

WASHINGTON STATE WIC NUTRITION PROGRAM



Washington State WIC Manual  
Notice of Revision



Date: 9/3/2013

Notice Number: 2013-03

<input checked="" type="checkbox"/> Volume 1	<input type="checkbox"/> Volume 2
Chapter: 22 – WIC Checks	
Section: See Table of Revisions	
Policy/Recommendation/Description/Procedure:	
Type of Action/Change: <input checked="" type="checkbox"/> Supersedes <input type="checkbox"/> New <input type="checkbox"/> Delete	
<p><b>If you have questions about this revision or wish additional copies, call or write:</b></p> <p style="text-align: center;"> <b>Department of Health</b>  <b>State WIC Nutrition Program</b>  <b>P.O. Box 47886</b>  <b>Olympia WA 98504-7886</b>  <b>Call: 1-800-841-1410</b> </p>	

**Explanation of Revisions:**

- We updated and reorganized the chapter.
- We included policies that went out separately in policy memos.
- See the attached table of revisions for specific changes to the chapter.

**Remove:**     **Remove the chapter dated 10/2009 from Volume 1 of the manual.**

**Insert:**     **This current revision dated 9/2013.**

**Attachments:**

- Memo
- Manual Revision
- Other \_\_\_\_\_

**Volume 1, Chapter 22 – WIC Checks  
Table of Revisions**

<b>Policy/Page</b>	<b>Revision</b>	<b>Comments</b>
Through-out chapter	We continue to make “plain talk” changes to each chapter.	The goal is to have policies more clear and easier to read.
Through-out chapter	We reorganized many policies and procedures but content and intent stayed the same.	
“Monthly or Multi-Monthly Check Issuance” p. 1 - 3	<b>Policy:</b> Added examples of when monthly checks are required: <ul style="list-style-type: none"> <li>• Grace period for documentation of WIC eligibility, for example income or ID.</li> <li>• When staff don’t perform or receive the iron test value at the certification appointment.</li> </ul>	
“Issue WIC Checks from Client Services” p. 4 - 5	<b>Policy:</b> Added: Staff must view the client’s, caregiver’s or alternate’s identification before issuing checks. <b>Procedure:</b> Reorganized procedure steps. Deleted note with lost check reference.	This isn’t a new requirement. It was previously listed in procedure. We added the statement to the policy section.
“Checks for Milk in Quarts” p. 6	<b>New policy:</b> Staff must talk about milk container size options with all clients or caregivers as part of the food package, nutrition assessment or check education conversation as appropriate. Issue checks that specify “quarts” of milk to clients or caregivers who ask for milk in quart containers. <b>Procedure:</b> Supports policy.	This information went out previously in a policy memo. Clients can only buy milk in quarts when printed on WIC checks, and they can’t buy milk in any other container size.
“Checks for Lactose Free Milk” p. 7	<b>New policy:</b> The CPA must talk about the option of lactose free milk to meet the needs of a WIC client, when appropriate, and as part of the food package and nutrition assessment conversation. Issue checks that specify “lactose free” milk to all clients who say they need or want lactose free milk. <b>Procedure:</b> Supports policy.	This information went out previously in a policy memo. Clients can only buy lactose free milk when printed on WIC checks, and it is the only type of milk the client can purchase. The client doesn’t have to have the lactose intolerance risk marked and doesn’t need a WIC prescription to get lactose free milk.

Volume 1, Chapter 22 – WIC Checks

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<p>“Identification to Receive WIC Checks” p. 8 – 9</p>	<p><b>Procedure:</b> Reorganized procedure steps. Deleted Information, moved to procedure.</p>	
<p>“WIC Check Education” p. 14 - 17</p>	<p><b>Procedure:</b> A, 9 Added: Keep checks in a safe location. Washington WIC doesn’t replace lost checks.</p>	<p>Policy information about not replacing lost checks went out previously in a policy memo.</p>
<p>“WIC Check Options for Clients Who Move Out of the Area or Go on Vacation” p. 23 – 24</p>	<p><b>Procedure:</b> 2, d, i and ii Deleted: Deleted reference to providing a Certification History Report to clients who have an expired status and plan to apply at another WIC clinic.</p>	<p>Since this practice isn’t common, we took it out of procedure but left it in the information section.</p>
<p>“Print and Reconcile Batch WIC Checks” p. 25</p>	<p><b>Procedure:</b> Deleted previous A which referenced the Client Services User Guide.</p>	<p>The User Guide is no longer available.</p>
<p>“Mail WIC Checks” p. 26 – 28</p>	<p><b>Policy:</b> # 3: Added “severe” to this statement: “When the client or caregiver isn’t able to pick up checks due to severe personal illness or the birth of a child and an alternate isn’t available.” <b>Procedure:</b> C, 1 Added “and to expect them by a certain date.”</p>	<p>Added so this requirement is interpreted more strictly and correctly.  Having the client watch for mailed WIC checks by a certain date lets the client know when to contact the clinic because the checks may be lost in the mail.</p>
<p>“Replace WIC Checks” p. 30 – 32</p>	<p><b>Policy:</b> # 3 Added definition of a damaged check: “Damaged means the check is worn, torn or marred but key identifying features like client name, client ID number and first and last day to use, or the check number are intact. For example the store won’t accept the check because it went through the wash, but staff can determine who the check belongs to and that it is still valid. Staff can replace damaged checks without documentation. # 5 Removed reference to replacing lost checks. # 5 Added: “Staff can replace stolen or destroyed checks with documentation such as a fire or police report.” <b>Procedure:</b> Revised to support policy changes.</p>	<p>Policy information about not replacing lost checks went out previously in a policy memo.</p>

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<p>“Replace Stolen or Destroyed Checks” p. 33 - 35</p>	<p><b>Policy:</b>  Removed information about replacing lost checks from policy and procedure.  Removed six month time frame for replacing stolen or destroyed checks.  Added definitions:  Stolen: Taken unlawfully.  Destroyed: Completely ruined where important information on the check is unreadable. For example the check was destroyed in a house fire or a flood.  Added reference to “Replace WIC Checks” policy for information about replacing damaged checks. Staff can replace damaged checks with intact identifying features without documentation.  Added: To replace stolen or destroyed checks:</p> <ul style="list-style-type: none"> <li>• The client or caregiver must provide a police report, fire report or similar documentation of the incident.</li> <li>• A police report number is allowed when the police department doesn’t provide copies of the report.</li> <li>• The client or caregiver must provide documentation for each occurrence of stolen or destroyed checks. Contact state WIC staff if you have concerns about a client who has repeated stolen or destroyed checks.</li> </ul> <p>Updated to WIC Check Replacement Form.</p> <ul style="list-style-type: none"> <li>• Keep the form on file for a total of four years, the first six months are in the clinic.</li> <li>• Alternates can’t receive replacement checks for stolen or destroyed checks or sign the WIC Check Replacement Form.</li> </ul> <p><b>Procedure:</b>  F: Have the client or caregiver sign the WIC Check Replacement Form and offer a copy.  F, 1: The copy can be blank, it doesn’t have to be a signed copy.  F, 2: It isn’t required to give a copy of the form if the client or caregiver doesn’t want one.</p>	<p>The WIC Check Replacement Form is available on the DOH – WIC website at:  <a href="http://www.doh.wa.gov/portals/1/Documents/Pubs/963-012-WICCheckReplacementForm.pdf">http://www.doh.wa.gov/portals/1/Documents/Pubs/963-012-WICCheckReplacementForm.pdf</a>.</p>

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<p>“Reclaim Breastfeeding Food Package Checks When Formula is Provided” p. 38 – 39</p>	<p><b>New policy:</b> When a breastfeeding woman asks for infant formula, staff complete the following:</p> <ul style="list-style-type: none"> <li>• Complete a Breastfeeding Review. See volume 1, Chapter 15 – Breastfeeding for more information. Staff support and promote breastfeeding.</li> <li>• Provide the amount of formula determined during the Breastfeeding Review.</li> <li>• Let the woman keep the current set of breastfeeding checks.</li> <li>• Reclaim future month checks if the woman’s food package changes.</li> <li>• Determine and document the correct food packages for the mom and baby in Client Services.</li> </ul> <p><b>Procedure:</b> Supports policy.</p>	
<p>“Replace WIC Checks for Visiting WIC Clients” p. 42 – 43</p>	<p><b>Policy:</b> Added: “When an out of state client has an Electronic Benefits Transfer (EBT) card instead of checks, staff determine which foods to replace for the current month. See Procedures for details.”</p> <p><b>Procedure:</b> Added E: When an out of state transfer client has an EBT card instead of checks determine which foods to replace:</p> <ul style="list-style-type: none"> <li>• Call the 800 number on the EBT card to get the balance of foods for the current month. The client or caregiver may need to enter a PIN or password.</li> <li>• Call the previous clinic or state WIC office to find out which foods remain for the current month.</li> <li>• Ask the client or caregiver which foods were purchased then tailor the food package to give the rest of the foods. Match the foods to the Washington WIC food package as close as possible.</li> </ul>	

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<p>“Receive WIC Check Stock” p. 47</p>	<p><b>Policy:</b> Added 2<sup>nd</sup> paragraph: “The coordinator assigns and oversees staff who review shipments of check stock. Ideally, it’s done by the coordinator, clinic site supervisor or manager and another staff member.” Added 3<sup>rd</sup> paragraph: “The coordinator must review the check stock inventory log at least quarterly.” <b>Procedure:</b> Supports policy.</p>	
<p>“Conduct and Maintain WIC Check Stock Inventory” p. 48 – 49</p>	<p><b>Policy:</b> Added 2<sup>nd</sup> paragraph: “The coordinator assigns and oversees the staff who conduct and maintain WIC check stock inventory. Ideally, it’s done by the coordinator, clinic site supervisor or manager and another staff member.” Added: The coordinator or assigned staff must:</p> <ul style="list-style-type: none"> <li>• Conduct check stock inventory at each location at least once a month.</li> <li>• Document the date on the inventory log.</li> <li>• Document on the check stock inventory log at both sites when moving check stock from one clinic site to another.</li> <li>• Notify the Local Program Consultant at the state WIC office when there are discrepancies in the check stock inventory that can’t be reconciled.</li> <li>• Apply separation of duties policy when conducting the check stock inventory, for example, two staff count the check stock and sign the inventory log.</li> </ul> <p>The coordinator must review the check inventory log at least quarterly.</p>	

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<p>“Complaints Against Retailers”            p. 50 – 51</p>	<p><b>New policy:</b>            Staff report complaints against retailers or pharmacies through Client Services.            Staff talk with the client or caregiver using participant centered skills to gather information about the incident. Provide as much detail as possible in the electronic complaint sent to the state WIC office for follow-up.            Staff and clients or caregivers may also call the WIC Customer Service line at 1-800-841-1410 to report a complaint.            State staff always keep the client’s identity confidential when following-up with retailers.</p> <p><b>Procedure:</b>            Supports policy.</p>	<p>New policy to this chapter, was previously in Volume 2, Chapter 15 – Retailer Management.</p>
<p>Appendix</p>	<p>Updated with new WIC Check Replacement Form.</p>	



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