

# WIC's Most Frequently Asked Questions

## 1. Do I need to bring in my child to my appointment?

The child needs to be present when we need to measure and weigh them in the office, to enroll in the program

## 2. What do I need to bring in to my appointment?

At all appointments, you need to bring the WIC ID and a picture ID. When we need to re-assess eligibility for WIC benefits, we need: the child/mother who is on the program, proof of income (such as pay stub, county verification letter of benefits), proof of address (piece of mail with the name of the person on the WIC ID), Medi-Cal card and/or immunization records.

## 3. When was my appointment?

On the back of your WIC ID, the appointment date and time is noted. If you are unsure, please call us at (562) 570-4242.

## 4. I missed my appointment can I reschedule?

Yes, you can reschedule your appointment. We do have a walk-in policy and you can come in during our business hours. Please call us to make sure that when you walk-in, we are open. We may be closed due to scheduled trainings and meetings.

## 5. Can I come in today?

Yes, you can walk in anytime as long as we are open. Please call us to make sure we are not closed due to scheduled trainings or meetings.

## 6. What do I need to bring in to enroll?

To enroll on the WIC Program, you must be in the **category that we serve** (i.e. pregnant woman, breastfeeding, or just gave birth, baby or child under 5 years of age). The **person/child enrolling must be present**. We need a form of **ID** such as driver's license, birth certificate, Medi-Cal card, immunization record. Document that provides **income** information such as a paycheck stub, bank statement. Medical information that we need is the most recent weight and height (last 60 days) and blood test called hemoglobin/hematocrit (within the last 90 days). If the weight and height and the hemoglobin/hematocrit information is not available, we can do it in your office. We request that you regular health check-ups.

## 7. Lost my folder and food coupons/ can I get more food coupons?

With lost WIC IDs, we can replace. You will need to bring a picture ID to verify and a replacement will be provided. The WIC checks that are lost, unfortunately, we cannot replace. You will need to wait for the month that you are scheduled to return.

8. [What's the latest time I can come in?](#)

The WIC offices that close at 5:30 pm, we recommend that you come in no later than 5 pm so that we can process your files prior to closing. For the offices that close at 6:00 pm, we highly recommend you come in by 5:30 pm. Again, this is to ensure that we have adequate time to process your WIC benefits.

9. [I had my baby what do I have to do?](#)

When you have your baby, you are encouraged to call us at (562) 570-4242. We can enroll the baby over the phone and we ask that you have the alternate pick up WIC checks.