

Frequently Asked Questions



What happens at WIC appointments?

At your first appointment and as needed, we check to see if you or your child is eligible for WIC.

We may ask:

- You to bring your infant or child to the WIC office.
- You to show us personal ID.
- For the medical form filled out by your doctor.
- For proof of your family's income.
- For proof of your address.

At WIC appointments you may join in a group or get one-on-one education from a WIC educator or nutritionist about:

- Staying healthy and being active.
- Cooking, recipes and shopping tips.
- Breastfeeding for a healthy baby.
- Resources for families.

What if I can't come to my WIC appointment?

With the exception of certification or recertification appointments, you can send your **alternate** or **proxy** to pick up your WIC checks.

Your alternate is a person you choose who can go to your WIC appointment, pick up your checks and shop for you.

- Tell your WIC staff the name(s) of your alternate(s) so they can keep your WIC record up to date.
- Teach your alternate(s) how to use your WIC checks and WIC ID Folder correctly.

Your alternate must:

- Show his/her picture ID at the WIC office.
- Have his/her signature on your WIC ID Folder.

A proxy is a person you choose who can pick up your checks one time only. A proxy cannot shop or go to your WIC appointment for you.

Your proxy must:

- Show his/her picture ID at the WIC office.
- Have a signed, dated note from you that gives him/her permission to pick up your checks.

What if I miss my WIC appointment?

Call your WIC agency to reschedule. The phone number is on the front of your WIC ID Folder.

Frequently Asked Questions, continued

What if I move out of state?

Talk to WIC staff about transferring your WIC benefits to another state.

What if I have problems at the grocery store?

Talk with the store manager. If you cannot resolve the problem, call or go to your WIC office with your store receipt.

What if I lose my checks?

Lost, stolen, or expired checks cannot be replaced.

What if I lose my WIC ID Folder?

- Call your WIC agency right away to report your lost ID Folder.
- Bring your picture ID to the WIC office to get a new WIC ID Folder.

What about discrimination Complaints?

To file a complaint of discrimination based on religion, ancestry, political affiliation, medical condition, marital status, or sexual orientation, write to the California Department of Public Health, Office of Civil Rights, MS 0504, PO Box 997377, Sacramento, CA 95899-7377.

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.



California Department of Public Health, California WIC Program

1 (800) 852-5770 #900003 (03/15)



What if I want to know more?

Call:

- Your WIC agency at the number on the front of your WIC ID Folder.
- California WIC Program at 1-800-852-5770.

Log on:

www.wicworks.ca.gov

How do I report fraud or program abuse?

Contact:

California WIC Program at 1-800-852-5770 or wicabuse@cdph.ca.gov

Welcome

to WIC

Добро пожаловать!

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ਜੀ ਆਇਆਂ ਤੂੰ

歡迎

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اهلاً وسهلاً

Bine ați venit!

Bienvenido

Zoo Siab Tos Txais

CHÀO MỪNG

خوش آمدید

Maligayang Pagsapi



What you need to know



Know Your Rights and Responsibilities

Your Rights

Fair treatment

- WIC treats everybody the same regardless of race, color, national origin, ancestry, sex, religion, age, marital status, sexual orientation or disability.
- You can ask for a fair hearing if you don't agree with a decision about your WIC eligibility.

Common courtesy and confidentiality

- WIC will treat you with courtesy and respect.
- WIC will keep all information you provide confidential.

You will get:

WIC checks

- Checks to buy healthy foods for each participant. WIC does not give all the food or formula you need.

Nutrition and breastfeeding information

- Helpful tips for healthy eating and active living.
- Support and help with breastfeeding.

Referrals

- Help finding a doctor and immunizations for your child.
- Help finding other services that you may need.

Your Responsibilities

WIC approved foods

- Use your checks at WIC approved grocery stores.
- Bring your WIC ID Folder to the grocery store.
- Buy only the foods listed on your checks.
- Use the foods only for the person on the program.
- **Do not sell, trade or attempt to sell or trade** your WIC checks or WIC food.

Go to one WIC office at a time

- Get checks from only one WIC office or agency at a time.
- Choose WIC or CSFP (Commodity Supplemental Food Program). A person cannot be on both programs at the same time.

Keep WIC appointments

- Come to your appointments or call ahead when you need to reschedule.
- Bring your WIC ID Folder to all WIC appointments.
- Bring all requested documents to your appointments.

Provide truthful and current information

- Report any changes in your income, family size, address, phone, or eligibility for Medi-Cal or CalWORKs.

Be courteous

- Treat WIC and grocery store staff with courtesy and respect.
- Do not physically harm or threaten to physically harm anyone in the WIC office or grocery store.

I understand my rights:

- Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, or sexual orientation.
- You may appeal any decision made by the local agency regarding your eligibility for the Program.
- The local agency will make health services and nutrition education available to you, and you are encouraged to participate in these services.

I understand my responsibilities:

- You are responsible to buy WIC approved foods.
- You cannot sell, trade or attempt to sell or trade your WIC checks or WIC foods verbally, in print or online.
- You must provide current and truthful eligibility information.
- You must not physically harm or threaten to physically harm anyone in the WIC office or grocery store.

I have been advised of my rights and responsibilities under the WIC Program. I certify that the information and documents I have provided for my eligibility determination are true and correct, to the best of my knowledge and belief. This declaration form is being submitted in connection with the receipt of Federal assistance. Program officials may verify information provided. I understand that intentionally making a false or misleading statement or intentionally misrepresenting, concealing, or withholding facts may result in paying the State agency, in cash, the value of the food benefits improperly issued to me, my family, or my designated alternates, and may subject me to civil or criminal prosecution under State and Federal law.

Signature of participant/parent/caretaker

Date

Family/Individual ID



Look for the WIC logo:

- Look for the WIC logo to know where to shop.

Before you shop:

- Tear off the checks you will be using. If you get more than one month of checks, be sure to use the earliest month first.
- Bring your WIC ID Folder, WIC checks, and WIC Shopping Guide to the store.

While you shop:

- Look at the check(s) and the WIC Shopping Guide to pick the right kind of foods and package sizes.
- Separate your WIC foods from other foods you are buying.
- Do not accept items or food from the store that are not available to all shoppers.

At the check-out stand:

- Tell the cashier right away that you're using WIC checks.
- Show the cashier your WIC ID Folder.
- After the cashier writes in the dollar amount, sign your WIC checks while the cashier is watching.

Remember . . .

- Keep your WIC checks safe! Handle them like cash.
- WIC checks cannot be replaced if they are lost or stolen.

