Chapter 8
Food Benefit Issuance

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The North Carolina WIC Program provides WIC approved foods through a retail purchase system. This chapter discusses policies and procedures for issuing food instruments (FIs) and cash-value vouchers (CVVs) to WIC participants. It describes the types of FIs and CVVs, the steps involved in initial and subsequent issuance, special issuance situations, and various issues related to storage and security of check stock, manual food instruments (MFI) and the Manual Food Instrument Register. This chapter also addresses accountability in the areas of program reports and inventory of MFIs. In this chapter, Food Instruments and Cash-value Vouchers are referred to as FIs and CVVs and manual food instruments are referred to as MFIs.

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ATTACHMENT

Attachment 1. Manual Food Instrument (MFI) Food Packages
Food Instruments and Cash-value Vouchers

There are two types (printed and manual) of food benefits, all of which are printed by local agency staff using the Crossroads system. Food instruments (FIs) and Cash-value Vouchers (CVVs) are printed for a specific participant or family. For women and children, the monthly food package includes FIs and one or more CVVs. The Crossroads system aggregates FIs and CVVs for women and children; along with any infant foods. Infant formula is not aggregated; and prints on separate FIs.

Food benefits on Manual Food Instruments (MFIs) are pre-printed standard (default) food packages. They are issued to the individual participant and are not aggregated for the family. The components of each MFI Food Package are outlined in Attachment 1: Manual Food Instrument (MFI) Food Packages.

- Food Instruments and Cash-value Vouchers
  FIs and CVVs are printed at the time of issuance to a family. Family food benefits, including CVVs are aggregated.

Sample Food Instrument – Child 12 – 23 months
Sample Cash-value Voucher

Manual Food Instruments (MFIs)
MFIs may be generated for standard (default) food packages. Refer to Attachment 1. MFIs can be used when it is not possible to print FIs and CVVs at the time of issuance. They are completed manually when issued to a participant. MFIs must be matched to the participant in the Crossroads system no later than close of business of the next working day. Food packages on MFIs are not aggregated as family benefits.

Sample Manual Food Instrument
Chapter 8: FOOD BENEFIT ISSUANCE
Section 1: FOOD INSTRUMENTS AND CASH-VALUE VOUCHERS

Sample Manual Cash-value Voucher
Initial Food Benefit Issuance

Local agency staff must complete the following activities when food instruments (FIs) and cash-value vouchers (CVVs) are issued to a family for the first time.

- **Assign an Issue Date**
  The Crossroads system automatically assigns the current date as the issue date. When participants have one or more family members who already receive WIC, all family members are assigned the same issue date.

- **Document Proof of Identity**
  The individual who signs for the FIs and CVVs must show proof of identity at every issuance. Local agency staff must view the proof of identity. If a participant/parent/guardian/caretaker cannot verify their status then no food benefit issuance may occur. Refer to Chapter 6A, Attachment 1 for acceptable proofs of identity.

- **Issuance Frequency**
  In most situations, FIs and CVVs will be issued for three months at a time. Refer to Section 5 for information on situations when less than three months should be issued.

- **Documentation of Issuance**
  - The Crossroads system automatically documents issuance in the participant’s record when FIs and CVVs are printed.
  - **Manual Food Instrument Register.** Documentation of issuance of Manual Food Instruments (MFIs) must be entered on the Manual Food Instrument Register and matched to a participant in the Crossroads system.
    - This matching to a participant must occur no later than close of business of the next working day.
  - **Participant/Parent/Guardian/Caretaker Signature.** At each issuance, the local agency staff must have the participant/parent/guardian/caretaker sign the electronic signature pad or sign and date the Manual Food Instrument Register.
  - **Special Situations**
    - If staff fails to get the signature of the participant/parent/guardian/caretaker on the electronic signature pad, staff must select their own name on the signature pad, and sign their name. An entry should be made in the Crossroads record as to why staff is signing for food benefit issuance.
    - If staff fails to get the signature of the participant/parent/guardian/caretaker on the Manual Food Instrument Register, staff must enter “failed to sign” on the register along with the name of the individual who picked up the MFIs, then initial and date the entry.
    - If the participant/parent/guardian/caretaker cannot write her/his name, instruct the individual to make her/his "mark" on the electronic signature pad or Manual Food
Instrument Register. If the individual does not have a usual "mark", staff must have
the individual make an "X". Staff then must print the person's name on the Manual
Food Instrument Register, initial and date this entry.

- **Offer the Option of Appointing a Proxy**
  At each certification, the participant/parent/guardian/caretaker must be offered the option of
  appointing up to two proxies to pick up food benefits for the family. Refer to Section 4 for
  guidance on proxies.

- **Explain the FI and CVV Replacement Policy**
  Refer to Section 7 for guidance on replacing FIs or CVVs. Staff may use the WIC Wallet to
  assist in explaining the policy to the participant/parent/guardian/caretaker.

- **Explain How to Select WIC Approved Foods**
  Instruct the participant/parent/guardian/caretaker/ to select only the items specified on each FI
  and provide them with the brochure “North Carolina WIC Program Shopping Guide”.

- **Explain How to Use FIs**
  Local agency staff must tell the participant/parent/guardian/caretaker to:
  - Transact FIs only on or between the "First Date to Spend" and the "Last Date to Spend"
    date, regardless of when the FIs were issued
  - Transact one or more valid FI(s) at the same time
  - Obtain only WIC approved foods with a FI
  - Separate WIC approved foods from other items when presenting FIs to the cashier
  - Verify that the cashier correctly completes the “Date Transacted” and the "Pay Exactly"
    amount prior to the participant/parent/guardian/caretaker signing the FI
  - Refuse "rain checks" or other methods of providing foods after the time of transaction

- **Explain How to Use CVVs**
  Local agency staff must tell the participant/parent/guardian/caretaker to:
  - Transact CVVs only on or between the “First Date to Spend” and the “Last Date to
    Spend” date, regardless of when the CVVs were issued
  - Obtain only approved fruits and vegetables with a CVV
  - Separate WIC fruits and vegetables to be obtained using the CVV from other items before
    presenting the CVV to the cashier.
  - Verify the cashier correctly completes the “Date Transacted” and the “Pay Exactly”
    amount prior to the participant/parent/guardian/caretaker signing the CVV. The “Pay
    Exactly” amount may not be more than the “Not to Exceed” value printed on the CVV. If
    the cost of the approved fruits and vegetables exceeds the maximum value, the
    participant/parent/guardian/caretaker may pay the difference or return item(s) to the shelf.
    Payment can be made using any form of payment the vendor accepts, including Food and
    Nutrition Services (formerly Food Stamps) EBT cards. Tax will be charged for payments
    by cash, debit card, or credit, but no tax can be charged on payments with an EBT card.
    If the cost of the approved fruits and vegetables is less than the maximum value, the
    participant/parent/guardian/caretaker will not receive cash back.
Advise on Family Aggregated Benefits
Advise the participant/parent/guardian/caretaker that supplemental foods issued are provided for each eligible participant and aggregated into family based benefits.

Explain How to Use Coupons, “Valued Customer” Cards, and “In-Store Specials”
Participants/parents/guardians/caretakers are entitled to use coupons (i.e., manufacturer or store coupons), “valued customer” cards, and “in-store” specials for WIC foods just as they would use them with any other purchases. The participant/parent/guardian/caretaker is not responsible for paying tax on the value of the coupon or “special”.

Provide a List of Authorized WIC Vendors and Pharmacies
Local agencies must make a list of authorized vendors in their service area available to participants. Inform participants they can use FIs and CVVs at any NC authorized WIC vendor.

Provide a WIC Wallet.
Staff should issue one WIC Wallet per family. Since the WIC Wallet may serve as proof of identity at the local agency, unused WIC Wallets must be kept secure and inaccessible to anyone other than WIC staff.

When issuing a WIC Wallet, staff should complete the following information:

- **On the first page:** Both the local agency staff person issuing the WIC Wallet and the participant/parent/guardian/caretaker must sign it. Enter or stamp the full local agency name, address, and phone number.

- **On the fold-out page:** List the name of each participant in the family, their WIC participant ID and certification beginning and ending dates. Use the space on the right to note WIC appointments for the family.

Staff should explain to the participant/parent/guardian/caretaker that the WIC Wallet:

- Is used to hold FIs and CVVs. It may also be used to store education materials, recipes, shopping lists, and coupons.
- Should be brought to the WIC office each time a family member has an appointment or needs to pick up FIs and CVVs.
- May be used as proof of identity at subsequent certification and/or food benefit issuance for:
  - The participant/parent/guardian/caretaker who has previously established their identity with the WIC Program and whose signature is documented on the first page of the WIC Wallet.
  - WIC participants whose names are documented on the WIC Wallet.
Provide North Carolina WIC Program Notice
Staff must provide the North Carolina WIC Program Notice to all applicable family members at each appointment. Refer to Chapter 6D, Section 2.

Determine the Next Appointment
Staff should determine the next appointment type and either schedule a day and time or instruct the participant/parent/guardian/caretaker when to return. For food benefit issuance, the participant/parent/guardian/caretaker should return no earlier than the participant’s issue date or no more than ten (10) days after the participant’s issue date to allow for full benefit issuance.
Subsequent Food Benefit Issuance

The procedures used to issue food instruments (FIs) and cash-value vouchers (CVVs) to a family for a subsequent time will vary somewhat from those procedures used for initial issuance. Using procedures similar to the initial issuance to a family, staff must complete the following activities at a subsequent issuance. Refer to Section 4 if a proxy picks up the FIs or CVVs at a subsequent issuance.

- **Document Proof of Identity**
  The individual who signs for the FIs and CVVs must show proof of identity at every issuance. Local agency staff must view the proof of identity and capture the individual’s signature on the electronic signature pad. Refer to Chapter 6A, Attachment 1 for acceptable proofs of identity.

- **Issuance Frequency**
  In most situations, FIs and CVVs will be issued for three months at a time. Refer to Section 5 for information on situations when less than three months should be issued.

- **Documentation of Issuance**
  Staff should follow the same procedures for documenting issuance in the Crossroads system or on the Manual Food Instrument Register as outlined for initial issuance. Refer to Section 2.

- **Replace a Lost WIC Wallet**
  Staff may replace the WIC Wallet as soon as the participant/parent/guardian/caretaker has proven his/her identity and can state the name(s) of the participant(s) for whom the WIC Wallet applied. When replacing a WIC wallet, staff will need to access the participant file(s) to verify the WIC ID number(s) and the certification period(s), in order to complete the required information on the WIC Wallet as outlined in Section 2. If staff does not replace a lost WIC Wallet at issuance, they must do so at subsequent certification after establishing proof of identity of the participant(s) using the procedures outlined in Chapter 6A.

- **Provide North Carolina WIC Program Notice**
  Staff must provide the North Carolina WIC Program Notice to all applicable family members.

- **Determine the Next Appointment**
  Staff should determine the next appointment type and either schedule a day and time or instruct the participant/parent/guardian/caretaker when to return. For food benefit issuance, the participant/parent/guardian/caretaker should return no earlier than the participant’s issue date or no more than ten (10) days after the participant’s issue date to allow for full benefit issuance.

- **Review any Other Needed Information**
  It may be necessary for staff to review with the participant/parent/guardian/caretaker/proxy information about the WIC approved foods, how to use the FIs and CVVs, and/or changes regarding local WIC authorized vendors.
Food Benefit Issuance to a Proxy

At each certification, a participant/parent/guardian/caretaker must be offered the option of appointing other individuals (proxies) who are authorized to pick up food instruments (FIs) and cash-value vouchers (CVVs) for a family.

- **Appointing a Proxy**
  Staff must document the use of a proxy in the Proxy Information section of the Crossroads system. A proxy may be appointed by the participant/parent/guardian/caretaker at any time during the certification period. A proxy may also be appointed when a note from the participant/parent/guardian/caretaker is brought to the local agency. Proxy notes should be scanned into the Crossroads system. The authorization cannot exceed the end of the current certification period.

  The note from the participant/parent/guardian/caretaker should include the following information:
  - The proxy's name
  - The name of the family for whom the proxy should pick up FIs or CVVs
  - The period of time the proxy should pick up FIs or CVVs (not to exceed the certification period)
  - The signature of the participant/parent/guardian/caretaker

- **Requirements for a Proxy**
  - **A proxy must be at least 18 years of age.**
  
  - **A proxy must be previously appointed or have a note authorizing his/her proxy status.** The competent professional authority (CPA) can use his/her discretion to authorize the issuance of FIs and CVVs to a proxy without a completed note or who was not previously appointed. Documentation of the circumstances for authorizing issuance to a proxy in either of these situations must be retained in the Crossroads system.

  - **A proxy must bring the participant’s WIC Wallet.** If the proxy fails to bring the WIC Wallet, the CPA can use her/his discretion to authorize the issuance of FIs or CVVs after establishing the proxy’s identity. Documentation of the circumstances for authorizing issuance to a proxy without a WIC Wallet must be retained in the Crossroads system.

  - **A proxy must show proof of his/her identity.** With the exceptions of the WIC Wallet or visual recognition by WIC staff, a proxy may use any of the acceptable forms of proof of identity listed in Chapter 6A. Selecting the individual signing and capturing their signature on the electronic signature pad documents that proof of identity has been provided.

- **Limitations on a Proxy**
  - A proxy must pick up food instruments for all participants in the family.
  - A proxy can sign for up to three months' worth of food benefits for a family. A proxy is
limited to signing for only one month’s worth of food benefits when picking up for a family which includes:

- A pregnant woman who is within two weeks of her expected delivery date (EDD)
- A participant who needs health services

- If the CPA deems the participant/parent/guardian/caretaker should receive the nutrition education, such as in the case of a high risk participant, local agency staff should limit food benefit issuance to a proxy to one month.

- If a local agency staff person who is authorized to issue FIs and CVVs serves as a proxy, then issuance must be performed by a different staff person.

### Issuing FIs and CVVs to a Proxy

The following procedures must be used when issuing FIs and CVVs to a proxy:

- The local agency staff person should provide scheduled nutrition education.

- The proxy must read the “rights and responsibilities statement” prior to issuance. Staff must document this has been completed in the Crossroads system.

- The local agency staff must have the proxy sign the electronic signature pad or sign and date the Manual Food Instrument Register.

- The proxy can transact the FIs and CVVs. Staff should complete the following steps:
  - Instruct the proxy about transacting the FIs and CVVs at authorized vendors
  - Instruct the proxy on how to select WIC Approved Foods
  - Advise on family aggregated benefits
  - Explain how to use coupons, valued customer cards and in-store specials
  - Provide a list of authorized WIC Vendors and Pharmacies
  - Explain the FI and CVV replacement policy (refer to Section 7)
  - Remind the proxy that exchanging WIC foods and/or formula, for cash, credit, non-food items, or non-WIC food, is a violation subject to federal and state sanctions.
  - The proxy should share any notification, information about the next appointment, instructions, and nutrition education provided with the participant/parent/guardian/caretaker

#### Provide North Carolina WIC Program Notice

Staff must provide the North Carolina WIC Program Notice to all applicable family members.

#### Determine the Next Appointment

Staff should determine the next appointment type and either schedule a day and time or instruct the participant/parent/guardian/caretaker when to return. For food benefit issuance, the participant/parent/guardian/caretaker should return no earlier than the participant’s issue date or no more than ten (10) days after the participant’s issue date to allow for full benefit issuance.
Food Benefit Issuance in Special Situations

There are a variety of situations where issuance procedures may vary from the routine.

- **Using Monthly Issuance**
  While the usual issuance frequency is three months, there are times when monthly issuance is either required or preferred.

  - **Required Monthly Issuance.** Situations when staff must keep a family on monthly issuance include:
    - A pregnant woman within two weeks of her expected date of delivery (EDD)
    - A participant/parent/guardian/caretaker who transacted FIs or CVVs outside of the appropriate dates twice (e.g. participant uses food instruments for July in June) must remain on a monthly cycle until the end of the current certification period or for two appointments to pick-up food benefits, whichever is less. Staff should provide additional training on how to transact FIs and CVVs
    - A participant/parent/guardian/caretaker who informs the local agency staff that he/she is definitely moving out-of-state within one month. Staff also should issue a Verification of Certification (VOC) sheet and remind participants that North Carolina FIs and CVVs cannot be transacted out-of-state. (See Chapter 6E for information on Transfer of Certification)

  - **Preferred Monthly Issuance.** Staff and/or a participant/parent/guardian/caretaker may request monthly issuance.

- **Issuing Early**
  Sometimes a participant/parent/guardian/caretaker comes early to pick up food benefits. Staff may issue FIs or CVVs no sooner than one week (seven days) before the family’s issue date. Staff should instruct the family to transact the FIs and CVVs on or between the ‘First Date to Spend” and “Last Date to Spend”.

- **Issuing Late**
  Sometimes a participant/parent/guardian/caretaker comes late to pick up FIs and CVVs. The Crossroads system automatically prorates a participant’s food package according to these principles. The following principles apply when a food package is prorated:

    - The CVV is not prorated. The maximum value is always issued each month.
    - The FIs are prorated as follows:

      | Number of Days remaining to the last date to spend (inclusive) | Food Package Size |
      |-----------------------|------------------|
      | 20 +                  | Full Package     |
      | 11 – 19               | 2/3 Package      |
      | 1 – 10                | 1/3 Package      |

    - Some types of foods cannot be partially provided, such as one pound whole grain
bread/brown rice/tortillas, one dozen eggs, or one pound cheese. These foods will be provided in full.

- Proration rules apply to any situation when the issue date is fixed and the provision of a full food package is not indicated. Example: a participant picks up FIs and CVVs with fewer than 19 days before the last date to spend or a newborn is added to the program and given the same issue date as the rest of the family.

### Issuing in the Last Month of Certification or Categorical Eligibility

- The Crossroads system issues FIs to a participant in the last month of his/her certification period when the issue date is before the end of the certification period. If a subsequent certification is not completed, further issuance is not allowed.
- The Crossroads system issues FIs to a participant in his/her last month of categorical eligibility when the actual issue date is before the date of the end of the categorical eligibility. Further issuance is not allowed.

### No Longer Eligible

When a participant becomes ineligible within a certification period staff should do the following:
- Follow the guidance for providing a required participant notice. Refer to “Ineligibility Notification” Chapter 6D, Section 2.

- If the participant already has been issued food benefits, further issuance is not permitted. If the participant has been issued more than 15 days’ worth of food benefits, staff should attempt to retrieve those food instruments the participant is not entitled to.

- If the participant has not been issued food benefits:
  - If the ineligibility only affects one family member, remove that family member from the aggregation. If the ineligibility affects the entire family deaggregation is not necessary,
  - Generate one month of benefits from the Crossroads system and either
    - Manually prorate to approximately ½ the total food package or 15 days’ worth of food benefits for the participant(s) determined to be ineligible OR
    - Modify the food prescription to reduce the total benefit to approximately ½ the total food package or 15 days’ worth of food benefits prior to issuance. See above proration rules for food items that do not need to be adjusted.

### Issuing during Fair Hearings

Refer to Chapter 14 Administrative Appeals for guidance on food benefits issuance when an applicant/participant has requested a fair hearing.

### Issuance of Retroactive Benefits

The issuance of retroactive food benefits is never allowed.
Mailing Food Benefits

Local agencies may mail food instruments to participants/parents/guardians/caretakers only for the reasons defined in this section. When mailing FIs and CVVs, staff must assure that participants/parents/guardians/caretakers are offered the required number of nutrition education contacts.

- **Allowable Reasons for Mailing Food Benefits**
  - **Participant hardship.** FIs and CVVs may be mailed when one or more of the hardship situations listed below exists. The mailing of FIs and CVVs must be discontinued when the hardship reason for mailing is resolved. If mailing is to be continued for a period of greater than three (3) months, the reason for mailing must be reassessed and documented at each subsequent issuance. Examples of participant hardship include:
    - Participant/parent/guardian/caretaker illness, quarantine, communicable disease, immune disorder
    - Participant confinement to bed rest for pregnancy complications
    - Inclement weather conditions
    - Transportation limitations

  - **Coordination with other services.** If nutrition education is being provided to a participant on a routine basis by a provider outside of the agency, FIs or CVVs may be mailed to the participant. The coordination of services must be reassessed and documented at each certification for mailing to continue. Prior to each mailing, staff must verify the nutrition education contact and when it was provided. Refer to Chapter 5 for guidance on nutrition education when received from providers outside of the local agency.

  - **Local agency related issues**
    - **The Crossroads system, local internet connectivity and/or MICR printer are “down” temporarily.** If the local agency is unable to print FIs or CVVs for one of these reasons, then once the system/connectivity/printer is “back up”, staff may print and mail up to three months’ worth of FIs and CVVs.

    - **FIs and CVVs cannot be printed at a satellite site.** There are several options for food benefit issuance at satellite sites with no printer capability:
      - Staff issues at least one month manual FIs and CVVs and mails the remaining two months upon return to the main site
      - Staff issues one month FIs and CVVs printed from the local agency main site and mails the remaining two months upon return to the main site
      - Staff may issue up to three months of printed or manual FIs and CVVs

    - **The local agency is experiencing a time limited hardship.** There are times when a local agency may need to mail FIs and CVVs for an interim period of time (e.g. agency flooding/structural damage, agency is moving or undergoing significant construction, a disease outbreak).
Prior to mailing FIs and CVVs for local agency hardship, staff must submit a written request for permission to mail and receive written approval from their Regional Nutrition Consultant. The request must:
- Describe the reason for the mailing
- State the projected time period
- Outline plans to assure nutrition education requirements are met (for both low risk and high risk participants)
- Describe how participants will be notified of the mailing

Staff must retain the written approval to mail on file in the agency and in accordance with DHHS retention requirements. Refer to Chapter 13 for information on record retention and disposition requirements.

### Procedures for Mailing Food Benefits

- **Review participant data in the Crossroads system.** Prior to mailing FIs and CVVs, staff must review the Crossroads system data for each family member to determine:
  - If all family members are currently certified
  - When the family last received FIs and CVVs
  - If food package changes are needed for any family members
  - How many months of FIs and CVVs to issue
  - Provide the North Carolina WIC Program Notification Notice to applicable family members.

- **Decide if a participant needs nutrition education or mid-certification assessment.** If there are at least two months remaining before subsequent certification is due and the participant needs nutrition education or a mid-certification assessment, staff must mail no more than one month of FIs and CVVs and schedule the appropriate appointment for the next month.

- **Document issuance of FIs and CVVs**
  - The staff person preparing the mailing must select their own name from the radio buttons and sign on the electronic signature pad. A note must be made in the Crossroads record indicating food benefits were mailed to the family.

- **Prepare the envelope for mailing.** Staff should do the following:
  - Print the return address of the local agency on the envelope.
  - Enclose in the envelope:
    - The FIs and CVVs
    - Any notifications
    - The date of the next appointment or instructions to call the local agency within a specified period of time
  - Mark/stamp/print “DO NOT FORWARD, RETURN TO SENDER” on the envelope.
  - Mail the FIs and CVVs by first class mail.
  - Confirm with the US Postal Service any requirements for preparing these envelopes.
FIs and CVVs Returned in the Mail
FIs and CVVs that are mailed and returned as undeliverable must be promptly invalidated. Stamp or write the word “VOID” in the “Pay Exactly” box of each FI or CVV returned in the mail. Refer to Section 8 for guidance on invalidating, retaining, and documenting unclaimed FIs and CVVs.

Separation of Responsibilities
To the extent possible, the local agency should ensure separation of staff duties or responsibilities for the processes involved in the mailing of FIs and CVVs. The responsibility for issuing and mailing FIs and CVVs should be assigned to a staff person other than the staff person responsible for receiving, logging, voiding, and documenting returned (undelivered) FIs and CVVs. Refer to Chapter 1 for more information on separation of responsibilities.
Replacing Food Benefits

Local agency staff may only replace food instruments (FIs) and cash-value vouchers (CVVs) for a family in the allowable situations outlined in this section. FIs or CVVs that are reported as lost or misplaced by the participant/parent/guardian/caretaker will not be replaced under any circumstances. Refer to Section 8 for procedures on invalidating FIs and CVVs. Refer to Chapter 11 for information on replacing FIs and CVVs for vendors.

- **Allowable Reasons for Replacement at Time of Issuance**
  - **Printer problems during issuance.** FIs or CVVs may be replaced when they fail to properly print (e.g. do not print, smeared ink, paper jammed).
  
  - **Issuance to the wrong family.** FIs or CVVs may be replaced if they were issued to the wrong family and the error was noticed at the time of issuance by either the staff or the participant/parent/guardian/caretaker. The incorrect FIs or CVVs must be returned and invalidated before reissuance can occur. For procedures on invalidating see Section 8.
  
  - **Incorrect FIs were issued.** FIs and CVVs may be replaced if incorrect foods were issued on the FIs and/or the CVVs were issued in error to the family and the error was noticed at the time of issuance by either the staff or the participant/parent/guardian/caretaker. The incorrect FIs and CVVs must be returned and invalidated before reissuance can occur. For procedures on invalidating see Section 8.

- **Allowable Reasons for Replacement After Issuance**
  - **Dyad feeding option changes.** Changes in the feeding option may be made only when the change is executable in Crossroads as a result of the returned FIs and CVVs for the family. This will vary based on family make-up, and aggregation decisions made at the time of the original issuance for the time period in question. FIs and CVVs may be replaced for subsequent months if all previously issued FIs and CVVs for the family are returned.
  
  - **Formula prescription changes.** FIs may be replaced when a participant's formula and/or food prescription changes between issue dates. Once staff receives appropriate medical documentation of the new formula prescription, the new product should be provided to the participant as soon as possible. The current month’s benefits should be adjusted using the Return Formula feature in Crossroads. The participant must return either the unused FIs and/or the unopened formula obtained from transacted food instruments. For future month’s issuance, the participant must return all family FIs and CVVs.
  
  - **Return Formula.** Returned formula allows for the ounce for ounce replacement of unopened cans obtained from transacted FIs and unused FIs for the current issuance month.
  
  - **Replace.** Current month food replacement is only available when the food prescription changes. The replacement FIs and CVVs are automatically prorated based on the family issuance date. Refer to Chapter 7 for guidance on handling returned nutritional products.
  
  - **Issuance to the wrong family.** FIs and CVVs may be replaced if they were issued to the wrong family and the error was noticed by either the staff or the
Chapter 8: FOOD BENEFIT ISSUANCE
Section 7: REPLACING FOOD BENEFITS

participant/parent/guardian/caretaker after leaving the local agency. The incorrect FIs or CVVs must be returned, invalidated on the printed FIs and CVVs and voided in the Crossroads system. Only after the voiding process is complete can reissuance occur.

- **Incorrect FIs were issued.** FIs may be replaced if incorrect foods were issued on the FIs and the error was noticed by either the staff or the participant/parent/guardian/caretaker after leaving the agency. The incorrect FIs or CVVs must be invalidated on the printed FIs and CVVs, voided in the Crossroads system. Only after the voiding process is complete can reissuance occur.

- **FIs or CVVs were mutilated.** FIs or CVVs may be replaced when they are severely damaged or mutilated and are no longer able to be transacted. To replace mutilated FIs or CVVs, the serial number of each FI or CVV being replaced must be legible so that it can be verified and voided in the Crossroads system.

- **Food benefits were destroyed in a major household misfortune.** FIs or CVVs may be replaced if destroyed due to a major household misfortune. **Example:** fire, flood, windstorm, a repossessed or totaled car (with FIs or CVVs left in the car), domestic violence, or an unexpected eviction from housing (with FIs or CVVs remaining in the housing).

Prior to replacing FIs or CVVs, the household misfortune must be verified and documented in the Crossroads system. Verification can occur by the participant/parent/caretaker providing written documentation from an agency such as a fire department, an insurance company, the police or sheriff’s department, the Department of Social Services or from a public record such as a newspaper; or by staff contacting an agency with information provided by the participant. If staff determines that the situation cannot be verified, then the participant/parent/guardian/caretaker can self-report the household misfortune.

When replacing destroyed FIs or CVVs for the current month, the FIs or CVVs will be prorated based on the time remaining in the current issuance month.

**Note:** In a major natural disaster affecting an entire community, WIC should not be considered the first-line of defense to respond to the nutritional needs of mass disaster victims when emergency services such as the Red Cross are available. In times of natural disasters such as a hurricane, the State WIC Program will provide guidance on handling issuance to replace destroyed FIs or CVVs.

- **FIs or CVVs were stolen.** FIs or CVVs reported as stolen may be replaced only if there is written documentation from the police or sheriff’s department that states the FIs or CVVs were stolen. Staff should scan the documentation into the Crossroads system and enter all information pertaining to the theft on a sticky note in the Crossroads system.

- **Mailed FIs or CVVs were lost in the mail.** FIs or CVVs may be replaced if the participant/parent/guardian/caretaker reports never having received mailed FIs or CVVs.
Prior to replacing any FIs or CVVs, staff should confirm that seven (7) working days have passed since the mailing. After seven (7) working days since the mailing, staff should void all mailed benefits in the Crossroads system. Staff should reissue as replaced based on the verbal report of the FIs and CVVs being “lost in the mail”. If less than seven (7) working days since the mailing no action may be taken. Staff should document that the FIs and CVVs were lost in the mail on a sticky note in the Crossroads system.

- **FIs or CVVs were lost**
  FIs and CVVs should be treated as cash. Therefore, North Carolina does not replace lost FIs or CVVs.

- **Primary caretaker of infant or child changes.** FIs or CVVs may be replaced when the Parent/Guardian 1 of an infant/child has changed due to abandonment, incarceration, death, a legal change of custody, a change in foster care or because the FIs or CVVs cannot be retrieved from the person to whom they were issued. Staff should issue replacement FIs or CVVs to the current Parent/Guardian 1 whenever possible. Each situation should be evaluated individually. In some cases issuance through the Crossroads system may not be possible and MFIs will need to be utilized or in the case of formula or WIC-eligible nutritionals, an order placed with the State office.

  - Prior to replacing FIs or CVVs, the change in status of the primary caretaker must be verified and documented. Verification can occur by the current caretaker providing written documentation from an agency such as the police or sheriff’s department or the Department of Social Services; a legal document, a public record such as a newspaper; or by staff contacting an agency with information provided by the participant; or by the current Parent/Guardian 1 self-reporting the change in primary custody of the infant/child.

**Staff Responsibility to Inform Participant**
In situations when staff can replace a FI or CVV without having the original FI or CVV, staff must inform the participant/parent/guardian/caretaker that she/he is required to repay the value of any transacted FIs or CVVs to the WIC Program that were falsely reported as stolen or destroyed; be subject to probation or suspension for false report; and must return to the WIC Program any FIs or CVVs that were later found. Refer to Chapter 6F for further guidance on recovering funds and program abuse by participants.
Invalidating Food Benefits

Local agency staff must invalidate food instruments (FIs) and cash-value vouchers (CVVs) if they are unusable. FIs or CVVs may be invalidated for either families or for vendors. This section focuses on invalidation of FIs and CVVs for families. Refer to Section 7 for information on replacement of FIs or CVVs for families and to Chapter 11 for replacement for vendors.

■ Reasons to Invalidate Food Benefits
  ‣ Replacing FIs and CVVs. Refer to Section 7.
  ‣ Voiding FIs, CVVs, and/or MFIs. Acceptable reasons to void are:
    ▪ MFIs are improperly completed
    ▪ Unissued MFIs in inventory that no longer reflect a valid food package option (e.g., name change in formula).
    ▪ Returned FIs, CVVs, and/or MFIs received by the local agency must be voided if they are in date and issued by their local agency or another North Carolina WIC Program, or another state WIC Program.
    ▪ Expired FIs, CVVs, and/or MFIs issued by the local agency, another North Carolina WIC Program, or another state WIC Program should be shredded/destroyed. Expired is defined as the current date is past the “Last Date to Spend”.

■ Procedures for Invalidating Food Benefits
  Staff should use the following procedure to invalidate FIs, CVVs, and/or MFIs to be voided or replaced.
  ‣ Immediately write or stamp Void in the "Pay Exactly" box.

■ Disposition of Invalidated Food Benefits
  ‣ FIs, CVVs, and/or MFIs issued by the local agency. Local agencies must retain in a secure location all invalidated FIs, CVVs, and/or MFIs issued by their agency chronologically by date invalidated.
  ‣ FIs, CVVs, and/or MFIs issued by another WIC Program.
    ▪ In-State: FIs, CVVs, and/or MFIs that have not yet expired should be invalidated (i.e. write or stamp “VOID” in the “pay exactly box”). Staff should return the invalidated FIs, CVVs, and/or MFIs to the local agency WIC Program that issued them to be voided in the Crossroads system. Expired FIs, CVVs, and/or MFIs should be shredded/destroyed.
    ▪ Out-of-State: FIs or CVVs from another state that are in-date or expired should be shredded/destroyed.

  NOTE: Staff must complete the process of invalidation of FIs, CVVs, and/or MFIs in the Crossroads system in addition to manually invalidating the FIs, CVVs and/or MFIs.

■ Food Benefits Reported as Destroyed or Stolen
  FIs, CVVs, and/or MFIs reported to staff as being destroyed or stolen and have appropriate
documentation regarding the loss or theft must be voided in the Crossroads system. The Crossroads system documents the invalidation of FIs, CVVs, and/or MFIs when this process has been completed by staff.
Storage, Security, and Accountability

To maintain security of food instruments (FIs) and cash-value vouchers (CVVs), local agencies must follow procedures for the inventory, storage, issuance and invalidation of FIs and CVVs.

**Storage and Security**
- Check stock paper, Manual food instruments (MFIs), Manual Food Instrument Registers and invalidated FIs and CVVs must be stored in a locked secure location and in numerical or chronological order.
- The WIC Wallet may serve as proof of identity, therefore unused WIC Wallets must be kept in a locked secure location and inaccessible to anyone other than WIC staff.

**Report Accountability**
- **30 Day Unmatched Paid Report**
  - The 30-Day Unmatched Paid Report must be completed and submitted to the State office by the date indicated in the report instructions.

**Inventory Accountability**
- Staff must complete a quarterly inventory of MFIs during the second month of each quarter (i.e., February, May, August, and November).
  - Staff must reconcile each available MFI number listed as available on the Match Pending Manual FI to Participant Issuance report with an actual MFI. If there is a number on the Match Pending Manual FI to Participant Issuance report but no MFI to match it, staff must review the Manual Food Instrument Register to see if the MFI was issued but not recorded in the system.
  - If the Manual Food Instrument Register documents that the MFI was voided or replaced, this disposition is documented in the Crossroads system.
  - Staff must document the issuance of MFIs in the Crossroads system.
  - If the Manual Food Instrument Register has incomplete documentation of issuance of the MFI (e.g. no participant ID) or documentation of the disposition is missing, staff must determine the status of the FI. These discrepancies should be reconciled in the Crossroads system, and include a description of the following actions:
    - If it is determined, the MFI has been transacted; staff should record the issuance in the participant record in the Crossroads system and on the Manual Food Instrument Register.
    - If the MFI has not been transacted, staff will be notified that there is no record of transaction. Upon receipt of this information, staff should void the MFI and document an explanation for this action in the Crossroads system. There will not be a corresponding MFI as proof of invalidation.
Chapter 8: FOOD BENEFIT ISSUANCE
Section 9: STORAGE, SECURITY and ACCOUNTABILITY

The staff person completing the quarterly inventory must document any discrepancies on the Match Pending Manual FI to Participant Issuance report and sign and date the last page of the report. Notes on quarterly inventories documenting any findings and actions taken to reconcile the inventory must be retained in the Crossroads system.

- Quarterly inventories (i.e. printed report with any notes documenting the findings of the quarterly inventory) must be retained in sequential order.

- Reports and quarterly inventory sheets must be retained in accordance with the record retention requirements. Refer to Chapter 13 of the WPM on Records Retention.
# Manual Food Instrument (MFI) Food Packages

## Fully Breastfed Infants

### 0 through 5 months

<table>
<thead>
<tr>
<th>Foods</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 6 through 11 months

<table>
<thead>
<tr>
<th>Foods</th>
<th>Maximum monthly allowance</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant cereal</td>
<td>24 ounces</td>
<td>16 ounces</td>
<td>8 ounces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant fruits and vegetables</td>
<td>256 ounces</td>
<td>64 ounces</td>
<td>64 ounces</td>
<td>64 ounces</td>
<td>64 ounces</td>
</tr>
<tr>
<td>Infant meats</td>
<td>77.5 ounces</td>
<td>16 jars 2.5oz containers</td>
<td>15 jars 2.5oz containers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Partially Breastfed Infants

### 0 months

<table>
<thead>
<tr>
<th>Foods</th>
<th></th>
<th>FI #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td></td>
<td>1 can</td>
</tr>
</tbody>
</table>

### 1 to 3 months

<table>
<thead>
<tr>
<th>Foods</th>
<th></th>
<th>FI #1</th>
<th>FI #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td></td>
<td>4 cans</td>
<td>1 can</td>
</tr>
</tbody>
</table>

### 4 to 5 months

<table>
<thead>
<tr>
<th>Foods</th>
<th></th>
<th>FI #1</th>
<th>FI #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td></td>
<td>4 cans</td>
<td>1 can</td>
</tr>
</tbody>
</table>

### 6 to 11 months

<table>
<thead>
<tr>
<th>Foods</th>
<th></th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td></td>
<td>4 cans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant cereal</td>
<td></td>
<td>16 ounces</td>
<td>8 ounces</td>
<td></td>
</tr>
<tr>
<td>Infant fruits and vegetables</td>
<td></td>
<td>64 ounces</td>
<td>64 ounces</td>
<td></td>
</tr>
</tbody>
</table>
### Manual Food Instrument (MFI) Food Packages (continued)

#### Fully Formula Fed Infants

<table>
<thead>
<tr>
<th>0 months</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foods</td>
<td>FI #1</td>
<td>FI #2</td>
<td>FI #3</td>
</tr>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td>4 cans</td>
<td>4 cans</td>
<td>1 can</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1 through 3 months</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foods</td>
<td>FI #1</td>
<td>FI #2</td>
<td>FI #3</td>
</tr>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td>4 cans</td>
<td>4 cans</td>
<td>1 can</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4 through 5 months</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Foods</td>
<td>FI #1</td>
<td>FI #2</td>
<td>FI #3</td>
</tr>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td>4 cans</td>
<td>4 cans</td>
<td>2 cans</td>
</tr>
</tbody>
</table>

#### Food Package II: 6 through 11 months

<table>
<thead>
<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gerber Good Start Gentle Powder</td>
<td>4 cans</td>
<td>3 cans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant cereal</td>
<td></td>
<td></td>
<td>16 ounces</td>
<td>8 ounces</td>
</tr>
<tr>
<td>Infant fruits and vegetables</td>
<td></td>
<td></td>
<td>64 ounces</td>
<td>64 ounces</td>
</tr>
</tbody>
</table>
## Manual Food Instrument (MFI) Food Packages (continued)

### Children

#### 12 – 23 months

<table>
<thead>
<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
<th>CVV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juice</td>
<td>1 container 64 ounce</td>
<td>1 container 64 ounce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whole Milk, fluid</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td></td>
</tr>
<tr>
<td>Cereal</td>
<td>36 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eggs</td>
<td>1 dozen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fruits and vegetables</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$8.00</td>
</tr>
<tr>
<td>Whole-wheat bread or whole grains</td>
<td>16 ounces</td>
<td>16 ounces</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry or canned beans, peas, lentils</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry or canned beans, peas, lentils or peanut butter</td>
<td>1 container dry beans 1 pound bag OR peanut butter 16-18 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 2 through 5 years

<table>
<thead>
<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
<th>CVV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juice</td>
<td>1 container 64 ounce</td>
<td>1 container 64 ounce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td></td>
</tr>
<tr>
<td>Cereal</td>
<td>36 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eggs</td>
<td>1 dozen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fruits and vegetables</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$8.00</td>
</tr>
<tr>
<td>Whole-wheat bread or whole grains</td>
<td>16 ounces</td>
<td>16 ounces</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry or canned beans, peas, lentils or peanut butter</td>
<td>1 container dry beans 1 pound bag OR peanut butter 16-18 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Manual Food Instrument (MFI) Food Packages (continued)

### Pregnant

<table>
<thead>
<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
<th>FI #5</th>
<th>FI #6</th>
<th>CVV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juice</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td></td>
</tr>
<tr>
<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>½ gallon</td>
<td></td>
</tr>
<tr>
<td>Cereal</td>
<td>36 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eggs</td>
<td>1 dozen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fruits and vegetables</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>Whole-wheat bread or whole grains</td>
<td>16 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry or canned beans, peas, lentils</td>
<td></td>
<td></td>
<td>1 container beans/peas (1) 16 ounce bag dry or (4) 15-16 ounce cans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peanut butter</td>
<td></td>
<td></td>
<td></td>
<td>1 container peanut butter 16-18 ounces</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Manual Food Instrument (MFI) Food Packages (continued)

### Pregnant with Multiples

<table>
<thead>
<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
<th>FI #5</th>
<th>FI #6</th>
<th>CVV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juice</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td></td>
</tr>
<tr>
<td>Cereal</td>
<td>36 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheese</td>
<td>1 pound</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eggs</td>
<td>1 dozen</td>
<td>1 dozen</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fruits and vegetables</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$10.00</td>
</tr>
<tr>
<td>Whole-wheat bread or whole grains</td>
<td>16 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fish – Chunk light tuna or Pink Salmon in 5 – 6 ounce container</td>
<td>15 ounces</td>
<td>15 ounces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry or canned beans, peas, lentils</td>
<td></td>
<td></td>
<td>1 container beans/peas (1) 16 ounce bag dry or (4) 15-16 ounce cans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peanut butter</td>
<td></td>
<td></td>
<td></td>
<td>1 container peanut butter 16-18 ounces</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Manual Food Instrument (MFI) Food Packages (continued)

### Fully Breastfeeding Women Food Package is issued to:
- fully breastfeeding women whose infants do not receive formula from the WIC Program;
- women pregnant with two or more fetuses;
- partially (mostly) breastfeeding multiple infants from the same pregnancy;
- pregnant women who are also fully or partially (mostly) breastfeeding singleton infants who receive ≤ MMA

#### Fully Breastfeeding up to 1 year postpartum

<table>
<thead>
<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
<th>FI #5</th>
<th>FI #6</th>
<th>CVV</th>
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<td>Juice</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
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<tr>
<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
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<tr>
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<tr>
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<tr>
<td>Fish – Chunk light tuna or Pink Salmon in 5 – 6 ounce container</td>
<td>15 ounces</td>
<td>15 ounces</td>
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<tr>
<td>Dry or canned beans, peas, lentils</td>
<td></td>
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<td>1 container beans/peas (1) 16 ounce bag dry or (4) 15-16 ounce cans</td>
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<tr>
<td>Peanut butter</td>
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<td></td>
<td>1 container peanut butter 16-18 ounces</td>
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### Manual Food Instrument (MFI) Food Packages (continued)

**Fully Breastfeeding with Multiples**

*up to 1 year postpartum*

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<tr>
<th>Foods</th>
<th>FI #1</th>
<th>FI #2</th>
<th>FI #3</th>
<th>FI #4</th>
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<th>FI #6</th>
<th>FI #7</th>
<th>FI #8</th>
<th>FI #9</th>
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<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 container 48 ounce or 11.5 – 12 ounce concentrate</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
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<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
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<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
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<td>18 ounces</td>
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<tr>
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<td>15 ounces</td>
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<tr>
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<td>1 container peanut butter 16-18 ounces</td>
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### Manual Food Instrument (MFI) Food Packages (continued)

**Partially Breastfeeding ≤ MMA**

**up to 1 year postpartum**

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<th>FI #5</th>
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<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
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<td>1 gallon</td>
<td>1 gallon</td>
<td>½ gallon</td>
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## Manual Food Instrument (MFI) Food Packages (continued)

### Partially Breastfeeding ≤ MMA with multiples

**up to 1 year postpartum**

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### Partially Breastfeeding > MMA

**up to 6 months postpartum**

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<th>FI #3</th>
<th>FI #4</th>
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<td>Fruits and Vegetables</td>
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<td>1 container peanut butter 16-18 ounces</td>
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### Partially Breastfeeding > MMA with multiples

**up to 6 months postpartum**

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<tr>
<th>Foods</th>
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<td>Fruits and Vegetables</td>
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## Manual Food Instrument (MFI) Food Packages (continued)

### Non-Breastfeeding

#### up to 6 months postpartum

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<td>Juice</td>
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<tr>
<td>Skim or 1% Milk, fluid</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
<td>1 gallon</td>
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<tr>
<td>Cereal</td>
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