PURPOSE:
To procedures for handling and reporting lost or stolen checkstock.

POLICY:
I. Checkstock are considered missing when the local agency (LA) has acknowledged
the checkstock was received in WIC management information system (WIC MIS),
and there is no record of issuance to a participant and no record of physical
inventory. The LA must report missing checkstock in accordance with the following
instructions.

PROCEDURE(S):
I. Reporting Instructions and Time Frames
LAs must report lost/stolen checkstock serial number(s) by telephone to CDPH/WIC
Local Support Unit (LSU) within one business day of the discovered loss or theft.

Local Support Unit
1-800-852-5770
WICabuse@cdph.ca.gov

II. Notification of Local Authorities
LAs must notify the appropriate local authority (e.g., city police, county sheriff) if the
checkstock loss or theft is due to either of the following circumstances:
A. Forced entry of a building and or locked storage area where checkstock is
located.
B. Observed theft by a participant or other individual, including WIC employees.
   LAs must immediately notify LSU to apprise them of the situation. In cases of
   suspected theft, the LA must immediately contact LSU to discuss the situation.

III. Follow-up Reports Required
A. LAs must submit a Lost or Stolen Checkstock Report (CDPH 4145) to LSU within
two business days of the telephone report or within three days of the discovered
loss. A copy of this report must be attached to the Voided Food Instrument(s)
Report or the Voided Checkstock Report submitted for the month in which the
loss or theft occurred. Make available appropriate health services to
applicants/participants.
Subject: Checkstock/Food Instruments

Item: Lost/Stolen Checkstock from Local Agencies

B. If checkstock is stolen (even a single check), the checkstock should be voided in WIC MIS and reported to LSU. If the theft was a result of one of the two situations addressed above, the LA must submit a copy of the police report with the WIC MIS generated Voided Checkstock Report.

IV. Discovery/Recovery Notification

LAs must notify the LSU by phone within one business day regarding the discovery/recovery of checkstock previously reported as lost or stolen. LAs must destroy all discovered/recovered checkstock.

AUTHORITY:
7 CFR §246.12(p)