

Administration Volume  
Food Instrument Accountability Section  
Food Instrument Issuance - Mailing (3.05500)

ER# 3.05500

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**POLICY:** The local WIC provider (LWP) may mail food instruments and cash value vouchers under circumstances allowed in this policy. However, LWPs shall not mail food instruments and cash value vouchers if the participant is scheduled for nutrition education, breastfeeding counseling or recertification.

**PROCEDURES:**

- A. The local WIC provider shall mail food instruments to participants in a valid certification period under the following circumstances:
1. During on-site food instrument printing when the automated system is down, or the printer is not working.
  2. When a clinic must be canceled due to inclement weather, power outage, no heat, fire, flooding, and the LWP is unable to reschedule participants in the same month due to full clinic schedules. With food instruments mailed under these circumstances, the LWP shall send one of the following:
    - a. A message to call to get a new appointment.
    - b. An appointment with an option to change if not convenient.
  3. To individuals with hardships if a proxy is not available.
    - a. Document the reason in general note in MOWINS.
    - b. When the hardship is resolved, mailing shall be discontinued.
    - c. Examples of reasons include, but are not limited to severe illness, bed rest or temporary difficulty of access to the LWP.
  4. For food instrument replacement when the situation warrants. This includes infant formula replacement and damaged FI replacement. Refer to [ER# 3.06100](#). Replacement for lost/stolen FIs shall not be mailed. Refer to [ER# 3.06200](#).
- B. When the system or computer equipment fails during certification/recertification clinic, perform the screening procedures to determine program eligibility.
1. If participant is found to be ineligible for benefits, inform the participant of his/her ineligibility following standard procedures. Refer to [ER# 3.03300](#).
  2. If the participant is found to be eligible for benefits, review the Rights and Responsibilities and obtain the participant/guardian signature on the WIC-10. Scan the signed WIC-10 in MOWINS. Inform the participant that the food instruments will be mailed to them as soon as the system and computer equipment

is working.

3. When the automated system capability is restored, key all the certification data into MOWINS. The LWP staff should write "WIC-10 scanned by \_\_\_\_ (staff initial)" below the "Rights and Responsibilities" acknowledgement statement on the signature pad.
- C. Continue to provide the scheduled nutrition education when the system or computer equipment fails during clinics. Inform the participants that their FIs will be mailed as soon as system access is restored.
- D. When printing FIs to be mailed, the LWP shall:
1. Select the check boxes "mailing check" and "generate address label" in the Issue Check screen in MOWINS.
  2. After the FIs are printed, the issuer should write "mailed by \_\_\_\_ (staff initial)" on the signature pad acknowledging printing and mailing of the food instruments.
  3. Enclose with the food instruments instructions for the participant:
    - a. A reminder to place food instruments in participant identification folder before going to the store.
    - b. Information regarding the next appointment (as appropriate).
    - c. A request to notify the agency when the food instruments are received (if food instruments are not sent by certified mail).
  4. Verify the correct address of participant or send by certified mail, with a return receipt requested.
  5. For mailings to participants on tri-monthly FI issuance cycle, the LWP should consider mailing FIs by certified mail due to the high value of 3-month FIs.
- E. The LWP shall do follow-up documentation for mailed food instruments as follows:
1. When the return receipt is delivered to the agency or the participant notifies the agency of receipt, the agency shall file the return receipts in a central file or document the date and name of the caller in the general note in MOWINS.
  2. If food instruments are returned from the post office as undeliverable, the local WIC provider shall:
    - a. Immediately deface the FIs as "voided".
    - b. Key the food instruments as voided in MOWINS and select void reason "mail undelivered"
    - c. Add an "Alert" in MOWINS for the household to obtain the current address when the family calls or returns to the clinic.
- F. At the end of the month, the LWP shall generate a list of those to whom food instruments were mailed for review by the state WIC office.
- G. Exceptions to this policy must be approved by the state WIC office.