

☺ Job Aid: Checklist for Printing and Using Vouchers

Chapter 3: Client Processes

Section 11: Family Summary Screen

Lesson: Family Summary Screen

There are many things that staff need to remember when informing clients about how to use issued vouchers. This checklist is to help staff in ensuring that clients receive consistent information regarding vouchers.

Checklist: Things to Remind Clients

- Explain the different parts of the voucher, first and last date to use, etc.
- Explain how to use the vouchers, and the difference between a standard voucher and a fruit and veggie voucher.
- Provide a current WIC food list and remind them that foods have to be listed on the voucher and listed as allowable on the food list in order to be purchased.
- Client will be receiving multiple months of vouchers at one time.
- Put vouchers in the Voucher Holder (VH) for client, explaining which is the next set of vouchers to use.
- Inform the client of when their next appointment or nutrition class will be.
- Explain that they (the client) should keep in mind that by coming to an appointment or class when they are down to one set of vouchers will ensure that they will always have vouchers available.
- Make sure they understand the importance of keeping vouchers in a secure place.
- Make sure they understand vouchers will not be replaced. They should treat them like cash.
- Make sure to remind them to pass along this information to their other assigned shopper(s) if applicable.

Checklist: Things to Remember when Printing Vouchers

- Printer loaded with voucher stock
- Have client/signer show ID and a note if proxy (Policy 610)
- Have client/signer sign voucher stub for each sheet of vouchers
- Tear off voucher stubs
- Verify all family members vouchers are together- sort and fold or tear
- File voucher stubs