

**UMATILLA-MORROW HEAD START, INC.  
WIC PROGRAM  
POLICIES AND PROCEDURES**

**FOOD INSTRUMENT MAILING**

**POLICY:** Umatilla-Morrow Head Start, Inc., WIC Program, will mail Food Instruments (FI) to participants only in special situations where it is a hardship for the participant to pick-up FI in the clinic.

**PROCEDURE:**

1. General mass mailing of FIs will not occur for any reason. FI's will not be mailed due to missed second nutrition education appointment, except in special situation.
2. One month of FIs will be mailed only in special situations where the participant and/or their guardian/caregiver can not pick-up or wait for FI at the clinic. Possible reasons that FI may be mailed include:
  - inadequate transportation;
  - work schedule limitations;
  - unable to wait for FI printing when TWIST system problems occur;
  - participant and/or guardian/caregiver is ill or experiencing a contagious illness.
3. When FI are returned to the clinic by a local vendor, postal service or individual from the community, the status and redistribution will be noted in TWIST FI Management section. Participant or parent/caregiver will be notified within one week by telephone or postal card that the FI are available at the local clinic for pick-up. .
4. FI will be placed in a sealed envelope addressed to the participant or parent/caregiver. Envelope will be stamped with a "DO NOT FORWARD" stamp. Envelope will have a return address for the local WIC clinic. Adequate postage will be placed on the envelope. Envelope will be placed in a local postal service receptacle.
5. FI held at the clinic for pick-up or pending mailing will be stored out of sight and out of reach of walk-in participant and non-participant traffic in a secured location whenever not in direct view of WIC staff.
6. FI printed and mailed will be documented on the FI stubs with the notation mailed and initial of staff member mailing the FI. FI returned to the clinic by the above mentioned routes, will be documented in the Mail Return section in TWIST FI Management. FI signature log will be stored and accessible at the clinic for up to three years.
7. FI held in the clinic and/or returned to the clinic will be held until their expiration date. At the expiration date the FI will be shredded. FI will be voided in the Void Issued FI section in TWIST FI Management.
8. Local WIC Operations Manager will complete a quarterly monitor of security and compliance with the documentation process of mailed FI.