Monitoring Potential Participant Violations Online

The Division of Child and Family Well-Being, Community Nutrition Services Section will conduct quarterly monitoring of craigslist, Facebook and eBay for offers to sell WIC foods and/or benefits.

Documentation of the quarterly monitoring will be made on an Excel spreadsheet and maintained on the Share drive at: S:\NSB\Local Agencies\Monitoring\Online

Potential participant violations that are identified through this monitoring activity will be investigated as per NC WIC Program Manual Chapter 6F: Certification and Participation: Program Abuse by Participants, Section 1: Participant Violations and Sanctions.

Documentation of investigations will be maintained in the State office as part of the complaint log. Investigation details will be filed under complaints by federal fiscal year in the appropriate local agency file.

Procedure:

1. Once each quarter a search will be conducted on craigslist and Facebook using the search criteria of "WIC". Once each quarter a search will be conducted on eBay using the search criteria of "NC WIC". This will be the responsibility of the WIC Nutrition Services Unit (WNSU).
2. The search activity will be documented on the Online Monitoring Log indicating the date, quarter and Federal fiscal year the monitoring is conducted. The search criteria used will be specified. The reviewer will indicate any comments regarding the postings reviewed (i.e. number of posts or pages of posts reviewed).
3. A review of the postings that match the search criteria will be conducted. Specifically looking for infant formula allowed on NC WIC, foods allowed on WIC, breast pumps and supplies, eWIC benefit and FMNP cards.
4. Immediately obtain a screen shot of any posting suspected of being a potential participant or vendor violation.
    a. If the posting is suspect but only an email address is provided, identification through the Management Information Systems-Crossroads may not be possible.
5. When a phone number is provided in a suspect posting, WNSU staff will attempt to identify the name utilizing reverse phone look up services on the internet:

http://www.whitepages.com/reverse_phone. Then WNSU staff will attempt to match the name with an active WIC participant.

6. When a name is provided in a suspect posting or is identified via Step 5, WNSU staff will attempt to verify WIC participation within the Crossroads system.
7. When participation is confirmed, the issuance history in Crossroads system will be reviewed to confirm whether food benefits being offered for sale/exchange were issued to the participant.
8. When issuance of the benefits being offered is confirmed, the WNSU staff person will forward all available information the Vendor Unit for investigation into redemption.
9. If actual redemption of the issued food benefits is confirmed, the Vendor Unit will contact the applicable WIC Director for follow-up as per NC WIC Program Manual Certification and Participation: Program Abuse by Participants, Section 1: Participant Violations and Sanctions. Correspondence templates will be provided as needed and appropriate to the investigation.