



CHECK EDUCATION

MODULE



By the end of this module, you will have:

- Identified foods that clients can buy with WIC checks.
- Noted questions you have about WIC foods and WIC checks.
- Reviewed check education methods and key education messages.
- Connected areas of WIC checks with education messages.
- Created a list of check education tools.

Appendix:

- Answer Key, Activity 1
- Answer Key, Activity 3
- List of Approved Stores
- About Alternates
- Sample Checks



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PUBLIC HEALTH
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DOH 960-194 August 2015

This training module provides WIC staff with an opportunity to become familiar with client education practices related to WIC approved foods and WIC checks.

Why: It is important for staff to be able to instruct clients how to use WIC checks.

By understanding the key points of check education and by developing awareness about the foods clients can buy with their checks, staff can confidently teach clients how to shop for WIC approved foods and how to use WIC checks correctly.

What: By the end of this module, you will have:

- Identified foods that clients can buy with WIC checks.
- Noted questions you have about WIC foods and WIC checks.
- Reviewed check education methods and key education messages.
- Connected areas of WIC checks with education messages.
- Created a list of check education tools.

Materials Needed:

- Check Education Module
- WIC Shopping Guide
- Standard Food Package Tools

Reference Materials:

- Washington State WIC Nutrition Program Policy and Procedure Manual: Volume 1, Chapter 22-WIC Checks
- Washington State WIC Nutrition Program Policy and Procedure Manual: Volume 1, Chapter 23-WIC Foods

CHECK EDUCATION

In this section, you will explore how to help your clients successfully shop with their WIC checks.

By the end of this module, you will have:

- Identified foods that clients can buy with WIC checks.
- Listed questions you have about WIC foods and WIC checks.
- Reviewed requirements of staff for providing check education.
- Compared key check education messages.
- Created a list of check education tools.

Part 1: WIC APPROVED FOODS



Continue your exploration of WIC approved foods.

Learning about Washington's WIC approved foods can be an exciting adventure! How can you continue to map a successful journey?

- Ask staff with more experience to share their check education success stories and tips.
- Look through the WIC Shopping Guide and training materials to become familiar with WIC approved foods and using WIC checks.
- Practice providing check education to friends, co-workers, and family.

What other ideas do you have? List them here:

Activity 1: Identify WIC Approved Foods

Identify WIC Approved Foods, and **note** your questions about them.

Use available materials and resources to help.

Instructions:

1. **Find** the activity table on the next page.
2. **Review** the "Description" column.
3. **Add** a check-mark (✓) in the "Yes" column if the item is **WIC approved**.
4. **Note** your questions in the "?" column. Be sure to ask these questions during training.

Remember: Only the foods printed on the WIC check can be purchased.

Although a food may be "WIC approved", the shopper can only buy the food if it is printed on the WIC check.

ACTIVITY TABLE 1:

Description	Yes	?
Skim Supreme milk		
Organic milk		
Bran flakes, any brand		
Quaker Cinnamon Life cereal		
Organic, dried split peas		
Peanut butter with Omega 3 fatty acids added		
Brown chicken eggs		
White chicken eggs		
Any brand of juice in any of the following container sizes: <ul style="list-style-type: none"> • 11.5 oz frozen cans • 12 oz frozen cans • 46 oz cans • 46 oz plastic bottles • 64 oz plastic bottles 		
V8 Essential Antioxidants vegetable juice		
Reduced fat cheese		
String cheese		
Hard shelled corn tortillas		
Oatmeal in boxes containing individual packets when checks are printed for "16 oz Whole Grain Choices"		
Combining any brand of 8 oz oatmeal in bulk with a 24 oz loaf of any brand 100% Whole Wheat Bread when the check is printed for 32 oz of Whole Grain Choices		
Any brand of soft corn tortillas		
Any brand of soft whole wheat tortillas		
Any brand of soy beverage		
Red or pink salmon		
Oil packed tuna		
Baby food with added DHA		
4 oz plastic containers of baby food		
Baby cereal in 8 oz containers		
Frozen carrots		
Fresh sweet potatoes		
Fresh white corn		
Fresh kiwi fruit		

After completing this activity, compare your answers to the Activity 1 Answer Key in the Appendix of this module.

WIC shoppers must choose specific brands and types of some WIC approved foods while they can choose any brand of others.

Review the table below. An “X” indicates only specific brands are allowed.

Food category	X = Only specific brands are allowed.	WIC Shopping Guide pages
Baby cereal	X	4
Baby Food – Fruits and Vegetables	X	4
Baby Food – Meats	X	5
Breakfast Cereal	X	6-7
Cheese		8
Dried Beans, Peas, Lentils		9
Eggs		10
Fish – Canned		11
Fresh Fruits and Vegetables		12-13
Juice for Women	X	14-17
Juice for Children	X	18-19
Milk		20-22
Peanut Butter		23
Soy Beverage	X	24
Tofu	X	25
Whole Grain Choices	X Clarification: <ul style="list-style-type: none"> • Shoppers must choose only the brands of Soft Tortillas and Whole Wheat Pasta listed. • Shoppers can choose any brand of Brown Rice, Bulgur, Oatmeal and 100% Whole Wheat Bread. 	26-30

We want clients to have a successful shopping experience, and recognize shopping for WIC foods can be confusing.

Providing excellent check education and making sure that the people you serve have the information they need is important.

Let's explore check education.

Part 2: Check Education Methods & Messages

Check education is an important part of providing quality services to WIC clients.

When clients clearly understand how to use their WIC checks, have information to reference when shopping, and know who to talk with about questions or concerns...everyone benefits!

- **Clients benefit** because they are able to follow the rules and successfully use their WIC checks.
- **Store checkers** benefit because they are able to process WIC transactions more efficiently.
- **Clinic staff** benefit because they spend less time on complaint follow-up.

Individualize check education to meet each of your client's needs. New clients may need you to provide more instructions and suggestions, repeat steps, and answer more questions. A client who participated five years ago may need you to focus more on how to use WIC Fruit and Vegetable checks and approved foods such as Whole Grain Choices since those foods weren't offered when she last participated.

Read more about check education in the Policy and Procedure Manual: Volume 1, Chapter 22-WIC Checks when you return to your clinic.

Activity 2: Review Check Education Methods & Messages

1. **Read** about the methods for providing check education.
 - Complete Check Education method information is on pages 7- 8.
 - Information about using the "10 Key Points" method is on page 9.
2. **Compare** the check education methods and identify possible advantages and disadvantages of each method.

Complete Check Education Method

Staff are to instruct clients/caregivers about shopping for WIC foods and using WIC checks during the client's initial certification appointment.

Check education is to include information about:

1. WIC checks.
2. WIC foods.
3. How to shop at the store.
4. Using WIC Fruit and Vegetable checks.
5. Who to contact with questions or concerns.

Pages 7-8 include the **key messages** about each of these topics.

The following applies to WIC checks **and** WIC Fruit and Vegetable checks:

WIC checks

- Use checks on or between the “First Day to Use” and “Last Day to Use.”
- Checks may be used in any order and may be used on the same date, as long as the checks have current first and last use dates.
- Use checks only at Washington WIC approved stores.
- Do not make any changes to the check.
- Checks are not transferable. Checks cannot be given to anyone else to buy and keep the food.
- Only a person whose name appears below the signature box on the check may use and sign the check at the store. The caregiver’s name and one alternate shopper’s name can be printed on the check.
- Signatures are collected on check stubs to verify that checks were received.

WIC Foods

- The foods on the check are prescribed for the client.
- When shopping, select only the foods that are WIC approved and only in the amounts printed on the check. You may purchase less than the amount, but not more.
- Specific brands of WIC approved foods are listed in the WIC Shopping Guide and on the WIC website.
- No substitutions and no “rainchecks” for WIC foods are allowed.

How to shop at the store

- Keep other groceries separate from food you are purchasing with a WIC check.
- If using more than one check during the same shopping trip, separate the foods by check.
- Tell the checker you are making a WIC purchase before the checker begins to ring up the items.
- Provide ID and the WIC check to the cashier when asked for these items.
- The checker will ring up the foods by check, and total the cost of the WIC foods. The checker will enter this amount in the “Actual Purchase Price” area on the check. Make sure the checker writes in the accurate total cost on the WIC check.
- Only sign the check after the checker writes in the total and asks for your signature.
- The cashier will compare the name and signature on the check to the name and signature on the ID. They must match.
- Coupons can be used to reduce the price of a WIC purchase.
- The cashier cannot ask you to pay for any of the purchase amount, and you cannot ask for money back. Foods cannot be returned to the store for cash, credit, or any other item.

Continued on page 8.

Using WIC Fruit and Vegetable checks

- Buy **only fresh** fruits and vegetables.

The following rules apply **only** to WIC Fruit and Vegetable checks:

- Ask the cashier if you can use your WIC Fruit and Vegetable check together if more than one person in your family gets WIC Fruit and Vegetable checks. Some stores can process checks this way.

Example: You can combine a \$8 WIC Fruit and Vegetable check with a \$10 WIC Fruit and Vegetable check to pay for \$18 worth of fresh fruits and vegetables.

- If your purchase costs more than the amount on the WIC Fruit and Vegetable check, you are allowed to pay the extra amount.

Example: If the purchase costs \$9, and you are using a \$8 WIC Fruit and Vegetable check, you can pay the extra \$1 to cover the cost.

- If your purchase costs less than the amount on the WIC Fruit and Vegetable check, you are not allowed to receive money back.

Contact WIC if you need help.

- Report lost or stolen checks to WIC staff as soon as possible.
- Return any unused, expired checks to the clinic.
- Tell WIC staff if there are any problems at the store.

Encourage clients to protect their WIC checks.

Policy prevents WIC staff from replacing lost WIC checks.

10 Key Points Method of Check Education

When staff have limited time, the “10 Key Points Method” of check education may be used. The key points are listed in the WIC Shopping Guide under “Using WIC Checks” (page 2) and available inside the WIC ID/Appointment Folder.

10 Key Check Education Points

The following rules apply to WIC checks **and** WIC Fruit and Vegetable checks:

1. Use your checks on or between the first and last day to use.
2. Use a check only if your name is printed below the signature box.
3. Shop only at approved stores. Look for the “WIC Checks Accepted Here” signs. □
4. Buy the amounts and types of foods listed on your checks.
5. Separate your WIC foods by check and from other items you are buying.
6. Let the checker know you are using WIC checks before you begin your purchase.
7. Sign the check only after the checker sees your ID and writes in the amount.

These additional rules apply **only** to WIC Fruit and Vegetable checks:

8. Ask the cashier if you can use your WIC Fruit and Vegetable check together if more than one person in your family gets WIC Fruit and Vegetable checks. Some stores can process checks this way.

Example: You can combine a \$8 WIC Fruit and Vegetable check with a \$10 WIC Fruit and Vegetable check to pay for \$18 worth of fresh fruits and vegetables.

9. If your purchase costs more than the amount on the WIC Fruit and Vegetable check, you are allowed to pay the extra amount.

Example: If the purchase costs \$9, and you are using a \$8 WIC Fruit and Vegetable check, you can pay the extra \$1 to cover the cost.

10. If your purchase costs less than the amount on the WIC Fruit and Vegetable check, you are not allowed to receive money back.

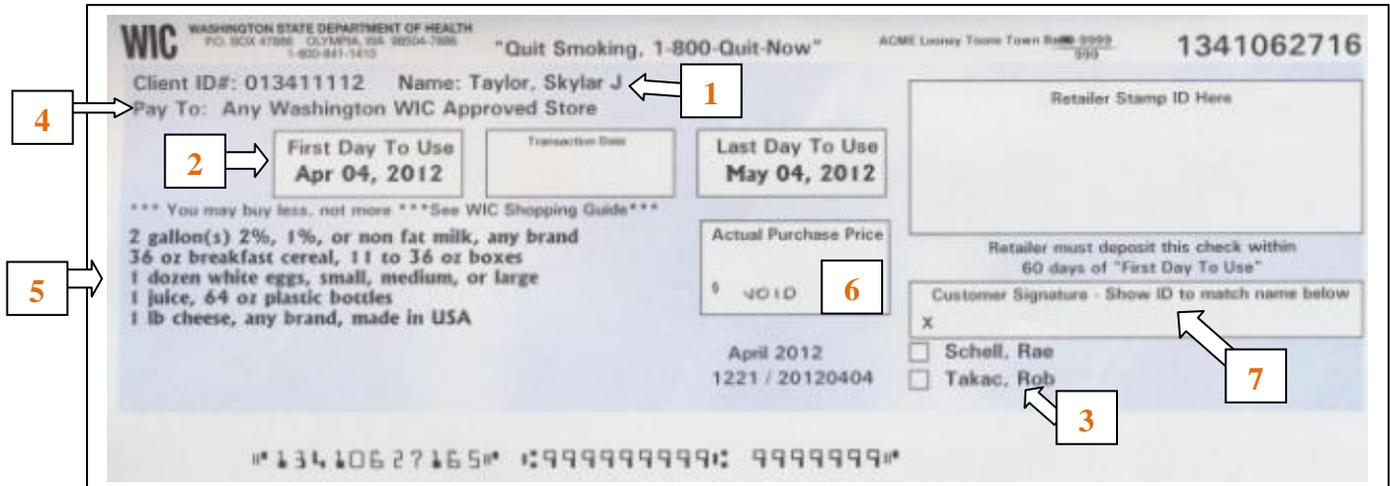
At minimum, make sure clients understand these 10 key points.

Customize check education based on the client’s needs and knowledge. Follow up with the client at their next appointment and answer questions the client has about using WIC checks or selecting WIC approved foods.

Part 3: Areas of the WIC Check

Point out and discuss corresponding key areas of the check as you provide check education.

Look at the picture of the check below. Find the numbers that identify the area of the check and read the corresponding education message in the table below.



	Areas of the check	Education messages
1	Client Name	The foods are prescribed for this person.
2	First and Last Days To Use	The checks can be used on or between these dates.
3	Shoppers	Only the people whose names appear here (below the signature box on the check) may use and sign the check at the store.
4	“Pay to” Area	Use checks at Any Washington WIC Approved Store. Look for “WIC Checks Accepted Here” signs.
5	Food Package	When shopping, select only the foods that are WIC approved and only in the amounts printed on the check (in this area). You may purchase less than the amount, but not more.
6	Actual Purchase Price	The checker will ring up the foods by check, and total the cost of the WIC foods. The checker will enter this amount on the check (here). Make sure the checker writes in the accurate total cost on the WIC check.
7	Signature Box	Only sign the check after the checker writes in the total (here) and asks for your signature. The cashier will compare the name and signature on the check to the name and signature on the ID. They must match.

Activity 3: Connect Education Messages With Areas of the Check

1. **Find** the sample checks for **Carola and Murphy Furlano** (pages 12-15).
2. **Answer** the following questions as they relate to each client's checks.
3. **Circle** the area of each **sample check** that corresponds with your answer.

3A. Client/Caregiver: Carola Furlano

- **When** can the check be used?
- **Where** can the client use this check?
- **Who** can shop with this check?
- **Who** are the WIC foods prescribed for?
- **What** foods can be purchased with this check?
- **Where** will the checker write in the total price of the WIC foods being purchased with this check?
- **Where** does the shopper sign when asked to sign at the store?
- **What** do you think is important to mention about the client's WIC Fruit and Vegetable check?

3B. Client: Murphy Furlano

Caregiver: Carola Furlano

- **When** can the check be used?
- **Where** can the check be used?
- **Who** can shop with this check?
- **Who** are the WIC foods prescribed for?
- **What** foods can be purchased with this check?
- **Where** will the checker write in the total price of the WIC foods being purchased with this check?
- **Where** does the shopper sign when asked to sign at the store?

Compare your answers to the Activity 3 Answer Key found in the Appendix.

Checks for Furlano, Carola K.

WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Ba#0-9999 999
Client ID#: 013411109		Name: Furlano, Carola K	
Pay To: Any Washington WIC Approved Store		Retailer Stamp ID Here	
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012	
*** You may buy less, not more ***See WIC Shopping Guide***		Actual Purchase Price \$ VOID	Retailer must deposit this check within 60 days of "First Day To Use"
2 gallon(s) 2%, 1%, or non fat milk, any brand 36 oz breakfast cereal, 11 to 36 oz boxes 1 dozen white eggs, small, medium, or large 1 juice, 11.5/12 oz frozen, 46 oz can, 46 oz plastic bottle 30 oz fish, canned		Customer Signature - Show ID to match name below X <input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
		May 2012 1178 / 20120501	
⑈ 134 106 2737 2⑈ ⑆9999999999⑆ 9999999⑈			
WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Ba#0-9999 999
Client ID#: 013411109		Name: Furlano, Carola K	
Pay To: Any Washington WIC Approved Store		Retailer Stamp ID Here	
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012	
*** You may buy less, not more ***See WIC Shopping Guide***		Actual Purchase Price \$ VOID	Retailer must deposit this check within 60 days of "First Day To Use"
2 gallon(s) 2%, 1%, or non fat milk, any brand 1 16/18oz peanut butter OR lb. dried beans/peas/lentils 1 dozen white eggs, small, medium, or large 1 juice, 11.5/12 oz frozen, 46 oz can, 46 oz plastic bottle 16 oz whole grain choices		Customer Signature - Show ID to match name below X <input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
		May 2012 1179 / 20120501	
⑈ 134 106 2738 1⑈ ⑆9999999999⑆ 9999999⑈			
WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Ba#0-9999 999
Client ID#: 013411109		Name: Furlano, Carola K	
Pay To: Any Washington WIC Approved Store		Retailer Stamp ID Here	
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012	
*** You may buy less, not more ***See WIC Shopping Guide***		Actual Purchase Price \$ VOID	Retailer must deposit this check within 60 days of "First Day To Use"
2 gallon(s) 2%, 1%, or non fat milk, any brand 1 16/18oz peanut butter OR lb. dried beans/peas/lentils 1 juice, 11.5/12 oz frozen, 46 oz can, 46 oz plastic bottle 1 lb cheese, any brand, made in USA		Customer Signature - Show ID to match name below X <input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
		May 2012 1180 / 20120501	
⑈ 134 106 2739 9⑈ ⑆9999999999⑆ 9999999⑈			
Caregiver Name: Furlano, Carola K		Check #'s:	
Client Name: Furlano, Carola K		1341062737	
Food Pkg: Fully BF: 4 check(s)		1341062738	
Issue Date: May 01, 2012		1341062739	
First Day to Use: May 01, 2012		X _____	
Staff ID: coach, Zcoach			

Checks for Furlano, Carola K. (continued)

WIC WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410		"Quit Smoking, 1-800-Quit-Now"		ACME Looney Toone Town Barcode 9999 999	1341062740
Client ID#: 013411109 Name: Furlano, Carola K Pay To: Any Washington WIC Approved Store			Retailer Stamp ID Here		
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012		Retailer must deposit this check within 60 days of "First Day To Use"	
10 dollars fresh fruits and/or vegetables ATTN Checkers: The price you enter on the check must not exceed the dollar amount printed on the check The Client can pay any extra amount			Actual Purchase Price \$ VOID	Customer Signature - Show ID to match name below X	
			May 2012 1174 / 20120501	<input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
⑈ 13410627408 ⑆ ⑆9999999999⑆ 99999999⑆					
Caregiver Name: Furlano, Carola K		Client Name: Furlano, Carola K		Check #'s:	
Food Pkg: Fully BF: 4 check(s)		Issue Date: May 01, 2012		1341062740	
First Day to Use: May 01, 2012		Staff ID: coach, Zcoach		X _____	

Checks for Furlano, Murphy

WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Ba#0-9999 999	1341062741
Client ID#: 013411110 Name: Furlano, Murphy Pay To: Any Washington WIC Approved Store		Retailer Stamp ID Here		
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012		
*** You may buy less, not more ***See WIC Shopping Guide*** 13 jar(s) baby food fruits and/or vegetables, 4 oz 6 glass jar(s) baby food meat, 2.5 oz, any brand		Actual Purchase Price \$ VOID	Retailer must deposit this check within 60 days of "First Day To Use"	
		May 2012 1235 / 20120501	Customer Signature - Show ID to match name below X <input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
@ 13410627417 @ :9999999999: 99999999				

WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Ba#0-9999 999	1341062742
Client ID#: 013411110 Name: Furlano, Murphy Pay To: Any Washington WIC Approved Store		Retailer Stamp ID Here		
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012		
*** You may buy less, not more ***See WIC Shopping Guide*** 13 jar(s) baby food fruits and/or vegetables, 4 oz 6 glass jar(s) baby food meat, 2.5 oz, any brand		Actual Purchase Price \$ VOID	Retailer must deposit this check within 60 days of "First Day To Use"	
		May 2012 1235 / 20120501	Customer Signature - Show ID to match name below X <input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
@ 13410627426 @ :9999999999: 99999999				

WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Ba#0-9999 999	1341062743
Client ID#: 013411110 Name: Furlano, Murphy Pay To: Any Washington WIC Approved Store		Retailer Stamp ID Here		
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012		
*** You may buy less, not more ***See WIC Shopping Guide*** 13 jar(s) baby food fruits and/or vegetables, 4 oz 6 glass jar(s) baby food meat, 2.5 oz, any brand		Actual Purchase Price \$ VOID	Retailer must deposit this check within 60 days of "First Day To Use"	
		May 2012 1235 / 20120501	Customer Signature - Show ID to match name below X <input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
@ 13410627435 @ :9999999999: 99999999				

Caregiver Name:	Furlano, Carola K	Check #'s:	
Client Name:	Furlano, Murphy	1341062741	
Food Pkg:	Fully BF 6 to 12: 5 check(s)	1341062742	
Issue Date:	May 01, 2012	1341062743	X
First Day to Use:	May 01, 2012		
Staff ID:	coach, Zcoach		

Checks for Furlano, Murphy (continued)

WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Bank 9999 999	1341062744
Client ID#: 013411110 Name: Furlano, Murphy				
Pay To: Any Washington WIC Approved Store				
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012	Retailer Stamp ID Here	
*** You may buy less, not more ***See WIC Shopping Guide***				
13 jar(s) baby food fruits and/or vegetables, 4 oz				
6 glass jar(s) baby food meat, 2.5 oz, any brand				
		Actual Purchase Price \$ <u>VOID</u>	Retailer must deposit this check within 60 days of "First Day To Use"	
		May 2012 1235 / 20120501	Customer Signature - Show ID to match name below X	
			<input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
⑆ 1341062744 ⑆ ⑆ 9999999999 ⑆ 99999999 ⑆				
WIC	WASHINGTON STATE DEPARTMENT OF HEALTH P.O. BOX 47886 OLYMPIA, WA 98504-7886 1-800-841-1410	"Quit Smoking, 1-800-Quit-Now"	ACME Looney Toone Town Bank 9999 999	1341062745
Client ID#: 013411110 Name: Furlano, Murphy				
Pay To: Any Washington WIC Approved Store				
First Day To Use May 01, 2012	Transaction Date	Last Day To Use Jun 01, 2012	Retailer Stamp ID Here	
*** You may buy less, not more ***See WIC Shopping Guide***				
12 jar(s) baby food fruits and/or vegetables, 4 oz				
7 glass jar(s) baby food meat, 2.5 oz, any brand				
24 oz baby cereal, plain, 8 or 16 oz containers				
		Actual Purchase Price \$ <u>VOID</u>	Retailer must deposit this check within 60 days of "First Day To Use"	
		May 2012 1236 / 20120501	Customer Signature - Show ID to match name below X	
			<input type="checkbox"/> Furlano, Carola K <input type="checkbox"/> Furlano, Edward	
⑆ 1341062745 ⑆ ⑆ 9999999999 ⑆ 99999999 ⑆				
Caregiver Name: Furlano, Carola K Client Name: Furlano, Murphy Food Pkg: Fully BF 6 to 12: 5 check(s) Check #'s: Issue Date: May 01, 2012 1341062744 First Day to Use: May 01, 2012 1341062745 X Staff ID: coach, Zcoach				

Part 4: Check Education Tools

A variety of resources are available to help staff and clients discuss WIC approved foods and checks. The **main source** for information is the **WIC Shopping Guide**. Clients, retailers, and WIC staff use the guide.

WIC Shopping Guide

The WIC Shopping Guide provides a pictorial view of most WIC approved foods. The photos help clients recognize the correct foods to buy. Lists of WIC approved foods and items that are not approved are provided.

Tips for using the WIC Shopping Guide:

- When providing education, show the client where the food printed on the check and where it is located in the WIC Shopping Guide.
- Mention that stores are **not** required to provide all WIC approved foods. If the client cannot find a product, it is ok to ask store staff if the food is available. Often, store managers are willing to order the product so the client, and others who shop there, can buy it.
- Encourage clients to keep the guide with their checks for an easy reference.
- Review the “Shopping Tips” on page 3 and throughout the guide.

Other helpful resources:

- Front of WIC check
- Rights and Responsibilities form
- WIC Checks Accepted Here signs
- WA State WIC Website: www.doh.wa.gov/wic
- Shelf talkers

Front of the WIC check

Connecting the area of the WIC check with the related check education message helps many clients. Practice by completing “Activity 3” of this module.

Rights and Responsibilities Form

This form has detailed information about proper use of WIC checks and foods.

- Staff discuss the information on the form with clients to ensure clients are informed about WIC rules, know what is expected of them as participants, and what they can expect of WIC and store staff.
- Staff talk with caregivers/clients about the rules, and ask the person to read and sign the form at each certification appointment. A signature indicates the person understands and agrees to follow the rules listed.
- Caregivers/clients are responsible for making sure their alternate shoppers understand the rules too. Encourage clients to use the Rights and Responsibilities form to educate their alternate shopper about the rules.

WIC Checks Accepted Here Signs

Most Washington WIC Approved Stores will have a “WIC checks accepted here” sign on their front door, or a window near the entrance. Help clients recognize this sign and remind them to look for it.

**WA State WIC Website:** <http://www.doh.wa.gov/wic>

Information about WIC foods is available at www.doh.wa.gov/wicfoods. Show clients where they can locate the web address on the back of the WIC Shopping Guide. The website includes a specific area for clients, retailers, and staff. When you return to your clinic, search the website. Look for information that will support you and your clients. You and your clients can send comments and questions to the state WIC program using the “Contact us” page of the website.

Shelf Talkers

Many stores identify WIC approved foods by placing a tag (shelf talker) below the food. The tags may help clients quickly locate products on shelves. The tags get moved accidentally, so mention this when telling clients about shelf talkers.

Activity 4: List Check Education Tools

Create a list of tools you plan to use when providing check education to clients.

List them here:

**Conclusion**

Check education is key to reducing the amount of confusion and problems the client will experience at the store. We want our clients to have a successful shopping experience. Make sure each client understands how to use their WIC checks and how to shop for their WIC foods.

With a focus on program integrity, it is more important than ever to provide clients with the knowledge and tools they need to use their checks in an appropriately.

By understanding the key points of check education and by developing awareness about the approved WIC foods, you will be able to teach clients how to shop for WIC approved foods and how to use WIC checks correctly with confidence.

APPENDIX

- **Answer Key, Activity 1**
- **Answer Key, Activity 3**
- **List of Approved Stores**
- **About Alternates**

Answer Key: Activity 1

Description	Yes	Information
Skim Supreme milk	✓	Skim Royal, Skim Deluxe, and Skim Supreme is WIC approved when “1%, 2%, and non-fat” milk is printed on the check. Only the milk type printed on the check is allowed.
Organic milk		Organic isn't allowed due to cost.
Bran flakes, any brand		Only specific brands of bran flakes are WIC approved. Look for approved brands in the WIC Shopping Guide.
Quaker Cinnamon Life cereal		This cereal isn't approved because of added flavors. Plain, Quaker Life cereal is WIC approved.
Organic, dried split peas	✓	Organic and non-organic are approved.
Peanut butter with Omega 3 fatty acids added		Peanut butter with added nutrients or ingredients is not allowed.
Brown chicken eggs		Only white chicken eggs are approved.
White chicken eggs	✓	Plain, white chicken eggs in a one dozen carton are approved. Small, medium, and large size eggs only. Any brand* is allowed. No specialty eggs including organic eggs, brown eggs, extra large or jumbo eggs. *An example of specialty eggs is Egglard's Best brand eggs.
<p>Any brand of juice in any of the following container sizes:</p> <ul style="list-style-type: none"> • 11.5 oz frozen cans • 12 oz frozen cans • 46 oz cans • 46 oz plastic bottles • 64 oz plastic bottles 		<p>The allowed container types are printed on the check. The container types, brands, and types of juice for women differ from the container types, brands, and types of juice for children.</p> <p style="text-align: center;"><u>Juice for children</u> =</p> <p>Only the brands and types listed in the WIC Shopping Guide (pages 18-19). Juice must be in 64 oz plastic bottles. <i>(No frozen or 46 oz juice for children).</i></p> <p style="text-align: center;"><u>Juice for women</u> =</p> <p>Only the brands and types listed in the WIC Shopping Guide (pages 14-17). Container type choices include:</p> <ul style="list-style-type: none"> • 11.5 oz frozen cans • 12 oz frozen cans • 46 oz cans • 46 oz plastic bottles <p><i>(No 64 oz plastic bottles of juice for women.)</i></p>

(CONTINUED)

Description	Yes	Information
V8 Essential Antioxidants vegetable juice	✓	This juice is an option for women. It is allowed in 46 oz cans and 46 oz plastic bottles. It isn't an option for children.
Reduced fat cheese	✓	Reduced fat cheese is WIC approved. It must be one of these WIC approved cheese types: Cheddar, Colby, Colby Jack, Monterey Jack, or Mozzarella.
String cheese		String cheese is not available in 16 oz (1 lb) packages. It is not WIC approved.
Hard shelled corn tortillas		Specific brands and types of <u>soft</u> corn tortillas and <u>soft</u> wheat tortillas are WIC approved Whole Grain Choices. Hard shelled tortillas are not allowed.
Oatmeal in boxes containing individual packets when checks are printed for "16 oz Whole Grain Choices"		<p>Oatmeal in boxes is not approved when using a "Whole Grain Choices" check. See WIC Shopping Guide page 27.</p> <p>When the check is printed for "36 oz <u>Breakfast Cereal</u>", the client can choose specific brands of oatmeal in boxes containing individual packets. See WIC Shopping Guide pages 6-7.</p> <p>When the check is printed for "16 oz Whole Grain Choices", the client can choose any brand of oatmeal in <u>bulk</u>, in 16 oz <u>bags</u> or 16 oz <u>cardboard</u> cylinders..</p>
Combining any brand of 8 oz oatmeal in bulk with a 24 oz loaf of any brand 100% Whole Wheat Bread when the check is printed for 32 oz of Whole Grain Choices	✓	<p>Whole Grain Choices are:</p> <ul style="list-style-type: none"> • 100% whole wheat bread • Brown rice • Bulgur • Oatmeal • Soft tortillas • Whole wheat pasta <p>Combinations of Whole Grain Choices are allowed up to the amount printed on the check.</p> <p style="padding-left: 40px;">8 oz oatmeal sold in bulk + 24 oz loaf 100% whole wheat bread 32 oz Whole Grain Choices</p> <p>WIC shoppers can choose any brand of Oatmeal and 100% Whole Wheat Bread.</p>

Any brand of soft corn tortillas		Only the brands and types listed on page 28 of the WIC Shopping Guide are allowed.
Any brand of soft whole wheat tortillas		Only the brands and types listed on page 28 of the WIC Shopping Guide are allowed.
Any brand of soy beverage		Only the brands and types of soy beverages listed on page 24 of the WIC Shopping Guide are allowed.
Red or pink salmon		Pink salmon is approved but red salmon is not.
Oil packed tuna		Tuna must be packed in water.
Baby food with added DHA		Baby food with added nutrients or other ingredients are not allowed.
4 oz plastic containers of baby food		Only glass jars are allowed.
Baby cereal in 8 oz containers	✓	8 oz and 16 oz containers are approved. Boxes or plastic flip lid containers are allowed.
Frozen carrots		Frozen fruits and vegetables are not allowed. Only fresh are approved.
Fresh sweet potatoes	✓	Sweet potatoes and yams are approved.
Fresh white corn	✓	
Fresh Kiwi fruit	✓	

Answer Key: Activity 3

3A.

Client/Caregiver: Carola Furlano

- When can the check be used?
On or between the first and last day to use dates.
First day to use: May 1, 2012 Last day to use: June 1, 2012
- Where can the client use this check?
Any Washington WIC Approved Store
- Who can shop with this check?
Carola Furlano or Edward Furlano
Note: When “XXXXXXXX” shows by the second box, no alternate shopper was identified.
- Who are the WIC foods prescribed for?
Carola Furlano, Fully BF food package
- What foods can be purchased with this check?
4 checks are included in this check set. The foods that can be purchased with each check are printed on each check.

Check 1: Milk, Breakfast Cereal, Eggs, Juice, and Fish-Canned

Check 2: Milk, Peanut Butter OR Dried Beans/Peas/Lentils, Eggs, Juice, and Whole Grain Choices

Check 3: Milk, Peanut Butter OR Dried Beans/Peas/Lentils, Juice, and Cheese

Check 4: Fresh Fruits and Vegetables

- Where will the checker write in the total price of the WIC foods being purchased with this check?
The checker rings up the price of the food being purchased with the individual check and writes the total amount **in the actual purchase price box.**
- Where does the shopper sign when asked to sign at the store?
The shopper will sign the customer signature box after the checker writes in the actual purchase price and the shopper verifies this amount. The checker will verify the signature on the check and the client’s signature matches the ID the customer provides.
- What do you think is important to mention about the client’s WIC Fruit and Vegetable check? Examples might include:
The customer may pay the amount the check doesn’t cover.
Families may combine Fruit and Vegetable checks when paying – unlike other WIC checks. Shoppers don’t receive cash back if the purchase is less than the check amount.

3B.**Client:** Murphy Furlano

(Caregiver: Carola Furlano)

- When can the check be used?
On or between the first and last day to use dates.
First day to use: May 1, 2012 Last day to use: June 1, 2012
- Where can the client use this check?
Any Washington WIC Approved Store
- Who can shop with this check?
Carola Furlano or Edward Furlano
Note: When “XXXXXXXX” shows by the second box, no alternate shopper was identified.
- Who are the WIC foods prescribed for?
Murphy Furlano- Fully BF 6 to 12 mo food package
- What foods can be purchased with this check?
There are 5 checks in this check set. The foods that can be purchased with each check are printed on each check.
Check 1: **Baby Food Fruits and Vegetables and Baby Food Meats**
Check 2: **Baby Food Fruits and Vegetables and Baby Food Meats**
Check 3: **Baby Food Fruits and Vegetables and Baby Food Meats**
Check 4: **Baby Food Fruits and Vegetables and Baby Food Meats**
Check 5: **Baby Food Fruits and Vegetables, Baby Food Meats, and Baby Cereal**
- Where will the checker write in the total price of the WIC foods being purchased with this check?
The checker rings up the price of the food being purchased with the individual check and writes the total amount **in the actual purchase price box.**
- Where does the shopper sign when asked to sign at the store?
The shopper will sign the customer signature box after the checker writes in the actual purchase price and the shopper verifies this amount. The checker will verify the signature on the check and the client’s signature matches the ID the customer provides.

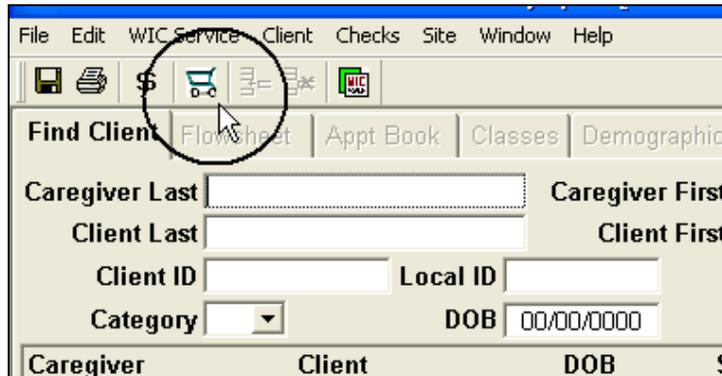
(This client does not receive WIC Fruit and Vegetable checks.)

Lists of WIC Approved Stores

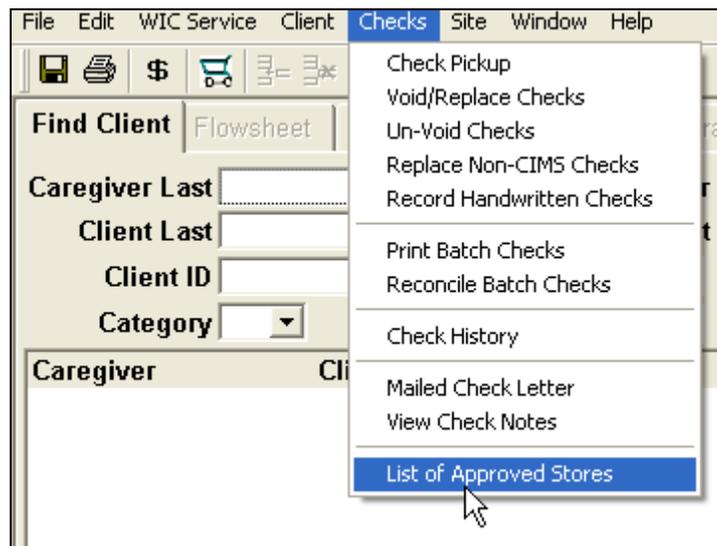
Staff can generate and print lists of approved stores using CIMS Client Services.

The list of WIC Approved Stores can be accessed in three places:

1. The shopping cart icon on the tool bar.
2. The Checks menu (“List of Approved Stores” is the last item on the drop down list).
3. The Clinic menu in Clinic Reports.



Shopping Cart Icon



Checks Menu Option

When the window opens, select one of the “Search By”. Options include:

- Zip Code
- City
- County
- Retailer
- All

You can change the listing selection at any time by changing the “Search By” option.

Zip Code: With zip code selected, type the numbers of the zip code you'd like to search by. If you hesitate while typing in the numbers, Client Services thinks you are finished. The list will show all **the stores with the zip code entered** in the field.

Note: A client may live in one zip code, but the store where he/she shops may be in another zip code.

City: With city selected, type the name of the city in the field to find all the stores located in that city.

County: With county selected, enter the name of the county in the field. All approved stores in the county will be listed.

Retailer: When retailer is selected, enter the name of the store in the field. All the WA WIC approved stores with that name will be listed. The list cannot be sorted by two options, for example you are not able to search by retailer and city, only by retailer.

All: This option will produce a list of **all the stores** that are approved by the Washington State WIC Nutrition Program.

Note: Clinics should print an updated "List of Approved Stores" Report at least once a month.

To Print, select the Print icon on the toolbar. Close the window when you're done.

About Alternates

Clients have the choice to name another person to shop for them using their WIC Checks. This person is called an “Alternate”. The Alternate is required to follow the same rules as the client, and it is the client’s responsibility to educate the Alternate about the rules.

If a client names an Alternate, staff document the person’s name on the Demographics Tab of CIMS Client Services, in the Alternate field.

The screenshot shows the 'Demographics' tab in the CIMS Client Services application. The interface includes a menu bar (File, Edit, WIC Service, Client, Checks, Site, Window, Help) and a toolbar with icons for file operations. Below the menu is a navigation bar with tabs: Find Client, Flowsheet, Appt Book, Classes, Demographics (selected), and Survey. The main form area contains the following fields:

- Client ID:** 115017620
- Local ID:** [Empty]
- Site:** Thurston CHD-Olympia
- Contact Date:** 03/28/2006
- Client Last:** Johnson
- Client First:** Jane
- MI:** J
- Status:** Active
- Category:** PG
- Gender:** F
- DOB:** 09/16/1984
- Age:** 21 Yr
- Due Date:** 11/23/2006

A blue oval highlights the **Group Data** section, which includes:

- Caregiver Last:** Johnson
- Caregiver First:** Jane
- MI:** J
- Alternate Last:** Johnson
- Alternate First:** Skip
- MI:** W

Other fields in the form include:

- Phone:** (360) 555-1234
- Msg Phone:** (555) 123-4235
- Ph Notes:** [Empty]
- Addr:** 1313 Mockingbird Lane
- City:** Olympia
- St:** WA
- Zip:** 98506
- County:** Thurston
- City:** [Empty]
- Mail:** [Empty]
- City:** [Empty]
- St:** WA
- Zip:** [Empty]
- Spec Needs:** Afternoon appointments only
- Interpreter:** [Empty]
- Homeless:**
- Migrant:**
- Racial/Ethnic Background:** Caucasian
- Racial/Ethnic Background:** [Empty]

When staff print checks, the client/caregiver and alternate names appear below the signature box of the check.