



IDAHO DEPARTMENT OF HEALTH & WELFARE  
DIVISION OF PUBLIC HEALTH

# Idaho WIC Training **Issuing WIC Checks**



## What Will You Learn?

- Issuing WIC checks
- Fill out the Check Register
- Issue the WIC Identification (ID) Folder
- Explain how to identify a WIC authorized vendor
- Explain how to shop with WIC checks/CVV's
- Procedure for voiding WIC checks

## Instruction Level

Prerequisite for taking this course: WIC Food Package Guidebook

## Items Needed for this Course

- Idaho WIC Program Authorized Food List (their location in your clinic)
- WIC ID Folder (their location in your clinic)
- Access to the WIC website for the *Reference for Void Check Reasons* Document
- No Idaho TRAIN LMS online course exists for this guidebook.

## Recommended Time

- Approximate time it takes to complete the WIC course: 1-2 hours
- Approximate time it takes to complete the activity and discussion: 1-2 hours

## Module 1: Check Register

### Check Register

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Once WIC checks/CVV's are printed, the checks should be reviewed by the participant for accuracy. The responsible adult is given the WIC checks/CVV's only after signing the check register. By signing the check register, the responsible adult is acknowledging receipt of the WIC checks/CVV's, therefore staff should be cautious on handling checks after the participant has signed the check register.

The check register is an audit trail for printed WIC checks/CVV's. The check register shows:

- When WIC checks/CVV's were given or mailed to a participant (date)
- To whom the WIC checks/CVV's were issued (participant ID#)
- The WIC check/CVV's numbers
- Who received the WIC checks/CVV's (responsible adult's signature)

#### Date

The date only needs to be entered once per check register page or when the date changes from the original date written on the page. The new date must be written on the register. Each page of the register must have a date. The date refers to when the WIC checks/CVV's were issued to the participant, voided, or mailed. This is not the date the WIC checks/CVV's were printed.

#### Participant ID Number

The participant ID number only needs to be written once. Write the participant ID number next to the WIC checks/CVV's that were printed for that participant. Local agencies may use ditto marks or arrows down indicating that a group of WIC checks/CVV's belongs to the previously written participant ID number.

#### WIC Check/CVV Number

Check registers are pre-numbered with check numbers to make it easier to account for all WIC checks/CVV's. With each new check register, the check numbers are assigned by the State WIC Office. A check register has its own set of check numbers and will not be related to the previous register. The following procedures apply for filling out the check register.

#### Participant Signature

The client only needs to sign once on each page of the check register next to the appropriate group of WIC checks/CVV's that the client receives. If a client's WIC checks/CVV's cover two pages, the client needs to sign once on each page. Ditto marks, arrows, or other markers can be used to group checks together. Blank lines are not acceptable in the signature area on the Check Register.

## Correcting a Wrong Signature

Draw one line through the mistake and have the participant sign in the correct place(s). Do not use correction fluid to delete the previous signature.



**Complete Activities 1 & 2 in your Activities Packet**

## Module 2: WIC Identification Folder

A WIC Identification (ID) Folder (available in both English and Spanish) is issued to a WIC participant or responsible adult/caregiver at the initial certification appointment. Only one WIC ID Folder may be issued on behalf of a participant. A participant or responsible adult may designate another person to sign their WIC folder and use their WIC checks. This is called an authorized signer.

The WIC ID Folder serves as an official ID card or proof that the person is a WIC participant. Participants must bring their WIC folder to each clinic visit and to the grocery store when using WIC checks/CVV's. The participant will be asked to show their WIC folder at both the clinic and the grocery store. The WIC folder also explains how to shop with WIC checks/CVV's. Clinic appointments are recorded on the back of the folder. Ask your trainer where the supply of WIC ID Folders is located in your clinic.

A new WIC ID Folder is issued whenever the old one is lost, damaged, or worn out.

### How to fill out a WIC Identification Folder

- Fill in the Family Identification Number on the front of the WIC ID Folder.
- Fill in participants' names and the Client Identification Number for each active participant in the family.
- Have the responsible adult/authorized signer sign the front of the WIC ID Folder.
- Show the participant/authorized signer where the Rights and Responsibilities are printed. You have already discussed this with the responsible adult earlier in the certification appointment.
- Review the section "How to Shop with WIC Checks" with the responsible adult/authorized signer.
- Write down the date, time, and reason for the next appointment on the back (if your clinic schedules appointments). Review "Call the WIC office if you:" section. Show the participant where the clinic information (telephone number and address) is stamped on the WIC ID Folder.
- After the responsible adult has signed the check register, separate the WIC checks/CVV's by months and place them in the corresponding section inside the folder. Make sure the responsible adult also knows where the Idaho WIC Authorized Food List is located.
- Provide the responsible adult with a clear plastic sleeve in which to keep the WIC ID Folder.



## Complete Activity 3 in your Activities Packet

### Module 3: Issuing WIC Checks and Cash Value Vouchers

#### Authorized WIC Vendor

Since WIC foods are purchased in grocery stores, it's helpful to understand how the grocery store (referred to as the vendor) and the WIC Program work together. All currently authorized vendors have a Vendor Agreement with the State Office. This agreement must be completed before the vendor can accept WIC checks/CVVs. Authorized vendors display a "Idaho WIC Checks Honored Here" sign on their doors or front windows or include WIC in the list of accepted payment types on signage at the front of their store. Be sure to mention this sign when explaining to WIC participants how to shop with WIC checks/CVVs.

When a store is authorized, the vendor has agreed to:

- Stock at least a minimum of WIC authorized foods.
- Train all cashiers in how to process WIC checks/CVVs and what foods are authorized.
- Treat WIC participants the same as all other customers.
- Receive annual vendor training to learn about program updates.
- Provide food price lists to the State Office two times a year or as requested.

Vendors are not required to stock all WIC foods. The WIC Program does not set the prices vendors charge for WIC foods. However, vendors must keep the price of WIC foods competitive with other vendors of similar size and in their region of the state. This competitive price agreement only applies to WIC foods, not other items carried by the store.

Ask your trainer which grocery stores in your area are WIC authorized vendors.

#### Shopping With WIC Checks and Cash Value Vouchers

Things to remember to discuss with WIC Participants:

- Remind the participant that they may use WIC checks/CVVs at any WIC authorized vendor.
- Remind the participant of the start and end dates for using their WIC checks/CVVs. There are two dates: First Day to Use and Last Day to Use. A WIC check/CVV can be used starting on the First Day to Use and is good through the Last Day to Use.

- Using the WIC Authorized Food List, review which foods are allowed.
- Remind the participant to select only foods from the WIC Authorized Food List in the amounts listed on the WIC checks/CVV. Participants can choose to not buy a food or to buy less than the amounts listed on the WIC check. Participants cannot buy more than the amounts listed on a WIC check/CVV. Point out the examples of possible cereal, juice, cheese, and milk combinations. When explaining the WIC CVV, review the produce chart and tips.
- Instruct the participant to separate their WIC foods from other foods in the grocery cart and at the register. If a WIC participant plans on using more than one WIC check/CVV at a time, separating and grouping the foods by WIC check/CVV is necessary. This helps speed up the checkout process and reduces the possibility of a check error caused by having foods rung up on the wrong WIC check/CVV.
- Encourage participants to use the WIC CVV last if using it along with other WIC checks, but before any personal grocery items.
- Participants should know that they are responsible for any fruit and vegetable costs over the dollar amount of the WIC CVV. If a participant goes over the amount of the WIC CVV they have the option to put items back or pay the excess amount.
- Participants do not get money back if they don't spend the full amount of the WIC CVV.
- Once the participant is at the check stand, the WIC check(s) and/or CVV(s) should be presented to the cashier.
- The cashier will ring up the foods on each WIC check/CVV individually and write the total in the Pay Exactly box.
- Remind the participant to make sure the total written in the Pay Exactly box is correct before signing the WIC check/CVV. Remind participants to sign the WIC check/CVV exactly the same way they signed the WIC ID Folder. The cashier will compare the signature on the WIC ID Folder to the signature on the WIC check/CVV to make sure they match.

Improper use of WIC checks/CVVs can result in participants losing WIC program benefits. Therefore, teaching participants how to use WIC checks/CVVs correctly is very important.

### **Following WIC Appointments**

At all WIC appointments, find out if the participant has any questions or had problems finding WIC foods or using the WIC checks/CVVs.

Ask the following:

- How was it shopping with the WIC Food List and finding WIC foods?
- What questions do you have about how to use your WIC checks/CVVs?
- How did you use the WIC foods you bought for yourself (or your child)?

Because time is limited at the first certification, education on WIC foods and how to use WIC checks/CVVs is often brief. With every new participant, it is good practice to review the WIC ID Folder and Authorized Food List again at the second appointment.

It is important that shopping with WIC checks/CVVs be reviewed and understood by participants in order to prevent problems at the grocery store. Participants' nutritional problems are not likely to be improved unless they purchase and use WIC foods. However, if a participant cannot use all the items issued in a food package it is appropriate for the participant to buy only the foods she will use. For example, an 11-month-old baby may no longer eat infant cereal or baby food fruits and vegetables. In this case, the infant's mother may choose not to purchase infant cereal and baby food fruits and vegetables as listed on WIC checks.



## Complete Activity 4 in your Activities Packet

### Module 4: Voiding WIC Checks and Cash Value Vouchers

The Idaho WIC Computer System (WISPr) is designed to print WIC checks/CVVs when the participant comes in for an appointment. Occasionally, WIC checks/CVVs may be printed with the wrong food package, the wrong check dates may have been entered, or the WIC checks/CVVs may have been damaged by the printer. When this happens, WIC checks/CVVs must be voided and reissued. Vendors have been instructed not to accept WIC checks/CVVs with hand-written changes. Altering WIC checks/CVVs makes them invalid whether done by clinic staff, participants, or vendors.

#### Procedure for voiding WIC checks

- Stamp or write "VOID" on the face of the WIC checks/CVVs returned to you by the participant. The "VOID" stamp should be in the "Pay Exactly" box and in the signature box before you enter the data in the computer. This will prevent the WIC checks/CVVs that were voided from being accidentally given back to a participant or cashed.
- Stamp or write the date and "VOID" in the corresponding Check Register signature area. Record the participant ID number on the register and list the reason the WIC checks/CVVs were voided.
- Void the WIC checks/CVVs in the WIC computer system refer to WISPr QRC Void/Reissue.
- Voided WIC checks/CVVs should be properly destroyed by shredding or tearing.
- When WIC checks for formula are returned because of intolerance, void all the WIC checks in the food package and reissue a new package for a different formula. If the client is over six months old, and has used the WIC checks for infant foods (cereal, fruits and vegetables, meats), void the WIC checks for these foods in the new food package for the current month. Indicate on the register that the WIC checks were voided and why. Fill out the Check Audit form located in the forms section on the WIC website [www.wic.dhw.idaho.gov](http://www.wic.dhw.idaho.gov). List all the WIC checks that were voided and explain why. Indicate if any cans of formula were returned and list the new WIC checks that were issued.

Rarely, a participant may transfer from one in-state agency to another and need their WIC checks/CVV's to be voided and re-issued. Idaho WIC checks/CVV's can be used at any authorized vendor so even though someone has moved within the state, their WIC checks/CVV's can still be used at any Idaho WIC authorized grocery. If for some reason, WIC checks/CVV's do need to be voided and re-issued, the clinic that issued the WIC checks/CVV's or the state office must void the WIC checks/CVV's following the above procedures before they can be re-issued.

### **Unclaimed WIC Checks or Cash Value Vouchers**

Another situation in which WIC checks/CVV's must be voided and shredded is if they are unclaimed. Some satellite clinics must print WIC checks/CVV's before an appointment since there is not a check printer in the clinic.

Preprinted WIC checks/CVV's that are not claimed must be voided and shredded. Unclaimed WIC checks/CVV's must be voided within one week of the print date, but no later than the last day of the month.

**NOTE:** Stamp WIC checks/CVV's "void" immediately so that voided WIC checks/CVV's are not accidentally given to a participant. Document what you have done on the Check Register.

WIC checks/CVV's are also voided if they have been preprinted for an appointment and were not picked up by the participant. These WIC checks/CVV's must be voided within seven days of the print date or by the end of the month if issued in the last week of the month.

### **Lost, Stolen, or Damaged WIC Checks and Cash Value Vouchers**

In general, lost or stolen WIC checks/CVV's are not replaced. WIC checks may be replaced on a case by case basis for infant formula. Please refer to the Idaho Policy Manual Chapter 7 Section C, Lost or Stolen Checks. Once the participant receives the WIC checks/CVV's, the participant is responsible for them. Remind participants that WIC checks/CVV's should be treated as cash and are not replaced if lost or stolen. If there are circumstances about any lost or stolen WIC checks/CVV's that you are not comfortable with, refer to the IWPPM and/or ask your supervisor about these situations.

Mailing WIC checks/CVV's to participants is discouraged. However, some circumstances, such as the computer system being down, may require mailing WIC checks/CVV's. If WIC checks/CVV's are mailed and the participant does not receive them, they can be voided and reissued. WIC checks/CVV's should not be mailed a second time. It is possible that someone could be stealing the mail. The participant should return to the clinic to pick up the reissued WIC checks/CVV's. Explain to the participant that if the first set of WIC checks/CVV's arrives they need to return that set of WIC checks/CVV's to the clinic. For more information about mailing WIC checks/CVV's, refer to the IWPPM.



If WIC checks/CVV's are damaged and the participant returns the damaged WIC check/CVV's to the clinic, those WIC checks/CVV's can be voided and reissued.

WIC checks/CVV's that are lost in the mail or are damaged and replaced need to be tracked. This is done by filling out the Check Audit form.



**Complete Activities 5 & 6 in your Activities Packet**