

FY 2024 State Plan Summary of Changes

SECTION I- GOALS AND OBJECTIVES	
POLICY CHANGE/CLARIFICATION	POLICY SECTION(S)
I. Vendor Management	
EBT Goals for online eWIC conversion created	eWIC EBT Goals
II. Nutrition Services & Breastfeeding	
III. Information System	
IV. Organization & Management	
V. NSA Expenditures	
VI. Food Funds Management	
VII. Caseload Management	
VIII. Certification, Eligibility and Coordination of Services	
IX. Food Delivery and Food Instrument Accountability and Control	
X. Monitoring and Audits	
XI. Civil Rights	

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SECTION II LOCAL POLICY AND PROCEDURES (P&P)	
POLICY CHANGE/CLARIFICATION	POLICY SECTION(S)
I. Vendor Management	
Clarification added regarding notifying the State Vendor of complaints against vendors.	Complaints Against Vendors
Updates made to state and local responsibilities in vendor management.	State and Local Agency Responsibilities in Vendor Management
Requirement added regarding the new Local Vendor Coordinator Training module. Additional edits made and entire document has been moved to Staff Training P&P.	Training of Local Agency Vendor Coordinators, Staff Training
Updates made regarding vendor lists	Vendor Authorization
Clarification added regarding documentation retention	Vendor Files
Policy changes regarding scheduling vendor monitoring	Vendor Monitoring
Misc. updates made.	Vendor Training
II. Nutrition Services & Breastfeeding:	
Physical Presence waiver added for cert and recert/midcert along with 60-day deferral of anthro and blood work.	Mid-certification Health Assessment pg. 2
Added reference to related policy document. Updated grammar. Updated wording to clarify requirements for a midcert appt.	Mid-Certification Health Assessments pg. 1-3
Specified goals of WIC nutrition education. Made a defined section, wording pulled from Nutrition Services Standards FNS doc.	Nutrition Education
Added wording to emphasize that WIC participant must set the goal.	Nutrition Education
Reworded suggestions/what to do with participants reluctant to complete nutrition education	Nutrition Education
Simplified/clarified wording of how nutrition education must be documented in VISION.	Nutrition Education
Role change: local nutrition preceptor is now the local nutrition coordinator	Nutrition Education Staff Training Staffing Requirements

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SECTION II LOCAL POLICY AND PROCEDURES (P&P)	
POLICY CHANGE/CLARIFICATION	POLICY SECTION(S)
Simplified/combined sections describing effective nutrition intervention/education; education topics	Nutrition Education
Added guidance for local agency created nutrition education materials	Nutrition Education
Clarified who must review/approve nutrition education materials depending on their source.	Nutrition Education
Documents pertaining to nutrition education will be sent to the state RD over nutrition education rather than the state nutrition coordinator	Nutrition Education
Added that the NEC will be meet as needed, at least quarterly, and that meetings will be held virtually.	Nutrition Education
Added that if a participant completed a wichealth.org class, this will automatically be documented in VISION.	Nutrition Education
High risk is now hyphenated, not two words. Is no longer capitalized.	Nutrition Education High Risk Protocols
Changed wording that high risk must be resolved if no longer applicable.	Nutrition Education pg. 7-9 High Risk Protocols
Updated wording for clarification to high-risk participant care. Added diagrams	Nutrition Education pg. 7-8 High Risk Protocols
Moved the VENA based WIC Program explanation points to be under the Core Contact section.	Nutrition Education High Risk Protocols Certification Health Assessment Midcertification Health Assessment
Rearranged sections for better clarity/flow.	Nutrition Education High Risk Protocols
Removed “phone contacts cannot be substituted for certification visits”	Nutrition Education High Risk Protocols
Phone contacts must be documented in VISION (no longer required to be documented in comment screen only. Allows more flexibility of where this is documented)	Nutrition Education High Risk Protocols
Updated wording in Phone Contacts section – specified this is for high-risk participants; referral data must have been taking within 2 weeks of the appointment.	Nutrition Education High Risk Protocols
Clarified what breastfeeding aids local staff can utilize.	Breastfeeding Aids pg. 2

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SECTION II LOCAL POLICY AND PROCEDURES (P&P)	
POLICY CHANGE/CLARIFICATION	POLICY SECTION(S)
Add procedures for Breast Milk Collectors.	Breastfeeding Aids pg. 7
Adding Breast Milk Collectors Name	Breastfeeding Aids pg. 1
Breast Pump Training Documentation in VISION.	Breastfeeding Aids pg. 3
Adding Additional Contact Clarification for issuing serialized electric pumps.	Breastfeeding Aids pg. 4
Deleted documentation needed in VISION after contacting MD when issuing an infant feeding tube device (non IBCLC).	Breastfeeding Aids pg. 10
Added clarification on Loaning pumps to WIC Staff.	Breastfeeding Aids pg. 15
Additional calls should be tried weekly if there is no contact with the participant (excludes single user pumps) and only messages have been left.	Breastfeeding Aids pg. 5
Remove “tote and ice block must be returned” from policy regarding small electric multi-user breast pumps.	Breastfeeding Aids pg. 18
Adding clarification on Lost Pumps	Breastfeeding Aids pg. 17
Remove last row in chart, formatting fix	BF Aids pg. 3
Added in Peer Counselor Contacts Minimum Requirements	Breastfeeding Promotion and Support pg. 2
Grammar updates throughout. Job titles are no longer capitalized (reference DHHS Writing Style Guide)	BF Positive Peer Influence Staff Training Staffing Requirements
Removed levels of the BF Curriculum and who is required to each level; referred to Staff Training P&P which is where this information is now.	BF Positive Peer Influence pg. 1 Staff Training
Moved and edited information about state agency providing yearly grants to local agencies requesting monies for PC programs from Staffing Requirements P&P to BF Positive Peer Influence P&P. Better fit and more accurate wording.	BF Positive Peer Influence pg. 1 Staffing Requirements
Moved information about the annual PC Program eval from Staffing Requirements to BF Positive Peer Influence. Combined with information about the budget expenditure above.	BF Positive Peer Influence pg. 2 Staffing Requirements
Description of BF staff roles removed from BF Positive Peer Influence and now included in Staffing Requirements P&P. Notes of when to reference to Staffing Requirements P&P added to the BF Positive Peer Influence P&P where needed.	BF Positive Peer Influence Staffing Requirements

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Sections moved from Staff Training P&P to BF Positive Peer Influence – assigning a BF PC, VISION access for PCs, date exited the BF PC program required to complete, using reports to monitor peer counselor caseloads.	BF Positive Peer Influence pg. 3-4 Staff Training
Allowing tofu	Foods that are authorized
Removed “Similac Sensitive for Spit Up” – no longer manufactured.	Foods that are authorized
Need to update Case Value Benefits section after Sept 30th	Foods that are authorized
Added information on tofu, tofu substitutions	Tailoring Food Packages
Clarified wording of where to document tailoring of food packages	Tailoring Food Packages
Tailoring milk for yogurt clarification	Tailoring Food Packages
Clarification for cheese max	Tailoring Food Packages
Clarifying tailoring of milk portion of the food package (1%/skim is allowed for 1yr olds with FAFAF; whole fat OR reduced fat yogurt can be issued when FAFAF is written for specific milk fat content)	Tailoring Food Packages
Removed beans/lentils/PB section since no longer needed due to eWIC	Tailoring Food Packages
Need to update sections with Cash Value Benefits after Sept 30 th	Tailoring Food Packages
Added information regarding which special formulas will be covered by Medicaid.	Ordering Special Formula
Clarified the 15 days of food benefits information and printing a notice of termination letter. Not new information, just clarification.	Food Packages pg. 14
Removed “The assigned infant food package will help trigger the correct food package for the mother.”- this is not correct. Added “The hospitalized infant is not required to be certified at the same time as the mother” clarification. Clarified due to UAWA request.	Food Packages pg. 15-16
Removed specification that parents have to sign a parental agreement to receive powder formula for premature infants < 3mo. No longer required.	Food Packages pg. 16-17
Removed “Similac Spit-up” – no longer manufactured	Food Packages
Clarified requirements for Hgb testing based on age.	Anthro and Lab Procedures pg. 1, 4-6
Moving the entire document out of Nutrition Services-Breastfeeding functional area, Nutrition Education and Counseling subsection to Organization and Management functional area, Staffing and Training Requirements subsection.	Staffing Requirements
Separated staffing roles into two sections: I. Minimum staffing roles & responsibilities II. Additional staffing roles & responsibilities Added list of roles/job title under the appropriate sections; qualifications and responsibilities for each of these roles added/specified below in document in the appropriate sections.	Staffing Requirements
Expanded/clarified qualifications/responsibilities for the following roles: WIC Director, RDs, CPA1,	Staffing Requirements

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Grandfather clause listed specifically under CPA1 and CPA2 now	Staffing Requirements
Added question 4f and 1g are required to be completed in VISION by the appropriate staff – added under CPA1 and CPA2 responsibilities.	Staffing Requirements
Added in Senior BF Peer Counselor, Peer Counselor Coordinator, and DBE qualifications and responsibilities.	Staffing Requirements
Moved and added to section describing # of PC support meetings per year from BF PC section to BF Coordinator section	Staffing Requirements
Brought Module Preceptor information over from Staff Training to the Staffing Requirements P&P.	Staff Training Staffing Requirements
Removed “clerical module” from Module Preceptor section. We do not have this.	Staffing Requirements
Moved responsibilities from Staff Training P&P to this document for better cohesion.	Staffing Requirements
Removed “instructor’s guide” and “application checklist” under Module Preceptor section. We do not have these/no one knows what these are.	Staff Training Staffing Requirements
Removed “A registered dietitian grades ... modules” due to Google Forms grading exams. No longer needed.	Staff Training Staffing Requirements
Changed “Local Nutrition Preceptor” to “Local Nutrition Coordinator”. Specified qualifications and updated responsibilities. This is to be more in alignment with FNS Nutrition Standards doc.	Staff Requirements Staff Training Nutrition Education
Clarified qualifications and responsibilities for Clinical Assistants	Staffing Requirements
Updated grandfather clause from July 1996 to June 2023 in order to include staff that have been hired to their position prior to the requirements specified in 2024 P&P. Grandfather clause is stated under CPA1 and CPA2 roles.	Staffing Requirements
Clarified CPA2 qualifications, specifically how a CA can qualify as a CPA2. Kept qualification option of associate/bachelor’s degree per UAWA request.	Staffing Requirements

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Clarified/updated CPA2 chart approval waiver process	Staffing Requirements
Added “office manager” and “office specialist/clerk” as roles designated in this P&P	Staffing Requirements
Updated wording and referral information for the Utah Tobacco Quitline.	Health Care Referrals pg. 2
“Lead Screening and Referrals” section added. Wording is from NRM.	Health Care Referrals pg. 4-5
Moving the entire document out of Nutrition Services-Breastfeeding functional area, Nutrition Education and Counseling subsection to Organization and Management functional area, Staffing and Training Requirements subsection.	Staff Training
Got rid of “Levels” of trainings, and listed modules in order of priority to help understanding.	Staff Training pg. 1
Rearranged and updated information in sections for easier understanding and flow.	Staff Training
Changed any mention of “complete X module within 3 months” to “90 days” for better clarification.	Staff Training
P&P Breastfeeding Sections required to be read by all staff now specified. No longer required for staff to read these within 30 days, they will have 90 days to do this.	Staff Training
Changed wording from “Minimum training recommended...” to “Minimum training required...”. Updated table.	Staff Training
Added “Ordering special formula” and “Vendor Management” rows in “Minimum training” table. Special Formula Ordering is now required for all staff who order special formula, prior to ordering special formula.	Staff Training
Added new training for local vendor management	Staff Training
Removed “BF Peer Counselor” and “Approving Special and Non contract formula prescriptions” rows from “Minimum training” table. BF Peer Counselor training is specified below in document now. “Approving special and non-contract..” sections were all covered in other areas in the table.	Staff Training
CAs are now required to do the same training modules as CPAs and Health Educators are required to do in order to teach classes.	Staff Training
Added training requirements for local nutrition coordinator	Staff Training
Clarified what training is needed in order to issue breastfeeding equipment and aids and assist participants with their use.	Staff Training
Removed “Training Required for Breastfeeding Activities” table. This information is now specified elsewhere in this P&P.	Staff Training
Updated wording of “Training of Staff on WIC Breastfeeding Curriculum” section of document.	Staff Training
Sections created specific to training PC Coordinators, and Senior Peer Counselors.	Staff Training
Updated “Training required for BF PC” section. Some information removed, some added.	Staff Training
Updates made to “Nutrition In-services and Continuing Education Hours” section to help with understanding and clarification.	Staff Training

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Removed requirement to provide quarterly nutrition education in-services to CPAs/CAs. *CPAs/CAs will still be required to obtain 12 hours of nutrition education annually. Specifications have been added as to what qualifies as nutrition education hours.	Staff Training
Specified that a nutrition in-service file must be created, what it must contain, and where it is to be housed; specified that they will be reviewed during MEs.	Staff Training
Requirement to complete Civil Rights and Security Awareness training moved from Admin Staff Training P&P to Staff Training P&P	Admin Staff Training Staffing Requirements pg. 1,15
Added statement about state agency requiring additional trainings (i.e. yearly food booklet training, risk revisions, etc.). This will be communicated via memo	Staff Training
Added Appendix A showing where trainings can be found.	Staff Training
III. Information System	
Added information about the participant portal	Documentation
Policies related to system training were moved to the Staff Training policy document to combine. The System Training policy document is now obsolete.	System Training Staff Training
Information added regarding the new/current sign on method for VISION	System Security
Policy updated that local staff “may” be required to participate in system testing. Applicable WIC staff should review release notes for system changes and may be required to participate in training on system releases.	Info System Planning
System Security and Info System Planning policies moved to new subsection- System Security and Planning.	System Security Info System Planning
IV. Organization & Management	
Created subsection named Staffing and Training Requirements. Moved Staff Training and Staffing Requirements policies out of the Nutrition Services-Breastfeeding functional area, Nutrition Education and Counseling subsection into this new subsection.	Staff Training Staffing Requirements
All information covered in the Admin Staff Training policy is now covered in the “Staff Training” policy document. The Admin Staff Training policy document is now obsolete.	Admin Staff Training
V. NSA Expenditures	
Updates made regarding current procedures of the WIC funding committee regarding the funding formula.	Funding Committee Funding Formula

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Updated references to the federal code	Food and NSA Expenses
Moving Time Studies policy to NSA Expenditures functional area, Allowable Expenditures subsection.	Time Studies
VI. Food Funds Management	
VII. Caseload Management	
VIII. Certification, Eligibility and Coordination of Services	
Clarification added that Parents/Guardians must provide acceptable ID when an eWIC card is issued to the family.	Proof of Identity
Identity policy modified to allow forms of identification with photo to be accepted up to one year after expiration.	Proof of Identity
Policy added that applicants who reside near state borders and do not have a street address must provide evidence that they live within the State of Utah	Proof of Residency
Added ARPA Physical Presence Waiver as a reason that not being present at certification or mid-certification appointments can be allowed.	Presence at Certification
Policy added that local agencies will be expected to allow both remote and in-person appointment formats.	
Policy added that: If required anthropometric data has not been obtained for remote certification or midcertification appointments within 60 days after the appointment, benefits should only be issued one month at a time while attempting to obtain this data.	Presence at Certification, E-WIC Card Issuance, Mid Certification Health Assessments
Removed outdated paragraph regarding local agencies developing systems to receive application information online. (This is being replaced by a statewide participant portal.)	Processing Standards, Documentation
Added policy allowing remote electronic signature capture through the Participant Portal	Rights and Responsibilities Procedures, Documentation
Updated income guidelines effective 7/01/2023	Income Guidelines
Policy added that: Individuals claiming to receive regular, consistent earnings, such as those earning a salary, only need to provide one pay statement to sufficiently document income.	Income Documentation
Clarification added that: Clinic staff must assess automatic or adjunct eligibility before requiring additional documentation for an income eligibility determination.	Adjunct Eligibility

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IX. Food Delivery and Food Instrument Accountability and Control	
Added instructions for card issuance at remote appointments.	E-WIC Card Issuance, Card Inventory
X. Monitoring and Audits	
Timeframes for management evaluation reports, action plans, and closing of findings were updated. Reports and action plans are due within 15 days. Action plans should be completed so that findings can be closed within one to six months.	State Management Evaluations
XI. Civil Rights	
Language interpretation policy updated to require local agencies to include on demand telephone or video interpretation services as part of their communication plan.	Limited English Proficiency
Additional Changes	
Changed the name of the Utah WIC Authorized Foods Booklet to “Utah WIC Program Shopping Guide” to reflect the new name of the booklet coming out October 2023.	Throughout P&P

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SECTION III- STATE OPERATIONS	
POLICY CHANGE/CLARIFICATION	POLICY SECTION(S)
I. Vendor Management	
II. Nutrition Services & Breastfeeding	
Completed SWR-2 abbreviated format	SWR-2 WIC FY24 SPG abbrev. II Nutrition Services and VIII Cert Coord Referrals
III. Information System	
IV. Organization & Management	
Completed IV_ Organization_ and_ Managment_ FY2023	IV_ Organization_ and_ Managment_ FY2023
V. NSA Expenditures	
Completed V_ NSA_ FY2024	V_ NSA_ FY2024
VI. Food Funds Management	
Completed- see SWR-1 abbreviated format	SWR-1 WIC FY24 SPG abbrev. VI Food Funds Mgt and VII Caseload Mgt Revisions
VII. Caseload Management	
Estimate of participation for FY24 completed	Estimated Participation
VIII. Certification, Eligibility and Coordination of Services	
Completed SWR-2 abbreviated format	SWR-2 WIC FY24 SPG abbrev. II Nutrition Services and VIII Cert Coord Referrals
IX. Food Delivery and Food Instrument Accountability and Control	
X. Monitoring and Audits	

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SECTION III- STATE OPERATIONS	
POLICY CHANGE/CLARIFICATION	POLICY SECTION(S)
XI. Civil Rights	
Completed SWR-4 abbreviated format	SWR-4 WIC FY24 SPG Abbrev. XI Civil Rights