

**Indiana WIC Program  
Indiana State Department of Health**

**Manual Certifications**

**Policy**

In the event the computer system is inoperable, the Local Agency will continue to provide WIC services by performing manual certifications.

**Authority**

Not Applicable

**Procedure**

- I. Applicants should be offered the option of rescheduling their appointment. Explain to applicants that benefits cannot be issued until the computers are operable.
- II. For applicants opting not to reschedule, complete the appropriate Manual Certification Form.
- III. Income documentation:
  - A. If the applicant is not adjunctively eligible, WIC staff must manually calculate annual income and compare it to the Income Guidelines chart to determine income eligibility.
  - B. To determine annual income:
    1. If paid weekly, the average weekly income is multiplied by 52.
    2. If paid biweekly, the average biweekly income is multiplied by 26.
    3. If paid semi-monthly, the average semi-monthly income is multiplied by 24.
    4. If paid monthly, income is multiplied by 12.
- IV. Health and nutrition information: Manual certification forms per category should be used to assess/record health and nutrition information.

- V. Issuing benefits and Notification of Certification Expiration
  - A. A household with an existing and active eWIC card may be issued benefits without the authorized representative returning to the clinic. An attempt should be made to notify the household when benefits are loaded to the eWIC card.
  - B. A written Notice of Certification Expiration will be generated and mailed when the last set of benefits are issued. The INWIC will maintain a record of the issuance of the notification. Copies of the notification will not be kept by the clinic.
  
- VI. Once the computers are operable
  - A. Manual certification information must be entered into the INWIC.
  - B. Shred manual certification forms upon completion of entry into the INWIC.