

MI-WIC POLICY *Food Benefit Issuance/EBT Card Security*

8.0 Food Benefit Issuance/EBT Card Security

Effective Date: 9/9/2020

8.06 Client Education on Using Food Benefits

PURPOSE: To define the specific education that local agencies must provide to clients regarding how to redeem food benefits.

A. POLICY

1. For new certifications and out of state transfers, the local agency must verbally provide education to the client, authorized person, or proxy on the following topics:
 - a. WIC is a supplemental food program.
 - b. The client's individual food package/authorized food, using the most recent Food Guide/Insert(s) and Shopping List.
 - c. When the purchase of allowable fruits and vegetables exceeds the Cash Value Benefit, clients are responsible to pay the price difference.
 - d. Methods for verifying monthly food benefit balance.
 - e. Supplemental foods issued are only for the person(s) on the program.
 - f. Buying, selling or trading WIC Foods is illegal (See Policy 2.18 Notification of Client Rights and Responsibilities and Policy 2.18A, Michigan WIC Client Agreement).
2. The local agency must provide new certifications and out of state transfer clients access to the following:
 - a. Food Guide/Inserts
 - b. Shopping List
 - c. Vendor List
3. At future appointments, staff must:
 - a. Ask if there have been any problems using their WIC Electronic Benefit Transfer (EBT) card.
 - b. Notify clients of any changes to authorized foods and provide materials as needed.
 - c. Offer to provide a Shopping List and/or Vendor List.
4. If food package/category changes occur during a certification period, staff must provide an explanation of any related changes and offer a new Shopping List.
5. If improper WIC benefit or EBT Card use has been identified, review WIC EBT card training materials and Client Agreement with the client, authorized person or proxy (See Policy 2.18 Notification of Client Rights and Responsibilities). For information on identification of potential client abuse, sanctions and required documentation, see Policy 9.01, Client Compliance.

Reference:

WIC Federal Regulations: 7 CFR 246.12
USDA Special Supplemental Nutrition Program for Women, Infants, and Children Food Package Policy and Guidance 2018

Cross Reference:

2.18 Notification of Client Rights and Responsibilities
2.18A Michigan WIC Client Agreement
9.01 Client Compliance