

WIC Complaint (Compliment) Tracking



Program Integrity

Bureau of Nutrition and Physical Activity

Leadership for a Healthy Arizona



Testing Phase

- <https://qa.azbnp.gov/ComplaintTracking>

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[Admin Login](#)

Welcome

Arizona Women, Infants & Children (WIC)

About Program Integrity (PI)

Who is the PI Team?

Program Integrity is a team within the Arizona Department of Health Services, Bureau of Nutrition and Physical Activity (BNPA). Program Integrity protects these programs: Women, Infants and Children (WIC), Commodity Supplemental Food Program (CSFP) and Farmer's Market Nutrition Program (FMNP).

What does PI do?

- Makes sure program funds are given only to eligible families.
- Investigates all claims of program fraud and abuse by clients, employees (local and state), and vendors (grocery stores and farmers markets).
- Increases awareness of potential areas of program fraud and abuse.
- Conducts routine monitoring visits of clinics and vendors
- Serves as a contact between clients, employees, and vendors on the following issues:
 - Program rules
 - Customer service
 - Allowable foods
 - Conflict resolution

Create a Complaint:

[WIC Vendor](#)

[WIC Participant](#)

[WIC Staff](#)

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Create a Complaint:

WIC Vendor

WIC Participant

WIC Staff

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Select 1

Check the corresponding complaint types that may apply and click 'Continue'.

You may check up to four (4) complaint types.

- Attempting to purchase foods not approved by WIC
- Threatening or verbally abusive towards cashiers or WIC staff
- Physically abusive towards cashiers or WIC staff
- Causing clinic/store disruption
- Inappropriate use of food instruments (no signature, using early)
- Misrepresentation of eligibility information (income, family size)
- Dual Participation
- Sale of WIC items obtained through WIC(formula, breast pumps)
- Exchanging food instrument(s) for credit or non-food items
- Altering food instruments
- Using food instruments at an unauthorized store
- Stealing WIC food instruments
- Stealing WIC foods
- Trafficking of items obtain through WIC (formula, food instruments)

Continue

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Participant Complaint

Complaint Type(s)

- Threatening or verbally abusive towards cashiers or WIC staff
- Causing clinic/store disruption

[Change Selection](#)

Witness Contact Information

Would you like to be anonymous?

First Name

Middle Name

Last Name

Contact Number

 - -

Cell Phone Number

 - -

Employer

Email Address

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Complaint Information

Date and Time of Incident

Date: 7/12/2011
Time: 7:47 PM

Which Clinic does participant belong to?

Search... If you can't find the site on the map, please provide a description below in the "Additional Details" section.

Agency

Agency Name:

Address

Clear

Site Name:

Street Address:

City: State: Zip Code:

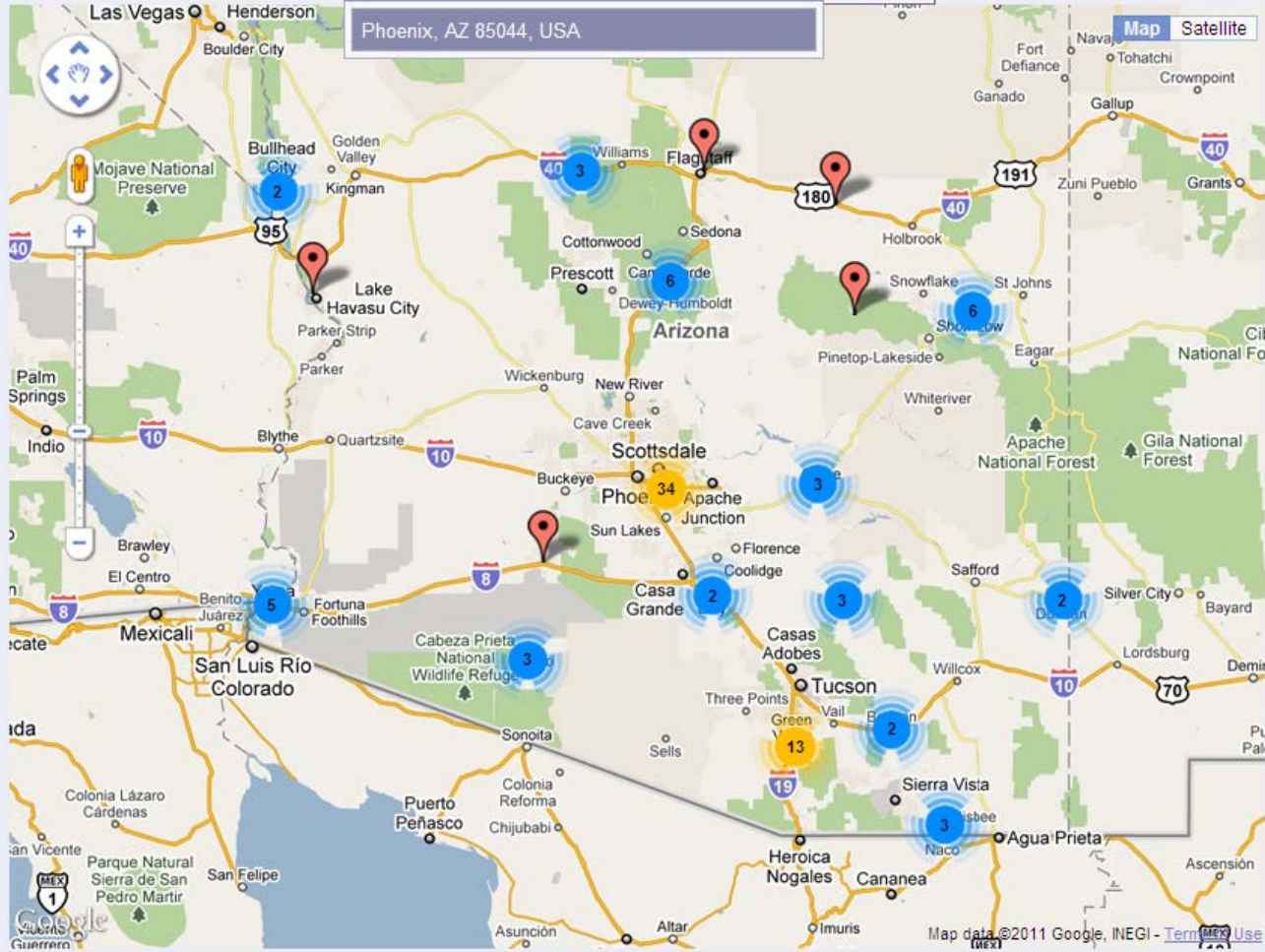
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Due to the large number of locations, please zoom in to find your desired site.

Phoenix, AZ 85044, USA



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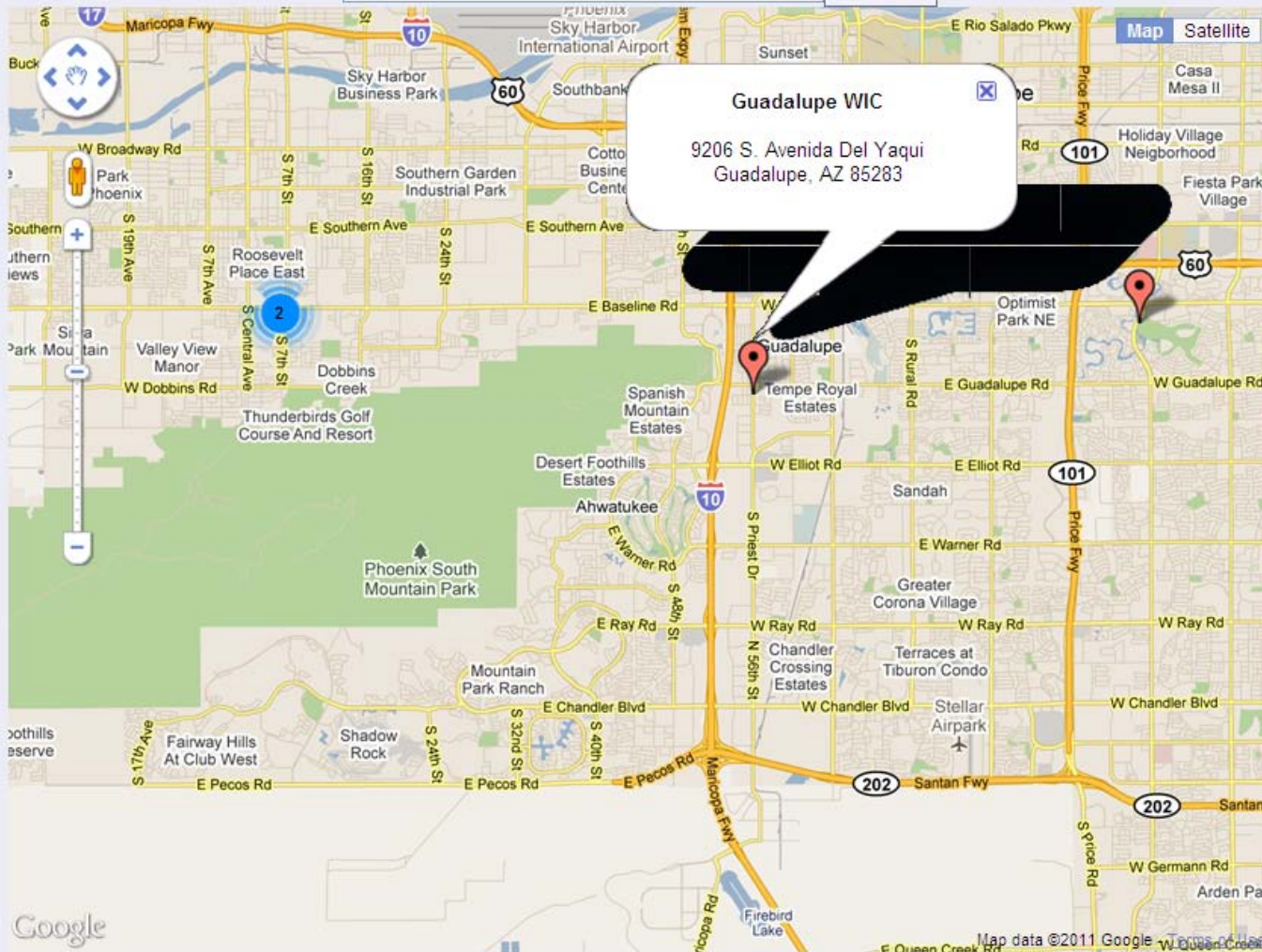
Due to the large number of locations, please zoom in to find your desired site.

Guadalupe WIC

Select

85044

Search

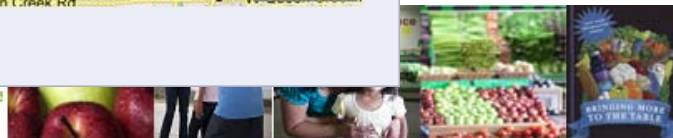


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Champions for Change
Arizona Nutrition Network



Complaint Information

Date and Time of Incident

Date: 7/12/2011
Time: 7:47 PM

Which Clinic does participant belong to?

Search... If you can't find the site on the map, please provide a description below in the "Additional Details" section.

Agency

Agency Name:
Maricopa County

Address

Clear

Site Name:

Guadalupe WIC

Street Address:

9206 S. Avenida Del Yaqui

City: State: Zip Code:

Guadalupe AZ 85283

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Participant Information

First Name

Mad

Last Name

Mom

Family ID/Client ID

1111111111

Description

On July 12, 2011 I received a call from Mad Mom demanding to have her WIC food instruments reissued because she doesn't know where she left them. I informed Mad Mom that once we can not reissue food instruments and then referred her to local food bank. Mad Mom began cursing at me.....

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First Name

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Description

On July 12, 2011 I received a call from Mad Mom demanding to have her WIC food instruments reissued because she doesn't know where she left them. I informed Mad Mom that once we can not reissue food instruments and then referred her to local food bank. Mad Mom began cursing at me.....

Additional Staff Involved?

Yes

No

Additional Details

Submit Complaint

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[Print Confirmation](#)



Complaint Successfully Submitted

Reference Number:	2011-73
Date Submitted:	7/12/2011 7:59 PM
Complaint Against:	WIC Participant
Incident Date/Time:	7/12/2011 7:47 PM

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Big Thanks

- WIC IT
- Ronnie Choudhury
- Ivan Valdez
- Jared Isaak
- Evan Brom

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