

**Subject: Food Benefits Receipt and Distribution****Item: Remote Issuance of Food Benefits**

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**PURPOSE:**

To provide guidance on the remote issuance of food benefits.

**POLICY:**

- I. Remote Issuance of Food Benefits
  - A. Food benefit issuance should be coordinated with regularly scheduled WIC appointments for nutrition education, breastfeeding support, and other health services whenever possible.
- II. LAs can issue food benefits remotely under the following circumstances:
  - A. Each participant in the family must be current in their Nutritional Education Contacts (NEC) or have sufficient time remaining in the certification period to complete their required NECs.
  - B. Participants whose certifications were completed remotely and who are in 30-day short certification are eligible for no more than one month of remote benefit issuance. Participants in a 60-day short certification period for missing proof of pregnancy are eligible for no more than two months of remote benefit issuance.
  - C. Participant must meet one of the specific circumstances described below. All other circumstances not listed require CDPH/WIC approval prior to remote issuance of benefits.
    1. A local weather/flood/fire/disaster “alert,” “warning,” or “advisory” has been declared by the National Weather Service (NWS), California Office of Emergency Services (Cal OES), or a county-based alert system. All other circumstances due to weather conditions without an NWS alert must be approved by CDPH/WIC prior to the remote issuance of food benefits.
    2. WIC Web Information System Exchange (WIC WISE) downtime.
    3. Imminent childbirth or recent postpartum.
    4. Lack of transportation.
    5. A local emergency situation has been declared during which the area population has been advised to stay indoors by local authorities and/or the Emergency Broadcast System (e.g., a natural gas leak, poor air quality, etc.).
    6. Medically diagnosed illness, such as confinement to bed rest.
    7. Medically documented physical disability preventing travel or a family member with medically documented special health care needs.

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8. Quarantine due to a potentially severe communicable disease (e.g., flu, chicken pox, etc.), and/or an immune disorder.
  9. Remote education contact (phone, online, video) offered and documented.
  10. Site emergency resulting in closure.
  11. Remote appointment completed for certification/recertification. Refer to WPPM 220-10.
- D. A participant's request for remote food benefit issuance is allowable. However, all requirements in Policy II. A. and B. above must be met.

**PROCEDURES:**

- I. Prior to remote issuance of food benefits, LA staff must:
  - A. Ensure that each participant in the family is current in their NECs or has sufficient time remaining in their certification period to complete their required NECs.
  - B. Attempt to contact the participant/family representative to confirm the appropriate food package for each participant.
  - C. Schedule the next appointment.
- II. When issuing food benefits remotely, LA staff:
  - A. Must check the "Remote Benefit Issuance" checkbox in the WIC Web Information System Exchange (WIC WISE) and select the appropriate reason from the dropdown menu.
  - B. Can issue up to three months of food benefits as long as the requirements for triple issuance have been met. Refer to WPPM 330-10.

**AUTHORITY:**

[7 CFR §246.12\(r\)\(2\) Signature Requirement](#)

[7 CFR §246.12\(r\)\(4\) Food instrument and cash-value voucher pick-up](#)

[22 CCR §40749\(c\) Participant use of food instruments](#)

**CROSS REFERENCE:**

WPPM 220-10 Video and Phone Appointments

WPPM 330-10 Single/Double/Triple Issuance