

Using WIC Checks

VIDEO	AUDIO
WIC Logo	Music starts
GRAPHIC: WIC check, rolls up to form bag, groceries drop in	Music continues
GRAPHIC: Title: Using WIC Checks	This video provides information about shopping with your WIC checks.
Unroll WIC check up full	WIC checks allow you to buy healthy foods at the grocery store.
GRAPHIC: Add focus to food area of check.	The foods you may buy are listed on your WIC checks. We call these “WIC approved foods”.
<p>VIDEO CLIP: Staff talking with (educating) client in clinic. (Shot 1) focus on staff person (over the shoulder of client) (Shot 2) focus on client (over the shoulder of staff) Checks, Appt Folder, Food brochure, Rights and Responsibilities form, and nutrition pamphlet in shot.</p>	Our staff will give you tips for healthy eating and active living, and can answer your questions about shopping for and using WIC foods.
GRAPHIC: There are specific rules when using WIC checks.	There are some specific rules you must follow when using your WIC checks.
<p>GRAPHIC: There are specific rules when using WIC checks. If you break WIC rules, you could:</p> <ul style="list-style-type: none"> • Be taken off WIC for up to one year • Face legal charges • Be asked to pay back money 	If you break WIC rules, you could be taken off of the program for up to one year, face legal charges, or be asked to pay back money to the WIC program for the foods you have received.

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VIDEO CLIP: WIC Office staffer hands Maria checks, etc.	It's not hard to shop for the approved WIC foods and to follow the rules, but it can be confusing in the beginning.
GRAPHIC: Heading, "Using WIC Checks" - includes photo of Maria at the store	Let's start by watching Maria as she uses her WIC checks in the grocery store. Then we'll review the steps more closely.
GRAPHIC: 2 sets of checks, highlight benefit month areas (this mo. & next mo.)	Maria just received a set of checks to use this month, and a set she can use next month.
GRAPHIC: Add focus on First Day to Use and Last Day to Use areas of the check.	Maria makes sure the checks she is using today are for this month, and that today is within the First Day to Use and the Last Day to Use of the check.
VIDEO CLIP: (Shot 5) of client at grocery store, looking at WIC Checks Accepted Here sign. (Shot 6) close-up of WIC Checks Accepted Here sign.	She knows she can use the checks at this store because she sees a "WIC Checks Accepted Here" sign on the door.
<p>VIDEO CLIP: (Shot 7) of client looking at her checks and opening up her WIC Foods Brochure.</p> <p>VIDEO CLIP: (Shot 8) client's view of open food brochure (cereal and milk panel) with finger scanning panel stopping at Skim Deluxe bullet.</p>	She looks at the items she can purchase with each check. Maria has used WIC checks before, but when she wants to try a different type of milk or brand of cereal, (Shot 8) she will need to look at her WIC Foods Brochure to find out if the item is approved or not.
VIDEO CLIP: (Shot 9) client putting gallons of milk in the cart separate from diapers in her cart.	As she chooses the approved foods she will buy with her checks, she keeps these foods separate by check and from other items she plans to buy that day.

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VIDEO CLIP: (Shot 10) client walking up to check stand, pushing full cart of WIC foods and a few non-WIC items (diapers, fruit and newspaper)	When Maria has collected all of the items she plans to purchase, she goes to the checkout stand.
VIDEO CLIP: (Shot 11) client hands checker Appointment Folder, check, and “tells” checker she is using WIC check	Before the checker begins to ring up the food, Maria tells the checker she is using a WIC check. She hands him (or her) her checks and her ID.
VIDEO CLIP: (Shot 12) Client adds peanut butter jar to cereal, milk, eggs, juice, cheese, on conveyor belt at check stand.	Her first check lists cereal, milk, eggs, juice, cheese and peanut butter
VIDEO CLIP: (Shot 13) Client puts divider stick between previous items, and places more milk, juice and eggs on conveyor belt.	She keeps these items separate from the items she is buying with her second check.
VIDEO CLIP: (Shot 14) Client puts divider stick between previous items, and adds diapers, fruit, and a newspaper to the conveyor belt.	Maria plans to buy some additional items which she keeps separate from the items she is buying with WIC checks.
VIDEO CLIP: (Shot 15) Checker looking at check and appointment folder.	The checker makes sure that Maria’s name is printed on the check, and that the name on the check matches her ID.
VIDEO CLIP: (Shot 16) Checker comparing cereal to check, then scans, compares milk to check, then scans.	He (or she) makes sure that the foods are WIC approved and listed on the check, as he (or she) rings up each item.
VIDEO CLIP: (Shot 17) Close up of checker’s hand writing in the actual purchase price on check, then turning check towards Maria.	He (she) writes the total in the actual purchase price box of the check, and asks Maria to sign the check.
VIDEO CLIP: (Shot 18) Close up of register total, then pull back to show client looking at register total. She nods then signs check.	Maria makes sure the total the checker wrote in the box matches the actual purchase price shown on the register, and then she signs the check.

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VIDEO CLIP: (Shot 19) Checker handing client the receipt and client smiling.	The checker hands Maria the receipt for this purchase. Maria has used her checks correctly.
VIDEO CLIP: (Shot 20) Checker takes 2 nd check, begins looking at check as scans 2 nd check food items (milk, eggs, & juice).	The checker and Maria follow the same steps with the next check.
GRAPHIC: Text = Steps for Using WIC Checks.	Let's review the steps to using WIC checks correctly:
BULLETT POINT: Show check full screen with focus on First Day to Use and Last Day to Use areas of the check.	Use your WIC checks on or between the first and last day to use.
BULLETT POINT: Show check full screen with focus on names below signature box.	Use a WIC check only if your name is printed below the signature box.
BULLETT POINT: Include still shot from Shot 6 (close-up of WIC Checks Accepted Here sign)	Shop only at WIC approved stores. Look for "WIC Checks Accepted Here" signs.
BULLETT POINT: Show check and add focus (circle or highlight) food area of check.	Buy only the amounts and types of foods listed on your WIC checks.
BULLETT POINT: Use still shot from shot 14 (divider between foods/non-WIC foods)	Separate your WIC foods by check and from other items you are buying.
BULLETT POINT: Re-use VIDEO CLIP (Shot 11).	Let the checker know you are using a WIC check before you begin your purchase.
BULLETT POINT: Re-use VIDEO CLIP Shot 17.	Sign the WIC check after the checker writes in the amount.
VIDEO CLIP: (Shot 21) A client talking with WIC staff.	Talk with WIC staff if you would like to allow another person to shop for you with your checks.
GRAPHIC: Show check full screen with focus on names below signature box.	WIC staff can add another person's name when they print your checks.

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<p>VIDEO CLIP: (Shot 22) Man in grocery store handing WIC Appointment folder & checks to the checker, “telling” checker he’s using WIC checks. WIC Foods is shown on the conveyor belt.</p>	<p>The person who uses your WIC checks must follow the same rules you are expected to follow when you use your checks, and it will be your job to teach them how to use the checks correctly.</p>
<p>GRAPHIC: WIC Appointment Folder, Using WIC Checks Flyer, Rights and Responsibilities form shown</p>	<p>Reminders about how to use checks correctly can be found in the WIC ID/Appointment Folder, the Using WIC Checks Flyer, and the Rights and Responsibilities form</p>
<p>GRAPHIC: Food Brochure, Screenshot of WIC website homepage, and Shelf Tag</p>	<p>The WIC Food Brochure, the Washington State WIC Nutrition Program Website, and tags on the shelves of your store can help you find the foods you can buy with your WIC checks.</p>
<p>VIDEO CLIP: Staff talking with (educating) client in clinic. (Re-use Shots 1 and 2) (Shot 1) focus on staff person (over the shoulder of client) (Shot 2) focus on client (over the shoulder of staff)</p>	<p>Our staff will provide you with helpful tools, and (Shot 2) answer any questions you have about finding the WIC approved foods and using checks correctly at the store.</p>
<p>GRAPHIC: Common Questions</p>	<p>You have many choices when shopping for WIC foods. Here are some answers to commonly asked questions:</p>
<p>GRAPHIC: Common Question #1: What type of ID should I show?</p>	<p>I know that I will need to show ID when I use my WIC check. What type of ID should I show?</p>
<p>GRAPHIC: Show appointment folder with the client and alternate lines printed and signed.</p>	<p>Your WIC ID/Appointment folder can be used as ID – as long as your name is printed on it, and you have signed it.</p>

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<p>VIDEO CLIP: (Shot 23) Man in grocery store handing WIC Appointment folder & checks to the checker. (Shot 24) close-up of Appointment folder showing man's name in alternate area, with alternate signature.</p>	<p>If you have named another person allowed to use your WIC checks, they can also use the WIC ID/Appointment folder, (Shot 24) as long as their name is printed on the "alternate" line, and they have signed it.</p>
<p>GRAPHIC: Appointment folder and check shown – focus (arrows or circle) on area of check with names matching to printed/signed areas of appointment folder.</p>	<p>Remember, the name on the form of ID you use, must match the name that is printed on the WIC check.</p>
<p>GRAPHIC: Drivers License, State ID card, Military ID card, and Tribal ID card.</p>	<p>Other forms of ID include driver's license, state ID card, military ID card, and Tribal ID card. Ask WIC staff if need more information.</p>
<p>GRAPHIC: Text: Common Question # 2: Can I combine package sizes to reach the allowed amount of ounces?</p>	<p>This check shows I can buy 'up to 36 ounces of cereal', do I have to buy a 36 ounce box of cereal?"</p>
<p>GRAPHIC: Show 18oz Kellogg's Special K and 18 oz Kellogg's Corn Flakes. Add text 18oz + 18oz = 36 oz. (use graphic from food brochure).</p>	<p>Most WIC cereals do not come in a 36 ounce box so you can combine any of the approved cereals, as long as the total ounces do not exceed 36.</p>
<p>GRAPHIC: Show 21 oz Rice Chex plus 13oz Kix box. Add text 21oz + 13oz = 34oz. (use graphic from food brochure).</p>	<p>Just be aware that not all combinations of WIC approved cereals will total 36 ounces.</p>
<p>GRAPHIC: Text: Common Question # 3 Can I use coupons when I buy WIC approved foods?</p>	<p>Can I use coupons when I buy WIC approved foods?</p>
<p>GRAPHIC: Add still shot (shot 23) – man handing appointment folder/checks to cashier.</p>	<p>Yes, Give the coupons to the checker with the WIC checks.</p>

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<p>GRAPHIC: Include graphic of milk combinations from food brochure. Text: Common Question # 4 If I have questions, where can I find answers?</p>	<p>If I'm not sure whether a food is approved or not, or if I have questions about combinations, where can I find answers?</p>
<p>GRAPHIC: Show WIC foods brochure, shelf tags, back of check, still shot of client staff (shot 21), and still shot of checker/client (shot 19)</p>	<p>Shopping for WIC foods can be confusing at times. The good news is that there are many places to turn for answers.</p>
<p>VIDEO CLIP: (re-use Shot 8) client's view of open food brochure (cereal and milk panel) with finger scanning panel stopping at Skim Deluxe bullet.</p>	<p>The <u>WIC Foods Brochure</u> shows pictures and has lists of WIC approved foods. Shop for items shown under the "buy" area of the brochure.</p>
<p>GRAPHIC: Show food brochure milk panel and put focus on do not buy area.</p>	<p>Items listed under the "do not buy" section are ones that are often confused with approved items. You are not allowed to buy these with your WIC checks.</p>
<p>GRAPHIC: Show shelf tag.</p>	<p>Look for these <u>tags</u> on the shelves at the store. They list the approved item and allowed sizes. They are usually under or near the approved food.</p>
<p>GRAPHIC: Show front of WIC check flipping over to back side to show types of cereal, juice, and cheese.</p>	<p>The <u>back of your check</u> has information about the types of cereal, juice and cheese you can choose.</p>
<p>VIDEO CLIP: Over-shoulder shot of viewing WIC Website, clicking from home page to WIC Foods page.</p>	<p>If you have access to the web, the Washington State WIC Nutrition Program website also has helpful information. The web address is located inside your appointment folder.</p>
<p>GRAPHIC: Show still shot of client staff (shot 21), and still shot of checker/client (shot 19)</p>	<p>As always, you can ask WIC staff and grocery store staff to assist you.</p>

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GRAPHIC: Text: Important Reminders	Here are some important additional things you should know:
VIDEO CLIP: (Shot 26) Client puts checks in her appointment folder, then secures the folder in her purse.	Keep your WIC checks safe. WIC staff may not be able to replace checks.
VIDEO CLIP: (Shot 27) A different client on the phone – portrays talking with WIC staff.	Immediately report destroyed, lost, or stolen checks to your WIC staff.
VIDEO CLIP: (Shot 28) A child eating cereal.	WIC Foods are to be used for the person on the program.
VIDEO CLIP: (Shot 29) Show client “asking” if she can exchange apples for juice, & store person shaking head no.	Do not exchange WIC foods for other items.
VIDEO CLIP: (Shot 30) Show client about to put WIC cereal in food bank box, but quickly changes mind, puts cereal back into her bag, and an instead puts canned tomatoes in the food bank box.	Don’t sell, trade or give away WIC foods.
VIDEO CLIP: Client pushes shopping cart	We hope this video has answered some of your questions about using WIC checks and shopping for WIC foods.
VIDEO CLIP: WIC staff person answers phone smiling	Remember, you can always call us. We’re here to help answer your questions.
<p>GRAPHIC: Text: Call us if you need to:</p> <ul style="list-style-type: none"> • change something on your checks, • reschedule an appointment, • report changes in your income or household size • if you have any concerns about your WIC services. 	<p>Give us a call if you need to:</p> <ul style="list-style-type: none"> • change something on your checks • reschedule an appointment, • report changes in your income or household size or • if you have any concerns about your WIC services.

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GRAPHIC: Show appointment folder being opened, and show where web address and phone number are located. Focus on this area.	Our phone number and web address are found on your WIC ID/Appointment Folder.
VIDEO CLIP: Child eating cereal smiles, freezes.	<i>Start background music</i> Thank you for joining us.
GRAPHIC: Credits	