

Formula & Food Returns

- I. Infant/child formula or other WIC foods purchased by WIC participants with federal food dollars that cannot be utilized by the participant for any reason must be returned to the local clinic of issuance. Local agency clinics are required to accept any formula in order to determine what amount of product can be reissued and deter the participant from selling/giving away the formula or food purchased with federal funds.
- II. The clinic will document returned formula in VISION on the Returned Formula screen. VISION instructions are as follows:
 - a. In the Returned Formula Panel, select correct participant and add a row. Select formula and enter number of can(s) returned.
 - b. In the Food Benefits Panel, void non-redeemed FIs for current and future issuance periods as "In Hand".
 - c. In the Food Package Panel, select "New" and a new formula food package for the current issuance period. Adjust formula amount for the newly selected food package based on the amount of reconstituted ounces of formula returned.
 - d. The adjusted food package to compensate for returned formula must be issued for one month only and separate from future month packages. If the participant has future month food packages that need to be replaced due to a change in formula, those package must be assigned and issued separately from the formula package being issued to compensate the returned formula.
 - e. If the returned formula package was originally issued from a full package, then the formula adjustments must be made within the full food package grid. If the returned formula package was originally issued from a 2/3 or 1/3 package, then the adjustments must be made within the 2/3 or 1/3 food package grid, respectively. The system will not automatically prorate the amounts in the 2/3 and 1/3 package grids if the Full package grid is the only grid in which adjustments are made.
 - f. In the Food Benefits Panel, print FIs for the current FI issuance period.

- III. Standard formula or other non-perishable WIC foods returned to the clinic should be donated to a local food bank or pantry.
- a. Formula or foods returned to the clinic must be logged on the *Returned Formula and Foods Tracking Sheet*.
 - i. This log will be used to document the disposition of returned items and will help ensure that returned products are not taken by participants or unauthorized staff.
 - ii. This form is available on SharePoint.
 - iii. It may be maintained as a paper log or may be completed electronically.
 - iv. The tracking sheet must be kept on file or may be posted to the clinic documents on the Local Agency tab on SharePoint.
 - b. Containers returned should be examined for any damage, dents, missing or altered labels, or broken seals. The participant who returned the formula should be asked if there is any known problem with the items or if they were exposed to extreme temperatures (hot or cold) such as being left in a vehicle for an extended period of time.
 - i. If the items are expired, not fit for human consumption, or if there is no local food bank available to accept donated items, these may be donated to an animal shelter or veterinary office.
 - ii. Items that cannot be donated must be destroyed in accordance with the local agency destruction policy. The destruction should be documented on the *Returned Formula and Foods Tracking Sheet*.
 - c. A receipt should be requested from the food bank, pantry, animal shelter or veterinary office when items are donated. The receipt should be kept on file.
 - d. Clients should not directly donate their food or formula to a food bank/pantry or give it away. It must be returned to the clinic.
 - e. Only standard formulas and/or items that are available in a grocery store can be donated. State ordered special medical formula that is intended to be consumed only under a doctor's supervision should not be donated to a food bank or pantry if returned to the clinic by a participant. Local hospitals or community medical clinics may be contacted to see if they are interested in receiving the donated state ordered medical formula product. Otherwise, it must be destroyed.

- f. According to the Federal Bill Emerson Good Samaritan Food Donation Act, and Utah Code 78-11-22, WIC agencies, staff and participants will not be held liable for problems with food items donated in good faith.