

Division of Community Nutrition

<i>Subject:</i> Benefit Issuance and Redemption (Declared Emergencies)		<i>Policy:</i> EP 3.0
<i>Reference:</i> Memo 2024-3	<i>Effective:</i> 4/1/2025	<i>Supersedes:</i> N/A

I. Policy:

In response to a declared emergency, Virginia WIC shall temporarily operate under Emergency Procedures. Virginia State WIC Office (SWO) shall make alterations to benefit issuance and redemption procedures to ensure the quality and continuity of WIC services remains throughout the declared disaster or emergency. These temporary provisions will be in place until WIC services can safely return to normal operations as declared by the Virginia State WIC Office (SWO) and/or the United States Department of Agriculture (USDA).

II. Procedure(s):

A. Program Records

1. During a declared emergency, program records shall be made available as outlined in the Virginia WIC Continuity of Operations Plan (COOP).

B. Benefit Redemption

1. During a declared emergency, benefits shall be issued to participants as outlined in policy EP 2.0.
2. Redemption at authorized vendors shall follow normal protocols based on the availability of vendors and products unless otherwise specified by State WIC Office.
3. Waivers shall be requested, if available, to expand benefit redemption options (to include potential expanded vendors and/or authorized food choices).

C. Food Delivery Systems

1. CAP of Lancaster shall be utilized for infant formula and/or nutritional delivery to participant's homes and/or WIC clinics when redemption is not available at authorized vendors.
2. Online shopping, once made available for Virginia WIC, may be utilized for home delivery.