



Trainee Edition

Arizona WIC Training

WIC Food Packages and eWIC Guidebook



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Module 1 Notes

Essential Nutrient	Type (fat-soluble, water-soluble, or mineral)	Why it is important	Food sources (in WIC)
Vitamin D			
Folate			
Calcium			
Iron			

1. The following WIC participant categories receive the same food package as a C1 participant:
_____, _____, _____
2. This WIC participant category receives the same food package as a PG participant: _____
3. This WIC participant category receives the same food package as a PN+ participant: _____
4. The following WIC participant categories receive the same food package as an EN participant:
_____, _____, _____, _____

Module 2 Notes

1. What stages of infant fruits/vegetables can be purchased with WIC benefits?

2. What milk alternatives are available as part of the AZ WIC food list?
3. What forms of fruits/vegetables can be purchased with WIC benefits?
4. What types of canned fish are in the WIC food list?
5. How can you tell if a cereal in the food list is gluten free?
6. What whole grain options are available through AZ WIC?

Food Item	WIC-Approved Size
Infant meats	
Tofu	
Kefir	
Cheese	
Dried beans	
Canned beans	
Peanut butter	
Sardines	
Whole wheat pasta, soft corn tortillas and whole wheat flour tortillas	

Food Item	Are organic options allowable? (Write in Yes or No)
Infant foods	
Cow's milk	
Soy milk	
Tofu	
Kefir	
Juice	
Fruits and vegetables	
Beans	
Eggs	
Hot cereal	
Tortillas	

Module 3 Notes

Food Package	Does this food package contain items that must be approved by an RDN or State-Approved Nutritionist?	When would you select this food package?
Default		
Tailoring		
Special		
Special without formula		

WIC Category	When 1% or Fat-Free Milk Can Be Issued
C1	
All other child categories	Low-fat (1%) / fat-free milk is the standard.
Women categories	Low-fat (1%) / fat-free milk is the standard.

WIC Category	When 2% Milk Can Be Issued
C1	
All other child categories	
Women categories	

WIC Category	When Whole Milk Can Be Issued
C1	Whole milk is the standard.
All other child categories	
Women categories	

Infant Food Package	When would you select this food package?
Default	
Default no foods	
Special	
Special no foods	

Term	Definition	Examples
Food Categories		
Food Subcategories		
Units of Measure		
Food Conversions		
Food Substitutions		
Food Equivalents		

1. Fluid cow's milk can be substituted for other milks or milk alternatives, including:

Food	Substitution Amount
1 lb Cheese	_____ quarts milk
1 Quart Yogurt	_____ quart milk
1 lb Tofu	_____ quart milk

2. What does it mean when it says “under substituted” and “under tailored” in the food package summary on the tailoring tab?





Under substituted:

Under tailored:

3. What is multi-tab tailoring and what action do you need to take when you see multi-tab tailoring?

Module 4

Alert	What does it mean? What do you do when you see this alert?
Family Issuance Alerts	
Starter Package Alert	
eWIC Card Alert	

Button	When to use it
Void Benefits 	
Add Formula 	
Reclaim All 	
Formula Replacement 	

Module 5

Steps for issuing an eWIC card

1. Issue eWIC card to the family
 - a. Where in HANDS can you access the eWIC Card Management screen?

- b. Enter the card number
 1. What two ways can you enter the card number?

Make sure to save after adding the card number!

2. Set the PIN
 - a. What 3 methods can be used to set the PIN?
3. What steps would you take to collect AR's signature to confirm issuance of the eWIC card?

In each of the following situations does the PIN need to be set? (Write in yes or no)

Situation	Yes or No
Issuing a new eWIC card	
Reissuing an eWIC card	
Deactivating an eWIC card and issuing a new eWIC card	

4. When would you deactivate a card versus replacing a card?
5. Where would you refer a participant to file a complaint against a vendor?

Five Main Points of Education for Shopping with eWIC

	Education to provide
1.	
2.	
3.	
4.	
5.	

6. What are the three main steps to troubleshoot participant shopping concerns?

	Troubleshooting Steps
1.	
2.	
3.	

Practice Activities

1. Find an active participant in training HANDS that meets these criteria, make one, or use one from a previous activity, then practice the activities below!
 - a. For an EN participant, tailor food benefits to include juice packs, 2% cow's milk, and include yogurt, 2 lbs of cheese, and 2 lbs of tofu. Write their CID below:

 - b. For a PG or PN participant, issue a food package with skim/1% cow's milk, cheese, and low-fat yogurt plus 64 cans of Ensure formula. Write their CID below:

 - c. For an IFF participant, issue Similac Advance formula. Then, void the benefits, tailor to issue Similac Sensitive, and reissue. Write their CID below:
2. In your role at WIC, you will be responsible for offering education on what WIC foods are available in each package and in what amounts. Using the default food packages chart found in the course, write below how you would explain the following to a participant:
 - o What foods and amounts are included in the food package for a C1?

 - o What changes to the food package can a participant changing from a PG to P category expect?
3. Using the notes on conversions you took earlier, how much of each of the following can be substituted for the amount of fluid milk listed below?

Amount	Conversion
1 gallon fluid milk	_____ tofu
2 gallons fluid milk	_____ cheese
3 gallons skim/1% milk	_____ lactose-free skim milk

4. You are speaking with the mother of Susana, a 1-year-old participant. She shares with you that she has been offering whole milk to Susana, but Susana gets very gassy and has been having irregular bowel movements. She wonders if offering skim milk would help and wants to add some to Susana's package.

What additional information would be helpful to know so that you can tailor Susana's food package to meet her needs? What questions would you ask to gather this information?

What would you need to be able to issue skim milk in this situation?

What other milk substitutions could you issue to this family instead of skim milk?

Live Training Notes