
SECTION: FOOD DELIVERY SYSTEM

SUBJECT: Food Instrument Receipt and Distribution

ITEM: Food Instrument Replacements

Purpose

To provide a mechanism for local agencies to issue replacement food instruments within defined parameters.

Policy

The local agencies shall replace food instruments (FIs) for participants according to the following guidelines.

Authority

7 CFR 246.12 (f) and 246.4 (11) (iii)

Guidelines

- I. The local agencies shall issue replacement FI's for participants in any of the following situations:
 - A. The participant was issued an incorrect food package or the prescription has changed due to a change in the participant's status.
 - B. The FIs were severely damaged and are no longer acceptable by commercial banks. However, a portion of each FI must be legible so that the serial number can be verified.
 - C. The participant returns a valid FI requesting a change in food items.
 - D. Mailed FIs not received by participant: The FIs may be replaced according to the following the guidelines in WPM Section 380-10, "Mailing Food Instruments to Participants."

- II. At the local agency's discretion FIs for individuals transferring from out-of-state may be replaced. Once the individual is enrolled in the California WIC Program, any remaining out-of- state FIs may be replaced with California FIs.

III. Local agencies shall not replace expired, lost or stolen FIs.

IV. Exception

Local agencies must request and obtain a written waiver from State agency regional staff before FIs can be replaced under circumstances which do not meet these guidelines. All exceptions must be documented in ISIS.

Procedures

The local agencies shall issue replacement FIs in accordance with the following procedures:

- A. Collect the previously issued FIs, including FIs from outside of California.
- B. Void all FIs and store in locked storage until they are destroyed. See the ISIS Training Manual, Section 28, "Void Food Instruments."
- C. Issue replacement FIs appropriate to the participant's category and age. The issue date shall be the same as the original issue date found on the voided FIs.
- D. When replacing FIs from another state the local agency Registered Dietitian, CPA/WNA, shall determine which FIs to issue to the participant based on the nutritional needs of the individual.