

WIC VENDOR TRAINING CLASS OUTLINE

THE FOLLOWING OUTLINE IS TO BE USED FOR ALL NEVADA WIC VENDORS WHO ACCEPT PAPER FOOD INSTRUMENTS FOR WIC TRANSACTIONS.

FOR STORES THAT HAVE THE WIC EBT (ELECTRONIC BENEFIT TRANSFER) SYSTEM, USE THE VENDOR'S GUIDE TO THE STATE OF NEVADA WIC PROGRAM HANDBOOK OR THE RETAIL TRAINING BOOKLET PROVIDED BY THE STATE WIC OFFICE AND THE FOLLOWING FOR TRAINING. WIC VENDORS WHO HAVE THE EBT SYSTEM MUST ALSO ACCEPT PAPER FOOD INSTRUMENTS.

Prior to the start of training, grab samples for a visual display.

- **Cheese – to compare you will need an authorized cheese and a product that ends with Cheese Food, Cheese Substitute, Cheese Product, Cheese Spread etc...**
- **Cereal, grab different size boxes of our approved cereals**
- **Tuna 6oz or larger, be sure to have one in oil and one in water to compare.**

Introduction

The Special Supplemental Food Program for Women, Infants, and Children, commonly known as WIC, is a **cost-effective nutrition intervention program with demonstrated success in improving the health and nutritional status of women, infants and children. One study has shown for every \$1.00 invested in the WIC Program, \$4.00 is saved in medical care costs.** WIC is funded by the United States Department of Agriculture (USDA) and is administered in Nevada by the State Health Division. WIC Program services are provided throughout the State by county public health departments, and nonprofit health agencies.

WIC provides nutritious foods to supplement the diets of limited income pregnant, postpartum and breastfeeding women, infants, and children under age 5 who have been determined to be at nutritional risk. **Proper nutrition at the beginning of life can help prevent serious health problems.** Infants and preschoolers are going through a period of rapid growth, intellectual and social development. Their nutritional status and the health care they receive can have a major impact on their ability to function as happy, healthy children.

Participants receive WIC Food Instruments for specific kinds and amounts of nutritious foods. WIC participants redeem these Food Instruments at authorized grocery stores (vendors) which meet certain requirements and agree in all signed contract to follow all WIC Program regulations.

WIC facts

- WIC (Special Supplemental Nutrition Program for Women, Infants, and Children) is a federally funded short-term nutrition program operated in Nevada through the Nevada State Health Division. Its objective is to improve the health of Nevada women, infants and children who are eligible for the program by providing supplemental nutritious foods, nutrition education, and other health and social services.
- Each year WIC provides women and children in need of preventive health services with healthy foods, breastfeeding support, nutrition education and improved access to health services.
- WIC has several cost containment initiatives including a competitive bid contract for purchasing infant formula. The additional funds derived by this contract and a similar sole-source contract for infant cereal, allow for the addition of thousands of extra participants in the WIC Program.

WIC makes a difference!

WIC is cost-effective. By reducing the incidence of low birth weight, premature births and infant mortality, WIC generates significant savings in reduced health care costs.

In fact, for every dollar spent on pregnant women in WIC, there is a \$1.92 to \$4.21 savings in Medicaid for newborns and their mothers.

DISTRIBUTE COPIES OF PAPER FOOD INSTRUMENT HANDLING INSTRUCTIONS & AUTHORIZED WIC FOODS CARDS, AND COLORED WIC APPROVED FOOD LIST BROCHURES.

When WIC makes changes in authorized foods, procedures or Food Instruments the new information will be mailed to each Vendor. The “Food Instrument Handling Instructions & Authorized WIC Foods” all cards have an effective date listed on the bottom. These cards are MANDATORY at every check stand (including EBT stores).

Always check your cards to be sure you have the most recent information available to you.

FOOD INSTRUMENTS

START WITH THE TOP PART OF THE CARD: FOOD INSTRUMENTS

Show samples of WIC Food Instruments – computer generated Food Instrument and manual (handwritten) Food Instrument. Manual Food Instruments are used when the computers are down. On manual Food Instruments have foods preprinted on the Food Instrument with boxes by the food item. If there is a number in the box they get that many of the food item by the box.

If there is an “X” in the box, they do not get that food item. The blank line at the bottom is used to specify which formula they get, because the formulas and the Gerber cereal are not preprinted on the manual Food Instruments.

HANDLING WIC FOOD INSTRUMENTS

- A. Look at the Dates. On the WIC Food Instrument there is a “First Day to Use” and a “Last Day to Use.” If you accept a WIC Food Instrument prior to the FIRST DAY or after the LAST DAY, your store will receive a bill for the total amount of the Food Instrument. WIC Food Instruments are valid for 30 days from the first day to use. The Date Cashed box must be filled in with the date the Food Instrument was cashed.
- B. Ring up WIC foods separately from their other groceries and enter the total in the “PAY THIS AMOUNT” box. If an error has been made with the total, cross through the amount once and enter the corrected amount. Writing a new figure rather than trying to change what you have already written, ensures that the bank will be able to read the amount changed. **The cashier and participant must both initial the correction.**
- C. Participants may receive Food Instruments in three (3) month issuances. If the participant signs the WIC Food Instrument in advance you may have them sign a second time and match the second signature with the signature on the WIC ID Folder. If it does not match any of the three signatures in the WIC ID Folder DO NOT ACCEPT THE FOOD INSTRUMENT. If you fail to collect the signature, or if they do not match, you will receive a bill for the total amount of the Food Instrument. *Note: Anyone may shop for a WIC participant, since children and infants do not do their own shopping. This is why it is so important to check the signatures against the WIC ID Folder.
- D. Write “WIC” across the front of the receipt and give it to the participant. This helps discourage attempts for refunds. Some stores have programmed their registers to print “WIC” on the receipt, but you must still manually write “WIC” across the front of the receipt. (For EBT stores, you still must write “WIC” on your store register receipt).

- E. Participants may use coupons (buy one get one free, etc.) and they may use store discount cards such as club cards. (For EBT, do not scan the “free” item into the WIC system).
- F. WIC Food Instruments list a quantity and a type of food. Participants do not have to buy everything on the WIC Food Instrument, but they may not exceed the quantities listed on the Food Instrument. Allowing them to exceed authorized amounts will show up in the WIC system as an “overcharge” and will lead to a bill for your store for the amount of the difference between the value of the Food Instrument and what you charged WIC.
- G. WIC participants are **NOT** required to purchase everything listed on the Food Instrument. The Food Instrument can only be used to pay for WIC items received by the customer at the time the Food Instrument is presented. **NO RAINCHECKS**

Altered WIC Food Instruments

If a WIC Food Instrument appears to be altered, the changes must be approved by the clinic with a rubber stamp that says “ALTERATION APPROVED FOR PAYMENT BY WIC OFFICE.” Do not accept the Food Instrument if it has been altered and does not have this stamp. (Tell the customer to return to the WIC clinic). If a Food Instrument is presented with an obvious attempt at altering the WIC Food Instrument and it does not have the rubber stamp, report the incident to the clinic along with the participant information on the Food Instrument.

WIC FOODS

USE FOOD CARD AND COLORED BROCHURE TO DISCUSS ALLOWED FOODS

MILK

Most WIC Food Instruments for milk are for “Fluid Milk.” Most fluid milk Food Instruments specify gallon sizes; although some may specify ½ gallon. Allow the size specified on the Food Instrument. The milk must be the **least expensive brand available at the time of purchase** and can be whole, 1%, 2%, lowfat or fat free. In order for a participant to receive any other milk, the Food Instrument must list the type of milk, such as lactose reduced or lactose free, acidophilus, shelf stable, dry (powdered), evaporated or goat’s milk. The Food Instrument will also list the quantities for these milks, such as half gallons, quarts, cans, etc. **NO flavored milk, buttermilk, or “organic” milk.**

CHEESE

Participants may purchase block or sliced cheese and it may be regular or low fat, reduced fat or nonfat.

All cheese must be in 8 oz. (1/2 pound) size package or larger, and may not exceed \$6.00 per pound. There are 16 ounces in 1 pound. Prices break down as follows:

- \$3.00 for 8 oz.
- \$3.38 for 9 oz.
- \$3.75 for 10 oz.
- \$4.50 for 12 oz.

Cheese must be **real cheese** and one of the authorized cheeses – Process American, Cheddar, Colby, Monterey Jack, Muenster, Swiss, Mozzarella (regular or string) and Longhorn style (longhorn cheddar, longhorn Colby, etc.). Any combination of the authorized cheeses (mixed or marbled cheese – such as colbyjack or cheddarella) is allowed. You can tell real cheese by reading the package. Real cheese ends in the word “cheese.” If there are any words after the word “cheese” on the package, it is fake cheese and may not be purchased. **Examples of fake cheese:** Cheese Food, Cheese Food Substitute, Cheese Product, Cheese Spread, Cheese Flavor, Cheese Alternative, Kraft Singles.

They may NOT purchase flavored or party cheeses, such as pepper jack, green onion jack, taco seasoned cheeses, smoky flavored, etc. Imported cheese is NOT allowed. NO shredded. NO deli cut-to-order. No over-the-counter deli cheese, unless the deli cheese is already cut, wrapped, labeled and out on the shelf or in the cheese case, they may purchase it if it meets all the WIC requirements.

EGGS

The size is LARGE- and must be the **least expense brand available at the time of purchase.**

This means large white eggs in most cases, because colored eggs usually cost more; however, if the white eggs and the brown eggs cost the same, they may purchase either one. Least expensive eggs are usually the store brand.

If you are totally out of large eggs, you are allowed to substitute medium. DO NOT allow the more expensive eggs (such as Egglands Best), unless they are the only eggs in the store that day. **No organic. No omega 3. No Free Range.**

CEREALS

The WIC cereals are listed on the Food Card by the manufacturer and the brand name. WIC also provides participants and vendors with a colored brochure showing pictures of the authorized cereals.

WIC cereals must be 10 oz. size boxes or larger.

Manufacturers sometimes change the box a little, so keep this in mind before you disqualify a cereal. If they have merely added a “sunburst” on the box or some other label change, but have not changed the cereal, then it would still be allowed. You will not receive new colored brochures every time a manufacture changes a box.

The maximum quantity of cereal on a WIC Food Instrument is 36 oz. Participants will probably purchase more than one box of cereal. Look at the cereal to determine if it is authorized and then add up the weight on the boxes to make sure they do not exceed the quantity allowed on the WIC Food Instrument.

JUICES

WIC juices must be 100% juice with no sweetener added. Nevada WIC Food Instruments will list juice in the 64 oz plastic bottle or carton (single strength) or 11.5 -12.0 oz. concentrate (frozen or pourable). The Food Instruments will also list the quantity they are allowed.

WIC requires participants to purchase the least expensive brand available at the time of purchase of orange juice, pineapple juice and pineapple orange. Apple juices, grape juices and V-8 juices are very brand specific. Use the food card and the colored brochure to make sure they are getting only authorized juices.

NO juice beverage, drink, cocktail, punch, nectar or ade.

DRY BEAN, PEAS AND LENTILS

Any brand, prepackaged – **NO bulk. NO imports, seasoned mixes or soup mixes. NOT TO EXCEED \$1.50 PER POUND.**

PEANUT BUTTER

Not to exceed \$3.25 per 18oz. Creamy or Chunky
NO ADDED JELLY, JAM OR HONEY. NO REDUCED FAT OR SPREAD.

TUNA FISH AND CARROTS

Tuna and carrots are issued to fully breastfeeding women only.

Tuna is chunk or chunk light in water only, **NO oil**. Size is 6 oz. or larger. **NO fancy, albacore, solid, premium or diet tuna.**

Carrots are fresh only and prebagged. They may purchase whole carrots or baby (mini) peeled carrots. **No organic.**

INFANT CEREAL

WIC has a rebate contract with Gerber for infant cereal; therefore, the Food Instruments specify Gerber infant cereal. They may purchase any of the 8 oz size boxes of Gerber infant cereals (Rice, Barley, Oatmeal, or Mixed). **NO added fruit or DHA/AHA and NO single serving sizes.**

INFANT FORMULA

WIC has a rebate contract with Ross Laboratories for infant formula (examples are: Similac Advance, Isomil Advanced). All WIC participants receive contract formula unless they provide WIC with a prescription from their doctor for a medical need. ***The participant must purchase the exact brand and type of formula listed on the Food Instrument.*** The Food Instrument will specify the quantity, the size of the container, if it is concentrate, powder, or ready to feed, and the exact name of the formula. All WIC formulas are with iron unless the Food Instrument specifies “low iron.”

COMPLAINTS

Show cashiers the “Complaint Against WIC Participant by Vendor” card.

Vendors may use this to report WIC customers who are abusing the store personnel or the WIC Program. The cards are available through the State WIC Office. Vendors may also use this card to report WIC customers who need retraining on types and quantities of authorized foods, the dates to use the WIC Food Instrument, signature requirements, etc. You may also use this card to report WIC customers who do not tell the cashier ahead of time that they have a WIC Food Instrument and do not separate their WIC foods from their other groceries.

Vendors may also call the local WIC clinic that issued the Food Instrument to make complaints about WIC customers.

The clinic phone number is on the Food Instrument.

COMPLIANCE MONITORING AND SANCTIONS

The performance of every vendor is monitored carefully through computer reports on WIC Food Instrument transactions. Investigators also shop with WIC Food Instruments to determine whether a store is complying with WIC Program requirements.

Violations occur when the rules that govern the program are not followed. Failure to comply can result in the disqualification of a vendor from participation in the WIC Program. Disqualification of a vendor from the WIC Program can also result in that firm’s loss of their Food Stamp License and vice-versa.

IMPORTANT REMINDERS

REMEMBER – GIVE NO CHANGE AND NO EXCHANGES, SUBSTITUTIONS, REFUNDS OR RAINCHECKS. ALLOW ONLY AUTHORIZED WIC FOODS AND AUTHORIZED QUANTITIES. IF BRAND SPECIFIC, ALLOW ONLY THE BRAND PRINTED ON THE FOOD INSTRUMENT.

The customer may choose not to buy something that is listed on the Food Instrument. Once a check food instrument is cashed, they may not get it later.

Hand out the WIC Orientation Test for Cashiers

TEST – give 10 minutes to complete. There are 19 True or False questions.

NOTE: MAKE SURE ALL STAFF SIGN THE ATTENDANCE RECORD. ALSO, AT THE END OF THE CLASS HAVE THEM FILL OUT THE CASHIER TRAINING EVALUATION FORM (REMIND THEM THAT THIS IS A 2-SIDED FORM AND THERE IS A SECTION FOR COMMENTS ON THE BACK OF THE FORM).

WIC ORIENTATION TEST (CASHIERS)

Name/Title: _____ Date: _____

Store Name: _____ Address: _____

A. Answer the following statements by marking “TRUE” or “FALSE” in the appropriate box:

- | | T | F |
|--|-----------------------|-----------------------|
| 1. WIC customers must purchase least expensive milk. | <input type="radio"/> | <input type="radio"/> |
| 2. A 6 oz. package of cheddar cheese is an approved WIC item. | <input type="radio"/> | <input type="radio"/> |
| 3. Two 8 oz. packages of Swiss cheese may be substituted for 1 lb cheese. | <input type="radio"/> | <input type="radio"/> |
| 4. A WIC Food Instrument presented which has already been signed, may be accepted <u>ONLY</u> if the cashier has the participant sign a second time under their signature; and matches the signature with the signature on the WIC ID Folder. | <input type="radio"/> | <input type="radio"/> |
| 5. A WIC participant who receives infant formula that gives their infant an upset stomach may bring the formula back, in an attempt to get a refund. | <input type="radio"/> | <input type="radio"/> |
| 6. The purpose of writing “WIC” on the receipt is to discourage the participant from bringing items back in an attempt to get a refund. | <input type="radio"/> | <input type="radio"/> |
| 7. It is acceptable for the WIC participant to pre-sign the Food Instrument and send her husband into the store to shop in her place. | <input type="radio"/> | <input type="radio"/> |
| 8. “Nonfat,” “lowfat” and “reduced fat” cheese are allowed WIC foods. | <input type="radio"/> | <input type="radio"/> |
| 9. In order to save time, it is acceptable to have the participant sign all the WIC Food Instruments she plans to use while you are ringing up the items. | <input type="radio"/> | <input type="radio"/> |
| 10. Once you have filled in the “Pay This Amount” box, the amount may not be changed under any circumstances. | <input type="radio"/> | <input type="radio"/> |
| 11. WIC customers may purchase any brand of 100% pure apple juice. | <input type="radio"/> | <input type="radio"/> |
| 12. WIC Food Instruments list “First Day” to use and “Last Day” to use. | <input type="radio"/> | <input type="radio"/> |
| 13. If the WIC customer wants orange juice, it must be least expensive brand. | <input type="radio"/> | <input type="radio"/> |
| 14. WIC customers must present identification in order for you to accept their WIC Food Instruments. | <input type="radio"/> | <input type="radio"/> |

B. The WIC Food Instrument below could be used to purchase the following: (True or False):

- | | T | F |
|---|-----------------------|-----------------------|
| 15. A 20 oz. box of Cheerios and a 17.5 oz. box of Corn Chex..... | <input type="radio"/> | <input type="radio"/> |
| 16. 5 half-gallons of milk..... | <input type="radio"/> | <input type="radio"/> |
| 17. Extra large eggs..... | <input type="radio"/> | <input type="radio"/> |
| 18. A 1 lb. package of shredded cheddar cheese..... | <input type="radio"/> | <input type="radio"/> |
| 19. An 18 oz. jar of reduced fat peanut butter..... | <input type="radio"/> | <input type="radio"/> |

PAY TO THE ORDER OF ANY AUTHORIZED WIC VENDOR	STATE OF NEVADA - WIC PROGRAM 3427 GONI ROAD, SUITE 108, CARSON CITY, NV 89706 (775) 684-5942	75-1248 919	Acct #802049	846500												
Participant # 423-008944-09 Participant Name Doe, Jane			NO PAYMENT WITHOUT													
First Day to Use Oct. 01, 2007 Last Day to Use Nov. 30, 2007			NEVADA WIC VENDOR STAMP VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DAY OF USE PAY THIS AMOUNT: \$ PARTICIPANT SIGNATURE													
<table border="0" style="width: 100%;"> <tr> <td style="width: 33%;"><input type="checkbox"/> 1/2 GALLONS MILK</td> <td style="width: 33%;"><input type="checkbox"/> 11.5 - 12 OZ. CONCENTRATE JUICE</td> <td style="width: 33%;"><input type="checkbox"/> 36 OZ. CEREAL</td> </tr> <tr> <td><input type="checkbox"/> 2 GALLONS MILK</td> <td><input type="checkbox"/> 64 OZ. PLASTIC BOTTLES OF JUICE</td> <td><input type="checkbox"/> 1 DOZ. LARGE EGGS</td> </tr> <tr> <td><input type="checkbox"/> 8 OZ. GERBER INFANT CEREAL</td> <td><input type="checkbox"/> LB. DRY BEANS, PEAS OR LENTILS</td> <td><input type="checkbox"/> 1 18 OZ. PEANUT BUTTER</td> </tr> <tr> <td><input type="checkbox"/> LB. FRESH CARROTS</td> <td><input type="checkbox"/> OZ. TUNA FISH</td> <td><input type="checkbox"/> 01 LB. CHEESE</td> </tr> </table>	<input type="checkbox"/> 1/2 GALLONS MILK	<input type="checkbox"/> 11.5 - 12 OZ. CONCENTRATE JUICE			<input type="checkbox"/> 36 OZ. CEREAL	<input type="checkbox"/> 2 GALLONS MILK	<input type="checkbox"/> 64 OZ. PLASTIC BOTTLES OF JUICE	<input type="checkbox"/> 1 DOZ. LARGE EGGS	<input type="checkbox"/> 8 OZ. GERBER INFANT CEREAL	<input type="checkbox"/> LB. DRY BEANS, PEAS OR LENTILS	<input type="checkbox"/> 1 18 OZ. PEANUT BUTTER	<input type="checkbox"/> LB. FRESH CARROTS	<input type="checkbox"/> OZ. TUNA FISH	<input type="checkbox"/> 01 LB. CHEESE		
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PAYABLE THROUGH SECURITY STATE BANK, HOWARD LAKE, MN 55349																

Question 1: WIC customers must purchase least expensive brand of milk.

Answer: TRUE- WIC approves the least expensive brand of milk.

Question 2: A 6 oz. package of cheddar cheese is an approved WIC item.

Answer: FALSE- Cheese package sizes are 16 oz only.

Question 3: Two 8 oz. packages of Swiss cheese may be substituted for 1 lb cheese.

Answer: FALSE - Cheese may be bought in 16 oz packages only.

Question 4: A WIC Food Instrument presented already signed by the participant can be accepted if you have the participant sign under their name again and match against the WIC ID Folder.

Answer: TRUE

Questions 5: A WIC participant who receives infant formula that gives their infant an upset stomach may bring the formula back, in an attempt to get a refund.

Answer: FALSE

Question 6: The purpose of writing "WIC" on the receipt is to discourage the participant from bringing items back in an attempt to get a refund.

Answer: TRUE

Question 7: It is acceptable for the WIC participant to pre-sign the Food Instrument and send her husband into the store to shop in her place.

Answer: FALSE

Question 8: "Nonfat," "lowfat" and "reduced" fat cheeses are all allowed WIC foods.

Answer: TRUE

Question 9: It is acceptable to have the participant sign all the WIC Food Instruments she plans to use in order to save time while you are ringing up the items.

Answer: FALSE

Question 10: Once you have filled in the “Pay This Amount” box, the amount may not be changed under any circumstances.

Answer: FALSE

Question 11: WIC customers may purchase any brand of 100% pure apple juice.

Answer: FALSE

Question 12: WIC Food Instruments list “First Day to use” and “Last Day to use”.

Answer: TRUE

Question 13: If the WIC customer wants orange juice, it must be least expensive brand.

Answer: TRUE

Questions 14: WIC customers must present identification in order for you to accept their WIC Food Instrument.

Answer: FALSE

Question 15: A 20 oz. box of Cheerios and a 17.5 oz. box of Corn Chex.

Answer: FALSE

Question 16: 5 half gallons of milk

Answer: FALSE

Question 17: Extra Large Eggs

Answer: False they may purchase 1 dozen large eggs

Question 18: A 1 lb. package of shredded cheddar cheese.

Answer: FALSE

Question 19: An 18 oz. jar of reduced fat peanut butter.

Answer: FALSE

WIC CASHIER TRAINING:

Name _____

Store _____

Please take a few moments to evaluate the training provided:

I. How would you rate the training provided on handling WIC transactions?

5	4	3	2	1
EXCELLENT	SATISFACTORY		POOR	

II. Were you provided with a clear understanding of the WIC program?

5	4	3	2	1
EXCELLENT	SATISFACTORY		POOR	

III. Were your concerns addressed and your questions answered?

5	4	3	2	1
EXCELLENT	SATISFACTORY		POOR	

IV. How would you rate the training test?

5	4	3	2	1
EXCELLENT	SATISFACTORY		POOR	

V. How would you rate the knowledge of WIC participants in proper procedures and correct food items?

5	4	3	2	1
EXCELLENT	SATISFACTORY		POOR	

VI. If you have contacted a WIC clinic in your area, how would you rate their cooperativeness in assisting you with problems, participants or questions?

5	4	3	2	1
EXCELLENT	SATISFACTORY		POOR	

Comments:

Your feedback is very important to us. Please send an email, letter, or fax with any questions or concerns regarding this Vendor Training Material to the following address:

Department of Health and Human Services

Health Division

Bureau of Family Health Services

3427 Goni Road, Suite 108

Carson City, Nevada 89706

(775) 684-5942 * FAX: (775) 684-4246