

Foster Child: eWIC Reference Guide

1) EBT Activity History

- A foster child will have a separate Electronic Benefits Account (EBA), eWIC Card and **EBT Activity History**. Select the icon for the foster child in the Family Header before clicking **EBT Activity History**.

2) Issuing an EBT Card

- Select the icon for the foster child and click on **Issue EBT Card** in the **Quick Links**. **Note:** The foster child must be certified before an eWIC Card can be issued.
- For a foster child, the **Select Cardholder** container is auto-populated with the name of the foster child.
- Place the cursor in the **Card Number** field and swipe an eWIC Card using the Card Reader. If a Card Reader is not available or not working properly, enter the 16-digit eWIC Card number into the **Card Number** field. This number is located on the front of the eWIC Card.
- Select the **Save** button at the bottom right of the **Issue EBT Card** screen. If the card is issued successfully, the **Active EBT Cards** container will list the cardholder name (Foster Child), the card number, and the issued date/time. After the **Save** button is selected, Crossroads remains on the **Issue EBT Card** screen. Use the **Quick Links** to navigate to **EBT Activity History** to verify successful card issuance or to navigate to another screen.
- EBT Card History** will list each card that has been deactivated, the issue date, deactivated date, and the deactivation reason(s). For more information on deactivation, please refer to "Issuing an eWIC Card."
- Once the card is issued, the cardholder must select a Personal Identification Number (PIN) for the card before it can be used. The foster parent will use the **date of birth of the foster child** and the **zip code of the Mailing Address** (or Physical Address if there is no Mailing Address) in the Crossroads record to PIN the card. It is very important to verify that the information collected on the Family Demographics screen is correct.

The screenshot shows the 'Issue EBT Card' screen in the Crossroads system. At the top, the family header for 'December Family' is visible, including Family ID: F00600004378 and address: 125 Weather Way, BOLIVIA, NC 28422. The selected cardholder is 'Franklin Foster'. The 'Active EBT Cards' section is currently empty. The 'EBT Card History' section is also empty.

Active EBT Cards				Total Items: 1
Cardholder Name	Card Number	Issued Date	Action	Action
Franklin Foster	5079798888802000	11/7/2017 2:40:58 PM	Deactivate	Replace

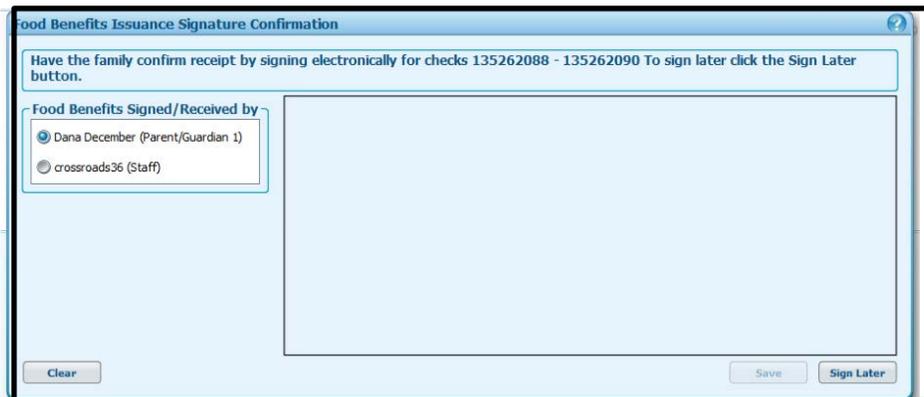
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3) Issuing Food Benefits

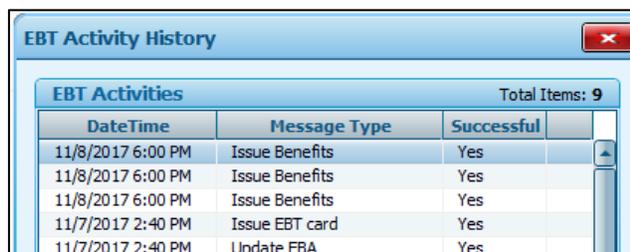
- Select the icon for the foster child in the Family Header and click on **Issue Benefits > Issue Food Instruments** in the **Quick Links**.



- Review the Food Instruments (FI) and select **Issue**.
- The **Food Benefits Issuance Signature Confirmation** will display: have foster parent sign electronically for the food benefits and click **Save**.



- Click on **EBT Activity History** to confirm that food benefits have been issued.



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4) Shopping List Remaining Benefits

- Select the icon for the foster child in the Family Header and click on **Issue Benefits > Food Instrument List** in the **Quick Links**.
- Click the **Print Shopping List** button on the bottom right of the screen. A popup will ask “Do you want to open or save this file?” Click **Open** and then click the **printer icon**. The **Shopping List Remaining Benefits** will print which displays the Food Benefit Balance for each month of issuance. It includes the First and Last Date to Spend, the quantity, unit of measure and description of food item. For a foster child, **Family ID** refers to the foster child’s participant ID and **Head of Household** lists the foster child’s name. Local users must print this list and provide it to the foster parent at each issuance.
- The **Shopping List** is a report that updates in real time as items are purchased.

Shopping List Remaining Benefits					Report Date: 11/09/2017
North Carolina WIC Program					
Date: 11/09/2017					RDD: 1.1.12.1.8
Family ID: 960086993Q					
Head of Household: Franklin Foster					
		Benefit Balance:			
Benefit Month	Serial Number	Quantity	UOM	Description	
11/8/2017 thru 12/6/2017	135262088	\$8.00	\$\$\$	Fruit and Vegetables	
	135262088	2	CTR	Juice 64 oz Fluid	
	135262088	32	OZ	WW Bread or Whole Grains	
	135262088	1	DOZ	Eggs Grade A Large White	
	135262088	36	OZ	Breakfast Cereal	
	135262088	1	CTR	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	
	135262088	4	GAL	Skim/Non Fat or 1% Milk	
12/7/2017 thru 1/6/2018	135262089	\$8.00	\$\$\$	Fruit and Vegetables	
	135262089	2	CTR	Juice 64 oz Fluid	
	135262089	32	OZ	WW Bread or Whole Grains	
	135262089	1	DOZ	Eggs Grade A Large White	
	135262089	36	OZ	Breakfast Cereal	
	135262089	1	CTR	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	
	135262089	4	GAL	Skim/Non Fat or 1% Milk	
1/7/2018 thru 2/6/2018	135262090	\$8.00	\$\$\$	Fruit and Vegetables	
	135262090	2	CTR	Juice 64 oz Fluid	
	135262090	32	OZ	WW Bread or Whole Grains	
	135262090	1	DOZ	Eggs Grade A Large White	
	135262090	36	OZ	Breakfast Cereal	
	135262090	1	CTR	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	
	135262090	4	GAL	Skim/Non Fat or 1% Milk	

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5) Special Scenario:

Non-foster child is transferred and then designated a foster child in the receiving family.

- When the non-foster child is transferred, the food benefits that belong to that child (from the sending family) are transferred as well.
- Those transferred benefits will be added to the receiving family EBA since the child is non-foster at the time of the transfer.
- The receiving family eWIC card will be used to redeem those benefits for the current month.

In some cases, the receiving family does not have an eWIC card and cannot be issued one after the transferred child is designated foster.

- This would occur if the receiving family does not have any active participants [all family members have expired certifications, the family only consists of foster children, or the receiving family is a newly created family without certified participants].

If the receiving family does NOT have an eWIC card and there are NO active participants in the receiving family, then follow these steps:

1. Issue an eWIC card to the PG1, PG2 or Caretaker **BEFORE** designating the child as Foster. This is possible because after the transfer, there is an active participant in the family (the non-foster child).
2. Print the Shopping List (transferred food benefits will be listed)
3. Change the non-foster child's status to foster on the **Participant Demographics** screen. After saving the **Participant Demographics** screen, the **Income Screen** will appear. Since the child is already certified, use **Quick Links** to navigate to **Issue EBT Card**.
4. Issue an eWIC card to the foster child.
5. Issue future benefits to the foster child. These future benefits will be in the foster child's EBA.
6. Print the future months Shopping List by clicking on the foster child in the Family Header.
Note: If you skipped step 2, you can still print both shopping lists. To print the current month Shopping List, click on a non-foster icon in the family header (even icons that have expired certifications).

If the local user designates the child as foster before issuing the family an eWIC card and there are no active participants in the receiving family, there is a workaround to access the transferred benefits.

Workaround Steps: [Please note: If the participant is an infant and formula is not needed immediately, then the local clinic could order formula from NSB to avoid the workaround]

1. Uncheck the Foster box on the **Participant Demographics** screen. After saving the **Participant Demographics** screen, the **Income Screen** will appear. Since the child is already certified, use **Quick Links** to navigate to **Issue EBT Card**.
2. Issue an eWIC card to the PG1, PG2 or Caretaker. This will allow the receiving family to redeem the current month food benefits being transferred with the child.
3. Print the Shopping List (transferred food benefits will be listed)
4. Check the Foster box on the **Participant Demographics** screen. After saving the **Participant Demographics** screen, the **Income Screen** will appear. Since the child is already certified, use **Quick Links** to navigate to **Issue EBT Card**.
5. With the foster child selected in the Family Header, print the Shopping List for the future months.
Note: If you skipped step 3, you can still print both shopping lists. To print the current month Shopping List, click on a non-foster icon in the family header (even icons that have expired certifications).

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IMPORTANT: The family will be using **2 eWIC cards** to redeem benefits for this child. Current month food benefits will be redeemed using the family eWIC card and future months benefits will be redeemed using the foster child eWIC card.

How to Exchange/Increase/Add Formula for a non-foster child transferred and designated foster in the receiving family:

- Since the transferred food benefits belong to the family EBA and not the foster child's EBA for the first month, Exchange/Increase/Add Formula CANNOT be completed during that issuance month once the child is designated foster.
- If you attempt to use the Exchange/Increase Formula quick link, the following message appears: "Exchange/Increase is not allowed: The Family has not had any Food Instrument Issuance within the current month. The Exchange/Increase screen is not appropriate in this situation."
- In these cases, call the CSD for assistance and they will instruct you on the workaround.
- Exchange/Increase/Add Formula can be used in subsequent months since those food benefits will be in the foster child's EBA.