

WIC INCOME QUESTIONNAIRE Q&A

General

1. Can staff assist the applicant in completing the WIC Income Questionnaire form?

Answer: Staff may assist the applicant in completing the form by explaining the questions. Staff shall not answer the questions or print, sign or date the form for the applicants.

2. If an applicant decides that the answer is incorrect, can they correct their answer?

Answer: Applicants may correct their answers by putting a line through the incorrect answer and initialing and dating the error. The applicant will then mark the correct answer.

3. How do we assist an applicant that cannot read or write?

Answer: Staff shall read the questionnaire to the applicant who cannot read. If the applicant cannot write, ask them to make their mark on the form as their signature. Staff can read the questions and point to the "yes" and "no" answers and allow the applicant to mark their answer.

4. If an applicant completes all three sections of the questionnaire, should staff cross out the sections that should not have been completed?

Answer: No, staff should not cross out any section(s). It is fine if the applicant completes all three sections on the form. At minimum, the section that represents the type of income that was provided as proof of income is the section that must be completed by the applicant.

5. How often does the WIC Income Questionnaire have to be completed?

Answer: The WIC Income Questionnaire shall be completed every time income is screened, at certifications and income reassessment. The questionnaire should be filed behind the WIC-35.

6. When an applicant returns within 60 days of income eligibility to screen another family member for WIC eligibility, does another questionnaire have to be completed?

Answer: No, if income has not changed and a new WIC-35 form is not completed, another questionnaire does not have to be completed. Have applicant sign and date the questionnaire below the original signature and date, as is done on the WIC-35.

7. What is the timeframe for accepting a completed questionnaire?

Answer: The timeframe for accepting a completed questionnaire should be anytime after staff provides the form to the applicant or the applicant downloads the form from the WIC website to their certification eligibility appointment. Staff shall ensure the documentation provided as proof of income is current and the section of the questionnaire that reflects the documentation used for income eligibility is completed.

8. Should an applicant be rescheduled if they come to their appointment without completing a section of the questionnaire?

Answer: No, the questionnaire can be completed at the clinic at the time of their appointment but before income eligibility is determined.

- 9. If an applicant answers “yes” to a question and does not bring in documentation, can the certification be completed and the applicant asked to bring the documentation to their next WIC appointment?**

Answer: No, program eligibility cannot be determined with incomplete income documentation. If the “yes” answer represents the income documentation used for income screening, the documentation is required prior to determination of program eligibility.

- 10. For the purpose of auditing, what would make the questionnaire out of compliance?**

Answer: Noncompliance of completing the WIC Income Questionnaire include 1) applicant did not answer questions in the section in which income was determined, 2) applicant did not sign and date the completed section, and 3) staff completed some or all of the form for the applicant without the applicant’s input.

- 11. Does the applicant have to sign the questionnaire in front of a WIC staff person?**

Answer: No. The goal is to have the applicant complete the questionnaire at home, prior to WIC appointment.

- 12. What if an applicant refuses to complete, sign and/or date the questionnaire?**

Answer: Completion of the questionnaire is required. However, the state agency does not anticipate anyone refusing to complete a section of the questionnaire. If this were to happen, ask the applicant for the reason for the refusal and call your IRM liaison for assistance.

- 13. A family with two children is being screened for income. The first child is on Medicaid and the other child is not. Mom wants to use Medicaid eligibility for the first child and household income for the second child. Do you have to complete both Section I and Section III?**

Answer: Yes. Each section must be completed. Remember to complete the section that indicates which form of screening is being done. The first child is using Medicaid so Section I must be completed. Household income is being used for the second child, so Section III must be completed. One questionnaire form may be used for both children. Mom must print and sign her name and date the form in both Sections I and III.

Note: In this situation, it is appropriate to use household income for both children and only Section III would be completed. If household income exceeds WIC income guidelines, the first child with Medicaid would be eligible due to adjunctive eligibility and the parent completes Section I. The second child would not be eligible due to household exceeding income guidelines and appropriate documentation should be completed and filed.

- 14. Can the questionnaire be completed once an applicant has been determined income or program eligible?**

Answer: No, income eligibility cannot be determined without the completion of the questionnaire. The questionnaire is part of the income screening process.

Section I

15. **In Section I, is it ok if the applicant checks “yes” next to more than one of the questions?**

Answer: Yes, it is possible that the applicant participates in more than one gateway program. You do not have to document on the Income Questionnaire which program you are using to qualify them for WIC. You will have documentation of current enrollment on the WIC-35.

16. **If an applicant completes Section I of the questionnaire, are they required to sign and date Section III?**

Answer: No. Each section is separate from the other sections. So if Section I was completed, the applicant must print and sign their name and date the form in Section I. The other sections do not have to be completed.

Section II

17. **Can one questionnaire be used when a parent brings in her biological child and foster child to be screened for WIC eligibility?**

Answer: No, a foster child is a household of one and must have a WIC-35 and WIC Income Questionnaire of his own. The parent will be included in the household of her biological child and NOT included in the household of the foster child. These are two different households and two separate incomes.

Section III

18. **How do we handle a Separate Economic Unit (SEU) when the applicant has answered “yes” to other members in the household are working?**

If an applicant answers "yes" to other members in the household working and the applicant has been determined as a SEU, do not change the answer. Ensure that there is a check in the SEU column by the names of the clients who are part of the SEU. Check the SEU box below the table on the back of the WIC-35. The documentation in the chart shall support how income was determined.

19. **Are copies of the Social Security and SSI checks acceptable?**

Answer: Copies of Social Security and SSI checks are acceptable if GROSS income is on the check. This is true with any other copy of a check. All acceptable documentation must indicate gross income, with the exception of self-employed applicants.

20. **How is child support calculated if an applicant answers “yes” to receiving child support in Section III?**

Answer: Applicant shall complete as much of the information as possible in number 3, letter f. Staff shall obtain the highest level of documentation available on the day of the appointment in the following order:

- a) court order or divorce decree
- b) information from attorney general's office

Client may call their local Office of Attorney General (OAG) and request a “history of payments” for child support for each child who receives it. The information should be received in the mail within 10 days. If the client knows her/his “Client Identification Number (CIN)”, the automated system, 1-800-252-8014, can be used to obtain payments received. The client must obtain payment for each of their children. It is possible for a client to have several case numbers, one for each child. Online verification can be used to obtain child support payment verification. Staff or client may log on to

www.oag.state.tx.us and provide the CIN and other information requested. There are some security features the client must know.

Note: The CIN is a secure number and the client is advised not share this number. The client can enter it when the automated or on-line system requests it and the WIC staff person can input the rest of the information and obtain payment information. Staff shall document information received as well as the method used to obtain the information, e.g. 800-252-8014, automated system.

OAG is the registry of current child support payments. They provide free services to anyone who needs them and citizenship is not a requirement. If clients need assistance to obtain child support or the payments, they should be referred to their local OAG and given the toll free number, 800-252-8014.

c) receipts or copies of checks

d) written statement from provider of child support

e) a written statement from applicant

Note: Any time child support is not received on a regular basis, e.g. monthly, staff shall identify on the documentation presented how much child support was received in the last 12 months and divide the total dollar amount by 12. This amount is added to monthly income.

21. Where on the questionnaire will an applicant living off of savings or keeping money at home, not in the bank or credit union, be documented?

Answer: An applicant living off of savings or money at home shall be documented on #6 on the revised questionnaire form.

22. Where is military income addressed on the questionnaire?

Answer: The military receive a check stub called the Leave and Earning Statement (LES). This is addressed in number 1 and/or 2 in Section III.