

## Termination

- I. Participants may be terminated during their certification period for the following reasons:
  - a. Family is over income
  - b. Participant violations
  - c. Participant requests termination
  - d. Categorical ineligibility; such as if a woman discontinues breastfeeding her baby who is between six (6) and twelve (12) months of age or partial breastfeeding out of range, with the infant greater than six months of age
  - e. Category change
  - f. Deceased
  - g. No longer in family
  - h. Transfer out of state
  - i. Failure to provide proof
  - j. No recent food benefit pick-up
- II. Routine terminations are completed automatically by the VISION system for reasons such as:
  - a. Failure to provide proof (provisional certification).
  - b. No recent food benefit pick-up (no benefit pick-up in the last two months).
  - c. Failure to reapply (after a certification period has expired).
  - d. Categorical ineligibility (after a certification period has expired).
- III. For those who become over-income during the certification period, a new income record must be added. The VISION system will initiate the termination record when the check income eligibility button is clicked and the action boxes are checked. The client will be required to sign the signature pad indicating they understand they are no longer eligible. (See *Ineligible Applicants and Income Reassessment During a Certification Period* policy sections.)

- IV. For clients being terminated for stopping breastfeeding or breastfeeding out of range, see the *Food Packages* section for more information on this procedure. Written notification is required.
- V. If the termination record was not created by an automated VISION system process, manually terminate the participant within Certification/Termination screen using the appropriate termination reason. Termination effective dates in VISION are automatically set to a date 15 days in the future. This should be manually adjusted to be effective as of today's date when providing 15 days of benefits is not required (see VIII below). This will ensure that the effective date on the Notice of Termination print-out is correct.
- VI. Some active participants to be terminated during a certification period are entitled to a minimum of 15 days written notification prior to termination and a minimum of 15 days benefits during the notification period. (For exceptions see VIII below.)
  - a. The benefits issued during the 15 day notification period should be a continuation of the benefits the participant is currently receiving.
  - b. Notification is accomplished through the issuance of the Notification of Termination printed from the VISION system's printouts menu.
  - c. The issuance of the Notice of Termination must be documented in the VISION system. This may be entered in the comments screen, the nutrition education screen- pamphlets provided, or a copy of the notice may be scanned.
  - d. For disqualifications due to participant violations, the Notice of Disqualification is printed from the Participant Violations screen. This notice provides 15 days notification of termination.
  - e. If the certification period already expires in less than 15 days, the termination would be effective on the certification expiration date and benefits should only be provided until the expiration date.
  - f. If the whole family is found to be no longer eligible, such as over-income situations, and the card is not present in the clinic, it may be necessary to hot card the card to the future date the termination is effective (in 15 days). This will allow the family to use benefits during the 15 days notification period before the termination becomes effective. Please make sure the family is made aware their card will be deactivated on that date.
- VII. The following should be treated as a participant violation:
  - a. Failure of the participant to inform the clinic that they have stopped breastfeeding before additional benefits are issued.

VIII. Exceptions.

- a. Participants terminated during a certification period who do not require a Notice of Termination and 15 days benefits include:
  - i. Participants who are being recertified as a different category of participant at the same time as the termination.
  - ii. Participants who are being terminated from a provisional certification for failure to provide proof.
  - iii. Persons who are being terminated automatically by the system for no recent food benefit pick-up who have not received any benefits in the last two months.
  - iv. Deceased individuals.
  - v. Individuals who are no longer a part of the family and are not transferring to another WIC family.
  - vi. Participants who are moving out of state and have been issued a VOC.
- b. Participants terminated during a certification period who require a printed Notice of Termination but are NOT entitled to 15 days benefits include (see V above):
  - i. Women participants who are being terminated for stopping breastfeeding and the infant is greater than 6 months of age.
  - ii. Women participants who are terminated for breastfeeding out of range and the infant is greater than 6 months of age.

IX. Participants who request termination may decline receiving benefits during the notification period if they choose.

X. Participants who are terminated automatically by the system for failure to pick up benefits or failure to reapply and who remain categorically eligible will receive an automated text message/phone call encouraging them to return to the program.

XI. Reinstatement during a certification period. Participants who were terminated for certain reasons during a certification period may be reinstated before the expiration of the certification period.

- a. Participants may be reinstated for the following reasons:
  - i. No recent food benefit pickup.
  - ii. Participant requested termination.
  - iii. Transfer out of state.
- b. Reinstatement is completed within the Certification/Termination panel, by editing the termination record and clicking on the "Reinstate" button.
  - i. The reinstatement reason must be entered.
  - ii. Make a comment if necessary to explain the circumstances.

- c. If the certification period has already expired or if the participant's record has changed from "terminated" to "ineligible" the client cannot be reinstated and a new certification must be completed.
      - i. A new certification must be completed even within the time frame of the current certification period.
      - ii. The new certification may not be completed using old data from the previous certification.
    - d. Provisional certifications that have been terminated for failure to provide proof cannot be reinstated and a new certification must be completed.
      - i. Under no circumstance may a second, subsequent 30-day provisional certification period be used if the applicant fails to provide the required documentation before the provisional certification period expires.
- XII. Families being terminated for transferring out of state. When participants notify the clinic they are moving out of state, their eWIC card should be hot carded with the temporary reason of "Administrative Lock". This can be effective immediately or can be future dated to the date of the move. If they later decide not to move, the card can be reinstated.
- XIII. Notification of Expiring Certification.
  - a. Participants must be notified that their certification period is about to expire. Participants must be notified at least fifteen (15) days prior to actual expiration, but not earlier than two (2) months before expiration.
  - b. Notification is accomplished by a statement being printed automatically on the participant's Family Food Benefits printout that lists the participant's certification expiration date.
  - c. Additional notification is provided through an automated text message or phone call to participants whose certification will expire at the end of the month and no appointment is scheduled.
  - d. At the last benefit issuance appointment of the certification period, clinic staff should discuss the participant's future categorical eligibility status with the participant or parent/guardian. This will assist the client to know whether or not they should reapply for certification.
    - i. Certification appointments should be noted on the Family Food Benefits printout.
- XIV. Applicants or participants who would like to appeal a decision made by the local agency may request an informal Agency Conference or a may request a Fair Hearing. Appellants may be encouraged to attempt to settle the dispute in an

Agency Conference before requesting a Fair Hearing. See *Appeals* for more information.