



WIC During Emergencies and Disasters

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Information About WIC Benefits During Emergencies and Disasters

LA WIC Participants Evacuating to Other States

- Any WIC participant certified on Louisiana (LA) WIC that **evacuates to another state** will be able to transfer their WIC benefits to that state.
- This process is called a 'VOC', which stands for Verification of Certification.
- The new state will honor the certification end dates that Louisiana had for that participant.
- The participants just needs to find a clinic near them and call for an appointment. The new WIC Clinic staff will call LA WIC Staff to get the required information.
- LA WIC State Agency Staff are able to send VOCs to other states, even if clinics and/ or state offices are closed.

LA WIC Participants Redeeming Benefits in Louisiana

- The Louisiana WIC Electronic Benefit Transfer (EBT) card can be used at any WIC approved Louisiana vendor (grocery store) as long as they have power, even if it is only from a generator.
- Any Louisiana WIC participant who has benefits on their WIC EBT Card and has evacuated to another area of LA can go to any WIC approved store in the area.
 - Participants can search for WIC approved stores on the myWIC app (image below).



- If a WIC participant has evacuated to another area of Louisiana and needs an appointment they can try to call a local WIC clinic to get an appointment or the BABY line (1-800-251-BABY) to find the nearest WIC clinic. They can also use the myWIC app or website (louisianawic.org) to find the nearest clinic based their location.

Other Information and Resources

- Because of federal regulations, WIC can't give extra formula but they can provide referrals and reach out to food banks and pantries if needed.
- Breastfeeding assistance is available 24/7 for all WIC moms on the Pacify app (image below).



For More Information and Resources

Visit

LouisianaWIC.Org

Call

1-800-251-BABY

Find Louisiana WIC Clinics at

Louisianawic.Org/Find

Hurricane Recovery Information

Hurricanerecovery.La.Gov



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FAQs

1. How can I find out if a WIC clinic is open or closed?
 - a. The status of all WIC clinics is available on the Louisiana WIC website at louisianawic.org.
 - b. Participants can also call 1-800-251-BABY for Louisiana WIC clinic information.
2. How can I find out if a WIC vendor (grocery store) is open or closed?
 - a. The closure of any WIC grocery store is available on the Louisiana WIC website at louisianawic.org.
 - b. To find a nearby WIC grocery store, participants can use the myWIC or WIC Shopper apps (FREE and available in the iTunes/iOS and Google/Android app stores). Participants should call to confirm the Louisiana WIC grocery store is open before attempting to shop there.
3. How can a Louisiana WIC participant determine what benefits remain on their Louisiana WIC EBT card?
 - a. Louisiana WIC participants can go to the customer service department of any Louisiana WIC authorized grocery store to get the balance on their Louisiana WIC EBT card. If available, they can also refer to the receipt from their last WIC purchase. Participants can also view their benefits on the myWIC app.
4. Can a Louisiana WIC participant use their Louisiana WIC EBT card at a Louisiana WIC grocery store that does not have internet?
 - a. Yes. The Louisiana WIC EBT card can be used at any Louisiana WIC authorized grocery store as long as the store has electricity (regular service or via a generator).
5. Can a Louisiana WIC participant go to a WIC clinic in another state?
 - a. Yes. Disaster-related evacuees who seek WIC benefits from another state are considered special nutritional risk applicants and receive expedited certification processing. Staff from the other state should request VOC transfer paperwork from the Louisiana WIC State Agency by calling 504-568-8229 or sending an email.
6. Can a participant from another state go to a Louisiana WIC clinic?
 - a. Yes. Disaster-related evacuees from another state who seek WIC benefits are considered special nutritional risk applicants and receive expedited certification processing. Louisiana WIC staff will request VOC transfer paperwork from the state where the participant was last seen.
7. Can a Louisiana WIC participant use their Louisiana WIC EBT card in another state?
 - a. Not at this time. The Louisiana WIC State Agency is looking into this option with USDA. If a Louisiana WIC participant has evacuated to another state, they can transfer to a clinic in the other state to receive WIC benefits they can use in that state (see #5).
8. Can a WIC participant from another state use their WIC EBT card at a Louisiana WIC grocery store?
 - a. Not at this time. The Louisiana WIC State Agency is looking into this option with USDA. If a WIC participant from another state has evacuated to Louisiana, they can transfer to a Louisiana WIC clinic to receive a Louisiana WIC EBT card to use at Louisiana WIC grocery stores (see #6).