

### 3.09 Mailing Food Instruments

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#### POLICY:

Food instruments may be mailed to the WIC participant under special circumstances with required approval and documentation.

#### PROCEDURE:

##### A. General Mailing

1. Food instruments must be mailed by First Class Mail to participants. The envelope should read “Do Not Forward, Return to Sender” or “Do Not Forward, Address Correction Requested”.
2. The initials of the WIC personnel sending the mail and the date the food instruments are mailed must be entered on the food instrument stub.
3. One (1) to three (3) months of food instruments may be mailed, depending on the circumstances and their next scheduled WIC appointment.
4. The **WIC Identification Folder (FD-10)** and the food instruments must not be mailed together.
5. Verify correct mailing address in STORC before mailing Food Instruments.

##### B. Group Mailing

Group mailing is for a group of scheduled individuals for any given day.

1. Justification for group mailing includes, but is not limited to:
  - < Seasonally inclement weather;
  - < Extreme hardship that may be encountered by the target population; and
  - < Hardware problems that prohibit the printing of food instruments on a given day.
2. Permission to mail food instruments to all or a group of participants must be obtained by the Local Agency Director from the State Agency for each group mailing. Because of time constraints, permission may be requested by telephone, followed by a written request to the State Agency. Approval will be confirmed in writing from the State Agency. The **Local Agency Director Request for Group Mailing of Drafts** form (see **Attachment #1 3.09**) must be used for all requests for group mailing.
3. Documentation of the reason for mailing, initials of the WIC personnel sending the mail and date that food instruments are mailed must be entered into the STORC system through a change transaction. This must be noted on the **STORC Demographics Screen** or **STORC Food Prescription Screen** with a **C-TAD** printed and placed in the participant’s chart.

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4. Group mailings must be discontinued as soon as the reason for the mailing is resolved.

#### C. Individual Mailing

1. Justification for mailing food instruments to individual participants includes, but is not limited to:
  - a. illness
  - b. imminent childbirth
  - c. inclement weather conditions
  - d. completion of WV WIC Web based nutrition education module (see policy **5.05, Nutrition Education Contacts and Documentation**).
2. Food instruments may be mailed to the participant upon the completion of a WV WIC Web based nutrition education module when:
  - a. The local WIC office receives proof of completion (see policy **5.05, Nutrition Education Contacts and Documentation**)
  - b. Participant is offered the opportunity to discuss nutrition concerns with appropriate staff.
  - c. The participant is contacted to confirm their address and to set up their next appointment.
3. Participants should be reminded that the use of a proxy may be necessary in some cases.
4. Requests for food instruments to be mailed to individual participants will be approved by the Local Agency CPA.
5. Documentation of the reason for mailing, initials of the WIC personnel sending the mail and date that food instruments are mailed must be entered into the STORC system through a change transaction. This must be noted on the **STORC Demographics Screen** or **STORC Food Prescription Screen**.
6. Mailing is to be discontinued as soon as the participant's hardship is resolved.

#### REFERENCES:

1. WIC Regulations 246.12, Food Delivery Systems

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**ATTACHMENTS:**

1. Local Agency Director Request for Group Mailing of Drafts