



Staff Tool: Participant Termination



Cascades removes all current and future benefits when participants are terminated. Staff need to consider each situation to determine when to terminate the participant.

Note: Staff must reinstate income eligible participants in an active certification who request to be placed back on the program.

Termination Reason	What to do
Categorically Ineligible	<ol style="list-style-type: none"> 1. Verbally inform participants when scheduling the participant for their last benefit issuance, at least 20 calendar days before the participant’s eligibility ends and the participant will stop getting WIC services. 2. Document verbal notification in the Family Alert. 3. Provide the Not Eligible Letter at last benefit issuance, at least 20 calendar days before the participant’s eligibility ends. 4. Add Family Alert documenting letter provided and date. 5. Don’t terminate, leave in active status as Cascades will terminate the participant when the certification end date has passed and they become categorically ineligible.
Non-Participation Note: This is an optional step local agencies may use for “No Activity” report management. Cascades will automatically terminate when the certification end date has passed.	<ol style="list-style-type: none"> 1. Send We Missed You letter to participant. 2. Add Family Alert documenting letter sent and date. 3. Track the participant’s name and ID number and check for response after 20 days. 4. If there is no response to the letter after 20 days, verify the participant doesn’t have current or future benefits. 5. Go to the Certification Summary screen, select “Terminate Certification”, and reason “No response to letter”, click save. <p>Note: missed appointment notifications in Cascades don’t have the Fair Hearing and Non-Discrimination statements. Nor do they meet the required 20-day notification requirement. That is why sending the We Missed You letter and giving 20 days’ notice is required.</p>
Over income anytime within the certification period	<ol style="list-style-type: none"> 1. Assess if each participant needs benefits within the next 20 days, if so, issue one month of food benefits. Void future benefits if first date to spend is greater than 20 days in the future. 2. Enter new income details on the Income Information screen. 3. Print the Ineligibility Notice to give or mail to the participant. This automatically provides documentation in Cascades. 4. Don’t terminate certification, leave in active status.



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Termination Reason	What to do
	<ol style="list-style-type: none"> Add Family Alert to note that participant was not terminated so family can use benefits. Track the participants' names and ID numbers. Terminate on the last day of the following month by going to the Certification Summary screen, select "Terminate Certification", and reason "Income too high", click save.
Participant Request	<ol style="list-style-type: none"> Explain that terminating their WIC certification will remove all current and future benefits. If they choose to retain benefits, instruct participant to contact the clinic after benefits are used. Provide the Not Eligible Letter and select the reason "You asked to be taken off WIC". Add Family Alert documenting letter provided and date. Go to the Certification Summary screen, select "Terminate Certification", and reason "Client Request", click save.
Other Situations	<p>Contact WIC Policy Support for guidance as needed.</p> <ul style="list-style-type: none"> Call 1-800-841-1410, choose option 3, then option 1 for Policy Support. Email us at wicpolicysupport@doh.wa.gov

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