

WIC Food Packages and eWIC

1. Module 1: Introduction

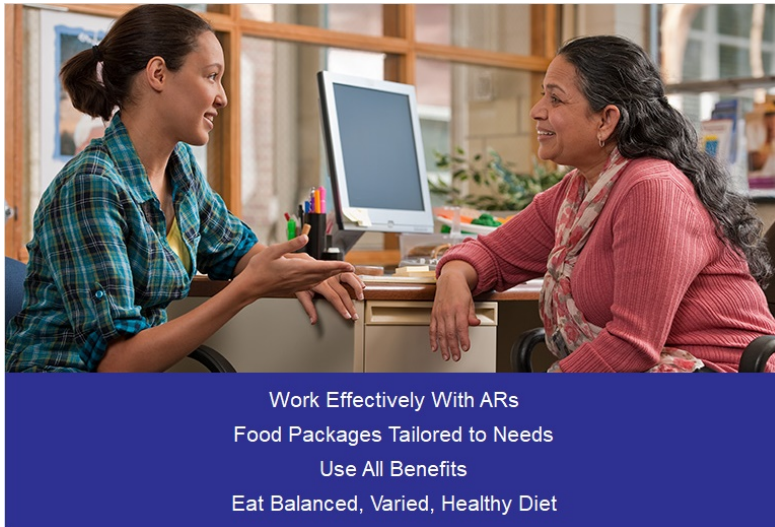
1.1 Welcome



Notes:

Welcome to the WIC Food Packages and eWIC Course.
To see a list of keyboard shortcuts, please press Shift+?
To close the shortcut screen, press ESC.

1.2 Introduction



Notes:

This course will prepare you to work effectively with ARs to tailor food packages that meet their needs, ensuring that WIC participants are able to use all their food benefits each month to eat a more balanced, varied, and healthy diet!

1.3 Objectives

A photograph showing two women sitting at a table. The woman on the left, wearing a blue shirt, is gesturing with her hands while speaking. The woman on the right, wearing a green shirt, is listening. In the background, there is a green poster with the word 'Protein' visible.

Objectives:

- Explain food packages
- Identify eligible foods and nutrients
- Tailor food packages
- Issue, void, reclaim, change, and review benefits
- Explain eWIC and how to shop at the store
- Help ARs manage benefits
- Explain how to use resources such as the EzWIC app, EBTedge.com, and IVR
- Handle complaints

Notes:

After you complete this course you will be able to do the following: Explain the purpose and design of the WIC food packages; identify WIC eligible foods and their key nutrients; follow guidelines for tailoring food packages for individuals and families; issue, void, reclaim, change, and review benefits throughout the benefits period; explain what eWIC is, how to shop at the store and what to do if issues arise; help ARs manage their benefits; explain how to use resources such as the EzWIC app, EBTedge.com, and Interactive Voice Response System (IVR); and follow guidelines for handling AR complaints.

1.4 Food Benefits and Food Packages: Why food benefits?



Notes:

Have you ever wondered why WIC provides food? Nutritious foods help WIC families lead happier, healthier lives, which is a core component of the WIC program.

WIC food packages, together with nutrition education, are the primary ways that WIC affects its participants' dietary quality and habits. Studies have shown that WIC is effective in improving the health of pregnant women, new mothers, and their children.

WIC participation has been linked with longer gestation periods, lower infant mortality, higher birthweights, and lower Medicaid costs for pregnant women and their babies compared to women who did not participate.

1.5 What Are Food Packages

Nutrition Facts / Datos de Nutrición
About 15 servings per container/Aproximadamente 15 raciones por envase
Serving size/Tamaño por ración 1 1/3 cup/1 1/3 taza (29g)

	MultiGrain Cereals	with 12 mg iron with iron 12 mg de hierro
Calories/Calorias	150	190
Total Fat/Greasa Total 1.5g*	2%	2%
Saturated Fat/Greasa Saturada 0g	0%	2%
Trans Fat/Greasa Trans 0g		
Polysaturated Fat/Greasa Polinsaturada 0.5g		
Monounsaturated Fat/Greasa Monounsaturada 0.5g		
Cholesterol/Colesterol 0mg	0%	1%
Sodium/Sodio 150mg	6%	6%
Total Carbohydrate/Carbhidrato Total 32g	12%	14%
Dietary Fiber/Fibra Dietética 5g	11%	11%
Total Sugars/Azúcares Totales 5g		
Total Added Sugars/Azúcares añadidos 0g	0%	0%
Protein/Proteínas 5g		
Vitamin D/Vitamina D 20mcg	10%	10%
Calcium/Calcio 200mg	15%	25%
Iron/Hierro 10mg	100%	100%
Potassium/Potasio 160mg	4%	8%
Vitamin A/Vitamina A	10%	15%
Vitamin C/Vitamina C	10%	10%
Thiamin/Thiamina	100%	100%
Riboflavin/Riboflavin	100%	110%
Niacin/Niacina	100%	100%
Vitamin B ₆ /Vitamina B ₆	100%	100%
Folate/Folate (225mcg folic acid/ácido fólico)	100%	100%
Vitamin B ₁₂ /Vitamina B ₁₂	100%	100%

Did YOU Know?

Energy Balance

Decreasing Mercury and Dioxins

Increasing Vegetables, Fruits, Whole Grains and Reduced-fat Milk Products

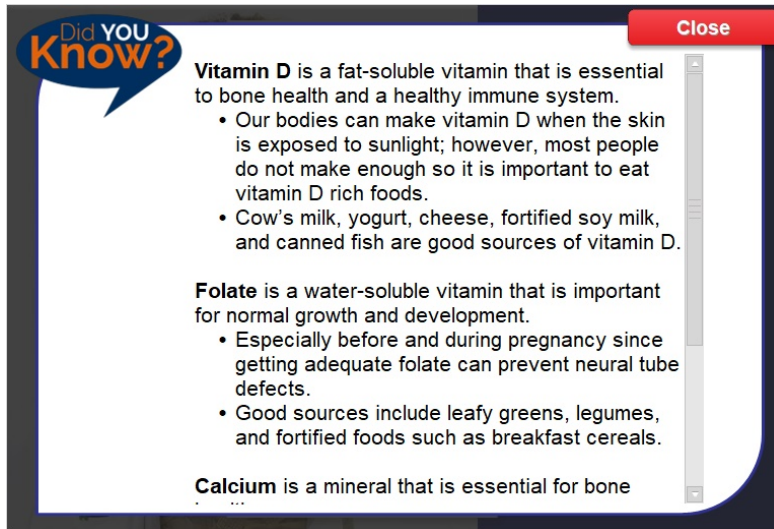
Notes:

What are the WIC food packages anyway? WIC Food Packages are groups of foods selected to address the nutritional needs of WIC's target populations: pregnant, postpartum, and breastfeeding women; infants; and children up to five years old. The food packages were designed based on current nutrition and health research and dietary recommendations.

There are seven food packages authorized by WIC federal regulations. The food packages are category-specific, meaning they include foods that have nutrients identified as essential and are designed to improve the intake of nutrients that are typically low among each participant category.

Some of the nutrients are vitamin D, folate, calcium, and iron; and some of the dietary recommendations are striving for energy balance, decreasing environmental contaminants such as mercury and dioxins, and increasing intake of vegetables, fruits, whole grains, and reduced-fat milk products. Click on the Did You Know Button to learn more about the nutrients.

didyouknow (Slide Layer)

A slide layer titled "Did You Know?" with a blue speech bubble icon. It contains information about Vitamin D, Folate, and Calcium. A red "Close" button is in the top right corner.

Did You Know?

Vitamin D is a fat-soluble vitamin that is essential to bone health and a healthy immune system.

- Our bodies can make vitamin D when the skin is exposed to sunlight; however, most people do not make enough so it is important to eat vitamin D rich foods.
- Cow's milk, yogurt, cheese, fortified soy milk, and canned fish are good sources of vitamin D.

Folate is a water-soluble vitamin that is important for normal growth and development.

- Especially before and during pregnancy since getting adequate folate can prevent neural tube defects.
- Good sources include leafy greens, legumes, and fortified foods such as breakfast cereals.

Calcium is a mineral that is essential for bone

1.6 What Are Food Packages, Continued



Notes:

The WIC food packages were designed to provide participants with a wide variety of healthy foods and provide staff with the flexibility to tailor the food packages to meet an individual participant's nutritional, breastfeeding and medical needs, cultural preferences, and current living situation.

1.7 WIC Eligible Foods



Notes:


Federal Regulations define the foods included in the food packages. As you know, the foods were selected to meet the nutritional needs of participants and provide a foundation for a healthy, well-balanced, varied diet.

WIC foods include juice, hot and cold breakfast cereals, cheese, eggs, fruits, vegetables, infant cereal, infant fruits and vegetables, infant meats, yogurt, peanut butter, beans, peas, lentils, milk, canned fish, whole grains, and infant formulas and WIC eligible nutritionals.

Here are pictures of some WIC foods. Click on the pictures to learn more about what is allowed and each food's key nutrients. There are more WIC foods than shown. Click on the job aid link for complete information about allowable WIC foods and key nutrients.

cereal (Slide Layer)

Close



Nutrition Facts
Serving Size 1 cup (30g)
Servings Per Container about 14

Amount Per Serving	% Daily Value*
Calories 110	
Calories from Fat 15	30%
Total Fat 1.5g	3%
Saturated Fat 0g	0%
Trans Fat 0g	0%
Polyunsaturated Fat 0.5g	
Monounsaturated Fat 0.5g	
Cholesterol 0mg	0%
Sodium 240mg	12%
Potassium 40mg	8%
Total Sugar 10g	20%
Sugar 1g	2%
Total Carbohydrate 10g	20%
Protein 3g	6%
Vitamin A	10%
Vitamin C	10%
Calcium	10%

Hot And Cold Cereal:

Oatmeal, ready-to-eat hot and cold cereals that meet the iron and sugar criteria.

Key Nutrients: iron, folate, and whole grain options can be good source of fiber

milk (Slide Layer)

Close



Milk:

Pasteurized cow's, lactose free or goat's milk that meets vitamin D and A requirements.

Key Nutrients: vitamin D, vitamin A, calcium, and riboflavin

soy (Slide Layer)




Soy Beverage:

Must meet nutritional requirements for calcium, protein, vitamin A, vitamin D, magnesium, phosphorus, potassium, riboflavin, and vitamin B12.

Key Nutrients: calcium, vitamin D, vitamin A, and riboflavin

Close

tofu (Slide Layer)



Tofu:

Calcium-set tofu, may not contain added fats, sugars, oils or sodium.

Key Nutrient: calcium

Close


cheese (Slide Layer)



Cheese:
Pasteurized cheese.
Key Nutrient: calcium

Close


fish (Slide Layer)



Canned Fish:
Tuna, salmon, and sardines.
Key Nutrients: vitamin D, omega 3, zinc, and selenium

Close

bread (Slide Layer)




Bread and Other Whole Grains:

Whole wheat, brown rice, whole grain barley, whole wheat pasta, and soft corn and whole wheat tortillas.

Key Nutrients: fiber, iron, folate, and magnesium

Close

legumes (Slide Layer)



Legumes:

Any type of mature dry beans, peas, peanut butter or lentils in dry-packaged or canned forms.

Key Nutrients: fiber, B vitamins, iron, zinc, magnesium, and potassium

Close

fruits & veggies (Slide Layer)




Fruits and Vegetables:

Fresh, frozen, or canned.

Key Nutrients: beta carotene, vitamin C, vitamin K, folate, iron, calcium, and fiber

Close

yogurt (Slide Layer)




Yogurt:

Plain or flavored that meet sugar criteria

Key Nutrients: Calcium, and vitamin D

Close

eggs (Slide Layer)

A photograph of a white cardboard egg carton, partially open, showing several white chicken eggs inside. The carton is set against a plain white background.

Eggs:
Chicken eggs
Key Nutrients: Vitamin D, riboflavin, selenium, iron, and zinc

Close

juice (Slide Layer)

A photograph of a large, clear plastic jug filled with orange juice. The jug has a green cap and a handle. It is set against a plain white background.

Juice:
100% fruit and/or vegetable juice
Key Nutrients: Vitamin C

Close

1.8 Default Food Packages

Default Food Package Chart
Click on each image to learn about the differences between food packages offered.

Foods	Children	Pregnant Women	Postpartum Women	Infants
Milk	4 gallons + 1 half gallon	3 gallons	4 gallons	1 half gallon
Cheese	1 pound	1 pound	3 pounds	1 pound
Yogurt	36 ounces	36 ounces	36 ounces	36 ounces
Breakfast	36 ounces	36 ounces	36 ounces	36 ounces
Eggs	1 dozen	1 dozen	1 dozen	1 dozen
Fruit & frozen	16 pounds	16 pounds	16 pounds	16 pounds
Whole	16 pounds	16 pounds	16 pounds	16 pounds
Juice	2 containers	1 container	2 containers	2 containers
Legume beans	2 containers	1 container	2 containers	2 containers
Fish	30 ounces	45 ounces	30 ounces	45 ounces

Click to view WIC's Default Food Packages

Notes:

Now that we know which foods are generally WIC eligible, let's discuss the foods available to participants in their food packages. While many of the foods available to participants are similar across the food packages, the types and quantities of each food varies based on each category of participants' nutritional needs. For example, fat-free or low fat (1%) milk is provided to all women and children aged 2 years of age and older, while whole milk is provided to children 1 year of age. Food packages can be further tailored to meet the needs of the participant and their family, based on the information gathered during the appointment, especially during the nutrition and breastfeeding assessment.

This is the Default Food Package Chart. You can use this chart to compare and contrast which are the default foods included in the food packages among the various participant categories. Please note that the dollar value for fruits and vegetables may change annually, and may be different than dollar values that appear in this course, so always use the eWIC default food packages document found on azwic.gov when referencing the current dollar amounts for fruits and vegetables. Click on the images to learn about the differences between food packages offered to different participant categories.

Click the 'Default Food Packages' button to see the current default food packages document found on azwic.gov.

Children					
Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

Children:

Children receive the least monetary amount for fruits and vegetables, but they do receive more whole grains, compared to the other categories.

Pregnant / Partially Nursing					
Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

Pregnant / Partially Nursing:

Pregnant women and partially nursing women receive more milk and more peanut butter / legumes than postpartum or partially nursing

plus women receive. Pregnant women also receive more juice and whole grains compared to post-partum women.

Postpartum / Partially Nursing Plus					
Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

Close

Postpartum / Partially Nursing Plus:

Postpartum and partially nursing plus women don't receive any whole grains and receive the least amount of juice.

Entirely Nursing / Pregnant and Partially Nursing					
Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

Close

Entirely Nursing / Pregnant and Partially Nursing:

Women who are entirely nursing, pregnant and partially nursing, pregnant and entirely nursing, pregnant with multiples, or partially nursing with multiples receive more cheese and eggs compared to most other categories. Additionally, they are able to receive canned fish.

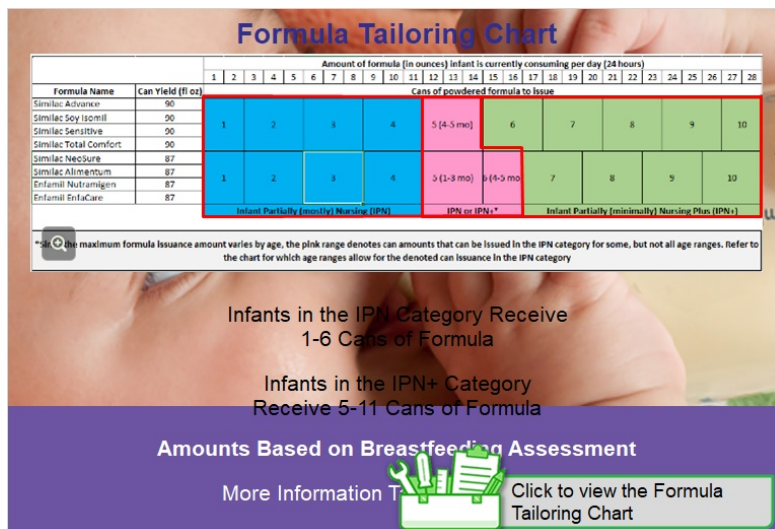
Entirely Nursing with Multiples					
Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

Close

Entirely Nursing with Multiples:

Women who are entirely nursing with multiples receive the most milk, cheese, breakfast cereals, eggs, fruits, vegetables, juice, peanut butter, legumes, and canned fish compared to other categories.

1.9 Infant Food Packages



Notes:

Food packages differ for infants based on age and how much they are breastfeeding. Infants birth to five months receive either breastfeeding support and/or formula.

Infants 6 to 11 months also receive foods in addition to breastfeeding support and/or formula. The default food packages include infant cereal, infant fruits and vegetables or fresh fruits and vegetables when they are 9 months old. The Exclusively Nursing infants receive infant meats as well as more fruits and vegetables than formula feeding infant food packages.

The amount of formula issued is based on a breastfeeding assessment. For more information about conducting a breastfeeding assessment, please talk to your trainer.

To explore formula amounts for each participant category, let's look at a page of the formula- tailoring chart. You can find this chart in the resources. Depending on the infants' age, type of formula, and

amount of formula being consumed daily, infants in the IPN category receive 1-6 cans of formula per month, and infants in the IPN+ category receive 5-11 cans of formula per month.

2. Module 2: WIC Food List

2.1 Arizona WIC Food List



Notes:

Now that you know about the WIC food benefits and food packages, let's take a close look at the Arizona WIC Food List. It describes the specific brands, flavors, and container sizes of food categories and subcategories that Arizona WIC ARs may purchase using their eWIC card.

Every State WIC program has its own food list authorizing specific foods that may be purchased at local vendors. In Arizona, a shared food list was created in collaboration with the Navajo Nation and the Intertribal Council of Arizona WIC Programs.

The Arizona WIC Food List also includes important general program information such as what to do before, during, and after shopping. It also includes contact information for ARs that have questions, including contact information for the Arizona WIC Shoppers Helpline.

Explore the files to learn about each food group in the Food List. Look

for key pieces of information such as brands, flavors, and container sizes. You will need this information so that you can explain to ARs what foods can be purchased with WIC benefits.

formula (Slide Layer)

Infant Cereal and Formula

Infant Cereal

Included

Any of the following brands and varieties of infant cereal:

- 8 or 16 ounce size
- organic

Not Included

- Added fruit, sugar, yogurt, formula, or DHA/LHA
- high protein
- 2pk, 10pk, or single serving cups

Infant Formula

Only the brand, type, and size included in your WIC benefits.

26 fl oz breastmilk replacer
1 box (32.4 oz)
gerber.com/wic

infant foods (Slide Layer)

Infant Fruits and Vegetables

Included

Any of the following brands of infant fruits and vegetables:

- stage 1 or stage 2
- single or mixed variety
- 2 or 4 ounce size
- single or 7 packs
- natural or organic

Not Included

- Added formula, cereal, or fruit, sugar
- added salt, sugar, or starches
- desserts, dinners, or food combinations
- pouches
- smoothies

Infant Meats

Allowable for fully breastfeeding infants only.

Included

Any single ingredient infant meats:

- 2.5 ounce size
- any shape
- added broth and gravy
- organic

Not Included

- Added salt or sugar
- dinners or food combinations
- meat sticks

milk (Slide Layer)

Click on each food group to view it's food list.

Milk

Included

Any brand, refrigerated milk in quarts, half gallons, or gallons as specified in your WIC benefits.

- pasteurized fluid cow's milk (includes organic in the gallon size only)
- fat-free
- low-fat (1%)
- reduced-fat (2%)
- whole

Other milk types:

- evaporated milk (up to 12 ounce size, includes lactose free)
- powdered dry milk (1/6 to 5/64 ounce size)
- lactose-free milk (includes lactose-free milk)
- lactose-free cow's milk (half gallon size)
- Nonfat-Milk WIC only (includes free cow's milk (half gallon and 1/6 ounce size))

Not Included

- acidophilus milk
- buttermilk
- chocolate milk
- creamers
- flavored milk
- hard and soft
- nut or grain milk (such as almond, coconut, or rice milk)
- organic milk in sizes other than a gallon
- raw milk
- sweetened condensed milk

alternate (Slide Layer)

Click on each food group to view it's food list.

Milk Alternatives | page 1

Soy Milk

Included

Any of the following brands and types of soy milk in the sizes listed.

Soy milk comes in quart and half gallon sizes.

1/2 quart (1 quart) = 0.75 gallon (3qt)
1/2 quart (half gallon) = 0.5 gallon (2qt)

Not Included

- added DNA/Asa
- organic or light
- soy milk in other flavors

half gallon refrigerated, original and vanilla

22oz shelf stable, original

half gallon refrigerated, original

Goat Milk

Arizona WIC only

Fat content is specified in your WIC benefits.

Included

Hayesberg brand of goat milk

Not Included

Other brands of goat milk

whole powdered 12oz

low fat and whole, whole quart

whole evaporated 12oz

Milk Alternatives | page 2

Tofu

Included

Any of the following brands of calcium set tofu

- 1/4 to 1/2 ounce size
- any texture including soft, medium, firm, or extra firm
- organic

Not Included

Added fats, sugars, oils, or sodium

Kefer

Fat content is specified in your WIC benefits.

Included

Lifeway kefir 32 ounce (1 quart) size

- any flavor
- fat free
- low fat (1%)
- whole (2.2%)
- organic

Not Included

- grain-based
- not kefir
- other brands or sizes of kefir

yogurt (Slide Layer)

Low-Fat and Nonfat Yogurt | page 1

For content to be counted in your WIC benefits, see comment to the right of the page number.

24 to 32 ounces Yogurt

Low-Fat and Nonfat Yogurt | page 2

For content to be counted in your WIC benefits, see comment to the right of the page number.

Single Serving Yogurt and Yogurt Packs

Whole Milk Yogurt | page 1

For content to be counted in your WIC benefits, see comment to the right of the page number.

24 to 32 ounces Yogurt

Whole Milk Yogurt | page 2

For content to be counted in your WIC benefits, see comment to the right of the page number.

Single Serving Yogurt and Yogurt Packs

Click on each food group to view its food list.

Whole Grains

cheese (Slide Layer)

Low-Fat and Nonfat Yogurt | page 1

For content to be counted in your WIC benefits, see comment to the right of the page number.

24 to 32 ounces Yogurt

Low-Fat and Nonfat Yogurt | page 2

For content to be counted in your WIC benefits, see comment to the right of the page number.

Single Serving Yogurt and Yogurt Packs

Whole Milk Yogurt | page 1

For content to be counted in your WIC benefits, see comment to the right of the page number.

24 to 32 ounces Yogurt

Whole Milk Yogurt | page 2

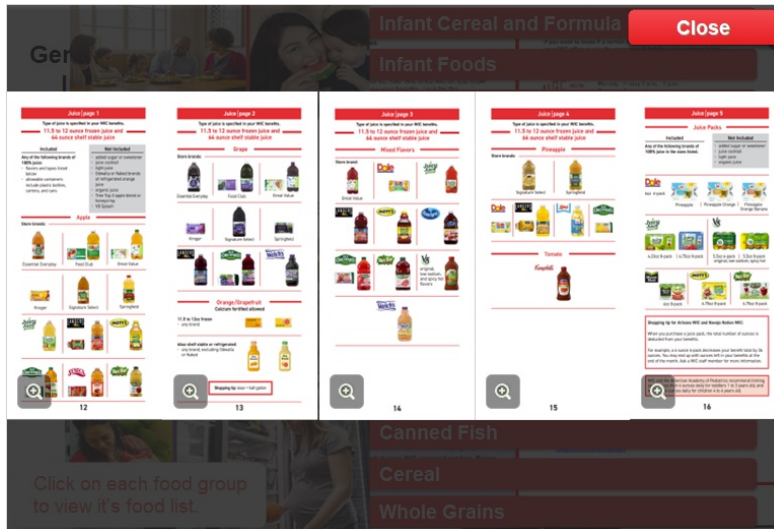
For content to be counted in your WIC benefits, see comment to the right of the page number.

Single Serving Yogurt and Yogurt Packs

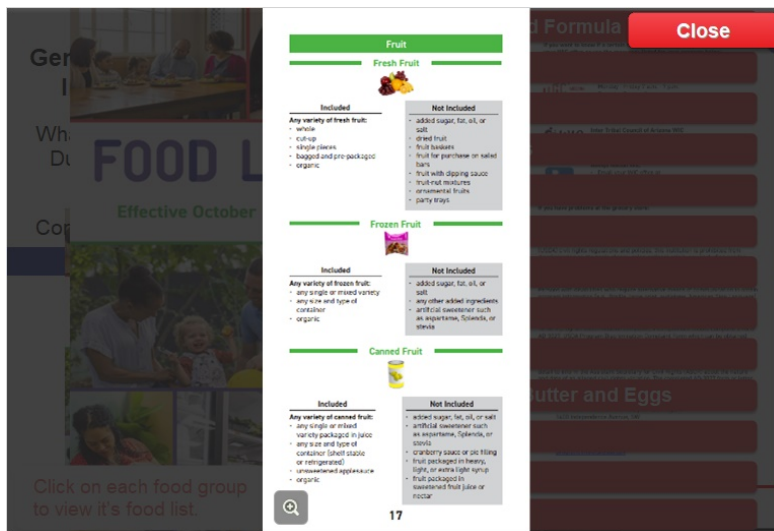
Click on each food group to view its food list.

Whole Grains

juice (Slide Layer)



fruits (Slide Layer)



veggy (Slide Layer)

Vegetables | page 1

Fresh Vegetables

Included

Any variety of fresh vegetables:

- whole
- cut-up
- single pieces
- bagged and pre-packaged, including lettuce
- organic

The following fresh herbs and spices:

- Bay leaves
- Basil
- Chives
- Cilantro
- Onions
- Parsley
- Pine
- Thyme

Not Included

- added sugar, fat, oil, or salt
- marinated, dressed, or sauced vegetables
- dried herbs and spices
- edible blossoms such as squash blossoms
- Jerusalem artichoke, and artichokes are allowed
- herb plants
- herbs or spices not listed as allowable
- skins with dressings or dipping sauces
- ornamental vegetables, such as chives on a string
- pickled vegetables
- vegetable grain mixtures
- vegetables for purchase or salad bars

Vegetables | page 2

Frozen Vegetables

Included

Any variety of frozen vegetables:

- any single or mixed variety
- any size and type of container
- vacuum bags
- organic

Not Included

- added sugar, oil, fat, pasta, or rice
- crushed or prepackaged vegetables
- marinated, butter, or herb
- seasoned frozen vegetables
- seasoned frozen vegetables
- seasoned frozen vegetables

Canned Vegetables

Included

Any variety of canned vegetables:

- any single or mixed variety
- any size and type of container
- added sugar allowed for sweet peas or corn
- regular or low sodium
- tomato sauce, paste, puree, white, crushed, and sliced tomatoes
- organic

Not Included

- added fat or oil
- added pasta or rice
- added sugar for any vegetable other than sweet peas or corn
- crushed or prepackaged vegetables
- corn, beans, peas, lentils, chickpeas, or olives
- vegetables in sauce

18

19

legumes (Slide Layer)

Beans

Dry Beans

Included

Any eligible brand of dried beans, peas, or lentils:

- 16 ounce size
- organic

Not Included

- bean soup mixes with flavoring packets/sauces
- beans in bulk bins
- fresh or frozen beans
- green, yellow, or wax beans
- refried beans

Canned Beans

Included

Any brand, any variety of canned beans:

- up to 16 ounce size
- allowable containers include cans, cups, jars, or pouches
- plain or low sodium
- organic

Including, but not limited to:

- Black
- Black Eye
- Black-eyed peas
- Canellini
- Dark Red Kidney Beans
- Kidney (red and white)
- Lentils
- Lima
- Navy
- Pinto
- Red

Not Included

- added fat, oils, meat, fruit, or vegetables
- Barbecued, barbecue, or ranch style beans
- chickpeas
- peas, green beans, or wax beans
- pork and beans
- refried beans

Shopping Tip:
Each can of beans counts as 0.75 of a container (7oz).

Peanut Butter

Included

Any brand of peanut butter:

- 16 to 18 ounce size
- peanut, creamy, chunky, chunky, or super chunky
- low sodium
- low sugar
- natural

Not Included

- added jam, jelly, chocolate, marshmallows, Oreo, or other
- peanut butter in tubes
- peanut butter spread

Shopping Tip:
For each container (12oz) of beans or peanut butter (7oz) or your WIC card, you can buy either a 16 ounce size can of beans, a 16 ounce size jar of peanut butter, or a 16 to 18 ounce jar of peanut butter.

Eggs

Included

Any brand of eggs:

- dozen size
- fresh, raw, whole, or brown chicken eggs
- medium, large, extra large, or jumbo
- organic, free range, and cage free

Not Included

- eggs in cartons
- nest and fertile
- store-pack eggs

20

21

WIC Food Packages and eWIC

fish (Slide Layer)

**Click on each food group
to view it's food list.**

Tuna	Included Any brand, any size, up to the amount listed in your WWC benefits: <ul style="list-style-type: none"> tight only regular or fine medium plain or flavored aluminum containers includes cans, cups, jars, or packets
Fish	Not Included added beans, pests, or rice added soy protein artificial or plant-based tuna lunch or snack kit tuna mix prime fillet solid or white Albacore tuna tuna with crackers or other foods
Pink Salmon	Included Any brand, any size, up to the amount listed in your WWC benefits: <ul style="list-style-type: none"> pink salmon only regular or one sodium plain or flavored aluminum containers includes cans, cups, jars, or packets
Sardines	Included Any brand of sardines: <ul style="list-style-type: none"> > 3.75 ounce size flavored, seasoned, or plain
Eggs	Not Included <ul style="list-style-type: none"> Brisling Newspaper

cereal (Slide Layer)

Gerbers

Infant Cereal and Formula

Infant Foods

Close

Cereal, page 1

Hot Cereal

Included

Any of the following brands of hot cereal in the 3-ounce size:

- added cereals, fruit, or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Not Included

Any of the following brands of cold cereal in the 3-ounce size:

- added cereals, fruit or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

See also this and match cereal options up to the amount included in our formula. Examples:
 2 x 3-oz. = 6-oz. | 3 x 1-oz. = 3-oz. | 18 x 1-oz. = 18-oz.

Cereal, page 2

Cold Cereal

Included

Any of the following brands of cold cereal in the 3-ounce size:

- added cereals, fruit or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Not Included

Any of the following brands of hot cereal in the 3-ounce size:

- added cereals, fruit, or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Cereal, page 3

Cold Cereal

Included

Any of the following brands of cold cereal in the 3-ounce size:

- added cereals, fruit or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Not Included

Any of the following brands of hot cereal in the 3-ounce size:

- added cereals, fruit, or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Cereal, page 4

Cold Cereal

Included

Any of the following brands of cold cereal in the 3-ounce size:

- added cereals, fruit or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Not Included

Any of the following brands of hot cereal in the 3-ounce size:

- added cereals, fruit, or nuts
- added fruit or nut cereals
- organic cereals
- multi-grain cereals

Click on each food group to view it's food list.

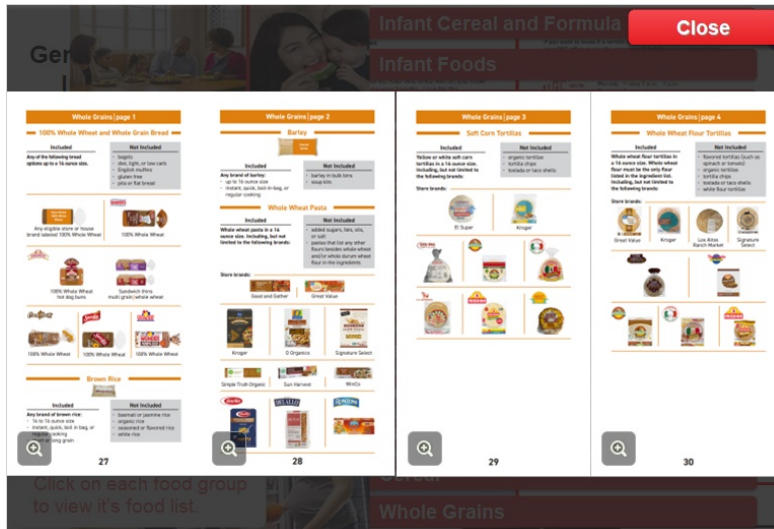
23

24

25

26

grains (Slide Layer)



3. Module 3: Food Package

3.1 Default Food Package

Default Food Package Chart					
Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

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Notes:

When you're ready to select a food package, how do you choose the best food package for the participant from the options available? Before we talk about how to make this decision, let's explore each food package option. There are four food package options for women and children: default, tailoring, special, and special without formula. Default food packages are designed to meet the needs of most participants within the category. Default food packages have very limited tailoring options. Select default food packages when you need to make minimal or no changes.

3.2 Tailoring Food Packages

<p>2% milk is commonly tailored for participants in certain situations.</p> 	<p>Arizona WIC Policy and Procedure Manual Regarding 2% Milk:</p> <ul style="list-style-type: none">• Reduced fat (2%) milks can be issued to one-year olds for risk of nutritional deficiencies or if overweight or obesity is a concern.• Low-fat (1%) / fat-free milk shall only be authorized for medically fragile participants with medical documentation.• Reduced fat (2%) milk is available for those participants over age 2 with certain conditions, including, but not limited to, being underweight, risk for nutritional deficiencies, and for women with maternal weight loss during pregnancy.
--	---

Notes:

Now let's discuss tailoring food packages. If changes to a food package are needed that do not contain foods or formulas requiring a RD/RDN/State-Approved Nutritionist approval, in HANDS select the tailoring food package. Selecting the tailoring food package option allows you to maximize food options available to participants and ensure changes to the food package are saved for future months.

Some of the most commonly tailored food items are yogurt, cheese, soy milk, tofu, goat milk, lactose reduced milk, juice, dry milk, evaporated milk, and UHT Milk.

Remember, your role is to tailor the food package based on information you gather during the nutrition and breastfeeding assessment, considering health and nutrition needs, plus personal preferences and household situations.

What are some common examples of participant situations that require tailoring? Food allergies and intolerances are common situations that may require tailoring, such as a cow's milk allergy or lactose intolerance. Another common situation that might require

tailoring would be assisting participants who are homeless or lack refrigeration. Package changes could include offering UHT milk or dried milk instead of regular milk, and shelf stable juice boxes instead of frozen or bottled juice. 2% milk is also commonly tailored for participants in certain situations.

Here's some information from the Arizona WIC Policy and Procedure Manual regarding 2% milk.

- Reduced fat (2%) milks can be issued to one-year olds for risk of nutritional deficiencies or if overweight or obesity is a concern.
- Low-fat (1%) / fat-free milk shall only be authorized for medically fragile participants with medical documentation.
- Reduced fat (2%) milk is available for those participants over age 2 with certain conditions, including, but not limited to, being underweight, risk for nutritional deficiencies, and for women with maternal weight loss during pregnancy.

3.3 Tailoring Food Packages, Continued



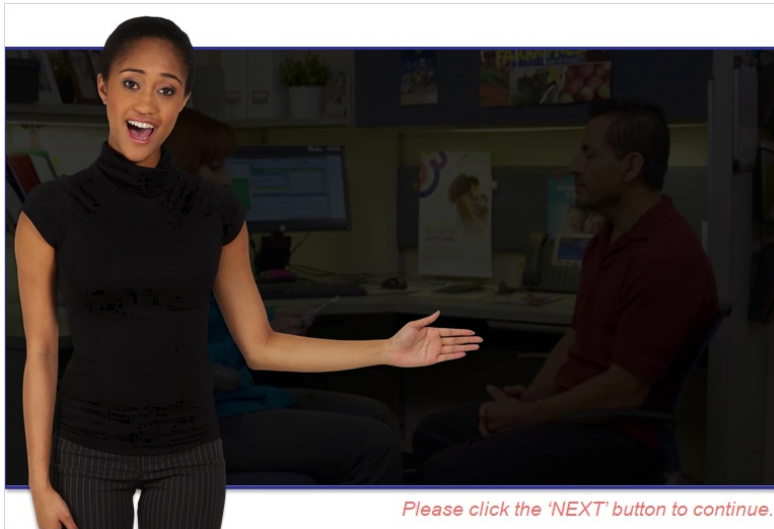
Notes:

Now close your eyes and let's imagine your first day working with a new AR. How will you start the conversation about food package options? What is your role in working with this AR to tailor the food package?

Your role is to use the information you gathered from your assessment and interactions with ARs and your critical thinking skills to select and tailor a food package to best meet the needs of each participant in the family.

What food package is each participant eligible for? How do you tailor the food package for each participant to ensure it meets their needs?

3.4 Combining Tailoring with the Assessment



Notes:

Let's watch a short video that shows how you can use your assessment skills to determine how to tailor a family's food package using a tailoring food package.

Jen: Now, I'd like to discuss the food benefits for your son and your wife, to be sure the benefits they're receiving work best for them. I can see from the sheet that you filled out that you're interested in discussing lactose-free milk, soy milk, yogurt, cheese and tofu. Would you like to have those included in your food package? Or did you have questions about them specifically?

Samuel: Yes. I forgot to tell you-- our son's been having some stomach problems. When we talked to his doctor, she said that he might be lactose intolerant. She suggested foods with less lactose might help. She told us to try lactose-free milk instead of regular milk. But I'm not so sure about the other items I circled. Can those help?

Jen: So I'd just like to do a quick review. Your son was having some digestive problems and his doctor said he may be lactose intolerant. She recommended lactose-free milk but you're not sure what other foods would be safe to offer. Is that right?

Samuel: That's right. I know I do want him to try lactose-free milk. But I'm not so sure on the soy milk and tofu. And I know he loves cheese and yogurt, but I'm not sure if those foods are part of the problem.

Jen: Got it. Well, to answer your question, lactose-free milk, soy milk, and tofu are lactose-free. So they would be safe to offer. Yogurt and cheese do contain some lactose. And many people with lactose intolerance can eat different amounts, depending on the severity. It's a good idea to try different amounts to see how much lactose he can eat before it upsets his stomach. You let me know what you'd like to do. I can easily change the food package to include the lactose-free milk, soy milk, yogurt, cheese and tofu-- or any combination of those foods. I can change the amounts, too.

Samuel: That's great. (PHONE) We would like him to try some of each of these foods. And since you've said that lactose-free milk, soy milk and tofu don't contain any lactose, we could start with those. And later, we could give him cheese and yogurt to see how he does with those, and see how much we can give him.

Jen: Sounds like a great plan. And since your wife also receives benefits, would you like me to apply those changes to her benefits as well?

Samuel: Not sure. My wife is not lactose intolerant but it would be easier if we all drank the same type of milk. I would hate my son to have an upset stomach simply because we gave him the wrong type of milk. Now, lactose-free milk and regular milk, are they the same when it comes to vitamins and stuff?

Jen: Yes, the nutrients are the same with lactose-free milk so there's no issue there. Would you also like soy milk, yogurt, cheese and tofu for your wife?

Samuel: Sure, that sounds good. But if my wife and our son don't like them, can we always come back and change that?

Jen: That's a great question. Of course. You can come in or you can just give us a call and we can make those changes over the phone.

Samuel: Wow. I didn't know that. That is great.

Jen: So were there any other changes you think should be made to either your son or your wife's food package?

Samuel: No, everything else is very good. Thank you so much for your help.

Jen: Oh, it's my pleasure. Let me make those changes for you.

Samuel: Thanks.

3.5 Special Food Packages

A close-up photograph of a newborn baby's face, looking slightly to the right. The baby has dark hair and is holding a blue and white pacifier in its mouth. The background is a solid light blue.

Benefits That Require the Use of Special and Special Without Formula Food Packages

Children 12-23 Months:

- Low-fat (1%) / fat-free milk shall only be authorized for medically fragile participants with medical documentation.

Children two years of age and older and all women:

- Whole milk shall only be authorized for those medically fragile participants with medical documentation.
- Whole yogurt may be substituted for low fat or nonfat yogurt for children \geq 24 months of age and women with medical documentation.

Notes:

Now that we've learned about default and tailoring food packages, let's discuss the special food packages for children and women. There are two different types of Special food packages: Special and Special without formula.

Both special and special without formula food packages require a RD/RDN/State-Approved Nutritionist's approval, but there is one important difference. Special food packages contain a formula that requires approval, such as a toddler formula for children age one and older, while special without formula food packages contain foods that require approval, such as issuing whole milk to children 2 years of age and older or women. Here's some additional information regarding the issuance of milk and yogurt benefits that require the use of special and special without formula food packages:

- Children 12-23 months:
 - Low-fat (1%) / fat-free milk shall only be authorized for medically fragile participants with medical documentation.
- Children two years of age and older and all women:
 - Whole milk shall only be authorized for those medically fragile participants with medical documentation.

- Whole yogurt may be substituted for low fat or nonfat yogurt for children ≥ 24 months of age and women with medical documentation.

3.6 Infant Food Package Options



Notes:

Food package options for infants include default, default no foods, special, and special no foods. Shown here is the default packages for infants.

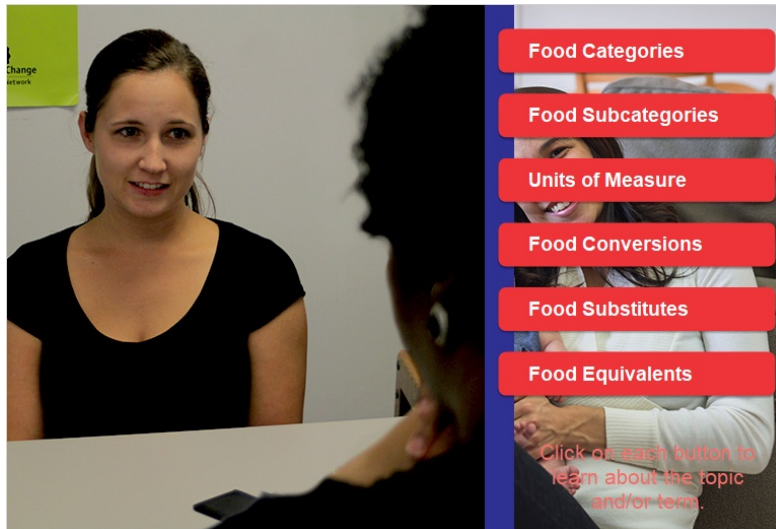
For infants consuming a contract brand infant formula, select the default food package.

Special formulas require approval and medical documentation. For more information refer to the Introduction to Formula training. The training covers how to determine which formulas require an approval. Select the special food package when a formula approval is needed, but remember to speak with your trainer to make sure you're following the correct steps to obtain the approval.

Finally, for infants over 6 months old, who are not yet ready to begin infant foods, either the Default No Foods, or Special No Foods package will be chosen, depending on whether a contract or special formula is needed. It is up to the discretion local agency RDs/RDNs and State Approved Nutritionists to approve both the Default No Foods and the Special No Foods packages until an infant reaches 6

months corrected age, but medical documentation is required for infants older than 6 months corrected age.

3.8 Individual and Family Tailoring: Terms



Notes:

Now let's learn about a few more food package related terms and topics. Understanding these will provide a foundation for learning how to convert and substitute foods when tailoring food packages and for being able to explain food benefits to ARs.

Click on each button to learn about the topic and/or term.

Food Category (Slide Layer)



Food Category:

The general type of WIC Food.
Examples include Milk, Juice, and Eggs.

Close

Food Subcategories (Slide Layer)




Food Group Subcategories:

Foods within the larger food category, (e.g., milk alternatives and juice).

Close

Units of Measure (Slide Layer)

Close




Units of Measure:

Units used to describe the quantities of the different food groups in a food package. Many will be familiar to you like OZ for ounce, some will be self-explanatory like GAL for gallon, while you will need to learn others like container (CTR), means a 16 oz bag or four cans of beans.

Food Conversions (Slide Layer)

Close



Food Conversions:


Foods that can be converted from one type of container size to another.

Example:

1 gallon --> 2 half gallons or 4 quarts

16 ounces --> 1 pound

Food Substitutes (Slide Layer)



Food Substitutes:

Substitution foods are foods that may be substituted for other foods within the same food category. An example would be substituting 1 quart of milk for 1qt of yogurt or 1lb of tofu.

Close

Food Equivalents (Slide Layer)

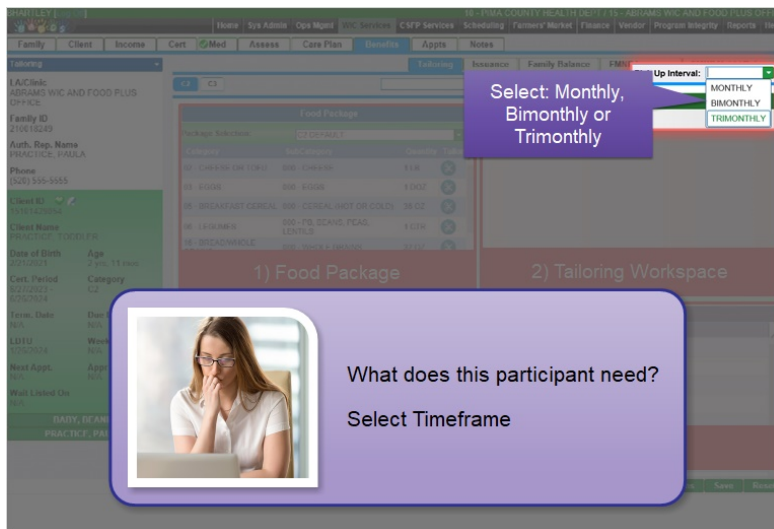


Food Equivalents:

Foods that may be selected in lieu of one another in the same food category. Beans and peanut butter are examples of food equivalents.

Close

3.9 Basics of Selecting and Tailoring Food Packages




Notes:

Now let's focus on how to tailor food packages in HANDS. When you view the benefits tab you will see three spaces: 1) Food Package, 2) Tailoring Workspace, and 3) Food Package Summary. We will talk about these spaces as we learn about the next few topics.

But before getting into the details of tailoring the food package, let's talk about setting a pick-up interval. On the tailoring tab of the "Benefits" screen, select monthly, bimonthly, or trimonthly from the "Pick-Up Interval" drop down menu, based on the needs of the family. Ask yourself what WIC services does this participant need in the next three months? Then select the appropriate timeframe for each participant.

3.10 Basics of Selecting and Tailoring Food Packages, Continued



Familiarize Yourself with the Default Food Packages

Foods	Children	PG or PN	P or PN+	EN, PG & PN, PG & EN PG w/multiples PN w/multiples	EN w/multiples
Milk	3 gallons	4 gallons + 1 half gallon	3 gallons	4 gallons + 1 quart	6 gallons + 1 half gallon
Cheese	1 pound	1 pound	1 pound	3 pounds	4 pounds
Yogurt	32 ounces	32 ounces	32 ounces	32 ounces	32 ounces
Breakfast cereal	36 ounces	36 ounces	36 ounces	36 ounces	54 ounces
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Fruit and Vegetables (fresh, frozen, or canned)	\$26	PG \$47 PN \$52	\$47	\$52	\$78
Whole grains	32 ounces	16 ounces		16 ounces	16 ounces
Juice (64oz bottled)	2 bottles	2 bottles	1 bottle	2 bottles	3 bottles
Legumes (peanut butter, beans, peas, and lentils)	1 container	2 containers	1 container	2 containers	3 containers
Fish				30 ounces	45 ounces

Notes:

For example, if you had a AR that needed to bring back proof of income next month, you would change the pick-up interval to one month for each participant being certified based on that proof of income. If needed, you can adjust the family member's benefit issuance cycle, syncing family issuance later in the food benefits issuance process.

After selecting the pick-up interval, you're ready to select a food package. The most common food package you will select is the default food package. When you want to select the default food package, it will automatically appear in the Food Package Section. Remember, select the default package when little to no changes are needed to the food package.

Make sure to familiarize yourself with the default food packages that we reviewed earlier. They are available in the resources section.

3.11 Food Substitutions

The screenshot shows the eWIC system interface. On the left, there is a sidebar with client information for LA/Cibola. The main area is titled 'Food Package Selection' and shows a list of food categories and subcategories. A purple callout box is overlaid on the 'Food Package Summary' table, containing the text: 'Contains the Maximum Amount of Milk' and 'Need to Tailor to Meet the Participant's Needs'.

Category	SubCategory	Quantity	Special
03 - EGGS	003 - EGGS	1 DOZ	
05 - BREAKFAST CEREAL	005 - CEREAL (HOT OR COLD)	35 OZ	
06 - LEGUMES	006 - PULSED BEANS, PEAS, LENTILS	1 CTR	
10 - GRAIN	010 - WHOLE GRAINS	32 OZ	
19 - FRUITS & VEGETABLES	019 - FRUITS & VEGETABLES	35 3/4 LB	
52 - REDUCED FAT MILK	052 - SKIMMED COWS MILK GALLON	4 GAL	

Notes:

Let's focus on food substitutions because understanding how they work is crucial for being able to effectively tailor all the food packages other than default food packages. Substitution foods are foods that may be substituted for other foods within the same food category.

Fluid cow's milk may be substituted for other milks such as dry, evaporated, UHT, soy, goat, or milk alternatives like cheese, tofu, yogurt or kefir. Note that for substituted foods you will specify the amount of an item you are substituting.

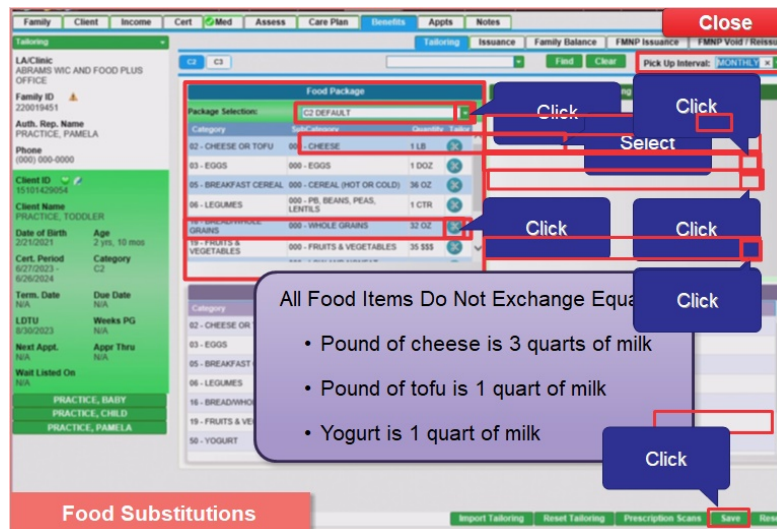
The most commonly tailored WIC food is milk alternatives. When thinking about tailoring milk alternatives, think of each participant having a maximum amount of milk fluid ounces that can be converted to milk alternatives (yogurt, cheese, tofu, soymilk, goat milk, etc). The default package is already set up with the most common substitutions requested by ARs (which is why it contains cheese and yogurt).

As we'll see on the next page with the HANDS demo, it initially contains the maximum amount of milk for the participant category, which you will then need to tailor to meet the participant's needs.

HANDS Demo Video

Food Substitutions

In the next HANDS demonstration, you'll see how to substitute foods using a tailoring food package.



After selecting the pick-up interval, move to the Food Package Section of the screen. The initial drop down is set to the default package.

Since the family wants changes to the milk in the food package, you would use the drop down to select the tailoring package.

Scroll to the milk in the package listed below and click the scissors.

Move to the Tailoring workspace. The system gives the maximum amount of milk for the category, which in this case is 4 gallons. The AR is requesting cheese, 2 pounds of tofu and yogurt.

Click the plus sign next to those food items to add them to their package.

Notice that the 4 gallons at the top is reduced as it is being exchanged for the other food items.

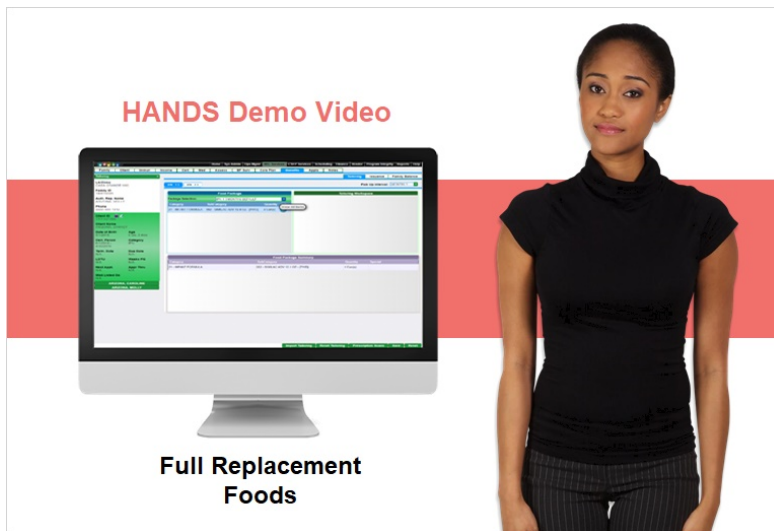
Remember all food items do not exchange equally. For example, a pound of cheese is 3 quarts of milk, a pound of tofu is 1 quart of milk and yogurt is 1 quart of milk.

After you are done tailoring the package, notice .5 of a gallon of milk remaining.

In this case, they opted to give 2 quarts of milk to complete the package.

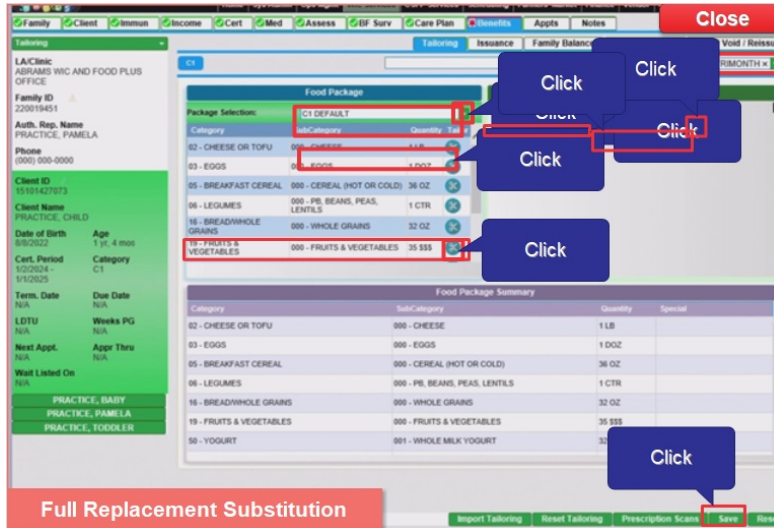
When done tailoring the milk, press the save button at the bottom of the screen.

3.13 HANDS Demo: Available Options



Notes:

In the next HANDS demonstration, you'll see how full replacement foods are managed.



Full Replacement Video

After selecting the pick-up interval, navigate to the Food Package Section of the screen. The initial drop down is set to the default package. For minor changes, like juice, you can use the default option, but if there are other changes to be made then you would

want to select the tailoring option. In this case, the family would like frozen concentrate juice.

Navigate to the juice and then press the scissors icon.

Frozen concentrate juice comes in 48 ounces so use the category dropdown to change the selection from 64 ounces to 48 ounces.

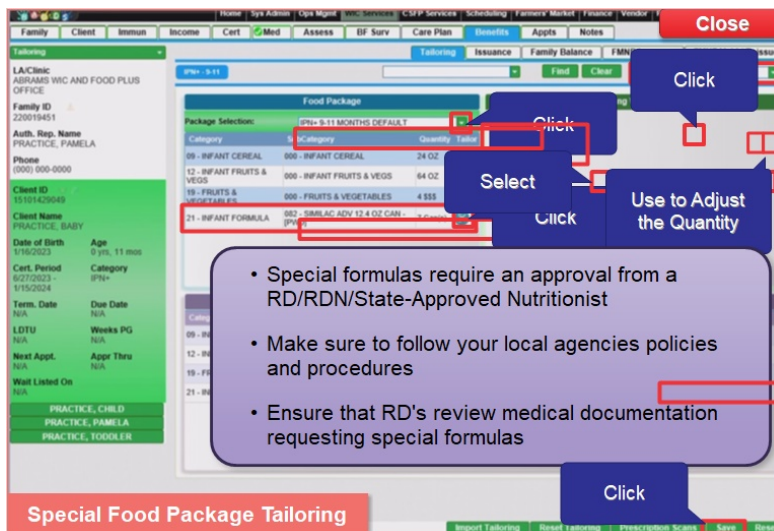
Evaluate the subcategory to ensure that you are giving the family what they asked for, and then click the save button at the bottom of the screen.

3.14 HANDS Demo: Special Food Packages



Notes:

Let's see a demonstration of how to tailor a special food package. Remember, these are the food packages that you select if a participant needs a food or formula that requires approval.



Special Food Package

After selecting the pick-up interval, move to the Food Package Section of the screen. The initial drop down is set to the default package.

Because a special package is needed, select special from the drop-down menu.

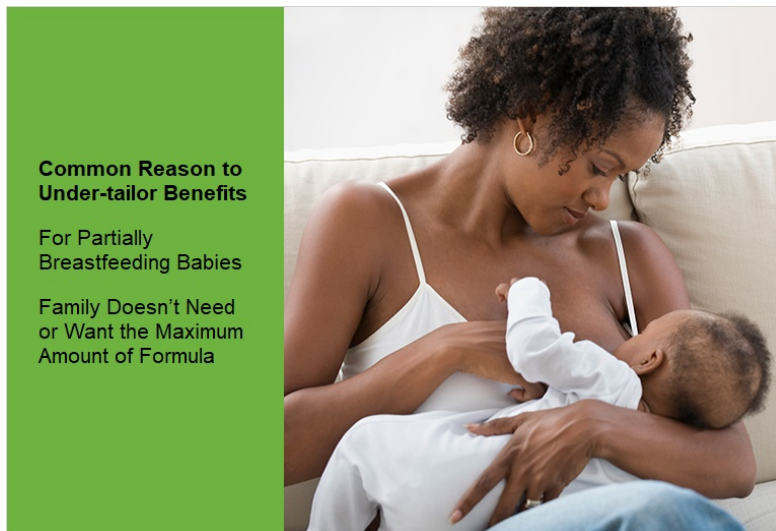
Notice the system automatically loads Alimentum. Since there is a prescription for Nutramigen, click the scissors icon and move to the Tailoring Workspace portion of the screen. Select the food category. In this case the category is correct.

Use the Subcategory dropdown to look for Nutramigen and select it.

Use the plus and minus buttons to adjust the quantity based on prescription details or, if not specified, the outcome of your breastfeeding assessment.

Remember, as we discussed earlier, special formulas require an approval from a RD/RDN/State-Approved Nutritionist, so make sure to follow your local agencies policies and procedures to ensure that RD's review medical documentation requesting special formulas and enter an approval thru date. When done, click the save button at the bottom of the screen.

3.17 Under-substituting, Under-tailoring and Exceed Maximum Amounts



Notes:

You may have noticed in some of the previous demonstrations, the messages “under-tailored” and “under-substituted” appear in the “Special” column within the food package summary. What do these two terms mean? Both messages indicate that there is a remaining quantity of food benefits that may be used for additional tailoring. When a food benefit has been undertailored, it can later be reclaimed and purchased by the AR. However, when a food benefit has been under-substituted, it cannot be reclaimed or purchased because HANDS is unable to determine what food benefit to offer.

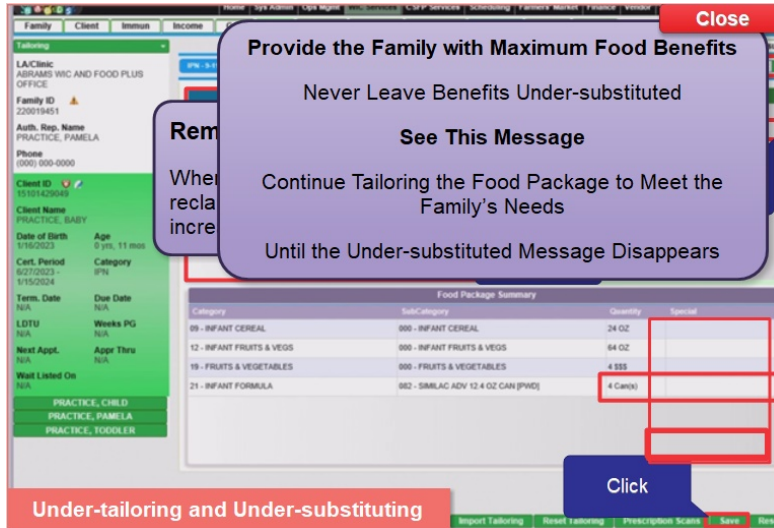
The most common reason that you will purposefully under-tailor benefits is for partially breastfeeding babies. After you conduct a breastfeeding assessment, you may find that the family does not need or want the maximum amount of formula for their category. If you see the message that a food benefit has been under-substituted, you may want to return to the tailoring menu and see if there are any options that will allow the participant to maximize their benefits.

3.18 HANDS Demo: Under-tailoring and Under-substituting



Notes:

Let's watch a demonstration about under-tailoring and under-substituting.



Under-tailoring / Under-substitutions

As always, select your pick-up interval first, then move to the Food Package section of the benefits screen and select food package type. Next click the scissors icon for the formula that needs to be changed or adjusted.

In this case, the family needs 2 cans of Similac Advance. Reduce the cans from 4 to 2 by clicking the minus sign twice.

Notice on the Food Package Summary portion of the screen that the cans are reduced but now include a note that says Quantity 2 cans and 2 cans under-tailored. If this is correct, press the save button at the bottom of the screen.

Remember when food items are under-tailored, they can be reclaimed if the formula requirements for the infant increase throughout the benefit period. Now let's take a look at under-substituting, followed by an explanation of the steps.

When tailoring a food package, if one pound of cheese is added to the food package then it will result in .25 gallons under-substituted in the cow's milk row. Since it is possible to convert this to many different options such as 1 pound of tofu, 1 quart of yogurt, or 1 quart of milk, HANDS cannot determine which benefits to apply it to, so the family is unable to reclaim or purchase this food benefit. To provide the family with maximum food benefits, it is important to never leave benefits under-substituted. If you ever see this message, continue tailoring the food package to meet the family's needs until the under-substituted message disappears.

3.21 Individual and Family Tailoring: Multi-tab

Home Sys Admin Ops Mgmt WIC Services **CSP Services** Scheduling Fanner's Health Finance Vendor Program Integrity Reports Help

Family Client Income Cert Mod Assess Care Plan Benefits **Appts** Notes

Following Issuance Family Balance FMNP Issuance FMNP Void / Release

Find Clear Pick up Interval: BMONTHLY

LA Clinic:
ABRAMS WIC AND FOOD PLUS
OFFICE

Family ID:
24002492

Auth. Rep. Name:
PRACTICE, PATTY

Phone:
(111) 311-1111

Client ID:
15101429030

Client Name:
PRACTICE, PATTY

Date of Birth:
3/3/1993

Cert. Period:
10/20/2024 -
11/19/2025

Term. Date:
N/A

LODU:
270000

Next Appt.:
N/A

Walt Listed On:
N/A

PRACTICE, BABY
PRACTICE, CHILD

Food Package

Category	Subcategory	Quantity	Tailor
03 - EGGS	000 - EGGS	1 DOZ	X
05 - BREAKFAST CEREAL	000 - CEREAL (HOT OR COLD)	36 OZ	X
06 - LEGUMES	000 - PB BEANS, PEAS, LENTILS	2 CTR	X
18 - BREAD/WHOLE GRAINS	000 - WHOLE GRAINS	18 OZ	X
19 - FRUITS & VEGETABLES	000 - FRUITS & VEGETABLES	35 S33	X
52 - REDUCED FAT MILK	000 - 1%WHOLE COWS MILK		X

Tailoring Workspace

Category	Subcategory	Quantity
52 - REDUCED FAT MILK	000 - 50%WH. COWS MILK G	0 GAL
02 - CHEESE OR TOFU	000 - CHEESE	0 LB
02 - CHEESE OR TOFU	000 - TOFU	0 LB
50 - YOGURT	000 - LOW AND NOFAT YOG	0 OZ
52 - REDUCED FAT MILK	000 - LACT FREE 0%WH MILK	0 HGL
52 - REDUCED FAT MILK	000 - FAT FREE%3 GOATS MILK	0 QT
52 - REDUCED FAT MILK	000 - FAT FREE 0% 1% LACT MILK	0 QT
	000 - FAT FREE 0% 1% LACT MILK	0 GAL

Vary How the Food Packages Are Tailored Each Month

Tailor and Issue One or Two Months

Then Change How the Food Package is Tailored for the Remaining Month(s)

Then Issue Those Benefits

Notes:

Alright now that you know how to substitute and convert foods, let's look at a few other HANDS features that facilitate tailoring.

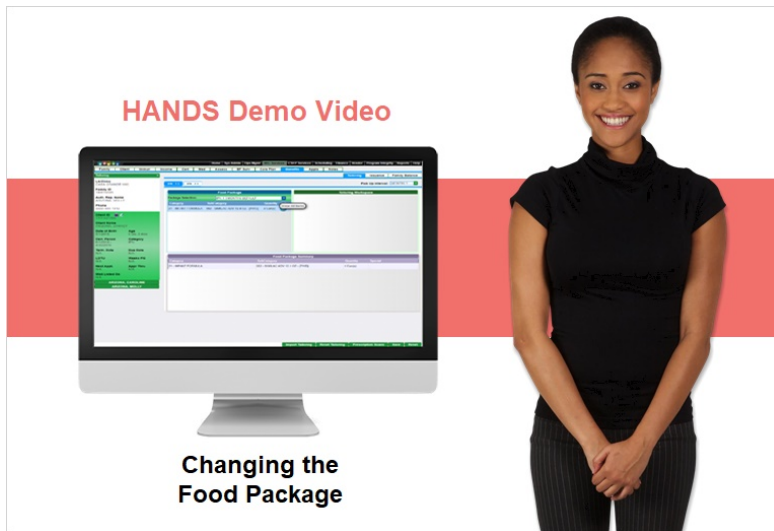
Any applicable changes made for the current tab will carry over to the following tabs. However, it's important to note that if additional tailoring changes are required for a participant during the issuance period, you must appropriately tailor all the visible tabs. This is called multi-tab tailoring.

During a participant's certification period, there are times when their food package may need to change. The most common example of this is how an infant's food package will transition from only including formula through 5 months of age, then include infant foods from 6-8 months of age, and then include regular fruits and vegetables from 9-11 months of age. When each of these transitions take place, an additional tab appears above the "Food Package" section letting you know that the food package will be changing during the possible benefit issuance period.

You can also use HANDS to vary how the food packages are tailored each month of the issuance period. Simply tailor and issue one or two

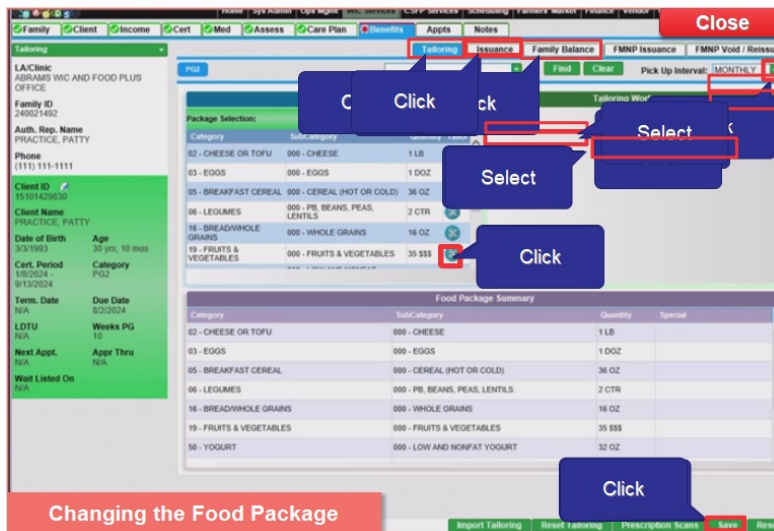
months of food package benefits, then change how the food package is tailored for the remaining month(s) and issue those benefits.

3.22 HANDS Demo: Individual and Family Tailoring: Multi-tab



Notes:

Let's watch a demo about changing the food package to better meet participants' needs and/or preferences.



Multi-Month Issuance

In this example, you have an AR requesting frozen juice concentrate for the first month and bottled juice for the following two months.

First select “Monthly” issuance.

Select the scissors icon next to “Bottle Juice” then, in the tailoring workspace, select 48-ounce juice from the category menu and “000 Frozen Juice” from the subcategory drop down menu.

Click Save.

Go to the issuance tab and select the “Issue” button.

After the benefits have been issued, return to the “tailoring” tab.

Select “bimonthly” as the “pick-up interval”.

Then select the scissors icon next to the bottle juice.

In the tailoring workspace, click 64-ounce juice as the category, and “000 bottled juice” as the subcategory.

Click the save button and return to the issuance tab.

Finally, click the “issue” button to issue the remaining two months of benefits to the participant.

3.23 Reset Tailoring Button

The screenshot displays the WIC Food Packages and eWIC software interface. The top navigation bar includes tabs for Family, Client, Income, Cert, Med, Assess, Care Plan, Benefits, Appts, and Notes. The left sidebar shows client information for LA Clinic, ABRAMS WIC AND FOOD PLUS OFFICE, including Family ID, Auth. Rep. Name, Phone, Client ID, Client Name, Date of Birth, Age, Cert. Period, Category, Term. Date, Due Date, LDTU, Weeks PG, Next Appt., Appr Thru, and Wait Listed On. The main workspace is titled 'Tailoring' and contains a 'Food Package' section with a 'Package Selection' table and a 'Food Package Summary' table. The 'Package Selection' table lists items like 02 - CHEESE OR TOFU, 03 - EGGS, 05 - BREAKFAST CEREAL, 06 - LEGUMES, 16 - BREAD/WHOLE GRAINS, 19 - FRUITS & VEGETABLES, and 50 - YOGURT. The 'Food Package Summary' table provides a detailed view of these items. At the bottom of the interface, there are buttons for 'Import Tailoring', 'Reset Tailoring', 'Prescription Scans', 'Save', and 'Reset'. A callout box points to the 'Reset Tailoring' button with the text: 'Use this button as often as needed to reset to the last saved food package.'

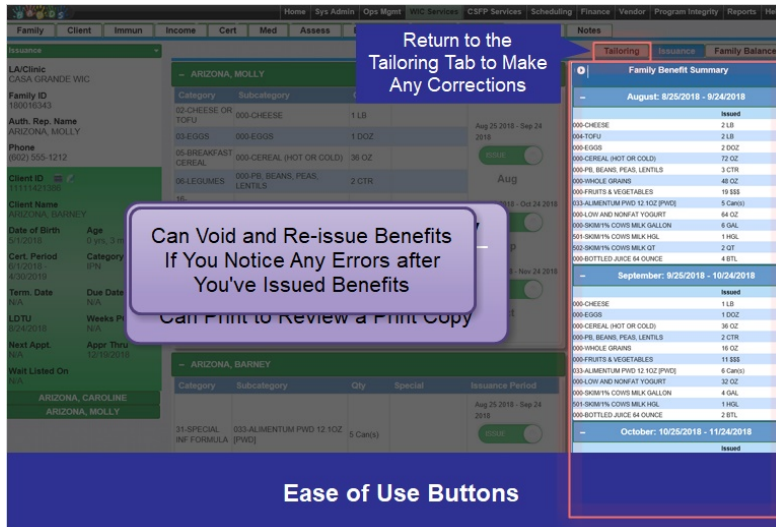
Category	SubCategory	Quantity	Special
02 - CHEESE OR TOFU	000 - CHEESE	1 LB	
03 - EGGS	000 - EGGS	1 DOZ	
05 - BREAKFAST CEREAL	000 - CEREAL (HOT OR COLD)	36 OZ	
06 - LEGUMES	000 - PB, BEANS, PEAS, LENTILS	2 CTR	
16 - BREAD/WHOLE GRAINS	000 - WHOLE GRAINS	16 OZ	
19 - FRUITS & VEGETABLES	000 - FRUITS & VEGETABLES	35 \$\$\$	
50 - YOGURT			

Notes:

The final HANDS feature we will look at today is the reset tailoring button. Use this button as often as needed to reset to the last saved food package, for example if you accidentally tailor a package incorrectly.

4. Module 4: Issuing and Changing Benefits

4.1 Issuing and Changing Benefits



Notes:

Now that we know about selecting and tailoring food packages, let's look at the HANDS issuance screen. The left side is participant-based, and the right is family-based, with the Family Benefit Summary. The Family Benefit Summary shows the benefits that are ready for issuance. This summary combines all the food items from different participants in the family by month of availability. Once benefits are issued, the area will collapse, or update to the next available month of issuance.

This screen has ease of use buttons for turning benefit issuance on and off for different months. You can use this feature to adjust pickup intervals when syncing the family's benefit period. There are also ease-of-use buttons for expanding and collapsing each family member's file.

When you finish tailoring, you will use this screen to review the family Benefit Summary with the AR. If you'd like you can even print out the Family Benefit Summary to review a paper copy of their possible benefits before you issue them. If you do notice any errors in the

Family Benefit Summary, you can easily return to the tailoring tab to correctly tailor the food packages. It's important to note, that it is still possible to void and re-issue benefits if you notice any errors after you've issued benefits, but that process takes significantly longer. We'll review that process shortly.

4.2 Alerts

Starter Package Alert

Phone (520) 212-2222

Client ID 11111421475

Client Name ARIZONA, ALAN

Date of Birth 10/1/2018 Age 9 yrs, 7 mos

Cert. Period 8/31/2018 - 2/28/2019 Category IFP

Term. Date N/A Due Date N/A

LDTU N/A Weeks PG N/A

Next Appt. N/A Appr Thru N/A

Category	Subcategory	Qty	Special	Issuance Period
09-INFANT CEREAL	000-INFANT CEREAL	8 OZ		Aug 31 2018 - Sep 15 2018
12-INFANT FRUITS & VEGS	000-INFANT FRUITS & VEGS	64 OZ		Aug
21-INFANT FORMULA	002-SIMILAC ADV 12.4 OZ (PWD)	4 Can(s)		Aug
09-INFANT CEREAL	000-INFANT CEREAL	24 OZ		Sep 15 2018 - Oct 15 2018
12-INFANT FRUITS & VEGS	000-INFANT FRUITS & VEGS	128 OZ		Sep
21-INFANT FORMULA	002-SIMILAC ADV 12.4 OZ (PWD)	7 Can(s)		Sep
09-INFANT CEREAL	000-INFANT CEREAL	24 OZ		Oct 15 2018 - Nov 15 2018
12-INFANT FRUITS & VEGS	000-INFANT FRUITS & VEGS	128 OZ		Oct
21-INFANT FORMULA	002-SIMILAC ADV 12.4 OZ (PWD)	7 Can(s)		Oct

Starter Package Alert

New Enrollment in Middle of Family Benefits Cycle

Food Packages with Reduced Quantities

Affected By Tailoring

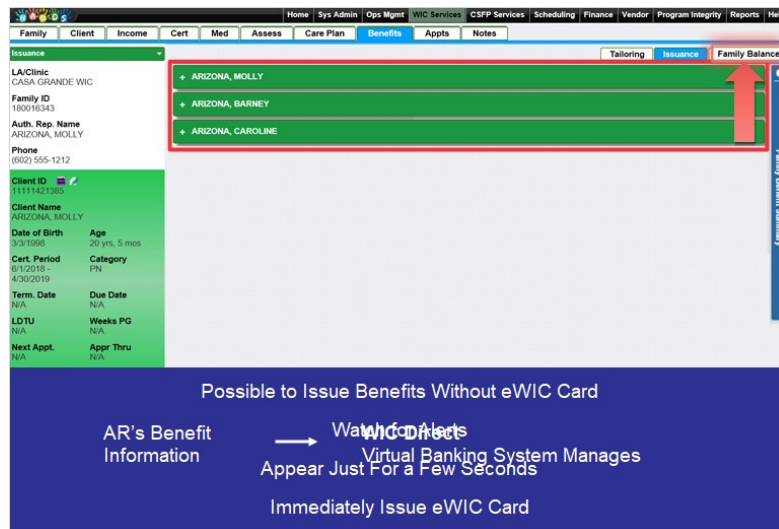
Notes:

But what if something doesn't work right or you get an error message? There are lots of possible reasons why. It could be missing height or weight data, pickup interval, formula approval, or even a missing eWIC card.

Look for clipboard alerts that tell you what is incomplete or missing, either on individual files or Family Benefit Summary, which tells you all the issues for the family.

Another type of alert that may appear indicates a starter package may be issued. Starter packages are automatically assigned in HANDS to participants who enroll during the middle of their family's benefits cycle. They are also called partial food packages because the quantities of foods are reduced depending on how much time is left in the family's benefit cycle. Be aware that starter packages are affected by tailoring. For example, if you intentionally decreased the formula for an IPN infant by several cans, and didn't notice that a starter package had been assigned, the infant may not receive any formula in their starter package.

4.3 Alerts, Continued



Notes:

After any alerts have been resolved, and you've reviewed the Family Benefit Summary with the AR to ensure that all of the correct benefits will be issued, click the issue button. Caution! If you never click on the issue button, the benefits will not be issued, and ARs will not be able to use their eWIC card to purchase any food benefits. As soon as you click the "Issue" button, the benefit information will be electronically sent to the WIC Direct System, which is the virtual banking system that manages all benefits for our WIC participants.

Also, you might be surprised to hear this, but it is possible to issue benefits without first issuing an eWIC card. Therefore, it's extremely important that you take notice whenever you see a HANDS alert, notifying you of this situation. This message will appear as soon as you click the "issue button" on the issuance tab, stating "The client does not have an active eWIC card." Please note that this message will only appear on the screen for a few seconds, so if you ever see this alert, please immediately go to the eWIC Card Management section to issue an eWIC card to the AR. We'll review how to issue an eWIC card shortly.

The issued benefits will disappear from the Issuance tab, and if there are no other possible benefits to issue to the family, all associated benefits screens will collapse. Once you've issued the benefits to the family, you'll click on the "Family Balance Tab."

4.4 Family Balance Tab

The screenshot displays the 'Family Balance' tab in the WIC Direct System. The sidebar on the left contains client information for 'ARIZONA, MOLLY', including Family ID, Auth. Rep. Name, Phone, Client ID, Client Name, Date of Birth, Age, Cert. Period, Category, Term Date, Due Date, LDTY, Weeks PQ, Next Appt, Appt Thru, and Mail Listed On. The main table lists food benefits with columns: Food Category, Food Subcategory, Issued Qty, eWIC Available Balance, and Unclaimed. A 'Family Balance Summary' pop-up is shown on the right, detailing the summary for November 11/25/2018 - 12/24/2018.

Food Category	Food Subcategory	Issued Qty	eWIC Available Balance	Unclaimed
00-CHEESE OR TOFU	000-CHEESE	3 LB	3 LB	
00-EGGS	000-EGGS	2 DOZ	2 DOZ	
00-BREAKFAST CEREAL	000-CEREAL (HOT OR COLD)	36 OZ	36 OZ	
00-LEGUMES	000-PULSED BEANS	2 CTN	2 CTN	
00-FISH	000-TUNA, SALMON, SARDINES	30 OZ	30 OZ	
00-BREAD/WHOLE GRAINS	000-WHOLE GRAINS	16 OZ	16 OZ	
00-FRUIT & VEGETABLES	000-FRUIT & VEGETABLES	11 \$55	11 \$55	
00-YOGURT	000-LOW AND NONFAT YOGURT	32 OZ	32 OZ	
00-REDUCED FAT MILK	000-SKIMM% COWS MILK GALLON	4 GAL	4 GAL	
00-REDUCED FAT MILK	000-SKIMM% COWS MILK QT	1 QT	1 QT	
00-JUICE - 64 OZ	000-BOTTLED JUICE 64 OUNCE	2 BTL	2 BTL	

Notes:

The information you see on the family balance tab will look very similar to information found on the issuance tab, except that when you get to this point, the benefits shown on this screen have been received by the WIC Direct System and are now immediately available for the participant to use at the grocery store. Underneath the green bar for each participant, you can see the benefits available to them for each month.

Next, let's take a closer look at 3 important columns on this tab as well. The Issued Quantity column shows how much of a food benefit was issued, the eWIC Available Balance shows how much of a food benefit is still available (note that if the eWIC Available Balance is less than the Issued Quantity, you can tell that the family has already purchased some of the food benefit), and the unclaimed column will be blank unless you tailored the food benefit, in which case the amount of the food benefit that wasn't issued will be indicated.

If you click the blue pull-out tab on the right, you can see the family balance summary, which contains the aggregated summary family benefits. We'll go over some useful tips for reviewing the family balance summary with families a little later.

4.5 Changing Food Benefits

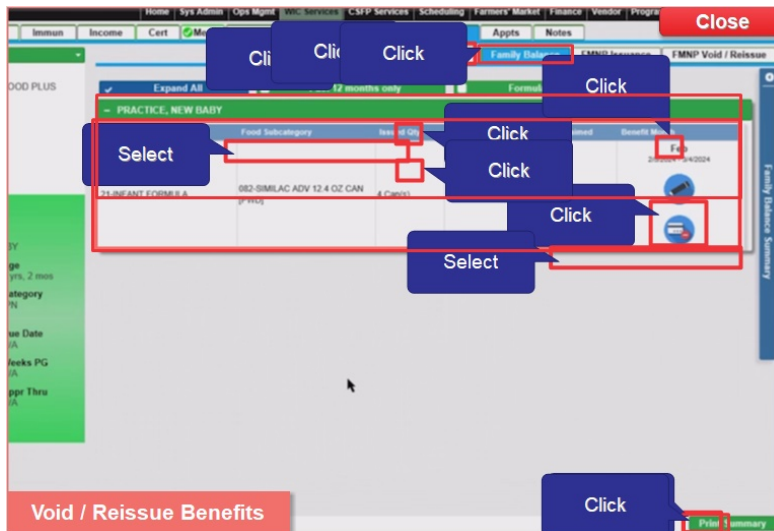


Notes:

What happens when a participant's situation changes, and food packages need to be adjusted? No problem, learning how and when to make changes is simple.

What are some reasons why a participant would need changes to their food package? Two common reasons for changing food benefits are transitioning from one participant category to another, such as an exclusively breastfeeding mother switching to a partially breastfeeding food package, or if an infant needs a different formula.

The four buttons you can use to make changes to issued benefits are: Void Benefits, Reclaim All, Add Formula, and Replace Formula. Click on the buttons to learn more.



Void Benefits

Use if the benefits issued no longer meet the participant's needs or situation. You may void and reissue benefits if no benefits have been used for the benefit period. If any benefits have been used, for example, food items were purchased, other than completing a formula change, you cannot void and change benefits for that month. If an AR does request a change to their current month's food benefits, please contact the WIC Service Desk to inquire about the possibility of making the change.

Let's get some practice voiding and reissuing benefits. In this example, the participant was supposed to be issued 1 month of Similac Advance in 32 ounce ready-to-feed containers, but was mistakenly issued 1 month of Similac Advance powder in 12.4 ounce cans.

First click the "Void Benefits" button. Then go back to the "Tailoring" tab to select the correct formula.

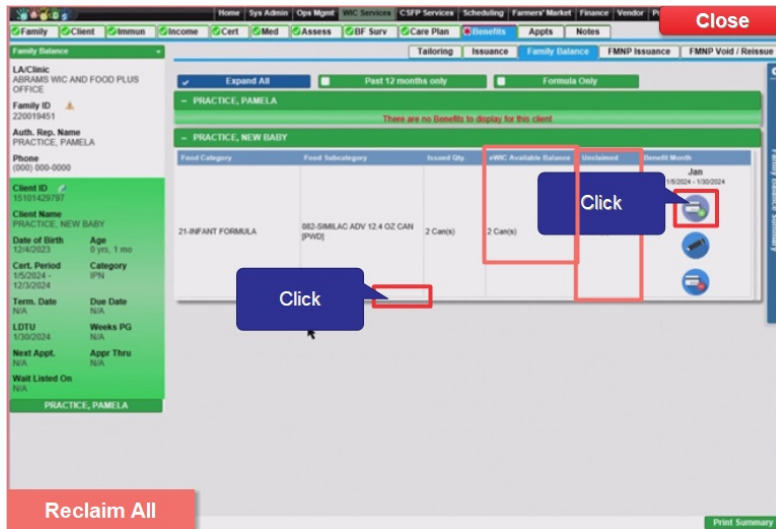
After confirming the correct food package is selected, in this case "IPN 1-3 MONTHS DEFAULT", click the scissors icon next to the default formula.

From the subcategory drop down menu, select "SIMILAC ADV 32 OZ CTR [RTF]".

Click the "Save" button.

Go to the "Issuance" tab to confirm the correct formula will be issued.

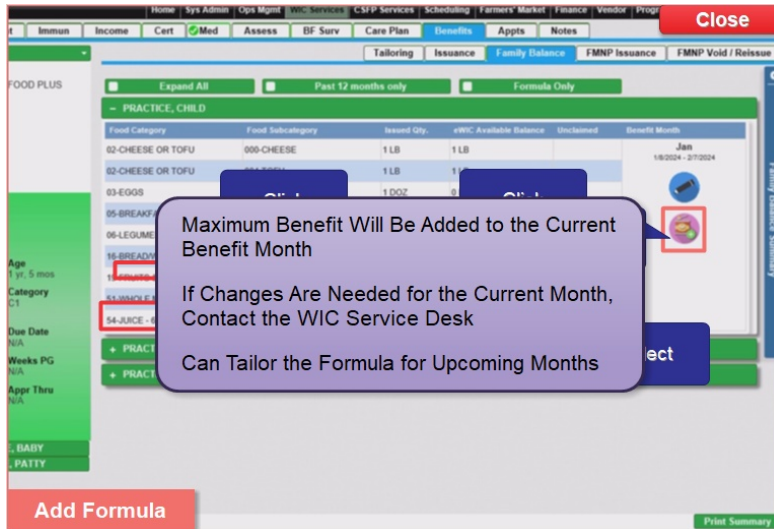
Click the "Issue" button. After the benefits have been issued, return to the family balance screen to verify all benefits have been successfully issued.



Reclaim All

In this example we can see that the formula had previously been under-tailored by two cans.

After clicking the "Reclaim All" button, a box appears asking to confirm. Once confirmed, all nine cans of the formula are now available to the participant.



Add Formula

The “Add Formula” button appears after an AR has already partially redeemed some food benefits for the current month. Use this feature if it is necessary to add a formula to current benefits. In this example, the AR had already purchased some benefits for the current month, and then brought in medical documentation for Enfagrow toddler for their two-year old child. To add the formula, click the “Add Formula” button.

From the food category drop down menu select “infant formula”.

Then, from the “food subcategory” drop down menu, select Enfagrow Toddler.

Notice that six cans of the formula have been added to the family balance summary. The maximum benefit will be added to the current benefit month. If you need to make changes to the amount of formula issued for the current month, please contact the WIC Service Desk. If the quantity of the formula needs to be adjusted, it must be tailored for upcoming months.

The screenshot shows the eWIC interface with the following components:

- Buttons:** "Expand All", "Past 12 months only", "Formula Only", "Close", "Replace Formula".
- Table:**

Food Category	Food Subcategory	Issued Qty	eWIC Available Balance	Unclaimed	Benefit Month
09-INFANT CEREAL	000-INFANT CEREAL	24 OZ	24 OZ		Jan 1/8/2024 - 2/7/2024
12-INFANT FRUITS & VEGS	000-INFANT FRUITS & VEGS	64 OZ	64 OZ		
19-FRUIT & VEGETABLES	000-FRUIT & VEGETABLES	4 \$\$\$	4 \$\$\$		
21-INFANT FORMULA	000-INFANT FORMULA (PWD)	4 Can(s)	3 Can(s)		
- Annotations:**
 - Two blue boxes labeled "Click" point to the "09-INFANT CEREAL" and "21-INFANT FORMULA" rows.
 - A blue box labeled "Select" points to the "21-INFANT FORMULA" row.
 - A red box highlights the "21-INFANT FORMULA" row.
 - A blue box labeled "Select" points to the "Replace Formula" button.
- Text Box:**

Total reconstituted fluid ounces dropped from 273 ounces to 256 ounces.

It's up to you to verify with the AR how the formula replacement will affect their benefits.

Formula Replacement

In this example, the AR requests to switch the formula from Similac Advance powder to Similac Sensitive ready-to-feed, but has already purchased one can of Similac Advance for the current month.

You'd begin by clicking the "Formula Replacement" button. Select "Similac Advance 12.4 ounce can" from the "Current Formula" drop down menu. Then select "Similac Sensitive 32 ounce ready-to-feed" from the "Replacement Formula" drop down menu.

Notice that the three cans of Similac Advance powder will be replaced with 8 cans of Similac Sensitive ready-to-feed.

It's important to note that sometimes the participant may receive less (or even zero) reconstituted fluid ounces when replacing formulas.

In this example, the total reconstituted fluid ounces dropped from 273 ounces to 256 ounces. It's up to you to verify with the AR how the formula replacement will affect their benefits.

5. Module 5: Shopping, Resources and Complaint Handling

5.1 What is eWIC?



Notes:

Okay, you have tailored food packages and issued benefits, now it's time to prepare your AR to shop! The two basic steps are, 1. issue an eWIC card and 2. educate the AR on the shopping experience. Just note that depending on your clinic flow, the eWIC card may be assigned at different stages of an appointment. Here is a brief video about eWIC.

Video Narrator: As a WIC participant, you will be issued a card (much like a debit or credit card) with your own four-digit PIN. Your WIC clinic will prescribe food benefits, which will be issued to your eWIC account. Use your WIC card and PIN at authorized WIC vendors to redeem benefits from your account. eWIC is a safe and easy way to redeem your WIC benefits.

HANDS Demo Video

Issuing and Setting-up eWIC Cards

Now we'll review the steps for setting up and issuing an eWIC card.

1

Click

Once You've Issued the eWIC Card

- Click the "Set PIN" button
- Request that the AR enter, and then re-enter their PIN using the PIN pad.

PIN may also be set using the IVR system or ebtdge.com.

Please note that this signature screen can also be accessed within the "Issuance Tab" of the "Benefits" screen.

Click

Click

Click

Issuing and Setting Up eWIC Cards

WIC Food Packages and eWIC

When you're ready to issue an eWIC card, remember there are 3 places in HANDS where you can access the eWIC Card Management Screen.

The Family Information Drop Down Menu, the Family Screen or by going to the benefits screen.

Followed by the issuance tab.

In the eWIC card Management Screen, click the "add" button.

Then enter the card number either by swiping the card thru the card reader, or manually entering the number in both the "card number" field and "confirm card number" field.

Click the "ok" button.

Then click the "save" button.

After you've clicked the save button, you'll notice that 2 red icons appear as well as the phrase "set PIN". Remember not to move on with your appointment until you have clicked the save button, and see these icons appear, indicating that you've successfully issued an eWIC card to the AR. The two red icons are for deactivating the WIC card, and replacing the WIC card. We'll review those a little later but let's focus on helping the AR set a PIN now. Once you've issued the eWIC card, click the "Set PIN" button and request that the AR enter, and then re-enter their PIN using the PIN pad. If for any reason, they are not able to set their PIN using a PIN pad, the PIN may also be set using the IVR system or ebtedge.com. Remember, ARs will not be able to purchase any WIC benefits until after they've been issued an eWIC card and have set up a PIN.

Finally, after you have issued the AR an eWIC card, and helped them

set a PIN, you will need to collect their signature. This indicates they've been given their eWIC card. To do this navigate to the Family Screen.

Click the "Signatures" button at the bottom of the screen.

As we can see the default signature to be collected is for the AR to sign that they've received their eWIC card. If this is ever not the default selection, make sure to select "eWIC Card Received" from the "Signature Type" drop down menu.

Then within Client ID, select the AR who signed for the card within the "Client ID" drop down menu, before having the AR sign for the card using the signature pad. Please note that this signature screen can also be accessed within the "Issuance Tab" of the "Benefits" screen.

5.3 HANDS Demo: Handling Lost or Stolen eWIC Cards



Notes:

What should you do if an AR tells you their eWIC card has been lost or stolen? If the AR is in the clinic with you, click the “replacement card” icon in HANDS, follow the appropriate steps to issue a replacement eWIC card, provide them with a replacement card, inform them that they can continue to use their current PIN, and have them sign the “eWIC card received” signature type in HANDS.

If the AR is not in the clinic with you, you can offer to mail a replacement eWIC card to them. If they choose that option, click the “replacement card” icon in HANDS, follow the appropriate steps to issue a replacement eWIC card, inform them that they can continue to use their current PIN, mail the replacement card to their preferred address, and leave a note in HANDS asking to have the AR sign that they received the card the next time they visit the clinic. If you’d like more information regarding the policies regarding the mailing of eWIC cards, please visit, Chapter 5, Section K of the Arizona WIC Policy and Procedure Manual.

Alternatively, whenever an AR tells you that their eWIC card has been lost or stolen, you can inform them that they can receive a replacement card using the IVR system. If the AR would like to use

the IVR system, you'll first want to deactivate their card by clicking the "deactivate card" icon in HANDS. Then provide them with the IVR phone number to call to request a replacement card. Let them know that they'll need to reset their PIN using the IVR system as well. Also, let them know that it can take about a week to receive a replacement card in the mail.

It's important to note that there is no limit to the number of replacement eWIC cards that an AR may receive, but the family can only have one active eWIC card at any one time. This next HANDS demonstration shows how to replace an eWIC card when the AR is in the clinic.

[illegible]

Lost Card

First navigate to the eWIC card management screen.

Click on the replace card icon.

Enter the card number either by swiping the card through the card reader, or manually entering the number in both the “new card number” and the “confirm new card number” fields.
Select the “replacement reason.”

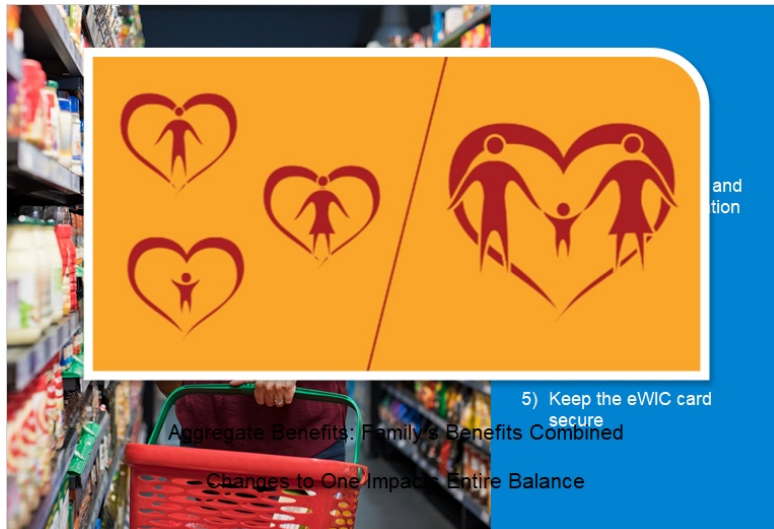
In this case select “Lost.”

Click the “ok” button.

Followed by the “save” button on the eWIC card management screen.

The PIN number from the old card will automatically link with the new card, so setting a new PIN is not necessary. However, if the AR would like to enter a new PIN number, click the “set PIN” button, and request that the AR enter, and then re-enter their PIN number using the PIN pad.

5.4 Shopping: Educate ARs



Notes:

- 1.Explain aggregated benefits;
- 2.Review the Food List and offer shopper education materials;
- 3.Describe the shopping experience;
- 4.Know your balance; and
- 5.Keep the eWIC card secure.

Let's talk about each one so you feel confident with the topic. "Aggregated benefits" means that all household members' benefits are combined into one account loaded on the family's eWIC card. Understanding this fact is important because if changes are made to one of the family member's food packages it will change the entire balance.

5.5 Shopping: Educate ARs, Continued



Notes:

The second topic is teaching the AR about the WIC food list and their food package by reviewing the Arizona WIC Food List and their Family Balance Summary. First and foremost, review the benefit dates. In this case we can see that the benefits are available from September 1st to September 30th. In most cases, you will explain to the ARs that they have the entire month to use their benefits, however, if a participant has been issued their benefits late, or has received a starter package, then you will need to explain that they have a shorter period of time to use them.

It's important to explain the amounts of food items and other shopping tips. For example, explain that 4 cans of beans or a one-pound bag of beans equals 1 container of beans and that some formulas come in cases instead of cans. Another food benefit that is helpful to explain is the amount of cereal, which is listed in ounces.

Explain that they may combine different boxes of hot/cold to reach the total number of ounces. Now, go back to the units of measure topic we discussed and explain these measures to the ARs. For example, this family balance summary has 4 containers (written as CTR) of peanut butter, beans, peas and lentils, and 4 cans of

Pediasure. In instances like these, it is important to explain that 4 CTR stands for four containers, and 4 cans stands for four 24 packs. You may also suggest that the family use the Family Balance Summary like a grocery list.

5.6 Shopping Experience



Notes:

The next topic to describe is the shopping experience. Let's watch a video that explains the basic steps for shopping with eWIC to ARs.

Video Narrator: eWIC will be available at approved WIC stores. Your WIC clinic will provide you with information on WIC vendors in your area. Depending on where you shop, there are two different ways you will use your eWIC card at check-out. Ask the cashier if you need to separate your WIC items from your other purchases. Place all your food items on the belt for the cashier to scan. Follow the instructions from the cashier and the prompts on the PIN pad to enter your PIN.

After the PIN is entered, the cashier will hand you the beginning balance and purchase summary slips. The beginning balance slip shows the benefits you have at the start of the transaction. The purchase summary slip shows the items that will be deducted from your eWIC account. After you have reviewed the beginning balance and purchase summary slips, if you do not have any concerns, approve the eWIC transaction on the PIN pad. Use your eWIC card first, prior to any other forms of payment, like cash or your debit card.

The approved food items and dollar amount of the cash value fruits and vegetables will be deducted from your eWIC account. The cashier will prompt you to enter additional forms of payment (like cash or your debit card) as necessary. The cashier will complete the sale and give you a receipt. Some stores may have a separate terminal for eWIC purchases only, and may have only one or two check-out lanes that accept eWIC.

When shopping at stores with a separate terminal, separate your WIC food items from your other purchases and tell the cashier that you are using an eWIC card. You can always ask the cashier about separating your WIC foods if you are unsure. In stores with a separate terminal, the eWIC card must be swiped before scanning any food items. Follow the instructions from the cashier and the prompts on the PIN pad to enter your PIN.

The cashier will scan your items and complete the sale. The approved food items and dollar amount of the cash value fruits and vegetables will be deducted from your eWIC account. The cashier will provide you with a receipt of your eWIC purchase. Before approving the transaction, please review the receipt. If you have other purchases, the cashier will continue scanning your non-WIC items on the store's internal cash register.

5.7 Educate ARs: Benefits Balance

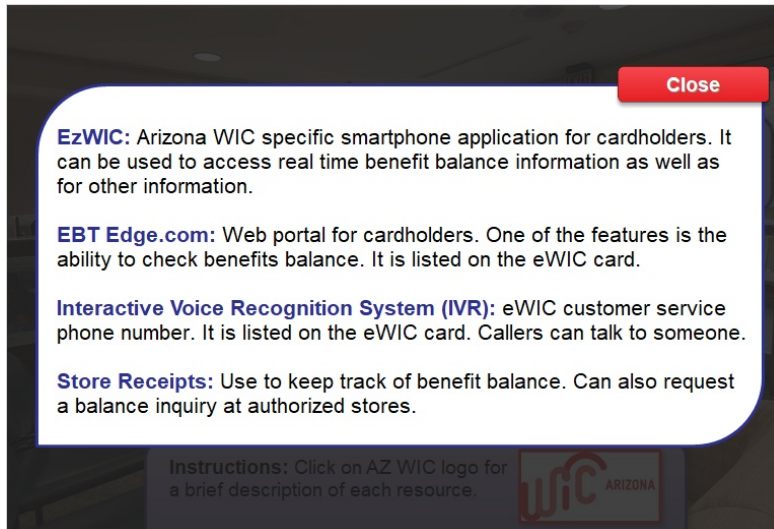


Notes:

Now let's talk about educating the AR on knowing their benefits balance and explaining the various ways they can keep track of their family balance. There are several resources available that ARs can use: store receipts, the EzWIC App, the IVR system, or EBTEdge.com. The "Job Aid eWIC Card Management Options" is a useful resource describing how to use eWIC card resources to manage an eWIC card and keep track of food benefits.

Lastly, ARs are always welcome to call or come into the clinic to find out information about their benefits. Let them know that we are here to help whenever they have questions or concerns about their WIC benefits. Click on the AZ WIC logo for a brief description of each resource.

Resources (Slide Layer)



EzWIC: Arizona WIC specific smartphone application for cardholders. It can be used to access real time benefit balance information as well as for other information.

EBT Edge.com: Web portal for cardholders. One of the features is the ability to check benefits balance. It is listed on the eWIC card.

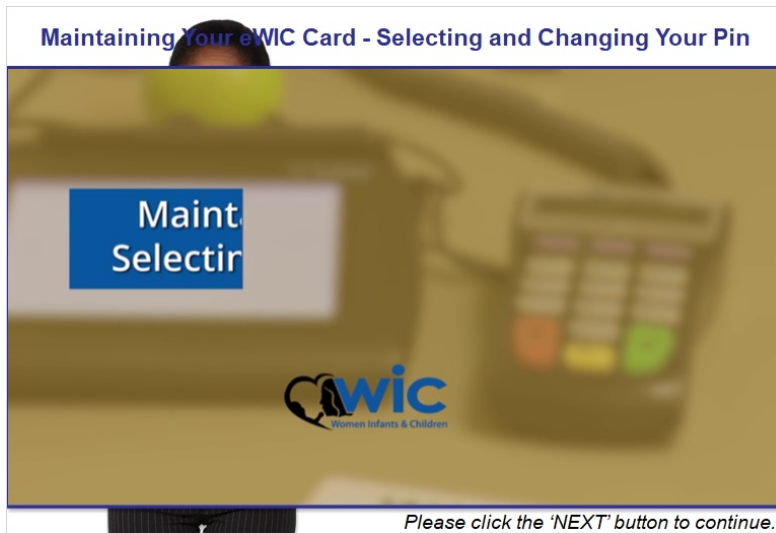
Interactive Voice Recognition System (IVR): eWIC customer service phone number. It is listed on the eWIC card. Callers can talk to someone.

Store Receipts: Use to keep track of benefit balance. Can also request a balance inquiry at authorized stores.

Instructions: Click on AZ WIC logo for a brief description of each resource.

WIC ARIZONA

5.8 Maintaining Your eWIC Card



Notes:

The final topic is keeping the eWIC card secure. Let's watch a video for ARs called "Maintaining Your eWIC Card – Selecting and Changing Your Pin."

Video Narrator: Once you receive your eWIC card, the first thing you need to do is set your personal identification number, or PIN. WIC clinic staff will show you how to select your PIN the first time in the clinic, using a PIN pad device. You may also change your PIN at the clinic using the PIN pad device.

You may set or change your PIN by using your phone to call the interactive voice response line.

The toll-free telephone number will be located on the back of your eWIC card. You may set or change your PIN online, using the participant web portal. The website will be located on the back of your eWIC card.

Keep your PIN safe. And do not share your PIN with others. Do not write your PIN on your eWIC card. Keep your card in a safe place

and keep it clean. Do not bend or misuse your card. Do not leave your card in direct sunlight. Do not leave your eWIC card in your car.

Do not place your card near magnets, cell phones, TVs or microwaves. Do not throw your card away. You will use the same card for your next month's benefits.

5.11 Shopping at the Store



Notes:

Now that you have educated the AR about the WIC shopping experience, let's talk about what they can expect at the store as far as customer service and availability of WIC foods.

An AR can expect to be treated like any other store customer--with respect, providing them with the same level of service. A store employee can run a balance inquiry and help ARs find WIC allowed foods. An employee cannot override foods that are not WIC eligible and may not know why an item is not allowed.

What can an AR expect as far as availability of WIC foods at stores? Stores are not required to carry every flavor or type of WIC food on the food list. They are only required to meet "minimum stock requirements" which means a store must carry a certain number of containers and varieties of WIC foods.

If a store does not carry an item an AR would like, they may request that the store stock the item, just like any other customer. Ask your trainer, if you have questions about what is required of a store.

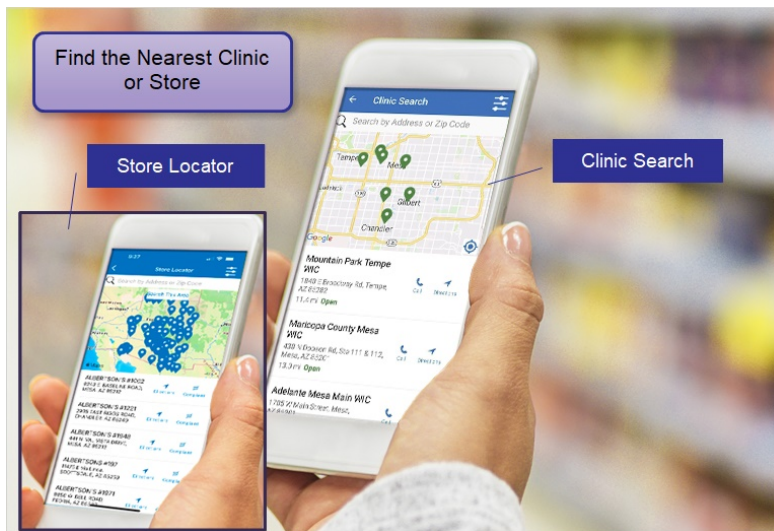
5.12 Shopping at the Store, Continued



Notes:

ARs can use EzWIC app or paper copies of the food list, the Family Balance Summary, and shelf-markers to find WIC foods at the store. Shelf-markers are shelf labels that say WIC next to the food items label. ARs can look for these to help them find WIC-allowed foods. However, not all stores use shelf markers, and among those that do, not all WIC eligible items will be identified by shelf-markers.

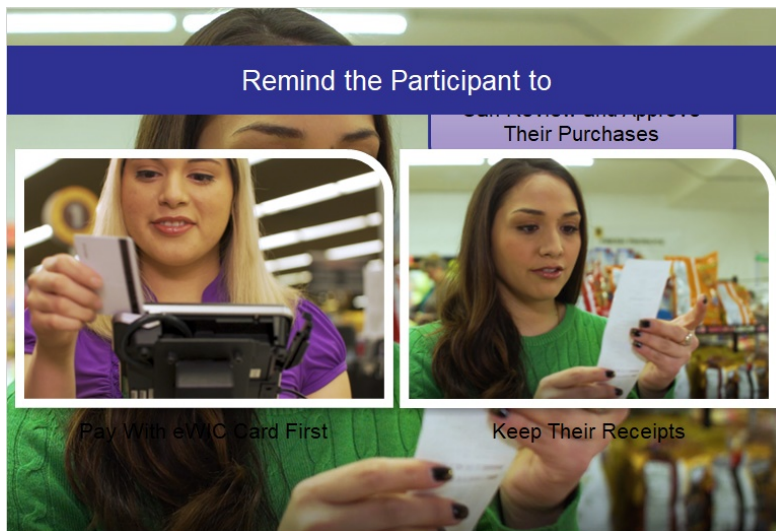
5.13 EzWIC App



Notes:

For ARs who have smartphones, recommend they use the EzWIC app. It has several features that make shopping with WIC easier. ARs who link their eWIC card with the app can use the "My Clinic" feature to view information regarding their assigned local clinic, and use the eWIC Card Balance feature to view their family balance summary. WIC Food Search allows ARs to scan items within the grocery store to determine if the items are WIC eligible or not. The "Food List" feature allows ARs to view all WIC eligible food items. The clinic search feature, and the store locator feature allows ARs to view WIC clinics and stores near them.

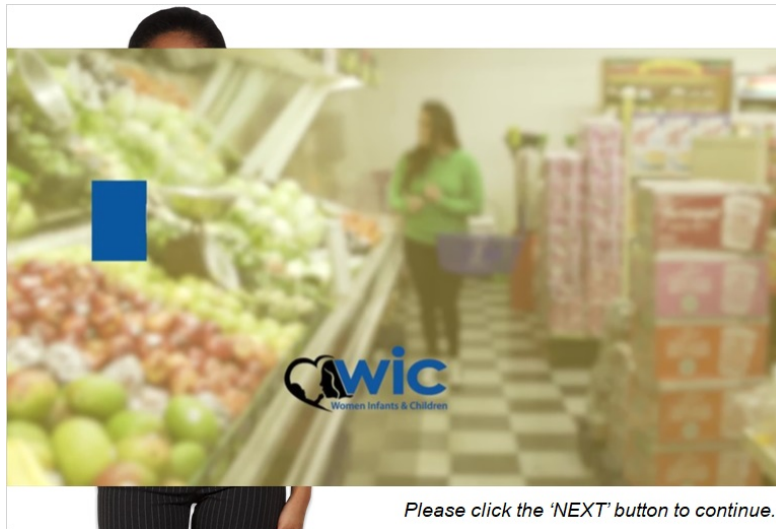
5.14 WIC Check Out



Notes:

Encourage ARs to separate their eWIC foods from their other food items. Inform them that they will be given the opportunity to review and approve their purchases. Remind them to use their eWIC card for their first form of payment, and to keep their receipts.

5.15 Shopping: How to Read Your Receipt



Notes:

Now let's watch a short video on how ARs can read store receipts.

Video Narrator: Your receipt will show what you purchased and your remaining WIC benefit balance.

The benefit balance will show the balance for the entire household, and it will only show what benefits are remaining for the current month.

Always keep the receipt from your last purchase with your eWIC card. This will help you keep up with your benefit balance throughout the month.

If you lose your last receipt, you may get your benefit balance by calling the number on the back of your card or by visiting the Participant Web Portal website which is also on the back of your card. You may also get your benefit balance at the store by requesting a Balance Inquiry in the check-out lane or by stopping by your WIC clinic.

5.17 WIC Shopper's Helpline



Notes:

The WIC Shopper's helpline is an excellent resource available for Arizona WIC Participants who have questions about WIC foods, shopping with eWIC card, or the EzWIC app. The WIC Shopper's hotline is open Monday through Friday from 7 am to 7 pm, and Saturday from 8 am to 1 pm, so it can be especially helpful for WIC participants to call outside of your local WIC clinic's hours.

5.18 After Shopping: Complaint Handling



Notes:

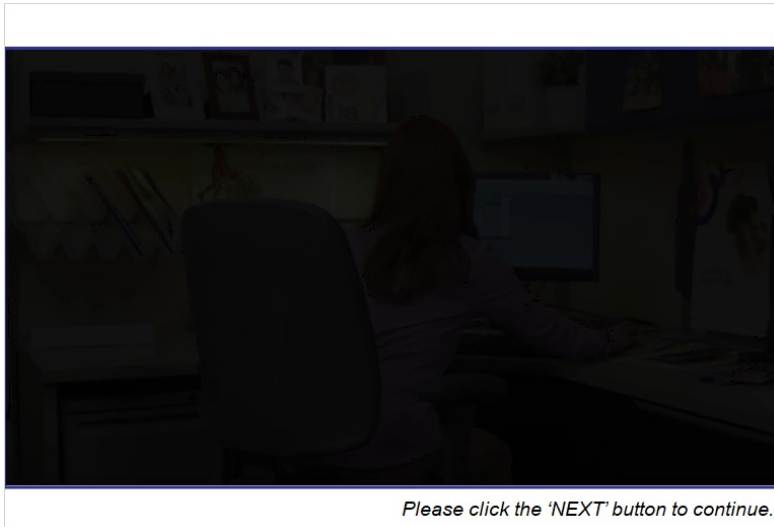
What do you need to know to support ARs after shopping? With every AR, ask about the shopping experience, listening and addressing any questions or issues that come up. But what do you do if there is an issue?

When an AR calls or is in the clinic to tell you about a negative shopping experience, your role is to be a good listener and investigator. Helping ARs with their shopping issues requires time, information gathering, and critical thinking. Know that your efforts to resolve one issue for one AR may help many ARs that shop at that store.

There are three basic steps you need to take to handle a complaint: listen, investigate, and act.

The first step is to listen carefully to the complaint. Carefully listening to their concern, is a great way to begin to resolve the situation since the AR will feel confident that you're taking their concern seriously.

5.19 After Shopping: Complaint Handling, Continued



Notes:

The second step is to investigate the complaint using three questions:

- 1) Is the food allowed? 2) Is the food assigned to the family member?
- 3) Do they have enough benefits left to buy the food item?

Let's join Chris and Jen as they discuss handling a complaint and know whether to file a formal complaint with the State.

Chris: Hey, Jenn. Sorry to bother you but I was just at the front desk and I overheard a call that came in. I know we talked about it in training but I was hoping you could walk me through how to handle the situation if I got the call?

Jen: Sure, come on in. Tell me what's goin' on.

Chris: One of our participants was calling from the grocery store. She was upset because she said the cashier wouldn't allow her to use her eWIC card to purchase some of her foods.

Jen: This is a situation we get sometimes and can be a bit tricky. The first thing you wanna do is gather some specifics about the food, like the name of the product, container size and the manufacturer.

Chris: Okay, just to confirm, I need to find out the name of the product, the manufacturer and the container size? Anything else?

Jen: Well, after you gather that information, you want to compare that information with the food list. You may wanna keep one handy so you can use it for quick reference.

Chris: Oh, I remember now. If it's not an approved food, I'm supposed to offer up suggestions for food brands or types that are approved.

Jen: Exactly. And if the food is WIC approved, then you're gonna have to dig deeper by going into Hands and looking at their specific benefits. After you've verified who they are, you wanna go to the family balance tab. The first thing you look for is that the benefits are loaded and available. While we'd all like to be perfect, sometimes the reason why the benefits aren't available is the staff forgot to issue them. Or because we do monthly issuance, sometimes participants lose track of what they've already purchased for the month, or when their benefits start again.

Chris: Wow. You can see everything that's been purchased and how much of her benefits she still has available. This is great.

Jen: Now, if you see there are benefits loaded and available, you have to put it all together and see if the food they were trying to purchase was assigned. Maybe she was trying to purchase foods that aren't part of her benefits.

Chris: You mean like buying whole milk instead of low-fat milk, or bottled juice instead of frozen concentrate?

Jen: Yes. This screen can be a real life-saver during calls like that.

Chris: Wow. That is great. It's too bad our clients don't have something like this.

Jen: Oh, they do. This screen matches what they would see on the EzWIC app, the IVR, and ebtEDGE.

Chris: So what happens if it's none of these reasons? The participant did everything right, she had the right benefits and she was trying to purchase an approved food.

Jen: Great question. (LAUGH) Then you would need to determine if you need to file a complaint with the state office.

Chris: So I don't submit a complaint if it was shopper error or if the store didn't have the specific food the caller wanted, right? I overheard her complaining about tryin' to buy a certain kind of rice that they didn't have, and they wouldn't allow her to substitute.

Jen: Okay, in that case, I wouldn't write a complaint. Sounds like they had the rice, just not the one she wanted. Instead, try and help the participant to find a store that does carry the food she wanted, or educate them on how to find an alternative food item from the food

list.

Chris: What if they did everything right and the complaint is valid?

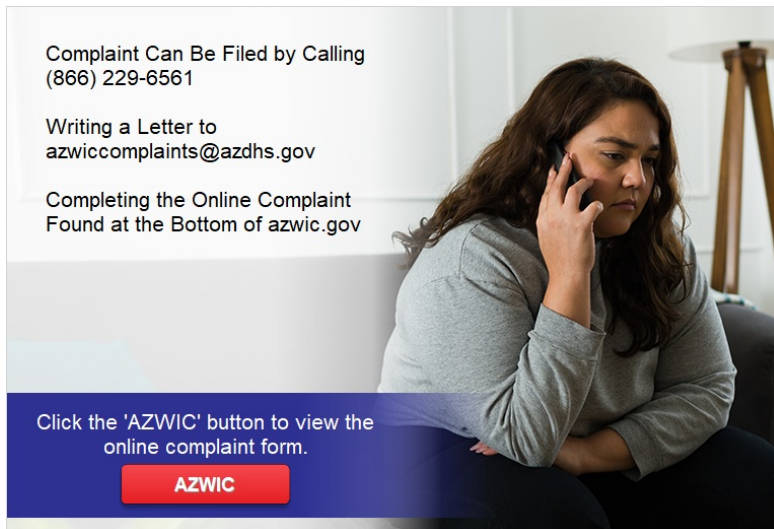
Jen: Well, then if you have enough information for the state to follow up, write a complaint. Some examples are an inappropriate or rude store employee, or the food is approved but the store system won't process it correctly.

Chris: So what happens after I file a complaint?

Jen: The state investigates all complaints. And with enough information, they can correct the problem with the store. This can be everything from a phone call to a store manager to a formal letter to a sanction.

Chris: Jenn, thank you so much. (LAUGHTER) Looks like I have some investigating in my future.

5.20 How to File a Complaint



Notes:

The third and last step is to act. For example, if you determine that you need to help an AR file a complaint with the State office, or file a complaint on their behalf, ask them to provide as much information as possible regarding the issue. This information will include what specific store they were shopping at, what day and time they were at the store, what specific food item they were looking at (including possibly taking pictures of the item), the names of anyone possibly involved, and any other relevant information.

Whether they would like to file the complaint, or have you file the complaint on their behalf, a complaint can be filed by calling (866) 229-6561, writing a letter to azwiccomplaints@azdhs.gov, or completing the online complaint found at the bottom of azwic.gov, which can be viewed by clicking the 'AZWIC' button.

6. Module 6: Summary

6.1 Summary

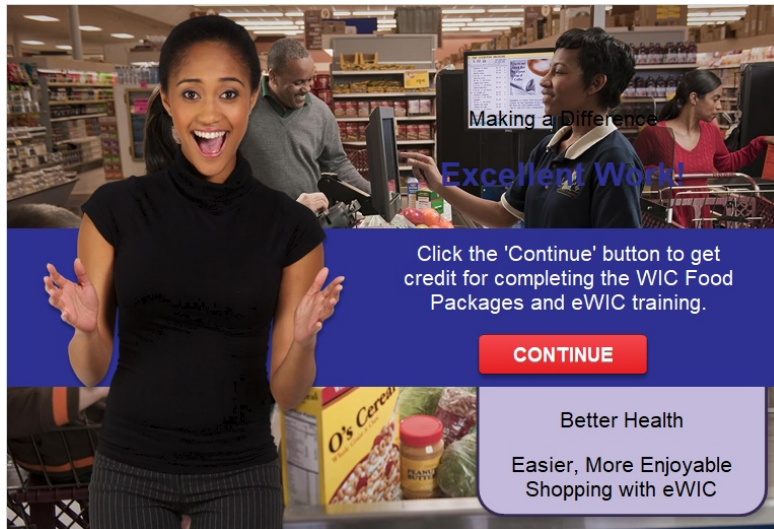


Notes:

Let's take a minute to recap. WIC foods packages are designed to meet the nutritional needs of participants, giving them access to a wide variety of healthy foods at their local grocery store. Your role is to work with ARs to select and tailor food packages that best meet participants' needs.

You prepare ARs to shop by issuing them an eWIC card and by supporting them in using all their food benefits. You do this by providing shopper education on the food package and shopping with eWIC, making changes to food benefits, as needed, and handling any issues and questions that arise, such as an inappropriate grocery store employee or a lost eWIC card.

6.2 Summary, Continued




Notes:

Applying the information, you learned today will help our participants eat a healthier diet, have better health, and an easier, more enjoyable shopping experience with eWIC. It will also help you feel good knowing you are making a difference in participants lives while doing excellent work!

Click the 'CONTINUE' button to get credit for completing the course.

6.3 Congratulations



Congratulations!

You have successfully completed the WIC Food Packages and eWIC training.

To receive credit for this course, you'll need to pass the WIC Food Packages and eWIC Post-Test.

Click the 'X' (upper right) to close this course and go back to the LMS where you can launch the Post-Test.

[Acknowledgements](#)

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