

ADHS: WIC 101 Training

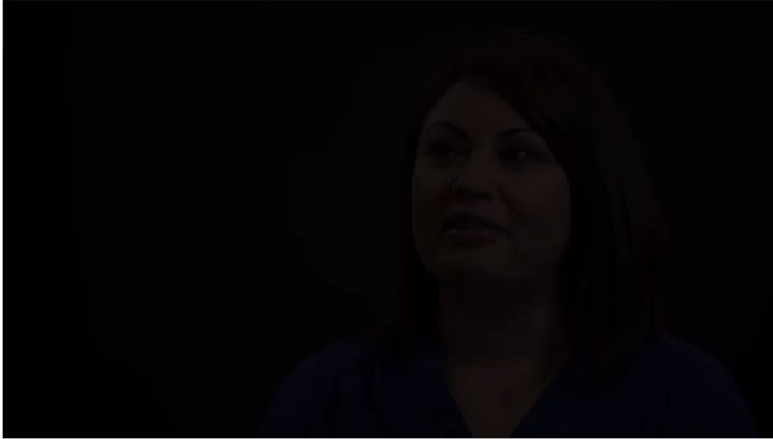
Module 1: Introduction

Welcome



Notes:

Introduction



Notes:

Welcome to the Arizona WIC Program! We are so excited for you to join our team. As a WIC employee, you'll get to help make a difference improving the health and lives of families in your community!

Watch this welcome video to hear about why we LOVE working for Arizona WIC!

Video

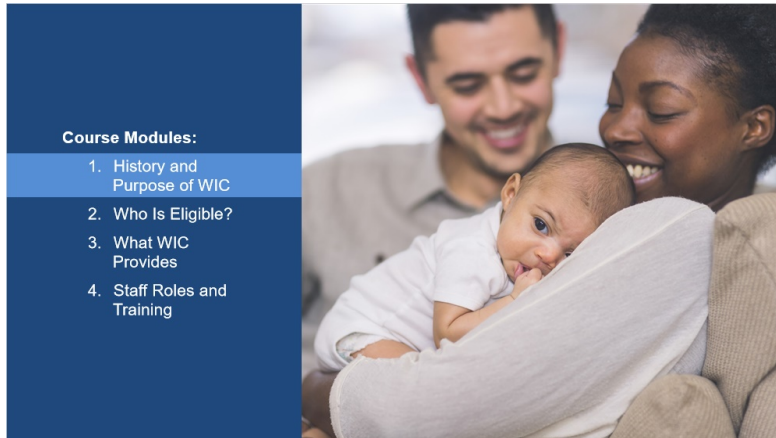
First, it was just-- I needed a job. So-- I applied, and it was through-- actually, through Maricopa County and they hired me to be a clerk. And-- from there it started-- to become a career. And-- through all the opportunities that WIC has offered-- like trainings and just-- the empowerment, I found my passion for breastfeeding. And now I'm an I.B.C.L.C. The passion for breastfeeding is what keeps me working here. Like, the teaching the moms-- I had-- I-- I had breastfed my first child and I thought, "There could be no other way (LAUGH) of-- of, you know, feeding my baby." And I always felt like I had to tell everyone about the benefits of it. And I feel like WIC is the place where I'm able to do that. And it's not only helping the community, it's helping each other out first.

I like that I've changed the way that I eat, the way that I talk to my kids-- the way that I cook. And-- and just, you know, if I can give a phone number to somebody that'll help 'em or even just praise 'em for what they do, I feel a great satisfaction. I just wanna say it's-- I'm really proud to say that I work for the best WIC program in the nation. It's an example that we're setting for-- for everyone else.

And when I heard that-- I just felt, like, a sense of responsibility to keep doing the best that I can every day-- because they're watching us. (LAUGH) And-- if you're the kinda person that wants to make a difference, even if it's just one plate at a time or one comment at a time, it's-- this is the place to work at. You can do things for your

community. If we can start in our own community -- then that's the place where you wanna be. You wanna make a difference. A small difference, but, you know, one day at a time. And you'll feel rewarded at the end of the day.

Course Overview



Notes:

In this course, you'll get a basic overview of the WIC program as we review four modules:

- The history and purpose of the WIC Program
- Who is eligible for WIC
- What services WIC provides
- Staff roles and what you can expect during your new employee training

Let's get started with the first module: the history and purpose of the WIC program.

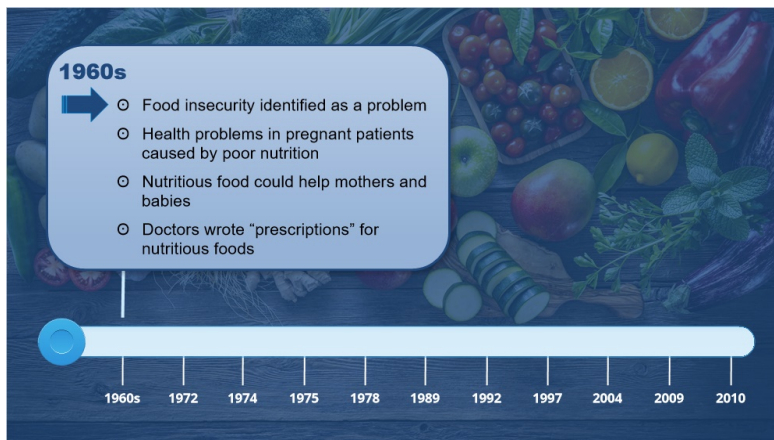
WIC History



Notes:

WIC began in the 1960s, and the program has evolved significantly over the decades since then. Drag the slider to learn about WIC's history.

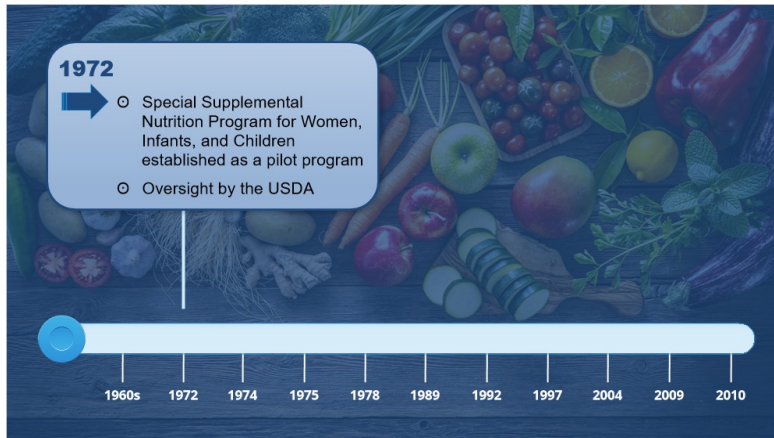
1960 (Slide Layer)



1960

Back in the 1960s, several studies identified food insecurity as a major problem in the United States. Doctors described the various health problems among their pregnant patients that resulted in poor birth outcomes caused by a lack of nutritious food. These doctors felt that having access to nutritious food could make a big difference for these mothers and their babies, so to combat these problems, they began writing "prescriptions" for food that women used as vouchers to obtain nutritious foods.

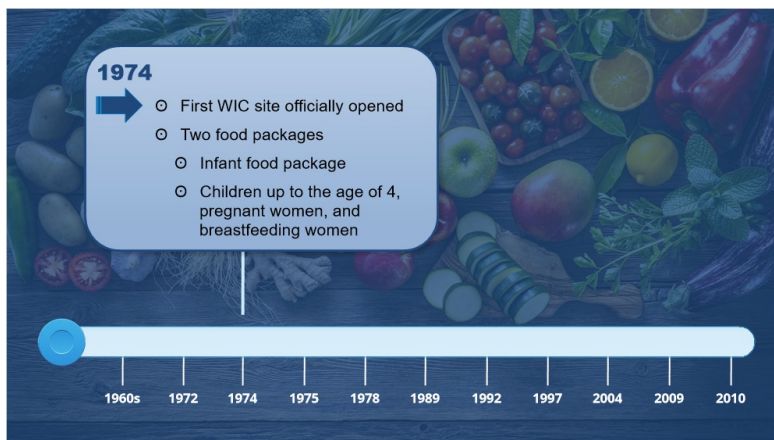
1972 (Slide Layer)



1972

In 1972, using this food voucher model, Congress amended the Child Nutrition Act of 1966, and established the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) as a pilot program. Oversight of the program was assigned to the United States Department of Agriculture (USDA).

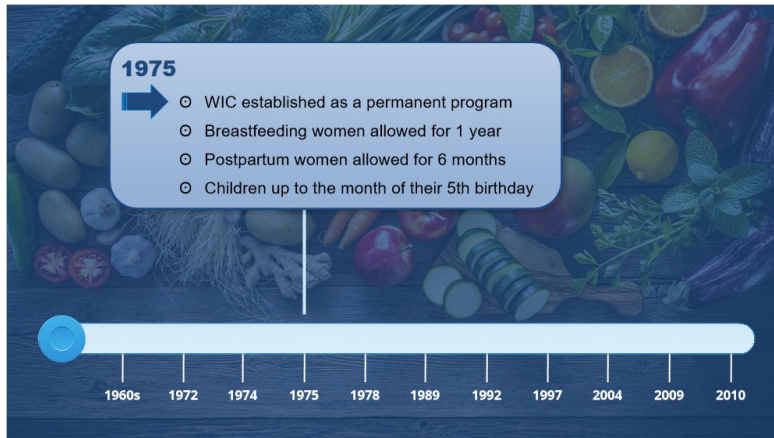
1974 (Slide Layer)



1974

The first WIC site officially opened in 1974, and two food packages were offered, one for infants, and another for children up the age of 4, pregnant women, and breastfeeding women.

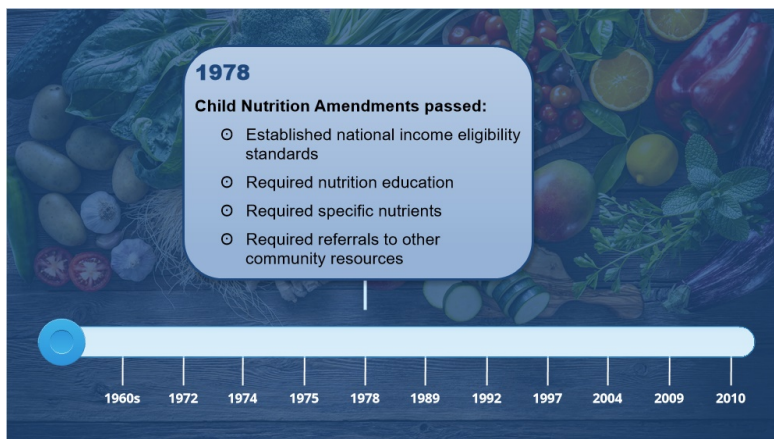
1975 (Slide Layer)



1975

After a successful pilot program, Congress created new legislation in 1975 establishing WIC as a permanent program. This legislation also defined that breastfeeding women were allowed to participate for 1 year after their pregnancy ended, allowed postpartum women to participate in the program for up to 6 months after their pregnancy ended, and increased the age children were able to participate to until the month of their 5th birthday.

1978 (Slide Layer)

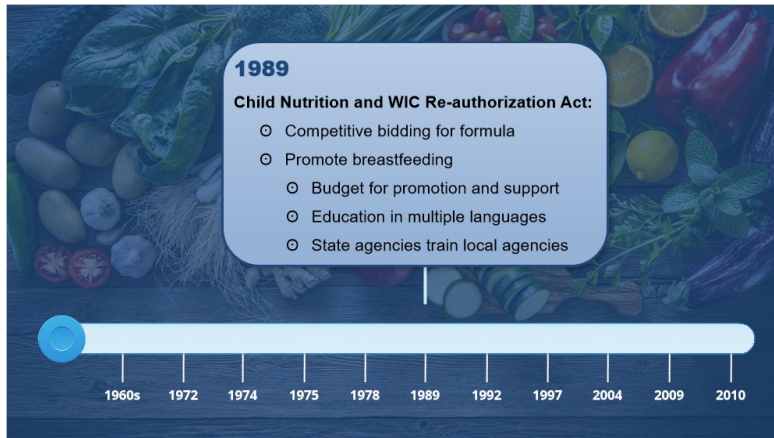


1978

In 1978, Congress passed the Child Nutrition Amendments of 1978. This legislation:

- Established national income eligibility standards
- Required that nutrition education must be provided to WIC participants
- Required that WIC foods contain specific nutrients identified to be low in the diets of WIC participants
- Required that states must make referrals to other community resources such as immunization, family planning, and child abuse counseling

1989 (Slide Layer)

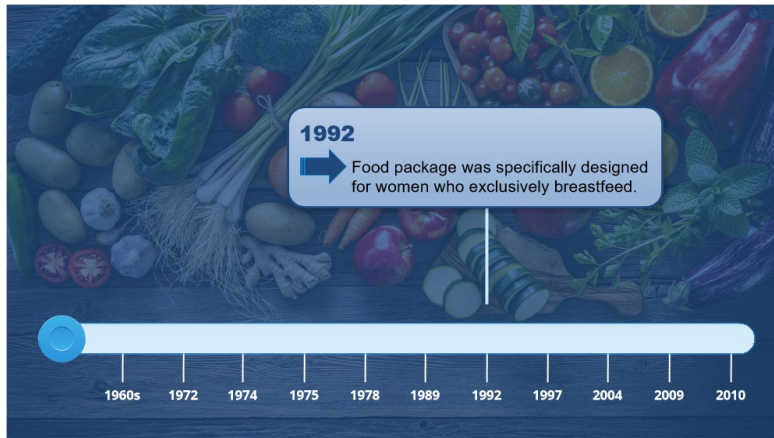


1989

In 1989, Congress passed the Child Nutrition and WIC Re-authorization Act. This legislation required that State agencies use a competitive bidding process to provide infant formula. This legislation also required that the WIC program promote breastfeeding in the following ways:

- Required that State agencies spend a specified amount of their budget on breastfeeding promotion and support including breastfeeding aids and breast pumps that could be loaned to WIC participants.
- Required that state agencies provide nutrition education and breastfeeding materials in languages other than English as appropriate for community members.
- Required that state agencies provide training to local agencies regarding the promotion, education, and support of breastfeeding

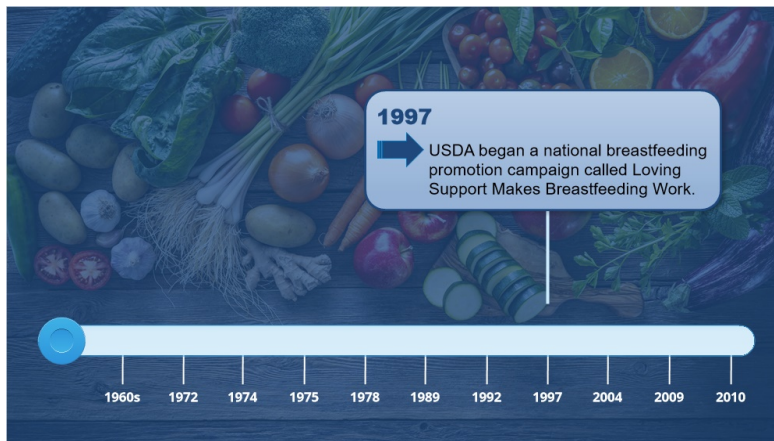
1992 (Slide Layer)



1992

In 1992, a food package was specifically designed for women who exclusively breastfeed.

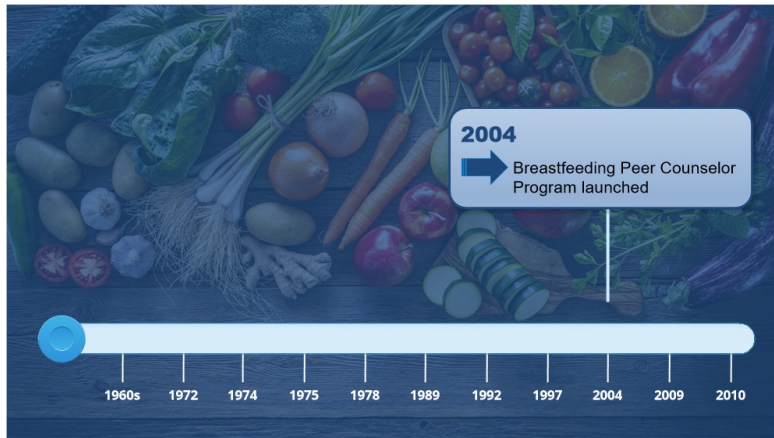
1997 (Slide Layer)



1997

In 1997, the USDA began a national breastfeeding promotion campaign called Loving Support Makes Breastfeeding Work.

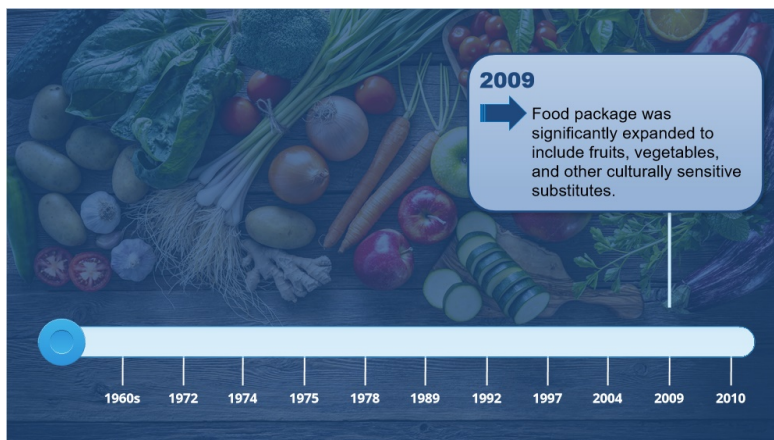
2004 (Slide Layer)



2004

In 2004, Congress passed the Child Nutrition and WIC Re-authorization, which launched the Breastfeeding Peer Counselor Program. This program includes women who have breastfed one or more of their own children, as they provide breastfeeding support, information, and guidance to pregnant and breastfeeding WIC participants.

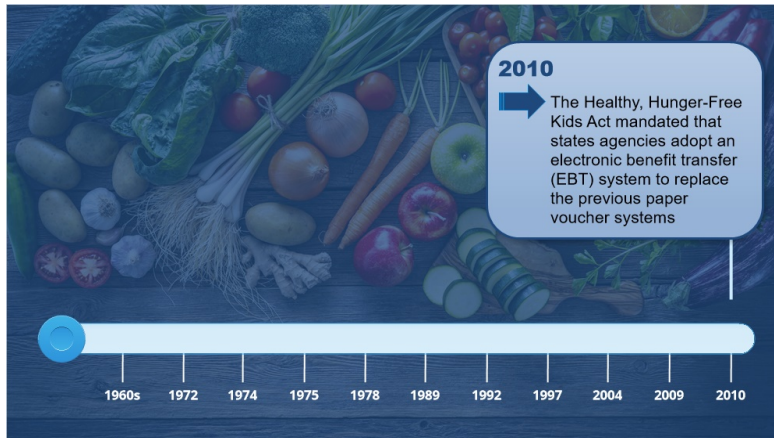
2009 (Slide Layer)



2009

In 2009, the food package was significantly expanded to include fruits, vegetables, and other culturally sensitive substitutes.

2010 (Slide Layer)



2010

In 2010, the Healthy, Hunger-Free Kids Act mandated that states agencies adopt an electronic benefit transfer (EBT) system to replace the previous paper voucher systems.

WIC Today






Notes:

Today, WIC agencies can be found in every state in the US - and even in other territories! There are 90 state WIC agencies which operate in 50 state health departments, 34 Indian Tribal Organizations, the District of Columbia, and five US territories (Northern Mariana Islands, American Samoa, Guam, Puerto Rico, and the Virgin Islands).

Outside of the US, the Department of Defense (DOD) administers the WIC Overseas program for eligible members of the uniformed services, DOD contractors, civilian employees, and family members.

WIC in Arizona

		
Arizona WIC Program <ul style="list-style-type: none">○ Largest AZ state agency○ 19 local agencies○ 100,000 served each month	Inter-Tribal Council of Arizona (ITCA) WIC Program <ul style="list-style-type: none">○ Serves the tribal populations across Arizona○ 10,000 served each month	Navajo Nation WIC Program <ul style="list-style-type: none">○ 11,000 families served○ Serves the Navajo Nation

Notes:

In Arizona, there are three separate WIC state agencies: the Arizona WIC Program, the Inter-Tribal Council of Arizona (ITCA) WIC Program, and the Navajo Nation WIC Program. You work for the Arizona WIC Program.

Arizona WIC Program

The Arizona WIC program is the largest of the three Arizona state agencies. We have 19 local agencies, that together serve over 100,000 participants each month!

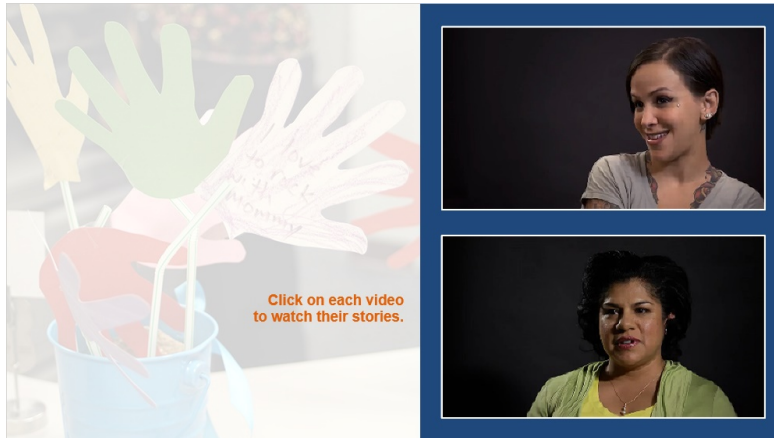
Inter-Tribal Council of Arizona (ITCA) WIC Program

The Intertribal Council of Arizona, or ITCA, serves the tribal populations across Arizona. They provide services to about 10,000 participants a month.

Navajo Nation WIC Program

The Navajo Nation WIC Program serves about 11,000 families living in the Navajo Nation.

WIC Success



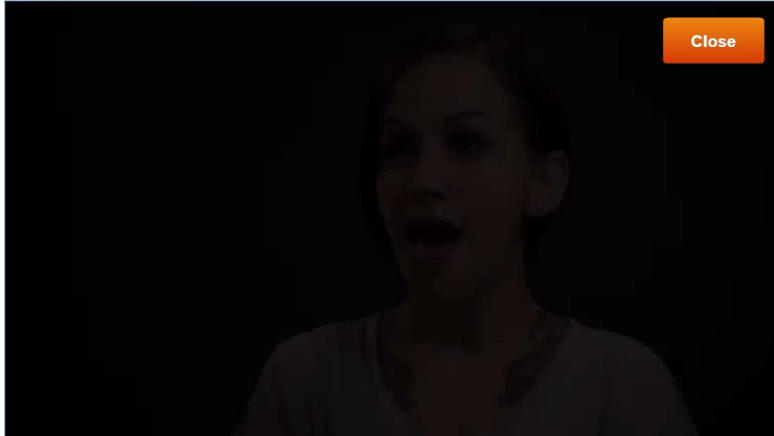
Notes:

Over the decades of WIC's operation, research has continued to show that WIC is one of the most successful and cost-effective public health nutrition intervention programs. Here are just some of the areas where WIC has made a difference in the health and well-being of women, infants, and children:

- Better birth outcomes and health care savings
- Healthier diets
- Improved infant feeding practices, including a higher rate of breastfeeding
- Higher immunization rate and regular medical care
- Improved cognitive development among infants and children

Now let's hear from two Arizona WIC participants how WIC has made a difference for them. Click on each video on the screen and then click the 'Next' button when you're ready to continue.

Client Video 1 (Slide Layer)

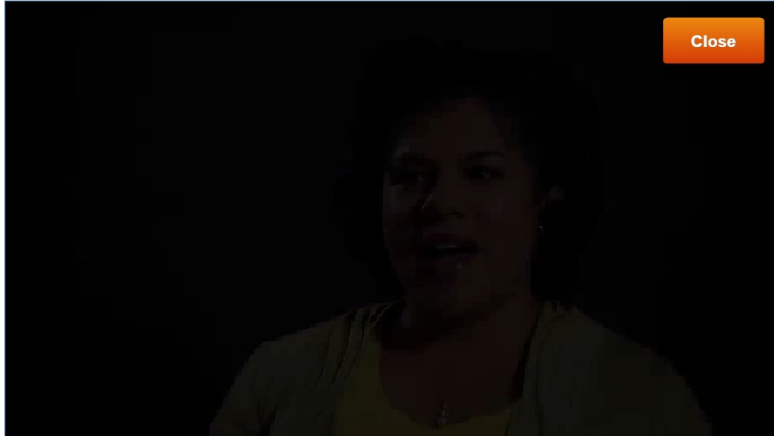


Client Video 1

I have one son. His name is Jackson and he's two. I found out about WIC because I moved here from California. I was with somebody wasn't very supportive of my pregnancy so I had to be supported by my family. So my family lived here in Arizona and-- I came to move with them. And the first step was finding me an O.B. So I didn't have any insurance; I didn't have anything.

The pregnancy wasn't planned; it just came upon me. So-- I found an O.B. and they told me about the AHCCCS program and the WIC program. While I was pregnant, I was still getting the nutritional help-- that I needed for my child. So I thought that was great because it was my first kid and I didn't know what I needed for myself and for his nutrition. So-- I thought that was great to kinda have that support system there. Next-- was the breast pump, and that was a huge help. I didn't have to go out and get one myself. I had problems with-- creating enough breast milk or even knowing that my son was getting enough. He was born premature so I never knew he was getting what he needed. So pumping was vital for his nutrition and knowing what I was feeding him. And the whole process of his nutrition through growing, we were able to get everything he needed, from the baby cereals and the baby foods to, now, fruits and vegetables and-- and milk. And it's been great. It's a big help.

Client Video 2 (Slide Layer)



Client Video 2

I have a four-year-old and I have a ten-year-old and a 23-year-old. And it all started with the 23-year-old. My four-year-old came along; I was 40. And there's this stigma of the older you are, the less you can provide. And so that was a concern of mine. And I expressed that concern to the WIC lady and said, "Well, I'm probably too old to nurse." And she said, "Oh, absolutely you are not."

And part of the encouragement was the coaching that I received. It was great. It-- what used to be an obstacle of stress, "Oh, I just can't do it," my coach taught me to turn that around. I was provided with a pump. I was provided with all the necessary things and materials that I needed in order to produce that milk. Just knowing that I had the support, anytime I felt like I was in a weak spot and I thought, "Oh, I wanna give up," I'd call her up and I'd say, "Okay, this is how I feel today."

And so there she was, encouraging me again and, "Come-- come on in. You know, let's talk about this." Pictures were helpful. That counseling was helpful. So guess what? I nursed him till he was two-and-a-half years old. It was great. It was great. I loved it. I loved it. And that counts. At that time, when you're on the system, your self-esteem tends to be low. It really does.

And when you encounter people like yourselves, where you're there for the-- the good of the community, then I feel like I'm a part of that. I don't feel like I'm just being rushed. I'm not-- an assembly-line person that's gonna fulfill your paycheck because the more we get people on WIC the better. It-- I mean, it was nothing like that; nothing.

Staff members? Friendly. They paid attention. If I had a concern, I didn't get turned away. It was more like, "Okay, we need to sit down and we really need to tackle this issue. Apparently, it's an issue." So it picked up my self-esteem. Wow, what an awesome thing.

I'm 40 years old and I am nursing. And I nursed till he was two-and-a-half. I get to take that I hate to say it but to my grave. I get to take that to my grave.

I made up for what I couldn't do with a 23-year-old and with a ten-year-old. I made up for it. That's awesome. That-- that's a great feeling. I love it. It's time I give back and I'm gonna give back. I'm working for a non-profit and I am a community advocate now. Had it not been for WIC, that thought would've never even been planted in my head. And this is somebody who was a dental assistant for 20 years. And I swore that I would die as a dental assistant.

How do you-- how are you a dental assistant for 20 years and then you turn yourself around because of the people that the system, essentially, forced you to around with? But whatever it is that you guys are doing, you helped me to fulfill a mission. And right now my mission is just a community advocate. That's who I am. That's what I wanna be. Thank you. Thank you so much.

Summary



Notes:

In this module, you learned about the history and purpose of the WIC program. You learned that WIC was started by a group of physicians who were concerned about the effects of poor nutrition on mothers and their infants.

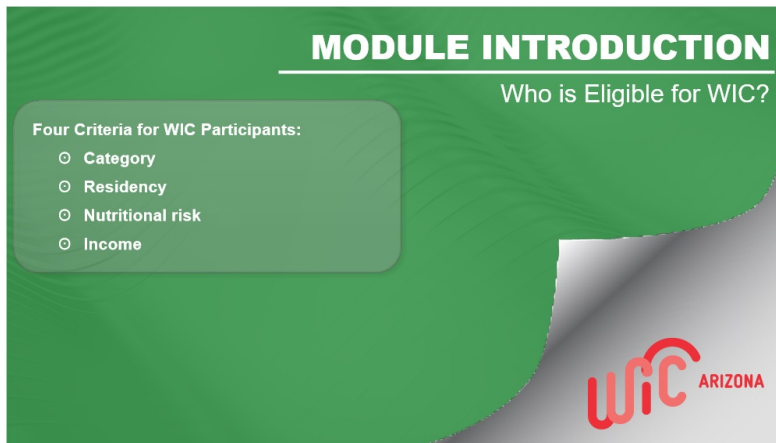
You now know that there are WIC agencies in every state in the country, plus some additional US territories, and that WIC even provides some international services. In the Arizona WIC Program, we have 19 local agencies that together serve over 100,000 participants each month.

You also learned that decades of research have shown that WIC improves the health and well-being of its participants by providing food benefits, nutrition education, and breastfeeding support and education.

In the next module, we'll talk about who is eligible for WIC services.

Module 2: Who is Eligible for WIC?

Module 2 Introduction



Notes:

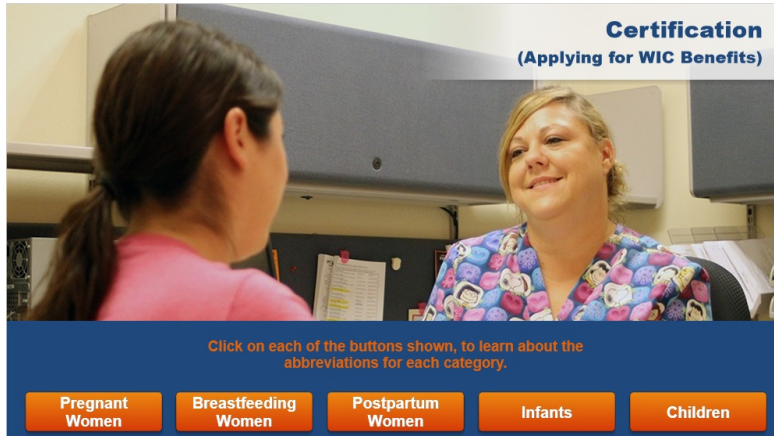
Now that you know some of the history of the WIC program, it's time to start learning who is eligible for WIC.

There are four criteria that WIC participants must meet in order to be eligible to participate in the WIC program:

- Category
- Residency
- Nutritional risk
- Income

Let's get started by taking a closer look at Category.

Category



Notes:

First, when WIC applicants apply for WIC benefits (a process called certification), we have to make sure they are in one of the eligible categories. You'll need to learn these categories and abbreviations.

Click on each of the buttons shown, to learn about the abbreviations for each category.

Pregnant Women (Slide Layer)



Pregnant Women

Pregnant women at any stage of pregnancy are eligible for benefits.

In Arizona WIC, you'll often hear pregnant women categories abbreviated as:

- PG1 (Under 21 years of age)
- PG2 (21 years of age or older)

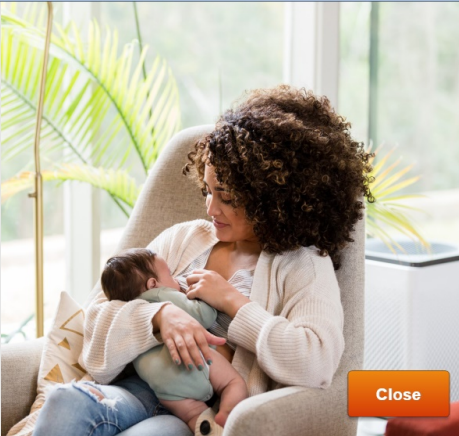
Breastfeeding Women (Slide Layer)

Breastfeeding Women

Breastfeeding women are eligible until the infant's first birthday.

Breastfeeding Women Categories:

- ☐ EN (Exclusively Nursing)
- ☐ PN (Partially Nursing)
- ☐ PN+ (Partially Nursing Plus)



Close

Breastfeeding Women

Breastfeeding women are eligible until the infant's first birthday.

In Arizona WIC, you'll often hear breastfeeding women categories abbreviated as:

- EN (Exclusively Nursing)
- PN or Partially Nursing means a woman who provides her infant with both breastmilk and formula.

PN+ or Partially Nursing Plus also means a breastfeeding woman who provides both breastmilk and formula. The difference is that she receives more formula from WIC than is allowed under the PN category.

Postpartum (Slide Layer)

Postpartum Women

Postpartum women, who are not breastfeeding in any capacity, are eligible until 6 months after their pregnancy ends.

Postpartum Women Categories:

- ☐ P (Postpartum)




Close

Postpartum Women

Postpartum women, who are not breastfeeding in any capacity, are eligible until 6 months after their pregnancy ends, whether or not their pregnancy ends in a live birth.

In Arizona WIC, you'll often hear the postpartum women category abbreviated as P (Postpartum).

Infants (Slide Layer)



Infants

Infants are also eligible.

Infants Categories:

- ☐ IEN (Infant Exclusively Nursing)
- ☒ IPN (Infant Partially Nursing)
- ☒ IPN+ (Infant Partially Nursing Plus)
- ☐ IFF (Infant Formula Feeding)

Close

Infants

Infants are also eligible. In Arizona WIC, you'll often hear infant categories abbreviated as:

- IEN (Infant Exclusively Nursing)
- IPN (Infant Partially Nursing)
- IPN+ (Infant Partially Nursing Plus)
- IFF (Infant Formula Feeding)

Like the categories for breastfeeding women, IPN means an infant that consumes both breastmilk and formula. IPN+ means an infant that consumes both breastmilk and formula, but receives more formula from WIC than allowable to qualify for the IPN category.


Children (Slide Layer)

Children

Children are eligible until the month of their fifth birthday.

Children Categories:

- ☐ C1 (One-year-old Child)
- ☐ C2 (Two-year-old Child)
- ☐ C3 (Three-year-old Child)
- ☐ C4 (Four-year-old Child)



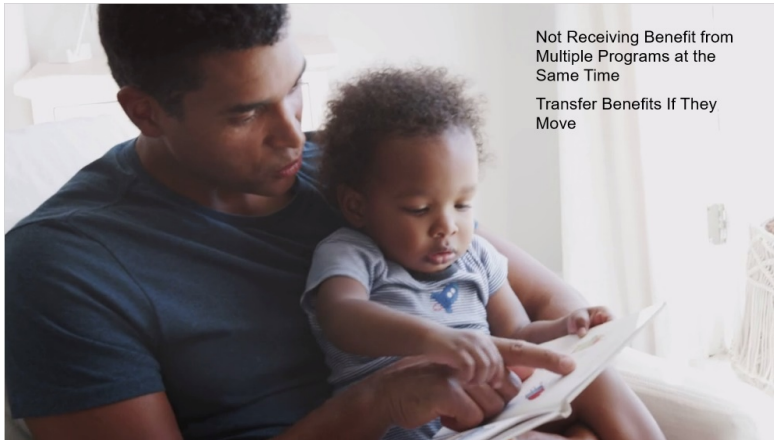
Children

Children are eligible until the month of their fifth birthday.

In Arizona WIC, you'll often hear children categories abbreviated as:

- C1, a One-Year-Old Child
- C2, a Two-Year-Old Child
- C3, a Three-Year-Old Child or
- C4, a Four-Year-Old Child

Residency



Not Receiving Benefit from
Multiple Programs at the
Same Time

Transfer Benefits If They
Move

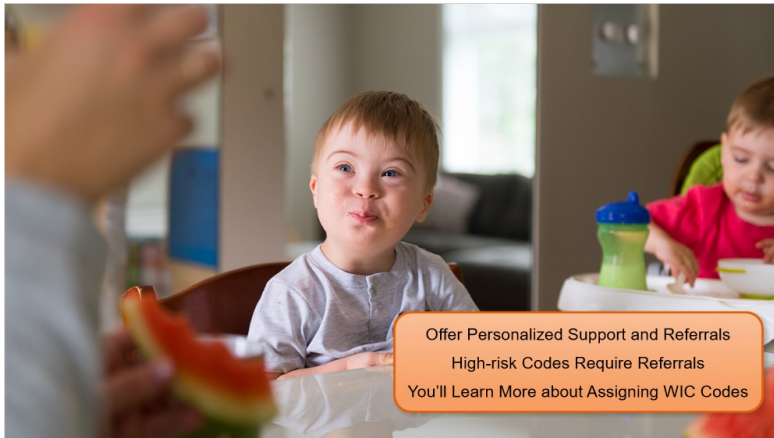
Notes:

To be eligible for Arizona WIC benefits, participants must prove that they live in the state of Arizona. This is residency.

Proof of their address can be a utility bill showing their name and address, a current driver's license or ID, or some other official document that shows their name and current address. A list of possible documents is located in Chapter 2 of the Arizona WIC policy and procedure manual.

WIC also has to make sure that participants aren't receiving benefits from more than one WIC program at the same time. Participants are allowed, though, to transfer benefits if they move. You'll learn more about that later during your new employee training.

Nutritional Risk



Notes:

From the beginning, WIC's mission has been to help women and children who are at nutritional risk. Nutritional risk means that participants have a medical or diet-related concern that affects their nutritional status. In WIC, we do a nutrition and health assessment to screen for these concerns.

In Arizona WIC, we call this an ABCDE assessment:

- A - Anthropometrics, the assessment of height and weight
- B - Biochemical, the assessment of iron and lead status
- C - Clinical, the assessment of medical history and concerns
- D - Dietary, the assessment of diet and nutrition practices
- E - Environmental, the assessment of any relationship or home environment risks.

After the assessment is complete, staff assign at least one WIC code for the participant. There is a list of USDA-approved Nutrition Risk Codes, or WIC codes, which can be assigned for participants.

Examples of WIC codes include: 131- Low Maternal Weight Gain, 201-Low Hemoglobin, 361-Depression, and 904-Environmental Tobacco Smoke Exposure.

This assessment helps the staff offer personalized nutrition and breastfeeding information and support and provide appropriate referrals if needed. For example, some risk codes are considered “high-risk,” and require referrals to Registered Dietitians or state approved nutritionists.

You'll learn more about assigning WIC codes for participants and completing full assessments throughout your new employee training.

Income

Applicants Must Meet Income Requirements

Income Requirements:

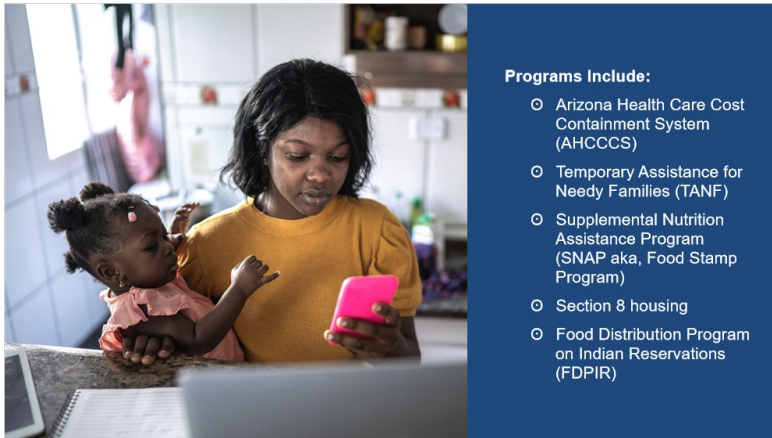
- Participate in an Adjunctive program
- Proof of household income

A photograph showing two women sitting at a desk in an office. The woman on the left, wearing a white shirt and a green lanyard, is looking down at a document on the desk. The woman on the right, wearing a dark grey top, is also looking at the document and holding a pen. In the background, there are shelves with various items, including what looks like a calendar or poster with a red figure, and some office supplies.

Notes:

Applicants must meet income requirements to qualify for WIC services. They can prove that they meet these income requirements in two ways: Either by showing proof that they participate in an adjunctively eligible program or by showing proof of their household income. Let's talk about adjunctive eligibility first.

Income – Adjunctive Eligibility



Notes:

Someone who is a part of another government assistance program with the same or lower income guidelines may be automatically income eligible for WIC. This is called being Adjunctively Eligible.

These adjunctively eligible programs include: Arizona Health Care Cost Containment System (AHCCCS), Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP, also known as the Food Stamp Program), Section 8 housing, and Food Distribution Program on Indian Reservations (FDPIR).

Income – Household Income

Eligibility Is Not Manually Determined
Enter Gross Income in HANDS
HANDS Will Automatically Determine Eligibility

Client ID: 11114-0222
Client Name: JOHNSON SAINT
Date of Birth: 1/15/2011
Age: 9 yrs, 0 mos
Cert. Period: 2/27/2020 - 2/26/2021
Term Date: N/A
Due Date: N/A
LDTU: N/A
Next Appt.: N/A
App. Thru: N/A

Household Income
Add
Zero Income
Yes
Income Provider
PRIMARY PROVIDER
Amount
Income Averaging
Interval
A - ANNUALLY
Hours Per Week
Documentation
Family Members
Select options
Foster Children

OK Cancel

Notes:

The second way that an applicant can provide proof that they meet income requirements is by providing proof of their household income during their Certification appointment. They can bring things like a paycheck stub, tax return, or a letter from their employer.

Applicants with a household income up to 185% of the Federal Poverty Level are eligible. The Federal Poverty Levels are set and changed every year by the federal government. WIC considers gross income (which is the total income received before taxes), rather than net income, when determining income eligibility.

Don't worry about manually determining if applicant's household income makes them eligible to participate in the WIC program. All you'll have to do is enter the applicant's gross income information correctly into HANDS (which is the computer system used by the Arizona WIC program), and HANDS will automatically determine if they are eligible based on their income.

Income – Household Size

The screenshot shows the HANDS (Home Assessment and Needs Determination System) interface. The top navigation bar includes links like Home, Sys Admin, Ops Mgmt, WIC Services, Scheduling, Finance, Vendor, Program Integrity, Reports, and Help. The main menu has tabs for Family, Client, Income, Cert, Mod, Assess, Care Plan, Benefits, Appts, and Notes. The 'Income' tab is selected.

Client Information (Sidebar):

- LA/Clinic: SAINT JOHNS
- Family ID: 200017766
- Auth. Rep. Name: SPENCER, ROCHELLE
- Phone: (928) 655-6566
- Client ID: 1011124065
- Client Name: ROCHELLE SPENCER
- Date of Birth: 1/1/1983, Age: 38 yrs, 0 mos
- Carl. Packed: 8/30/2020, 8/19/2021, Category: PG2
- Term. Date: N/A, Dis. Date: 4/7/2021

Household Information:

- Income Date: 1/13/2021
- Family Size: 7 (includes unborn counted)

Adjusted Eligibility Table:

Members	ASSOC'S	FOPIR	SECTION 8	SNAP (FOOD STAMPS)	TANF
ROCHELLE SPENCER	VERIFIED: 8/30/2020	N/A	VERIFIED: 8/30/2020	N/A	VERIFIED: 8/30/2020

Income Table:

Income Provider	Amount	Interval	Hours Per Week	Documentation
PRIMARY PROVIDER	\$800.00	BW - BIWEEKLY (EVERY 2 WEEKS)		1. EMPLOYMENT PAY STUBS

Income Breakdown:

Member	Provider Details
ROCHELLE SPENCER	Details

Member Status:

☒ Migrant ☒ Homeless ☐ Group Home ☐ Military ☐ Refugee

Learn More about Assessing Income and Using HANDS

Notes:

Household size is also taken into consideration when determining income eligibility. Every person who is supported by the reported income counts as a member of the household and is recorded in their family size.

For example, a mother and father live together and are supported by the father's income. They have 2 children together and 3 children from previous relationships. The father's income supports all these people. Therefore, the family size would be 7 (mother and father, 2 children together, 3 from previous relationships = 7).

You can count unborn babies in the family size unless the mother doesn't want to. So, if a single woman is pregnant and supports herself financially, her family size can be counted as 2.

You'll learn more about assessing income and how to use the HANDS computer system later during your new employee training.

Authorized Representatives



Notes:

So far in this module, we've discussed the individuals that are eligible to participate in, and receive benefits from the WIC program. Now we'll also discuss Authorized Representatives (ARs). ARs can be anyone who provides care for WIC participants, including parents, foster parents, grandparents, aunts, uncles, other legal guardians, etc. Sometimes the individuals you have appointments with will be both a WIC participant, and an AR for the family. For example, you may have appointments with breastfeeding women who are both participating in the program, but are also the AR for their family, including themselves, their breastfeeding infants, as well as their other children who are participating in the WIC program.

However, it's important to note that there will be many times when the ARs you see won't be participants themselves. For example, you may have WIC appointments with single fathers who are the ARs for their children who are participating in the WIC program.


Summary

Who is eligible?

Eligibility:

- Categorically eligible
 - Pregnant
 - Breastfeeding and postpartum women
 - Infants and children
- Arizona residents
- Nutritional risk
- Income requirements

Learned About Authorized Representatives



Notes:

We have completed module 2, where you have learned about who is eligible for WIC benefits.

This includes applicants who are:

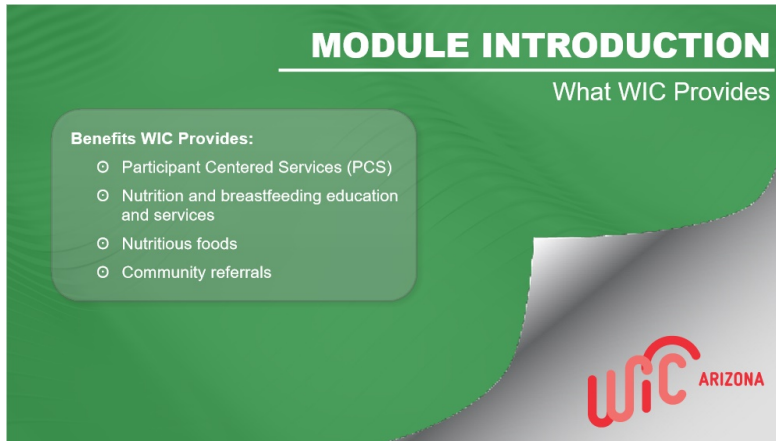
- Categorically eligible (pregnant, breastfeeding and postpartum women, and infants and children until the month of their fifth birthday)
- Are Arizona residents,
- Have a nutritional risk that is identified during a health and nutrition assessment, and
- Meet income requirements.

You also learned about Authorized Representatives that you'll have WIC appointments with and how they may or may not be WIC participants as well.

In the next module, you'll learn about the benefits provided by the WIC Program.

Module 3: What WIC Provides

Module 3 Introduction



Notes:

Now that you've learned about WIC's history and purpose and understand who is eligible, in this module we're going to take a look at the actual benefits WIC provides.

- Participant Centered Services, or PCS,
- Nutrition and breastfeeding education and services,
- Nutritious foods, and
- Community referrals.

Participant Centered Services (PCS)



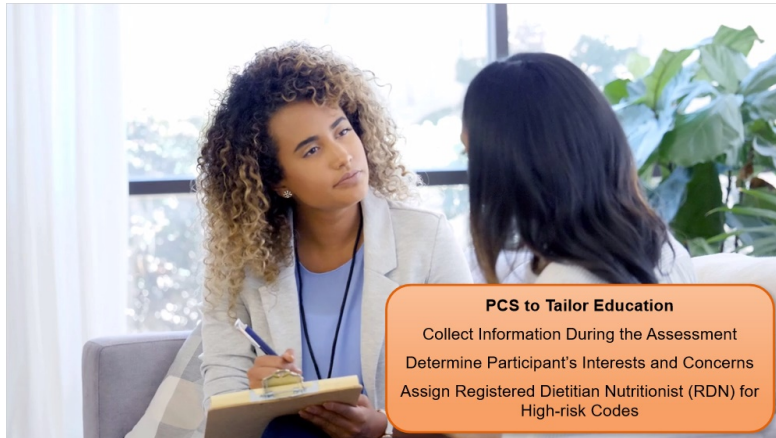
Notes:

As a member of the Arizona WIC Program team, you'll learn how to help families in your community by incorporating Participant Centered Services or PCS into everything that you do. PCS are all about treating participants like they want to be treated and trusting that they're the experts when it comes to how to make decisions regarding the health and well-being of themselves and their families.

The key components of PCS are listening closely to everything that participants say, asking for permission before providing any information, and asking participants what course of action they think will work best for them. By listening closely to the needs of participants and providing information tailored to their unique situation and interests, participants are more likely to feel truly cared for and empowered to make health behavior changes that are right for them and their families.

From eating healthy during pregnancy, to helping moms meet their breastfeeding goals, to infant nutrition, to supporting parents with toddlers or preschoolers, during your training, you'll learn how to support each family by helping them make decisions that are best for them and their unique situations.

Nutrition and Breastfeeding Education



Notes:

Nutrition and breastfeeding education are core components of the WIC program. These types of education opportunities are offered to participants at least quarterly. Nutrition and breastfeeding education can be provided in one-on-one discussions or facilitated group discussions.

Participant Centered Services are used to tailor education to participants. You will collect information during assessments and determine what each participant is interested in or concerned about. Many local agencies also have Registered Dietitian Nutritionists (RDNs) on staff who are experts in nutrition and can provide nutrition counseling to WIC participants that have been assigned high-risk codes.

Breastfeeding Support Services



Notes:

In addition to breastfeeding education, the WIC program also provides breastfeeding support services such as loaning out breast pumps to participants and providing them with breast pads.

The Breastfeeding Peer Counselor Program is also available for pregnant and breastfeeding mothers. Breastfeeding peer counselors are women who have breastfed their own children and are able to provide education and support to WIC participants via phone calls and in-person appointments.

Some local agencies also have International Board Certified Lactation Consultants or IBCLCs on staff. They are experts in breastfeeding who provide breastfeeding education and assistance with latch and positioning to WIC participants in need of additional breastfeeding support.

Nutritious Foods




Notes:

We learned earlier that the WIC program was created to improve the birth outcomes by providing nutritious food to pregnant women. That commitment to providing nutritious foods continues today.

The foods that WIC issues to participants can help provide nutrition that our participants need during important life stages including pregnancy, lactation, infancy, and childhood.

What Foods Do Participants Receive?



How were these items chosen?

Deficiencies in these nutrients:

- ☐ Vitamin D
- ☐ Folate
- ☐ Calcium
- ☐ Iron
- ☐ Zinc

Foods Higher in Nutrients in the Food Package

[View Food List](#)

Notes:

Participants receive food packages tailored to meet the nutritional needs of their respective categories. These are the foods that you'll commonly see in the food packages of WIC participants:

- Fruit and vegetables (fresh, frozen, or canned)
- Whole grains
- Legumes (dried or canned beans, peas, and lentils)
- Milk and milk alternatives
- Eggs
- Cereal
- Cheese
- Peanut butter
- Juice
- Infant foods and Canned fish

You might be wondering how these food items were chosen. The diets of WIC-eligible populations were studied and were found to be deficient in the following nutrients:

- Vitamin D
- Folate
- Calcium
- Iron, and
- Zinc

As a result, foods higher in these nutrients were chosen to be a part of the WIC food package in order to help reduce the risk of nutrient deficiencies.

There are periodic updates to WIC-eligible foods. Select “View Food List” for the current WIC Food List.

Differences Per Category: Women



Notes:

While most WIC foods are common across all food packages, there are some differences depending on the category of the participant.

The amount of food that women participants receive varies. Exclusively Nursing (EN) women, Pregnant (PG) women, and Partially Nursing (PN) women receive more food than and Partially Nursing Plus (PN+) women and Postpartum (P) women.

Also, specific categories of breastfeeding women are the only WIC participants that receive canned fish in their food packages.

Differences Per Category: Infants



Notes:

Infants 0-5 months of age that are exclusively formula feeding (IFF) will only receive infant formula. Infants 0-5 months that are exclusively nursing (IEN) will not receive food benefits as all the nutrition they need is coming from their mother's breastmilk. Infants 0-5 months that are consuming a combination of formula and breast milk (IPN and IPN+) will only receive as much formula as they need based on breastfeeding assessments.

From 6-11 months, infants consuming formula will also begin to receive infant cereal, fruits, and vegetables in addition to formula. IENs will receive the same amount of infant cereals, but unlike the other categories of infants, IENs will also begin to receive infant meats, and will receive twice as much infant fruits and vegetables.

From 9-11 months of age, half of the infant fruit and vegetable ounces can be substituted with fresh, canned, or frozen.

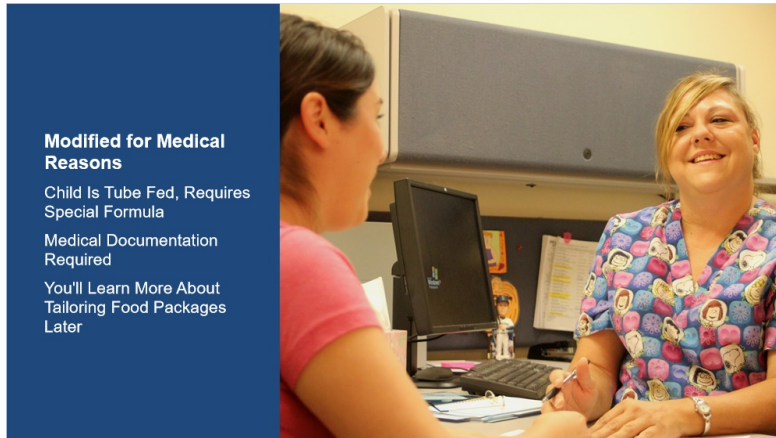
Differences Per Category: Toddlers



Notes:

Children 1-4 years of age (C1 to C4) receive similar benefits compared to women participants. However, C1s are the only participants that receive whole milk and yogurt in their standard food packages, whereas C2s to C4s receive low-fat milk and yogurt in their standard food package.

Different Food Packages: Tailoring and Medical



Modified for Medical Reasons

Child Is Tube Fed, Requires Special Formula

Medical Documentation Required

You'll Learn More About Tailoring Food Packages Later

Notes:

The food packages we just reviewed can also be tailored based on participant preferences. For example, a family may request soy milk as an alternative for regular cow's milk.

Food packages may also be modified for specific medical reasons. For example, if a child requires a special formula, that child will need to have the special formula added to their food package. In cases such as this, medical documentation is needed from the family's medical provider requesting the special formula be provided by the WIC program.

You will learn more tailoring food packages later during your new employee training.

WIC Food Benefits



Notes:

The Arizona WIC program provides food benefits by issuing electronic food packages on eWIC cards. WIC participants can then use these cards when checking out at approved WIC vendors to purchase the foods issued to them. Although each WIC participant in a family receives their own food package, food benefits for all participants in each family are compiled together each month to give caregivers more flexibility when purchasing WIC foods at the store.

WIC participants generally have one month to purchase the food benefits issued to them, and when they purchase an approved WIC item, it will be automatically deducted from their family balance.

WIC participants also have access to the EzWIC app which can be downloaded onto their smartphones via the Google Play store, or Apple App Store. Not only can they use the EzWIC app to view their family balance, but they can also use it to scan bar codes to determine which foods are WIC eligible, view the food list, search for WIC clinics, and search for WIC vendors.

Referrals



WIC Provides Referrals
Additional Resources and Assistance
Community Referral List
Specific Resources for Your Local Agency

Select each logo to learn more.



Notes:

In addition to offering nutrition and breastfeeding information and support, and providing healthy food, WIC also provides referrals to outside agencies and resources. Sometimes our participants need additional resources and other assistance that WIC does not provide.

Each local agency has a community referral list that can be offered to WIC participants. Be sure to ask your trainer or supervisor about the specific resources available on your local agency's referral list.

Select each logo shown to learn more about some of the most common programs that WIC provides referrals to.

SNAP (Slide Layer)

A slide layer for SNAP. On the left, a photo of a family (father, mother, and two young children) is shown. Overlaid on the bottom left of the photo is a small SNAP logo and a 'Close' button. To the right of the photo, there is a text box with the title 'WIC Provides Referrals' and three bullet points: 'Additional Resources and Assistance', 'Community Referral List', and 'Specific Resources for Your Local Agency'. Below this text box is a line of text: 'Select each logo to learn more.' At the bottom right, there is a grid of eight logos: SNAP, TANF, DES, a syringe icon, AHCCCS, ASHLINE, a blue cube icon, and FOOD BANK.

WIC Provides Referrals

- Additional Resources and Assistance
- Community Referral List
- Specific Resources for Your Local Agency

Select each logo to learn more.

SNAP

The Supplemental Nutrition Assistance Program (SNAP) provides financial assistance to purchase foods.

Close

SNAP

TANF

DES

ASHLINE

FOOD BANK

SNAP

The Supplemental Nutrition Assistance Program (SNAP) provides financial assistance to purchase foods.

TANF (Slide Layer)

A slide layer for TANF. On the left, a photo of a family (father, mother, and two young children) is shown. Overlaid on the bottom left of the photo is a small TANF logo and a 'Close' button. To the right of the photo, there is a text box with the title 'WIC Provides Referrals' and three bullet points: 'Additional Resources and Assistance', 'Community Referral List', and 'Specific Resources for Your Local Agency'. Below this text box is a line of text: 'Select each logo to learn more.' At the bottom right, there is a grid of eight logos: SNAP, TANF, DES, a syringe icon, AHCCCS, ASHLINE, a blue cube icon, and FOOD BANK.

WIC Provides Referrals

- Additional Resources and Assistance
- Community Referral List
- Specific Resources for Your Local Agency

Select each logo to learn more.

TANF

Temporary Assistance for Needy Families (TANF) is a program that provides cash assistance to qualifying families.

Close

SNAP

TANF

DES

ASHLINE

FOOD BANK

TANF

Temporary Assistance for Needy Families (TANF) is a program that provides cash assistance to qualifying families.

DES (Slide Layer)



DES
Don't Forget the Stranger Arizona

The Department of Economic Security (DES) operates more than 40 programs that address the social and economic needs of more than 2 million Arizonans.

Close

WIC Provides Referrals
Additional Resources and Assistance
Community Referral List
Specific Resources for Your Local Agency

Select each logo to learn more.



DES

The Department of Economic Security (DES) operates more than 40 programs that address the social and economic needs of more than 2 million Arizonans.

Immunizations (Slide Layer)





During certification appointments for children under 2 years of age, WIC asks caregivers questions to determine if their children are receiving immunizations and offers referrals to free and low-cost medical providers and clinics that offer immunizations.

Close

WIC Provides Referrals
Additional Resources and Assistance
Community Referral List
Specific Resources for Your Local Agency

Select each logo to learn more.



Immunizations

During certification appointments for children under 2 years of age, WIC asks caregivers questions to determine if their children are receiving immunizations and offers referrals to free and low-cost medical providers and clinics that offer immunizations.

AHCCCS (Slide Layer)





The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency and provides healthcare coverage for qualifying Arizona Residents.

Close

WIC Provides Referrals

Additional Resources and Assistance

Community Referral List

Specific Resources for Your Local Agency

Select each logo to learn more.



AHCCCS

The Arizona Health Care Cost Containment System (AHCCCS) is Arizona's Medicaid agency and provides healthcare coverage for qualifying Arizona Residents.

Smoking Cessation (Slide Layer)





WIC can help participants find smoking cessation resources to help quit smoking. The most common smoking cessation referral in Arizona is the ASH line (ashline.org - 1-800-556-6222).

Close

WIC Provides Referrals

Additional Resources and Assistance

Community Referral List

Specific Resources for Your Local Agency

Select each logo to learn more.



Smoking

WIC can help participants find smoking cessation resources to help quit smoking. The most common smoking cessation referral in Arizona is the ASH line (ashline.org - 1-800-556-6222).

Head Start (Slide Layer)



The slide layer features a background image of a family (mother, father, and two young children) looking at a tablet. On the left, there is a 'Close' button and a description of Head Start. On the right, there is a blue header with the title 'WIC Provides Referrals' and a list of resources. Below the header is a grid of logos for various programs.

WIC Provides Referrals

- Additional Resources and Assistance
- Community Referral List
- Specific Resources for Your Local Agency

Select each logo to learn more.

Head Start

Head Start is a program for children from birth to 5 years of age for low-income families that promotes the school readiness of children by enhancing their cognitive, social, and emotional development.

Logos: SNAP, TANF, DES, AHCCCS, ASHLINE, FOOD BANK

Head Start

Head Start is a program for children from birth to 5 years of age for low-income families that promotes the school readiness of children by enhancing their cognitive, social, and emotional development.

Emergency Food Providers (Slide Layer)



The slide layer features a background image of a family (mother, father, and two young children) looking at a tablet. On the left, there is a 'Close' button and a description of Emergency Food Providers. On the right, there is a blue header with the title 'WIC Provides Referrals' and a list of resources. Below the header is a grid of logos for various programs.

WIC Provides Referrals

- Additional Resources and Assistance
- Community Referral List
- Specific Resources for Your Local Agency

Select each logo to learn more.

Emergency Food Providers

WIC provides referrals to food banks that offer free food boxes to people in need, as well as congregate meal sites where meals are served at a facility.

Logos: SNAP, TANF, DES, AHCCCS, ASHLINE, FOOD BANK

Emergency Food Providers

WIC provides referrals to food banks that offer free food boxes to people in need, as well as congregate meal sites where meals are served at a facility.

Summary

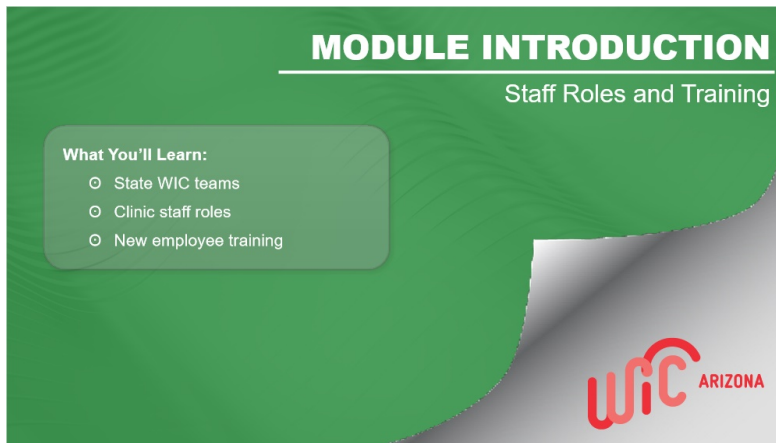


Notes:

Well, that's the end of Module 3! You've learned more about the services and benefits that WIC provides, including Participant Centered Services, nutrition and breastfeeding education, nutritious foods, and referrals to other programs and agencies.

Module 4: Staff Roles and Training

Module 4 Introduction



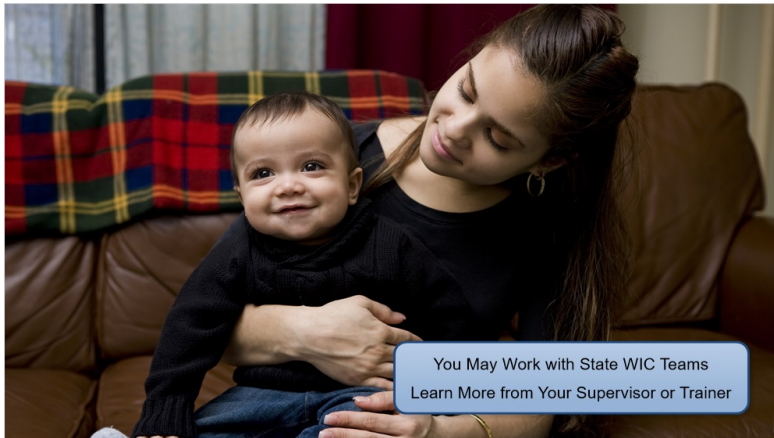
Notes:

Now we'll move on to our last module - Staff Roles and Training.

In this module, you'll learn about:

- The state WIC teams
- The roles of clinic staff
- What to expect during your new employee training

State Support Teams



Notes:

At the state office, WIC has a variety of teams that collaborate with the Food and Nutrition Service (FNS). These teams provide the support and oversight necessary for each local agency to operate the WIC program.

The Arizona State WIC agency includes the following teams:

- Nutrition Services
- Training
- Program Integrity
- Breastfeeding
- Vendor Management
- Management Information System
- Finance, and
- Information Technology

Depending on your role, you may work with one or more of these State WIC teams. If so, you'll learn more from your supervisor or trainer about how to collaborate with these different teams as you continue your career at WIC.

Clinic Staff



Each Local Agency Operates Differently

Variety of Roles

May Call Them Something Different

Similar Responsibilities

Ask about Different Positions in Your Agency

Notes:

While working for your local WIC agency, you'll no doubt work alongside a variety of employees in different positions. These positions may include clinic supervisors, Registered Dietitian Nutritionists, and International Board-Certified Lactation Consultants that we've already mentioned in this course. RDNs and IBCLCs are standard titles that will be the same no matter which agency you work with.

However, each local agency operates a little differently. Agencies may have a variety of different staff roles, or they may call them something slightly different even though the responsibilities are similar.

Please ask your supervisor or trainer to discuss the different positions within your local agency and the integral role that each staff person plays in your local agency.

Training Plan

Introduction

New employee training requirements are divided into separate stages. Each stage includes required competencies to complete for the assigned position. Local Agency (LA) Trainers (or employees designated to facilitate trainings) are responsible for verifying the completion of all requirements for each stage.

Completed Training Stages

Certificates must be signed by the LA WIC director and Local Agencies will be responsible for emailing or scanning a copy of each stage's signed certificate of completion to the State office at WICCertificates@waho.gov as each stage is completed by the new employee.

Stage 1 Description

Stage 1 training includes required courses and activities to develop competencies performed by all WIC staff. Competencies include using participant centered services (PCS) when interacting with clients and observing the call signs of all participants. New employees will learn what services WIC provides, the role of WIC in promoting and supporting breastfeeding, how to use HANES, and how to complete intake and eligibility determination for new WIC participants. WIC staff will learn to promptly clients, how to transfer clients between clinics, and how to issue and void food benefits. New employees will also learn Arizona's requirements for voter registration and how to handle customer complaints and call rights complaints.

Stage 1 Training Checklist

- WIC 101 (AZ TRAIN Online Course)
- Call Rights New Employee (AZ TRAIN Online Course) (no printout or poster)
- Certification of Interest and Confidentiality (AZ TRAIN Online Course)
- Voter Registration PPT (AZ TRAIN Online PPT)
- Breastfeeding (AZ TRAIN Online Course/Guidebook)
- HANES Part 1: Modules 1-3 (Intro, History, Eligibility) (AZ TRAIN Online Course/Guidebook)
- HANES Part 1: Module 7 (Appointments) (AZ TRAIN Online Course/Guidebook)
- HANES Part 2: Module 8 (Presentations) (AZ TRAIN Online Course/Guidebook)
- HANES Part 2: Module 9 (Transfer) (AZ TRAIN Online Course/Guidebook)
- Insurance Documentation Training (AZ TRAIN Recording/Guidebook)
- Community Referrals (No State Training Provided)
- Optional Breast Pump Return - HANES Part 2: Module 10 (Slides 9-11) (AZ TRAIN Online Course)

New Employee Training Plan Page 3 Draft - 02/04/2021

New Employee Training Plan

Broken into 4 Stages

Not All Employees Complete Everything

Ask Your Supervisor or Trainer

Notes:

There's a lot to learn when starting any job, and this is especially true at WIC. This course is most likely the first Learning Management System or (LMS) course that you'll complete. Throughout your new employee training, you'll be asked to complete several other LMS courses and guidebooks, shadow and observe trainers, be observed, meet with your trainer and/or other designated staff, and have your written notes reviewed. The New Employee Training Plan was created in order to help you clearly understand what you need to learn during your training process. The New Employee Training Plan is broken down into 4 stages based on job requirements.

Not all employees will complete each stage or component of the New Employee Training Plan. Please speak with your supervisor or trainer to discuss exactly what trainings you'll be required to complete.

New Employee Testimonial



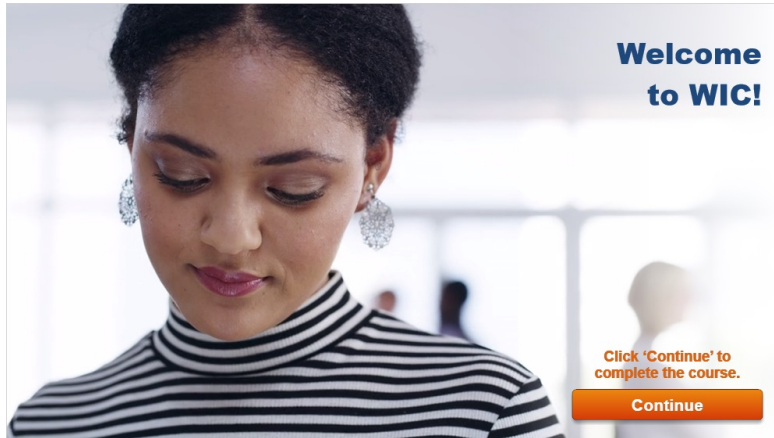
Notes:

As you start your WIC journey, we want you to hear from a WIC employee, Rolando, when he was asked what advice he would give to new WIC employees like yourself.

Rolando

I would encourage them to give it their all. Jump in with both feet. It's one of the those type of jobs that-- either you love what you do or you don't. And -- if you come in with that attitude that you're going to give it your 100%, that you're gonna be there, and -- you know, serve the people. I consider this -- a service or like a ministry. And every day that you see people, you have the opportunity to serve people, to love people, to care about people, and influence people in-- and for the better; to change with a caring -- approach.

Summary



Notes:

Well, there it is! You have completed the WIC 101 course, just the beginning of your New Employee Training.

Now that you've completed this course, you know all about the history and mission of WIC, who we serve, and the services we provide. You also learned about staff roles at the state and local levels and the training you will receive in becoming a part of our team. Again, we want to welcome you to WIC! We're so glad that you chose to work with us to make a difference in the lives of the families that we serve.

Click 'Continue' to complete the course.