THE STATE of ALASKA
GOVERNOR SEAN PARNELL

Department of
Health and Social Services

DIVISION OF PUBLIC ASSISTANCE
Family Nutrition Programs

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MEMORANDUM

All LA Memo 13-07

DATE: January 23, 2013

Action: _X___
Information: _X___
Policy: _X__

TO: X-LA Coordinators
X- LA Satellite Clinics

FROM: Kathleen Wayne, RD, MS, LD
FNP Program Director

SUBJECT: Replacing Checks

This memo transmits guidance to local agencies on replacing checks for reasons other than lost or stolen. For example, Guardianship has changed and the original checks are irretrievable because they have been redeemed but the children are with another guardian a d have no access to the WIC foods. Another example, the participant has moved and the checks are still at the previous LA. For lost/stolen checks re-issuance policy, see Chapter 4, Food Delivery System.

Before reissuing checks in AKWIC, here are some suggestions for ensuring that it is valid to replace the checks:

Use PCS skills to do some fact-finding such as, asking the following questions:

1. Have you checked with the guardian/alternate to confirm that they cannot give the checks to you?
2. Do you know if the checks have been redeemed? Can you get the formula/food from them?
3. Have you contacted the other WIC LA to let them know you moved? (LA needs to confirm if the client has taken or picked up the checks).
4. Has it been seven days or more since the checks were mailed? Get confirmation from participant that if the original checks arrive in the mail, those checks must be returned to the LA and should <u>not</u> be cashed.

Next Steps:

- Do <u>not</u> void checks unless LA staff is in possession of the checks.
- When replacing the checks, review the valid dates to ensure that dates do not overlap with previously issued checks.
- Replacement checks will have the same issue dates as the original

- Use the Lost/Stolen Report Form from Chapter 4 to document the check numbers being replaced, the check numbers of the replacement checks, date they were picked-up or sent in mail, confirmation from client that they understand they cannot cash both sets of checks. This documentation the actions taken in the Family Comment field.