



WIC Policy Update 2026-04

Issue date: 04/01/2026

To: WIC Coordinators

From: OHA – Oregon WIC Program Major Revisions

Policies with content changes that impact local agency functions. Please review all policies with major revisions.

Policy 588 – Program Integrity: Complaints

- Added ORS 839-005-000(1) as a regulation: it states that it is unlawful in the state of Oregon to discriminate against protected classes.
- Re-worded the "applicant" definition to better match the federal definition.
- Specified protected classes in the definitions section.
- Added "federal" to the previous protected classes definition.
- Added Oregon's protected classes.
- Added **new** on-line complaints process for complaints against local agencies, WIC Program, or other entities.
- Updated form [TWIST Complaint Data Entry Document](#) (57-500) to match new complaints process.
- Added a procedure for civil rights complaints that are specific to Oregon's protected classes.
- Includes an Oregon hotline for reporting complaints.
- Clarifies which are Oregon specific protected classes.
- Specifies who is offering assistance when reporting civil rights complaints.
- Added more direct language, clarifications and updated weblinks.
- **Action needed:** Review Policy update and complaint process and share with all WIC staff.

Minor Revisions

Minor edits, grammatical updates, clarifications, and/or formatting changes have occurred in these policies.

Policy 100 – Organization: How to Use the WIC Policy Manual

- Applied policy to new accessible template
- Re-ordered some items to improve flow and readability
- Clarified instructions and information on accessing and using the WIC Policy and Procedure manual
- Redefined the terms Major Revision, Minor Revision, and Reviewed for clarity

Policy 511 – Food Benefit Issuance

- Updated PPM reference list and policy references throughout policy
- Moved participant transferring from out of state section (end of the published policy) to bullet 1.1.5
- Updated gendered language
- Added hyperlink to TWIST training manual reference
- Section 3.3 Clarified verbal authorization with pending MDF and added reference policy 765 and added reference to policy 590 to unresolved program integrity issues
- Section 4.0 Added clarification around issuing benefits over texting platform
- Replaced hyperlinks to match formatting

Policy 730 – Bid Formula: Use and Description

- Section 1.1 Clarified that we have bid formulas available to people who choose not to breastfeed, not all are milk-based. Corrected the name on the breastfeeding module.
- Section 8.1 Updated the Bid Formula table. Removed Similac for Spit Up and removed the statement that says Total Comfort and Sensitive require MDF

Policy 850 – Nutrition Services Plan

- Changed the due date for the Nutrition Services Plan to the end of December.
- Deleted language about plans needing to be approved before they are accepted.
- Deleted requirement for local agencies to submit their plans for quarterly in-services and names for training supervisors.

Policy 1100 - Farm Direct

- Clarifies required ID when a physical ID is not available, for voucher issuance
- Clarifies allowable incentive items

WIC policies can be viewed online at: [Oregon WIC Policy and Procedure Manual \(PPM\)](#). Call the state WIC office at 971-673-0040 if you have questions about this release.