

**Investigation of Missing Vouchers****Policy No. FD- 900.05**

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**Policy**

When vouchers are discovered missing, WIC clinics are required to immediately notify their supervisor and the District Nutrition Services Director.

The Nutrition Services Director or designee must submit the [Notification Summary of Missing Vouchers](#) to the Georgia WIC Program Operations district point of contact and the Office of Inspector General within **twenty-four hours** of the discovery. The Office of Inspector General will investigate reports of any amount of WIC vouchers reported missing.

Local agencies who have reported vouchers as missing shall be subject to a compliance visit by OIG or the Program Operations Unit.

If an investigation reveals a violation(s) of the Georgia WIC Program's policies and procedures at the local agency level, a local agency may be subject to corrective action(s) and/or financial penalties.

**Purpose**

To ensure vouchers reported as missing are thoroughly investigated by OIG .

**Procedures**

- I. Contact Nutrition Service Director (NSD) and State WIC Office immediately upon discovery of missing vouchers.
- II. Complete the Notification Summary of Missing Vouchers.
- III. Contact local Police to file report.
- IV. Cooperate with OIG and State WIC Office during investigation.

**Authority**

7 C.F.R. § 246.12(q)

**Definitions/Supporting Information**

**Vouchers-** "Vouchers" means a negotiable financial instrument by which WIC benefits are provided to participants. Vouchers can provide either specific amounts of WIC authorized foods or formulas or a fixed-dollar amount for participants to obtain WIC authorized fruits and vegetables (referred to as a "Cash Value Voucher" or "CVV"). Vouchers are also referred to as "checks," "food instruments," or "FIs." Cash Value Vouchers are also referred to as "Fruit and Vegetable Vouchers" or "FVV."