

SECTION 3

WIC IDENTIFICATION (ID) FOLDER

SECTION 3. WIC IDENTIFICATION (ID) FOLDER

WIC Local Agency (LA) issues a Hawaii WIC ID Folder per family. The WIC ID Folder is used for identification during WIC visits and for the redemption of WIC checks at the Vendor. **Vendors should not accept WIC checks without comparing the signature on the WIC checks against the signature on the WIC ID Folder. No other form of identification is necessary or may be requested of the WIC customer (e.g., a driver's license or telephone number).**

The form is titled "State of Hawaii Special Supplemental Nutrition Program for Women, Infants and Children (WIC) WIC IDENTIFICATION FOLDER". It includes a "Family ID Number" field with a callout '1'. Below it is the instruction "Do Not Shop Without This Folder". A table with 6 rows and 2 columns is present, with callouts '2' and '3'. The table headers are "Participant Name" and "Client ID Number". Below the table is a section for "Authorized Representative Signature(s) & Printed Name(s)" with two rows, callouts '4' and '5', and the instruction "INVALID WITHOUT SIGNATURE(S)". At the bottom, there is a field for "Local Agency Address & Telephone Number" with a callout '6' and an icon of a family.

1. **Family ID No.**
Unique Family ID number.
2. **Participant's Name(s)**
Names of up to a maximum of six (6) participants in the family names. The participant's name(s) may not match the authorized representative's name(s) when the participant is an infant or a child.
3. **Client ID Number(s)**
Unique client ID number for each WIC participant.
4. **Authorized Representative Signature(s)**
Individual(s) authorized to redeem WIC checks will sign the WIC ID Folder on lines 1 and 2. WIC authorized representatives must sign the WIC ID Folder prior to entering the store and redeeming WIC checks. A maximum of two individuals may be designated as authorized representatives per family.
5. **Authorized Representative Printed Name(s)**
Name(s) of individual(s) authorized to redeem WIC checks are printed below their signatures.
6. **Local Agency Address and Telephone Number**
A WIC employee will type, write, stamp, or label the Local Agency name, address, and telephone number prior to giving the folder to the authorized representative.

LOST AND FOUND WIC ID FOLDER PROCEDURES

Recovering lost WIC ID Folders is very important to WIC families because WIC does not replace lost checks; many lost WIC ID Folders have valid WIC checks that can still be transacted in your store – *if* the WIC family can retrieve them.

Vendors are encouraged to develop the following practices to help get lost WIC ID Folders and WIC checks returned so they may be used in a store:

- **Place all lost WIC ID Folders in a specific secured location (for example, in a labeled box in a drawer at customer service); and**
- **Report the lost item(s) by calling the WIC Local Agency phone number listed on the front of the WIC ID Folder as soon as possible. Some agencies may also have the fax number listed on the front. Family ID# should be sufficient information for WIC to contact the family.**

WIC allows Vendors to verify identification from the WIC authorized representative 1 or 2 when returning lost WIC items.