

**POLICY:** Local WIC programs shall use the procedures below to order forms and nutrition education materials from the state WIC office.

**PURPOSE:** To ensure that local WIC programs use forms or other approved options to document service delivery, and that the state WIC program makes available optional materials for applicant/participant information and education.

**RELEVANT REGULATIONS:** 7CFR §246.25—Records and reports

**OREGON WIC PPM REFERENCES:** ♦426—Record Retention

- PROCEDURE:**
- 1.0 The state WIC program shall make forms and materials available to local WIC programs without charge. Refer to ♦426 for retention periods.
    - 1.1 Materials are ordered through the DHS Health Services Mail Center.
    - 1.2 The WIC Materials Order Form contains a list of available forms and materials. This form can be obtained from the WIC staff page of the Oregon WIC website or by calling the state WIC office.

**How to order** 2.0 Local WIC programs shall order WIC forms and materials through the DHS Health Services Mail Center by email, FAX or mail according to the following procedure:

- By email*
- 2.1 To order by email, send an email to [wic.forms@state.or.us](mailto:wic.forms@state.or.us). Include the following information:
    - 2.1.1 Requestor's first and last name
    - 2.1.2 Telephone number
    - 2.1.3 WIC Program name
    - 2.1.4 Address (include room/building number where your clinic is located).
    - 2.1.5 Form number and title
    - 2.1.6 Date ordered
    - 2.1.7 Date needed (specify a date, **do not** write ASAP, Rush, etc.)
    - 2.1.8 Quantity

*By FAX* 2.2 To order by FAX, fill out the WIC Materials Order Form and FAX to (971) 673-1271.

**ORDERING STATE PRODUCED MATERIALS, cont.**

- By mail* 2.3 To order by mail, fill out the WIC Materials Order Form and mail to:
- DHS Health Services  
Mail Center  
800 NE Oregon, Suite 290  
Portland, OR 97232
- Do not order by phone* 2.4 WIC forms and materials **should not** be ordered by phone.
- Filling orders*** 3.0 Mail Center staff shall fill orders within three working days of receipt. Please allow an additional seven days for delivery.
- Packing list* 3.1 A copy of the order form shall be included with the order as a packing list and sent to the local WIC program.
- 3.2 At times, supplies may be low and you may receive a smaller quantity than you ordered. Mail Center staff will indicate this on the packing list.
- Back orders*** 4.0 Mail Center staff will fill back orders when new stock arrives. Do not re-order items that have been indicated as “back order” on the packing list.
- Maintain minimum stock of forms and materials*** 5.0 The state WIC program recommends that one staff member be assigned the responsibility for maintaining an adequate supply of forms in the local WIC office(s). Programs should set appropriate minimums according to their size. ★

**If you need this in large print or an alternate format,  
please call (971) 673-0040.  
WIC is an equal opportunity program and employer.**