



Policy and Procedure Manual  
**Volume 1, Chapter 22**  
Issue WIC Food Benefits

---

Washington State WIC Nutrition Program

DOH 960-367

Effective June 30, 2022



**This institution is an equal opportunity provider.**

Washington State WIC Nutrition Program doesn't discriminate.

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).

**PUBLIC HEALTH**  
ALWAYS WORKING FOR A SAFER AND  
HEALTHIER WASHINGTON



# Issue WIC Food Benefits

## CONTENTS

<b>Section 1: Issue WIC Cards and Food Benefits</b>	<b>1</b>
POLICY: Monthly or Multi-Monthly Food Benefit Issuance.....	1
POLICY: Issue Food Benefits from Cascades.....	4
POLICY: Issue WIC Cards to Participants .....	7
POLICY: Caretakers and Proxies .....	9
POLICY: Identification to Receive WIC Food Benefits.....	12
POLICY: Family Issuance Day.....	14
POLICY: Prorate Food Benefits.....	15
POLICY: Delayed Signature for Food Benefits .....	17
POLICY: Issue Food Benefits without Physical Presence .....	18
POLICY: Issue WIC Benefits when Computer System is Down or During an Emergency	20
POLICY: Replace WIC Cards.....	22
POLICY: Mail Replacement WIC Cards .....	25
<b>Section 2: WIC Card Education and Use at the Store</b>	<b>27</b>
POLICY: WIC Card Education .....	27
POLICY: Washington WIC Authorized Stores .....	32
POLICY: Unlock a Personal Identification Number (PIN) .....	33
POLICY: Use Coupons or Manufacturer’s Specials with the WIC Card .....	34
<b>Section 3: Void and Replace WIC Food Benefits</b>	<b>35</b>
POLICY: Replace or Change WIC Food or Formula Benefits .....	35
POLICY: Replace WIC Benefits for Returned Formula .....	36

---

POLICY: Contact State WIC Staff to Request Formula Replacement in Emergency Situations.....	38
POLICY: Change from Infant to Child Food Benefits.....	40
POLICY: Change Breastfeeding Food Package Benefits when Formula is Provided.....	41
POLICY: Replace WIC Benefits for Transfer WIC Participants.....	43
<b>Section 4: Order and Maintain WIC Cards</b>	<b>46</b>
POLICY: Order WIC Cards .....	46
POLICY: Secure WIC Cards .....	48
POLICY: WIC Card Inventory .....	49
<b>Section 5: Appendix</b>	<b>51</b>
Food Benefit Proration.....	53
Proration Examples .....	54
Mailed WIC Card Letter .....	55
WIC FORMULA REPLACEMENT FORM .....	57
WIC Card Daily Check-out & Inventory Log .....	58
WIC Card Daily Check-out & Inventory Log - Example.....	60
WIC Card Inventory Log.....	62
WIC Card Inventory Log Example .....	64

---

## Section 1: Issue WIC Cards and Food Benefits

---

### **POLICY: Monthly or Multi-Monthly Food Benefit Issuance**

---

Staff must issue one, two, or three months of WIC food benefits at each visit as appropriate based on the participant's category and eligibility period.

- Issuing two or three months of benefits is the best way to provide benefits for participants and make the most efficient use of local agency resources.
- Issue one month of food benefits when the participant needs a required contact. For example nutrition education, mid-certification health assessment, etc.
- Participants can ask for and receive monthly food issuance, even if the agency has decided to schedule multi-month issuance for all participants.
- State staff may have clinic staff issue monthly benefits to a participant, for example, if the participant is under investigation for a program violation.

The local agency can limit certain categories of participants (for example, pregnant or breastfeeding participants) to one or two months of food benefit issuance. When the agency chooses to limit the issuance frequency for certain categories of participants, the local WIC agency must write a policy to include:

1. A list of participant categories or characteristics (see the "Information" section) that requires staff to issue only one or two months of food benefits.
2. The reason(s) for limiting certain participants' benefit issuance frequency.

**Note:** When the Competent Professional Authority (CPA) is following the local agency policy for limiting benefit issuance to certain categories of participants, he or she doesn't need to document in each participant's file why issuance is limited.

The local agency policy doesn't have to list when food benefits are limited to monthly issuance due to state policy. For example:

- Staff can only issue benefits with a First Day to Spend within the 30-day temporary certification due to missing documentation for WIC eligibility. Examples include missing proof of income, ID or residency at a certification appointment.

- When staff don't perform or receive iron test values at the certification appointment, staff must give monthly food benefits until staff perform the test or receive the value. See [Volume 1, Chapter 10 – Hematology](#) for more information.

The policy must be on file at the local agency before it goes into effect.

#### **PROCEDURE:**

Staff:

- A. Write the local agency's policy if choosing to limit the frequency of food benefit issuance in certain situations.
  1. See the Information section below for reasons to consider when writing the agency's policy.
- B. Apply the local agency's policy equally and fairly to all participants.
- C. Document in Cascades on the Family Demographics screen Sticky Note why the participant is denied multiple month food benefits on an on-going basis when the participant would normally get multi-monthly benefits according to state policy and the agency's written policy.

#### **Information:**

1. The choice of one, two, or three months of food benefit issuance gives flexibility for participants and for clinic staffing.
  - Multi-month issuance can enhance clinic resources, participant satisfaction, and nutrition services.
  - Ideally each benefit pick-up is associated with nutrition education.
2. Reasons for limiting benefit issuance to one or two months varies across the state. When writing the local agency policy about food benefit issuance, staff may want to consider the following issues:
  - a. High risk participants may need more than one Registered Dietitian (RD) contact per certification period. The RD may want to determine benefit issuance for these participants on a case-by-case basis.
  - b. Pregnant participants receiving Maternity Support Services (MSS) from the clinic may need monthly appointments to coordinate services.

- c. Breastfeeding participants and their infants may need help to make sure breastfeeding is well established and supported.
- d. The CPA should assess benefit issuance for homeless participants on a case-by-case basis.
- e. It may be beneficial to schedule foster children in short term care on a monthly or bi-monthly basis.
- f. Staff may need to adjust benefit issuance for participants on a therapeutic WIC formula to match the WIC Medical Documentation Form due dates.
- g. The state Program Compliance Unit will instruct staff about benefit issuance for participants who are under investigation for a program violation and may be facing disqualification.
- h. Participants issued electric breast pumps in the clinic may need monthly benefits until they return the pump. This allows staff to offer support for breastfeeding and use of the pump.

---

**POLICY: Issue Food Benefits from Cascades**

---

Staff must:

1. Issue food benefits to WIC participants:
  - Based on the participant’s category
  - On the day the participant is determined eligible
  - Through-out the eligibility period
2. Follow the procedures below when issuing food benefits.

Staff must not:

1. Issue benefits to disqualified participants.
  - See [Volume 1, Chapter 2 – Program Compliance](#) for more information.
2. Issue benefits to themselves, family members, or friends.
  - See [Volume 1, Chapter 18 – Certification](#) for more information.

Cascades adds together all food benefits for each participant in the family in one Electronic Benefits Account (EBA) for the family, except foster children. Each foster child has a separate EBA with just their food benefits.

**PROCEDURE:**

Staff:

- A. View identification of the participant, parent guardian, caretaker, or proxy before issuing food benefits.
  - Staff aren’t required to document identification at the benefit pick-up.
  - See the “[Identification to Receive WIC Food Benefits](#)” policy in this chapter.
- B. Determine the issuance frequency for the family or foster child.
  1. Give one, two, or three months of benefits according to the local agency’s policy.
    - See the “[Monthly or Multi-Monthly Food Benefit Issuance](#)” policy.

- C. Review the current food package or create a new prescription as appropriate.
1. Cascades will prorate **current** month food benefits when staff issue them 7 days or more after the established Family Issuance Day.
    - See the “[Prorate Food Benefits](#)” and “[Family Issuance Day](#)” policies for more information.
  2. Cascades issues full food benefits for future months.
- D. Issue food benefits.
- E. Have the participant, Parent Guardian, Caretaker, or Proxy sign the electronic signature pad to document receipt of food benefits.
- See the “[Issue Food Benefits without Physical Presence](#)” policy when the person isn’t physically present in the clinic when issuing benefits.
  - See the “[Delayed Signature for Food Benefits](#)” policy when the person is in the clinic, but doesn’t sign for benefits immediately when staff issue the food benefits.
- Notes:**
1. Food benefits aren’t available to the participant or family until either the participant or authorized person signs for the benefit issuance, or staff sign for them when appropriate (for example when issuing benefits without physical presence).
  2. The “Save Fake” signature isn’t allowed when issuing benefits to a participant. This displays when the signature pad isn’t connected to the computer. Check the connection to the signature pad and contact Cascades Support if you can’t re-establish the connection.
- F. Review the food benefits with the participant, Parent Guardian, Caretaker, or Proxy as needed.
1. Provide a printed Shopping List of the family’s or foster child’s benefits, or assure the family uses the WICShopper app.
  2. Provide a Shopping Guide to reference approved brands and container sizes.

- G. Talk about using the WIC Card correctly and redeeming food benefits within the first date and last date to spend.
  - 1. See the “[WIC Card Education](#)” policy in this chapter.

---

**POLICY: Issue WIC Cards to Participants**

---

Staff must issue a WIC Card to active participants:

1. Issue one WIC Card to a family.
  - A family may include one participant or multiple participants.
  - There must be at least one active participant in the family to issue a WIC Card.
2. Issue one WIC Card for each foster child.
  - Each foster child has an individual Electronic Benefit Account (EBA) and a separate WIC Card.
3. Issue the WIC Card at the initial certification.
  - Only issue the WIC Card when the Parent Guardian, Participant, Caretaker or Proxy is physically present, unless the person requests a replacement card mailed to them.
    - See the “[Mail Replacement WIC Cards](#)” policy for more information when the person can’t come in to the clinic to receive a replacement card.
  - Only the participant or a Parent Guardian can authorize Caretakers and Proxies to receive the WIC Card.
  - Staff must document Caretakers and Proxies on the Family Demographics screen in Cascades.
    - See [Volume 1, Chapter 25 – Legal Considerations and Confidentiality](#) for more information about Parent Guardians.
    - See the policy “[Caretakers and Proxies](#)” in this chapter.
4. Issue a replacement WIC Card when needed.
  - See the “[Replace WIC Cards](#)” policy for more information.

**PROCEDURE:**

Staff:

- A. Issue a WIC Card to the family or foster child.
1. Select a card from the clinic's card supply.
  2. Select the appropriate cardholder name.
    - The foster child is their own cardholder.
    - The cardholder's date of birth is needed when calling the WIC Card Line to set the PIN before using the card at the store.
  3. Assure the card number is captured in the participant's or family's file in Cascades by running it through the card reader or entering the card number.
- B. Provide education about using the WIC Card.
- See the "[WIC Card Education](#)" policy.

---

**POLICY:      Caretakers and Proxies**

---

A participant, or a Parent Guardian (custodian) may designate one Caretaker and up to two Proxies.

- **Caretaker** – A person with permission to bring a participant in to the clinic for certifications, health assessments, and nutrition education; and can receive and sign for WIC food benefits and shop at the store.
- **Proxy** – A person with permission to receive and sign for WIC food benefits and shop at the store.

Caretakers and Proxies must:

1. Have permission from the participant or Parent Guardian to act on their behalf. The participant or Parent Guardian gives permission in one of the following ways:
  - a. Names the person at a WIC appointment.
  - b. Writes a note for the person to bring to the clinic.
  - c. Calls the WIC clinic and gives permission.
    - Staff take reasonable precautions to verify the identity of the participant or Parent Guardian when accepting permission over the phone. Examples include voice recognition, verifying the participant’s date of birth, ZIP Code, WIC Card number, etc.
    - Document telephone permission in the participant’s file on the Sticky Note on the Family Demographics screen.
2. Be at least 18 years old.
  - When the person is the participant’s or Parent Guardian’s spouse, partner, parent or caregiver, the age requirement doesn’t apply.

Staff must:

1. Inform Caretakers and Proxies about program rules and how to use the WIC Card when the person is physically present in the clinic.

- When the Caretaker or Proxy isn't physically present in the clinic, the participant or Parent Guardian must agree to provide this information to the person before allowing him or her to use the WIC Card.
2. Enter the name(s), date(s) of birth, and effective dates for Caretakers and Proxies in the appropriate fields in the Family Demographics screen in Cascades.

**PROCEDURE:**

Staff:

- A. Ask the participant or Parent Guardian if he or she would like to name a Caretaker or Proxies and explain the role of each.
  1. Let the participant or Parent Guardian know that he or she must instruct the person about using the WIC Card and WIC Program rules before the person shops at the store.
  2. Enter the person's name on the Family Demographics screen in Cascades in the appropriate field.
  3. Ask the participant or Parent Guardian for the "active dates" for Proxies.
    - A proxy's active dates can't be greater than one year at a time.
    - Ask the participant or Parent Guardian to let staff know when the person no longer has permission to sign for and use the WIC Card.
    - Staff will inactivate the person on the Family Demographics screen.
  4. The participant or Parent Guardian can change the Caretaker or Proxies at any time.
    - Staff update the names as needed on the Family Demographics screen in Cascades.
- B. When a Caretaker or Proxy hasn't been entered on the Family Demographics screen, or the person requesting WIC benefits is different from those listed on the Family Demographics screen:
  1. Get permission from the participant or Parent Guardian.
    - Ask for a written note from the participant or Parent Guardian or get permission over the phone.

2. Document permission in the participant's file in Cascades.
    - a. Scan the written note into the participant's file.
    - b. Document telephone permission in the Sticky Note on the Family Demographics screen.
  3. Enter the person's name in the correct field on the Family Demographics screen in Cascades.
- C. Ask the Caretaker or Proxy for ID when he or she comes to the clinic to sign for WIC benefits.
- Follow the "[Identification to Receive WIC Food Benefits](#)" policy in this chapter.
  - Staff select the correct name before having the person sign on the signature pad when receiving food benefits.
- D. Tell the person how to use the WIC Card, and what WIC foods are approved and how to shop for them at WIC authorized stores.

**Information:**

Caretakers and Proxies don't need to sign the Rights and Responsibilities form to receive food benefits and use the WIC Card.

Federal regulations refer to the Rights and Responsibilities form as the participant agreement.

- See [Volume 1, Chapter 7 – Rights and Responsibilities](#) for more information about the Rights and Responsibilities form.
- See [Volume 1, Chapter 18 – Certification](#) for more information about caretakers at certification and other WIC appointments.

---

**POLICY: Identification to Receive WIC Food Benefits**

---

Participants, Parent Guardians, Caretakers, and Proxies must show personal identification (ID) to receive WIC food benefits.

Staff must accept the forms of identification listed in Procedure below.

The local agency must develop a written policy describing the steps to take when a participant, Parent Guardian, Caretaker, or Proxy doesn't bring ID to the clinic when receiving food benefits.

- Submit policy to the Local Program Consultant (LPC) and get approval.
- Assure staff apply the policy equally.

**PROCEDURE:**

Staff:

- A. View the ID of the participant, Parent Guardian, Caretaker, or Proxy before issuing food benefits.
- B. Accept the following items as proof of ID for receiving benefits:
  1. WIC ID and Card Folder with the person's name.
  2. Staff recognition.
  3. Driver's license, state identification card, or military identification.
  4. Passport.
  5. Work or school ID.
  6. Health insurance/Military medical card.
  7. Social Security card.
  8. Voter registration card.
  9. Birth certificate.
  10. Tribal ID.

11. Resident alien card/Consular card.

**Note:** Staff are required to see the person's ID before issuing food benefits. Staff don't have to document ID in Cascades at benefit pick-up. See [Volume 1, Chapter 18 - Certification](#) for ID requirements when determining eligibility for certifications.

C. Issue food benefits to the participant.

---

**POLICY: Family Issuance Day**

---

Each family in Cascades must have a Family Issuance Day which determines the food benefits First Date to Spend and Last Date to Spend.

Cascades:

- Sets the Family Issuance Day when staff certify the first participant in a family.
- Prorates food benefits when staff issue them more than seven days after the Family Issuance Day.

**Note:** See the "[Prorate Food Benefits](#)" policy for more information.

Staff can change the Family Issuance Day only when no one in the family has current or future benefits issued.

Staff must treat all participants fairly and equally when changing the Family Issuance Day.

**PROCEDURE:**

Staff:

- A. Follow policy above when changing the Family Issuance Day.

---

**POLICY: Prorate Food Benefits**

---

1. Staff must issue prorated food and formula benefits when issuing benefits more than 7 days after the Family Issuance Day. This includes:

- When adding a new member to the group more than 7 days after the Family Issuance Day.
- When issuing formula for the first time to a breastfed infant.
- See the “[Family Issuance Day](#)” policy for information about changing the Family Issuance Day.

**Note:** Proration **doesn’t** occur when staff replace benefits using the Replace Current Benefits screen or when using the Exchange/Increase Formula screen when some formula was already provided.

2. Food benefit proration applies for the **current month** benefit issuance only.

- When issuing more than one month of benefits, Cascades only prorates the current month’s benefits and issues a full food package for future months.

3. Cascades prorates food benefits as follows:

- **1 - 7 days after the family issuance day:** full food benefit
- **8 - 14 days after the family issuance day:**  $\frac{3}{4}$  food benefit
- **15 - 21 days after the family issuance day:**  $\frac{1}{2}$  food benefit
- **22 days or more after the family issuance day:**  $\frac{1}{4}$  food benefit

4. Cascades only prorates some foods, prorates according to the package size available, and provides no less than the defined minimum amount. The [Appendix](#) includes:

- [Food Benefit Proration](#) information: lists which foods are prorated, how much of each food is available each week, and a list of foods that aren’t prorated.
- [Proration examples](#): includes an example for a pregnant participant and a fully formula-fed infant.

**PROCEDURE:**

Staff:

- A. Assess if proration applies to the current month benefit issuance.
- B. Assess if the Family Issuance Day can be changed according to policy.
  - See the “[Family Issuance Day](#)” policy for more information.
- C. Issue benefits and share food package information with the participant.
  - 1. Print and review the Shopping List, or assure the family uses the WICShopper app.
  - 2. Share with the participant the amount of foods he or she is receiving for the remaining time in the current benefit month.
  - 3. Share that the participant will receive the full food package for future benefit months.

**Information:**

Proration will usually apply to participants who missed their Family Issuance Day in the current month. It can also apply when adding participants to an existing family when Cascades aligns the new participant with the family’s established issuance day.

---

**POLICY:      Delayed Signature for Food Benefits**

---

Staff can issue benefits and have the participant sign later, for example when the participant is attending a class, seeing a non-WIC provider or is unavailable to sign for benefits at the time of issuance.

An authorized person must sign in order for the food benefits to be available for purchase.

Staff must assure the participant signs for benefits by either going to the Issue Food Benefits screen or the Delayed Signature for Food Instrument (FI) Issuance screen.

**PROCEDURE:**

Staff:

- A. Issue food benefits.
- B. Press the Sign Later button if the participant isn't immediately available to sign for the benefits.
- C. Assure the participant signs for benefits before leaving the clinic so benefits are available for use.
  - 1. Open the Delayed Signature for FI Issuance screen and select the person's name and have the person sign.
  - 2. Search for the family, open the Issue Benefits screen, and have the person sign.
- D. Sign for the benefits if the participant forgets to sign.
  - 1. Staff select their own name in the Food Benefits Issuance Signature box, sign, and write "forgot to sign".

---

**POLICY: Issue Food Benefits without Physical Presence**

---

Staff may issue food benefits when the participant, Parent Guardian, Caretaker, or Proxy isn't physically present in the clinic in the following situations:

1. **System issues/power outages** – situations that prevent staff from prescribing or issuing food benefits.
2. **Clinic closure** - due to bad weather, natural disaster, evacuation, power outages, dangerous situations, etc.
3. **Staff shortages** – staff aren't available for a participant's appointment due to staff illness, emergencies, etc.
4. **Food prescription changes.** Includes the following:
  - a. Change to a food package.
  - b. Formula change and the person doesn't have formula to return or exchange at the clinic.
    - See [Volume 1, Chapter 23 – WIC Foods](#) for information about WIC foods and food packages.
    - See [Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods](#) for information about these foods and Medical Documentation Forms.
5. **Transportation issues.**
6. **Illness** - includes bed rest, serious illness or when the person has medical equipment that isn't easy to transport for the participant, Parent Guardian, or a family member.
7. **Imminent or recent childbirth.**
8. **Work schedule** – the person's job or work schedule prevents him or her from coming to the clinic.

Issue one month of food benefits when the participant needs a required contact. For example nutrition education, mid-certification health assessment, etc.

**PROCEDURE:**

Staff:

- A. Assess the need to issue benefits when the participant or Parent Guardian isn't physically in the clinic.
- B. Issue benefits.
  - 1. Determine if the number of months of benefits to issue.
    - a. Issue one month of benefits if the person needs a required contact, such as nutrition education or a mid-certification health assessment.
    - b. Issue as many months of benefits as appropriate if the person doesn't need a required contact.
  - 2. The staff person selects his or her name for the Food Benefit Issuance Signature, signs, and writes "RBI" for "remote benefit issuance" after the signature.
- C. Schedule the next appointment based on the number of months of benefits issued and the participant's needs.
  - 1. Schedule the contact for the following month if the person needs a required contact.
- D. Ask if the person would like a Shopping List mailed or emailed.

---

**POLICY: Issue WIC Benefits when Computer System is Down or During an Emergency**

---

Local agencies must:

- Attempt to provide services when clinics can't issue WIC benefits because of computer equipment failure (internet connection is down), temporary power outages, or natural disasters if it is safe and appropriate by following procedures listed below.
- Issue benefits remotely or change the Family Issuance Day if needed to prevent benefit proration.
- Contact the state WIC office if staff determine they won't be able to issue benefits for participants for more than 3 clinic days. Staff may contact the state WIC office at any time for guidance during an emergency.

**Note:** WIC is a supplemental nutrition program. It doesn't always meet the emergency needs of participants. However, when clinics can't serve participants due to unusual situations, make every effort to provide WIC food benefits in a timely manner.

**PROCEDURE:**

Staff:

- A. Determine which option for providing WIC food benefits is most appropriate when staff can't provide them at the participant's scheduled appointment.
  1. Issue benefits when the clinic is operating again. Staff can issue food benefits to a participant's Electronic Benefit Account (EBA) when the participant isn't in the clinic.
    - See the policy "[Issue Food Benefits without Physical Presence](#)" for more information.
  2. Reschedule participants to come back when you expect the clinic to be fully functioning. If the rescheduled appointment occurs 7 days or more past the Family Issuance Day and proration would occur:
    - Issue benefits remotely when the clinic is operating again within 7 days of the Family Issuance Day.
    - Change the Family Issuance Day, if possible, to prevent proration.
    - Contact the state WIC office for guidance.

- See the “[Prorate Food Benefits](#)” policy for more information about proration.
  - See the “[Family Issuance Day](#)” policy for information about changing the family’s benefit issuance day.
3. Refer participants to another WIC clinic to transfer in and receive benefits.
- Note:** Call the other clinic to make sure it won’t be a burden to the clinic and the staff can transfer–in and provide benefits in a timely manner.
- B. Contact the state WIC office for guidance when you anticipate being unable to issue benefits for participants for more than 3 clinic days.

**Information:**

When staff aren’t able to issue food benefits due to computer problems, it’s recommended staff contact participants who are scheduled for appointments as soon as possible and offer to reschedule them or issue benefits when computers are operating, whichever works best for the participant.

The state WIC office can provide a faxed copy of the clinic schedule showing participant names and phone numbers if requested.

---

**POLICY:      Replace WIC Cards**

---

Staff must provide a new WIC Card as soon as possible and no later than 7 business days when the participant or Parent Guardian requests one.

There is no limit to the number of times staff can replace a WIC Card.

- Only WIC staff can issue WIC Cards. WIC Card Line staff can't issue replacement WIC Cards.
- Benefits remain in the participant's Electronic Benefit Account (EBA). Staff replace the WIC Card so the participant can access WIC foods.

**PROCEDURE:**

Staff:

- A. Accept the request for a replacement WIC Card from the participant or Parent Guardian in person, by phone during clinic hours, or voicemail after clinic hours.
  - a. Verify the person's ID when the person is in the clinic.
  - b. When the person isn't in the clinic, or they don't have their identification with them in the clinic, assure the participant or Parent Guardian makes the request by asking pertinent questions. For example:
    - Participant's date of birth
    - Pregnant participant's due date
    - Current mailing address
- B. Respond to the request for a replacement card within 1 business day.
- C. Provide a replacement WIC Card as soon as possible, but no later than 7 days from the request.
  1. There isn't a limit for replacement WIC Cards.
  2. Staff discuss card security with the person when issuing a replacement WIC Card.
- D. Choose Deactivate or Replace on the Issue EBT Card screen.
  1. Select the "Deactivate" Action when:

- a. The participant or Parent Guardian isn't in the clinic and the person will come to the clinic for the replacement WIC Card at a later time.
- b. There's a change in the Parent Guardian or Caretaker who is the cardholder.
- c. There's concern about unauthorized use of the card.

**Note:** The person has to set a new PIN when the WIC Card is deactivated.

2. Select the "Replace" Action when:

- a. The person is in the clinic or you're mailing the replacement card.
  - This automatically deactivates the previous WIC Card.
  - The PIN for the new WIC Card will remain the same as the previous card.
  - See the "[Mail WIC Cards](#)" for more information when the person can't come in to the clinic to receive a replacement card.
- b. Staff check for the following:
  - There's no concern about unauthorized use of the WIC Card with the same PIN.
  - There's no change in the Parent/Guardian.
  - There's no change to the address on file.

3. Document the Reason for deactivating or replacing the card according to the following:

- a. **Lost:** Misplaced, missing, or the person doesn't know the location of the card.
  - Also includes cards that are thrown away or are otherwise inaccessible.
- b. **Stolen:** Taken unlawfully.
- c. **Damaged:** Includes cards that "don't work", are defective or destroyed.

d. **Replaced:** This includes, but isn't limited to:

- There's a change in the Parent Guardian or Caretaker who is the cardholder.
- Other reasons not included in Lost, Stolen, or Damaged.

**Note:** The participant, Parent Guardian, or Caretaker can report the card lost, stolen, or damaged to the WIC Card Line between 7 a.m. and 7 p.m.

- The person must talk to a customer service representative (CSR) to deactivate the card.
- The CSR can deactivate the card, but can't issue a replacement.
- The deactivated card and reason will show in Cascades.

4. Staff don't have to reclaim a deactivated or replaced WIC Card.

- If a participant returns a deactivated or replaced card, destroy it by cutting the card in half.

---

**POLICY: Mail Replacement WIC Cards**

---

Staff must mail a WIC Card to a participant when he or she can't come to the clinic to receive a replacement card.

Staff send WIC Cards using regular mail.

- See the "[Replace WIC Cards](#)" policy.

**PROCEDURE:**

Staff:

- A. Determine whether or not to mail a WIC Card.
  1. Let the person know he or she can receive a replacement card immediately by coming in to the clinic.
  2. Let the person know it may take 5 – 7 days to receive the replacement card by mail.
- B. Assure you are talking to the participant or Parent Guardian by asking pertinent questions, for example:
  - Participant's date of birth
  - Pregnant participant's due date
  - Current mailing address
- C. Inform the participant or Parent Guardian:
  1. You are mailing the WIC Card and to expect it by a certain date.
  2. Ask the person to call the clinic if the card doesn't arrive by a specific date.
    - See the "[Replace WIC Cards](#)" policy in this chapter.
- D. Document a mailed WIC Card by writing a Sticky Note on the Family Demographics screen.
- E. Ask the person if he or she needs a Shopping List and a WIC Shopping Guide sent with the card.

- F. Print the [Mailed WIC Card Letter](#) from the [Appendix](#) of this chapter or the website.
- Write the person's address on the letter, if needed, and add clinic contact information.
- G. Mail the card and the [Mailed WIC Card Letter](#), with a WIC Shopping Guide and Shopping List as needed, in an opaque (security) envelope.
1. When using a regular or window envelope wrap the [Mailed WIC Card Letter](#) around the card.
  2. Write or stamp on the envelope, "DO NOT FORWARD, RETURN TO SENDER."
  3. Write or stamp the return address of the local WIC clinic on the envelope.
- H. Document on the Family Demographics screen Sticky Note when the card is returned undeliverable.

---

## Section 2: WIC Card Education and Use at the Store

---

### **POLICY: WIC Card Education**

---

Staff must ensure that participants have the information they need to use the WIC Card to buy the right foods at the grocery store.

This includes sharing the information in the participant's language either by using bilingual staff or an interpreter, using the state contracted interpreter service (Language Link), and providing written materials in the participant's language.

### **PROCEDURE:**

Staff:

- A. Explain how to activate the card and set a Personal Identification Number (PIN) when issuing a WIC Card for the first time.
  1. Call the WIC Card Line at 1-844-359-3104 any time, day or night.
    - The person must set the PIN before using the card at the store.
  2. The WIC Card Line provides services in English, Spanish, and will include teletypewriter (TTY) capability for cardholders with hearing disabilities.
    - WIC staff assist participants setting up their PIN as needed. This includes providing access to phone and specific language support either in person or by using the state contracted interpreter service (Language Link), etc.
    - WIC staff should make every effort to maintain confidentiality when assisting participants. For example, avoid watching the person enter the PIN, ask the person to not share the PIN with staff during the process, etc.
    - Local Agencies may develop their own clinic best practices, as long as staff apply them fairly and equally.
  3. Follow the prompts and provide the following information to access the account:
    - The ZIP code of the street address (not the mailing address, if different).

- The Cardholder's date of birth, not the child's.

**Note:** Staff select the Cardholder from the participant (if an adult), Parent Guardian, Caretaker, and Proxy names entered in Cascades.

4. Pick a 4-digit PIN Personal Identification Number (PIN).

- The cardholder should choose a PIN that's easy to remember.
- Keep the PIN safe. Don't write the PIN on the card or on anything kept with the card.
- The cardholder shouldn't share the PIN with anyone who isn't designated to use the card.

B. Educate about shopping for WIC foods:

1. Shop only at Washington WIC authorized stores.

- Use the WICShopper app for a list of stores.
- Look for "WIC Accepted Here" signs.

2. Choose only foods that are WIC approved and only in the amounts shown on the Shopping List.

- a. The WIC Shopping Guide lists specific brands and container sizes of WIC approved foods.
- b. The person can buy as much or as little of the foods at one time as desired.
- c. The person can buy less than the total amounts shown on the Shopping List, but not more.
- d. Unused foods don't roll over to the next 30-day period.
- e. Keep receipts. Point out to the participant their receipts show the balance of their WIC foods.

3. Check to see what WIC foods are available before shopping. Options include:

- 
- a. Shopping List from the clinic.
    - Family food benefits are added together in the WIC account. They aren't listed separately by participant on the food Shopping List.
  - b. Last WIC grocery store receipt.
    - Suggest keeping or taking a picture of the receipt. The receipt shows the beginning food balance, the foods purchased, and the foods remaining.
  - c. Ask at the store check stand or at customer service.
  - d. Register your WIC Card on the WICShopper app and check My Benefits.
  - e. Call the WIC Card Line and follow the prompts to check the food benefit balance.
  - f. Call the WIC clinic.
4. Use the food benefits on or after the "First Date to Spend."
  5. Use the food benefits on or before the "Last Date to Spend."
- Note:** Participants may use the benefits after midnight on the first date to spend and before midnight on the last date to spend.
- C. Explain to the cardholder how to use the WIC Card at the store:
    1. Let the cashier know you're using a WIC Card before he or she begins to ring up any items.
    2. Swipe the WIC Card and enter your PIN when asked.
      - ID isn't required to use the WIC Card at the store.
    3. The checker will ask you to pay for non-WIC foods, or fruits and vegetables in excess of your food benefit amount.
      - You can ask to see the mid-transaction receipt to assure the correct WIC foods were taken out of your benefit account.

- Participants can choose to not purchase any non-WIC items and have the items put back.

**Note:** Participants may want to separate their WIC foods (put on the check stand conveyor belt before non-WIC items) and ask for the mid-transaction receipt. The participant can make sure all items are WIC approved and can be purchased with their WIC benefits. This practice can also help the store troubleshoot any problems on their end.

D. Explain WIC rules for shopping to the cardholder:

1. Don't substitute WIC foods for anything else.
2. Don't sell your WIC Card, WIC foods, or WIC formula.
3. You can't return WIC foods to the store for cash, credit, or any other items.
4. WIC doesn't allow "Rain checks" for WIC foods.

E. Explain where to get help:

1. Call the WIC Card Line to change PIN at any time of the day or night.
2. Call the clinic or the WIC Card Line to report lost, stolen, or damaged cards as soon as possible.
  - Call the clinic during clinic hours.
    - See the "[Unlock a Personal Identification Number \(PIN\)](#)" policy.
  - Call the WIC Card Line from 7 am – 7 pm. Reporting a lost, stolen or damaged card requires a Customer Service Representative (CSR).
3. If you enter your PIN wrong four times, your card will be locked until midnight. To unlock the PIN before midnight:
  - Call the clinic during clinic hours.
  - Call the WIC Card Line day or night to unlock the PIN.
4. Tell WIC staff if there are any problems at the store.
  - See [Volume 1, Chapter 2 – Program Compliance](#) for information about filing a complaint against a store.

5. Contact WIC if there are foods you couldn't buy at the store and you think they are WIC approved. Share information about the store location, checker name, time and food product.
  - Use the "I couldn't buy this" feature in WIC App to notify state staff.
  - Take a picture or write down the UPC code.
  - Call the clinic or state WIC office.
  
- F. Ask about WIC foods and using the WIC Card at later appointments and subsequent certifications.
  - Assess if there were any problems getting the foods at the store or if the person needs more education about WIC foods or using the WIC Card.
  - Example: "Tell me about any problems or questions you had when doing your WIC shopping last month."

**Information:**

Share the following tips with participants:

1. Take care of your WIC Card:
  - Keep it in a safe location.
  - Don't bend, cut, or write on your card.
  
2. Keep your WIC Card for as long as you participate in WIC.
  
3. If you call for your benefit balance – it will take a while. The automated voice tells you all the foods you have, item by item. The call line has translation services to help participants whose primary language isn't English.
  
4. You can use coupons with the WIC Card. See the policy "[Use Coupons or Manufacturer's Specials with the WIC Card](#)" in this chapter.

---

**POLICY: Washington WIC Authorized Stores**

---

Participants, Parent Guardians, Caretakers, and Proxies must use the WIC Card only at Washington WIC authorized stores.

Staff must let participants, Parents Guardians, Caretakers, and Proxies know about authorized stores that accept WIC Cards.

**PROCEDURE:**

Staff:

- A. Let the person know he or she can only use the WIC Card at Washington WIC authorized stores.
- B. Let the person know which stores are Washington WIC authorized. You can do this by:
  1. Telling the person which stores in the area are authorized.
  2. Referring the person to WIC Shopper app for a list of authorized stores.
- C. Help the person find therapeutic formula by calling the store when the participant receives benefits for therapeutic formula.
  - See [Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods](#) for more information about therapeutic formula.

**Information:**

1. Use the following questions to help the person find approved stores and pharmacies in the area:
  - a. Where do you usually shop for groceries?
  - b. Do you usually shop at a large chain store or a neighborhood market?
  - c. In what city (or county) do you usually shop for groceries?

---

**POLICY:      Unlock a Personal Identification Number (PIN)**

---

Staff must:

1. Unlock a Personal Identification Number (PIN) for a Participant or Parent Guardian.
2. Verify the identity of the Participant or Parent Guardian by viewing ID when present in the clinic or asking pertinent questions over the phone.
3. Not suggest or help select a PIN for a participant or Parent Guardian.

**Notes:**

- Unlocking a PIN allows the person four more attempts to enter the correct PIN. It doesn't reset the PIN, the PIN remains the same.
- The person needs to enter the correct PIN to access the food benefits.
- Staff don't have access to a person's PIN and can't reset a PIN.

**PROCEDURE:**

Staff:

- A. Verify the participant's or Parent Guardian's identity.
  1. Verify the person's ID when the person is in the clinic.
  2. Assure the participant or Parent Guardian makes the request by asking pertinent questions when the person isn't in the clinic, or they don't have their identification with them in the clinic. For example:
    - Participant's date of birth.
    - Pregnant participant's due date.
    - Current zip code.
- B. Unlock the PIN on the Issue EBT Card screen.

**Information:**

- The PIN automatically unlocks at midnight during winter months, Pacific Standard Time (PST); and at 1 a.m. during summer months, Pacific Daylight Time (PDT).
- Participants and Parent Guardians can call the clinic during clinic hours to unlock the PIN or call the WIC Card Line at 1-844-359-3104 to unlock or reset the PIN anytime.

---

**POLICY: Use Coupons or Manufacturer's Specials with the WIC Card**

---

WIC participants can use coupons or manufacturer's specials with the WIC Card.

**PROCEDURE:**

Staff:

- A. Let the person know he or she can use coupons and manufacturer's specials with the WIC Card when the store normally accepts coupons or honors manufacturer's specials.
- B. Ask the person to call the WIC toll-free number (1-800-841-1410) and talk to state WIC Vendor Management staff if he or she has any questions, or if questions come up at the store.

**Information:**

Examples of manufacturer's specials and coupons which may be used are:

1. "Free additional ounces" - If the food product minus the free ounces meets WIC guidelines, the participant can purchase it with WIC. Free ounces don't count toward the food benefit amount.
2. "Buy one, get one free" - The free item doesn't have to be WIC approved.

**Example:** A store has a buy one, get one free special on milk. The person can buy the WIC approved milk on the benefit list and get another kind of milk of the same or a lesser price for free.

3. "Cents off" coupons - The checker deducts the "cents off" amount when scanning the food item. The "cents off" amount saves the WIC program money.
4. Non-WIC foods or non-food item offered with the purchase of a WIC food.

**Examples:** A coupon for a free bowl is available with a breakfast cereal purchase. The cereal must be WIC approved.

A store will give the person a coupon for a free turkey when he or she spends a total of \$100.00. WIC purchases count toward the \$100.00 amount.

---

### Section 3: Void and Replace WIC Food Benefits

---

#### **POLICY:        Replace or Change WIC Food or Formula Benefits**

---

Staff must replace current food or formula benefits that haven't been purchased, or unopened formula returned to the clinic when there are changes needed to WIC foods or formula.

Staff can't replace or provide additional benefits to participants who didn't use all their benefits in a previous month (previous benefit issuance cycle).

- See the "[Replace WIC Food Benefits for Returned Formula](#)" policy for information about replacing benefits for formula returned to the clinic.
- See the "[Contact State WIC Staff to Request Formula Replacement in Emergency Situations](#)" policy. Examples include, but aren't limited to, loss due to flood, fire or fleeing domestic violence.

#### **PROCEDURE:**

Staff:

- A. Gather information about the need to replace foods or formula and determine if replacement is possible.
  1. Family foods are combined in the Electronic Benefit Account (EBA).
  2. Staff can only replace **foods** remaining in the EBA.
  3. Staff can replace **formula** remaining in the EBA or unopened formula returned to the clinic.
- B. Issue replacement benefits.
- C. Document the reason for voiding and replacing food benefits in Cascades.

---

**POLICY:        Replace WIC Benefits for Returned Formula**

---

Staff must accept unopened, undamaged, returned containers of formula purchased with the WIC Card.

Staff issue benefits to replace the amount of formula returned to the clinic.

**Note:** Policy doesn't allow the Parent Guardian, Caretaker or Proxy to exchange or return formula to the store.

Staff must not issue returned formula to participants.

- See [Volume 1, Chapter 23 – WIC Foods](#) for more information.
- See [Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods](#) for information about issuing benefits for prescribed formulas.

**PROCEDURE:**

Staff:

- A. Accept unopened, undamaged, returned containers of WIC formula.
- B. Get a completed WIC Medical Documentation Form for Infants when the caregiver asks for a therapeutic formula.
  - See [Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods](#) for more information.
- C. Issue benefits to replace the amount of formula returned to the clinic and what remains in the Electronic Benefit Account (EBA) using the Exchange/Increase Formula screen.
- D. Don't issue replacements for expired benefits.
- E. Issue replacements for the new formula. Don't issue more than the amount of formula returned to the clinic and what remains in the EBA.
- F. Document the following on the Exchange/Increase Formula screen in Cascades:
  - Food Category – Infant Formula
  - Food Subcategory - Brand (name) of formula

- Quantity - Number of containers returned
  - Type of formula (concentrate, powder, ready-to-feed, etc.)
  - Replacement reason
- G. Destroy all returned formula.
- See [Volume 1, Chapter 23 – WIC Foods](#) for more information.

---

**POLICY: Contact State WIC Staff to Request Formula Replacement in Emergency Situations**

---

Staff must:

1. Contact state WIC staff when a participant, Parent Guardian, or Caretaker requests replacement formula in emergency situations when the formula was purchased but can't be returned to the clinic.

Examples include, but aren't limited to:

- Loss due to fire, flood, or natural disaster.
  - Change in foster care or custody and the formula wasn't provided to the new Caretaker.
  - Not available for use, for example, fleeing domestic violence and the formula was left behind.
2. Receive permission from state WIC staff before replacing the formula.
  3. Fill out and review the [Formula Replacement Form](#) and have the participant, Parent Guardian, or Caretaker sign.

**PROCEDURE:**

Staff:

- A. Contact Policy Support at the state WIC office when a participant, Parent Guardian, or Caretaker requests replacement formula in emergency situations that was purchased but can't be returned to the clinic.
  1. This only applies to formula issued within a current first and last date to spend.
  2. Staff can't replace expired benefits in any circumstances.
- B. Only provide replacement formula when approved by state WIC staff.
  1. Contact Cascades Support for assistance replacing the formula.
  2. Provide referrals to formula resources if the staff can't replace the formula or additional formula is needed.

- C. Fill out and review the [Formula Replacement Form](#) and have the participant, Parent Guardian, or Caretaker sign the form.

**Note:** Staff can print the Formula Replacement Form from the website or from the [Appendix](#).

- D. Scan the form into Cascades and provide the original to the participant, Parent Guardian, or Caretaker.

---

**POLICY: Change from Infant to Child Food Benefits**

---

Staff replace food infant food benefits with child food benefits when the following 3 criteria are met:

1. The infant received the infant food package **before** the first birth date.
2. The Parent Guardian or Caretaker asks for the child's food package **after** the first birth date.
3. None of the infant food package benefits were used.

Staff void and replace the **complete**, unused infant food package and issue a child food package.

**PROCEDURE:**

The CPA:

- A. Replaces an infant food package with the child's food package after the first birthday, according to the following:
  1. Make sure the child has reached the first birthday.
  2. Void the complete unused infant food package benefits.
    - a. Replace only full infant benefits.
    - b. Staff can't issue a child's food package if the Parent Guardian or Caretaker used any of the infant food package benefits.
  3. Prescribe the child's food package and issue benefits.
- B. Documents the reason for voiding and replacing food benefits in Cascades.

---

**POLICY: Change Breastfeeding Food Package Benefits when Formula is Provided**

---

When a breastfeeding participant asks for infant formula, staff complete the following:

1. Complete and document a Breastfeeding Review.
  - See [Volume 1, Chapter 15 – Breastfeeding](#) for more information.
  - Staff support and promote breastfeeding.
2. Provide the amount of formula determined during the Breastfeeding Review.
3. Let the participant keep the **current** breastfeeding benefits.
4. Void **future** month benefits if the participant’s food package changes.
5. Determine and document the correct food packages for the breastfeeding pair in Cascades.

See [Volume 1, Chapter 23 – WIC Foods](#) for more information about providing formula to a breastfed infant.

**PROCEDURE:**

Staff:

- A. Complete a Breastfeeding Review.
  - See [Volume 1, Chapter 15 – Breastfeeding](#) for more information.
- B. Provide the appropriate amount of formula for the baby based on the Breastfeeding Review.
  1. Cascades suggests the amount of formula based on the amount entered on the infant’s Health Information screen.
  2. Staff review this suggested amount and make changes as appropriate.
- C. Assess when to void breastfeeding food package benefits based on the following:
  1. If the breastfeeding participant already received breastfeeding food package benefits and then comes back to the clinic and asks for infant formula for the baby, allow the breastfeeding participant to keep the current month’s benefits.

2. Void breastfeeding food package benefits for future months and reissue benefits for the appropriate food package.
- D. Change the participant's food package to reflect the appropriate food package for the following month.
1. Cascades suggests Partially Breastfed  $\leq$  half package for the breastfeeding participant when the infant is receiving one-half of an infant formula package or less.
  2. Cascades suggests Partially Breastfed  $>$  half package for the breastfeeding participant if the infant is receiving more than one half an infant formula package and is still breastfeeding. WIC regulations define Breastfeeding as breastfeeding once a day on average.
- Note:** Explain that the Fully BF food package is for breastfeeding participants who don't receive infant formula from WIC.
- See [Volume 1, Chapter 23 – WIC Foods](#), for more information about providing formula to a breastfed infant.

**Information:**

The additional foods given to an exclusively breastfeeding participant, like fish, and additional milk, cheese and eggs are incorporated into the benefits for the food package. This makes it difficult for staff to reclaim the additional foods when benefits have been issued and some have been used. As a result, staff allow the participant to keep the current set of breastfeeding food package benefits and reclaim only future month's benefits. This policy standardizes clinic practice throughout the State preventing the possibility of discrimination against participants.

**Example:** An exclusively breastfeeding participant receives June and July benefits for the Fully BF food package on June 5<sup>th</sup>. The participant comes in to the clinic on June 17<sup>th</sup> and asks for formula for the 3 month old baby. The CPA completes a Breastfeeding Review and determines that the participant needs less than one-half a formula package for the infant on a regular basis and will continue breastfeeding part-time. Staff provide checks for a half package of formula to the infant on June 17<sup>th</sup>. Staff let the breastfeeding participant keep the June benefits for the Fully BF food package. Staff void the July benefits for the Fully BF food package and issue the Partially Breastfed  $\leq$  half package food package.

---

**POLICY:      Replace WIC Benefits for Transfer WIC Participants**

---

Staff can replace food benefits for WIC participants transferring into Washington from out of state.

Staff must:

1.      Transfer in each participant prior to replacing benefits.
2.      Determine which foods to provide for the current month.

**PROCEDURE:**

Staff:

- A.      Transfer the participant into Cascades.
  1.      Enter the participant's information from the transfer documentation.
    - See [Volume 1, Chapter 21 – Transfers/Verification of Certification \(VOC\)](#) for more information.
  2.      Review and document the person's proof of ID and residency.
    - See [Volume 1, Chapter 18 – Certification](#) for information about acceptable forms of ID and residency.
  3.      Have the participant or Parent Guardian read the Rights and Responsibilities form and sign electronically in Cascades. Provide a copy of the form.
    - See [Volume 1, Chapter 7 – Rights and Responsibilities](#) for more information.
- B.      Replace food benefits.
  1.      Only replace checks or food benefits within valid use dates. Don't replace expired checks or benefits.
  2.      Determine the food benefits to replace by completing one of the following:
    - a.      Review WIC checks when available.

- b. Call the 800 number on the EBT card to get the balance of foods for the current month. The participant or Parent Guardian may need to enter a PIN or password.
      - c. Call the previous clinic or state WIC office to find out which foods remain for the current month.
      - d. If the staff can't determine the remaining food benefits using one of the options above, ask the participant, or Parent Guardian which foods they purchased.
    3. Issue benefits.
      - a. Assess and adjust the Family Issuance Day as appropriate.
        - Cascades selects the participant's certification begins day as the default Family Issuance Day.
        - Staff adjust the Family Issuance Day as needed to prevent the following situations: gaps in food benefits, over-issuance, and dual participation.
      - b. Tailor the food prescription to provide the remaining foods based on the Washington WIC foods and amounts for the participant's category.
      - c. See [Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods](#) when the participant transferring into Washington from another state needs food or formula requiring a Medical Documentation Form.
    4. Reclaim and destroy the checks or EBT card.
  - C. Contact the originating state to void benefits when checks or an EBT card were left with another person in the originating state, for example a Parent Guardian, Caretaker or Proxy.
    - See the FNS Web site for state agency addresses at <http://www.fns.usda.gov/fns/>.
  - D. Explain how to use the Washington WIC Card.
  - E. If the participant is transferring in from out of state, provide a WIC Shopping Guide and review WIC Approved foods.

- F. Print a VOC transfer card if needed. Cascades will automatically terminate the file when a VOC transfer card is printed.

**Information:**

Washington WIC participants can use their WIC Card at any authorized WIC store and only need replacement benefits if their food choices change.

---

## Section 4: Order and Maintain WIC Cards

---

### **POLICY: Order WIC Cards**

---

Staff must order WIC cards from the Fulfillment Center.

Contact the Local Program Consultant (LPC) when the clinic needs WIC Cards in emergency situations.

### **PROCEDURE:**

Staff:

- A. Order WIC Cards as needed from the myPRINT (Fulfillment Center) website <https://prtonline.myprintdesk.net/DSF/storefront.aspx>.
  1. Keep WIC Card orders separate from other materials ordered from the myPRINT website.
  2. Order enough cards to keep an adequate supply, but not more than a 3 month supply.
  3. State WIC staff will review clinic WIC Card orders prior to the order being shipped.
- B. Complete the order on the myPRINT website and print out the Order Confirmation page.
  1. Keep the Order Confirmation page for tracking purposes.
- C. Notify state WIC staff when:
  1. Staff don't receive the order within 2 weeks.
    - It normally takes 7 – 10 days to receive WIC Cards after ordering.
  2. The amount sent doesn't match the amount ordered.
    - Ask for state staff who review the Fulfillment Center card orders.
  3. The clinic needs an emergency supply of WIC cards.
    - Ask for the Local Program Consultant (LPC).

- D. Keep the Packing Slip received with the cards for a total of one year, with six months on-site.

**Note:** Staff don't need to keep the Order Confirmation page once they receive the cards and the amount was correct.

---

**POLICY:      Secure WIC Cards**

---

Staff must keep WIC Cards secure:

1.      During clinic hours keep cards in a location not visible or readily accessible to anyone without authority to issue WIC food benefits.
2.      During non-clinic hours keep cards in a secure, locked location.

**PROCEDURE:**

Staff:

- A.      Keep the main WIC Card inventory in a locked location during normal clinic hours, even when attended by authorized personnel.
- B.      Take the number of cards they will reasonably use or issue for the day out of the main card inventory and document on the box's [WIC Card Daily Check-out & Inventory Log](#).
  1.      Document the date, staff initials and number of WIC Cards taken on the box's [WIC Card Daily Check-out & Inventory Log](#).
    - Use a separate Daily Check-out & Inventory Log for each box of cards.
  2.      Return the cards not used to the secure inventory location at the end of the day and enter the number of cards used and the number returned on the [WIC Card Daily Check-out & Inventory Log](#).
  3.      Keep a running total of cards used from each box of WIC Cards.
- C.      Keep cards staff will use or issue for the day secure and out of sight of others.
- D.      Secure WIC Cards when transporting from one clinic in the agency to another.
- E.      Account for WIC Cards moved between clinics in the agency on the [WIC Card Inventory Log](#).

---

**POLICY: WIC Card Inventory**

---

The coordinator must assign two staff to receive and maintain WIC card inventory. Ideally, the coordinator, clinic site supervisor, or manager maintains the inventory with another staff member.

The assigned staff must:

1. Receive and review shipments of WIC Cards received for accuracy.
2. Enter the number of boxes received in the shipment on the [WIC Card Inventory Log](#) and create a [Daily Check-out & Inventory Log](#) for each box
3. Review the [WIC Card Daily Check-out & Inventory Logs](#) and [WIC Card Inventory Logs](#) at each clinic location at least once a month.
  - a. Notify the coordinator when there are discrepancies in the inventory if the coordinator isn't the person who completes the monthly review.
  - b. Notify the Local Program Consultant at the state WIC office when there are discrepancies in the card inventory clinic staff can't reconcile.
4. The coordinator must review the [WIC Card Inventory Logs](#) quarterly.
5. Document on the [WIC Card Inventory Logs](#) when moving cards from one clinic to another.

**PROCEDURE:**

Designated staff:

- A. Review and enter the shipments of WIC Cards received into the [WIC Card Inventory Logs](#).
  1. Compare the WIC Card order amount to the cards received.
    - a. Staff may want to randomly verify the contents of a carton of cards received by opening the box and then re-taping it closed before storing in a securely locked location.



Section 5: Appendix



**Food Benefit Proration**

**Foods that prorate:**

- Cascades prorates the following foods.
- Some foods have a minimum amount a participant will receive, even with the ¼ food package.

Food	Amount prorated each week				Minimum quantity
Pregnant, Breastfeeding, Non-breastfeeding Postpartum, Children					
Milk	¼ of total	¼ of total	¼ of total	¼ of total	1 quart
Cheese	1 pound*	N/A	N/A	N/A	1 pound
Eggs	1 dozen**	N/A	N/A	N/A	1 dozen
Cereal	N/A	12 ounces	12 ounces	N/A	12 ounces
Juice	N/A	1 container	N/A	1 container	1 container
Canned beans	1 can	1 can	1 can	1 can	1 can
Dry beans, peas or lentils	N/A	N/A	N/A	N/A	1 pound
Peanut butter	N/A	N/A	N/A	N/A	1 container
Bread/Whole Grains	N/A	16 ounces (children)	N/A	N/a	16 ounces
Infants					
Infant formula	¼ of total	¼ of total	¼ of total	¼ of total	1 can
Infant fruits and vegetables	8 ounces	8 ounces	8 ounces	8 ounces	4 ounces
Infant meats	7 ounces	7 ounces	7 ounces	7 ounces	2.5 ounces

**Foods that don't prorate:**

- Canned fish
- Fruit and Vegetable cash value benefit, including the infant 9 – 11 month cash value benefit
- Whole grains are prorated for children receiving 32 ounces of whole grains, but the minimum quantity is 16 ounces as shown above.
- Infant cereal

**Proration Examples**

Days After Family Issuance Day	Food Package Size
1 – 7	Full package
8 – 15	$\frac{3}{4}$ package
16 – 23	$\frac{1}{2}$ package
24 – 31	$\frac{1}{4}$ package

Pregnant Participant - Proration Example				
WIC Food	Full food package	$\frac{3}{4}$ food package	$\frac{1}{2}$ food package	$\frac{1}{4}$ food package
Cereal	36 ounces	27 ounces	18 ounces	12 ounces
Juice	3 containers	2 containers	2 containers	1 container
Milk	4.75 gallons	3.75 gallons	2.50 gallons	1.25 gallons
Peanut butter	1 container	1 container	1 container	1 container
Legumes	1 container	1 container	1 container	1 container
Bread/Whole Grains	16 ounces	16 ounces	16 ounces	16 ounces
Eggs	1 dozen	1 dozen	1 dozen	1 dozen
Cheese	1 pound	1 pound	1 pound	1 pound
Fruits and Vegetables	\$11.00	\$11.00	\$11.00	\$11.00

Fully Formula Fed Infant 6 months of age - Proration Example				
WIC Food	Full food package	$\frac{3}{4}$ food package	$\frac{1}{2}$ food package	$\frac{1}{4}$ food package
Infant formula Similac Advance powder	7 cans	5 cans	4 cans	2 cans
Infant cereal	24 ounces	24 ounces	24 ounces	24 ounces
Infant fruits and vegetables	128 ounces	96 ounces	64 ounces	32 ounces

## Mailed WIC Card Letter

Date:

To:

Dear

We don't want you to miss getting WIC foods. Because of special circumstances, we're mailing your WIC Card to you.

Please remember these steps to use your WIC Card:

1. Make sure you know your 4-digit PIN.
  - If you don't remember your PIN, call 1-844-359-3104 to reset it anytime, day or night.
  - Enter the card holder's date of birth and zip code.
2. Check to see what WIC foods are available on your card.
  - Look at the Shopping List if one is enclosed with the card.
  - Look at your last WIC grocery store receipt.
  - Ask at the store customer services.
  - Call the WIC clinic.
3. Buy WIC foods on or between the first and last date to spend.
  - Any foods you don't buy, won't roll over to the next benefit month.
4. Shop only at WIC authorized stores. Look for "WIC Accepted Here" signs.
5. Buy only the amounts and types of foods you have available.
6. Let the cashier know you're using a WIC Card.
7. Swipe your card and enter your 4-digit PIN when asked.
8. Keep your receipt.

Please call clinic staff at the number below for any of the following reasons:

- Questions about your WIC Card or the foods available.
- Problems using the WIC Card at the store.
- You need to make or change your next WIC appointment.

Your WIC Clinic:

---

## Mailed WIC Card Letter

### **WIC Nutrition Program doesn't discriminate.**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

Fax: (202) 690-7442; or

Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

### **This institution is an equal opportunity provider.**

Washington State WIC Nutrition Program doesn't discriminate.

**WIC FORMULA REPLACEMENT FORM**

<b>Parent Guardian/Caretaker Name:</b>	<b>Clinic:</b>	<b>Date:</b>
<b>Participant Name:</b>	<b>Participant ID:</b>	
<b>Participant Name:</b>	<b>Participant ID:</b>	

Please describe what happened:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**FORMULA REPLACEMENT AGREEMENT:**

**Please read the information below. You must sign before you can receive replacement formula benefits.**

Reason formula is being replaced:

Fire  Flood  Natural Disaster

Not available for use (please describe)

Not given to me by the previous caregiver

\_\_\_\_\_ (previous caregiver's name)

- I will bring the original formula back to the clinic if I am able to reclaim it or it is given to me by the previous caregiver.
- I understand if I give false information to receive more formula than allowed per month, I have broken WIC rules. I will have to pay the money back to WIC and I can be taken off the Program.

**“I certify, with my signature below, under penalty of perjury under the laws of the State of Washington that the above statement is true and correct to the best of my knowledge.”**

Parent Guardian/Caretaker Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of WIC staff: \_\_\_\_\_ Date: \_\_\_\_\_

Form Distribution: Scan form into Cascades and give original to the participant, parent guardian or caretaker.

This institution is an equal opportunity provider.

**Washington State WIC Nutrition Program does not discriminate.**

To request this document in another format, call 1-800-841-1410.  
Deaf or hard of hearing customers, please call 711 (Washington Relay)  
or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).





### WIC Card Daily Check-out & Inventory Log - Example

- Use a separate Daily Check-out & Inventory Log for each box of WIC Cards
- Keep completed Daily Check-Out & Inventory Logs with the WIC Card Inventory Log

**Date box received:** 8/15/2021

**Received by:** Selinda Simpson  
 2 staff signatures required Angelica Chong

<b>Box Number</b>	3
<b>Card Range</b>	
Starting Number:	6058600000000001
Ending Number:	6058600000000251
<b>Date Range</b>	
Began issuing cards from box:	8/27/2021
Date all cards used:	9/4/2021

#### Daily card check-out and inventory log

Date	Staff Initials	# Taken out	# Returned	# Used	Running Total Used
8/27/21	SS	25	14	9	9
8/27/21	AC	20	5	15	24
8/27/21	MP	10	1	9	33
8/28/21	SS	20	0	20	53
8/28/21	MP	15	3	12	65
8/28/21	SS	20	14	6	71
8/29/21	AC	20	2	18	89
8/29/21	MP	20	1	19	108
8/29/21	MH	25	3	22	130
8/29/21	SS	15	4	11	141



### WIC Card Inventory Log

Agency: \_\_\_\_\_ Clinic: \_\_\_\_\_ Year: \_\_\_\_\_

Month	# Boxes On Hand include open boxes	# Boxes Received this month	# Boxes Used or Sent to other clinic	Monthly Total open and unopened boxes	END OF MONTH INVENTORY			Staff Initials Two required for monthly inventory	Notes
					# Unopened Boxes in Inventory	# Opened Boxes in Inventory	Monthly Inventory Total (should match Monthly Total)		
January							1. 2.		
February							1. 2.		
March							1. 2.		
<b>QUARTER REVIEW</b>	# of boxes received matches Packing Slips: <input type="checkbox"/> Yes <input type="checkbox"/> No		Boxes used matches Daily Check-out & Inventory Logs: <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>Monthly Totals match Monthly Inventory Totals:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No			<b>Coordinator</b>	
April							1. 2.		
May							1. 2.		
June							1. 2.		
<b>QUARTER REVIEW</b>	# of boxes received matches Packing Slips: <input type="checkbox"/> Yes <input type="checkbox"/> No		Boxes used matches Daily Check-out & Inventory Logs: <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>Monthly Totals match Monthly Inventory Totals:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No			<b>Coordinator</b>	

Agency: \_\_\_\_\_ Clinic: \_\_\_\_\_ Year: \_\_\_\_\_

Month	# Boxes On Hand include open boxes	# Boxes Received this month	# Boxes Used or Sent to other clinic	Monthly Total open and unopened boxes	END OF MONTH INVENTORY			Staff Initials Two required for monthly inventory	Notes
					# Unopened Boxes in Inventory	# Opened Boxes in Inventory	Monthly Inventory Total (should match Monthly Total)		
July								1. 2.	
August								1. 2.	
September								1. 2.	
<b>QUARTER REVIEW</b>	# of boxes received matches Packing Slips: <input type="checkbox"/> Yes <input type="checkbox"/> No		Boxes used matches Daily Check-out & Inventory Logs: <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>Monthly Totals match Monthly Inventory Totals:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No			<b>Coordinator</b>	
October								1. 2.	
November								1. 2.	
December								1. 2.	
<b>QUARTER REVIEW</b>	# of boxes received matches Packing Slips: <input type="checkbox"/> Yes <input type="checkbox"/> No		Boxes used matches Daily Check-out & Inventory Logs: <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>Monthly Totals match Monthly Inventory Totals:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No			<b>Coordinator</b>	

### WIC Card Inventory Log Example

Agency: Mountain

Clinic: Rainier

Year: 2021

Month	# Boxes On Hand include open boxes	# Boxes Received this month	# Full Boxes Used or Sent to other clinic	Monthly Total open and unopened boxes	END OF MONTH INVENTORY			Staff Initials Two required for monthly inventory	Notes
					# Unopened Boxes in Inventory	# Opened Boxes in Inventory	Monthly Inventory Total (should match Monthly Total)		
July	8	0	5 used	3	2	1	3	1. FM 2. AC	Need to order more cards.
August	3	2	2 used	3	2	1	3	1. SS 2. AC	Going thru cards slower. No order this mo.
September	3	0	1 used	2	1	1	2	1. FM 2. AC	Still o.k. on card inventory.
<b>QUARTER REVIEW</b>	# of boxes received matches Packing Slips: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Boxes used matches Daily Check-out & Inventory Logs: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Monthly Totals match Monthly Inventory Totals: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			Coordinator Helene Martinez	Quarter review good. Order cards next month.
October								1. 2.	
November								1. 2.	
December								1. 2.	
<b>QUARTER REVIEW</b>	# of boxes received matches Packing Slips: <input type="checkbox"/> Yes <input type="checkbox"/> No		Boxes used matches Daily Check-out & Inventory Logs: <input type="checkbox"/> Yes <input type="checkbox"/> No		Monthly Totals match Monthly Inventory Totals: <input type="checkbox"/> Yes <input type="checkbox"/> No			Coordinator	

