

**Illinois WIC Program Practice Standards (PPS)
eWIC Card Management
November 2023**

Policy Practice Standards (PPS) assist staff in translating policy into practice. This guidance is designed to be used in conjunction with the Illinois WIC Policy Manual Administration and Supplemental Food & Delivery sections to support ensuring security and accountability of eWIC cards.

Receiving a Card Shipment

eWIC Card inventory must be monitored and managed to ensure adequate inventory is available for card issuance and replacement. All card shipments must be documented on the *eWIC Card Inventory Log* immediately upon receipt.

Instructions:

1. Once received, document the following in the *eWIC Card Inventory Log*:

Date	Date the cards were received
Quantity	The number of boxes received, using a new row for each box
Staff Initials	Of the staff completing the form
Starting Card Number	Enter the number of the first card in the box
Ending Card Number	Enter the number of the last card in the box

2. The manifest report that is included with each box must be reviewed against the shipment and filed. If any discrepancies are identified staff must notify their RNC immediately. Document this by checking the column in the log, Manifest Filed.
3. Enter the new eWIC card inventory into the WIC MIS per the *I-WIC: EBT Card Inventory* document.
4. Email RNC notifying actions have been completed. Enter the date the email was sent in the Date RNC Emailed column.

Monitoring Card Inventory

Card inventory must be monitored to ensure the security of WIC EBT cards. Quarterly review of any unissued cards identified on the eWIC Card Inventory screen in the Unused Card Count column must be accounted for and any issues reported to the RNC.

Instructions:

1. In the eWIC Card Inventory screen, review the Unused Card Count column.
2. Identify any rows that have an amount other than 0,
 - a. Is the row(s) in an Active Status and currently being assigned to participants?
 - i. If yes, no further action is needed
 - b. Does the row contain a small number of cards or are the cards not being assigned to participants?
 - i. If yes, investigate the reason the cards have not been used.
 1. If the cards are still able to be used, ensure they will be used before activating another row.
 2. If the cards are not able to be used due to damage or they are not able to be located
 - a. Enter the Starting Card Number and the Ending Card Number in the *eWIC Card Inventory Log*, use a different row for each range of cards if they are not in sequence
 - b. Enter the number of cards in the range in the column Unused Card Count
 - c. Prepare an email to notify the RNC and include:
 - i. Number of Unused Cards impacted
 - ii. Card Number(s)
 - iii. Reason cards were not issued
 - iv. Actions taken by WIC Coordinator to locate cards and the results
 - d. Enter the date the email was sent in the Date RNC Emailed column

Managing Card Inventory

Local agencies are responsible for accurately accounting for the agency's WIC EBT card inventory. Cards removed from inventory and distributed to issuing staff must be logged daily.

Instructions:

- Per policy, only the Site Supervisor or approved staff should have access to the locked storage area where card inventory is kept. Due to this, it may be more efficient for the staff assigning the cards to complete the Date, Starting Card Number and Ending Card Number fields. However, it is the expectation the staff person responsible for the unissued cards will document their own initials and the time the cards were taken and returned. This staff person should also verify the card numbers documented are the card numbers provided.
- Smaller caseload agencies may issue minimal cards; thereby, do not assign cards to staff daily. If the agency chooses to remove a card from inventory for issuance as needed, those cards do not need to be logged as the expectation is the card is assigned immediately in the WIC MIS.

eWIC Card Inventory Log

Agency:

eWIC Cards Shipment Received			eWIC Card Numbers Received and Added to Inventory		Other Actions		
Date	Quantity	Staff Initials	Starting Card Number	Ending Card Number	Manifest Filed	Date RNC Emailed	Unused Card Count* (#)

**If any Unused/unissued Cards identified upon adding eWIC Card Inventory and/or when monitoring Quarterly, submit the following information to RNC (Dept.) via email to report those card numbers and reasoning for being unused:*

- Number of Unused Cards
- Card Number(s)
- Reason cards were not issued – damaged in shipping, lost, etc.
- Local Agency investigation taken to find missing cards and any resolution/results

Daily eWIC Card Inventory Log

Agency/Clinic:

Date	Staff Initials	<i>Per staff person</i>	Starting Card Number	Ending Card Number
		Sign-Out:		
		Sign-In:		
		Sign-Out:		
		Sign-In:		
		Sign-Out:		
		Sign-In:		
		Sign-Out:		
		Sign-In:		
		Sign-Out:		
		Sign-In:		
		Sign-Out:		
		Sign-In:		
		Sign-Out:		
		Sign-In:		

Keep log(s) on file for review upon request.