

# WIC Identification Folders

#	WIC Program Issues:	Steps to Take:
1	No WIC ID Folder	<ol style="list-style-type: none"> <li>1. Explain that WIC ID folders need to be present and complete at the time of the transaction.</li> <li>2. Provide WIC participant with their WIC site phone number if they need to complete their WIC ID folder or get a new one.</li> <li>3. Complete transaction only if participant has a complete WIC ID folder.</li> </ol>
	Blank WIC ID Folder	
2	Name AND ID # for a participant is missing in WIC ID Folder	<ol style="list-style-type: none"> <li>1. Explain that WIC ID folders need to be present and complete at the time of the transaction.</li> <li>2. Provide WIC participant with their WIC site phone number.</li> <li>3. Complete transaction only if participant has a complete WIC ID folder.</li> </ol>
	Alternative Rep/Proxy signatures are missing in WIC ID Folder	
3	Angry Customers During Business Hours	<ol style="list-style-type: none"> <li>1. Follow store's customer service protocol. Encourage participant to call their WIC site.</li> <li>2. Document the individual's name and WIC household ID number and send to <a href="mailto:info.vendor@dc.gov">info.vendor@dc.gov</a> with a description of the situation.</li> <li>3. Explain that WIC will follow up with them during business hours (M-F, 8 AM-5 PM).</li> </ol>
	Angry Customers After Hours	
4	Name OR ID # for a participant is missing in WIC ID Folder	<ol style="list-style-type: none"> <li>1. Explain that WIC ID folders need to be complete at the time of the transaction.</li> <li>2. Have the participant complete the missing information by adding the missing name or ID number.</li> <li>3. Complete transaction.</li> </ol>
5	Lost Folders and Checks	<ol style="list-style-type: none"> <li>1. Report to State agency by emailing <a href="mailto:info.vendor@dc.gov">info.vendor@dc.gov</a> or calling 202-236-6313.</li> <li>2. Keep WIC ID folder(s) and check(s) in a locked room or storage box.</li> </ol>
6	Filing a Complaint	<ol style="list-style-type: none"> <li>1. Follow store's customer service protocol.</li> <li>2. Fill out DC WIC vendor complaint form and send to <a href="mailto:info.vendor@dc.gov">info.vendor@dc.gov</a>. Form can be found on <a href="http://dcwic.org">dcwic.org</a> or with store manager</li> <li>3. Alternatively, send an email to <a href="mailto:monica.tomasso@dc.gov">monica.tomasso@dc.gov</a></li> </ol>
<p><b>For ALL WIC Program Issues:</b></p> <ul style="list-style-type: none"> <li>• If possible, document the individual's name and WIC household ID number and send to <a href="mailto:info.vendor@dc.gov">info.vendor@dc.gov</a> with a description of the issue.</li> <li>• If additional documentation is needed, show participant DC Health memo outlining protocol.</li> </ul>		
<p><b>WIC Site Information:</b></p> <ul style="list-style-type: none"> <li>• Can be found on the back of this page, <a href="http://dcwic.org">dcwic.org</a> or on the smartphone app—WICShopper.</li> </ul>		