



Alaska WIC Policy

Chapter 4: Food Delivery System

Table of Contents

Food Delivery System.....	2
Retail Purchase System: Through Authorized Vendors	3
Mailed Food Delivery System: MOV	5
Warrant Accountability and Control: Warrant Stock	6
State Office Warrant Accountability and Control	6
Local Agency Warrant Stock.....	6
Transmittal of WIC Warrant Stock Form	8
Inventory of Warrant Stock Form	9
Printed Warrant Standards: Sample Warrant.....	10
Sample Picture of a WIC Warrant	11
Voided Warrants	12
Lost or Stolen Warrants: Lost Stolen Warrant Report.....	13
Stolen Warrants.....	13
Lost Warrants.....	13
Lost Mailed Warrants	13
Lost Stolen Warrant Report	14
Lost Stolen WIC Warrant Report Form.....	15
No Retroactive Warrants.....	17
Warrant Issuance: Separation of Duties.....	19
Conflict of Interest: Local Agencies and Vendors.....	21
Alaska WIC Program: Employee Conflict of Interest Statement	22
Issuance Intervals and Valid Dates	23
Verification of Receipt of Warrants: Signing for Warrants.....	24
Picking Up Warrants at Clinic	24
Mailed Warrants.....	24
Mailed Food Boxes	25
Late Warrant Pick-Up.....	26
Warrant Pickup by Alternate	27
Participant Identification for Warrant Redemption	28
Participant Training in Use of Warrants (Redemption).....	29
Mailing Warrants to Participants	31
Warrant Reconciliation and Monitoring Overview	32
Instructions for Participants Receiving Mailed Food Boxes	33
Undelivered Mailed Food Boxes	34
Warrant Issuance in Case of Natural Disaster or Emergencies	35



Alaska WIC Policy

Policy Title	FOOD DELIVERY SYSTEM	Item	FOOD DELIVERY SYSTEM
Policy Number	FDS 1.0	Effective Date	September 25, 2014

Purpose

To explain the delivery methods used by the WIC Program to provide supplemental foods to its participants.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(c)
 - page 406

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(e)
 - page 407

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(4)
 - page 367 & 382

Policy

Food Delivery System

The food delivery system used by the WIC Program provides supplemental foods free of charge to participants. These foods are provided by retail WIC-authorized vendors and mailed food delivery vendors.

The following related policies further describe delivery through:

- WIC authorized vendors
- Mail out food vendors



Alaska WIC Policy

Policy Title	RETAIL PURCHASE SYSTEM	Item	RETAIL PURCHASE SYSTEM: THROUGH AUTHORIZED VENDORS
Policy Number	FDS 1.1	Effective Date	September 25, 2014

Purpose

To explain how the WIC Program’s retail purchase system uses authorized WIC vendors to provide WIC supplemental foods to its participants.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(b)
 - page 406

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(e)
 - page 407

Policy

Retail Purchase System

Most participants in the Alaska WIC Program receive WIC foods through a uniform retail purchase system.

Under this system, participants obtain supplemental foods by submitting WIC warrants to an authorized vendor.

Local Agencies issue automated warrants at the point of certification. Local Agencies are not permitted to issue manual warrants. All warrants must be produced by the automated computer system.

Participants receive their warrants in one of two ways:

- The participant, **Authorized Representative** or **Alternate Representative/Proxy 1 and 2** picks up and signs for warrants at a Local Agency clinic.
- The participant receives warrants in the mail from a Local Agency, signs a confirmation of receipt of the WIC warrants and returns it to the Local Agency address. Pre-paid return envelopes are provided by the Local Agency along with the warrants. Warrants may be mailed to clients when they live off-site in remote areas of the state, with a population of less than 5,000 inhabitants, and not accessible year-around by means of a public road.



Alaska WIC Policy

Clients such as these receive other state benefits such as Medicaid, Denali Kid Care and Quest cards through the mail.

Participants receive the supplemental foods listed on their warrants by shopping for WIC-approved foods at an authorized retail vendor that has a current agreement with the Alaska WIC Program. Warrants are presented to the vendor as payment for the WIC foods selected and authorized on the warrant.



Alaska WIC Policy

Policy Title	MAILED FOOD DELIVERY SYSTEM	Item	MAILED FOOD DELIVERY SYSTEM: MOV
Policy Number	FDS 1.2	Effective Date	September 25, 2014

Purpose

To explain the WIC Program’s mailed food delivery systems; use of an authorized vendor to provide supplemental foods to WIC participants through the mail.

Authority

State WIC Office Based on:

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(4)
 - page 425

State of Alaska WIC Vendor Manual Version 2/25/2011

- Chapter 2 (Vendor Authorization), page 3

Policy

Mailed Food Delivery System

This system is used primarily for isolated or remote rural locations. Local Agencies must only use the mail food delivery system when:

- The area does not have a vendor who is able to meet the requirements of the Vendor Agreement, or
- Participants have expressed dissatisfaction with the local authorized vendor, such as repeated failures to maintain adequate inventory of WIC foods, and these complaints have been documented in writing; or
- There are no vendors available in the area to serve WIC clients; or
- The vendor(s) in the area are not required to stock infant formula because of a very low number of WIC formula-fed infants in the community. In these cases, the Local Agency prescribes mail order food packages for infants needing formula; but issues warrants to all other participants living in the community to purchase their WIC foods on-site from the local vendor.

The Alaska WIC Program, through a competitive bid process, contracts with a vendor or vendors to provide the mailed food delivery service. The local clinic prescribes mail order food packages that are transmitted directly to the vendor(s) through a statewide computer system. The vendor processes the orders and ships the food boxes directly to each WIC participant. The participant or parent/guardian is required to sign the packing slip and return it to their WIC clinic to acknowledge receipt of the food box. Pre-paid return envelopes are enclosed with the packing list for each food order.



Alaska WIC Policy

Policy Title	WARRANT ACCOUNTABILITY AND CONTROL	Item	WARRANT ACCOUNTABILITY AND CONTROL: WARRANT STOCK
Policy Number	FDS 2.0	Effective Date	September 25, 2014

Purpose

To provide the steps that must be followed to stock, track and store blank WIC warrant stock and printed warrants that have not yet been provided to a WIC participant; to assure all stock is accounted for and stored in a secure area to prevent loss or theft.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(p)
 - page 424

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(q)
 - page 425

Policy

State Office Warrant Accountability and Control

Local Agencies contact the State WIC Office to place **quarterly** orders for warrant stock. Warrant stock is sent **by the banking contractor**, with no more than a quarter's worth of stock being sent out at a time. Ideally warrant inventory and issuance are not done by the same staff. When clinics only have one staff person for all functions, there should be increased supervisory oversight of the participant files to ensure program integrity. Quality assurance will be conducted by the State WIC Office to monitor program integrity.

Local Agency Warrant Stock

Warrants are sent to Local Agencies by the banking contractor via certified mail accompanied by a transmittal document (packing slip), which identifies the warrants. The State agency requests a scanned or electronic copy of the packing list to verify that the warrants have been received.

Stocks of unused warrants must be stored in a secure place which is locked at all times. Access to warrants is limited to those employees authorized to use them. Warrants missing from clinic stock must be immediately reported to the State WIC Office.

Warrants that have been printed but are waiting for client pick up or mailing, are stored in a secure place and only accessed by authorized personnel.



Alaska WIC Policy

Ordering of warrant stock is done by the State WIC Office quarterly. Warrant stocks issued to Local Agencies are documented on a warrant log by control number. The banking contractor supplies warrant stock for the local WIC agency. The Local Agency inventories blank warrant stock by control number on a quarterly basis to reconcile the inventory log with the actual supply on-hand. For agencies with more than one staff, one staff is responsible for maintaining the log and another staff conducts the physical inventory.

A sample inventory log is provided at the end of this policy.

Transmittal of WIC Warrant Stock Form

**State of Alaska
Department of Health Social Services
Division of Public Assistance
Family Nutrition Programs - WIC**

WIC 425 Transmittal of WIC Warrant Stock

TO: _____ **Date** _____

Enclosed are the following:

Quantity	Description	From	To
-----------------	--------------------	-------------	-----------

By _____

Title _____

Receiving Report

Date Received _____

The items listed below have been received in complete and good condition except as noted:

Received By _____

Title _____

Sign and return original to: State WIC Office., 130 Seward St., Juneau, AK 99801



Alaska WIC Policy

Policy Title	PRINTED WARRANT STANDARDS	Item	PRINTED WARRANT STANDARDS: SAMPLE WARRANT
Policy Number	FDS 2.1	Effective Date	September 25, 2014

Purpose

To provide direction for examining WIC warrants at issuance; to assure they meet the State WIC Office standards for a correctly printed warrant.

Authority

State WIC Office based on:

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(f)(2)(i-vii)
 - page 407

State of Alaska WIC Vendor Manual Version 2/25/2011

- Chapter 5 (WIC Warrants), page 1

Policy

Printed Warrant Standards

When printing warrants, examine them to make sure they meet warrant printing standards.

- Confirm that computer symbols appear at the beginning and end of the “MICR” line
- Make certain that the Alaska state seal is printed on the warrant
- Verify that the MICR line is complete and legible
- Ensure that the MICR line includes numbers only... never text
- Verify that the warrant is valid and not voided in the **computer** system
- Use extra diligence while printing warrants, especially when “Error Messages” occur during the printing process
- Verify that warrants printed when “Error Messages” occur, are valid and not voided in the **computer** system

Sample WIC Warrant

A sample WIC warrant utilized by the state of Alaska is shown below. The warrant identifies the food package, warrant type, and the Local Agency and clinic that issued the warrant. The warrant also specifies the participant name, the first and last date of use of the warrant and date the vendor must deposit the warrant.



Alaska WIC Policy

Sample Picture of a WIC Warrant

00197533

The Alaska WIC Program
Supports Breast Feeding - 130 Seward St., Suite 508 - Juneau, AK 99801

75-1248
919
804113

00471046

PARTICIPANT NAME - WIC ID# 00063610 Andrea Gamberdella		FIRST DATE TO USE 7/21/2014	DATE OF SALE 8/20/2014	LAST DATE TO USE 8/20/2014
Vendor must deposit within 60 days from the first date to use				

QTY	DESCRIPTION	AMOUNT OF SALE
2	GALLON(S) WHOLE FRESH MILK	
1	PKG(S) -16 OZ-WIC APPROVED CHEESE	
1	DOZEN WIC APPROVED EGGS or 4.5 OZ PKG DRY	\$
36	OUNCE(S) WIC APPROVED CEREAL	
1	JUICE-12OZ-FRZ or 11.5OZ POURABLE CONC or 46-48OZ PLSTC/CAN	
	XXX END OF ORDER XXX	

Vendor - Do not accept unless you have an Alaska WIC Contract: Not to Exceed \$200.00
 To report WIC fraud, call (800) 424-9121, or visit www.usda.gov/oig/hotline.htm

Signature of Participant or Authorized Representative

⑈00471046⑈ ⑆091912482⑆ 804113⑈

00197533

The Alaska WIC Program
Supports Breast Feeding - 130 Seward St., Suite 508 - Juneau, AK 99801

75-1248
919
804113

00471047

PARTICIPANT NAME - WIC ID# 00063610 Andrea Gamberdella		FIRST DATE TO USE 7/21/2014	DATE OF SALE 8/20/2014	LAST DATE TO USE 8/20/2014
Vendor must deposit within 60 days from the first date to use				

QTY	DESCRIPTION	AMOUNT OF SALE
\$8.00	FRUIT or VEGETABLES, FRESH, FROZEN or CONTAINER	
	XXX END OF ORDER XXX	

Vendor - Do not accept unless you have an Alaska WIC Contract: Not to Exceed \$200.00
 To report WIC fraud, call (800) 424-9121, or visit www.usda.gov/oig/hotline.htm

Signature of Participant or Authorized Representative

⑈00471047⑈ ⑆091912482⑆ 804113⑈



Alaska WIC Policy

Policy Title	VOIDED WARRANTS	Item	VOIDED WARRANTS
Policy Number	FDS 2.2	Effective Date	9/25/14

Purpose

To provide direction for situations in which a WIC warrant should be voided, and to inform Local Agencies that voided warrants should be shredded for disposal.

Authority

State WIC Office based on:

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(q)
 - page 419

Policy

Voided Warrants

The State WIC Office requires Local Agencies to shred all warrants that are voided, unless warrants are not in their possession.

Warrants are to be voided for the following reasons:

- Brought back to the Local Agency by the participant for exchange (for example, a mother who is no longer breastfeeding, and needs warrants for formula).
- Mistake made during warrant issuance, input or printer errors.
- Warrants were preprinted for a participant, and the participant missed the warrant pick-up appointment.
- Warrant(s) are damaged and cannot be processed by the store. Damaged warrant(s) must be available for the WIC office to physically shred after voiding before another warrant(s) can be reissued.

Warrants that have been voided for input or print errors should be voided in the computer system and shredded before any checks are reissued to the client.



Alaska WIC Policy

Policy Title	LOST OR STOLEN WARRANTS	Item	LOST OR STOLEN WARRANTS: LOST STOLEN WARRANT REPORT
Policy Number	FDS 2.3	Effective Date	9/25/2014

Purpose

To provide direction on replacement and documenting of lost or stolen WIC warrants.

Authority

State WIC Office based on:

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(q)
 - page 419

Policy

Replacing Lost or Stolen Warrants

Stolen Warrants

If a participant reports that warrants originally issued were stolen, the Local Agency may provide the participant with replacement warrants once a police report is brought into the clinic. Do [not](#) void stolen warrants in the computer prior to issuing replacement warrants. Keep a copy of the police report in the participant's chart. A client may be reissued no more than one set of stolen WIC warrants in a 6 month period. For example if the client states that 3 of her WIC warrants were stolen from her; you [may replace these three warrants but you cannot replace any more stolen warrants after that during the six month period.](#) [Watch the valid date on the replacement warrants](#)

[The Lost Stolen Warrant report should be filled out, signed out by the client and kept with the client record. Document in the participant record the actions taken to replace the warrants.](#)

Lost Warrants

Warrants, lost after receipt, will no longer be replaced by the Alaska WIC Program. Lost warrants should [not](#) be voided in the computer system. Educate your clients when enrolling them in WIC through the initial certification and recertification process to treat WIC warrants like cash. Warrants can be replaced in cases of fire. If there are mitigating circumstances where replacement of warrants is valid, notify the Juneau WIC Program office for assistance.

Lost Mailed Warrants

When mailed warrants have been lost through the mail service, WIC clinics may reissue these. If the client calls to report this problem, lost warrants should [not](#) be voided but can be reissued after seven (7) days from the mailing date. If the original set of warrants show up in the client's mail,



Alaska WIC Policy

these warrants should be returned to the WIC office to be voided and shredded. Clients can only use one set of warrants. [The Lost Stolen Warrant report should be mailed with the warrants, along with a self-addressed, stamped envelope to return to the WIC office after the participant has read and signed the report. Send the Reissued Warrant Notice along with Lost Stolen Warrant Report. Document in the participant record the actions taken to replace the warrants.](#)

Lost Stolen Warrant Report

Warrants reported lost or stolen by participants must be documented by the Local Agency in the WIC computer system and on the Lost and Stolen WIC Warrant Report form, included at the end of this policy. The report includes the serial numbers, date lost or stolen (if known), the circumstances surrounding the incident, and the recovery action taken. [If theft is suspected, the participant must file a police report. A copy of this report will be needed in order to replace stolen warrants.](#)

The Lost and Stolen WIC Warrant Report must be signed by the participant or participant's parent or guardian. The Local Agency must give a copy to the participant, parent or guardian, and put the original copy in the participant's file. The participant, parent or guardian must be told that the original warrants are now void and should not be used if they are later found, and intentionally cashing WIC warrants that have been replaced with new warrants is fraud, and can result in disqualification from the WIC Program and the participant may be required to reimburse the Program.

A copy of the Lost and Stolen Warrant Report [and Re-Issued Warrant Notice](#) follows this policy.

Lost Stolen WIC Warrant Report Form

Lost and Stolen WIC Warrant Report

- **I understand that use of warrants which are reported lost or stolen is fraud and that if I use two sets of WIC warrants for the same month I may be disqualified from the WIC Program.**
- **I may also have to pay back the amount from the warrants that were reported lost or stolen.**
- **If the warrants I thought were lost or stolen are found, I will return them to my WIC Office. WIC can only replace lost or stolen warrants two times in a one year period.**

Participant Signature: _____ **Date:** _____

Name	Issued Warrants	Reissued Warrants
	For Month:	For Month:

Local Agency keep a copy of this form in the participant chart and fax a copy to the Vendor Unit at (907) 465-3416.

Agency Comments:

If you feel you have been treated unfairly, you may ask for a Fair Hearing. WIC staff will tell you about the Fair Hearings and help you get one. You must ask for the Fair Hearing within 60 days of the date on this form. The State WIC Director, 130 Seward St., Juneau, AK 99801, telephone (907) 465-3100, will also help you apply for a Fair Hearing. At a Fair Hearing you, a friend or a relative can help give your side of the story.

In accordance with Federal Law and Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington DC 20250-9410 or call (202) 720-5964 (voice and TDD). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Re-Issued Warrant Notice

1. Read, complete, and sign the attached Lost/Stolen Warrant Report form.
2. Place inside self-addressed, stamped envelope along with the signed Lost/Stolen Warrant Report form and signed warrant receipt.
3. If you find the original warrants that were lost in the mail, return them to the WIC office.

IF YOU RECEIVE THE LOST WARRANTS IN THE MAIL, DO NOT USE THEM. RETURN THEM TO YOUR WIC AGENCY

IF YOU DO USE THEM, YOU WILL BE ASKED TO PAY WIC BACK.

Re-Issued Warrant Notice

1. Read, complete, and sign the attached Lost/Stolen Warrant Report form.
2. Place inside self-addressed, stamped envelope along with the signed Lost/Stolen Warrant Report form and signed warrant receipt.
3. If you find the original warrants that were lost in the mail, return them to the WIC office.

IF YOU RECEIVE THE LOST WARRANTS IN THE MAIL, DO NOT USE THEM. RETURN THEM TO YOUR WIC AGENCY

IF YOU DO USE THEM, YOU WILL BE ASKED TO PAY WIC BACK.

Re-Issued Warrant Notice

1. Read, complete, and sign the attached Lost/Stolen Warrant Report form.
2. Place inside self-addressed, stamped envelope along with the signed Lost/Stolen Warrant Report form and signed warrant receipt.
3. If you find the original warrants that were lost in the mail, return them to the WIC office.

IF YOU RECEIVE THE LOST WARRANTS IN THE MAIL, DO NOT USE THEM. RETURN THEM TO YOUR WIC AGENCY

IF YOU DO USE THEM, YOU WILL BE ASKED TO PAY WIC BACK.



Alaska WIC Policy

Policy Title	NO RETROACTIVE WARRANTS	Item	NO RETROACTIVE WARRANTS
Policy Number	FDS 2.4	Effective Date	September 25, 2014

Purpose

To inform Local Agencies that retroactive WIC benefits should not be provided to a WIC participant.

Authority

State WIC Office based on:

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart C- Participant Eligibility- Certification of Participants
 - 246.7(f)(2)(iv)
 - page 407

Policy

No Retroactive Warrants

WIC benefits are intended to improve health status based on existing nutrition risk conditions at the time of application. Providing retroactive benefits to clients is not allowed nor is it consistent with the nutritional goals of the WIC Program. The replacement of unused warrants cannot result in the allocation of retroactive food benefits either. The quantity of replacement foods must be based on that portion of foods for which the participant would still be eligible, beginning with the new issue date of the replacement warrant(s). Participants will not be receiving more than two sets of warrant replacements in one year's time.

For example: A participant is issued three sets of warrants covering a three month period. One set is for June 10 through July 9, one set for July 10 through August 9, and one set is for August 10 through September 9. September 9 is the last day of her certification period.

The participant redeems the first set of warrants, then calls the clinic on July 15 to report that her remaining two sets of warrants were stolen. After a three day waiting period, she comes to the clinic on July 18, with a police report stating the warrants were stolen. The remaining two sets of warrants are not voided in the computer by the clinic staff, and they fill out a Lost or Stolen Warrant Report and have it signed by the participant. The participant is then issued two new sets of warrants to replace those that were stolen. The new warrant valid dates are July 18 through August 17 and August 18 through September 17. The second set of warrants is valid for eight days after the end of her current certification period. Federal regulations permit extending certification by a period not to exceed 30 days, but such extensions should not be routine. If the participant in this example is eligible for recertification, her new certification period could begin on September 18.



Alaska WIC Policy

In SPIRIT proration to food default packages will occur automatically. The proration should be followed as defined in SPIRIT. Overriding of proration by the local agency is not allowed.



Alaska WIC Policy

Policy Title	WARRANT ISSUANCE: SEPARATION OF DUTIES	Item	WARRANT ISSUANCE: SEPARATION OF DUTIES
Policy Number	FDS 3.0	Effective Date	March 17, 2014

Purpose

To explain the requirement for “separation of duty” when printing and issuing WIC warrants and provide direction for handling common situations for which separation of duty may be an issue for a Local Agency.

Authority

State WIC Office

Policy

Warrant Issuance and Redemption: Separation of Duties

Warrants are issued by Local Agency CPAs, RD's, coordinators, nutritionists, and authorized clerical staff. Separation of duties is a standard accountability and security practice used when food benefits change hands. All Local Agencies with multiple staff shall divide certification and issuance duties between CPA staff and non-CPA staff or between staff members so that there is separation in these duties. *The following tables provide examples of separate and distinct food instrument distribution tasks for required functions:*

Example 1

Staff Person	Staff Functions
Person A	Assesses and prescribes the food package in SPIRIT.
Person B	Prints the food package and removes the FIs from the printer.
Person A or B	Distributes the FIs: Obtains the participant signature on the signature pad. Gives the FIs to the participant.

Example 2:

Staff Person	Staff Functions
Person A	Prescribes the benefits and prints the FI.
Person B	Removes the FI from the printer and provides the FI to the participant
Person A or B	Obtains the participants signature on the signature pad.

If the local agency has deviations from this policy, submit a written policy to the State WIC office for review and approval.



Alaska WIC Policy

When clinics only have one staff person for all functions, there should be increased supervisory oversight of the participant files to ensure program integrity. Quality assurance is conducted by the State WIC Office to monitor program integrity. On a quarterly basis, the State WIC Office randomly reviews five charts from the clinic(s) that are staffed by only one person. Additional backup information will be requested from the Local Agency to verify compliance with Federal regulations. Examples of back up information would consist of copies of the signatures from the client Rights and Responsibilities form and the proof of identification.

When a WIC staff member travels to provide off-site WIC services:

- A separate staff person at the permanent WIC clinic should print and mail food instruments to participants certified at the off-site clinic, ensuring proper documentation has been obtained for each applicant and participant, reducing the likelihood of the creation of fictitious participants and misappropriation of WIC benefits. In cases where there is no other staff member, additional oversight at the state level to assure program integrity will be made as referenced above.

When a WIC staff member is also a WIC client or a guardian of a WIC client:

- The certification process should be done by another WIC employee following the separation of duties policy. If the WIC staff member as the WIC client or guardian is the only staff member qualified to certify in the clinic or Local Agency, the certification process must be done by another Local Agency. The certifying agency staff will mail the FI's directly to the participant or prescribe mail order food packages that are transmitted directly to the vendor(s) through a statewide computer system.

When a WIC staff member is certifying close relatives and friends:

- Whenever possible other clinic staff should certify and issue food instruments to these individuals. In the case where an agency is so small that this practice is not practical to accommodate, additional oversight and chart audits at the state level will be made to assure program integrity.

Any Local Agency (LA) may be asked to accept, transfer, certify, and issue Food Instruments to participants from another agency where a conflict of interest arises related to the certification of relatives in an agency with only one competent professional authority (CPA). These participants will be counted with the caseload numbers of the certifying LA.



Alaska WIC Policy

Policy Title	CONFLICT OF INTEREST: LOCAL AGENCIES AND VENDORS	Item	CONFLICT OF INTEREST: LOCAL AGENCIES AND VENDORS
Policy Number	FDS 3.1	Effective Date	June 30, 2014

Purpose

To define conflict of interest between the local WIC agency and an authorized WIC vendor.

Authority

Federal Regulations:

7 CFR 246.12 (h)(xix), 7CFR 246.12(r), 7 CFR 246.12 (t) Subpart C- Participant Eligibility-

Policy

Conflict of Interest: Local Agencies and Vendors

Each local agency shall establish a written conflict of interest policy and, through education and supervision of its staff, ensure that no conflict of interest exists between the local agency and any authorized WIC vendor. The local agency shall make available to the State agency staff upon request and in a timely manner, its written conflict of interest policy.

To ensure the integrity of the program, all local agency staff members shall sign a conflict of interest statement upon employment and once every three years or anytime there is a change in the employee's status, to coincide with the local agency's contract cycle. The local agency may use the attached Alaska WIC Program Employee Conflict of Interest Statement or develop its own statement providing it contains at a minimum, the same criteria reflected in the State agency developed statement. The employee's supervisor shall also sign and date the statement. The local agency shall make available to the State agency staff upon request and in a timely manner, the completed conflict of interest statement for each WIC employee.

At a minimum, the written conflict of interest policy shall:

- require that staff be trained to refrain from directing or recommending that a WIC participant choose or stay away from a specific vendor to redeem food instruments;
- require that staff be educated against knowingly making a decision intended to benefit or to disadvantage a specific authorized WIC vendor;
- prohibit staff from engaging in any promotion with or receiving gifts, financial benefits, gratuities or incentives from an authorized WIC vendor; and
- prohibit an owner or spouse of an owner of a WIC authorized vendor from being employed concurrently by WIC.

All conflict of interest issues or complaints shall be reported directly to the State agency's Program at (907) 465-5322.



Alaska WIC Policy

Alaska WIC Program: Employee Conflict of Interest Statement

I have read and do understand the Alaska WIC Program’s Conflict of Interest policy. By signing below, I am agreeing to always follow the policy by:

1. Certifying that neither I nor any individual related to me by blood or marriage has any financial interest in or is employed by any grocer authorized to accept WIC checks.
2. Not showing any favoritism, by oral or written communication, posters, handouts, or media presentations, towards any WIC authorized vendor.
3. Not endorsing any WIC authorized vendor or discourage WIC participants from using a specific WIC authorized vendor.
4. Not engaging in any promotions for a WIC authorized vendor.
5. Not receiving any gratuities including cash, food, or food coupons from a WIC vendor.

- I do not have any conflict of interest
- I do have or may have a conflict of interest, which is: _____
- _____
- _____
- _____
- _____
- _____

Employee name (print full name) Title Date

Employee signature Date Date

Supervisor’s signature Date

In case of any conflict of interest, this employee’s duties will be amended as follows in order to comply with this conflict of interest policy:

_____ Employee initial _____ Supervisor initial _____ State Agency initial



Alaska WIC Policy

Policy Title	ISSUANCE INTERVALS AND VALID DATES	Item	ISSUANCE INTERVALS AND VALID DATES
Policy Number	FDS 3.1	Effective Date	September 25, 2014

Purpose

To inform Local Agencies of the intervals for which WIC warrants may be issued for and provide the length of time a warrant is valid for.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(f)(2)(iii)
 - page 407

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(5)
 - page 425

Policy

Issuance Intervals and Valid Dates

Clinics may issue a participant their warrants at one, two or three-month intervals. Each warrant is valid for 30 days.



Alaska WIC Policy

Policy Title	VERIFICATION OF RECEIPT OF WARRANTS	Item	VERIFICATION OF RECEIPT OF WARRANTS: SIGNING FOR WARRANTS
Policy Number	FDS 3.2	Effective Date	September 25, 2014

Purpose

To inform Local Agencies that when WIC participants receive their warrants, the participant must sign a confirmation receipt verifying that their WIC warrants have been received.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(2)
 - page 425

Policy

Verification of Receipt of Warrants: Signing for Warrants

Participants must sign a confirmation of receipt of WIC warrants when they receive them. Participants who receive mailed food boxes must sign the enclosed packing slip, which also serves as a receipt, and mail it to their local clinic in the stamped envelope provided with their mailed food box. Signed receipts must be kept in participant files for three years after the issue date. If a participant fails to sign receipts for WIC warrants when they receive them, the WIC office will follow up with the client at the next clinic visit. A “tickler” in the chart or in the computer to remind the office to have the participant sign the receipt during the next office visit is recommended.

Picking Up Warrants at Clinic

Participants or alternates who pick up warrants at a clinic must sign an **electronic** warrant receipt, **available in** the computer system, verifying that they received the warrants. Signed receipts are **automatically scanned** into the participant’s file.

Mailed Warrants

Participants who receive warrants by mail are asked to sign the receipt which has been mailed with the warrants, and return it to the Local Agency in the stamped window envelope which was enclosed with the mailed warrants. Signed receipts are kept in the participant’s file for three years after the warrant issue dates. Signed warrant receipts may also be kept in separate files as long as warrants can be found and retrieved by client name.



Alaska WIC Policy

Mailed Food Boxes

The packing list, sent in mailed food boxes, serves as the receipt. The packing list should be signed and mailed to the Local Agency. Stamped window envelopes that show the Local Agency address which is printed on the packing lists are included in the mailed food boxes for this purpose.



Alaska WIC Policy

Policy Title	LATE WARRANT PICK-UP	Item	LATE WARRANT PICK-UP
Policy Number	FDS 3.3	Effective Date	September 25, 2014

Purpose

To provide the Local Agency direction on warrant start date, ending date and issuing warrants to a WIC participant who is late for their warrant pickup.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart C- Participant Eligibility- Certification of Participants
 - 246.7(g)(3)
 - page 382

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(f)(2)(iii)
 - page 405

Policy

Late Warrant Pick-Up

Warrants are issued at the time of pickup and the warrant valid date is effective from the calendar date of issue until the same calendar day of the next month (e.g., June 15 through July 15). The exception is for warrants issued in late January when there would be no corresponding calendar day in February. In this case the computer system will put a late February end date on those warrants.

Local Agencies must not issue “partial month” warrants. If a client misses an appointment and is late in picking up warrants, the issue date should be the date the warrants are actually picked up. This may result in the ending date of a set of warrants extending beyond the end date of the current certification period. This is permissible, as federal regulations allow a certification period to be extended for a period not to exceed 30 days in cases where there is difficulty in appointment scheduling.



Alaska WIC Policy

Policy Title	WARRANT PICKUP BY ALTERNATE	Item	WARRANT PICKUP BY ALTERNATE
Policy Number	FDS 3.4	Effective Date	September 25, 2014

Purpose

To provide the Local Agency direction when allowing an alternate to pick up or redeem warrants for a WIC participant.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart A- General- Definitions
 - 246.2
 - page 360 (proxy/or alternate representative)

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(1)
 - page 425

Policy

Warrant Pickup by Alternate

At the time of certification, a participant may designate an **Authorized Representative** and or **Alternate Representative/Proxy** who is authorized to pick up and redeem warrants for the participant. The designated alternate must be of legal age. However there are circumstances that would warrant an underage alternate be designated. This should be handled on a case by case basis and documented in the participant record as to the circumstances that necessitate the designation. The name of the alternate must be **added to** the participant's **food list** and the alternate **must sign the food list in order to use the warrant(s)**. If the participant is a child, the name of the child will be printed on the warrant. Participants or guardians wanting to change an alternate can do so at their WIC clinic or by requesting a change over the phone giving some identifying information such as their **household or client WIC identification number**.

Participants are responsible for educating their designated **Authorized Representative or Alternate Representative/Proxy** concerning their alternate's responsibilities especially regarding WIC warrant pick-up and use of WIC warrants at designated WIC vendors. This may include but would not be limited to: showing up at appointed WIC warrant pick up times, purchasing appropriate WIC food items as shown on current WIC food list, courteous and fair treatment of WIC LA staff and vendor staff, redeeming warrants only during valid dates, and having **the approved food list at the point of sale**.



Alaska WIC Policy

Policy Title	PARTICIPANT IDENTIFICATION FOR WARRANT REDEMPTION	Item	PARTICIPANT IDENTIFICATION FOR WARRANT REDEMPTION
Policy Number	FDS 3.5	Effective Date	September 25, 2014

Purpose

To describe the requirement that a WIC participant or alternate must **show the approved food list** to the WIC cashier when redeeming WIC warrants.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart C- Participant Eligibility- Certification of Participants
 - 246.7(c)(2)(i)
 - page 373

State of Alaska WIC Vendor Manual Version 2/25/2011

- Chapter 1 (Introduction to WIC), page 1

Policy

Participant Identification for Warrant Redemption

The name of the participant and the **Authorized Representative**, if one has been authorized by the Local Agency, is printed on the **approved food list by the local WIC agency**. If the participant is a child, the name of the mother, or other caregiver, authorized to pick up and redeem the warrant is printed on the **food list**. **The Authorized Representative or Alternate Representative/Proxy must sign the food list and the signature on the food list is used as proof of their identification once the signature on the food list is compared to the signature on the warrant**. Vendors must ask the participant or alternate for the **food list** before accepting the warrant, unless the participant is personally known by the cashier.

The Alaska WIC Program does not issue or require WIC Identification Cards **or photo ID to use WIC warrants at WIC approved vendors**.



Alaska WIC Policy

Policy Title	PARTICIPANT TRAINING IN USE OF WARRANTS (REDEMPTION)	Item	PARTICIPANT TRAINING IN USE OF WARRANTS (REDEMPTION)
Policy Number	FDS 3.6	Effective Date	September 25, 2014

Purpose

To describe the training requirements that must be provided to WIC participants regarding use of their WIC warrants; to assure participants redeem their warrants correctly.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(3)
 - page 425

State of Alaska WIC Vendor Manual Version 2/25/2011

- Chapter 1 (Introduction to WIC), page 1

Policy

Participant Training in Use of Warrants (Redemption)

Local Agencies are required to provide each new WIC participant with training to emphasize the importance of using warrants properly. Training is to include but is not limited to:

- Names and locations of WIC vendors in their area
- Selecting authorized WIC foods: including the new foods and Cash Value Vouchers (CVV). Information should include, but would not be limited to, identifying the allowable variety/brand of new food items, size containers; and restrictions and items that are not allowed. The CVV must also be discussed with participants, appropriate denomination for participant type; and that CVV could be used at participating Farmers' Market (FM) vendors and farm stands during the Farmers' Market season June-October. CVV's may also be redeemed at authorized WIC grocery stores.
- Warrant usage:
- Using warrants only during valid dates printed on warrant(s) and why this is important
- Referring to procedures printed on Food List for shopping with WIC warrants
- Separating foods by warrant at the check stand
- Signing and dating each warrant after verifying the amount of sale
- Reporting problems to their Local Agency
- Participant's responsibility for instructing their alternate(s) in procedures for shopping with WIC warrants
- Zero tolerance for fraud and abuse against the WIC Program, programs staff and vendors



Alaska WIC Policy

The Local Agency is required to provide participants with a list of WIC foods and of participating vendors in their geographical area.



Alaska WIC Policy

Policy Title	MAILING WARRANTS TO PARTICIPANTS	Item	MAILING WARRANTS TO PARTICIPANTS
Policy Number	FDS 3.7	Effective Date	September 25, 2014

Purpose

To describe the instances for which Local Agencies may mail WIC warrants to a WIC participant.

Authority

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(r)(4)
 - page 425

Policy

Mailing Warrants to Participants

Local clinics have the option of mailing warrants to participants if persons in need of program benefits in rural areas will not be able to participate in the program unless WIC warrants are mailed to them.

Mailing WIC warrants for reasons such as illness, imminent childbirth, inclement weather conditions, distance to travel, high cost of travel, or inability to get to the Local Agency during clinic hours is permitted. Nutrition education must be provided through literature or through telephone or on-site contacts. **If the local WIC agency has attempted to contact a client two times without success, the agency can provide warrants through the mail along with nutrition education materials. The attempts to contact the client must be documented in the WIC computer system.** Food warrants must be mailed First Class with the Local Agency's address printed on the envelope. This insures that the mailed warrants will be returned to the Local Agency if the warrants cannot be delivered because the participant has moved or the address is invalid. Instances arise in which a participant may move or temporarily be absent from his or her place of residence. In these instances, Local Agencies can mail food instruments to a new or alternate address upon the request of the participant, provided that such request is received by the LA prior to the scheduled date for mailing said warrants.



Alaska WIC Policy

Policy Title	WARRANT RECONCILIATION AND MONITORING OVERVIEW	Item	WARRANT RECONCILIATION AND MONITORING OVERVIEW
Policy Number	FDS 4.0	Effective Date	September 25, 2014

Purpose

To describe the system the State WIC Office uses to monitor every WIC warrant; to assure all warrants are accounted for and that issuance data reconciles with participant and banking records.

Authority

State WIC Office based on:

Federal Regulations: 7CFR Ch. II (1-1-14 Edition)

- Subpart E- State Agency Provisions- Food Delivery Systems
 - 246.12(q)
 - page 425

Policy

Warrant Reconciliation and Monitoring Overview

The warrant monitoring system assures 100 percent disposition of all issued warrants as issued or voided, and as either redeemed or unredeemed. Redeemed food instruments are identified as validly issued, lost, stolen, expired, duplicate, or not matching valid enrollment and issuance. Data is collected and compiled by the State WIC Office. Paid warrant data files are downloaded from the **banking contractor** to the State WIC Office. These files are reconciled on a monthly basis. Discrepancies between issuances and redemptions are investigated and resolved by the state agency.

Daily, an inspection of warrants is performed to inspect for improper WIC warrant redemption, which may include:

- Incorrect/altered signature of WIC participant or alternate
- missing /illegible stamp of the Vendor number
- incorrect change of dollar amount on the warrant
- purchase price is missing or exceeds the maximum amount allowed for the warrant type

A computer report of warrants redeemed outside valid dates is generated each **day**. Monetary claims are assessed on vendors accepting warrants outside of valid dates.



Alaska WIC Policy

Policy Title	INSTRUCTIONS FOR PARTICIPANTS RECEIVING MAILED FOOD BOXES	Item	INSTRUCTIONS FOR PARTICIPANTS RECEIVING MAILED FOOD BOXES
Policy Number	FDS 5.0	Effective Date	January 28, 2013

Purpose

To provide Local Agencies the information and instruction they must provide WIC participants who receive mailed food boxes.

Authority

State WIC Office

Policy

Instructions for Participants Receiving Mailed Food Boxes

Participants who will receive mailed food boxes should be provided the following information and instructions:

- They will receive a food order each month containing the specific foods designated by the State WIC Office for that month including fruits and vegetables (they are not able to choose the specific types or brands of food they will receive).
- They must sign the packing list enclosed in the box and mail it to the WIC clinic in the envelope provided to verify receipt of the food order.
- A food order may be shipped in one or two boxes, depending upon the contents.
- Any food items listed on the packing slip, but missing from the box, or damaged items, should be reported on the packing list that is mailed to the clinic.

If the client receives a food box and they want to make a change in the food selection, they must wait until the following month to have the change implemented. First they must contact the local WIC agency to request the change. Changes will be implemented the following month to avoid double issuance of participant benefits.

For medical reasons and infant formula substitutions, the participant should contact their WIC agency to discuss these requests. Local agencies, if they deem warranted, should contact the state office for guidance.



Alaska WIC Policy

Policy Title	UNDELIVERED MAILED FOOD BOXES	Item	UNDELIVERED MAILED FOOD BOXES
Policy Number	FDS 5.1	Effective Date	June 30, 2012 (re-formatted)

Purpose

To provide Local Agencies instruction for handling a situation in which a food box was mailed to the WIC participant but the participant did not receive the food box.

Authority

State WIC Office

Policy

Undelivered Mailed Food Boxes

If a participant reports that a mailed food box was not received, it will usually be too late for a replacement food box to be mailed for that same month. Generally, the report that a food box has failed to arrive will not be received by a Local Agency before the next food boxes are ordered for the following month.

The Local Agency should verify that the correct, current address has been transmitted to the Mail Order Vendor, and that this address will be used for mailing future food boxes. Local Agencies can verify with the Mail Order Vendor that the missing box was mailed and the Electronic Delivery Confirmation tracking number may be checked to verify if the box was delivered by the U.S. Postal Service.

Unfortunately the missing food box cannot be replaced, as it would result in the participant receiving two food boxes in one month. The clinic should fax copies of all reports of missing food orders, or missing or damaged contents of food boxes, to the State WIC Office for follow-up and monitoring of mail order vendor performance.

Reports are available in the WIC computer system for Local Agencies to monitor shipping dates of MOV food orders for their participants. Clinics may contact the State WIC Office or the mail order vendor to follow up on orders that do have shipping dates within 20 days after the order's prescription date.



Alaska WIC Policy

Policy Title	WARRANT ISSUANCE IN CASE OF NATURAL DISASTER OR EMERGENCIES	Item	WARRANT ISSUANCE IN CASE OF NATURAL DISASTER OR EMERGENCIES
Policy Number	FDS 6.0	Effective Date	June 30, 2012 (re-formatted)

Purpose

To provide Local Agencies instruction on handling issuance of WIC benefits during a natural disaster or emergency.

Authority

State WIC Office

Policy

Warrant Issuance in Case of Natural Disaster or Emergencies

Local Agencies shall assess their vendor’s capability to be operational during an emergency or when a natural disaster occurs and update the State Office on the status of their area vendors. If vendors are closed or the participants have no access to the vendors to redeem their warrants, the Local Agency shall refer participants to alternative emergency food sources.

If supported, after assessment of the disaster, the State WIC Office may contact the USDA/FNS to obtain approval to extend the “last date to use” date on the WIC warrants. Only the USDA/FNS can approve the extension of warrant dates.

The State WIC Office will be responsible for coordinating the needs of the disaster area, by contacting Local Agencies to communicate any approved extension dates and/or notify area vendors of the circumstances in which warrants may be accepted past the final date printed on the warrants