



Georgia Department of Public Health

Operations Unit WIC Identification Card

Nutrition Services Directors and Staff

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We Protect Lives.

Georgia WIC Program

Vision Statement

A leader in promoting healthy behaviors that improve lives.

Mission Statement

The mission of the Georgia Supplemental Nutrition Program for Women, Infants and Children(WIC) Program is to improve health outcomes and quality of life for eligible women, infants and children by providing nutritious food, nutrition education including breastfeeding promotion and support, and referrals to health and other services.

The State WIC office will provide policy direction and technical assistance to ensure continuity in program administration, operations, and compliance with Program regulations, policies and procedures.

Objective

Create a Participant friendly WIC ID Card



WIC Identification Card

- Tri- Fold WIC ID Card to accommodate three months voucher issuance
- 2 types of card stock/ glossy and standard
- Proposal to include "How to Use Vouchers?"
- Proposal to include VOC information to eliminate the use of VOC cards/EVOC



“Why Consider Changing the WIC ID Card”



- WIC vouchers will be separated by date
- Eliminate barriers for participants' transfer
- Give participants a guide on “How to Use Vouchers?”

WIC Identification Card (pilot phase)

- Include NSD's from two (2) districts to provide a survey for participants to identify any challenges while redeeming vouchers
- Pilot a survey for one month to obtain consensus of participants needs



WIC ID CARD (Sample) Back

<p>Department of Public Health Georgia WIC Program</p> <p>RIGHTS AND OBLIGATIONS</p> <p><u>Your Responsibilities:</u></p> <ul style="list-style-type: none"> To keep your appointments and be on time. If you cannot keep your appointment, call your local WIC office to reschedule as soon as possible. To bring all documentation requested to each appointment. To treat WIC and store staff with courtesy and respect. To participate in only one WIC clinic at a time. If I move, I can ask for a transfer card. Choose WIC or CSFP (Commodity Supplemental Food Program) to participate in. A person cannot be on both programs at the same time. Follow the rules when using WIC benefits. WIC staff will tell me how to use the WIC Vouchers when I am put on the program. To buy only the foods listed on my WIC Vouchers. I will use the foods only for the person on the program. I understand that if my WIC vouchers are lost or stolen, they may not be replaced. To report any changes in my income, family size, or eligibility for Medicaid, Food Stamps, or TANF. You may be taken off the WIC Program if: <ul style="list-style-type: none"> You do not tell the truth about all the information you give to WIC. You get benefits from more than one clinic at a time. You/child participate in CSFP and WIC at the same time. You do not follow the rules when using your WIC Vouchers. You use abusive language or are physically violent with clinic staff, store personnel, or other WIC clients. If you attempt to sell WIC foods, breast pumps, benefits and/or WIC vouchers by making a verbal offer of sale to another person or posting the items for sale in print or online, or allow someone else to do it for you. You miss appointments for two consecutive months. You use your vouchers to buy food that is not on the authorized WIC food list. You exchange your WIC food items after purchase for any items not listed on the voucher. You threaten clinic staff, state staff, store manager or cashiers and/or security in the clinic. Your threat will lead to possible termination or you losing the privilege of coming to the clinic. If you lose that privilege, an alternate will act on your behalf for your child. You solicit other participants to violate program rules, including the selling of their vouchers. You commit any crime in the WIC clinic or on the grounds of the clinic. Your designated alternate engages in any of the listed items above. 	<p><i>1 month vouchers</i></p> <p><i>2 month cl vouchers</i></p> <p><i>Special Nutrition</i></p> <p>How to File a Complaint</p> <p>If you feel you have been treated unfairly, please let us know by using the information listed below. Georgia WIC will assist you as well as notify the proper authorities if necessary.</p> <p>ANY COMPLAINT</p> <p>You may call Georgia WIC about any complaints at the toll free phone number below:</p> <p>1-800-228-9173</p> <p>and/or write about your complaint to the address below:</p> <p>Georgia WIC Integrity Unit 2 Peachtree Street, Suite 10 203 Atlanta, GA 30303</p> <p>DISCRIMINATION AND/OR CIVIL RIGHTS</p> <p>If you feel that you have been discriminated against or that your civil rights have been violated, you may contact Georgia WIC by calling the toll free number 1-800-228-9173, and/or write about your complaint to the address below:</p> <p>Georgia WIC Integrity Unit 2 Peachtree Street, 10th Floor Atlanta, GA 30303</p> <p>And/or you may contact the Federal Office of Adjudication directly by calling the phone numbers below:</p> <p>1-866-632-9992</p> <p>and/or you may write the Office of Adjudication at the address below:</p> <p>Office of Adjudication 1400 Independence Avenue, SW Washington, DC 20259-9440</p> <p><small>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.)</small></p> <p><small>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) 632-9922 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.</small></p> <p><small>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) 845-5136 (Spanish).</small></p> <p><small>USDA is an equal opportunity provider and employer.</small></p>	<p>Verification of Certification (VOC) Card</p> <p>Please go by the local clinic and ask for a VOC Card if you are:</p> <ul style="list-style-type: none"> Moving out-of-state A Migrant Farm Worker <p>The WIC Program is a Special Supplemental Nutrition Program for Women, Infants and Children (WIC) which improves the health and nutritional status of low-income, pregnant, breastfeeding and postpartum women, infants, and children up to age five (5).</p>
<p>Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected abuse, call 800-424-9121 or visit www.usda.gov/oig/hotline.htm.</p> <p>VOUCHER INFORMATION</p> <ul style="list-style-type: none"> Failure to keep appointments will reduce the number of vouchers you receive. The fruit and vegetable/cash value voucher can not be prorated. It must always be issued and must be issued in full value (e.g., \$7, \$8, \$10). Food packages will be prorated based on the total number of vouchers in the package. 		

Questions



