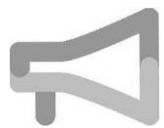


BENEFIT ISSUANCE POLICY

- Please bring your eWIC card to the WIC office any time you come in for services.
- If you pick up 15-28 days late, the food amounts will be decreased.
- If you are over 28 days late, no benefits will be issued for that month.
- Benefits must be used within the specified dates printed on the shopping list.
- The eWIC card can be used in any of the Wisconsin WIC approved stores.
- For scheduled appointments, **Children are required to be present** in order for benefits to be issued.



In case of SEVERE WEATHER, call ahead to see if the WIC office is open. WIC will not be open if the Public Health Division is closed.

ALTERNATES

You may designate up to two alternate users to your account. These may be changed at future visits. An alternate is someone you trust to complete your WIC visit in your absence, request benefits, participate in nutrition education, bring your infant or child to appointments, and have limited access to your WIC information. Contact the WIC office if you will be sending an alternate to your appointment, as a parent/guardian must sign required certification documents before benefits are issued.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights; 1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

(4) This institution is an equal opportunity provider.

Revised 3/2023



Approved Stores in Waukesha County



Public Health Division – WIC

514 Riverview Avenue
Waukesha, WI 53188

Phone: 262-896-8440

Fax: 262-896-8365

Email: WICcares@waukeshacounty.gov

www.waukeshacounty.gov/WIC



Like us on Facebook

**Waukesha County
Department of Health and
Human Services
Public Health Division**

**The Special Supplemental
Nutrition Program for
Women, Infants and Children
(WIC)**

Office Hours

- Monday, Wednesday, Thursday, Friday: 8:00 am – 4:30 pm
- Tuesday: 10:15 am – 5:45 pm

Benefit Issuance

- Monday 8:15 am – 4:00pm
- Tuesday 3:00 – 5:30pm
(Late Issuance)
- Friday 8:30 – 11:30 am



Wisconsin MyWIC App

- Search WIC foods
- View Benefit Balance
- Find Stores
- View WIC messages and Appointments.

