

# MI-WIC POLICY

## *Breastfeeding*

### 4.0 Breastfeeding

*Effective Date: 2/1/10*

### 4.08 Lost/Stolen Breastfeeding Equipment

**PURPOSE:** To implement Federal Regulations related to financial accountability for breastfeeding equipment purchased with WIC funds.

#### A. POLICY

1. Local agencies will not be financially liable for pumps not returned by clients if the procedures for tracking a multi-user breast pump are followed and documented.
  - a. Multi-user electric breast pumps are issued for one month at a time.
  - b. If return date is extended, the new return date is documented in the client's record.
  - c. All attempted contacts are documented in the client's record.
  
2. The local agency shall attempt to retrieve multiple-user electric breast pumps that are not returned by the client at the end date of the loan agreement (Refer to Exhibit 4.05B).
  - a. If the pump has not been returned, the local agency shall contact the client within two weeks of the end date of the loan agreement to arrange return of the breast pump.
  - b. If the local agency cannot contact the client, attempts shall be made to reach the contact person(s) named in the loan agreement to locate the client.
  - c. At a minimum, local agencies shall attempt to reach the client four times in the 6 weeks proceeding the return date. Each of the four attempts must be documented in the client's record in the Contact History portion of the BF Support screen.
  - d. At least one of the four documented attempts to retrieve the pump must be a letter (See Exh. 4.08A) with an attached copy of the signed loan agreement, sent by certified mail. The client should be given 10 business days to respond.
  - e. The following situations can be documented as attempted contacts:
    - i. There is no answer when you attempt to reach client by phone.
    - ii. You talk to the client, on the phone or in person.
    - iii. At the client's phone number, you leave a message on an answering machine, voicemail or with another person asking the client to call the WIC clinic.
    - iv. You send a postcard requesting the client call the clinic.
    - v. Certified letter mailed to client. Document if letter is returned.
    - vi. Contacting or leaving a message for the person (s) listed as "other contacts" on the loan agreement and ask to have client contact the clinic.
  - f. If a client tells you the pump was stolen, document the theft in the client record. No further attempts should be made to retrieve the pump. Do not lend the client another multi-user electric pump unless the client provides you with a police report.
  
3. If the above requirements have been met and the pump has still not been returned, notify the WIC Coordinator and State Breastfeeding Coordinator of the loss no later than 2 months after the pump's due date. The local agency will not be financially liable if all the above conditions have been met.

4. Local agencies shall report to the State Breastfeeding Coordinator lost, stolen or irretrievable breast pumps and/or attachment kits.
  - a. For multiple-user breastpumps that are irretrievable, lost/stolen by a client, the local agency shall forward client number and pump serial number to the State Breastfeeding Coordinator.
  - b. For equipment that is missing from clinic inventory, the local agency shall make efforts to determine the status of the missing equipment.
    - i. If it is determined that the equipment was stolen, notify the local and/or State Police to file a police report.
    - ii. If the equipment was lost or stolen, submit a letter to the State Breastfeeding Coordinator. Specify the circumstances surrounding the loss or theft, and procedures instituted to prevent further occurrences.
  - c. If the State Breastfeeding Coordinator determines there is an issue with equipment consistently being lost/stolen from clinic inventory, a review of inventory maintenance and equipment security procedures will be conducted by the State.

Reference:

Federal Regulations 246  
USDA Policy Memorandum 95-15, Providing Breast Pumps to WIC Clients

Cross-References:

1.08 Fair Hearing Procedure for Clients  
1.10 Records Retention and Destruction  
10.02 Client Compliance  
10.03 Employee Compliance

Exhibits:

4.08A: Sample Local Agency Breast Pump Retrieval Letter