Documentation of Certification

Purpose   To ensure all participant information and activities are documented in the NH WIC MIS system StarLINC, for record keeping and providing continuity of care for each certification period.

Policy   The local agency shall use the StarLINC system for documenting all information required for certification.

Authority   7 CFR 246.7

Procedure   All required screens and fields within the WIC Certification menu of StarLINC shall be completed prior to issuing benefits.

If StarLINC is unavailable, local agencies shall document required information on manual backup StarLINC certification forms or reschedule the participant. One month of benefits may be loaded to the participant in the event StarLINC is unavailable and paper certifications are required. For new participants, the electronic benefit card will be given at the certification appointment. It is required that the StarLINC manual form be completed. The card number shall be documented on the manual form and the form is signed by both the participant and the local agency staff completing the certification. Local agency staff shall contact the participant once the benefits have been loaded and document the dated contacted on the StarLINC manual form.

If the manual backup forms are used, the data shall be entered into the StarLINC system within 72 hours of the system being available along with a note entered into admin notes "a manual certification was done on [date]".

If a local agency develops any forms for certification purposes, they shall be approved by the State WIC Agency prior to using them. State WIC staff will ensure that all required data is included for collection.

Participant records, files and other certification related documents must be retained for 3 years.

Exception   No exceptions