

North Carolina WIC Program General Complaint Log FFY 2027

North Carolina WIC Complaint Log			FFY 2026	O		
Date Received	Received By (staff initials) or Section (CNSS)	Local Agency/Site	Complaint Type	Resolved, Closed, Open (R, C, O)	Date Filed in Agency Folder	Notes
11/19/2025	Call forwarded to ACPugh	New Hanover/NC WIC in general	APL cut 11/1/25	Closed	(Not agency specific)	Expressing Confusion, concern, and upset regarding the communication of the APL changes (organic and egg cuts effective 11/1/25), lack of explanation from retailer staff, and
1/5/2026	SERO Complaint forwarded from OIG	Pitt County	over income	resolved	3/20/2026	NC Hotline_Complaint C25HTL16447. Active participants in Family record reflect adjunctive program participation including postpartum Medicaid that lasts up to twelve months postpartum and confers eligibility to infant.
1/5/2026	SERO Complaint forwarded from OIG	n/a	Misrepresentation of income	closed	(Not agency specific)	NC Hotline_Complaint C26HTL01677. No name or variation of name within Crossroads that matches individuals named in complaint. No active or historical WIC certification.
1/5/2026	SERO Complaint forwarded from OIG	Wake Co	Custody change/mom receiving benefits for child not in her care.	resolved	3/20/2026	NC Hotline_Complaint C26HTL02759 As of 1/20/2026, child in care of Father with custody papers issued from Wake Co. [Record shows child cert 4/3/25, transferred to Rockingham 3/29/36, then transferred to Wake County as of 7/15/25] Resolved situation.
1/5/2026	SERO Complaint forwarded from OIG	Cumberland Co	Misrepresentation of income	resolved		NC Hotline_Complaint C26HTL00873. Family income eligibility determined through income proofs as opposed to adjunctive program enrollment. Complaint alleges part-time employment for both PG 1 and PG2 that is not included in WIC program income screening. Reached-out to LA for investigation and reassessment of family income eligibility 3/24/26. During local agency phone call with PG1 and PG2, family reported recent change in household income and request for program termination. LA generated notice for termination and effective 4/9/2026, child certification terminated.
2/4/2026	Email forwarded to Kwright	Appalachian Health/Allegany	Food Benefit Issuance	Resolved	2/6/2026	Participant contacted CNSS due to her concern about not receiving the maximum allowance of formula for a contract infant formula for a premature infant. Staff at the agency informed the participant the max amount wasn't allowed. Per participant, she told staff she preferred not to receive the infant foods if she could receive the max allowed. Kimberly explained to the participant the process needed for her to receive the max amount. Kimberly spoke to Drew Hilton, WIC Director, and he indicated he would talk with the named staff and review with them the process for issuing the max amount of formula to a participant. WIC Director contacted the provider for an updated Rx for max amount, documented verbal order, updated food benefit issuance (zeroed out infant foods and CVB and updated the participant of the status). Participant was pleased with the outcome.

VIII Cert Elig Coord Appendix 5 Complaint Log FY2027

3/5/2026	Calls to multiple CNSS staff	Johnston County -	eWIC card fraud	Closed	3/26/2026	LA and State staff involved in supporting PG1 thorough listening to complaint, offering supportive information and review. 3/5/26: 7 State agency staff held Teams mtg to review complaint aspects, explore investigation components, and potential outcome or resolution addressingspecifically the three primary concerns verbalized by PG1: Participant record, eWIC card, and conflicting information from various sources. 3/26/2026: No evidence to support Programmatic fraud or data sharing. Letter to PG1 from NC WIC Program: "The NC WIC Program State agency has investigated the points of concern expressed. After coordinated review, technical assistance has been provided to the Johnston County WIC Program for the policy and procedure for proof of identification at eWIC card issuance at the local agency. Expressed concerns regarding the security and integrity of personal WIC participant data have been reviewed and the current quality assurance measures in place deemed adequate. Following investigation of all points of concern expressed, this matter is considered closed."
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