



4 FOOD PACKAGE/FI ISSUANCE
4.40 Proxies

Effective: 3/1/98

Revised: 4/01/07

Significant changes in Bold

POLICY: Women participants, parents/guardians (including foster parents), and WIC project staff are allowed to designate proxies to pick up WIC or Farmers' Market Nutrition Program (FMNP) food instruments (FIs) at the issuance site and/or to redeem FIs at an authorized vendor or Farmers' Market. The local WIC project should exercise discretion in determining whether a person should be allowed to designate a proxy, the number of proxies a participant may have, how the proxies are trained, **and whether or not the proxy will be expected to participate in nutrition education and relay the information to the participant.**

NOTE: This policy uses terms that distinguish the woman participant, the guardian and the proxy. In ROSIE and on the WIC ID, women participants and parents/caregivers of infants and children, are all designated as the "guardian". Others authorized to pick up or spend FIs are designated as proxies.

PROCEDURE:

A. DESIGNATING PROXIES

1. Up to two proxies may be designated:
 - a) for the woman participant (also designated as Guardian in ROSIE and on the WIC ID) and
 - b) for the parent/guardian of an infant or child.
2. Proxies are not limited to a certain age, but their ability to understand and use the FIs should be considered. **In addition, the proxies' ability to participate in nutrition education and/or relay information to the participant/caregiver should be considered.**
3. The woman participant, or parent/guardian assigns proxies at certification. The names of proxies must be entered in to ROSIE so the name will be printed on the WIC Identification (ID). **If fewer than two proxies are identified, ROSIE will automatically enter "None" under the signature line.**
4. Proxies may be changed before the next certification. See Policy 4.50 WIC ID and WIC Folder.
5. Project staff may revoke a proxy when it is in the best interest of the participant.



6. In cases of fraud or abuse, the guardian or proxy must be suspended but the participant may be kept on the WIC Program if an alternate guardian or proxy is available. See Policy 8.2 Participant Fraud and Abuse. (Revisions in process)

B. PROXIES AUTHORIZED AT CERTIFICATION

All proxies must follow the policies related to FI pick up and redemption.

1. If the proxy is present at the WIC certification appointment, the proxy must:
 - a) Present proof of identity and sign the WIC ID.
 - b) Receive instruction on the proper use of the FIs. It is recommended that they view "WIC, You, and the Grocery Store, Too!"
 - c) Receive a WIC Approved Foods Guide (PPH 4578). Staff **must** review authorized foods unless "WIC, You, and the Grocery Store, Too!" video is viewed.
2. If the designated guardian or proxy is not present to check identification and obtain a signature, the woman participant or guardian that designated other proxies must be informed of the requirement to have all the signature lines of the WIC ID filled in as soon as possible.
 - a) The signature line must be filled in before visiting the store to use the food instrument. If the signature lines are not filled in by the next FI issuance, the lines must be crossed out.
 - b) Train the proxy on how to use the FIs using WIC materials such as posters, the Approved Foods Guide (PPH 4578) and the WIC ID Folder.
 - c) If the proxy is present at FI issuance and has not yet signed the WIC ID by their printed name, check their identity to verify they are an authorized proxy. Collect their signature on the WIC ID.

C. PROXIES NOT AUTHORIZED AT CERTIFICATION

There may be hardship situations when a participant or guardian wishes to authorize a proxy for FI pick-up only, and did not identify them as a proxy during the certification visit. Neither their name nor signature is on the WIC ID folder or in ROSIE.

1. Project staff should use discretion when determining whether to issue FIs to a new proxy.



2. It is recommended that permission from the woman participant, or the parent/guardian/caregiver that certified the infant or child be obtained for the individual to pick up FIs. This permission could be in writing or through a telephone call and should be documented in the participants' file or comments section of ROSIE.
3. Staff must see identification of the new proxy and compare this with the signature on the check register and the name provided in the note or during the telephone call.

Eliminated requirement to document the proof seen in the file or ROSIE

4. If there is a reason to believe that the person presenting themselves was not authorized by the woman participant or guardian:
 - a) **Do a wild-card search for the proxy name in ROSIE**, or
 - b) Call the woman participant, parent, guardian, or caregiver, or
 - c) Deny the request.
5. An option to using a proxy in some situations is to mail the FIs to the woman participant or guardian. See Policy 4.36 Mailing Drafts.

D. PROXY FRAUD/ABUSE

Proxy fraud/abuse is treated in the same manner as fraud and abuse committed by a woman participant or guardian. (Refer to Chapter 8 Fraud & Abuse - Participants for complete sanction information – revisions in process.)