



Trainer Edition

Arizona WIC Training

WIC Food Packages and eWIC Guidebook



ARIZONA DEPARTMENT
OF HEALTH SERVICES

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What Will You Learn?

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

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

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

Items Needed for This Course

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

Recommended Time

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

Things to Remember

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

TRAINER NOTE: As a trainer, you are assessing trainees for their understanding of the WIC Food Packages and eWIC Course competencies for each module. The guidebook training activities are intended to help you assess both trainees' ability to apply basic knowledge and their critical thinking skills. Participation by trainees in the face-to-face activities and discussions is required in order for you to thoroughly assess their skills and level of competence.

WIC Food Packages and eWIC LMS Course Instructions

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

TRAINER NOTE:

Trainer Steps:

- ☐ At your discretion, trainees may work in groups or as individuals.
- ☐ At your discretion, you may review answers with trainees periodically as they complete activities of the WIC Food Packages and eWIC Guidebook, or after they have fully completed it.
- ☐ "Possible responses" provided throughout the guidebook are suggested responses and are often not the only answers.
- ☐ If training more than one person at a time, be prepared for trainees to finish the coursework at different times. In order to have trainees review the face-to-face portions together, prepare a list of things that trainees who finish first can do during downtime (e.g., ask you questions for more clarification, check email, clinic observation, etc.).

Module 1: Introduction

TRAINER NOTE: It is recommended for you to review the competencies below with trainees.

MODULE 1 COMPETENCIES:

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

Module 1: Activity 1

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

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

Module 1: Activity 2

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

1. Which default food package contains the largest quantity of breakfast cereals?
 - A. Children
 - B. PG or PN
 - C. P or PN+
 - D. EN, PG and PN, or PG/PN w/ multiples
 - E. PG and EN, EN w/ multiples**

2. Which default food packages contain 32oz (1quart) of yogurt? (Select all that apply)
 - A. Children**
 - B. PG or PN**
 - C. P or PN+**
 - D. EN, PG and PN, or PG/PN w/ multiples**
 - E. PG and EN, EN w/ multiples**

3. Which food packages contain canned fish? (Select all that apply)
 - A. Children
 - B. PG or PN
 - C. P or PN+
 - D. EN, PG and PN, or PG/PN w/ multiples**
 - E. PG and EN, EN w/ multiples**

4. Which food package does not contain whole grains?
 - A. Children
 - B. PG or PN
 - C. P or PN+**
 - D. EN, PG and PN, or PG/PN w/ multiples
 - E. PG and EN, EN w/ multiples

5. Which food package contains the largest quantity of whole grains?
 - A. Children**
 - B. PG or PN
 - C. P or PN+
 - D. EN, PG and PN, or PG/PN w/ multiples
 - E. PG and EN, EN w/ multiples

Module 1: Activity 3

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

1. Which default food package contains the largest quantity of infant fruits and vegetables?
 - A. IFF and IPN+ (6-8 months)
 - B. IFF and IPN+ (9-11 months)
 - C. IPN (6-8 months)
 - D. IPN (9-11 months)
 - E. IEN (6-8 months)**
 - F. IEN (9-11 months)

2. Which default food packages contain infant meats? (Select all that apply)
 - A. IFF and IPN+ (6-8 months)
 - B. IFF and IPN+ (9-11 months)
 - C. IPN (6-8 months)
 - D. IPN (9-11 months)
 - E. IEN (6-8 months)**
 - F. IEN (9-11 months)**

3. Which default food packages contain fresh fruits and vegetables? (Select all that apply)
 - A. IFF and IPN+ (6-8 months)
 - B. IFF and IPN+ (9-11 months)**
 - C. IPN (6-8 months)
 - D. IPN (9-11 months)**
 - E. IEN (6-8 months)
 - F. IEN (9-11 months)**

4. Which default food packages contain 24oz of infant cereals? (Select all that apply)
 - A. IFF and IPN+ (6-8 months)**
 - B. IFF and IPN+ (9-11 months)**
 - C. IPN (6-8 months)**
 - D. IPN (9-11 months)**
 - E. IEN (6-8 months)**
 - F. IEN (9-11 months)**

Module 1: Activity 4

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

1. An infant is consuming 12 fluid oz of Similac Soy Isomil daily. How many cans of this powdered infant formula should be issued per month?

Correct response:

- Five

2. An infant is consuming 24 fluid oz of Enfamil Enfacare daily. How many cans of this powdered infant formula should be issued per month?

Correct response:

- Ten

3. An infant is consuming 24 fluid oz of Gerber Extensive HA daily. How many cans of this powdered infant formula should be issued per month?

Correct response:

- Eight

Module 1: Activity 5

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

1. A two-month-old infant is consuming 12 fluid oz of Similac Advance daily. Should this infant be assigned the IPN or IPN+ category?

Correct response:

- IPN+

Step 1: (5 cans needed per month) X (90 fl oz per can) = 450 fluid ounces

Step 2: 450 fluid ounces for infants ages one to three months = IPN+ category

2. A nine-month-old infant is consuming 11 fluid oz of Enfamil Enfacare daily. Should this infant be assigned the IPN or IPN+ category?

Correct response:

- IPN+

Step 1: (5 cans needed per month) X (82 fl oz per can) = 410 fluid ounces

Step 2: 410 fluid ounces for infants ages 6-11 months = IPN+ category

3. A four-month-old infant is consuming 16 fluid oz of Similac Neosure daily. Should this infant be assigned the IPN or IPN+ category?

Correct response:

- IPN

Step 1: (6 cans needed per month) X (87 fl oz per can) = 522 fluid ounces

Step 2: 522 fluid ounces for infants ages four to five months = IPN category

Module 2: WIC Food List

TRAINER NOTE: It is recommended for you to review the competency below with trainees.

MODULE 2 COMPETENCY:

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

Module 2: Activity 1

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

1. What three WIC foods require the store brand to be purchased in order to be WIC eligible (as listed in the “Can Buy” section of the Food List)?

Correct response:

- Milk
- Cheese
- Eggs

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

Correct response:

- Fruits
- Vegetables
- Pasta

3. True or False: WIC participants can purchase milk alternatives (e.g., soy milk, goat milk, tofu) instead of cow's milk, even if they are not listed as part of their food benefits.

Correct response:

- False

4. True or False: WIC participants can only purchase whole grain cereals.

Correct response:

- False

5. True or False: Juice benefits can be tailored for women and children participants to include six-packs of small juice containers.

Correct response:

- True

Module 2: Supplemental WIC Food List Training

TRAINER NOTE:

- The Supplemental WIC Food List Training is found within Stage 3 of New Employee Training on www.azwic.gov and has been designed to be interactive between you and your trainees. The three required components of the Supplemental WIC Food List Training are:
 - Main Food List Training
 - Card Sort Activity
 - WIC Food List Jeopardy
- Instruct trainees to complete all the modules of the WIC Food Packages and eWIC Course, and afterwards, facilitate the Supplemental WIC Food List Training for them.

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

Module 3: Food Package

TRAINER NOTE: It is recommended for you to review the competency below with trainees.

MODULE 3 COMPETENCY:

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

Module 3: Activity 1

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

A

Designed to meet the needs of most participants within a category. Has limited tailoring options (e.g., replace regular cow's milk with milk alternatives such as tofu, lactose-free milk, soy milk or goat milk, replace shelf-stable juice with frozen concentrate).

B

Designed to offer additional options for modifying participants' food packages (e.g., powdered dry milk, evaporated milk, juice boxes, infant fruits and vegetables).

D

Contains foods that require a nutritionist's approval (e.g., whole milk for women and C2-C4s).

C

Contains formulas that require a nutritionist's approval (e.g., toddler formula for C2-C4s).

A. Default

B. Tailoring

C. Special

D. Special without formula

Module 3: Activity 2

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

D

Designed for infants six months of age and older to receive only special infant formula and no infant foods.

A

Contains contract infant formula.

C

Contains special infant formula.

B

Designed for infants six months of age and older to receive only contract infant formula and no infant foods.

A. Default

B. Default no foods

C. Special

D. Special without foods

Module 3: Activity 3

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

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

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

Module 3: Activity 4

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

Write in your answers to the following questions.

1. What is the difference between under-tailoring and under-substituting benefits?

Possible responses:

When benefits have been under-tailored (e.g., formula benefits intentionally under-tailored for partially breastfeeding infants), the participant is able to reclaim the unissued food benefits. However, when benefits have been under-substituted, the participant is NOT able to reclaim unissued food benefits.

2. Why is it important to appropriately tailor all food package tabs (also known as multi-tab tailoring) that appear on the tailoring tab?

Possible responses:

Although some information will carry over from one tab to another, it's important to discuss the food package changes from one tab to another with the participant to ensure that they receive the appropriately-tailored food package for each tab.

3. Why is it important to ask the participant how they would like their food package tailored each time before their benefits are issued?

Possible responses:

Regardless of how appropriately their food packages were tailored during the prior visit(s), participant needs may change. Determining the best way to tailor benefits prior to each issuance helps to ensure that participants will always receive the food packages that best meet their needs.

4. Describe a situation in which you believe you may need to use the Reset Tailoring button.

Possible responses:

Sometimes it may be more efficient to restart the tailoring process by clicking the Reset Tailoring button than to undo multiple changes.

Module 4: Issuing and Changing Benefits

TRAINER NOTE: It is recommended for you to review the competencies below with trainees.

MODULE 4 COMPETENCIES:

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

Module 4: Activity 1

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

1. After you've clicked Issue, you see an alert that states "The client does not have an active eWIC card."

Possible responses:

Immediately navigate to the eWIC card management screen to issue an eWIC card to the family.

2. After tailoring the formula benefits of a foster infant you just certified and added to an existing family, you notice an alert (on the Issuance tab) stating that a starter package has been issued, and for the first month of benefits, zero cans of formula will be issued.

Possible responses:

Return to the Tailoring tab to modify the first month's food benefits to meet the infant's formula needs.

3. While reviewing the Family Benefit Summary with the authorized representative, he asks if you can provide his child with juice boxes instead of bottled juice.

Possible responses:

Return to the Tailoring tab to tailor the child's food package and replace bottled juice with juice boxes.

Module 4: Activity 2

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

B

The mother of a two-year-old participant tells you that she brought in medical documentation for her son to begin using Pediasure.

D

The father of a nine-month-old participant tells you that he brought in medical documentation for his daughter to switch from Neosure to Similac Advance.

C

A mother tells you that she has stopped breastfeeding and would like to receive the cans of formula that had previously been withheld from her daughter's food package.

A

After you issue the food benefits to a family, the father asks if you can issue soy milk to his son instead of regular cow's milk.

A. Void Benefits

B. Add Formula

C. Reclaim All

D. Replace Formula

Module 5: Shopping, Resources, and Complaint Handling

TRAINER NOTE: It is recommended for you to review the competencies below with trainees.

MODULE 5 COMPETENCIES:

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

Module 5: Activity 1

TRAINER NOTE: Allow trainees time to read through the following activity and answer all questions. Discuss the questions together to check for understanding and consider other appropriate responses.

Directions:

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

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

1. What would you say to this participant to explain when they are able to use their benefits each month?

Possible responses:

You are able to use your March benefits beginning March 6 and ending April 5. You are able to use your April benefits beginning April 6 and ending May 5. You are able to use your May benefits beginning May 6 and ending June 5.

2. Imagine that this participant showed up for her appointment on 4/1. What would you say to her to emphasize the amount of time she had left to use her March benefits?

Possible responses:

Just so you are aware, the last day that you will be able to use your March benefits will be April 5. This means that you only have five days left to purchase all of the benefits issued to you for the month.

3. What would you say to this participant to explain how their benefits for March are different from their April and May benefits?

Possible responses:

Just so you are aware, your benefits for April and May contain yogurt, canned fish, and infant foods, whereas your March benefits do not.

4. Looking at the benefit usage dates, what would you say to this participant to recommend when they should plan on their next WIC visit?

Possible responses:

Since the last date to use the benefits that I've issued to you is on Wednesday, June 5, I would recommend planning for your next visit to be some time during the week of June 3.

5. Using the Infant Foods Tip Sheet (found in the Resources section of the WIC Food Packages and eWIC LMS Course), what would you say to this participant to explain how many containers of infant foods she is able to purchase each month?

Possible responses:

For April and May, you are able to purchase 8oz or 16oz containers of infant cereal totaling no more than 24oz. You can purchase either 64 jars (each containing 4oz), or 32 two-packs of infant fruits and vegetables. You can also purchase 31 jars (each containing 2.5oz) of infant meats.

6. What could you say to this participant to explain how to purchase their peanut butter, beans, peas, and/or lentils for each month?

Possible responses:

Your March benefits include one container of peanut butter, beans, peas and/or lentils. This means that for each "container," you can purchase one of the following: a 16oz to 18oz container of peanut butter OR a one-pound bag of dry beans, peas, or lentils OR four cans of beans (each can of beans is equivalent to 0.25 containers). Your April and May benefits include four containers of peanut butter, so you are able to purchase any combination of peanut butter, dry beans, peas and/or lentils, or canned beans totaling up to four containers.

7. What could you say to this participant to explain how to purchase their hot/cold cereal each month?

Possible responses:

Your March benefits include 36oz of hot or cold cereal. This means that you can purchase 14oz or larger bags or boxes of WIC-approved cold cereal, or 11.8oz boxes or larger of WIC-approved hot cereal, up to 36oz total. Your April and May benefits include 72oz of hot or cold cereal. This means that you can purchase 14oz or larger bags or boxes of WIC-approved cold cereal, or 11.8oz boxes or larger of WIC-approved hot cereal, up to 72oz total.

8. This participant calls you on April 2 from the grocery store. She is confused about why she is not able to purchase any eggs. What would you say to her? How could you help her be able to purchase eggs immediately?

Possible responses:

Looking at your Family Balance Summary, it appears that we never issued any eggs to you. I will reclaim your food benefits so that you can purchase eggs now.

9. This participant calls you on April 8 from the grocery store. She tells you that she is having difficulty purchasing ½ gallons of the store brand of cow's milk. What would you say to her?

Possible responses:

Looking at your Family Balance Summary, you do not have ½ gallon containers of milk listed as an available option. However, you do have two different container sizes of milk available for you to purchase. You can purchase eight one-gallon containers of milk or one quart container of milk.

10. This participant calls you on May 15 and tells you that she lost her eWIC card. She asks you if she needs to come into the clinic, or if a new card can be mailed to her. How do you respond?

Possible responses:

Yes, we can mail you a new card. First, I will deactivate in our computer system the card that you lost so no one else will be able to use your benefits. In order to request your new card, I will provide you with the Interactive Voice Response (IVR) number to report your card as lost and request a new card be sent to you. Once you receive your card, which will be within a few business days, you can immediately use your current WIC benefits, which are valid until June 5. You can continue using your current PIN or you can set up a new one using the IVR system or by visiting ebtedge.com.