

WIC Identification Folders

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