

# FAQ

## WIC PARTICIPANTS

### HOW DO I APPLY FOR WIC IF I HAVE TO STAY AT HOME?

NJ WIC services are currently delivered remotely. New applications are processed by phone. Participants continue to receive services by phone and checks by mail. To find a WIC agency near you:

- 1.) Call the Family Health Line at **1-800-328-3838** or
- 2.) Visit our website **[www.state.nj.us/health/fhs/wic/participants/find-wic/](http://www.state.nj.us/health/fhs/wic/participants/find-wic/)** or
- 3.) Download the WICShopper App and go to "Find a WIC Office"

### WHAT DO I DO IF I CANNOT FIND THE WIC FOODS ON MY FOOD LIST?

NJ WIC has more food choices available, giving participants flexibility in the brand and size of foods they buy at the store in such categories as bread, milk, eggs, infant fruits and vegetables and cheese.

To find the list of COVID-19 Food Substitutions, visit **[nj.gov/health/fhs/wic/](http://nj.gov/health/fhs/wic/)** or download the WICShopper App and tap at the bottom to view above substitutions.

### WHAT IF I HAVE QUESTIONS ABOUT THE FOOD SUBSTITUTIONS AT THE WIC STORE?

Call the Family Health Line at **1-800-328-3838** or the WIC State Office at **609-292-9560** or email **[NJ.WICVendor@doh.nj.gov](mailto:NJ.WICVendor@doh.nj.gov)**

### I AM IN QUARANTINE OR ISOLATION AND CANNOT MAKE IT TO THE STORE, CAN I HAVE SOMEONE ELSE PICK-UP MY WIC FOODS WITH MY WIC CHECKS?

Yes, a trusted neighbor, friend or relative who is at least 16 years old can go to food store for you. Call your local WIC agency and they will provide a letter stating that this person is considered an "Emergency Proxy." They will need to bring the letter and ID to show to store cashier.

Call your WIC agency or visit **[nj.gov/health/fhs/wic/participants/find-wic/](http://nj.gov/health/fhs/wic/participants/find-wic/)** to find a WIC agency near you.

# FAQ

## AUTHORIZED WIC VENDORS

### AS A NEW JERSEY WIC AUTHORIZED VENDOR SHOULD I ANTICIPATE A PROBLEM WITH RECEIVING MY STOCK OF INFANT FORMULA FROM MY DISTRIBUTOR?

New Jersey WIC is working closely with their infant formula contractor, Mead Johnson, to ensure infant formula supplies are fully stocked at retail stores so that participants do not leave the store without their full allotted benefit.

### ARE NEW JERSEY WIC AUTHORIZED VENDORS PERMITTED TO RESTRICT AND /OR LIMIT WIC PARTICIPANT PURCHASES?

Authorized WIC vendors are vital contributors to the WIC Program, helping to provide nutritious foods to women, infants, and children within their community. Participants receive WIC checks and Cash-Value Vouchers (CVV) to purchase specific foods, each month, designed to supplement their diets with specific nutrients. WIC participants must redeem their WIC checks and CVV's in order to fulfill their full nutritional need during the specified date range on each check. As a result, restrictions and / or limitations on purchases imposed on WIC participants are not allowed. A vendor is not allowed to give out any "rain checks" for any WIC food items.

### AS A RESULT OF THE INCREASED DEMAND FOR SOME WIC AUTHORIZED FOODS ( I.E. MILK, EGGS), MY PURCHASE PRICES MAY INCREASE, AND THIS WILL REQUIRE ME TO INCREASE THE SALE PRICE OF SPECIFIC FOOD ITEMS. HOW DO I SUBMIT A PRICE INCREASE FOR STATE AGENCY APPROVAL?

New Jersey WIC authorized vendor can submit price increases here: <http://healthsurveys.nj.gov/NoviSurvey/n/zz117.aspx>

### I HAVE A QUESTION FOR A STATE AGENCY VENDOR UNIT REPRESENTATIVE. HOW CAN I REACH A VENDOR UNIT REPRESENTATIVE?

A State agency Vendor unit representative can be reached by email at [NJ.WICVendor@doh.nj.gov](mailto:NJ.WICVendor@doh.nj.gov)

# FAQ

## FOR SENIORS SERVED BY THE WIC PROGRAM

### WHAT IS THE COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)?

The CSFP works to improve the health of low-income seniors at least 60 years of age by supplementing their diets with nutritious commodity foods provided by the United States Department of Agriculture (USDA). Food packages include a variety of foods - cheese; milk; fruit juice; farina or cold dry cereal or rolled oats; rice or pasta or grits or dehydrated potato flakes; peanut butter or dry beans or dry peas; canned meat or poultry or fish; and canned fruits, and canned vegetables. Commodities are pre-packed and distributed to eligible seniors monthly. The contents of the food package may change monthly depending upon what is available from USDA.

### WHO CAN I CONTACT TO BE A PART OF CSFP?

The CSFP is administered through food banks. Contact the nearest food bank and ask about the CSFP. You can find a list of foodbanks on our website at:

[www.nj.gov/health/fhs/wic/senior-nutrition/commodity-supplementa/foodbanks.shtml](http://www.nj.gov/health/fhs/wic/senior-nutrition/commodity-supplementa/foodbanks.shtml)

The food bank will let you know the nearest CSFP site. Note that the CSFP primarily operates out of senior housing buildings, and access to these buildings/sites are limited to their residents only. If you do not live in any of the senior buildings/sites, the food bank will let you know if there are any other locations that would allow for non-residents. The CSFP is not available statewide.

### HOW ARE CSFP FOOD BOXES BEING DELIVERED TO THE SENIORS DURING COVID-19?

The food banks are doing a one-month retroactive distribution to participants who did not receive their food boxes the previous month. Some food banks are issuing more than one-month worth of foods to participants and are allowing for proxy pick-ups.

### I AM NEW TO CSFP, HOW DO I APPLY FOR THE PROGRAM WHILE I AM QUARANTINED DUE TO COVID-19?

During this time, new CSFP applicants can get certified remotely, by telephone. You are also able to add a proxy remotely. A staff/volunteer can assist you in completing the proxy form for the participant.

# FAQ

## SENIOR FARMERS MARKET NUTRITION PROGRAM (SFMNP)

### HOW DO I APPLY FOR BENEFITS FOR THE SENIOR FARMERS MARKET NUTRITION PROGRAM DURING THE COVID-19 OUTBREAK?

To date, there has not been changes to this program. The program starts June 1st and applications for benefits will be accepted by your local agency at that time. The outbreak will be closely monitored to see if changes to operations are needed. If so, agencies will be notified, and agencies will notify their participants.

*You can find a local agency on our website at*

*[www.nj.gov/health/fhs/wic/senior-nutrition/senior-farmers/](http://www.nj.gov/health/fhs/wic/senior-nutrition/senior-farmers/)*

### WILL I BE ABLE TO USE MY BENEFITS THIS SEASON WHILE PRACTICING SOCIAL DISTANCING?

The WIC program is currently monitoring the situation. As the season draws closer, we will be contacting our Farmers to ensure they will still be open and if they will be instituting any social distancing measures (i.e. senior only hours, allowing a certain amount of people in at a time, etc.). We will provide agencies with an updated Farmers Market List with this information.

### WILL THE SEASON BE EXTENDED TO ALLOW MORE TIME TO REDEEM MY BENEFITS?

This decision comes from the US Department of Agriculture (USDA). To date they have not issued guidance, waivers or an extension on the expansion of dates to use benefits.