

Administration Volume
Management Section

Processing of Application and Issuance of Food **Instruments** When the Data System or Computer Equipment Fails (3.01450)

ER# 3.01450

Authority 2008 7CFR 246.7(i)
Issued 10/09
Revised **01/11**

POLICY: When the data system or computer equipment fails, the Local WIC Provider (LWP) shall use the state back-up forms [WIC Proof of Eligibility](#), WIC Certification - Women and/or WIC Certification - Infants/Children to collect the minimum required demographic, income, health assessment, nutrition education and food prescription information. Notify the participants that the food instruments will be mailed to them as soon as the system or equipment is working. **The participant or guardian may choose to return to the nearest clinic site to pick-up the food instruments in person rather than receive them by mail.**

PROCEDURES:

- A. When the system or computer equipment fails during food instrument **pick-up** and/or nutrition education clinic, the LWP shall:
1. Complete the address portion of the WIC Proof of Eligibility form.
 2. Provide the nutrition education contact as scheduled. Document the nutrition education topic(s) provided on the WIC Certification - Women and/or WIC Certification - Infants/Children form.
 - 3.** The LWP staff must sign and date the [WIC Proof of Eligibility](#) form.
- B. When the system or computer equipment fails during certification/recertification clinic, the LWP shall perform the screening procedures to determine program eligibility.
1. Complete the [WIC Proof of Eligibility](#), WIC Certification - Women and/or WIC Certification - Infants/Children forms according to program category(ies). The LWP staff must sign and date the forms.
 - a. If the participant is found to be ineligible for benefits, inform the participant of his/her ineligibility following standard procedures. Refer to [ER# 3.03300](#).
 - b. If the participant is found to be eligible for benefits, review the Rights and Responsibilities and obtain the participant/guardian signature on the form (WIC-10).
 2. Provide the initial nutrition education contact and obtain the participant/guardian signature on the Participant ID folder.
- C. When the automated system capability is restored, key all the data collected in MOWINS. Scan the signed "Rights and Responsibilities" form in MOWINS.

1. LWP should retain all completed “back-up” forms in a central file for monitoring purpose.
- D. In all cases, inform the participant that the food instruments will be printed when MOWINS is restored. The participant or guardian may choose to return to the nearest clinic site to pick-up the food instruments in person or receive them by mail.
1. If the FIs will be picked up in person, the LWP shall notify the participant or guardian when MOWINS is available.
 2. If the FIs will be mailed, the LWP shall ensure they have the current mailing address for the participant.
 - a. Print and mail food instruments to each household. Refer to [ER# 3.05500](#) for procedures to mail food instruments and capture signatures for the “Rights and Responsibilities” and “Receipt of FIs” acknowledgement statements in the signature pad.
 - b. For new additions (certifications), only one month of benefits shall be mailed. Participants must be scheduled the following month with the CPA/Nutritionist for completion of the medical/health risk assessment.
 - c. For recertifications, up to two months of benefits can be mailed.
 - d. For food instrument pick-up or nutrition education class, the number of months of food instruments to be mailed is based on the issuance cycle in MOWINS.