Maine Center for Disease Control and Prevention
WIC Nutrition Program

Effective: October 1, 2012 Policy No. FD-2
Revised: October 1, 2018

Food Benefits Pick-up and Transaction

Authority

7 CFR §246.4(a)(11)(iii) and (a)(14)(vi); §246.12(r)

Policy

1. The State Agency shall utilize a participant identification card (ID Folder) for its paper form FI delivery system.
2. Paper form Food Instruments (FIs) shall be printed only in the name of the participant. They may be issued to, received by or mailed to the participant, an authorized representative, or a designated proxy.
3. eWIC benefits (electronic benefits) shall include benefits for the household unit. They may be issued to the authorized representative or a designated proxy.

Procedures

1. All Local Agency WIC counseling and administrative staff may issue FIs.

2. FIs may not be altered or marked in any way.

3. If an error is made during printing of a paper form FI, the FI shall be voided, scanned in the WIC MIS and reprinted.

4. Local Agency staff may issue FIs to participants/authorized representatives/proxies on a monthly, bi-monthly or tri-monthly basis.

    4.1. Authorized representatives/proxies must show proof of identification at time of FI pick-up. The WIC ID folder may serve as proof of identification. Refer to CE-1 for other acceptable forms of identification.

5. The Local Agency shall ensure that issuance of all FIs are documented with either:

    5.1. Signature of participant/authorized representative/proxy on the SPIRIT signature pad <u>or</u> paper signature form (Appendix FD-2-A) which must be scanned into the electronic record, or

5.2. Local Agency staff initials and method of issuance (such as “mailed”) on SPIRIT signature pad, along with general note explaining reason for issuing paper form FIs outside of the regular appointment time.

5.3. Local Agency staff username and date of FI issuance are captured electronically.

6. The State Agency requires Local Agency staff to provide each new participant/authorized representative with training in the following:

6.1. How to identify authorized vendors

6.2. How to redeem FIs, including:

6.2.1. Food items and quantities

6.2.2. Monthly eWIC balance

6.3. Reasons for using a proxy

6.4. Selecting WIC-approved foods

6.5. The need for a signature on paper form FIs

6.6. Selection of secure PIN for eWIC card

6.7. Reporting problems and requesting assistance

6.8. Actions considered abuse/misuse of the Program

6.9. Confirm with the participant/authorized representative that it is their own responsibility to train their proxy on all of the above.