

## Bio to Foster

1. Go into the biological family that has the child.

Is this child in your agency?

No	Yes
Call the agency that the child is in (see policy 220.25 for agency contact information) and ask they complete the next two steps for you before proceeding to step four.	Proceed through the steps.

2. Navigate to the "Food Benefits" panel and select "Adjust Benefits"
3. Uncheck current and future benefits for any participant who will be leaving the household. (Do Not deactivate card!) Hit "Issue Benefits", (You will need to use "No Signature Available" checkbox and select the "Reason: Reissuance - Client not present")

\*\*\* If the child is in a different agency, once they are done thank the other agency for their help and let them know you will be retrieving the kiddo now, and then proceed to step four.

4. Open "receiving" foster family's record and click "Retrieve Participant" in the "Activity" section. Type in the FID of the Bio/Losing family and "Search".
5. Place a check in the box next to the child you wish to retrieve and click "Retrieve".
6. Click "Edit" on the family panel for the child you just retrieved and then click the "Enrollment" link. Make the child a Foster child with the correct date and click "Close".
7. Navigate to "Card Operations" and select the new foster child in the "Economic Unit" drop down list and set him/her up with their own new eWIC card.
8. Issue food benefits to foster child. Remember: System will not take previous issuances into account, nor will it take previous purchases into acct. Benefits will be issued in full or depending on time of the month, for the full 2/3 or 1/3 amount, regardless of how much of the benefits was purchased by the Bio-family.
9. Schedule the next appointment.

**Foster to Foster**

1. Open “receiving” foster family and click “Retrieve Participant” in the “Activity “section. Type in the FID of the losing foster family and “Search”.
2. Place a check in the box next to the child you wish to retrieve and click “Retrieve”.
3. Click “Edit” on the family panel for the child you just retrieved and then click the “Enrollment” link. Update the “Changed Foster Families Date” with the correct date and click “Close”.

Did the first/losing foster family send the eWIC card with the child to the new/receiving foster family?

No	Yes
Navigate to “Card Operations”, deactivate the current card and assign a new eWIC Card. Have the new/receiving foster family call the 800# on the card and using the child’s DOB change the PIN. Then proceed to step four.	Tell the new/receiving foster family they can continue using the card and proceed to the next question before going to step four.

Does the new/receiving foster family know the PIN number?

No	Yes
Have the new/receiving foster family call the 800# on the card and using the child’s DOB change the PIN	Suggest the new/receiving foster family call the 800# on the card and using the child’s DOB change the PIN to something they can better remember.

4. Go to “Card Activities” and print the “Family Food Benefits” so they will know what benefits remain. (Do Not Reissue benefits, remember the benefits are on the host, not the card!)
5. Schedule the next appointment.

**Foster to Bio Family or Adopted out of Foster by someone other than most recent Foster Family**

1. Open “receiving” family and click “Retrieve Participant” in the “Activity” section. Type in the FID of the losing foster family and “Search”.
2. Place a check in the box next to the child you wish to retrieve and click “Retrieve”.
3. Navigate to “Card Operations”, select that child’s name in the “Economic Unit” drop down list and deactivate that child’s eWIC card.
4. Navigate back to the family panel and for the child you just retrieved, click the “Enrollment” link.
5. Click on “No longer Foster Child” and then click “Close”.

Does the bio/new adoptive family have an active eWIC card?

No	Yes
Navigate to “Card Operations”, and set them up with a new eWIC Card before proceeding to step 6.	Proceed to step 6.

6. Issue food benefits. Remember: System will not take previous issuances into account, nor will it take previous purchases into acct. Benefits will be issued in full or depending on time of the month, for the full 2/3 or 1/3 amount, regardless of how much of the benefits was purchased by the Foster-family. (If Bio/new adoptive family reports the previous foster parents gave them the purchased food benefits than reduce the food benefits in the EUBI pop up box or call the State Office for an account balance correction.)
7. Set up the next appointment as needed.

**Foster adopted by current Foster Family**

1. Open family and navigate to “Card Operations”, select that foster child’s name who has been adopted in the “Economic Unit” drop down list and deactivate that child’s eWIC card.
2. Navigate back to the family panel and for the child that has been adopted, click the “Enrollment” link.
3. Click on “No longer Foster Child” and then click “Close”.

Does the adoptive family themselves have an active eWIC card?

No	Yes
Navigate to “Card Operations”, and set them up with a new eWIC Card before proceeding to step 4.	Proceed to step 4.

4. Issue food benefits to card. Remember: System will not take previous issuances into account, nor will it take previous purchases into acct. Benefits will be issued in full or depending on time of the month, for the full 2/3 or 1/3 amount, regardless of how much of the benefits were purchased by them from the child’s card when he was still a foster child. (If purchases have been made, then reduce the food benefits in the EUBI pop up box or call the State Office for an account balance correction to have those purchased quantities removed.)