

**New Food Choices Training
Follow-up Answers to Questions
September 30, 2009**

#	Training Section/Topic	Question	Answer
<i>Foods and Food Packages Section</i>			
1.	Clerk role	Since there are no default food packages – when can the clerk “assign” the standard food package?	<p>Because the “state nutrition coordinator” determines the standard food packages as a “CPA,” clerks may assign the following food packages:</p> <ol style="list-style-type: none"> 1. Formula 0 thru 3 Months Food Package with non-prescribed formula for fully formula fed infants at the infant Enrollment (EN) appointment. 2. Fully BF 0 thru 5 Months Food Package to fully breastfed infants at the infant Enrollment (EN) appointment. 3. Formula 0 thru 3 Months Food Package with prescribed formula with a completed Prescription Form at the infant Enrollment (EN) appointment, <u>unless</u> MD indicates “Maximum amount”. CPA is required to work with caregiver to determine the amount of formula in this case. 4. Pregnant Food Package at the Presume Eligible (PE) appointment. <p>Note: The CPA confirms or reassigns the food package as part of the Complete Certification (CC) appointment for the above situations.</p> <ol style="list-style-type: none"> 5. The modifications from a Pregnant Food Package (which had been assigned by the CPA) may be made by the clerk when providing a Fully BF Food Package to the woman who has just delivered. For example, the clerk may provide a modified Fully BF Food Package with soy beverage to the Pregnant woman who has just delivered and is fully breastfeeding. <p>In other situations, the CPA needs to be involved in determining the food package for the client, per policy. This policy has not changed.</p>
2.	BF change to PP	If a breastfeeding mom quits	No, the CPA is required to complete a Breastfeeding Review in this case, so the CPA

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		breastfeeding and changes to a Postpartum status, can the clerk assign a Postpartum Food Package and issue checks?	needs to assign the food package to the woman.
3.	Remove food	What if a client says she doesn't need eggs (or another food) but when staff says she/he is going to remove the food from the checks, the client says others in the family can use the eggs?	<p>Foods are for the WIC client. The CPA would ask additional questions to assess if the client is able to use the foods. Staff should talk with the client about why she is not using eggs and ask her if she could use them in cooking. Through this conversation, the CPA would determine whether the client will use the eggs in cooking/baking or whether the eggs should be removed from the food package.</p> <p>Inform the client that the federal regulations state that foods are to be used for the client only. When signing the R & R the client has agreed to follow the rules.</p> <p>If the client has a nutritional/medical reason for not eating the eggs (e.g. allergy), the CPA would remove the eggs.</p>
4.	Whole grains	Why isn't oatmeal in cylinder allowed as a cereal or whole grain?	<p>Oatmeal in the cylinder boxes doesn't qualify as a "breakfast cereal" because it doesn't meet the iron requirements per federal regulations.</p> <p>Because there is no 16 ounce cylinder box of oatmeal, the size does not meet the container size requirement for whole grains. Cylinder boxes of oatmeal are not authorized in Washington.</p>
5.	Whole grains	Why can't we have the instant oatmeal as an option for the whole grain option?	The instant oatmeal is not available in 16 ounce packages.
6.	Whole grains	Can the "Whole Grain Choice"	No, we can't combine whole grain choices for family members. The client has to

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		benefits be combined for multiple WIC family members?	purchase the amount stated on one check for one client. If the client is purchasing whole grains for more than one client, they would need to separate the amounts for each check.
7.	Soy beverage	What are the nutrient requirements for WIC approved soy beverage?	<p>To determine the nutrient requirements for soy beverage, whole milk was used as the bench mark for all nutrients except vitamin A and D, which already have federally established standards for fortification of fluid milk.</p> <p>Based on the above standard, this rule proposes that authorized soy beverages provide, at a minimum, the following nutrients:</p> <p>Per 8 oz. cup: Calcium 276 milligrams (mg). Protein 8 grams Vitamin A 500 International Units (IU). Vitamin D 100 IU. Magnesium 24 mg. Phosphorus 222 mg. Potassium 349 mg. Riboflavin 0.44 mg. Vitamin B12 1 mcg.</p>
8.	Tofu	Why isn't extra firm tofu allowed?	Tofu must be set with calcium salts to be WIC approved. Extra firm is set with magnesium salts.
9.	Tofu	What is the calcium content of WIC approved tofu?	There are several types of WIC approved tofu. The calcium levels vary according to brand and texture of the tofu. A serving of firm tofu (3 oz.) has about 15% of the Percent Daily Value (PDV) for calcium based on 2,000 calorie per day diet, whereas 3 oz. of soft tofu has about 8% of the PDV for calcium (also based on a 2,000 calorie

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			per day diet). See Newsletter #7 for more information about tofu.
10.	Baby cereal	Does Beechnut or Gerber have multi- or whole grain options?	Gerber: Rice, Barley, Oatmeal, Mixed grains. Beechnut: Rice, Barley, Oatmeal, Multigrain, Whole Grain Brown Rice.
11.	Baby cereal	Does Beech Nut or Gerber have a brown rice cereal?	Yes, Beechnut has Good Evening Whole Grain Brown Rice baby cereal.
12.	Fresh fruits & vegetables	Can garlic, ginger, parsley or cilantro be purchased with the Fresh Fruits and Vegetables check?	Foods that are added primarily for flavor are not allowed. Leafy green herbs such as parsley and cilantro are herbs and are not allowed. Garlic and ginger are allowed. They are defined as “tubers” and are considered vegetables. See Newsletter #7 for more information on the “confusing” produce and whether it is allowed or not allowed.
13.	Removed food	If a client returns requesting to receive the eggs that had been removed from a WIC food package two weeks earlier, can staff issue checks for the eggs?	Yes, but only in the month of the “First Day to Use” date of the checks. E.g. If the client received checks in October, she can come back in October and get checks for the eggs only. In November, she can only receive November checks (which would include the eggs) however, she cannot receive a check for the eggs she didn’t receive in October. The client would miss out on eggs for that month.
14.	Removed food	Can clerks add back the foods that had been removed from a food package if within the accepted timeline?	If a client returns requesting additional formula that had been removed from a food package, the CPA must complete a Breastfeeding Review and assign the correct number of cans of formula. Same with other foods, the clerk would need to check with the CPA to determine if the foods are appropriate for the client.
15.	Alternate caregiver	Can the alternate caregiver request food package	Yes, the client has give permission for the alternate to represent her.

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		modifications?	
16.	Soy beverage	Kosher cheese is allowed for religious preference. Can we allow soy beverage for religious preference?	Soy beverage is allowed for women as a personal preference choice or any other need. Children must have a medical need (qualifying medical condition or be a vegan) in order to receive soy beverage. It is not allowed for religious reasons for children.
17.	Juice	Is calcium fortified orange juice allowed?	Yes, as long as the size of the container meets the requirements, any brand or type of 100% orange juice is allowed.
18.	Baby foods	Now that we provide baby foods, should staff focus on baby foods regarding food safety?	Yes, this has always been an important education topic for caregivers with infants, but now that WIC provides baby foods, it brings more focus to this topic. Making sure moms know how to use and keep baby foods (fruits, vegetables, meats) safe is important. Please see the Commercial Baby Foods in-service on the WIC Web site for more information: http://www.doh.wa.gov/cfh/WIC/trng-materials.htm#inservices
Checks Section			
19.	Separation of duties	Separation of duties policy, how does Client Services support it – what’s the same, what’s different?	<p>The way the policy “looks” in the clinic remains the same, the certifier completes the certification and assigns the food package and another person hands the checks to the client. This hasn’t changed.</p> <p>The system supports the separation of duties policy by documenting the certifier as selecting the food package in the certification wizard on the Finish tab, and documenting who prints the checks from the Print checks tab. It is not required that the certifier assign the food package from the certification wizard, but it can be done here as well as the Print Checks window.</p> <p>Refer to the revised Ch. 22 – WIC Checks for the final policy and procedures.</p>
20.	Separation of	Separation of duties: Will the	State staff will monitor this in the same way, according to the policies, procedures

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	duties	state monitor by what CIMS records, or can clinics still do the allowed options as per the manual?	and options allowed in the WIC manual. The documentation from Client Services can be used as a tool to see how certification (and food package assignment) and check issuance are being separated in the clinic.
21.	Dry & evaporated milk	How do dry and evaporated milk print on WIC checks? Are these required to be whole milk for children less than 2 years of age and 2% or less for everyone over 2 years of age?	Client Services prints the number of cans of “evaporated milk” or the number of “boxes dry milk” with no distinction about the % of fat. Staff educate the client/caregiver to look for the appropriate fat content for these products based on the age of the client. However, clients may not always see whole milk options at the store. If that is the case, clients should be encouraged to ask the store manager for these products. (Federally these foods are listed as options for children 1 – 2 years of age because higher fat options may not be available for these products.)
22.	Print checks tab	Why do the color blocks on the Print Checks tab say “ok” to print checks when the client has a grace period indicator (the black dot)?	The months’ display (green, yellow, red “blocks”) lets staff know when checks can be issued based on the client’s eligibility period only and doesn’t take into account if a client has a grace period for documentation. Staff will still need to look for the grace period “dots” and issue checks for one month only until the client presents all the required documentation.
23.	Check stock	Are foods no longer listed on the back of the new WIC checks?	Correct, no foods are listed on the back of the new WIC checks in accordance with banking rules.
24.	Replacing checks	If a client has salmon-colored checks from Oct-Dec and reports them lost or stolen, what do we do?	Follow current WIC policy and replace the checks when allowed. Client Services will replace the checks with the same foods (the “old” foods and amounts), but they will be printed on blue check stock. The blue food brochure choices will apply and the client will need to be educated about the change in brands and types of milk available as appropriate.

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			Remember: Salmon-colored checks = salmon-colored WIC Approved Food brochure; blue checks = blue WIC Approved Food brochure.
25.	Replacing checks	If a client loses their salmon-colored checks in Oct-Dec can we offer them the new foods when we replace the checks?	No, their replacement checks will list the “old” foods and amounts even though they are printed on the new, blue check stock. The client will need to select the foods in the blue WIC Approved Food brochure.
26.	Replacing checks	What if a client with salmon-colored checks needs the food package changed because of a prescription for one of the new foods?	In these special circumstances staff void the “old” checks, then provide the new foods to accommodate the prescription by using “Replace Non-CIMS” checks. Note: Be sure to enter the prescription in the client’s record first.
	Prescriptions	See Questions & Answers from WIC Prescriptions Webinar and New Food Choices Training for all questions and answers about WIC Prescriptions. (Questions & Answers #2)	
	Breastfeeding Policies	See Breastfeeding FAQ’s which includes questions and answers from Breastfeeding Review and New Food Choices Training. (Questions & Answers #3)	
	Transition		
27.	Mother/Child Relationship Link:	If a group includes a BF mom and two infants & the infants receive different food packages, how will Client Services “prioritize” the food package validation? Example: Infant 1 = Part BF food pkg.	The mother receives the food package in which she receives the most food validated against the infants’ food packages. In this case, the mother would receive a partially breastfeeding food package, because Infant 1 is partially breastfeeding.

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		Infant 2 = Fully Formula 0-3 food pkg. Will Client Services validate the mom's food package based on the food pkg. assigned to Infant 1 or Infant 2?	



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