

WIC PRP user flow

PRP pages	Considerations for other states
wic-services.org/recertify/ This page contains static content about who is eligible to use the PRP.	• You may make content and logo changes on this page. • You'll need to remove the portal survey or replace it with a new survey. • Consider if you want to include a data privacy statement informing PRP users on how this data will be used.
wic-services.org/recertify/about This page contains static content about the recertification process. It's written at a very high level.	• This page may not need to change even if you make changes to the rest of the flow, given how high level it is.
wic-services.org/recertify/name This page collects the PRP user's name, so WIC staff know who is filling out the form (the user may not be the participant if the participant is a minor, etc.).	• We assume all states need to know who is filling out the form, so this page likely won't need major changes.
wic-services.org/recertify/count User research showed that WIC participants don't distinguish between household members directly enrolled in WIC and authorized representatives. However, we only want to collect detailed information about WIC participants who are recertifying. The count page includes content and nudges to help the user understand that they should only submit the	• If your state is able to surface who is recertifying, for example by using Management Information System (MIS) data, then you can avoid this page and the <i>/details</i> page altogether. Instead, you could make it clear to the user which household member has an upcoming recertification appointment.

participant's information. We use the /count page to identify how many people are recertifying from the user's household, which creates that number of "participant cards" on the /details page. The number entered in /count is not saved anywhere—it only generates participant cards. Users can remove the number of participant cards on the /details page.	
wic-services.org/recertify/details Here, users fill out "participant cards" with detailed information about participants who are recertifying. This information helps staff find the participant in M-SPIRIT and ensures we request the correct documents from the user. We rely on the participant's name and date of birth as data points for WIC staff to find the participant in their MIS. This is because WIC participants do not know their household ID and using one's EBT number would require additional steps for WIC staff. On this page, we also ask about adjunctive eligibility per participant, since it's possible one participant has it and another doesn't.	• If your state is able to surface who is recertifying, for example by using MIS data, then you can avoid this page and the /count page altogether. Instead, you could make it clear to the user which household member has an upcoming recertification appointment.
wic-services.org/recertify/changes The questions on this page allow	• When do you require recertifying WIC participants to upload documents? If you only require documents in certain scenarios, what questions can you replace these with to understand

us to understand if something has changed with the WIC participant that would require them to upload new proof of address and/or identity docs. Montana WIC only requires documentation if one's ID is no longer valid, their address changes, or they don't have adjunctive eligibility.	whether participants must upload documents?? • For states that always require documents during recertification, are these questions helpful for local staff? Or, can you remove these questions?
wic-services.org/recertify/upload We use the participant's situation to determine which kinds of documents, if any, they need to provide: • If they don't have adjunctive eligibility, they always need to upload proof of income. • If they moved, they need to provide proof of address. • If they changed their name and/or their previous ID doc expired, they need to provide new proof of identity.	• What are your policies around verifying identity and address? • Do you retain any participant documents such that they don't need to be requested in this flow? • If you require documents in all scenarios, you may be able to simplify this document upload flow.
wic-services.org/recertify/contact We want staff to have a contact method in case there are issues with the submission. We also want to nudge participants to share any nutrition or life updates, but testing with Montana WIC recipients revealed participants might not always have an update	• Is there anything else you need to collect ahead of a recertification appointment? If so, you might include it here.

to share. Having one's contact information helps staff proactively reach out to participants if needed ahead of the appointment.	
wic-services.org/recertify/review Here, we allow users to review their inputs and selections. We also offer them the choice to make any changes to their answers to ensure accuracy of the submitted information	• You may need to adjust the fields on this page depending on what changes you make to the form.
wic-services.org/recertify/confirm This page confirms the submission and shows content about next steps. It also contains an optional user survey for feedback about their experience. Finally, it shows the user's submitted information.	• You may want to update next steps content with agency-specific next steps. • You will need to remove the portal survey or replace it with your own survey link to collect user feedback.