

## Contingency Planning

---

In anticipation of the possibility of a WIC ADP system malfunction, local agencies are encouraged to maintain a **limited** supply of preprinted food instruments and CVVs on hand. The supply of preprinted food instruments and CVVs maintained should be sufficient to issue to individuals over a period of 5 working days. The local agency supply should include preprinted food instruments and CVVs of the standard food package for pregnant women, postpartum breastfeeding women, postpartum non-breastfeeding women, infants receiving the milk-based contract formula, infants receiving the soy-based contract formula, and children.

**The following procedures are to be used only in the event of a WIC ADP system malfunction lasting longer than one day and to the point that local agency staff cannot enter participant data or print food instruments and CVVs.** Once the WIC ADP system is fully operational, these contingency procedures should no longer be used.

- **Issuing Food Instruments and CVVs.** The following guidelines are to be used by local agencies only when they are unable to print food instruments and CVVs due to a WIC Automated Data Processing System (ADP system) malfunction that may last more than one day.
  - ▶ Determine the supply of preprinted food instruments and CVVs currently available in your agency.
  - ▶ Estimate the number of participant issuances over the next 5 working days.
  - ▶ Based on the anticipated issuances, determine the adequacy of your supply of preprinted food instruments and CVVs
    - **If your supply of food instruments and CVVs appears to be adequate to meet your anticipated need**, then issue only one month of preprinted food instruments and CVVs to participants. For participants who need to have additional food instruments and CVVs mailed (i.e., food instruments and CVVs for the 2<sup>nd</sup> & 3<sup>rd</sup> months), have the participant/parent/guardian address an envelope so the food instruments and CVVs can be easily mailed to them once the ADPS is operational again. Refer to WIC Program Manual for additional information regarding procedures for mailing food instruments and CVVs.
    - **If your supply of food instruments and CVVs appears to be inadequate to meet your anticipated need**, then:
      - issue one month of preprinted food instruments (including CVV, if appropriate) to each infant, child on special formula, and high risk participant
      - notify all other participants that they will not receive food instruments and CVVs until the following week. In the event that the Local Agency technical support or the State Office is unable to tell local agencies the exact date the system will be fully functional, local agencies may choose to notify participants/parents/caretakers by phone no more than one day in advance and explain to them that the

food instruments and CVVs may be:

- picked up in person (assure they know when to come into the agency to do so); or
- mailed to the participant. If the food instruments and CVVs are to be mailed and the participant/parent/caretaker is in the agency when notified, have them address an envelope so the food instruments and CVVs can be easily mailed to them. If the participant/parent/caretaker is not in the agency when notified, confirm his/her mailing address.

■ **Using Summary Sheets For Interim Documentation Of Information.** The following guidelines are to be used by agencies when they are unable to enter participant data due to a WIC Automated Data Processing (ADP) system malfunction that may last more than a day.

- ▶ All information that is not accepted by the system due to a system malfunction must be entered as soon as the system is fully functional. All agencies must have a method of ensuring that data is entered into the WIC ADP system.
- ▶ Information should be hand-written onto either the participant's summary sheet, or if one is not currently available for the participant/applicant, a blank summary sheet. Refer to WIC Program Manual.
- ▶ Maintain these summary sheets as described in the following bullet..

■ **Maintaining Records Until The Information Can Be Entered Into The WIC ADP system.** The following guidelines should be used to assure that required information is maintained during a WIC ADP malfunction so that it can be documented in the WIC ADP system once the malfunction is resolved.

- ▶ Changes to certification records and issuance of preprinted FI/CVVs must be documented in the WIC ADP system as soon as it is fully functional.
- ▶ All summary sheets and preprinted FI/CVV issuance logs should be maintained in a folder until issuance and changes to certification records have been documented in the WIC ADP system.
- ▶ When the system is again fully operational, staff must immediately enter all information related to issuance and certification records into the WIC ADP system.
- ▶ Once issuance has been entered into the WIC ADP system, the logs should be stored according to agency policy. The summary sheets may be kept or shredded according to local agency policy.