
Subject: Client Instruction on Use of WIC Checks

Effective Date: October 1, 2014

Revised from: October 1, 2013

Policy: When issuing WIC checks, Local Agency (LA) staff will provide training to clients/caregivers on the use of WIC checks, as well as other program requirements to prevent program errors or abuse. The training will be provided:

- During the first certification appointment;
- During the first check pickup after any break in service from the Kansas WIC Program;
- When a violation of any program requirement is committed; and
- As needed.

The training will be documented in the client's KWIC record on the basic contact window. Situations necessitating follow-up instructions should be documented on the notes window.

Reference: CFR §246.12

Procedure:

Use of WIC checks training will include the following topics:

- 1) Components of a WIC check
 - a) Clinic name and phone number
 - b) Client name
 - c) Signature line
 - d) Dates
 - Do not use before date
 - Place to write in the actual purchase date
 - Do not use after date
 - e) Authorized foods
 - Quantity
 - Container size
 - Fresh, Frozen, and Canned
 - Maximum dollar amount
- 2) WIC Program Booklet- Approved foods
 - a) Review authorized items for each food category issued
 - Brand specific for juice, cereal, and whole wheat tortillas
 - Cannot buy items indicated under each food category/type
 - As long as the size is correct, authorized items can be packaged in a can, a bottle or a box
 - b) No substitutions are allowed - take the WIC Program Booklet to the grocery store
- 3) Authorized check users
 - a) Only persons whose names are listed under the signature line on the check may pick up checks at the WIC clinic and/or redeem the checks at a WIC authorized grocery store
 - b) Maximum of two names on checks – the caregiver and alternate caregiver

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- c) Proxies
 - The caregiver can complete a [WIC Proxy Form](#) to allow a different person (proxy) to pick up one month's worth of WIC checks and/or redeem checks at the grocery store for one month
 - Refer to policy [FCI:04.02.00](#)

- 4) Authorized Grocery Stores
 - a) WIC checks can be used at any WIC authorized grocery store in Kansas. WIC authorized grocery stores are identifiable by the "We Accept WIC Checks" decal on the store door or front entrance window
 - b) Review local WIC authorized grocery stores in your county and surrounding counties

- 5) Shopping with WIC checks
 - a) Checking the do not use before and do not use after dates on the WIC Checks
 - b) Choosing food items from the "Authorized Food" box on the check
 - Consult the WIC Program Booklet for approved foods
 - If the grocery store is out of an item, clients should be instructed to never accept "rain checks". Clients may go to another grocery store or return to the same store on a different day.
 - Clients do not have to purchase all of the items printed on the check, however clients must purchase all items they want on each check at one time
 - Instruct WIC clients that they must purchase the store brand or least expensive brand for milk, eggs, and cheese items
 - Educate WIC clients on purchasing fresh fruits and vegetables in bulk to get the lowest price per pound
 - c) Checking out at the cash register with a WIC check
 - Consider each WIC check a separate transaction
 - Group WIC foods together by each check being used
 - Keep WIC foods separate from any other items being purchased
 - Let the cashier know it is a WIC purchase before any foods are rung up, as no tax is charged
 - Sign and date check after cashier writes in the purchase amount
 - d) Checking out at the cash register with a Fruit and Vegetable Check (FVC)
 - All aspects of the transaction process for a FVC are the same as a regular WIC check except:
 - (1) The FVC has a set dollar amount that is specified on the check for fresh, frozen, or canned fruits and vegetables of \$8 for children and \$10-15 for women
 - (2) Multiple FVC's can be used to cover the purchase amount
 - (3) Clients can use other forms of payment to cover any overages on the purchase amount
 - (4) Tax will be charged on any overages when the client pays with cash, credit/debit, or check

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- (5) Tax will not be charged on any overages when the client pays with a Vision Card (food stamp benefits)

- 6) Altering any WIC checks
 - a) Clients may not make changes to any of the pre-printed information on the WIC check
 - b) Clients may not use WIC checks where pre-printed information has been changed by other persons

- 7) Making corrections to WIC checks
 - a) Clients may correct a wrong date of use by drawing a single line through the date, writing and initialing by the correct date
 - b) Checks that are signed prior to the cashier entering in the actual purchase amount can be signed again to the left of the signature line after the actual purchase amount is entered.

- 8) Handling WIC checks
 - a) Contact the WIC clinic if WIC checks are lost or stolen. Refer to policy [FCI:04.05.00](#)
 - b) Contact the WIC clinic if WIC checks are damaged. Refer to policy [FCI:04.06.00](#)
 - c) WIC checks or WIC foods may not be sold, traded, or given away
 - d) Return unused checks to the WIC clinic

- 9) Using WIC foods
 - a) WIC foods are for the WIC client listed on the check only
 - b) WIC foods may not be sold, traded, or given away
 - c) Return unused food items to the WIC clinic
 - d) WIC foods may not be returned to a grocery store for either a cash refund or non-WIC foods. Foods that are purchased and are found to be spoiled may be returned for an even exchange of the same product

- 10) Clients should not verbally or physically abuse WIC or grocery store staff. Refer to policy [PRI: 02.00.00](#)

- 11) Clients should report any problems to the Local WIC clinic