

eWIC Frequently Asked Questions

[Card Related](#)

[Benefits](#)

[Customer Service](#)

[In the Store](#)

[Implementation Specific](#)

[New in WISPr](#)

Card Related

Q: Does the card ever expire? If a participant has been off WIC and returns to the program, do they need a new eWIC card or can they use their old one?

A: eWIC cards do not expire. If there are no food benefits loaded, the card is not usable. If the participant keeps their old card while they are not actively using WIC, they may reuse that same card or be issued a new one when they return, but they do not have to keep the old one.

Q: What languages will be available on the customer service number?

A: English and Spanish

Q: Is there a TTY (hearing or speech impaired) phone number available for the Customer Service Line?

A: Yes, Idaho's toll-free number is 1-800-377-3529.

Q: What do I do if a participant reports experiencing problems with the Customer Service Line?

A: Please collect as much information as possible from the participant about the problem and share with the state office. If the following information is available, it will greatly assist in identifying the underlying cause:

- Phone number call was made from
- Date and time the phone call was placed
- eWIC card number

Q: If a participant asks the Customer Service Line to mail their replacement card to an outdated address will they do it and if so, will it be forwarded?

A: If a participant insists on having their replacement card sent to the outdated address that is in the computer system the customer service rep will send it. However, government issued cards cannot be forwarded and will be returned to the state office.

Q: What languages will be available on the WICShopper app?

A: English, Spanish, Arabic, Burmese, Nepali, and Somali. Languages other than English will apply to core functionality (checking benefits, scanning items, calculators, etc.) but not to non-core features, such as recipes.

Q: Can the WICShopper app track more than one card (i.e. for foster families)?

A: Yes, and nicknames can be added to the cards in the app to assist with card identification.

Q: In small clinics with few staff, it is difficult to assign backups for card receipt and inventory. What do we do in those cases?

A: The person who signs does not need to be a WIC staff person so long as there is a trail to WIC. Coordinators can be assigned as backups for small agencies. On the rare occasion this occurs, the other staff member must review within 7 business days.

Q: Is it expected that staff will have cards at their work stations or can cards be at a central location?

A: Cards may be at either staff workstations or at a central location so long as they are secure when not attended by staff (e.g., a locked desk drawer, a locked office, or out of sight in an area that is locked at night).

Q: Is a second cardholder's card "deactivated" or just "removed" from the family account when an RA requests to remove the second cardholder?

A: When a first cardholder chooses to remove a second cardholder from their account, the second cardholder's card will be deactivated. If the primary decides to add the same second cardholder back onto the account, the second cardholder should be issued a new card.

Q: Is it possible for a card number to exist and be active without being connected to an ACT family in WISPr? If so, will we be able to search for a cardholder (card number) that is no longer connected to a family number to connect them again?

A: Cards will not be automatically deactivated due to WISPr accounts closing. They will remain in Active status, but without any benefits loaded. Since the card remains in Active status, if the family becomes active again in the future the card can be reused if they still have it.

Q: If a client voluntarily drops (or otherwise closes their account) while they still have unspent WIC benefits for the month, are they able to use their eWIC card at the stores while their WISPr account is closed?

A: If a family voluntarily closes their WIC account, clinic staff should void benefits for all future months. Any benefits issued for the current month will remain usable until the end of the month.

Q: Can participants use a zip code they remember instead of their current zip code as the answer to the security question?

A: No. Because the security questions will be used when participants use the customer service phone line or website, the zip code they use MUST be their mailing zip code. The system will require the zip code to match the mailing address zip in WISPr and if it doesn't, the customer service phone line and website won't work for them. Also, if a card replacement is requested through customer service it will be mailed to the mailing address on file.

Q: Is there a specific written policy of how long can we keep "assigned cards" locked in a drawer waiting for pick up? **NEW 10/08/2020!**

A: The state office requires eWIC cards be secure per our policy (IWPPM 1-D-3). As long as they are locked per our policy, then the LA Coordinator may decide how long to keep eWIC cards for pick up. For example, the LAC may decide to hold them 30 or 60 days. We recommend after that time period to deactivate the eWIC card before destroying to ensure security of the account this card was assigned on.

Benefits

Q: How should we handle reissuing packages if some benefits have been spent and a woman is changing category? For instance, when changing a woman from B -> N after the 15th, would we just adjust what she has left or will she get a prorated N package? If so, will it still be an automated process, or will staff tailor the prorated package manually?

A: **The goal is to provide the full nutrition benefit to the participant.** If the client already has a package for that month and changes category which results in a smaller package (B to N), the clinic should do nothing. Do not change their current month's package. For future months, void the B packages and issue the new N package. If the client should now get a larger package, issue a bonus package that will give them the extra items they now qualify for. If the client doesn't have a package yet, issue whatever package is appropriate and the system will prorate automatically.

Q: How can I issue baby foods to an infant who turned 6 months old during the current month?

A: This still works similarly to how it did with checks. WISPr determines the correct food package for a participant based on their age on the first use date – typically the first day of that month. In order to issue baby foods for an infant during the month they turn 6 months old you have a couple of options:

- 1) When you are assigning food packages for the 6th month, ask the RA if they will want baby foods that month. If they say yes, remote load on or after the 6-month birthday according to your agency's procedures.
- 2) When you are assigning food packages for the 6th month, explain to the RA that there is an option to get baby foods during that month but that you won't be able to change the food package during that month unless they don't use any of the family's benefits until after you make the change on or after the 6-month birthday.

Option one is the simplest and cleanest of the two. Ask your Coordinator for further clarification or direction.

Q: Why can't I assign my previously tailored package to another month?

A: If WISPr is requiring you to tailor a food package again it could be for the following reasons:

1. The participant's age, category, or breastfeeding percentage changed resulting in a food package change.
2. There were food package changes made by the State office.

As long as you are able to tailor the available package to get your participant the foods they need, there is no reason to worry about having to tailor a package again.

Q: What do the letters and symbols in the "Issuance History" screen mean?

A: P = Prorated
T = Tailored
S = Special Auth
(RD) – RD Approval

(MD) – MD Doc
 (H) – Homeless
 RT = Retailored
 R* = Reissued Formula

Q: In eWIC will participants be able to choose a mix of milk types on their food package (i.e. evaporated, powdered, liquid) in the same month?

A: Yes. It may be difficult to get the maximum benefit if evaporated milk is included. 1 can = .75 quarts. To get the full benefit you would need to issue evaporated milk in 4 can increments. Also, keep in mind that powdered milk comes in 3, 8, and 10 qt packages.

Q: With eWIC is it allowable to issue multiple types of formula to one infant (i.e. 4 cans soy and 5 cans Similac Advance because mom is transitioning them per MD instructions)?

A: Yes, this will be allowed. However, the amount issued must stay within allowable formula limits.

Q: Does the standard infant food package for a 6-11 month-old include the fruit/vegetable benefit by default?

A: The standard food package for 6-8 month-old infants will include the baby fruit/vegetable containers. No tailoring will be necessary unless the infant needs more formula and no baby food. For a 9-11 month-old infant, the standard package will issue half of the baby fruits/vegetables and a \$4 or \$8 CVB. Clinic staff can tailor the package to remove the CVB and instead issue the maximum amount of baby food.

Q: I am trying to tailor a BF package to get the second pound of cheese with the right amount of milk but it's not working. What's going on here?

A: The two pounds of cheese in a BF package come from two different food baskets. One pound of cheese is included in food package 7 with no milk substitution. It is in a separate Food Basket called "BF Cheese" (see below). The second pound of cheese is in the "Milk" Food Basket and is a replacement for 3 quarts of milk.

Food Basket	Subcategory	Current	Limit
BF Cheese		1.000	1.000 - 1.000 Pounds
	Cheese	1.000	0.000 - 1.000 Pounds

Q: For a 6 month-old whose doctor says she is not ready to start foods yet, how do I increase the amount of formula in her package and remove the food?

A: Make sure that the infant has an MD special auth. Put zeroes for the infant cereal and infant fruits & veggies food baskets. Once all of the foods have zeroes, the maximum ounces of formula should increase and you can assign the same number of cans you did for months 4 and 5.

Q: I am trying to add RTF formula for a 0% BF homeless infant and I have added the Special Authorization code “homeless” and the RTF formula isn’t populating.

A: The RTF formula will not populate under the homeless special authorization tab. The RTF formula will populate under the Special Authorization code “RD Approval” for a 0% BF infant. With 25-75% BF infants WISPr will not allow the RTF formula. For those individuals, direct bills will need to be completed for RTF formula.

Q: What will be the End Use Date for February eWIC benefits?

A: In eWIC, the End Use Date will always be the last day of the month. So, the End Use Date for February eWIC benefits will either be the 28th or 29th depending on the year.

Q: A breastfeeding mom needs to be on a different milk and already has some redemptions on her account for the current month. RD special authorization was entered, future month’s benefits were voided, the correct BF package was issued for future months, and a bonus food package was issued for the current month. When attempting to retailor for the current month only the bonus food package was available for retailoring. Should I have retailored current month’s benefits prior to issuing bonus BF package to the mom? **New 03/25/2020!**

A: WISPR will only allow the most recently issued package for a participant to be retailored, in this case that was the BF bonus package. In order to change the rest of the milk, you will need to retailor the base food package first, before issuing the bonus.

Q: If a mother increases breastfeeding percentage requiring infant formula to be reduced, the steps must be performed in this order: **New 03/25/2020!**

1) Remove formula from infant’s package

- If redemptions have been made for the family – remove excess cans of formula through the Reissue Formula Screen
- If no redemptions for current month – void current and future months and issue correct package

2) Change infant’s breastfeeding percentage

3) Issue correct food packages for current and future months for mother and infant if applicable

Customer Service

Q: When I search for an RA or second cardholder in WISPr, whose address and phone number is returned?

A: Anytime you search for a participant, RA, or second cardholder in WISPr, the address in phone number that is returned with the search will always belong to the RA.

Q: Will foster children share a card with their foster family?

A: No. Each foster child will have their own card assigned to the RA. See [card labeling guidance](#) if your local agency labels cards.

Q: What will qualify as identification for eligibility without folders?

A: For proof of identity at certification appointments, participants may use a driver's license or passport, birth certificate, social security card, crib card, or immunization record. Security questions (DOB and mailing address with zip code) will qualify as identification for non-certification appointments. Please see the *Idaho WIC Program Policy Manual*, Chapter 4, Section B, for more details.

Q: What fraud measures will be in place?

A: Fraud risk will decrease with eWIC. When a participant reports a card lost or stolen, the card can be immediately deactivated electronically and the remaining benefit balance can be transferred to a new card. Participants will only be able to purchase WIC-authorized foods because cards will only work for UPCs that are authorized in the system. If benefits need to be voided and reissued, the voided benefits can be deactivated electronically and the new benefits can be activated remotely.

Q: Are there situations in which clinics will mail eWIC cards?

A: No. Both first and second cardholders must get their first cards in the clinic. If they lose a card and call the card customer service number, a replacement card will be mailed but cards will never be mailed from clinics.

Q: When clients transfer into Idaho from out-of-state what happens to their unused benefits?

A: If a participant transfers with unused benefits, the food instrument (checks or card) will be destroyed. An Idaho card will be issued with either a full or partial food package depending on the issue date.

Q: What happens when an **existing** family comes to certify without the RA present?

A: Whichever adult brings the child into the clinic for the certification will become the RA (primary cardholder). The previous RA can become the second cardholder if the new RA chooses. Or staff can reschedule the appointment for a time that is convenient for the previous RA to attend. If the option to switch the RA is not chosen, a temporary certification can be completed, and the RA can come in to finish the certification within the month.

Example: Mom is the RA and Dad is the second cardholder. Dad brings the child for a subsequent cert. In this scenario, a new family account needs to be created that lists Dad as the RA. Staff will not issue new benefits to the cards on the Mom's family account but will issue Dad a new card for the new family account just created. If they do the temp cert, the Second cardholder would show ID, sign RRC, and complete the assessment. Issue a month of benefits. The RA would come in to show ID, sign RRC and provide any other proof documents within 30 days.

Q: What are the rules when an adult other than the RA or second cardholder attend an appointment?

A: A non-cardholder may attend a non-certification appointment such as nutrition education, RD, and height/weight check in lieu of the RA or second cardholder. A non-cardholder will not be assigned a

card, be issued benefits, or need to be educated on the food list. Be sure to document in WISPr per your local agency procedures so it is clear what occurred for the family while the non-cardholder was present.

If a non-cardholder attends a non-cert appointment:

- They need written or verbal permission from the RA.
- The non-cardholder should be over the age of 18 years.
- The non-cardholder must provide identification.
- Require a signature on the Participant Rights, Responsibilities and Consent for each instance an individual is a non-cardholder within a certification period (e.g., a repeat non-cardholder who is the same person).
- The non-cardholder should be encouraged to share information with the Responsible Adult.
- **Food package assignment/issuance:**
 - You can talk to the RA before or after the appointment about their food package.
 - If you talk to them before the appointment you can ask about the food package (ex. Any tailoring or changes) and assign the package.
 - If you talk to them after the appointment, you can assign and issue the food package.
 - Wait until after the appt to issue the food package to the card.
 - If they cancel you can give them options to reschedule or offer WICsmart (if applicable) and load the card after that rescheduled appointment or online nutrition. You may load the card if they decline the appointment.
 - They only get retailer for the family, once a month. If the non-cardholder gives incorrect information, you may not be able to change the package until the next month
 - The non-cardholder shouldn't be involved with the food issuance/eWIC card side. They are not expected to be trained in this area. We expect the RA or second cardholder to be responsible for their card and usage at the store.

Q: If a minor is on the program as a pregnant woman and the mother wants to be the RA/First cardholder, but still let the daughter have an eWIC card, how would this work in WISPr? **New 03/31/2020!**

A: Mom (or any caregiver with a minor) could be the RA/First cardholder. The daughter would be a participant as a category P in WISPr and can be a second cardholder or non-cardholder. As long as mom's information is entered in the family page as RA/First cardholder, that is where the card assignment is going to pull first cardholder/RA information from. However, if the P participant were listed as the RA/First cardholder in the family page, then card assignment would pull her information as the first cardholder.

Note: a minor can be the RA/first cardholder, this is just an example if they do not want to be the RA/first Cardholder.

Q: Under what circumstances should the "Client Not Present" box be selected?

A: The “Client Not Present” box should only be selected if you are loading benefits remotely. So, if a 2nd card holder comes to a nutrition education appointment without the child participant, you will not check this box because someone was physically present at the appointment when benefits were issued.

Q: Under what circumstances should an eWIC card be replaced in the clinic?

A: Cards can be replaced in the clinic under the following circumstances:

- A participant is homeless and does not have a permanent mailing address
- A card has been lost and there are less than 10 business days left in the month
- A card replacement was requested on the customer service line and has not been received after 7 business days
- Other circumstances at the discretion of the Coordinator

Q: How is a participant counted if they aren’t receiving a food package from WIC?

A: Until resolved in WISPr, this is how participation will be counted if a participant is receiving product from a non-WIC source, but still active on WIC:

- Infants less than 6 m/o not getting formula/food package from WIC or using a direct bill through WIC:
 - Issue a package and void it. In the Void note, note that the infant is getting Coram formula or Medicaid is providing the product.
 - Could be done with a child or woman if they did not receive anything from WIC or received something from a direct bill. It’s very rare that this occurs in any category besides infants.
- For infants getting solids at 6 m/o, but not getting formula through WIC:
 - Infants not BF at all - Issue FP 2F, enter a special authorization for RD approval, remove the formula. For a direct bill they must have a med doc special authorization. Void the formula, write the direct bill, and issue food.
 - If they are breastfeeding at least one time per day - Count the infant as 100% BF, give them FP 2B.

Q: When I issue a VOC, it looks like eWIC benefits end. Is this correct?

A: The way it shows in WISPr is a little confusing, but this is not what happens. If you print a VOC and then go to “eWIC Benefits”, which takes you to the “Assign Food Package” Screen, there is a pop-up that reads “No Assignments Available”. All this means is that you are no longer able to assign benefits for this participant. If you click on “eWIC Balance”, however, you should see that no benefits were voided. In this situation you should leave current month benefits assigned and void future months.

Q: For breastfeeding babies, does it matter if you certify mom or the baby first?

A: It is best practice to certify the baby first in order to enter their breastfeeding percentage in the Nutrition Assessment. This is what causes the package to populate the correct package for the mother, so it’s important that it’s always entered. With eWIC you will only be entering the % on the infant’s nutrition assessment, not the mother’s nutrition assessment.

Q: How do you issue formula to an infant under one month old?

A: Based on State policy (IWPPM 6-A-6) an infant under one month old will only have a package if they are 0% breastfeeding.

Q: I entered a verbal MD Doc for a participant and tried to change the “Inactive” date when I received the written copy but WISPr won’t allow it and will not allow the dates for a verbal MD Doc and a written MD Doc to overlap. What should I do?

A: Right now we can’t edit the verbal MD Doc in WISPr once it has been saved. You should add a new written MD Doc, and make the start date the day after the verbal one ends (a verbal end date defaults to one month from the start date). Please make sure that the end date in WISPr matches the end date on the written MDF form.

In the Store

Q: Will stores have a separate machine for eWIC cards?

A: It will depend on the store. Some small stores will have separate machines, but most will use the same machine that they use for general transactions.

Q: At smaller stores, will participants have to separate WIC foods if they don't have an "integrated" system?

A: Yes. Most stores will have integrated systems which will not require separation of WIC and non-WIC foods. However, if the store is using a separate machine for only WIC transactions (also known as a stand-beside), then the participant will need to separate WIC foods. It’s a good idea to encourage participants to ask the cashier what they need to do the first time they shop at a new store with eWIC. This way they will know the store’s process.

Q: Will self-checkout be available for eWIC?

A: Yes, if the store’s self-checkout is eWIC capable. To find out if a store has eWIC capable self-checkout, check the store list on the WICShopper app, or ask customer service.

Q: How will coupons for non-WIC items work if all my items are in one transaction?

A: We recommend doing separate transactions in this situation. Each store’s register system is different and some split the coupon discount between all items purchased, so if WIC items and non-WIC items are purchased on the same transaction, WIC may receive all or part of the coupon discount.

Q: Will the stores have Spanish as an option on their PIN pads?

A: Right now Fred Meyer has this capability on their PIN pads. Other large chain stores are looking at their options for this.

Q: Can more than one eWIC card be used in a transaction at the store?

A: No, there is a limit to only 1 eWIC card per transaction. If a foster mom is purchasing benefits for multiple accounts (i.e. biological child and foster child) she will need to separate their benefits and complete 2 separate transactions, one for the biological child and one for the foster child.

Implementation Specific

Q: Do we need to inventory our card readers and signature pads?

A: You do not need to inventory the card readers because they were free to us. You do need to inventory the signature pads because they were paid for by WIC funds.

Q: For the initial eWIC appointment, any cardholders must be present and bring their zip code, DOB, and proof of ID. Normally we only ask for proof at certification appointments--do we need proof of all of those things for an eWIC appointment?

A: If a family's initial eWIC appointment is not a certification appointment, the ID folder may be used as their proof of ID. They do not need to have proof of their DOB or zip code, but they do need to know them since those will be the answers to their card security questions and their future proof of ID for non-certification appointments. If the initial eWIC appointment is a certification appointment, please follow certification policy.

Q: Could you give us direction on how we should handle scenarios where an RA shows up without necessary information or sends someone else to the initial eWIC appointment?

A: We have brainstormed possible scenarios and provided guidance below:

- RA is present and brings all required docs -> transition to eWIC card and issue future months benefits (yay!)
- RA is present and does not bring required proof of ID -> temporary certification (30 days) if certification appointment or issue 1 month of benefits if non-certification appointment, still move to eWIC card (*Reminder: Staff can do a visual ID or use the WIC folder for the eWIC transition appointment*).
- Existing Authorized Signer comes to appointment with required proof of ID -> If it's a new certification, the existing Authorized Signer becomes the RA. Transition to an eWIC card, issue full months benefits. If non-certification, transition to eWIC card and issue full months benefits.*
- Existing Authorized Signer comes to appointment without required proof of ID -> If it's a new certification, the existing Authorized Signer becomes the RA. Transition to an eWIC card with a temporary certification (30 days). If non-certification, transition to eWIC card and issue only 1 month of benefits.* (*Reminder: Staff can do a visual ID or use the WIC folder for the eWIC transition appointment*).
- Someone other than RA or existing Authorized Signer comes to appointment with required proof of ID -> If it's a new certification, the new person becomes the RA. Transition to an eWIC card and issue full months benefits. If non-certification, attempt to contact RA, accept verbal permission, add second cardholder, transition to eWIC card, and issue benefits per RA.* If you cannot contact the RA, add a second cardholder and transition to an eWIC card, but issue only 1 month of benefits and document attempt to contact RA in WISPr.*
- Someone other than the RA or an existing Authorized Signer comes to appointment without required proof of ID -> If it's a new certification, the new person becomes the RA. Transition to an eWIC card with a temporary certification (30 days). If non-certification, attempt to contact RA, accept verbal permission, add second cardholder, transition to eWIC card, and issue only one month of benefits.* If you cannot contact the RA, add a second cardholder and transition to an eWIC card, but issue only 1 month of benefits and document attempt to contact RA in WISPr.*

*If a second cardholder is assigned and issued an eWIC card because the RA is not present, the following must occur. The first cardholder needs to have an eWIC card assigned first. Benefits can be issued on the eWIC card without them being physically present. The first cardholder should be notified their card is ready such as a phone call or text. They must show ID and sign for the eWIC card when they come in, eWIC cards cannot be mailed. Staff should communicate to other staff when an eWIC card was assigned without the first cardholder present and the first cardholder has been notified through documentation in WISPr.

New in WISPr

Q: When reissuing formula, the number of cans redeemed/voided is higher than what I just entered. Why?

A: On the reissuing formula screen, the “client issued” amount includes any past benefits for the month. The “redeemed/voided” area will include omission of any voided benefits and/or prorated benefits (if it is after the 15th/16th) for the month. In the example below on the first line with Similac Advance, in May a full formula package was issued for June and then voided. Then a partial package was issued for June. The 14 cans reflect the initial 10 voided plus 4 that were issued. In the next line with Nutramigen, the participant returned 3 cans (only used 1 can of the 4 cans, the 4 cans were voided) and another partial package of 6 cans were issued (note the amount mom is breastfeeding, age, and reconstituted amount all impact how much formula to reissue).

Reissue Formula

Formula to Void

Enter the number of cans to be voided (removed from the eWIC account).

First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed/Voided	Family Remaining	Qty to Void
06/05/2019	06/30/2019	Nutramigen Enflora PWD 12.6oz	9.000	9.000	-3.000	6.000	<input type="text"/>
06/05/2019	06/30/2019	Similac Advanced PWD 12.4oz	14.000	14.000	-14.000	0.000	N/A

Formula Returned

Enter the number of cans returned next to the formula below and enter a note.

Formula	Quantity
Nutramigen Enflora PWD 12.6oz	<input type="text"/>
Similac Advanced PWD 12.4oz	<input type="text"/>

Notes *

Q: When retailing a food package, which number do I look at to ensure the participant is getting the correct amount of food?

A: Before making any changes to the basket, make mental or written note of the “Current” basket limit. This number will be changing as you make changes to the basket because it reflects the current total. After entering the desired changes, work with the other food item amounts to get the current total back to the noted amount. Remember that this is the upper limit and some baskets will have a lower limit to accommodate for unit equivalencies that do not balance exactly. (The basket limits that are listed in the Limit column are stagnant and always show the full month basket limits for that base food package.)

Retailor Food

Make note of this amount – this is the current limit for this basket

FP 4 - FP 4 - 2 and over

Client Issued	Family Issued	Family Redeemed/Voided	Family Remaining	Current	Limit
Breakfast Cereal					
36.00	108.00	0.0	108.00	36.000	32.000 - 36.000 Ounces
Breakfast Cereal				<input type="text" value="36,000"/>	0.000 - 36.000 Ounces
Infant Cereal M R				<input type="text" value="0,000"/>	0.000 - 32.000 Ounces
Childrens Juice					
2.000	6.000	5.000	1.000	1.000	1.000 - 2.000 Containers
Juice - 64oz				<input type="text" value="1,000"/>	0.000 - 2.000 Containers
Juice - Individual Size H				<input type="text" value="0,000"/>	0.000 - 128.000 Ounces
Eggs					
1.000	3.000	0.000	3.000	1.000	1.000 - 1.000 Dozens
Canned Beans H				<input type="text" value="0,000"/>	0.000 - 4.000 Cans
Eggs				<input type="text" value="1,000"/>	0.000 - 1.000 Dozens
Peanut Butter H				<input type="text" value="0,000"/>	0.000 - 1.000 Containers

The WIC Program is an equal opportunity provider.



IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH

