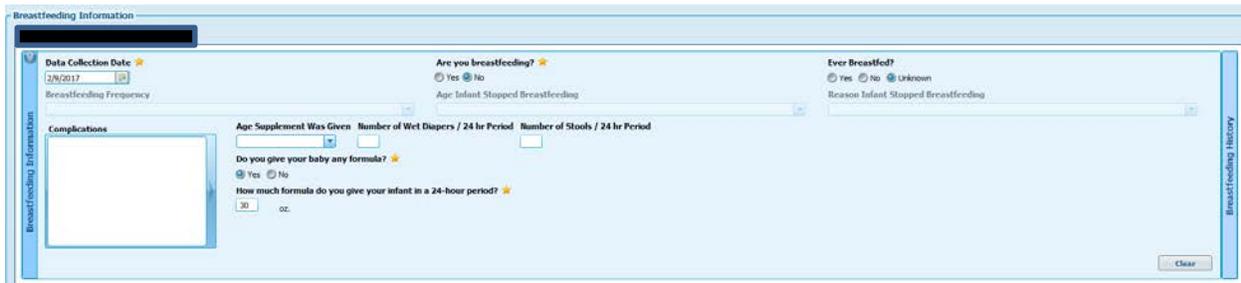
Scenario 2: Support Staff selects the wrong WIC Category during an **Initial Certification** and the **Certify** button has been selected by the CPA.

1. CPA: go to the Certification Summary screen and select the **Terminate Certification** button. For Termination Reason choose: 'WIC Category Change.'
2. CPA or Support Staff: go to the Subsequent Certification screen and select '**Apply**' for the participant. **Select the correct WIC Category**.
3. Support Staff: complete the following Crossroads screens: **Family Demographics:** Proof of Identification, Proof of Residence, Voter Registration; **Participant Demographics:** Refresh From CNDS; **Anthro/Lab:** use the information saved in History.
4. CPA: complete and save the following Crossroads screens: Health Information; Eco-Social Assessment; Dietary & Health; Assigned Risk Factors; Certification Summary: select **Certify**.

WIC Category Update

Scenario 3: Support Staff selects the WIC Category of Breastfeeding Woman instead of Non-Breastfeeding Woman during a **Subsequent Certification**.

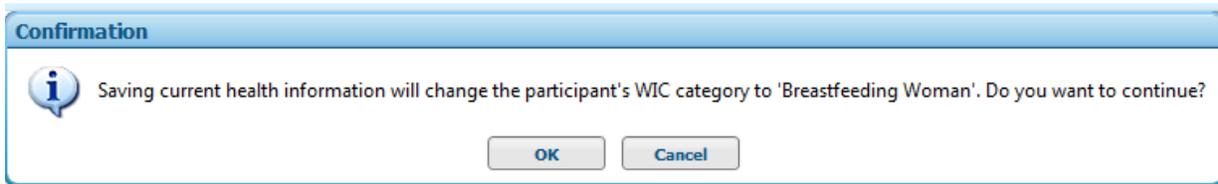
1. Support Staff: go to the Health Information screen for the woman and update the **Breastfeeding Information**. Change the answer for “Are you breastfeeding?” from Yes to No and complete the starred items on that screen. As a best practice, enter the age the infant stopped breastfeeding and the reason the infant stopped breastfeeding. Save the screen and the WIC Category will automatically change to Non-Breastfeeding Woman.



2. Continue with Subsequent Certification.

Scenario 4: Support Staff selects the WIC Category of Non-Breastfeeding Woman instead of Breastfeeding Woman during a **Subsequent Certification**.

1. Support Staff: go to the Health Information screen for the woman and update the **Breastfeeding Information**. Change the answer for “Are you breastfeeding?” from No to Yes and complete the starred items on that screen. Save the screen and you will get a Confirmation message. Click OK. The WIC Category will change from Non-Breastfeeding Woman to Breastfeeding Woman



2. Continue with Subsequent Certification.

WIC Category Update

Scenario 5: Support Staff selects the WIC Category of Breastfeeding Woman or Non-Breastfeeding Woman instead of Pregnant Woman during a **Subsequent Certification**.

1. CPA: go to the Certification Summary screen and select the **Ineligible** button. Choose the reason: **Not Categorically Eligible**.
2. Support Staff: use a 3785 form to document income and signature for rights and responsibilities.
3. CPA: complete the certification on paper, using a paper care plan to document nutrition assessment, goals, nutrition education, referrals and food prescription. The electronic record in Crossroads for that participant cannot be updated until the next day.
4. Support Staff: if MFIs are appropriate, issue MFIs for 1 to 3 months (or exempt products/WIC-eligible nutritionals from inventory).
5. CPA and Support Staff: the next day, scan all paper documentation into Crossroads and complete the required screens in order to complete the certification in Crossroads.
6. CPA: document in the Nutrition Assessment of the Care Plan that selection of an incorrect WIC Category required certification documentation on paper.
7. Support Staff: match the MFIs for months 2 and 3, if issued. Current month MFIs may not be able to be matched if the food prescription date is not before or matching the issuance day and certification date in Crossroads.
8. Support Staff: if no MFIs were issued, print and mail FIs or contact participant to come in for issuance.