

Subject: WIC Card and Food Benefits Security and Accountability**Item: Reissuing Redeemed Food Benefits**

PURPOSE:

To provide guidance for reissuing redeemed WIC food benefits that participant lost because of theft or being damaged or destroyed due to a disaster or emergency.

POLICY:

- I. WIC is not to be considered a first-line defense to respond to the nutritional needs of disaster victims (including the provision of infant formula) when emergency services are available.
- II. Reissuing Redeemed Food Benefits
 - A. When local agency (LA) staff are notified by a participant that their redeemed food benefits have been stolen, damaged, or destroyed due to a disaster or emergency, LA staff must:
 1. Contact CDPH/WIC as soon as possible for approval to reissue redeemed food benefits.
 - a. CDPH/WIC will review the request and provide approval/denial to the LA for the reissuance of WIC food benefits that have been redeemed but stolen, damaged, or destroyed due to a disaster or emergency. CDPH/WIC may request additional information and documentation to support the request for reissuance of redeemed food benefits.
- III. Redeemed stolen or damaged/destroyed food benefits can only be reissued for the current month if the *benefit valid through date* has not passed and in the actual amount of the redeemed food benefits lost. Food benefits cannot be reissued retroactively.

PROCEDURES:

- I. Prior to contacting CDPH/WIC for reissuance of redeemed food benefits, LA staff must:
 - A. Determine that the redeemed food benefits were stolen, damaged, or destroyed in a disaster or emergency, such as, but not limited to:
 1. Fire
 2. Flood
 3. Prolonged power outage
 4. Theft
 5. Motor vehicle accident/impound

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- II. Contact CDPH/WIC to provide available information and documentation at
Email: WIC@cdph.ca.gov
- III. LAs must reissue redeemed food benefits once approved by CDPH/WIC. These actions must only be done by supervisory level staff:
1. Reissue only the amount of redeemed benefits that were stolen, damaged, or destroyed in the current benefit period.
 2. Add detailed notes in WIC Web Information System Exchange (WIC WISE) explaining the specific reason(s) benefits are being reissued and indicate if a police report or any other verified report document was provided.
 3. Contact the WIC WISE Service Desk for assistance with reissuance if needed.

AUTHORITY:

USDA Memo [Guide to Coordinating WIC Services When Regular Operations Are Disrupted](#)