

## Section III: State Agency Procedure Manual

### IX: State Food Delivery

#### C. Formula Recall Procedures

##### Purpose

To help guide the state agency processes during a formula recall and possible subsequent formula shortage.

##### Policy

In the event of a formula recall, the state agency will minimize the negative impact of program disruptions to WIC operations and services and ensure the availability of authorized supplemental foods to the extent feasible.

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#### 1. Formula Recall Process

- In the event of a formula recall, state office staff will confirm the recall
  - o There are no requirements that the formula company must follow when informing the state WIC office.
  - o Historically the state office has been informed through social media, local agencies, or news reports.
- State staff will contact the recalled formula company's representative to confirm that a specific formula has been recalled and other pertinent information: This could include:
  - o Lot numbers, batch numbers, dates of purchase, can size and variety.
  - o How the formula should be returned.
    - The company typically puts the instructions for returning the formula on their website. They typically give an address to send the returned formula to.
  - o What to do if the recalled formula has been consumed.
    - The company typically gives a number to contact or to contact your medical provider if you have consumed the formula.
- The State WIC Director will delegate the following duties to state staff:
  - o Notify local agencies initially.
  - o Write interim guidance for the local agencies.
  - o Notify the WIC vendors initially.
  - o Research formula substitutions that could be provided.
    - For contract formulas a waiver from USDA may be available.
    - For specialty formulas a comparable option may be available on the WIC formulary.
  - o Messages to share with participants on:
    - Public facing website
    - WIC shopper app
    - Local agency and state agency social media pages
  - o A point of contact for questions from the local agencies will be designated.
    - In some situations, hosting daily informal update calls with the local agencies is appropriate
  - o A point of contact to answer calls from the public will be designated.

## **2. Coordination and Communication**

- Communication plan
  - FNS
    - The regional office will be notified of alternate operating procedures
  - Participants
    - Any participant receiving formula will be notified via text message or other direct means based on available technology
  - Local Agencies
    - Notifications and updates will be provided by email, newsletters, and conference calls as appropriate.
  - Vendors
    - Email alerting WIC Vendors should be sent.
      - Vendor initial email should include:
        - Notify them of what the recall was.
        - Give them specifics on what has been recalled.
        - Remind them that due to their Vendor agreement, they should treat WIC participants the same as other customers.
    - Vendor initial email recipients should include:
      - Corporate vendor representatives
      - All active and authorized vendors
    - Calls from stores are expected.
      - Communicate instructions to the stores about what other formulas the participants could purchase and when to contact their WIC office to change their benefits.

## **3. Food Management**

- To ensure that participants have alternate infant formula and exempt formula options during a formula recall, a list of similar alternate formulas will be used.
- In the instance of a formula recall, alternate can sizes and non-contract formula will be issued as needed.
  - State office staff may order non-contract formula from manufacturers or other vendors for direct distribution as needed
  - UPCs for alternative formulas will be activated in the MIS