

8.0 Food Benefit Issuance/EBT Card Security

Effective Date: 11/23/2021

8.10 Local Agency Formula Distribution

Implementation Date: 12/6/2021

PURPOSE: To identify a process by which clients can access WIC formula and WIC-eligible nutritionals when not immediately accessible from a WIC authorized vendor.

A. POLICY:

1. Local agencies shall assist WIC clients with troubleshooting benefit redemption through WIC authorized vendors as needed. In cases of reported outages for formula or WIC-eligible nutritionals, local agencies shall attempt to locate the same formula from an accessible, alternate WIC authorized vendor, and/or consider an alternate formula form if applicable and appropriate. An example of an appropriate solution would be a food package change from powder to concentrate formula. Note: Ready-to-feed (RTF) formula may only be issued in accordance with MI-WIC Policies 7.02, Authorized WIC Foods, and 7.03, Food Package for Qualifying Conditions.
2. If it is determined the formula is not accessible in the immediate area via the retail delivery system, local agencies shall contact the State WIC agency to report the outage.
3. The State agency shall assist with securing a source of the formula/WIC-eligible nutritionals for those clients with less than 2 cans of powdered formula (or rough equivalent of reconstituted ounces for non-powdered formula), while the WIC authorized vendor access issue is addressed and resolved.
4. The local agency may receive deliveries of WIC formulas or WIC-eligible nutritionals and distribute them to clients using the process detailed below.
Note: This distribution method is to be used as a last resort, in cases where the formula or WIC-eligible nutritional has been deemed not accessible, and the steps above have been followed.
 - a. Local agencies may receive deliveries for no-cost/courtesy formulas found on the Michigan WIC Authorized Formulas list and shall be accountable for their storage and distribution.
 - b. Upon delivery, local agencies shall examine the product for can/bottle condition and expiration date, and dispose of opened, dented or otherwise damaged and expired product.
 - c. WIC staff shall record the following data on Exhibit 8.10A, Local Agency Formula Receipt and Distribution Log, upon receipt: formula name, size, form, date received, quantity of cans received, quantity of cans requiring disposal, if applicable, and staff initials. One log shall be used per formula type.

- d. WIC agencies shall store formula/WIC-eligible nutritionals in a locked area with limited WIC staff access, out of view of WIC clients and separate from returned formula (as defined in MI-WIC Policy 8.05, Returned Formula and Re-Issuance of Benefits). Formula shall be stored in a manner that minimizes the danger of loss due to theft, infestation, fire, spoilage, or other causes. Inappropriate storage includes, but is not limited to, exposure to extreme temperatures, storage in a vehicle, garage, or outdoors.
 - e. For clients with verified formula access issues meeting criteria listed in this policy, local agencies may distribute a limited quantity of courtesy/sample cans of the same formula assigned in their food package.
 - f. WIC staff shall document the quantity, size, type of formula and date distributed in the client record.
 - g. WIC staff shall record the following data on Exhibit 8.10A, Local Agency Formula Receipt and Distribution Log, upon distribution: date distributed, quantity of cans distributed, client ID, and staff initials. Distribution information shall be recorded on the log corresponding to the one used upon receipt, for the same formula type.
 - h. Formula that is not distributed to WIC clients must be discarded by the expiration date. Liquid formula shall be poured down the drain, and powder formula shall be poured in the trash. Upon disposal, staff shall document the formula type and quantity disposed on the original packing slip, or other inventory control log of the agency's choice.
 - i. Any complaints regarding local agency formula distribution shall be handled in accordance with other local agency complaint processing procedures, including any allegations of discrimination. See MI-WIC Policy 1.09, Civil Rights.
5. To ensure program integrity, local agencies may be subject to training and compliance activities related to formula distribution.

References:

MI-WIC Vendor Policy 2.01 Vendor Applications & Authorization

Cross-References:

1.09 Civil Rights
7.02 Authorized WIC Foods
7.03 Food Package for Qualifying Conditions
7.04 Maximum Food Package
8.05 Returned Formula and Re-Issuance of Benefits
8.10A Local Agency Formula Receipt and Distribution Log