Investigation of Missing Vouchers  

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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.”

Revised: September 2018