

E-WIC Card Handling and Issuance

- I. The maximum issuance of food benefits will be for no more than a three-month period at any one time to any participant. The clinic may issue one, two, or three months of benefits depending on the nutrition risk as determined by the clinic or State Agency Nutritionist.
- II. All categories of participants are eligible to receive food benefits until the last day of the month during which the infant/child reaches a specific age. All participants are eligible for a full month's food benefits for their final month of eligibility.
- III. Ensure that the guardian or proxy signs for receipt of benefits on the electronic signature pad.
 - a. Enter the proof of ID type shown by the guardian/proxy to ensure that are issued to the correct person.
 - b. If a signature is not obtained, then the clinic staff will choose one of the drop-down menu items to document why the signature was not obtained.
 - i. If the signature cannot be obtained due to signature pad malfunction, the clinic staff will print the screen that contains the participant name and obtain the signature on the printout. That hard copy with the signature will then need to be scanned into the participant's record.
 - ii. If the client refuses to sign for any reason, document the situation in the comments.
 - iii. If a disability makes it difficult for the client to sign, this reason may be marked.
 - iv. When a signature is missed because the staff person failed to get it before the person has left the building, clinic staff error should be marked and an explanation should be documented in the comments. Excessive missing signatures due to staff error will be considered a finding in management evaluations.
 - v. If a signature is missed for some other reason, mark "other" and document the reason in comments.