
Arizona WIC Program Certification Map



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Using the Arizona WIC Program Certification Map

The Arizona WIC Program Certification Map is a resource to assist Local Agencies with meeting multiple requirements, including:

- [Arizona WIC Nutrition Care Guidelines](#)
- [Arizona WIC Policies and Procedures](#)
- [VENA Updated Guidance](#)
- [WIC Federal Regulations](#)
- [WIC Nutrition Services Standards](#)
- [WIC Policy Memos](#)

This document is a user-friendly guide to help navigate the Arizona WIC Certification process. The format provided connects requirements and the rationale to support each requirement.

In addition, this document links to related resources that may be used as references or tools during the course of Certification. The Table of Contents has hyperlinks for quick navigation to each section.



Arizona WIC Program - Certification Map

The following outlines the steps of the current Arizona WIC Certification process.

Request for WIC Services

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>Applicants shall be informed of their eligibility, ineligibility or placement on a waiting list within the service timeframe within the federal regulations. An Applicant may apply for WIC services via 3 methods: Phone, Walk-In, and the Participant Portal.</p> <ol style="list-style-type: none"> 1. If an applicant calls for a WIC appointment, inquire about previous WIC participation and search the HANDS database for an existing record. If an existing record does not exist, complete the pre-Certification and give an appointment date. 2. If a participant walks into a WIC clinic, start the Intake & Eligibility Determination process (see section below). 3. If participants apply using the Participant Portal, they will appear on the Participant Portal Submissions Report. The staff shall run this report and transfer new clients into HANDS. The client may or may not have uploaded eligibility documents. <ol style="list-style-type: none"> a. If they have uploaded eligibility documents, the staff can review the documents before or after the transfer into HANDS. 	<ul style="list-style-type: none"> • Federal Regulation 246.4(a)(16); 246.7(l)(1)(i) and (l)(1)(ii)—Requires plans to prevent dual participation • Federal Regulation 246.7(f)(2)(iii)(A) and (f)(2)(iii)(B)—Requires notification of eligibility to participants within 10 days of their initial request for benefits if pregnant or migrant, or 20 days for all other applicants • HANDS—The “10 and 20 Day Rule” report in HANDS is recommended to be run weekly by WIC Local Agencies. This report lists participants that have not been certified in the 10/20-day processing timeframe 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Applicant Intake & Eligibility Determination

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<ol style="list-style-type: none"> 1. Greet applicant/introduce self. 2. Explain the WIC Program, purpose of the appointment, and outline of the appointment. 3. Inquire about previous WIC participation and search the HANDS database. Ask permission to review and verify enrollment documents. 	<ul style="list-style-type: none"> • Federal Policy Memo 2008-1— Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • Federal Regulation 246.4(16); 246.7(l)(1)(i) and (l)(1)(ii)—Requires plans to prevent dual participation • Value Enhanced Nutrition Assessment (VENA) Guidance—Updated guidance and training materials to assist State and Local Agencies with implementation 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>4. Establish the family record and determine eligibility. Document in the Family screen in HANDS:</p> <ul style="list-style-type: none"> • Name(s) of Authorized Representatives(s) • Date of Birth for Authorized Representative 1 • Proof of Identity (ID) for Authorized Representative(s) • Education • Voter Registration Status <ul style="list-style-type: none"> ○ If not a voter, ask if interested and offer information on how to register ○ Complete 'Offer of Registration' form • Proof of Address • Phone Number/Email Address • Confidentiality <ul style="list-style-type: none"> ○ Verify participant's desire to have confidentiality of participant address and number • Select Appointment Reminder Preference, if applicable • Primary Language • Offer the participant the option of having a Second Authorized Representative and/or a Proxy <ul style="list-style-type: none"> ○ Explain the policies for both choices • Collect required electronic signatures via Signature Pad or DocuSign 	<ul style="list-style-type: none"> • Federal Regulation 246.7(c)(2)(i)— Requires proof of residency, ID for participant and parent/guardian if participant is a child, requires reasonable steps to provide information in participants' language of choice • AZ WIC Policy, Chapter 2—Requires documentation of education level for research/data purposes • Federal Policy Memo 94-4—Requires implementation of Voter Registration Act • AZ State Statute—(Chapter 1, Article 4) Voter Registration inquiry with 'Offer of Registration' form • HANDS—Requires Authorized Representative 1's date of birth to issue and use an eWIC card 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

The following steps are completed for **each** family member being certified and is documented in their respective record in the [HANDS](#) database.

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>5. Establish participant records. Document in the Client screen in HANDS:</p> <ul style="list-style-type: none"> • Applicant Name • Date of Birth • Gender • Proof of Applicant ID • Foster Care status, if applicable • Applicant Ethnicity and Race (initial Certification) • Collect required electronic signatures via Signature Pad or DocuSign • Scan and save any needed documents, if applicable 	<ul style="list-style-type: none"> • Federal Policy Memo 2002-6— Requires documentation of race and ethnicity collection • AZ WIC Policy, Chapter 2—Requires all applicants to be provided the opportunity to self-declare their race and/or ethnicity at initial Certification • FNS Instruction 113-1—Ensures compliance and enforcement of the prohibition against discrimination • AZ WIC Policy, Chapter 9—Details documentation and requirements for Racial/Ethnic Data Collection 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>
<p>6. Complete the Immunization screen in HANDS for children under age 2:</p> <ul style="list-style-type: none"> • Correct dosage of DTaP • Reason dosage is not up to date, if applicable • Form of documentation used to assess child’s immunizations status • Referral organization, if applicable 	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)— Requires Certification process to provide information and referrals • AZ WIC Policy, Chapter 6—WIC infants and children under 2 years of age are screened using documented immunization histories • Federal Policy Memo 2001-7— Requires that children served by WIC are screened for immunization status and, if needed, referred for immunizations • Immunization Screening and Referral in WIC Fact Sheet—Specifies that the WIC Program’s role is to identify a child’s need for immunizations and share that information with parents 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>7. Establish applicants' adjunct eligibility status.</p> <ul style="list-style-type: none"> • Update the Adjunct Eligibility table in the Income screen in HANDS for the following programs: <ul style="list-style-type: none"> ○ AHCCCS ○ FDPIR ○ Section 8 ○ SNAP ○ TANF 	<ul style="list-style-type: none"> • Federal Regulation 246.7(d)(2)(vi)— Provides for adjunct eligibility on the basis of an applicant's or certain family members' current eligibility to receive benefits under SNAP, Medicaid, or TANF • Federal Policy Memo 2013-3— Persons or certain family members certified as eligible to receive benefits for SNAP, Medicaid, or TANF at their time of application to WIC are adjunctively eligible for WIC • Federal Policy Memo 2023-6 – WIC State/Local Agencies must first assess adjunct or automatic income eligibility prior to traditional income screening. • AZ WIC Policy, Chapter 2—WIC staff shall first attempt to determine if the applicant is adjunctively income-eligible before evaluating their income eligibility. An applicant is adjunctively eligible for WIC if documentation shows that the individual is certified as fully eligible to receive benefits from AHCCCS, FDPIR, Section 8 housing, SNAP or TANF, or if a member of a household containing a TANF recipient or a pregnant woman or infant enrolled in AHCCCS 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>8. Establish applicants' income eligibility. Document in the Income screen in HANDS:</p> <ul style="list-style-type: none"> • Family Size • Unborn Counted, if applicable • Adjunctive Eligibility and Proof Provided • Income and Proof Provided • Select Migrant, Homeless, Group Home, Military, or Refugee, if applicable • Collect electronic signatures, if applicable 	<ul style="list-style-type: none"> • Federal Regulation 246.7(d)— Requires Certification process to include determination of income eligibility • Federal Policy Memo 2016-5— Requires determination of income eligibility and medical or nutrition risk to be completed by different staff. If this requirement is not able to be met, additional audit requirements are to be completed • Arizona WIC Policy, Chapter 5— Outlines required monitoring components for Separation of Duties within Arizona Local Agency WIC clinics 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>If an applicant does not qualify for WIC, a Notification of Ineligibility, which states the reason for the determination and how to appeal the decision, is to be provided to the applicant. Staff shall inform applicants of their right to a fair hearing and their ineligibility.</p> <p>Staff shall capture the Income Ineligibility signature type in HANDS after reviewing with the applicant.</p> <p>Note: Applicants may submit documents if they applied through the Participant Portal. New clients will appear on the Participant Portal Submissions Report. If the client is established and has submitted documents, they will show on the Participant Portal Document Upload report. The staff shall run these reports daily and transfer new clients into HANDS.</p> <p>Note: Income eligibility shall be completed by a different staff member than the staff member who completed the assessment screen. If this is not feasible, additional audit requirements must be completed in accordance with Federal Policy Memo 2016-5 and Chapter 5 of the Arizona WIC Policy and Procedure Manual.</p>	<ul style="list-style-type: none"> • Federal Policy Memo 2021-7—Details how to apply income for determining WIC eligibility for 2021 Recovery Rebates to Individuals and Child Tax Credit Improvements for 2021 	

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>9. Establish applicant’s categorical eligibility. Document in the Cert screen in HANDS:</p> <ul style="list-style-type: none"> • Participant Category • Expected Delivery Date (for pregnant women or newborns) • Actual Delivery Date (for postpartum women) • Address reason participant cannot be present, if applicable <p>If an applicant does not qualify for WIC, a Notification of Ineligibility, which states the reason for the determination and how to appeal the decision, is to be provided to the applicant. Staff shall inform applicants of their right to a fair hearing and their ineligibility.</p> <p>Staff shall capture the Income Ineligibility signature type in HANDS after reviewing with the applicant.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(g)(1)— Requires categorical eligibility and Certification periods • HANDS—Requires actual delivery dates to auto-calculate nutritional risks related to prematurity 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>10. Inform participants of their Rights and Obligations (R/O).</p> <ul style="list-style-type: none"> • This must be completed in their preferred language. • Staff shall read out loud, at a minimum, the highlighted sections, which include: <ul style="list-style-type: none"> ○ Health information ○ Fair treatment ○ Honesty ○ Accurate information ○ Good use of program ○ Protect your benefits • Obtain participants' or participants' authorized representatives' electronic signatures in HANDS. • Inform participants that the R/O is available in the EzWIC app and on Arizona WIC website. • Inform participants of their right to complain and the complaint hotline number (866) 229-6561. <p>*Rights and Obligations signatures can be collected at any time during Certification. Signatures can be collected on the Medical screen, Food Benefit (FB) Issuance screen, or via DocuSign.</p> <p>* Staff shall inform applicants of their right to file a Civil Rights complaint. This can be completed by filling out the USDA Program Discrimination Form. Once completed, this form shall be emailed by the AR to CR-Info@USDA.gov. or a written letter is appropriate.</p>	<ul style="list-style-type: none"> • Federal Policy Memo 2008-1— Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • Federal Regulation 246.7(j)—Requires documentation review of program rules and Rights and Obligations • AZ WIC Policy, Chapter 2—Requires participants' written consent for services and collection of anthropometric data. A highlighted version of the Rights and Obligations has been provided to ensure minimum standards are reviewed • Civil Rights Complaint Form – “USDA prohibits discrimination on the bases of race, color, religion, sex, sexual harassment, age, national origin, marital status, sexual orientation, familial status, disability, limited English proficiency, or because all or a part of an individual's income is derived from a public assistance program.” 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>

Complete [ABCDE Nutrition Assessment](#) to Identify WIC Risk Codes and Participant Priorities for Nutrition Education

[Federal Regulations](#) and guidance listed below require a health and nutrition assessment at the time of Certification. The purpose of this is to identify nutrition risk codes as well as identify family priorities so that nutrition education, food packages, and referrals can be tailored to the needs of the participant.

Pathway 1

“A” Anthropometric Measurements

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Obtain consent signature on Medical screen to gather anthropometric and/or biochemical measurements, as well as consent to touch participants for breastfeeding support.</p> <p>2. Take height and weight, use the appropriate anthropometric equipment and follow the procedures included in the Anthropometric Manual</p> <p>OR</p> <p>Acceptable documentation from outside sources may be provided no more than 60 days from certification.</p> <ol style="list-style-type: none"> Arizona WIC Health Data Form Arizona WIC Formula and Food Request Form Doctor’s Letterhead Doctor’s prescription Form Printed Medical Records Obtained via a Patient Portal <p>Note: If anthropometric measurements were not obtained at the time of certification, enter the pending lab code ‘ANTHROPOMETRICS FOR CERTIFICATION DELAYED (3 MO FB)’</p>	<ul style="list-style-type: none"> Federal Regulation 246.7(e)(1)(B)— Requires Certification to include height, weight, and hemoglobin, and to be documented at the time of nutrition risk identification WIC American Rescue Plan Act of 2021 – Additional \$390 million dollars from FY21-FY24 to continue outreach, innovation, efforts to modernize the program and additional waivers and flexibilities, to increase participation and redemption of benefits. Additional WIC Flexibilities to Support Outreach, Innovation, and Modernization Efforts through ARPA Nationwide Waivers – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers. AZ WIC Policy, Chapter 2—WIC staff shall make a concerted effort to collect anthropometric data within 60 days of Certification. Food Benefits shall not be withheld if data is not received. 	<p>Can be completed by a Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>3. Ask the “A” questions from the ABCDE Assessment Guide while taking measurements that ensure participants’ privacy.</p> <p>Staff may answer participants’ questions when appropriate, however, it is recommended to gather as much information as possible in order to accurately tailor education to participants’ needs.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)— Requires Certification to include nutrition and health assessment in order to assign appropriate nutrition risks • AZ WIC Policy, Chapter 2—Provides overview of the ABCDE approach • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach. • AZ WIC ABCDE Assessment Guide— Includes “A” questions to guide staff in obtaining information about anthropometrics that may indicate nutrition risk • AZ Anthropometric Manual—Includes procedures for measuring, weighing, and interpreting growth charts 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“B” Biochemical Measurements

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Complete hemoglobin screening by following universal precautions in preparation, handling, and collection methodology based on equipment manufacturer.</p> <p>Use appropriate equipment:</p> <ul style="list-style-type: none"> • HemoCue machine for participants under 2 years of age • Masimo Pronto for participants 2 years of age and older <ul style="list-style-type: none"> ○ Ensure appropriate Masimo sensor is utilized <p>OR</p> <p>Acceptable documentation from outside sources may be provided no more than 90 days from certification.</p> <ol style="list-style-type: none"> a. Arizona WIC Health Data Form b. Arizona WIC Formula and Food Request Form c. Doctor’s Letterhead d. Doctor’s prescription Form e. Printed Medical Records f. Obtained via a Patient Portal <p>Note: If hemoglobin measurements were not obtained at the time of certification, enter the appropriate pending lab code. See Appendix A in Chapter 2 for pending codes.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)(1)(B)— Requires Certification to include height, weight, and hemoglobin, and to be documented at the time of nutrition risk identification • CLIA (Clinical Laboratory Improvement Amendment)—Outlines United States federal regulatory standards that apply to all clinic laboratory testing • Manufacturer’s Procedures for HemoCue Hb 201 Analyzer and Pronto—Outline important information regarding use of the equipment • AZ Laboratory Procedure Manual— Includes procedures for taking blood sample and interpreting Hbg data and choosing appropriate hemoglobin equipment • WIC American Rescue Plan Act of 2021 – Additional \$390 million dollars from FY21-FY24 to continue outreach, innovation, efforts to modernize the program and additional waivers and flexibilities, to increase participation and redemption of benefits. • Additional WIC Flexibilities to Support Outreach, Innovation, and Modernization Efforts through ARPA Nationwide Waivers – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers. • AZ WIC Policy, Chapter 2—WIC staff shall make a concerted effort to collect biochemical data within 90 days of Certification. Food Benefits shall not be withheld if data is not received. 	<p>Can be completed by a Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
	<p>Flexibilities to Support Outreach, Innovation, and Modernization in WIC – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers.</p> <p>Additional WIC Flexibilities to Support Outreach, Innovation, and Modernization Efforts through ARPA Nationwide Waivers – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers.</p>	
<p>2. Enter anthropometric and hemoglobin values on the Med screen in HANDS.</p> <p>HANDS will automatically assign any WIC risk codes associated with anthropometric and hemoglobin data in the Assess screen.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires Certification to include nutrition and health assessment to identify growth concerns relating to nutrition 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>3. Ask the “B” questions from the ABCDE Assessment Guide.</p> <p>Staff may answer participants’ questions when appropriate, however, it is recommended to gather as much information as possible in order to accurately tailor education to participants’ needs.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)(1)(B)— Requires Certification to include height, weight, and hemoglobin, and to be documented at the time of nutrition risk identification • Federal Policy Memo 1993-3— Implements requirements to assess for lead poisoning • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC ABCDE Assessment Guide— Includes the “B” questions to guide staff in obtaining information about anemia risk and lead poisoning that may indicate nutrition risk • AZ WIC Policy, Chapter 6—Includes lead screening recommendations and procedures for referrals to be tested for lead exposure 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“C” Clinical (Health) Assessment

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Ask the “C” questions from the ABCDE Assessment Guide while collecting anthropometric and/or hemoglobin data to complete the Clinical assessment, ensuring participants’ privacy; Identify WIC risk codes relating to health.</p> <p>Manually-assigned WIC risk codes shall be incorporated into the ‘1’ of the TGIF note.</p> <p>Staff may answer participants’ questions when appropriate, however, it is recommended to gather as much information as possible in order to accurately tailor education to participants’ needs.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires Certification to include nutrition and health assessment to identify health concerns that affect nutrition status • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC ABCDE Assessment Guide—Includes the “C” questions to guide staff in obtaining information about health concerns that may indicate nutrition risk • AZ WIC Policy, Chapter 2—Requires TGIF, as the standardized format for documentation (per Federal Policy Memo 2008-4) and to include manually-assigned nutrition risks. For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment • Federal Policy Memo 2008-4—Identifies the purpose, necessary elements, and outcomes for nutrition services documentation • Nutrition Risk Manual—Details specific criteria to assign WIC risk codes • Nutrition Risk Code Cheat Sheets—Abridged resource to assist with assignment of WIC risk codes based on client category <ul style="list-style-type: none"> ○ WIC Code Cheat Sheet: BF & PP ○ WIC Code Cheat Sheet: Child ○ WIC Code Cheat Sheet: Infant ○ WIC Code Cheat Sheet: Pregnant 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Note: At this point, it is an option to ask the “E” (Environmental) questions.

“E” Environmental Assessment

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Ask Environmental questions from the ABCDE Assessment Guide (or on the Assess screen of HANDS) to complete the Environmental assessment and identify nutrition risks relating to the environment.</p> <p>Manually-assigned WIC risk codes shall be incorporated in the ‘I’ of the TGIF note.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7—Assess environment to identify what may put participant at nutritional risk as well as to assess the need for community referrals • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC ABCDE Assessment Guide—Includes the “E” questions to guide staff in obtaining information about environmental concerns that may indicate nutritional risk • AZ WIC Policy, Chapter 2—Requires TGIF as the standardized format for documentation, and is to include manually-assigned WIC risk codes 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Review & Summarize

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Offer to interpret the appropriate growth/weight chart for the participant. HANDS will auto generate the data.</p>	<ul style="list-style-type: none"> • Federal Policy Memo 2008-1— Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>
<p>2. Summarize Anthropometric, Biochemical, Clinical, Environmental and any other concerns brought up by participants in order to transition to Dietary assessment.</p>	<ul style="list-style-type: none"> • Federal Policy Memo 2008-1— Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“D” Dietary Assessment

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. If applicable, Choose the GTHM tool and invite to begin Dietary and/or Breastfeeding assessment</p> <ul style="list-style-type: none"> • The tool used will be in the ‘T’ of the TGIF note • Tool Invites for Women • Tool Invites for Infants • Tool Invites for Children <p>Note: The tool and invite selection is flexible and up to professional discretion.</p> <p>It is not expected nor recommended that a different tool or invite be used for each participant when certifying multiple family members (e.g., woman and child).</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires Certification to include nutrition and health assessment to identify nutrition risk • Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC Policy, Chapter 2—GTHM tool is to be used at Certification visits and Breastfeeding Assessments with flexibility, based on situation and professional discretion • Getting to the Heart of the Matter (GTHM) Training—Projective techniques are intended to help participants share their concerns/thoughts and motivations around a given topic. This helps staff offer the best nutrition/breastfeeding education based on participant priorities • WIC Nutrition Services Standards, Standard 3 (Staff Qualifications, Roles and Responsibilities), section H, no. 3—“Provides nutrition education, including breastfeeding promotion and support that is responsive to the identified needs/interests of each participant” 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>2. Continue Dietary and/or Breastfeeding assessment with probing questions from the ABCDE Assessment Guide (or on the “Assess” screen of HANDS) and OARS (Open-ended questions, Affirmations, Reflections, Summaries), engaging the participant to assess and identify WIC risk codes.</p> <p>Manually-assigned WIC risk codes shall be incorporated into the ‘1’ of the TGIF note.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires assignment of nutrition risk • Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC Policy, Chapter 2—Requires TGIF as the standardized format for documentation, and is to include manually-assigned WIC risk codes • Nutrition Risk Manual—Details specific criteria to assign WIC risk codes • Nutrition Risk Code Cheat Sheets—Abridged resource to assist with assignment of WIC risk codes based on client category <ul style="list-style-type: none"> ○ WIC Code Cheat Sheet: BF & PP ○ WIC Code Cheat Sheet: Child ○ WIC Code Cheat Sheet: Infant ○ WIC Code Cheat Sheet: Pregnant 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Pathway 2

“A” Anthropometric Measurements

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>4. Obtain consent signature on Medical screen to gather anthropometric and/or biochemical measurements, as well as consent to touch participants for breastfeeding support.</p> <p>5. Take height and weight, use the appropriate anthropometric equipment and follow the procedures included in the Anthropometric Manual</p> <p>OR</p> <p>Acceptable documentation from outside sources may be provided no more than 60 days from certification.</p> <p>g. Arizona WIC Health Data Form</p> <p>h. Arizona WIC Formula and Food Request Form</p> <p>i. Doctor’s Letterhead</p> <p>j. Doctor’s prescription Form</p> <p>k. Printed Medical Records</p> <p>l. Obtained via a Patient Portal</p> <p>Note: If anthropometric measurements were not obtained at the time of certification, enter the pending lab code ‘ANTHROPOMETRICS FOR CERTIFICATION DELAYED (3 MO FB)’</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)(1)(B)— Requires Certification to include height, weight, and hemoglobin, and to be documented at the time of nutrition risk identification • WIC American Rescue Plan Act of 2021 – Additional \$390 million dollars from FY21-FY24 to continue outreach, innovation, efforts to modernize the program and additional waivers and flexibilities, to increase participation and redemption of benefits. • Additional WIC Flexibilities to Support Outreach, Innovation, and Modernization Efforts through ARPA Nationwide Waivers – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers. • AZ WIC Policy, Chapter 2—WIC staff shall make a concerted effort to collect anthropometric data within 60 days of Certification. Food Benefits shall not be withheld if data is not received. 	<p>Can be completed by a Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>6. Ask the “A” questions from the ABCDE Assessment Guide while taking measurements that ensure participants’ privacy.</p> <p>Staff may answer participants’ questions when appropriate, however, it is recommended to gather as much information as possible in order to accurately tailor education to participants’ needs.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)— Requires Certification to include nutrition and health assessment in order to assign appropriate nutrition risks • AZ WIC Policy, Chapter 2—Provides overview of the ABCDE approach • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach. • AZ WIC ABCDE Assessment Guide— Includes “A” questions to guide staff in obtaining information about anthropometrics that may indicate nutrition risk • AZ Anthropometric Manual—Includes procedures for measuring, weighing, and interpreting growth charts 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“B” Biochemical Measurements

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>4. Complete hemoglobin screening by following universal precautions in preparation, handling, and collection methodology based on equipment manufacturer.</p> <p>Use appropriate equipment:</p> <ul style="list-style-type: none"> • HemoCue machine for participants under 2 years of age • Masimo Pronto for participants 2 years of age and older <ul style="list-style-type: none"> ○ Ensure appropriate Masimo sensor is utilized <p>OR</p> <p>Acceptable documentation from outside sources may be provided no more than 90 days from certification.</p> <p>g. Arizona WIC Health Data Form h. Arizona WIC Formula and Food Request Form i. Doctor’s Letterhead j. Doctor’s prescription Form k. Printed Medical Records l. Obtained via a Patient Portal</p> <p>Note: If hemoglobin measurements were not obtained at the time of certification, enter the appropriate pending lab code. See Appendix A in Chapter 2 for pending codes.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)(1)(B)— Requires Certification to include height, weight, and hemoglobin, and to be documented at the time of nutrition risk identification • CLIA (Clinical Laboratory Improvement Amendment)—Outlines United States federal regulatory standards that apply to all clinic laboratory testing • Manufacturer’s Procedures for HemoCue Hb 201 Analyzer and Pronto—Outline important information regarding use of the equipment • AZ Laboratory Procedure Manual— Includes procedures for taking blood sample and interpreting Hbg data and choosing appropriate hemoglobin equipment • WIC American Rescue Plan Act of 2021 – Additional \$390 million dollars from FY21-FY24 to continue outreach, innovation, efforts to modernize the program and additional waivers and flexibilities, to increase participation and redemption of benefits. • Additional WIC Flexibilities to Support Outreach, Innovation, and Modernization Efforts through ARPA Nationwide Waivers – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers. • AZ WIC Policy, Chapter 2—WIC staff shall make a concerted effort to collect biochemical data within 90 days of Certification. Food Benefits shall not be withheld if data is not received. 	<p>Can be completed by a Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
	<p>Flexibilities to Support Outreach, Innovation, and Modernization in WIC – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers.</p> <p>Additional WIC Flexibilities to Support Outreach, Innovation, and Modernization Efforts through ARPA Nationwide Waivers – Result of the American Rescue Plan Act of 2021 allowed to request waivers deemed necessary to modernize WIC through enhancing remote which includes physical presence and remote issuance waivers.</p>	
<p>5. Enter anthropometric and hemoglobin values on the Med screen in HANDS.</p> <p>HANDS will automatically assign any WIC risk codes associated with anthropometric and hemoglobin data in the Assess screen.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires Certification to include nutrition and health assessment to identify growth concerns relating to nutrition 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>6. Ask the “B” questions from the ABCDE Assessment Guide.</p> <p>Staff may answer participants’ questions when appropriate, however, it is recommended to gather as much information as possible in order to accurately tailor education to participants’ needs.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)(1)(B)— Requires Certification to include height, weight, and hemoglobin, and to be documented at the time of nutrition risk identification • Federal Policy Memo 1993-3— Implements requirements to assess for lead poisoning • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC ABCDE Assessment Guide— Includes the “B” questions to guide staff in obtaining information about anemia risk and lead poisoning that may indicate nutrition risk • AZ WIC Policy, Chapter 6—Includes lead screening recommendations and procedures for referrals to be tested for lead exposure 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“C” Clinical (Health) Assessment

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>2. Ask the “C” questions from the ABCDE Assessment Guide while collecting anthropometric and/or hemoglobin data to complete the Clinical assessment, ensuring participants’ privacy; Identify WIC risk codes relating to health.</p> <p>Manually-assigned WIC risk codes shall be incorporated into the ‘1’ of the TGIF note.</p> <p>Staff may answer participants’ questions when appropriate, however, it is recommended to gather as much information as possible in order to accurately tailor education to participants’ needs.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires Certification to include nutrition and health assessment to identify health concerns that affect nutrition status • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC ABCDE Assessment Guide—Includes the “C” questions to guide staff in obtaining information about health concerns that may indicate nutrition risk • AZ WIC Policy, Chapter 2—Requires TGIF, as the standardized format for documentation (per Federal Policy Memo 2008-4) and to include manually-assigned nutrition risks. For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment • Federal Policy Memo 2008-4—Identifies the purpose, necessary elements, and outcomes for nutrition services documentation • Nutrition Risk Manual—Details specific criteria to assign WIC risk codes • Nutrition Risk Code Cheat Sheets—Abridged resource to assist with assignment of WIC risk codes based on client category <ul style="list-style-type: none"> ○ WIC Code Cheat Sheet: BF & PP ○ WIC Code Cheat Sheet: Child ○ WIC Code Cheat Sheet: Infant ○ WIC Code Cheat Sheet: Pregnant 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“D” Dietary Assessment

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>3. If applicable, Choose the GTHM tool and invite to begin Dietary and/or Breastfeeding assessment</p> <ul style="list-style-type: none"> • The tool used will be in the ‘T’ of the TGIF note • Tool Invites for Women • Tool Invites for Infants • Tool Invites for Children <p>Note: The tool and invite selection is flexible and up to professional discretion.</p> <p>It is not expected nor recommended that a different tool or invite be used for each participant when certifying multiple family members (e.g., woman and child).</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires Certification to include nutrition and health assessment to identify nutrition risk • Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC Policy, Chapter 2—GTHM tool is to be used at Certification visits and Breastfeeding Assessments with flexibility, based on situation and professional discretion • Getting to the Heart of the Matter (GTHM) Training—Projective techniques are intended to help participants share their concerns/thoughts and motivations around a given topic. This helps staff offer the best nutrition/breastfeeding education based on participant priorities • WIC Nutrition Services Standards, Standard 3 (Staff Qualifications, Roles and Responsibilities), section H, no. 3—“Provides nutrition education, including breastfeeding promotion and support that is responsive to the identified needs/interests of each participant” 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>4. Continue Dietary and/or Breastfeeding assessment with probing questions from the ABCDE Assessment Guide (or on the “Assess” screen of HANDS) and OARS (Open-ended questions, Affirmations, Reflections, Summaries), engaging the participant to assess and identify WIC risk codes.</p> <p>Manually-assigned WIC risk codes shall be incorporated into the ‘1’ of the TGIF note.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)—Requires assignment of nutrition risk • Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC Policy, Chapter 2—Requires TGIF as the standardized format for documentation, and is to include manually-assigned WIC risk codes • Nutrition Risk Manual—Details specific criteria to assign WIC risk codes • Nutrition Risk Code Cheat Sheets—Abridged resource to assist with assignment of WIC risk codes based on client category <ul style="list-style-type: none"> ○ WIC Code Cheat Sheet: BF & PP ○ WIC Code Cheat Sheet: Child ○ WIC Code Cheat Sheet: Infant ○ WIC Code Cheat Sheet: Pregnant 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

“E” Environmental Assessment

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Ask Environmental questions from the ABCDE Assessment Guide (or on the Assess screen of HANDS) to complete the Environmental assessment and identify nutrition risks relating to the environment.</p> <p>Manually-assigned WIC risk codes shall be incorporated in the ‘1’ of the TGIF note.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7—Assess environment to identify what may put participant at nutritional risk as well as to assess the need for community referrals • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • AZ WIC ABCDE Assessment Guide—Includes the “E” questions to guide staff in obtaining information about environmental concerns that may indicate nutritional risk • AZ WIC Policy, Chapter 2—Requires TGIF as the standardized format for documentation, and is to include manually-assigned WIC risk codes 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

ABCDE Assessment Summary

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<ol style="list-style-type: none"> 1. Complete mandatory fields on the Assess screen of HANDS. <ol style="list-style-type: none"> a. Manually select any WIC risk codes found through assessment on the Assess screen in HANDS. 2. For breastfeeding infants and children up to age 2, complete the Breastfeeding Surveillance screen in HANDS based on information gathered during the ABCDE Assessment. 3. Transition to breastfeeding and/or nutrition education by summarizing the ABCDE Assessment. 	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)— Requires participants certified as eligible to have at least one nutrition risk identified, but all applicable nutrition risks should be documented • Federal Policy Memo 2008-1— Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance— Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>The summary also works as a transitional step, creating the opportunity for the staff to offer nutrition education that will resonate with and is of interest to the participant.</p> <p>Note: This step is to be completed by a different staff member than the one who determined income eligibility. If this is not feasible, additional audit requirements must be completed in accordance with Federal Policy Memo 2016-5 and Chapter 5 of the Arizona WIC Policy and Procedure Manual.</p>	<ul style="list-style-type: none"> • WIC Nutrition Services Standards, Standard 6, Section A, no. 6— “Integrates the use of the management information system into the nutrition assessment process in such a way that supports a positive participant experience and does not inhibit rapport building” • WIC Nutrition Services Standards, Standard 15 (Breastfeeding Data Collection), Section A—State and local agencies will collect data on breastfeeding duration and exclusivity • WIC Nutrition Services Standards, Standard 15 (Breastfeeding Data Collection), Section B—The State and local agency collect and annually report breastfeeding performance measurements • Federal Policy Memo 2016-5— Requires determination of income eligibility and medical or nutrition risk to be completed by different staff. If this requirement is not able to be met, additional audit requirements are to be completed. • Arizona WIC Policy, Chapter 5— Outlines required monitoring components for Separation of Duties within Arizona Local Agency WIC clinics 	

Nutrition Education

[Federal Regulations 246.11](#), [VENA Guidance](#) and [Nutrition Services Standards](#)

The nutrition education offered is tailored to the unique needs of the participant and is provided after the assessment has been completed so that all risk factors and priorities are identified to promote positive change in health behaviors. This is a different type of information exchange than answering direct questions from participants throughout the assessment process.

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Ask for permission to offer breastfeeding and/or nutrition education.</p>	<ul style="list-style-type: none"> • Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • WIC Nutrition Services Standards, Standard 7, Section A, 2g— “Bases messages on evidence-based and/or effective strategies, methodologies, techniques, and nationally-recognized sources” 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>2. Provide at least one piece of breastfeeding and/or nutrition education based on the ABCDE Assessment that considers nutritional needs and concerns, cultural practices, geographic preferences, environmental limitations, and educational abilities of the participant in a way that supports the participant’s concerns and promotes positive change.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.11(a)—Requires nutrition education offered to be based on assessment in a way that supports the participant and promotes positive change • Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach • WIC Nutrition Services Standards, Standard 3, Section H—“The local agency ensures that the Competent Professional Authority (CPA) performs the following roles and responsibilities within a participant-centered framework to meet participant needs: Provides nutrition education, including breastfeeding promotion and support that is responsive to the identified needs/interests of each participant” 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>3. Ask the participant what piece of breastfeeding and/or nutrition education they would most likely incorporate/use, or if the participant has other ideas, concerns or changes they would like to make.</p> <ul style="list-style-type: none"> Participant’s response will be the ‘G’ of the TGIF note. 	<ul style="list-style-type: none"> Federal Policy Memo 2008-1—Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach AZ WIC Policy, Chapter 2—Requires TGIF as the standardized format for documentation for goal setting per Federal Policy Memo 2008-4. For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment Federal Policy Memo 2008-4—Requires standardized format for documentation WIC Nutrition Services Standards, Standard 7, Section A, 3a—“Participant- centered counseling approaches: helping participants identify their own motivation for change, setting individualized, simple, and attainable goals; providing clear and relevant “how to” actions to accomplish those goals; and tailoring nutrition education to address the specific needs of migrant farm workers, homeless individuals, substance-abusing individuals, high-risk participants, and/or breastfeeding women” 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>Note: If the WIC Nutritionist/NDTR or RD/RDN is performing the Certification and a medium- or high-risk code has been identified respectively, the WIC Nutritionist/NDTR or RD/RDN has the option to:</p> <ul style="list-style-type: none"> • Address the medium- or high-risk as appropriate based upon the risk code stratification OR • Provide education based on the participant’s needs, and offer the participant an opportunity to visit with the WIC Nutritionist/NDTR or RD/RDN within 3 months of the WIC risk code being assigned. <p>Note: Defer to a WIC Nutritionist for appropriate and applicable risk codes</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7—Requires documentation of assigned risk codes, health history, and goals of the participant in each record • AZ WIC Policy, Chapter 2—Requires TGIF, as the standardized format for documentation per Federal Policy Memo 2008-4. For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment • AZ WIC Policy, Chapter 7—Requires a referral to the Registered Dietitian Nutritionist (RDN) for participants meeting the high-risk criteria • Federal Policy Memo 2008-4—Requires standardized format for documentation • WIC Nutrition Services Standards, Standard 3, N—The nutrition services associated with “high risk” includes an individual care plan, more frequent nutrition education contacts, and provision of nutrition services by a Registered Dietitian Nutritionist (RDN) • When to Refer to a High Risk Dietitian—Quick reference guide that details when to refer to a RDN and codes appropriate for a WIC Nutritionist 	<p>WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR)—Ability to perform medium-risk counseling, limited formula authorization, certify clients</p> <p>State-Approved Nutritionist—Approved on a temporary circumstance where there is a RD/RDN hardship, ability to temporarily fulfill the duties that an RD/RDN would perform, quality assurance during temporary approval (i.e. chart reviews, formula approvals, documentation of high-risk notes), escalate medically-fragile clients in need of additional support to an RD/RDN</p> <p>Registered Dietitian Nutritionist (RD/RDN)—Ability to perform high-risk counseling, authorize formulas, mentor other nutrition staff, facilitate nutrition-related continuation for staff, certify clients</p>

Bring It All Together

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Close the conversation by summarizing the appointment, and affirming the participant’s ability to follow through with their next steps (or goal).</p> <ul style="list-style-type: none"> • This may include referrals to other programs and to the Registered Dietitian Nutritionist (RDN). • This information would be the basis of the ‘F’ of the TGIF note. 	<ul style="list-style-type: none"> • Federal Policy Memo 2008-1— Requires explanation of program to participants to align with the participant-centered, positive approach emphasized in the Value Enhanced Nutrition Assessment (VENA) initiative • VENA Updated Guidance—Provides guidance on the WIC Assessment Process to include both a participant-centered and health outcome-based approach. • AZ WIC Policy, Chapter 2—Requires TGIF, as the standardized format for documentation for goal setting per Federal Policy Memo 2008-4. For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment • Federal Policy Memo 2008-4— Requires standardized format for documentation • WIC Nutrition Services Standards, Standard 7, Section A, 3a—Utilize participant-centered counseling approaches 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), Nutritionist/Dietetic Technician Registered (DTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>2. On the Care Plan screen in HANDS, select the contact type in the Nutrition Discussion tab:</p> <ul style="list-style-type: none"> • Certification Contact • Group Discussion <ul style="list-style-type: none"> ○ This contact type may auto-populate if the participant attended a group class and is issued Food Benefits on the same day • High-Risk Contact • Medium-Risk Contact • Mid-Certification Contact • Nutrition Ed Contact (Low-risk, Non- cert or Mid-cert) • Phone- Certification • Phone- High-Risk • Phone- Medium-Risk • Phone- Mid-Certification • Phone- Nut Ed • Virtual- Certification • Virtual - High-Risk • Virtual - Medium-Risk • Virtual - Mid-Certification • Virtual - Nut Ed • Virtual - Self Paced 	<ul style="list-style-type: none"> • Federal Regulation 246.11(e)(4)— Requires documentation of nutrition education 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), Nutritionist/Dietetic Technician Registered (DTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>3. Provide mandatory referrals:</p> <ul style="list-style-type: none"> • AHCCCS • SNAP • TANF • Child Support Enforcement • Immunizations • Folic Acid Supplements and Education (pregnant and postpartum women) • Perinatal Mood and Anxiety Disorders • Substance Abuse Treatment and Counseling • Lead Screening (women and children) • Breastfeeding Hotline • Head Start programs • Information on other Nutrition and Food Providers <p>Each local agency is to develop a Referral List to provide to participants at Certification visits. This list must contain information for the mandatory referrals listed above and will include, at a minimum, the program name, phone number and/or website (if available) for each of these programs. The list shall be updated annually.</p> <p>Document the status of each referral on the Referral section of the Care Plan screen in HANDS by selecting “referred.”</p>	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)— Requires referrals to these services and documentation of mandatory referrals • WIC Nutrition Services Standard 3, section H, 5—“Refer participants to other health and social services and provide appropriate follow-up to referrals” • AZ WIC Policy, Chapter 2—Required documentation of referrals at every Certification • AZ WIC Policy, Chapter 6—Required referral list be updated annually and provided to participants at every Certification • AZ WIC Policy, Chapter 19—Refer to the IBCLC, Breastfeeding Hotline, Breastfeeding Peer Counselor Program 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), Nutritionist/Dietetic Technician Registered (DTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>4. Make other appropriate referrals, including RDN/WIC Nutritionist, IBCLC, Breastfeeding Peer Counseling Program, or other community referrals (e.g., Domestic Violence, primary care provider, Food Bank, FDPIR).</p> <ul style="list-style-type: none"> This information would be included in the 'F' of the TGIF note. <p>Document the status of each referral on the Referral section of the Care Plan screen in HANDS by selecting "referred."</p>	<ul style="list-style-type: none"> Federal Regulation 246.7(e)— Requires documentation of appropriate referrals based on assessment AZ WIC Policy, Chapter 2—Requires TGIF as the standardized format for documentation (per Federal Policy Memo 2008-4). For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment Federal Policy Memo 2008-4— Requires standardized format for documentation AZ WIC Policy, Chapter 7—Requires referral to RD/RDN for high-risk nutrition education follow-up if high-risk nutrition risk codes are identified WIC Nutrition Services Standard 3, Section H, 5—“Refer participants to other health and social services and provide appropriate follow-up to referrals” AZ WIC Policy, Chapter 19—Refer to the IBCLC, Breastfeeding Hotline, Breastfeeding Peer Counselor Program 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), Nutritionist/Dietetic Technician Registered (DTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>
<p>5. Review the WIC Codes section of the Care Plan screen in HANDS before clicking the 'Complete Assessment' button.</p> <p>Note: Food Benefits cannot be issued until this button is clicked.</p>	<ul style="list-style-type: none"> WIC Nutrition Services Standards, Standard 6—“The nutrition assessment obtains and synthesizes relevant and accurate information in order to assess an applicant’s nutrition status, risk(s), capacities, strengths, needs and/or concerns” 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), Nutritionist/Dietetic Technician Registered (DTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Food Package Assignment & Issuance

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Assign an eWIC card to the family.</p> <p>2. Obtain Authorized Representative’s signature(s) to acknowledge receipt of eWIC card issuance.</p> <ul style="list-style-type: none"> Signatures can be collected on the Family screen and Food Benefit Issuance screen. <p>Note: This step can happen at any point during the Certification process.</p>	<ul style="list-style-type: none"> AZ WIC Policy, Chapter 5—Authorized representatives are required to sign when they receive an eWIC card 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>
<p>3. Assign food packages in the Benefits screen in HANDS.</p> <p>4. Tailor Food Package appropriately.</p>	<ul style="list-style-type: none"> Federal Regulation 246.10—Outlines requirements for supplemental foods, food packages, and requirements to tailor to meet participant needs WIC Nutrition Services Standards, Standard 13, Section B—The CPA prescribes and tailors a participant’s food package in accordance with policy and dietary needs 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), Nutritionist/Dietetic Technician Registered (DTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>
<p>5. Issue Food Benefits (FBs).</p> <ul style="list-style-type: none"> Offer a copy of the Family Balance Summary to provide to participants via print, EzWIC App or EBTEdge portal. 	<ul style="list-style-type: none"> Federal Regulation 246.7(j)—Requires documentation of review of program rules and rights and obligations Federal Regulation 246.10—Outlines requirements for supplemental foods, food packages, and requirements to tailor to meet participant needs 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>6. Educate the participant about WIC Food Benefits:</p> <ul style="list-style-type: none"> • How to use the Food Benefits • What to expect when shopping and at the register • Offer the authorized Food List (print, electronic, or in the EzWIC app) of WIC foods and educate the participant about what foods are allowable • Inform participant of the availability and features of the EzWIC app • Review the Complaint Hotline with participant to reinforce this resource to report vendor issues 	<ul style="list-style-type: none"> • Federal Regulation 246.10—Outlines requirements for supplemental foods, food packages, and requirements to tailor to meet participant needs • AZ WIC Policy, Chapter 5—Educate regarding new updates to Food List 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>
<p>7. Verify Food Benefits have been issued appropriately.</p>	<ul style="list-style-type: none"> • Federal Regulation 246.10—Outlines requirements for supplemental foods, food packages, and requirements to tailor to meet participant needs 	<p>Can be completed by a Clerk, Certification Specialist (CS), Intake Specialist (IS), Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State- Approved Nutritionist</p>
<p>8. Issue a Breast Pump, if applicable.</p>	<ul style="list-style-type: none"> • AZ WIC Policy, Chapter 19—Outlines conditions, types and required documentation. 	<p>Can be completed by a Designated Breastfeeding Expert (DBE)</p>

Documentation in [HANDS](#)

Steps	Federal/State Requirement and/or Federal Guidance	Staffing
<p>1. Complete TGIF note in HANDS on Notes screen:</p> <p>TGIF note serve as a communication tool for continuity of care so that the next staff seeing the participant will be able to follow up on any issues/goals that the participant had from the last visit.</p> <p>For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment.</p> <ul style="list-style-type: none"> • SOAP and ADIME Comparison 	<ul style="list-style-type: none"> • Federal Regulation 246.7(e)— Requires documentation of assigned risk codes, health history, and goals of participant in each record • AZ WIC Policy, Chapter 2—Requires TGIF, as the standardized format for documentation (per Federal Policy Memo 2008-4). For Nutritionists and Registered Dietitian Nutritionists (RDN), SOAP or ADIME may be used to document a Certification appointment • Federal Policy Memo 2008-4— Requires standardized format for documentation • AZ WIC Policy, Chapter 7—Requires a High-Risk Care Plan to be documented for participants identified as high risk during the Certification • WIC Nutrition Services Standards, Standard 14—Nutrition Services Documentation 	<p>Can be completed by a Nutrition Education Specialist (NES), Community Nutrition Worker (CNW), Nutrition Associate (NA), WIC Nutritionist, Nutrition and Dietetic Technician, Registered (NDTR), Registered Dietitian Nutritionist (RD/RDN) or State-Approved Nutritionist</p>

Approximate Elapsed Time

Category	Certification & Assessment	TGIF Note	Total Visit
New Participant Certification	40 minutes	5 minutes	45 minutes
New Postpartum and Newborn Certification	65 minutes	10 minutes	75 minutes
Certification	25 minutes	5 minutes	30 minutes
Each Additional Participant Certification	10 minutes	5 minutes	15 minutes
Mid-Certification Assessment	10 minutes	5 minutes	15 minutes