



WASHINGTON STATE WIC NUTRITION PROGRAM

Washington State WIC Manual
Notice of Revision



Date: 9/28/2009

Notice Number: 2009-06

<input checked="" type="checkbox"/> Volume 1	<input type="checkbox"/> Volume 2	<input type="checkbox"/> Volume 3
Chapter: 22 – WIC Checks		
Section: All		
Policy/Recommendation/Description/Procedure:		
Type of Action/Change:	<input checked="" type="checkbox"/> Supersedes	<input type="checkbox"/> New <input type="checkbox"/> Delete
<p>If you have questions about this revision or wish additional copies, call or write:</p> <p style="text-align: center;"> Department of Health State WIC Nutrition Program P.O. Box 47886 Olympia WA 98504-7886 Call: 1-800-841-1410 </p>		

Explanation of Revisions:

This chapter was revised to reflect changes in policy due to New Food Choices and Client Services 6.0. The policies and procedures in this chapter become effective on October 1, 2009. Refer to the attached Table of Revisions for specific changes made to this chapter.

Remove: Remove Volume 1, Chapter 22 – WIC Checks dated 8/2006.

Insert: Current revision of Volume 1, Chapter 22 – WIC Checks dated 10/2009.

Attachments:

- Memo
- Manual Revision
- Other _____

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

Policy/Page	Revision	Comments
Through-out chapter	<ol style="list-style-type: none"> 1. Updated to meet New Food Choices (NFC) requirements and changes. Specific policy and procedure changes are listed below. 2. Added statement “The term ‘checks’ refers to both regular WIC checks and WIC Fruit and Vegetable checks” to policies through out chapter where appropriate. 	
<p>“Check Issuance: Monthly or Multi-Monthly” p. 1 - 3</p>	<p>Policy: Added 3rd paragraph: Tri-monthly check issuance is recommended as the best method for providing benefits for WIC clients and making the most efficient use of local agency resources.</p> <p>4th paragraph, added: The local agency has the option to limit certain categories of clients to monthly or bi-monthly check issuance. In these cases, documenting in Client Services is not required.</p> <p>Procedure: C: Document in the client’s file in Client Services the reason why he/she is denied bi-monthly or tri-monthly check issuance when the client would normally have received multi-monthly checks according to the agency’s written policy.</p> <p>C, Note Added: This procedure does not apply to clients who receive only one month of checks when given a grace period in order to provide documentation for WIC eligibility.</p> <p>Information:</p> <p>h. Changed from clients on “therapeutic” formula to “prescribed” formula.</p> <p>j. Updated reference to clients who may be facing “disqualification” rather than “suspension”. Added the WIC Integrity Unit will instruct the agency regarding these clients.</p>	<p>When the local agency’s written policy regarding limiting multi-month check issuance is being followed, staff do not have to document the reason why a client is receiving monthly or bi-monthly check issuance.</p> <p>This change accounts for clients who are on any type of prescribed formula, not just therapeutic formulas.</p>

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

<p>“Issuing WIC Checks from Client Services” p. 4 - 5</p>	<p>Policy: Name change from “Issuing Computer Checks” to “Issuing WIC Checks from Client Services.” Minor wording changes to policy and procedure not affecting content.</p>	
<p>“Handwritten Checks”</p>	<p>Policy deleted.</p>	<p>Handwritten checks are no longer used.</p>
<p>“Identification for Receiving WIC Checks” p. 6 - 7</p>	<p>Policy: The local agency shall develop a written agency policy describing what to do when a client does not bring the required identification to the check pickup appointment. Procedure: Added C and C 1 and 2: supports policy addition. Information: Added: WIC policy allows for staff recognition at check pickup. Staff should consider, whenever possible, whether another staff person in the clinic is available who does recognize the client/caregiver/alternate if another form of ID is not available.</p>	
<p>“Separation of Duties for Determining Eligibility and Issuing WIC Checks” p. 8 – 10</p>	<p>Policy: 1st paragraph: Clarified that WIC Farmer’s Market Nutrition Program checks (and WIC Fruit and Vegetable checks) are included in the separation of duties requirement. 3rd paragraph: Added and/or Clarified the following:</p> <ul style="list-style-type: none"> • The local agency notifies the state WIC office in writing when unable to meet the separation of duties requirement including the reason why. • The local agency administrator shall monitor the clinic to assure program integrity. <p>Revised 4th paragraph: When separation of duties cannot be performed on a given day due to unusual circumstances, the local agency shall ensure that the day’s check issuance activities are monitored appropriately.</p>	

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

<p>“Separation of Duties for Determining Eligibility and Issuing WIC Checks” continued p. 8 – 10</p>	<p>Procedure: B, added 2nd sentence: Added specific examples for separation of duties compliance. C, added: the local agency notifies the state WIC office of each clinic that cannot comply with the separation of duties requirement and includes the reason why. Added D: Monitor for program integrity. Includes examples of ways to monitor for integrity. Added E: Monitor for program integrity when separation of duties cannot be performed on a given day due to unusual circumstances by reviewing check issuance activities.</p>	
<p>“Education on Using WIC Checks” p. 13 - 16</p>	<p>Policy: Added WIC Fruit and Vegetable checks (also added to other appropriate policies as noted in the overall changes). Procedure: New A, 4: Explain how to use WIC Fruit and Vegetable checks. A, 4 a – d added: a. If more than one person in your family gets WIC Fruits and Vegetable checks, you can use them together. b. If your purchase costs more than the amount the WIC Fruit and Vegetable checks cover, you are allowed to pay the extra amount. c. If your purchase costs less than the amount the WIC Fruits and Vegetables checks cover, you are not allowed to receive money back. d. Select only fresh fruits and vegetables. B: Updated with the “10 Key Points” of check education, to include how to use WIC Fruit and Vegetable checks. Information: Clarified when store staff cannot accept checks: when adequate ID is not presented, when the person using the check is not listed on the check and when the check is signed prior to presenting it to the store clerk.</p>	

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

<p>“Alternate Endorser” p. 19 - 21</p>	<p>Policy: Added 2nd paragraph: A client/caregiver shall have the option to name more than one alternate endorser. Client Services has space for only one name in the alternate field on WIC checks. Staff shall list additional alternates in Client Services when requested by the client/caregiver and assure the appropriate name is listed on the client’s checks each time they are printed.</p> <p>Information: Added 3rd paragraph: In order to limit the number of checks that have to be reprinted in the clinic and prevent clients from having to bring checks back for corrections, clinic staff make every effort to verify that the alternate endorser in the client’s file is correct before printing checks.</p>	
<p>“WIC Check Options for Clients Moving Out of the Area or on Vacation” p. 22 – 23</p>	<p>Policy: Revised as follows:</p> <ul style="list-style-type: none"> • Clinic staff shall be allowed to provide checks, when eligible, for clients who are in active, enrolled, or presumed status and are moving or plan to be out of the area temporarily. • Staff follow appropriate transfer policy and procedures when the client is moving to another area. Refer to Volume 1, Chapter 21 – Transfers/Verification of Certification. • Staff follow appropriate policy and procedures for clients in expired status. Refer to Volume 1, Chapter 17 – WIC Eligibility. <p>Procedure: A: Assess if the client is eligible for checks. A, 1: A client is eligible to receive checks when in an active, enrolled, presumed or expired status in Client Services. B: Assist the client/caregiver in choosing one of the options listed in B 1 and 2: Receive checks and shop in the new area, or receive a transfer card and get checks at the new clinic. B, 2, a: Client Services documents current check issuance on transfer cards. Electronic transfer information is updated with replication.</p>	

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

<p>“WIC Check Options for Clients Moving Out of the Area or on Vacation” continued p. 22 – 23</p>	<p>Procedure:</p> <p>B, 2, b: Transfer cards can be provided to active, enrolled or presumed clients; not for expired clients.</p> <p>B, 2, c: Clients may receive both a transfer card and checks for the current month.</p> <p>B, 2, d: A client in expired status can be issued checks according to policies in Ch. 17 – WIC Eligibility, but a transfer card can’t be issued and electronic transfer information will not be available for expired clients.</p> <p>C: Provide transfer information to clients moving or vacationing out of state, assure updated check issuance is documented, and terminate the client’s file. Client Services will terminate the file automatically when a transfer card is printed.</p> <p>D. Document in the client’s file when he/she will be out of the area temporarily.</p> <p>Information:</p> <p>Added reference to Chapter 21 – Transfer/Verification of Certification and the policy “Replacing Checks for In-State and Out-of-State Visiting WIC Clients” in this chapter.</p>	
<p>“Printing and Reconciling Batch WIC Checks” p. 24</p>	<p>Policy:</p> <p>1st paragraph added: Refer to the “Separation of Duties for Determining Eligibility and Issuing WIC Checks” policy in this chapter when staff batch printing checks will be the same as staff giving checks to clients.</p>	<p>Batch check printing and issuance are required to meet the separation of duties requirement.</p>
<p>“Mailing WIC Checks” p. 25 – 26</p>	<p>Policy:</p> <p>Added item # 6 to the allowed circumstances for mailing WIC checks: When the computer system is down and checks cannot be printed at the time of the client’s appointment.</p> <p>Procedure:</p> <p>Added B, Note: Staff are not required to contact each client/caregiver when a large number of checks must be mailed and it is unrealistic/unreasonable to do so.</p> <p>Information:</p> <p>Added: Refer to the policy “Replacing WIC Checks that have been Mailed and not Received” in this chapter when mailed checks become lost.</p>	

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

<p>“Issuing WIC Checks when Computer Systems are down or During an Emergency” p. 27 - 28</p>	<p>New Policy:</p> <p>When clinics cannot print WIC checks for scheduled clients due to failure of computer equipment, temporary power outages or natural disasters the following options are allowed:</p> <ol style="list-style-type: none"> 1. Mail checks when the clinic is able to print checks again. 2. Reschedule the client to come back when the clinic is expected to be operating. 3. Give formula to clients from the clinic stock (if available and according to clinic policy. See Volume 1, Chapter 23 – WIC Foods). 4. In special situations transfer client to another WIC clinic. Contact the other clinic to obtain agreement and/or coordinate the transfer for the client and ensure the client receives adequate information about this special process and transferring back when appropriate. <p>Contact the state WIC office for guidance when the clinic determines it will be unable to print checks for clients for more than 3 clinic days.</p> <p>Note: WIC is a supplemental nutrition program that is not intended to meet the emergency needs of clients. However, when clinics cannot serve clients as scheduled due to unusual situations, every effort shall be made to provide WIC checks in a timely manner.</p> <p>Procedure:</p> <p>Supports policy listed above.</p>	
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Table of Revisions: Volume 1, Chapter 22 – WIC Checks

<p>“Replacing WIC Checks” p. 29 - 31</p>	<p>Policy:</p> <p>Changed name from “Replacing CIMS Checks” to “Replacing WIC Checks”.</p> <p>Deleted previous # 4 – The client transfers from another area in Washington state. (With any WIC approved store listed on checks, the client’s checks only need to be replaced for food selection or name changes as listed in policy.)</p> <p>Revised # 4: Bi- or tri-monthly checks accidentally used out of correct month order shall be allowed to be replaced. The client shall not be allowed to receive more benefits than allowed in one month.</p> <p>Added # 6: An infant or child who received checks for the current month has moved to a new caregiver and the checks or WIC foods/formula are not available to the new caregiver (i.e. foster child, change of custody.)</p> <p>Added # 7: An infant received a formula food package in the 12th month prior to the birth date, but has now reached his/her birth date and would like the formula food package checks replaced with a child’s food package.</p> <p>Procedure:</p> <p>Revised C: Outlines steps for replacing bi- or tri-monthly checks accidentally used out of correct month order; reclaim the unused checks, issue the current month checks, document in the client’s file.</p> <p>New E: Outlines steps for replacing formula food package checks with a child’s food package checks in the 12th month after the one year birthday: assure the birth date has been reached, reclaim and void the complete infant food package checks, issue the child’s food package checks.</p> <p>New I: When the infant or child who received checks for the current month has moved to a new caregiver and the WIC formula, foods or checks are not available to the new caregiver:</p> <ul style="list-style-type: none"> • Contact the state office to receive permission to issue a second set of checks for the participant in the same month. • Document in Client Services why the checks were issued and that permission was received from the state WIC office staff. The Integrity Unit uses this information. 	
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Table of Revisions: Volume 1, Chapter 22 – WIC Checks

<p>“Replacing Lost, Stolen or Destroyed WIC Checks” p. 32 - 35</p>	<p>Policy: Name change from “Replacing Lost, Stolen or Destroyed Checks” to “Replacing Lost, Stolen or Destroyed WIC Checks” Format was revised to help separate and clarify the policy. Clarified that checks that are misplaced are considered as lost, and shall not be replaced if they are lost/misplaced within 6 months of a first incident. Added 6th paragraph: When a request for replacement checks is denied as a result of this policy, document in Client Services the date and reason why.</p>	
<p>“Replacing WIC Checks That Have Been Mailed and not Received” p. 36 - 37</p>	<p>Policy: Name change from “Replacing Checks That Have Been Mailed and not Received” to “Replacing WIC Checks That Have Been Mailed and not Received.” Revised 2nd paragraph: Clinic staff shall not mail future checks to the client/caregiver unless the circumstances qualify in accordance with the “Mailing WIC Checks” policy in this chapter. Staff will use certified mail if checks are mailed to the same client in the future in accordance with the “Mailing WIC Checks” policy.</p>	
<p>“Replacing WIC Checks for Returned Formula” p. 38 – 39</p>	<p>Policy: Name change from “Replacing Formula Checks that Have Been Used” to “Replacing WIC Checks for Returned Formula”. Added 2nd paragraph: Local agencies shall develop a written policy that allows returned formula to be issued to another infant or directs staff to dispose of formula in another manner. Refer to Volume 1, Chapter 23 – WIC Foods for guidance on developing agency policies for handling returned formula. Added 4th paragraph: Reference to the “Replacing WIC Checks” policy regarding infants who received checks for the current month and have a change in custody and the new caregiver does not have the checks or the WIC formula.</p>	

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

<p>“Replacing WIC Checks for Returned Formula” continued p. 38 – 39</p>	<p>Procedure: G revised: Store the returned unopened formula out of sight in the clinic or dispose of formula according to the local agency’s written policy. Refer to Volume 1, Chapter 23 – WIC Foods for guidance on developing local agency policies and procedures for returned formula.</p>	
<p>“Voiding and Destroying WIC Checks” p. 42</p>	<p>Policy: Removed handwritten checks as a type of check to be voided and destroyed. Procedure: A, 1: Added – Do not void checks that may have already been used at a store. A, 2: Added FNS website as a resource for state WIC agency addresses.</p>	<p>Handwritten checks are no longer used.</p>
<p>“Security of WIC Checks and Check Stock” p. 43</p>	<p>Policy: Deleted reference to handwritten check stock in policy, procedure and information sections.</p>	<p>Handwritten checks are no longer used.</p>
<p>“Ordering WIC Check Stock” p. 44</p>	<p>Policy: Deleted reference to handwritten check stock in policy, procedure and information sections. Information: Updated calculations for a one-month supply of computer check stock to account for the addition of WIC Fruit and Vegetable checks.</p>	
<p>“Receiving WIC Check Stock” p. 45</p>	<p>Policy: Added 2nd paragraph: Check stock moved from one clinic location to another shall be noted on the check stock inventory log at both sites as appropriate. Procedure: Deleted B, 1 – handwritten check stock reference.</p>	
<p>“Conducting and Maintaining Check Stock Inventory” p. 46</p>	<p>Policy: Deleted references in policy and procedure to handwritten check stock. Added 2nd paragraph: Check stock moved from one clinic location to another shall be noted on the check stock inventory log at both sites as appropriate.</p>	

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

<p>“Reconciling Questionable Handwritten Checks”</p>	<p>Policy deleted.</p>	<p>Handwritten checks are no longer used.</p>
<p>Appendix</p>	<p>Revised WIC Check Stock Order form Revised WIC Check Stock – Monthly Inventory Log (Sample form) Deleted Handwritten Check Stock Inventory Log</p>	<p>Reflects new contracted check stock provider – Kaye-Smith.</p>