North Carolina WIC General Complaint Log FFY 2024

North Carolina WIC Complaint Log			FFY 2024	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
10/2/2023	KW	Richmond	Inability to Redeem Benefits	R	10/6/2023	Postpartum participant, who delivered her infant on 9/27/23, called and complained that she has two other children on WIC and she couldn't redeem the benefits for the children. The postpartum participant and the infant hadn't received a certification, due to the participant's preference. She called the WIC office and was told that she couldn't use the benefits for her other two children until she received a SC for herself and an initial certification was completed for the infant. Kimberly spoke with staff, who commmunicated with the participant. Staff had a misunderstanding of the food benefits issuance process. Review of the other two children's record revealed mom should have been able to redeem the benefits. Staff requested guidance on how to issue benefits to children without voiding mom's benefits. Kimberly contacted the agency's RNC for guidance to the agency. Kimberly reviewed the participant's record and observed benefits were redeemed on 10/3/23.
10/6/2023	ACP (forwarded from SERO/OIG)	Catawba	Report of selling WIC benefits	R	10/12/2023	Investigation revealed no evidence of online selling for accused family.
10/12/2023	ACP (forwarded from SERO/OIG)	Mecklenburg	Fraud/Income ineligibilty	R	10/24/2023	Accusation of false income info reported over the phone in 2019; eligiblity for accused was determined in person in 2018 and no other certification had been completed for any member of the family since that time. Unfounded accusation.
11/7/2023	ACP (forwarded from SERO/OIG)	Cumberland	Selling WIC benefits	R	11/20/2023	No evidence supporting claim for selling foods online. WIC Director called PG1 directly to review R & R along with potential consequences for violating program rules. No actions; considered resolved.
11/13/2023	CC (forwarded to KW)	Wake	WIC Certification	R	11/13/2023	PN applicant didn't receive a call from the agency for an initial certification and the applicant couldn't reach staff at the agency. Staff provided dates and times the agency tried to contact the participant, but the agency was unsuccessful in reaching the participant. Participant was certified for WIC services on 11/13/2023.
11/30/2023	ACP (forwarded from SERO/OIG)	Mecklenburg	Fraud/economic unit	R	12/1/2023	Accusation of false economic unit size with no timeline specifications. Eligiblity for accused was determined in person in 2018 and no other certification had been completed for any member of the family since that time. Unfounded accusation.
12/10/2023	ACP (forwarded from SERO/OIG)	Alamance	Selling WIC benefits	R	12/20/2023	No internet investigation revealed evidence of selling benefits. WIC Director called PG 1 to review R & R along with potential consequences for violations. No actions; considered resolved.
1/17/2024	ACP (forwarded from SERO/OIG)	Harnett	Fraud/custody changes	R	2/2/2024	No additional investigation required as accused has not had active participation WIC program for past 17 months. Complaint considered resolved.
3/21/2024	ACP (forwarded from SERO/OIG)	Wilson	Fraud/misrepresenting economic unit and income	R	3/21/2024	No additional investigation required as accused has not had active participation WIC program for past 16 months. Complaint considered resolved.
6/24/2024	Call forwarded to KW	Mecklenburg	Customer Service Etiquette	O		Participant called and complained staff (named) was unprofessional when communicating Gerber Gentle Pro was no longer in the NC WIC food contract.