

ITCA WIC TRAINING PROGRAM

Module 10:

Check Issuance and Food Delivery

April 2016

ITCA WIC Knowledge Module

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Instructions

1. Read the information.
2. Read each activity.
3. Complete the review sheet at the end of the activity.
4. If you have trouble answering the questions, read the activity again to find the answers or ask your director for more information.
5. Make arrangements with the program director at the indicated points to demonstrate your ability to use what you have learned in the clinic.
6. After you complete all of the activities, ask your director for the final review. Have your director check your answers.
7. Review the correct answers if you have missed some questions.

You may keep this manual as an on-the-job reference.

Items to gather prior to reading this manual:

- Laminated Sample of Checks
- Arizona WIC Programs Approved Foods List
- Authorized Vendor List
- STARS Manual

10 – 1 Printing and Issuing Checks

Objectives

After completing this section, you will be able to:

- ✓ Understand the components of the WIC checks.
- ✓ Issue checks to the client/caregiver using the appropriate procedures.
- ✓ Follow correct procedures when voiding and/or reissuing checks.

Overview

In the Food Package Module, you learned about the food packages that can be issued to clients. The food packages are issued in the form of food checks from STARS. The client/caregiver then takes the checks to the authorized vendors or retailers (WIC approved stores) where they receive the foods in exchange for the checks.

ITCA WIC Check

Clients receive one food package per calendar month. The WIC check lists the specific food items in the food package that may be purchased. In the case of the fruit & vegetable check, this check lists a specific dollar amount that the client can spend on fresh fruits and vegetables. The food package may be on one or more checks depending on the amount of food in the package and the needs of the client. WIC clients redeem their checks at WIC approved stores. Vendors are reimbursed for foods using a banking system process. A sample is shown below.

Inter Tribal Council of Arizona, Inc. WIC Program, 2214 N. Central Ave. #100, Phoenix, AZ 85004 602-258-4822		1023111074	
Pay to the order of any Authorized ITCA WIC Vendor Only	Payable through: FSMC 75-1248 Affiliate of Security State Bank 919	ITCA Use Only	First Date to Use 08/26/2009
Clinic: 79 Rainbow WIC Clinic 1---		Actual \$ Amount	Date of Use 9/1/2009 CS 8/31/2009
Client: 10233493 Client Name			Last Date to Use 09/26/2009
AUTHORIZED FOOD - NO SUBSTITUTIONS C 12-23 M-3, 3 I -28862 Quantity Description 1 pounds dry beans, peas or lentils 16 ounces Whole Grains 1 64 ounce containers Shelf Stable or Refrigerated Juice 1 gallons Whole Milk 1 quart Whole Milk		\$ Correction	Cashier Initial
<div style="text-align: center;">  </div>		\$ 12.78	
		Actual Purchase Amt Tax exempt sale	
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM THE FIRST DATE TO USE		Pay to the Order of: Not Payable Without Vendor Stamp	
		I purchased the WIC Foods at the price indicated above. x <u>Caregiver Name</u> Caregiver Name or Alternate Caregiver <small>Sign only after price is entered. Signature must match WIC ID.</small>	

⑈01023111074⑈ ⑆091912482⑆ 805239⑈

1. **Check Number:** The computer will print the check number on upper right hand corner of the check.
2. **First Date to Use:** The WIC client cannot use the check before this date.
3. **Date of Use:** The cashier must write the date when the WIC check was used in the store or the bank will reject the check. If an incorrect date is written in the Date of Use box by the cashier, the cashier can write one line through the date, write the correct date above it and initial.
4. **Last Date to Use:** The WIC client may not use the check after the date in this box.
5. **Actual \$ Amount:** The specified foods and quantities are totaled at the cash register and the exact cost is entered on each individual check. The cashier is responsible for entering the correct cost of the food. The price must be written legibly in ink.
6. **\$ Correction:** If a dollar amount is changed the correct amount is written in this box.
7. **Cashier Initials:** The cashier will write their initials in this box when the dollar amount is changed, to verify the change.
8. **Vendor Stamp:** The vendor is responsible for stamping the authorized number on each check. If the vendor number is missing, the bank will reject the check.

9. **Food Prescription:** The check will list the amount and the type of foods a WIC client is allowed to purchase. The fruit & vegetable check will list the dollar amount a client can use to purchase fresh fruits and vegetables.
10. **Local Agency:** The check will include the name and telephone number of the local agency that printed the checks.
11. **Signature:** The authorized caregiver will sign the check at the checkout counter at the time of purchase. The signature can be corrected if it does not match and/or if the check was pre-signed. Caregivers can sign above the original signature if it will fit or to the left of the signature box. *Note: The signature MUST match one of the signatures on the WIC Identification Folder or Proxy form.*

Printing Checks

All WIC checks are computer generated from STARS. Checks are printed on special check stock paper. All check information is printed on the paper using special printers. Only the printers and ink cartridges provided by ITCA can be used to print checks. There are three checks per sheet of paper with a check stub at the bottom.

Depending on the number of checks issued, one or more sheets of check stock may be used for a client. In addition, there may be some blank checks on the sheet that are unused. These must be stamped void and destroyed as outlined in the Void Checks section.

Clients may receive one month, two months or three months worth of checks at a time. This is called monthly, bi-monthly or tri-monthly issuance. The number of months that a client receives checks for is based on whether they have a high risk nutritional status, the appointment type the next visit and on past compliance with WIC rules and check cashing procedures. All clients may be given bi-monthly or tri-monthly checks if they meet the following:

- Caregiver has a history of compliance with WIC rules and regulations;
- Caregiver keeps their appointment and receives the required two risk specific nutrition education contacts during the certification;
- If the client does not have a nutrition risk that is categorized as high risk or if high risk, approval has been obtained from the nutritionist to receive bi-monthly or tri-monthly checks; and
- If the client is an infant, the infant is brought to the clinic and weighed, measured and has an assessment at 6 – 8 months and a hemoglobin at 9-12 months.

You should not write on or alter the checks in any way. Do not use a highlighter, white out, pen, pencil or any other means to make a mark on the WIC check. If you need to remind the client of something, use a sticky note on the check.

Pre-Printing of Checks

Checks will not be pre-printed except in the following cases:

- STARS cannot be synced with laptop or internet is down for a remote clinic
- Advance notice of STARS outage is provided
- Home delivery of checks

Checks that are pre-printed must be issued following separation of duties policies so that the person that prints the checks is not the same person that provides the checks to the client.

Issuing Checks

Issuing checks is the process of giving the checks to the client and observing the client sign for the checks on the signature pad. Once the checks are printed, staff will click the quick link “Sign for Checks” and the caregiver signs for the checks on the signature pad.

If a caregiver is unable to write his or her name, she or he should make a mark such as an “X” on the signature box. The WIC Staff who issues the check will witness the client's mark by signing on the signature pad: *for (client's name) by (staff's signature)*

For Example:


(Caregiver's mark) (WIC staff's signature)

During a certification visit, the determination of eligibility and the check issuance must be completed by two different staff people whenever possible. This is called separation of duties.

For example, Sandy and Mary work in a small WIC office. They both complete certification visits. If Sandy completes a certification, then Mary must hand the checks to the client and observe the client signing for checks. This may be documented in STARS by having Mary click on Sign for Checks under her log in or by having Mary initial the client's signature when Sandy clicks Sign for Checks under her log in. When Mary completes a certification, Sandy must hand the client the checks and witness the signature.

In another situation, Linda is the only staff person that goes out to the remote clinic she serves. In this case, she will have to complete both duties. She will do the certification and issue the checks. Her agency must implement one of the methods for separation of duties for a single staff clinic (see ITCA Policy and Procedure Manual for more detailed information):

- Make copies of caregiver's photo identification and client's identification
- Supervisor checks her client files to ensure that she is issuing checks validly to clients

Once the client signs for the checks, they should be torn apart and placed in the ID folder under the appropriate month divider. While it is easier to not tear the checks in the clinic, it may cause more work for you and trouble for the client later, if the client or cashier tears the check at the store and they have to return to the clinic.



Mailing Checks

Checks may be mailed to clients under special situations if approved by the ITCA program director. Valid reasons for mailing checks are the following:

- STARS is down or unable to print checks during clinic
- Poor weather conditions
- Travel barriers (flood)
- Client's medical condition
- Work related barriers
- Physical handicap
- Other reason as approved by ITCA

Bi-monthly or tri-monthly issuances are not allowed with mailed checks unless the client was seen in the clinic, but STARS was down or checks could not be printed. Checks may only be mailed every other month. Checks cannot be mailed more than 3 times in a 6month period.

Checks that are mailed must follow separation of duties guidelines. Two staff persons must be involved in the mailing of checks. For example, one staff person can print the checks and the second staff person actually mails the checks to the client. The Mailed Check letter printed from STARS must be included with the checks. After printing checks, the manual signature will be selected on Sign for Checks in STARS and the Caregiver Signature for Checks Received Form that prints from STARS will be marked MAILED in the signature section with the local agency staff person's initials. The signature on the return receipt will verify the receipt of the check and will be attached to the Checks Received Form and filed in the monthly file. The check stubs will be shredded.

Checks must be sent by certified mail, return receipt requested along with the Mailed Check Letter in STARS. The envelope must be clearly marked with “Do not forward, return to sender”.

Home Delivery of Checks

Checks may be home delivered to the client under the following conditions:

- Physical handicap
- Illness
- Confined to bedrest
- Other reason determined acceptable by ITCA

In the Sign for Checks, manual signature will be selected and HOME DELIVERED written on the Caregiver Signature for Received Checks Form that prints with the staff person’s initials. Separation of duties must be used for home delivery.

Lost or Stolen Checks

Checks are treated the same as cash and will not be replaced when they are reported lost or stolen by a client/caregiver or vendor. The only exception to this is in the case of a fire that is supported by documentation or known to have occurred by the WIC staff. All local agencies must report the lost or stolen checks in the STARS system. ITCA will then report the lost or stolen checks to the banking service contractor.

Void and Replace is used to record lost or stolen checks. The check numbers that were lost or stolen should be voided using void checks with no replacement checks and the reason for voiding recorded as lost or stolen. The checks cannot be replaced.

Clients have the option of filing a police report. However, checks stolen from the local agency must be reported to the police immediately.

Voiding and Reissuing Checks

Clients can only receive one set of checks for each calendar month. Once a client has been given checks, they cannot receive another set of checks, even if the checks are lost or stolen. Occasionally you may make a mistake in issuing checks, a check becomes damaged, there is a change in caregiver or for some other reason, a check(s) must be voided or voided and replaced. Some things to remember when voiding and replacing checks:

- Checks that are lost or stolen cannot be replaced.

- Only checks that you have in your hand or that never came out of the printer can be voided and replaced. If checks did not come out of the printer, call the Help Desk.
- Checks with a first use date in the prior month that are still valid in the following month cannot be voided and replaced with a new food package. They must be voided and replaced with the same food package. If you void checks from a previous month without replacing them at the same time, you will be unable to reissue the checks for that month.
- If you need to change the foods in a food package, you must have all the checks in hand and they must all be voided and replaced. You cannot pick and choose which checks from each set to provide to the client.
- Checks must still be within the valid dates in order to be voided and replaced.
- If you are voiding and replacing checks for formula with a first use date in the past, use [Reissue Formula Checks](#).
- If you void checks with no replacement checks or void checks and reissue a new food package from the current month you must void all future months of checks as well.

The table below can help you decide which option of voiding and replacing to use in STARS.

Why you are replacing checks...	What to Use...
Client lost checks.	Void Checks with no replacement checks.
Client reported that checks were stolen.	Void Checks with no replacement checks.
Too many months of checks were printed.	Void Checks with no replacement checks.
Client transferred to a non-ITCA program.	Void Checks with no replacement checks.
Pre-printed checks that are unclaimed at the end of the day.	Void Checks with no replacement checks.
Add or change a caregiver.	Void Checks and reissue the same food package.
Change or correct a caregiver or client name.	Void Checks and reissue the same food package.
Single or multiple checks are damaged.	Void Checks and reissue the same food package.
Checks did not print.	Call the Help Desk.
Food package change (other than formula).	Void Checks and reissue a new food package.
Food package change involving formula with a first use date in the future.	Void Checks and reissue a new food package.
Food package change involving formula with first use date in the past.	Do not use void and reissue, go to Reissue Formula Checks .
Client signed one or more checks.	Void Checks and reissue the same food package.

Checks that are not valid will be voided using the “VOID” stamp and entered into STARS immediately. Voided checks must be shredded by the end of the business day. Review the STARS Manual for specific procedures on voiding and replacing checks.

Reissuing Formula Checks

When an infant on formula or a child on a special formula or medical food needs a change in a food package that involves formula, you should use the reissue formula checks screen. This screen allows you to reissue the formula on checks within valid dates without involving the associated food checks in the food package and regardless of whether or not the formula checks have been cashed.

If all checks containing formula for the month have been cashed, the client must return some formula in order for a new formula to be reissued. Review the STARS Manual for specific instructions on how to reissue formula checks. Any unopened cans of formula that are returned to the clinic must be put into the emergency formula supply and used following the emergency formula procedures.

Checks may be voided without replacement checks for the following reasons:

- The checks were returned unused by the caregiver and are no longer valid.
- Checks were pre-printed, but client(s) did not show up for their appointment or was not home for home-delivered checks.
- The client transferred to an out of state WIC program and valid checks were returned to the WIC program.

Check Security and Inventory

Checks must never be left unsecured. Boxes of checks that have been unopened should be stored in a locked area with limited access. Checks that are kept in the WIC clinic must be secured with a double lock system when left unattended. Checks should never be left unattended before, after or during clinic hours. If a staff person leaves her office for an extended period of time, the door should be closed. The checks should be removed from the printer and locked in a file cabinet after clinic hours, during lunch and breaks.



All checks must be maintained in a perpetual inventory using the Check Inventory Log sheet. If checks are removed or stored in a different location, it must be logged on the inventory sheet and initialed. The inventory must be reconciled at the end of each month. Missing checks should be reported to the police department and ITCA immediately.



Self-Evaluation

1. List the clients that can receive bimonthly or trimonthly checks.
2. Describe the procedure for mailing checks.
3. List some reasons why you would void and replace a check or series of checks.
4. What should you do if a client tells you that she lost her checks?
5. Describe separation of duties.
6. What would you do if a client needed to change her baby's formula and she had already used some of her checks?

10 – 2 Authorized WIC Vendors

Objectives

After completing this section, you will be able to:

- ✓ Identify the resource that lists the authorized WIC vendors.
- ✓ Name some authorized vendors in your area.
- ✓ Handle a vendor complaint.

Overview

The vendors have an important role in helping the ITCA WIC Program work effectively. Vendors are like pharmacists who fill a prescription for a patient. The foods specified on the checks are specially selected for the health of the client. The vendor is responsible for making sure the correct items and amounts indicated on the check are purchased. The vendors should provide quality customer service to their WIC customers.

Authorized WIC Vendors

ITCA WIC checks can only be used at ITCA authorized WIC vendors. In order to be authorized, the store must meet certain criteria and go through a review process with ITCA. The criteria that stores must meet include things such as stocking certain amounts of foods, being in our service areas and being a SNAP authorized vendor.

ITCA WIC has around 150 vendors. A list of authorized vendors is available in the Reports Menu of the STARS Local Vendor application. This list must be provided to WIC clients at their first certification visit and at each subsequent certification visit if needed. If you are notified by ITCA that the list has changed, you should provide a new list to clients.

WIC vendors have three-year contract cycles with ITCA. Vendors may apply for authorization in the middle of a contract period. Vendors apply to become a WIC vendor by completing an application that can be obtained from ITCA. Each local agency has identified a Vendor Lead. The Vendor Lead is responsible for:

- Vendor Site Reviews (as assigned by ITCA)
- Follow up with high risk vendors
- Follow up with client/caregiver complaints when possible

Authorized vendors are required to stock a minimum quantity of WIC approved foods called the Minimum Stock Requirements. However, they are not required to stock every item and brand on the Arizona WIC Programs food list. If a WIC client has trouble finding WIC foods at an authorized vendor, the WIC staff should report this to ITCA.



Conflict of Interest

Local agency staff must complete a Conflict of Interest Form to report any conflicts such as having a financial interest in any grocer authorized to accept WIC checks. Staff cannot show any type of favoritism towards any WIC authorized vendor. The Conflict of Interest Policy and form can be found in the State Plan.

Handling Client Complaints

Occasionally WIC clients will have a problem at the grocery store. All problems or complaints should be reported to ITCA for follow-up with the vendor.

There are three ways for clients to report a problem or complaint:

1. They can fill out the complaint form on the ITCA website.
2. They can use the kiosk, if available, to complete the complaint form.
- ~~2-3.~~ They can tell a WIC staff person in person.
- ~~3-4.~~ They can tell a WIC staff person over the phone.

Formatted: Bullets and Numbering

If you receive a complaint in person or over the phone, you should immediately record it in the Vendor Complaints Screen of the Local Vendor application of STARS.

Handling Vendor Complaints

Vendors may make complaints when they have a problem with a client. They can report complaints over the phone or by completing the vendor complaint form on the ITCA website. Vendor complaints generally come directly to ITCA; however, if you receive a complaint from a vendor, you should record it in the Client Complaints Screen in Client Services.



Self-Evaluation

1. How many authorized vendors are located within your area?
2. Where does your agency keep the authorized vendor lists?
3. Practice printing the authorized vendor report from STARS.
4. What should you do if a store in your area contacts you about becoming an authorized WIC vendor?
5. Who is the Vendor Lead for your agency?
6. Are Authorized WIC Vendors required to stock all of the items listed on the Arizona WIC Programs Food List?
7. How do you record a complaint if a WIC client/caregiver has a complaint against a vendor? Go into STARS and figure out where to record a vendor complaint.

10 - 3 Authorized ITCA WIC Foods

Objectives

After completing this section, you will be able to:

- ✓ Identify the location of the Arizona WIC Programs Food List.
- ✓ Identify the approved foods.
- ✓ Identify the non-approved foods.

Overview

Once a client receives her checks, she goes to the vendor to redeem them. Clients can only purchase certain brands and types of foods. The Arizona WIC Programs Food List identifies those foods. Fruit & vegetable checks can be used to purchase only fresh fruit and/or vegetables

Approved Foods

It is essential that you are familiar with the approved foods so you explain them to the clients. Without the correct information, it can be difficult to know which foods to purchase.

Locate the Arizona WIC Programs Food List at your agency. The food list is shared with Arizona WIC and Navajo Nation WIC. Every client must be given a food list at certification so they know which foods to purchase. The food list provides the client with descriptions and photographs of the foods that can be purchased with WIC checks. It also lists items you can and cannot buy with WIC checks.

WIC foods are carefully selected to meet certain nutritional requirements. These foods help WIC clients reach their nutritional goals as well as ensure good health. All of these foods are high in vitamins, minerals and/or protein. For this reason, the ITCA WIC Program does not allow the substitution of unauthorized food items by vendors or caregivers.

Every two to three years, the Arizona WIC Programs select specific types and brands of foods that best meet the nutritional needs of their clients, are readily available, cost-effective and acceptable to clients. Should there be any changes or updates to the food list, vendors and WIC staff will be notified.

Read the entire food list and ask your supervisor if you have any questions about specific foods. Sit in on a client session when the food list is explained or have another staff person explain it to you. Be sure you are completely familiar with all the foods and what can and cannot be purchased so you can explain it to clients. Practice explaining the list to another staff person.



Self-Evaluation

1. Describe what the Arizona WIC Programs Food List tells the client and vendors.
2. List at least two brands and types of shelf stable/refrigerated juice that can be purchased. List at least two brands and types of frozen juice that can be purchased.
3. What are the size limits per package for hot and cold cereal? How much cereal can be purchased?
4. Which store brands of cereal can be purchased?
5. What type of milk must be purchased? What sizes of containers are allowed?
6. What types of cheese cannot be purchased? How big must the package be?
7. What substitutions can be made for the foods on the list?

10 - 4 Cashing the WIC checks

Objectives

After completing this section, you will be able to:

- ✓ Describe the check cashing process.
- ✓ Identify items that can be corrected on checks.
- ✓ Describe a proxy.

Overview

After a client selects authorized food items at an authorized vendor (store), the client must go through the check line using the WIC checks. Clients and the cashier must follow appropriate check cashing procedures. This section will review how a client uses the checks to purchase the WIC foods that have been selected.

Identification Folder and Proxy Form

WIC Identification

The WIC ID folder is used for identification when the caregiver cashes the WIC checks. The vendor should compare the signature on the ID folder to the WIC check when it is signed to ensure that the correct person is using the WIC checks. WIC clients should be instructed not to sign the WIC checks until the cashier has rung up all of the foods.

ITCA Proxy Information

In special circumstances, clients/caregivers may designate a **PROXY** to pick up and/or redeem the WIC checks. A proxy acts as a substitute for the client/caregiver. The clinic provides the designated proxy with a proxy form that authorizes them to pick up and/or redeem the WIC checks for the clients. The designated proxy uses the proxy form instead of the identification folder when redeeming the WIC checks at the authorized WIC vendor. Ask your director where the proxy forms are located.

Vendors should not accept ITCA WIC checks without seeing either the ID Folder or Proxy Form. No other form of identification is necessary.

Check Cashing Procedures

The check-out procedure is an important part of the WIC process and is the responsibility of both the caregiver and vendor. Store personnel should treat WIC customers with the same courtesy as any other customer. Separate lines may not be established for WIC customers.

You should instruct clients on how to use checks and which foods are authorized at each certification visit. The instructions are listed in the Identification Folder.

- 1. Present the ID folder.** The client should present his/her **ITCA WIC Identification Folder** or **Proxy Form**. The ID Folder or Proxy Form is used to verify the signature on the WIC check.
- 2. Separate WIC foods.** Since each check will be rung up separately, the client should separate the WIC foods for each check and from other groceries being purchased.
- 3. Cashier will check the dates.** The caregiver should make sure the check is valid before going to the store. The cashier will make sure that the check is valid by checking the "First Date of Use" and the "Last Date of Use". It is important to

remind caregivers to keep their checks organized so they use checks when they are valid.

Caregivers should not use and vendors **should not** accept WIC checks from caregivers before the date shown in the box marked "First Date of Use" or after the expiration date that is shown in the box marked "Last Date of Use" on the check.

If the caregiver attempts to cash a WIC check early, (before the first date of use) or late (after the last date to use), the vendor will not accept the check. If the check is erroneously accepted, it will not be paid by ITCA.

4. Cashier will verify foods.

The cashier will make sure that all of the foods being purchased are in the correct quantities and types shown on the check and the food list. The fruit & vegetable check will have a designated dollar amount specified allowed for the purchase of fresh fruit and vegetables.

- WIC customers **may not buy more** than the total quantity listed on the WIC checks, but they can purchase *less than* the quantities listed on the WIC check, with the exception of infant formula.
- WIC customers must purchase **all** of the infant formula on their checks.
- WIC customers **may not substitute** a food item such as Honey Nut Cheerios for an authorized food item such as plain Cheerios or whole milk when the check says, "Low fat or Fat free milk".
- There can be no "**rain checks**". If the store is out of an authorized food item, the client should go to another store.
- Fruit & vegetable checks may be used to purchase fresh fruits and vegetables up to the dollar amount specified on the check or the client may purchase more than amount specified on the check and the client will need to pay the difference.



5. Cashier will ring up food items and then enter the date of use.

The CASHIER must enter the date the check was used in the box marked "Date of Use". WIC checks with a missing date of use will not be paid.

If the cashier makes an error when entering the date of use on the check, he/she may correct it by:

- a. Drawing one straight line through the incorrect date.
- b. Entering the correct date clearly above the line and initialing next to the change.

WIC checks with an incorrect "Date of Use" may be rejected by the bank as cashed early or cashed late.

7. Clients may provide coupons and use in-store specials.

WIC Clients are encouraged to take advantage of promotional specials for WIC approved foods and to use coupons whenever possible. This includes the following:



- Cents Off Coupons
Single, double, triple, quadruple and other store coupons are acceptable.
- Buy One Get One Free
Non-WIC approved foods or items are **acceptable** free items. (i.e., buy two 12 ounce boxes of Plain Cheerios Cereal and get a strawberry yogurt Cheerios box Free)
- Free Additional Ounces
Free additional ounces should cost the same as the original ounces specified on the container (i.e. 4 ounces Free: 22 ounce jar for the same cost as the 18 ounce jar). The free additional ounces should NOT be counted towards the maximum number of ounces on the check.
- In Store Promotions
Any in store promotions such as "Manager's Specials" on WIC items should be allowed
- Store Discount Savings Cards
Store Cards that offer discounts on WIC food items are acceptable

The amount of the discount should appear on the receipt as a deduction to the total amount of the WIC check. The discount **MUST** be made at the time of the purchase. Under no circumstances should the client be given cash back

because they forgot to use their discount card at the time of the WIC purchase.

8. Cashier will enter purchase price.

The cashier will write in the total dollar amount of the purchase in the space marked "**Actual \$ Amount**". The following applies to the purchase price:

- Sales tax may NOT be added to the WIC purchase.
- For the fruit & vegetable check, if client chooses to go over the maximum amount written on the fruit & vegetable check, the difference the client pays will be subject to tax.

9. Correcting an error in purchase price or date.

If the cashier makes an error when entering the total amount of the purchase or the date on the check, they may correct it by:

- a. Drawing one straight line through the incorrect amount or the date.
- b. Enter the correct amount clearly and legibly in the "\$ Correction" box or for the date, above or below the incorrect date.
- c. The Cashier will initial the correction in the "Cashier Initial" box.

ACTUAL \$ AMOUNT	
\$ CORRECTION	CASHIER INITIAL
35.24	<i>me</i>
24.35	

10. Sign the checks.

The cashier will ask the client to sign the check and will verify the signature with the one on the Identification Folder. WIC customers can re-sign checks if the original signature does not match or if the check was pre-signed by:

- a. Drawing a line through the original signature.
- b. Re-signing the check above the original signature or to the left of the signature box in the lower right corner of the prescription box.
- c. Verify that the signature matches one of the signatures on the ID Folder or Proxy form. If the signature does not match one on the ID Folder, do not

accept the check. Ask the WIC customer to return to the WIC office for assistance.

11. Cashier will provide a receipt.

The clerk should give each WIC customer a clear, legible cash register receipt for each WIC purchase. The cash register receipt should show:

- Name of the Store
- Quantities purchased
- Total \$ Amount
- List only the items authorized on the WIC check
- Must be legible

WIC must appear on the receipt either handwritten or imprinted by the cash register.



Self-Evaluation

1. List the procedures for cashing a WIC check.
2. How can a cashier identify a WIC customer?
3. Describe what a proxy is.
4. Which items on the check can be corrected?
5. Describe how the items described above are corrected.

Answer Key to Self-Evaluations

Self Evaluation 10 - 1:

1. Clients who meet the following can get bimonthly or trimonthly checks.
 - Caregiver has a history of compliance with WIC rules and regulations;
 - Caregiver keeps their appointment and receives the required two risk specific nutrition education contacts during the certification;
 - If the client does not have a nutrition risk that is categorized as high risk or if high risk, approval has been obtained from the nutritionist to receive bi-monthly or tri-monthly checks; and
 - If the client is an infant, the infant is brought to the clinic and weighed, measured and has an assessment between 6 and 8 months and a hemoglobin taken between 9 and 12 months of age.
2. Checks must be sent by certified mail, return receipt requested along with the Mailed Check Letter in STARS. The envelope should be marked do not forward, return to sender. The Check Signature Form for manual signature should be printed and MANUAL written on it. The signature on the return receipt will verify the receipt of the check. It should be filed with your weekly files along with the Check Signature Form.
3.
 - No checks from the set have been cashed, the client is returning all of the checks to the clinic and the current date is in the same month as the first date to use. Reasons may include a change in food package, change of caregiver or all checks were damaged during issuance. The checks can be voided and reissued the same food package or a new food package. All checks in future months will also need to be voided and reissued.
 - No checks from the set have been cashed, the client is returning all of the checks to the clinic, checks are still within valid dates and the current date is month following the month of the first date to use. Reasons may include a change in food package, change of caregiver or all checks were damaged during issuance. The checks can be voided and reissued only the same food package.
 - The client has used some of their checks, but has one or more checks in hand are damaged or written on in some way making them invalid, including incorrectly completed at the store. The client can receive the exact same replacement check. The checks would be voided and reissued the same food package; a new food package cannot be selected.
 - The client has used some of their infant formula checks, but now needs to change in formula. The client will receive a check for formula with an equivalent number of cans of formula returned.
4. You should void them in the system and record the reason as lost. You should not replace the checks.
5. Separation of duties means that one staff person certifies the client and a different staff person gives the checks to the client and oversees the signature.
6. Use the Reissue Formula screen. Select the new formula. Void the returned checks, if any and record the number of opened cans of formula being returned, if any. Print the checks.

Self Evaluation 10 - 2:

1. Ask your local agency director.
2. Ask your local agency director.
3. N/A
4. Contact the ITCA WIC Vendor Coordinator.
5. Ask your local agency director.
6. No.
7. Record the complaint in the Complaint Screen in STARS.

Self Evaluation 10 - 3:

1. The food list shows the clients which brands, types and sizes of foods to purchase. The vendors use the list to ensure the clients are purchasing the correct foods and in the correct sizes.
2. Check the Arizona WIC Programs food list.
3. Hot: 11.8 ounces; Cold: 14 ounces. Total limit is 36 ounces.
4. See the Arizona WIC Programs food list.
5. The type of milk must be listed on the check. Milk must be purchased in gallon containers only unless specified. The declared brand of milk must be purchased.
6. See food list for types of cheese. The package must be 16 ounces.
7. No substitutions can be made.

Self Evaluation 10 - 4

1. Compare your answers to the description on pages 21-25.
2. Vendors identify a WIC customer by seeing either the ID Folder or Proxy Form, the WIC checks cannot be accepted without seeing one of these. No other form of identification is necessary. Vendors should be instructed not to request any additional identification.
3. A proxy acts as a substitute for the client/caregiver. The clinic provides the designated proxy with a proxy form which authorizes them to pick up and/or redeem the WIC checks for the clients. The designated proxy uses the proxy form as an identification folder when redeeming the WIC checks at the authorized WIC vendor.
4. Dollar amount, date and signature
5. **Dollar Amount**
The cashier will:
Draw one straight line through the incorrect amount.
Enter the correct amount clearly and legibly in the "\$ Correction" box.
Initial the correction in the "Cashier Initial" box.
Signature
The client will:
Draw a line through the original signature.
Re-sign the check above the original signature or to the left of the signature box in the lower right corner of the prescription box.
The cashier will:

Verify that the signature matches one of the signatures on the ID Folder or Proxy form. If the signature does not match one on the ID Folder, do not accept the check. Ask the WIC customer to return to the WIC office for assistance.

Date

The Cashier will:

Draw one straight line through the incorrect date.

Enter the correct date clearly above the line and initialing the change.

Name: _____
Date: _____
Score: ____/100 points
Percent correct: _____

Unit 10: Check Issuance and Food Delivery Unit Assessment

DIRECTIONS: Circle the correct answer.

(4 points each)

1. A store becomes an authorized WIC vendor by:
 - a. Purchasing the ITCA WIC sticker for their front window
 - b. Having more than 25% of its customers enrolled in WIC
 - c. Contacting ITCA to complete an application and going through a review process
 - d. Paying a fee to ITCA

2. Authorized vendors are required to stock:
 - a. All of the foods listed on the WIC food list
 - b. Some of the foods listed on the food list but at least the minimum stock requirements
 - c. Some of the foods listed on the food list, as pre-selected by the store manager
 - d. Some of the foods listed on the food list, as pre-selected by surveying the WIC customers

3. Clients may substitute unauthorized foods for WIC authorized foods when:
 - a. The store is out of the authorized foods
 - b. The client does not like the authorized foods available
 - c. The WIC staff gives the client permission
 - d. None of the above – substitution is never allowed

4. Which of the following are valid reasons for mailing checks:
 - a. STARS is down
 - b. The printer is not working at a field clinic and cannot be fixed
 - c. Poor weather conditions
 - d. All of the above.

5. When can checks be replaced?
 - a. When the checks expire
 - b. When a client has a damaged check
 - c. When a client has a check stolen
 - d. When a client has a formula change
 - e. A and B
 - f. B and D
 - g. A, B and D
 - h. All of the above

6. The cashier may make a correction on the check to the:
- a. Dollar amount
 - b. Signature
 - c. Date
 - d. All of the above.

7. When checks are reported lost, the WIC staff should:
 - a. Call the contracted bank
 - b. Record the lost or stolen checks in STARS
 - c. Call the police
 - d. Both b and c above

8. WIC clients are required to bring the following identification to the store:
 - a. driver's license
 - b. tribal ID card
 - c. WIC ID folder
 - d. any of the above

9. What should you do with voided checks?
 - a. Stamp them void and keep them in a container until they can be shredded
 - b. Stamp them void and shred them by the end of the business day
 - c. Stamp them void and keep in a file cabinet until they can be shredded
 - d. Stamp them void and file in the weekly files

10. What is separation of duties?
 - a. Two people must complete the certification process
 - b. Each agency must have more than one staff person
 - c. The person that completes the certification is different than the person who prints the checks
 - d. The person that completes the certification is different than the person who issues the checks to the client

11. A WIC customer needs to buy all the food prescribed on their check when they are buying:
 - a. Eggs
 - b. Milk
 - c. Infant Formula
 - d. Fresh Fruit and Vegetables

12. If the cashier makes a mistake entering the purchase price on the check, he/she should...
 - a. Return the check to the client and have them pay with another check
 - b. Return the check to the client and tell them to return to the clinic for a replacement check
 - c. Scribble over the mistake and write in the correct amount on the side
 - d. Draw a single line through the incorrect amount, place the correct amount in the \$ Correction box and the cashier will write their initials in the cashier initial box

13. Bi-monthly or tri-monthly checks can be issued to everyone except:
 - a. Caregiver with excellent history of compliance.
 - b. High risk clients, without the permission of the nutritionist.
 - c. A 7 month old infant brought to a clinic and measured and weighed
 - d. None of the above, all clients can receive bimonthly checks.

14. Which of the following cheeses are allowed?
 - a. String cheese
 - b. American cheese
 - c. Swiss cheese
 - d. Provolone

15. Which of the following combinations of cereal can a client purchase?
 - a. 16 oz + 10 oz + 10 oz
 - b. 14 oz + 15 oz
 - c. 18 oz + 18 oz
 - d. All of the above
 - e. b and c

16. Which foods have a declared brand at each store that must be purchased?
 - a. Milk
 - b. Bread
 - c. Cheese
 - d. Eggs
 - e. a, c and d
 - f. all of the above

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DIRECTIONS: Write in the correct answer. 'F' for False or 'T' for True.
(3 points each)

- _____ 17. Agencies must keep an inventory of boxes of checks.
- _____ 18. The Void and Replace screen in STARS is used to replace checks when a client has a formula change.
- _____ 19. Clients may purchase 12.8 ounce boxes of hot cereal.
- _____ 20. Any brand of apple juice is allowed.
- _____ 21. WIC clients must purchase the least expensive milk.
- _____ 22. Any fat level and any flavor of yogurt may be purchased.
- _____ 23. Only specific brands of corn or wheat tortillas may be purchased.

- _____ 24. If it is just one day, the cashier may accept the check before the first date to use or after the expiration date.
- _____ 25. Clients may purchase half the number of two packs of 4ounce baby foods instead of single 4 ounce containers (seven 2-packs instead of 14 containers)
- _____ 26. It is the sole responsibility of the client to read the food list and understand everything in it.
- _____ 27. Formula that is returned by clients due to a formula change can be given to other clients that runs out of formula.
- _____ 28. If a client tells you about a problem at the store you should just apologize and continue with the visit.