



## Trainee Edition

Arizona WIC Training

# WIC Food Packages and eWIC Guidebook



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

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## What Will You Learn?

The WIC Food Packages and eWIC LMS Course and this guidebook are designed to provide you with basic information about WIC foods, tailoring food packages, and helping participants know how to use their food benefits.

After completing the WIC Food Packages and eWIC LMS Course and this associated guidebook, you will be able to:

- Explain why certain foods are included as part of the WIC food package
- Identify the differences between the various food packages
- Use the WIC Food List to identify if a food item is WIC eligible or not
- Select and tailor the appropriate food package based upon participant needs
- Issue eWIC cards to participants
- Explain to participants how they will use their eWIC benefits, and help them troubleshoot problems they may encounter

## Items Needed for This Course

- Pen or pencil
- WIC Food List
- Access to the WIC Food Packages and eWIC LMS Course
- All materials found within the Resources tab of the WIC Food Packages and eWIC LMS Course
- Optional: Access to EzWIC phone app, Interactive Voice Response (IVR) system, and ebtedge.com

## Recommended Time

- Approximate time it takes to complete the WIC Food Packages and eWIC LMS Course: 90 minutes
- Approximate time it takes to complete the activities in this WIC Food Packages and eWIC Guidebook and discuss with your trainer: two to three hours

## Things to Remember

- This guidebook is yours to keep.
- You are encouraged to take notes, highlight, and write in this guidebook.
- As your trainer chooses, you may work in a group or as an individual.
- You are encouraged to ask your trainer for help, ask questions about the information in the WIC Food Packages and eWIC LMS Course, or ask any questions about additional topics related to WIC Food Packages and eWIC training.

## **WIC Food Packages and eWIC LMS Course Instructions**

- ☐ Log onto <https://az.train.org/DesktopShell.aspx>
- ☐ Open and complete the WIC Food Packages and eWIC LMS Course modules and the corresponding WIC Food Packages and eWIC Activities in this guidebook.
- ☐ At your trainer's direction, complete the WIC Food Packages and eWIC LMS Course and guidebook, either individually, with other trainees, or with your trainer.
- ☐ Complete the WIC Food Packages and eWIC LMS Course Post-Test.
- ☐ Meet with your trainer at their direction to discuss each module of the WIC Food Packages and eWIC LMS Course and the associated activities in this guidebook, either after each module or after all modules have been completed.

## Module 1: Introduction

### MODULE 1 COMPETENCIES:

1. Trainees will be able to identify the key nutrients in each WIC food.
2. Trainees will be able to identify the main differences between default food packages.
3. Trainees will be able to effectively use the *Formula Tailoring Chart* to assign appropriate participant categories to partially breastfeeding infants, and provide them with the correct amount of formula.

## Module 1: Activity 1

Directions:

Match each WIC food to the key nutrient(s) it contains.

Letter	WIC Food	Key Nutrients
___	Soy Beverage	A. Iron, folate, and whole grain options can be a good source of fiber
___	Legumes	B. Vitamin D, omega 3, zinc, and selenium
___	Fruits/Vegetables	C. Vitamin E, magnesium, potassium, and vitamin B6
___	Canned Fish	D. Calcium
___	Cereal	E. Vitamin D, vitamin A, calcium, and riboflavin
___	Cheese/Tofu	F. Beta carotene, vitamin C, vitamin K, folate, iron, calcium, and fiber
___	Peanut Butter	G. Calcium, vitamin D, vitamin A, and riboflavin
___	Bread/Whole Grains	H. Fiber, iron, folate, and magnesium
___	Milk	I. Fiber, B vitamins, iron, zinc, magnesium, and potassium

**Module 1: Activity 2**

Directions:

Circle or underline the correct answer(s) to each of the following questions using the *Default Food Packages for Women and Children* job aid as a reference.

1. Which default food package contains the largest quantity of breakfast cereals?
  - A. Children
  - B. PG or PN
  - C. P or PN+
  - D. EN, PG and PN, or PG/PN w/ multiples
  - E. PG and EN, EN w/ multiples
  
2. Which default food packages contain 32oz (1quart) of yogurt? (Select all that apply)
  - A. Children
  - B. PG or PN
  - C. P or PN+
  - D. EN, PG and PN, or PG/PN w/ multiples
  - E. PG and EN, EN w/ multiples
  
3. Which food packages contain canned fish? (Select all that apply)
  - A. Children
  - B. PG or PN
  - C. P or PN+
  - D. EN, PG and PN, or PG/PN w/ multiples
  - E. PG and EN, EN w/ multiples
  
4. Which food package does not contain whole grains?
  - A. Children
  - B. PG or PN
  - C. P or PN+
  - D. EN, PG and PN, or PG/PN w/ multiples
  - E. PG and EN, EN w/ multiples
  
5. Which food package contains the largest quantity of whole grains?
  - A. Children
  - B. PG or PN
  - C. P or PN+
  - D. EN, PG and PN, or PG/PN w/ multiples
  - E. PG and EN, EN w/ multiples

**Module 1: Activity 3**

Directions:

Circle or underline the correct answer(s) to each of the following questions using the *Default Food Packages for Infants* job aid as a reference.

1. Which default food package contains the largest quantity of infant fruits and vegetables?
  - A. IFF and IPN+ (6-8 months)
  - B. IFF and IPN+ (9-11 months)
  - C. IPN (6-8 months)
  - D. IPN (9-11 months)
  - E. IEN (6-8 months)
  - F. IEN (9-11 months)
2. Which default food packages contain infant meats? (Select all that apply)
  - A. IFF and IPN+ (6-8 months)
  - B. IFF and IPN+ (9-11 months)
  - C. IPN (6-8 months)
  - D. IPN (9-11 months)
  - E. IEN (6-8 months)
  - F. IEN (9-11 months)
3. Which default food packages contain fresh fruits and vegetables? (Select all that apply)
  - A. IFF and IPN+ (6-8 months)
  - B. IFF and IPN+ (9-11 months)
  - C. IPN (6-8 months)
  - D. IPN (9-11 months)
  - E. IEN (6-8 months)
  - F. IEN (9-11 months)
4. Which default food packages contain 24oz of infant cereals? (Select all that apply)
  - A. IFF and IPN+ (6-8 months)
  - B. IFF and IPN+ (9-11 months)
  - C. IPN (6-8 months)
  - D. IPN (9-11 months)
  - E. IEN (6-8 months)
  - F. IEN (9-11 months)

## **Module 1: Activity 4**

Directions:

Determine how many cans of formula should be issued to the infants in the following situations using the *Formula Tailoring Chart* as a reference.

1. An infant is consuming 12 fluid oz of Similac Soy Isomil daily. How many cans of this powdered infant formula should be issued per month?
2. An infant is consuming 24 fluid oz of Enfamil Enfacare daily. How many cans of this powdered infant formula should be issued per month?
3. An infant is consuming 24 fluid oz of Gerber Extensive HA daily. How many cans of this powdered infant formula should be issued per month?



## **Module 1: Activity 5**

Directions:

Determine if the infants in the following situations should be assigned either the IPN or IPN+ category using the *Formula Tailoring Chart* as a reference.

1. A two-month-old infant is consuming 12 fluid oz of Similac Advance daily. Should this infant be assigned the IPN or IPN+ category?
2. A nine-month-old infant is consuming 11 fluid oz of Enfamil Enfacare daily. Should this infant be assigned the IPN or IPN+ category?
3. A four-month-old infant is consuming 16 fluid oz of Similac Neosure daily. Should this infant be assigned the IPN or IPN+ category?

## **Module 2: WIC Food List**

### MODULE 2 COMPETENCY:

1. Trainees will be able to correctly identify WIC eligible foods and state the reasons why some foods are WIC eligible, while others are not.

## **Module 2: Activity 1**

### Directions:

Answer the following questions using the Arizona WIC Food List as a reference.

1. What WIC foods include organic WIC eligible varieties (as listed in the “Can Buy” section of the Food List)?

2. True or False: WIC participants can purchase milk alternatives (e.g., soy milk, goat milk, tofu) instead of cow's milk, even if they are not listed as part of their food benefits.
  
3. True or False: WIC participants can only purchase whole grain cereals.
  
4. True or False: Juice benefits can be tailored for women and children participants to include six-packs of small juice containers.

## **Module 2: Supplemental WIC Food List Training**

**You will receive additional WIC Food List training from your trainer to ensure your confidence when answering participant questions regarding the WIC Food List. After you've completed all modules of the WIC Food Packages and eWIC LMS Course and the associated activities in this guidebook, speak with your trainer to determine when they would like to facilitate the supplemental WIC Food List Training with you.**

## Module 3: Food Package

### MODULE 3 COMPETENCY:

1. Trainees will be able to identify the six big developmental changes from statements provided by caregivers.

## Module 3: Activity 1

### Directions:

Match each of the following food packages for women and children with its corresponding description.

_____	Designed to meet the needs of most participants within a category. Has limited tailoring options (e.g., replace regular cow's milk with milk alternatives such as tofu, lactose-free milk, soy milk or goat milk, replace shelf-stable juice with frozen concentrate).	A. Default
_____	Designed to offer additional options for modifying participants' food packages (e.g., powdered dry milk, evaporated milk, juice boxes, infant fruits and vegetables).	B. Tailoring
_____	Contains foods that require a nutritionist's approval (e.g., whole milk for women and C2-C4s).	C. Special
_____	Contains formulas that require a nutritionist's approval (e.g., toddler formula for C2-C4s).	D. Special without formula

## Module 3: Activity 2

Directions:

Match each of the following food packages for infants with its corresponding description.

_____	Designed for infants six months of age and older to receive only special infant formula and no infant foods.	A. Default
_____	Contains contract infant formula.	B. Default no foods
_____	Contains special infant formula.	C. Special
_____	Designed for infants six months of age and older to receive only contract infant formula and no infant foods.	D. Special without foods

## Module 3: Activity 3

Directions:

For each scenario below, indicate which food package you would assign to the participant (Note: If the required tailoring can be accomplished using the default food package, select Default, but if the situation requires additional tailoring, select an alternative food package).

1. A six-month-old infant only consuming Similac Soy Isomil who is not yet ready to start infant foods.
  - A. Default
  - B. Default no foods
  - C. Special
  - D. Special without foods
2. A two-year-old child only requiring tofu and lactose-reduced milk.
  - A. Default
  - B. Tailoring
  - C. Special
  - D. Special without formula

3. A woman requesting powdered dry milk instead of regular milk.
  - A. Default
  - B. Tailoring
  - C. Special
  - D. Special without formula
4. A six-month-old infant only consuming Similac Neosure.
  - A. Default
  - B. Default no foods
  - C. Special
  - D. Special without foods
5. A three-year-old child only requiring whole milk.
  - A. Default
  - B. Tailoring
  - C. Special
  - D. Special without formula
6. An eight-month-old infant consuming Similac Advance and regular infant foods.
  - A. Default
  - B. Default no foods
  - C. Special
  - D. Special without foods
7. A six-month-old infant only consuming Enfamil Nutramigen who is not yet ready to start infant foods.
  - A. Default
  - B. Default no foods
  - C. Special
  - D. Special without foods
8. A woman requiring Ensure nutritional drinks.
  - A. Default
  - B. Tailoring
  - C. Special
  - D. Special without formula

### **Module 3: Activity 4**

Directions:

Write in your answers to the following questions.

1. What is the difference between under-tailoring and under-substituting benefits?
2. Why is it important to appropriately tailor all food package tabs (also known as multi-tab tailoring) that appear on the tailoring tab?
3. Why is it important to ask the participant how they would like their food package tailored each time before their benefits are issued?
4. Describe a situation in which you believe you may need to use the Reset Tailoring button.

## Module 3: Activity 5

Read and answer the questions below. Refer to the default food package options in the image provided.

Food Package			
Package Selection: C2 DEFAULT			
Category	SubCategory	Quantity	Tailor
02 - CHEESE OR TOFU	000 - CHEESE	1 LB	
03 - EGGS	000 - EGGS	1 DOZ	
05 - BREAKFAST CEREAL	000 - CEREAL (HOT OR COLD)	36 OZ	
06 - LEGUMES	000 - PB, BEANS, PEAS, LENTILS	1 CTR	
16 - BREAD/WHOLE GRAINS	000 - WHOLE GRAINS	32 OZ	
19 - FRUITS & VEGETABLES	000 - FRUITS & VEGETABLES	9 \$\$\$	
50 - YOGURT	000 - LOW AND NONFAT YOGURT	32 OZ	
52 - REDUCED FAT MILK	000 - SKIM/1% COWS MILK GALLON	3 GAL	
54 - JUICE - 64 OZ	000 - BOTTLED JUICE 64 OUNCE	2 BTL	

  

Tailoring Workspace			
Category	SubCategory	Quantity	
52 - REDUCED FAT MILK	000 - SKIM/1% COWS MILK G	4 GAL	
02 - CHEESE OR TOFU	000 - CHEESE	0 LB	
02 - CHEESE OR TOFU	004 - TOFU	0 LB	
50 - YOGURT	000 - LOW AND NONFAT YOG	0 OZ	
52 - REDUCED FAT MILK	006 - LACT FREE 0%/1% MILK	0 HGL	
52 - REDUCED FAT MILK	008 - FAT FREE/1% GOATS MILK	0 QT	
52 - REDUCED FAT MILK	009 - FAT FREE OR 1% UHT MILK	0 QT	
52 - REDUCED FAT MILK	011 - SOY MILK	0 GAL	
52 - REDUCED FAT MILK	012 - 0%/1% DRY POWDER MILK	0 OZ	
52 - REDUCED FAT MILK	014 - FAT FREE EVAPORATED MILK	0 OZ	
52 - REDUCED FAT MILK	501 - SKIM/1% COWS MILK HGL	0 HGL	
52 - REDUCED FAT MILK	502 - SKIM/1% COWS MILK QT	0 QT	

1. What tailoring options / recommendations would you provide to a participant with a milk allergy?
2. What tailoring options / recommendations would you provide to a participant with lactose intolerance?



## **Module 4: Issuing and Changing Benefits**

### MODULE 4 COMPETENCIES:

1. Trainees will be able to describe the necessary steps to resolve alerts and adjust inappropriately-tailored food packages.
2. Trainees will be able to identify when to use each of the four different buttons on the Family Balance tab to resolve different scenarios.

## **Module 4: Activity 1**

### Directions:

Describe the steps that you would take to resolve each of the following scenarios.

1. After you've clicked Issue, you see an alert that states "The client does not have an active eWIC card."
2. After tailoring the formula benefits of a foster infant you just certified and added to an existing family, you notice an alert (on the Issuance tab) stating that a starter package has been issued, and for the first month of benefits, zero cans of formula will be issued.
3. While reviewing the Family Benefit Summary with the authorized representative, he asks if you can provide his child with juice boxes instead of bottled juice.

## Module 4: Activity 2

Directions:

Match each of the following situations to the button that you would use on the Family Balance tab to help resolve it.

_____ The mother of a two-year-old participant tells you that she brought in medical documentation for her son to begin using Pediasure.	A. Void Benefits
_____ The father of a nine-month-old participant tells you that he brought in medical documentation for his daughter to switch from Neosure to Similac Advance.	B. Add Formula
_____ A mother tells you that she has stopped breastfeeding and would like to receive the cans of formula that had previously been withheld from her daughter's food package.	C. Reclaim All
_____ After you issue the food benefits to a family, the father asks if you can issue soy milk to his son instead of regular cow's milk.	D. Replace Formula

## Module 5: Shopping, Resources, and Complaint Handling

MODULE 5 COMPETENCIES:

1. Trainees will be able to explain when participants are able to use their benefits.
2. Trainees are able to recommend when a participant should plan their next WIC visit based on their last date to use their benefits.
3. Trainees will be able to use the Family Balance Summary to explain to participants what foods they are able to purchase.
4. Trainees will be able to troubleshoot questions and concerns they receive from participants regarding their benefits or using their eWIC card.

## Module 5: Activity 1

Directions:

Imagine that you just printed out the Family Balance Summary below to give to a participant and explain their benefits. Use it to answer the following questions.

Family Balance Summary		
<b>Family Name:</b> Smith, Jane <b>Family ID:</b> 123456789		
	Issued	Available
<b>March: 3/6/2019 - 4/5/2019</b>		
000-BOTTLED JUICE 64 OUNCE	2 BTL	2 BTL
000-CEREAL (HOT OR COLD)	36 OZ	36 OZ
000-EGGS	0 DOZ	0 DOZ
000-FRUITS & VEGETABLES	8 \$\$\$	8 \$\$\$
000-PB, BEANS, PEAS, LENTILS	1 CTR	1 CTR
000-SKIM/1% COWS MILK GALLON	4 GAL	4 GAL
000-WHOLE GRAINS	32 OZ	32 OZ
<b>April: 4/6/2019 - 5/5/2019</b>		
000-BOTTLED JUICE 64 OUNCE	4 BTL	4 BTL
000-CEREAL (HOT OR COLD)	72 OZ	72 OZ
000-CHEESE	2 LB	2 LB
000-EGGS	2 DOZ	2 DOZ
000-FRUITS & VEGETABLES	19 \$\$\$	19 \$\$\$
000-INFANT CEREAL	24 OZ	24 OZ
000-INFANT FRUITS & VEGS	256 OZ	256 OZ
000-INFANT MEATS	77.5 OZ	77.5 OZ
000-LOW AND NONFAT YOGURT	32 OZ	32 OZ
000-PB, BEANS, PEAS, LENTILS	3 CTR	3 CTR
000-SKIM/1% COWS MILK GALLON	8 GAL	8 GAL
000-TUNA, SALMON, SARDINES	30 OZ	30 OZ
000-WHOLE GRAINS	48 OZ	48 OZ
502-SKIM/1% COWS MILK QT	1 QT	1 QT
<b>May: 5/6/2019 - 6/5/2019</b>		
000-BOTTLED JUICE 64 OUNCE	4 BTL	4 BTL
000-CEREAL (HOT OR COLD)	72 OZ	72 OZ
000-CHEESE	3 LB	3 LB
000-EGGS	2 DOZ	2 DOZ
000-FRUITS & VEGETABLES	19 \$\$\$	19 \$\$\$
000-INFANT CEREAL	24 OZ	24 OZ
000-INFANT FRUITS & VEGS	256 OZ	256 OZ
000-INFANT MEATS	77.5 OZ	77.5 OZ
000-LOW AND NONFAT YOGURT	32 OZ	32 OZ
000-PB, BEANS, PEAS, LENTILS	3 CTR	3 CTR
000-SKIM/1% COWS MILK GALLON	8 GAL	8 GAL
000-TUNA, SALMON, SARDINES	30 OZ	30 OZ
000-WHOLE GRAINS	48 OZ	48 OZ
502-SKIM/1% COWS MILK QT	1 QT	1 QT

1. What would you say to this participant to explain when they are able to use their benefits each month?
2. Imagine that this participant showed up for her appointment on 4/1. What would you say to her to emphasize the amount of time she had left to use her March benefits?
3. What would you say to this participant to explain how their benefits for March are different from their April and May benefits?
4. Looking at the benefit usage dates, what would you say to this participant to recommend when they should plan on their next WIC visit?

5. Using the Infant Foods Tip Sheet (found in the Resources section of the WIC Food Packages and eWIC LMS Course), what would you say to this participant to explain how many containers of infant foods she is able to purchase each month?
6. What could you say to this participant to explain how to purchase their peanut butter, beans, peas, and/or lentils for each month?
7. What could you say to this participant to explain how to purchase their hot/cold cereal each month?

8. This participant calls you on April 8 from the grocery store. She tells you that she is having difficulty purchasing ½ gallons of the store brand of cow's milk. What would you say to her?
9. This participant calls you on May 15 and tells you that she lost her eWIC card. She asks you if she needs to come into the clinic, or if a new card can be mailed to her. How do you respond?