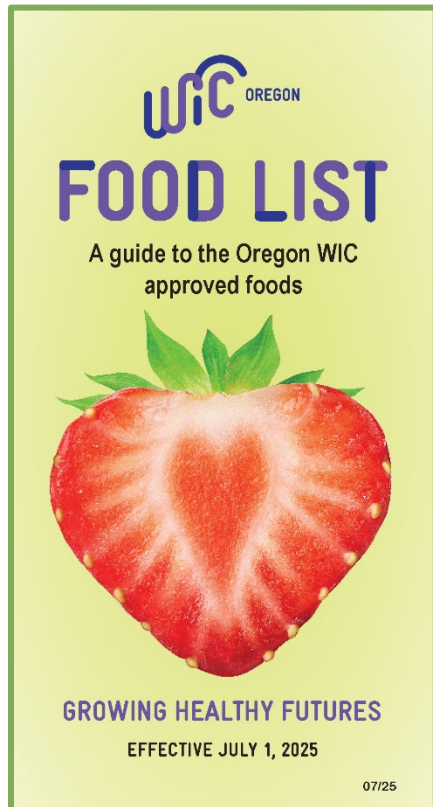


Oregon WIC Training

Food Package for Non-Certifying Staff



Staff Training



(09/2025)

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Introduction

Items needed

- Handout: [WIC Food List](#)
- Job aid: [Food packages by participant category](#)
- Job aid: [Shopping issues](#)

WIC Policies

- Policy 511 – [Food Benefit Issuance](#)
- Policy 588 – [Program Integrity: Complaints](#)
- Policy 635 – [Participant Notification: Eligibility and Rights and Responsibilities](#)
- Policy 769 – [Assigning WIC Food Packages](#)
- Policy 770 – [Authorized Foods](#)

Objectives

After completing this module, you will be able to:

Section 1: Staff roles

- List the changes staff can make to a participant's food package based on their training and role in their agency.
- Understand your role related to food packages.

Section 2: Food package basics

- Define the participant categories available to WIC participants.
- Define:
 - Standard Food Package
 - Non-standard Food Package
 - Modified Food Package

- Locate information for standard food package amounts by participant category.
- Describe foods available in a standard food package by participant category.
- List and describe the choices participants can make for each food category in the store.

Section 3: Food package assignment process

- Identify the steps involved in food package assignment.
- Use critical thinking to determine the factors influencing food package assignment.

Section 4: Changing food packages

- List and describe the food package changes that require a CPA.
- Determine if a participant request needs to be done by a CPA.
- Describe what food package changes clerical staff can make for a participant after a food package has been assigned.
 - \$3 FVB to bottled or frozen juice or the reverse
 - Change bottled juice to frozen juice or the reverse
 - Change milk to evaporated or dry milk or the reverse
 - Change powder infant formula to liquid concentrate or the reverse

Overview

Before completing this module, you should have already completed the [Orientation to WIC](#) module.

This module is designed for WIC staff who are not trained as a certifier or CPA and have Level 1: All Staff training only. Staff trained as CPAs will complete a different module called Food Package for Certifiers.

Some clinics cross-train non-certifying staff to do more than what you will learn in this module. Check with your Training Supervisor or WIC Coordinator about the food package roles at your agency.

The food package provides healthy foods and is one of the four pillars of WIC services:

1. Nutrition education
2. Breastfeeding support
3. Healthy foods
4. Referrals to other health and social services.

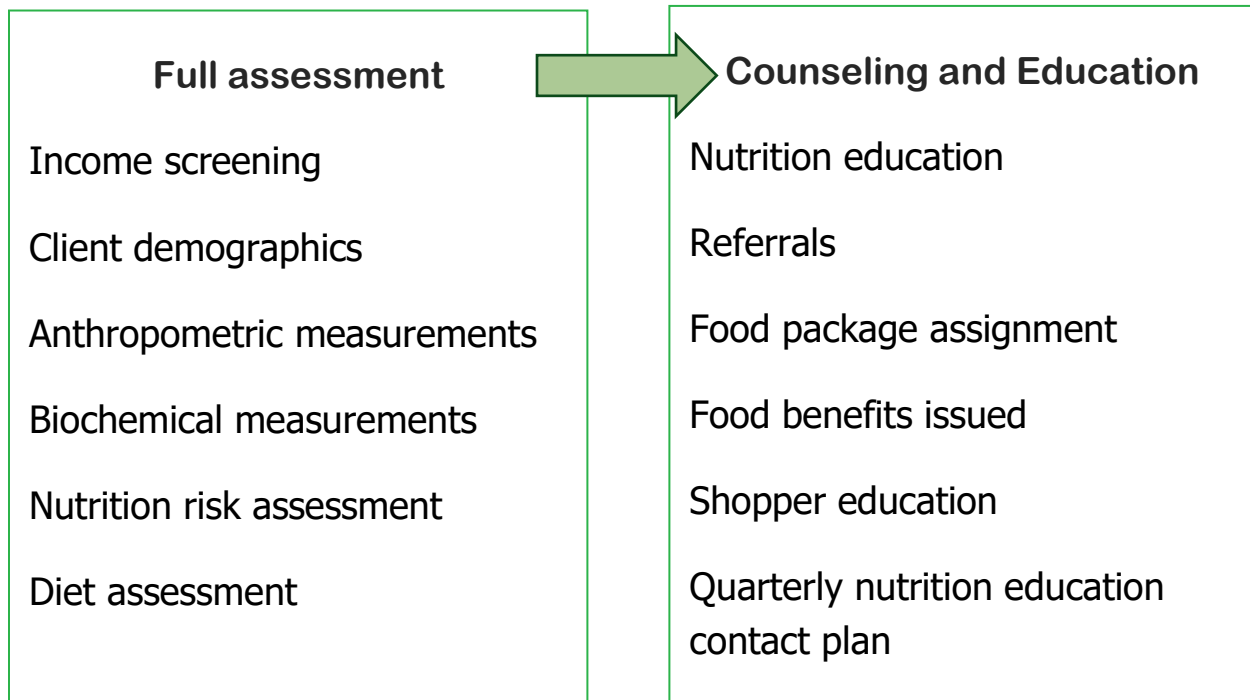
Together, WIC foods and WIC services offer healthful options for our participants.

WIC staff provide participant-centered services to decide which combination of foods best meets the needs of participants and helps them be as healthy as possible. Each WIC staff member plays a part in making sure participants know how to use their benefits to purchase the foods they need.

When is a food package assigned?

Assigning a food package is one step of participant certification.

Participant certification steps



Oregon WIC has training modules that cover other certification steps. Your Training Supervisor will help you plan when you will complete other modules.

Chapter 1: Staff Roles

Items needed

- Job aid: [Shopping Issues](#)

WIC Policy

- Policy 511 - [Food Benefit Issuance](#)
- Policy 588 - [Program Integrity: Complaints](#)
- Policy 635 - [Participant Notification: Eligibility and Rights and Responsibilities](#)
- Policy 769 - [Assigning WIC Food Packages](#)

Objectives

After completing this lesson, you will be able to:

- Explain your role related to food packages.
- List the changes staff can make to a participant's food package based on their training and role in their agency.

Overview

This module includes the basic food package duties of WIC staff.

Check with your Training Supervisor or WIC Coordinator about the food package roles at your agency. Some agencies cross-train staff to do more than what you will learn in this module.

A standard food package is assigned to each WIC participant with specific foods based on their nutrition needs. WIC staff can make changes to the food package based on preferences, culture, and nutrition risks. Clerks, CPAs, WIC Nutritionists, and Breastfeeding Peer Counselors each have a different role to play with food packages.

WIC staff use participant-centered practices to decide which combination of foods best meets the needs of participants and helps them be as healthy as possible.

Where do staff fit in the food package process?

There are several steps to decide which WIC foods are the most appropriate for a participant. These steps may happen in a different order depending on how your agency operates.

Step 1. CPA completes a full assessment

The CPA collects information from the participant about their health. This includes any special medical conditions, dietary habits or restrictions, cultural or personal preferences, living situation and shopping habits.

This information helps the CPA offer nutrition counseling and assign a food package that meets participants' needs and preferences.

A full assessment includes:

- Anthropometric measurements (Height and weight)
- Biochemical measurements (Blood)
- Nutrition risk assessment
- Diet assessment

Step 2. CPA provides nutrition education and referrals

The CPA talks with the participant about their health goals and how the WIC foods can help them achieve those goals.

Discussions with participants about new food packages, modifying food packages, and reviewing WIC Food List options are required. These topics count as nutrition education and must be documented in the data system by the CPA.

Steps 2-6: Nutrition education and food package assignment

- Nutrition education and referrals
- Food package assignment
- Food benefit issuance
- Shopper education
- Quarterly Nutrition Education (QNE)

Step 3. CPA assigns a food package

A CPA uses critical thinking skills to assign a food package that meets a participant's needs and any nutrition risks based on what they shared during the assessment and nutrition counseling.

Step 4. A Clerk, CPA, or WIC Nutritionist issues food benefits and eWIC card

4a) A Clerk, CPA, or WIC Nutritionist issues food benefits to the participant. Food benefits are sent to the participant's eWIC card.

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- A CPA issues food benefits at a WIC appointment after completing an assessment.
- A WIC Nutritionist issues benefits as needed when meeting with a participant.
- A Clerk can reissue benefits when a participant calls to make a food package modification that a Clerk can do.
 - A Clerk refers a participant to a CPA when a participant calls to make a food package change that the Clerk cannot make.
 - A Clerk can also issue benefits when a participant completes online nutrition education.

4b) A Clerk, CPA, or WIC Nutritionist assigns an eWIC card to the adult participant or the participant's parent, guardian or caretaker who will be the first assigned cardholder. An optional second cardholder may also be assigned and issued an eWIC card.

Step 5. Clerk, CPA, or WIC Nutritionist offers shopper education

A Clerk, CPA, or WIC Nutritionist offers shopper education for a new participant. Examples of shopper education topics include: how to use the eWIC card, set the eWIC card PIN, or download the WIC Shopper app. Shopper education can also include an explanation of the WIC Food List or general shopping tips.

Shopper education is a great time for staff to answer questions that a participant or cardholder has about shopping for WIC foods.

Step 6. Quarterly Nutrition Education (QNE) is documented in the data system by a Clerk, CPA or WIC Nutritionist

QNE can happen in several ways based on the participant's nutrition plan.

In-person QNE: A CPA or WIC Nutritionist meets with participants or their caregivers to talk about ways to meet their health goals. In-person QNE can be in a group setting or an individual appointment.

Online QNE: Some participants can do QNE online. Participants complete the lesson on their own on a phone or computer. When done, Clerks or CPAs document a participant has finished the lesson in the WIC data system.

WIC Nutritionist: Participants who have a high risk assigned or special health concerns are scheduled to meet with the WIC Nutritionist for nutrition education.

Staff roles in special food package situations

When a food package requires medical documentation

There are times when information from a participant's health care provider (HCP) is required to assign specific foods, formulas, or food package types. This information is shared on the Medical Documentation Form (MDF), prepared by the HCP. This allows the WIC Nutritionist to assign the appropriate food or food package to the participant.

The WIC Nutritionist and CPA are responsible for the paperwork and special food package assignment when a participant has a qualifying medical condition. Check with your Training Supervisor how this process is handled in your local agency.

- CPA submits MDF to WIC Nutritionist for review
- CPA or WIC Nutritionist contacts the HCP for any questions about the MDF
- CPA or WIC Nutritionist assigns a special food package
- WIC Nutritionist reviews and signs the MDF and special food package assignment

When a different food package needs to be assigned

Participants may need to change their food package after one has already been assigned. This happens for a variety of reasons. A formula may not work for a participant, a participant's category changes, or they have a new medical condition or living situation.

- CPAs assign a different food package for participants if needed.

Complaints made by WIC participants

There are times when a participant may make a complaint about a negative experience using their WIC benefits at a grocery store or farmer's market.

- Clerks, CPAs, and WIC Nutritionists record complaints in the WIC data system.

Complaints can come from a phone call, e-mail, social media, a written statement, in person, or the Oregon WIC website. Complaints are addressed by the State WIC Vendor team.

When a participant makes a complaint to you, gather information from the participant to find out what the issue is.

Tips for taking a complaint

- Include as many details as possible to help the State WIC Vendor team follow up thoroughly.
- Use the "Troubleshooting" checklist from the [Job Aid: Shopping Issues](#) to understand the issue behind a participant's complaint.

Gather this information to enter a complaint:

- Participant name, WIC ID, shopper name, or eWIC card number
- Date and time of incident
- Store name and location
- Complaint description

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- What happened to the participant at the store
- Any receipts or photos of the item
- Specific follow up being requested
- Persons involved
 - Name and/or description of cashier or store employee

Read more about how Oregon WIC handles complaints in [Policy 588 – Program Integrity: Complaints](#).

What is your role related to food package assignment?

Your role related to food package assignment will look different depending on which role you play: Clerk, CPA, WIC Nutritionist, or Breastfeeding Peer Counselor.

Clerks

- Assign eWIC cards
- Issue eWIC food benefits
- Provide shopper education
- Record complaints
- Make specific changes to food packages
 - \$3 Fruit and Vegetable Benefit (FVB) to juice or the reverse
 - Regular cow milk to evaporated or dry cow milk or the reverse
 - Powder formula to liquid concentrate formula or the reverse
 - Bottled juice to frozen juice or the reverse

Competent Professional Authorities (CPAs or Certifiers)

- Complete nutrition assessments
- Determine risk and eligibility
- Provide nutrition counseling and education
- Assign eWIC cards
- Issue eWIC food benefits
- Provide shopper education
- Submit medical documentation to WIC Nutritionist for review
- Communicate with Health Care Providers (HCPs)
- Record complaints

- Assign a food package
- Make changes to food packages

WIC Nutritionists

- Complete nutrition assessments
- Provide nutrition counseling and education
- Assign a food package
- Assign eWIC card
- Issue eWIC food benefits
- Provide shopper education
- Make food package changes
- Review medical documentation for completeness to ensure the correct food package is assigned
- Record complaints
- Communicate with Health Care Providers (HCPs)

Breastfeeding Peer Counselors

- Refer any food package questions to a CPA or the Breastfeeding Peer Counselor Coordinator

Practice activity

Observe a food package assignment from start to finish at your agency. Write in the table below the name of the person who completed the step and their role at your agency.

Food package assignment step	Name and role
Income screening	Example: <i>Marie Hill, Clerk</i>
Client demographics	
Anthropometric measurements (Height and weight)	
Biochemical measurements (Blood)	
Nutrition risk assessment	
Diet assessment	

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Food package assignment step	Name and role
Referrals	
Food package assignment	
Issue food benefits	
Shopper education	
Quarterly Nutrition Education (QNE)	

Skill check: Self-evaluation

Write down the food package assignment steps you are responsible for in your role.

Talk with your training supervisor about your role if you are unsure.

My role at my agency	
The food package assignment steps I am responsible for	Example: <i>Offer shopper education</i>

Chapter 2: Food Package Basics

Items needed

- Handout: [WIC Food List](#)
- Job aid: [Food Packages by Participant Category](#)

WIC Policy

- Policy 770 – [Authorized Foods](#)
- Policy 769 – [Assigning WIC Food Packages](#)

Objectives

After completing this lesson, you will be able to:

- Define the different WIC participant categories.
- Define:
 - Standard Food Package
 - Non-Standard Food Package
 - Modified Food Package
- Describe foods available in a standard food package by participant category.
- Locate information for standard food package amounts by participant category.
- List and describe the choices participants can make for each food category in the store.

Overview

WIC food packages provide participants with specific nutritious foods each month. Each food is chosen because it provides a certain amount or type of nutrients or contributes to a healthy diet overall. WIC regulations tell us the specific foods and amounts of those foods a participant is eligible to

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receive each month. Oregon WIC designed the standard food package to provide the maximum amount of food possible for each participant type.

WIC serves people who fit into specific categories. Participant categories are based on age, pregnancy status, and breastfeeding status for adults and infants, and children. Food packages look different for different participant categories to meet their specific nutrition needs.

Food packages are also tailored based on a preference or medical need. WIC staff use participant-centered practices to learn which combination of foods best meets their personal or medical needs.

WIC food packages

Every enrolled participant is assigned a food package by a CPA. Food packages are made up of a combination of foods and formula appropriate for their participant category, medical needs, and personal preferences.

Participant categories

WIC serves people who are pregnant, breastfeeding, infants, and children. WIC uses what are called “participant categories” to define the general groups WIC serves.

You will see participant categories mentioned in WIC policy, the WIC data system, and other places. Note that the way that the WIC data system defines participant categories is slightly different than Oregon WIC policy.

See how participant categories are defined in [Policy 769 – Assigning Food Packages](#).

Participant categories are important because they impact the type of WIC food package a participant will receive. On the next page, see how the WIC data system groups participant categories.

The WIC data system groups participant categories like this:

Adult participant categories
Pregnant
Fully breastfeeding
Fully breastfeeding multiples
Mostly breastfeeding
Some breastfeeding
Non-breastfeeding
Infant participant categories
Fully breastfeeding
Mostly breastfeeding
Some breastfeeding
Non-breastfeeding
Child participant categories
13 to 23 months
24 to 60 months

Food package types

There are four different types of food packages. One of these is assigned to a participant by a CPA during a certification or recertification appointment.

The four different types of food packages are:

- Standard
- Non-Standard
- Modified
- Partial

Standard food packages

These food packages are the default food package assigned to a person based on their participant category. Standard food packages include the maximum number of foods a participant can receive.

The WIC data system uses short codes for participant categories and their standard food packages. These codes ensure that different types of participants are assigned the appropriate standard food package.

The table on the next page shows all the participant categories with the short code used by the WIC data system.

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Adult participant category	Participant category code
Pregnant	WP
Fully breastfeeding	WE
Fully breastfeeding multiples	WE-M
Mostly breastfeeding	WB
Some breastfeeding	WBN
Non-breastfeeding	WN
Infant participant category	Participant category code
Fully breastfeeding	IE
Mostly breastfeeding	IB
Some breastfeeding	IBN
Non-breastfeeding	IN
Child participant category	Participant category code
13 to 23 months	C1
24 to 60 months	C2

Practice activity: Standard food packages

Use the Job Aid: [Food packages by participant category](#) to find information for standard food packages by each participant category. Then, list the foods in each standard food package in the table. The first one for Pregnant (WP) has been done for you.

Notice how the foods available to each category of participant may change or stay the same for adults, children, or infants.

Adult participant category	Standard food package
Pregnant (WP)	Fruit and Vegetable Benefit, Whole grains, Fat free or 1% milk, Cheese, Low fat or nonfat yogurt, Eggs, Peanut, nut, or seed butter, Dry or canned beans, Fish, Hot or cold cereal
Fully breastfeeding (WE)	

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Infant participant category	Standard food package
Fully breastfeeding (IE)	
Non-breastfeeding (IN)	

Child participant category	Standard food package
13 to 23 months (C1)	
24 to 60 months (C2)	

Modifying, tailoring, or making swaps in a food package

The default food package for participants is the standard food package. WIC staff can make changes to a standard food package to better meet participants' needs.

Modifying, tailoring, or making swaps are the three ways we talk about WIC staff making food package changes for participants.

A food package is no longer considered a standard food package once WIC staff make changes for a participant. And food packages are never "one and done" because WIC staff can make food package changes for a participant at any time.

There are many types of requests a participant can make to tailor or swap items their food package to better meet their family's preferences.

Examples of changes a CPA can make for a participant:

- Change milk type
- Swap 1 quart of milk for an additional container of yogurt
- Swap 1 container of yogurt for an additional quart of milk
- Swap 1 quart of milk for 1 pound of tofu up to the maximum amount of milk.
- Swap one dozen eggs for an additional container of nut and seed butters or beans
- Swap 1 pound of cheese for 3 more quarts of milk
- Swap \$3 of Fruit and Vegetable Benefit for 1 container of bottled juice or frozen juice
- Remove fish

A food package is called a non-standard food package or modified food package depending on the change made by WIC staff.

Non-standard food packages

A non-standard food package is a food package that has been tailored by a CPA or WIC Nutritionist based on participants' needs, preferences or nutrition risk. When a CPA or WIC Nutritionist tailors a standard food package using templates, the food package becomes non-standard.

Templates are pre-written options in the WIC data system that let a CPA or WIC Nutritionist quickly add or remove common items in a food package for a participant. There is not a template for every possible food package change. When there is not a template for a change, staff will tailor the food package a different way.

For example: Cow's milk and eggs are a part of the standard food package for adults. A CPA may learn a participant prefers soy milk and doesn't eat eggs. A CPA tailors the standard food package to change the milk to soy milk and swap eggs for peanut butter, nut butters, or beans. The WIC data system has a template to make these two changes. When this food package is assigned, it is considered a non-standard food package.

Non-standard food packages can be "forecasted" for the length of the participant's certification in the WIC data system. Forecasting is a tool in the WIC data system that makes food package changes for a participant repeat for future months.

Modified food packages

Modified food packages, like non-standard food packages, are tailored by a CPA or WIC Nutritionist based on participants' needs, preferences or nutrition risk. However, modified food packages are different than non-standard food packages because they do use templates in the WIC data system to make a change for a participant. When a template isn't available in the WIC data system to make a food package change for a participant, a CPA or WIC Nutritionist must manually modify the food package.

When a CPA or WIC Nutritionist tailors a food package without using templates, it is a modified food package. Modified food packages cannot be forecasted in the data system like non-standard food packages can.

Partial food packages

A partial food package is assigned to a participant if they are certified on or after the 20th of the month. Partial food packages have about half the amount of food than a standard food package. This is because food benefits are designed to be used starting on the first day of each month. When a participant is assigned a partial food package, they will receive a standard food package the first day of the next month.

WIC staff tailor a partial food package based on participant nutrition needs and preferences just like non-standard or modified food packages.

The choices participants make at the store

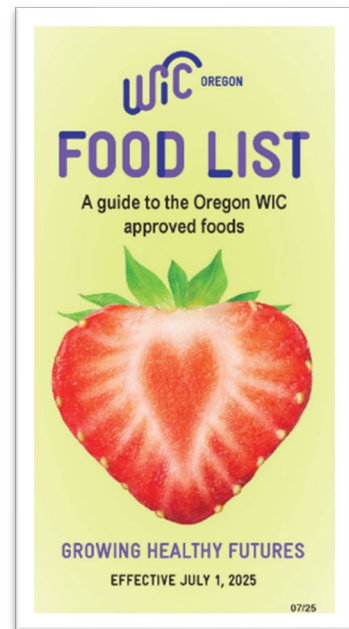
In the Orientation to WIC module, you learned about the foods WIC provides for participants.

Participants choose which specific types of foods to buy at the store after they are assigned a food package. Having a variety of foods to choose from makes it easier for participants to find nutritious foods that they want to buy and will eat.

The WIC Food List has many alternatives for each food category that participants choose from.

Examples of participant choices at the store:

- Many varieties and forms of cheese
- 12 whole grain options, including gluten-free
- Different types of milk and plant-based beverages
- Several nut and seed butter options
- Three different types of canned fish and fish in pouches
- Fresh, frozen, or canned fruits and vegetables and fresh-cut herbs can be purchased with the Fruit and Vegetable Benefit (FVB)



Open the [WIC Food List](#) to see the choices participants can make for each food category in the store.

Food package nutrition education

A CPA or WIC Nutritionist discusses the food package with participants at the certification appointment. WIC staff are required to talk about:

- Foods in the food package
- How to spend the participant's monthly maximum amount
- Review participant's Benefit List
- Review Oregon WIC Food List
- Tailoring or swap options
- How to shop for WIC foods for new participants
- Offer help with shopping for returning participants
- Answer questions

Food package nutrition education is a type of required nutrition education. WIC staff document this as "Food package tailoring and maximums" in the WIC data system.

Offering shopper education for a new or returning participant

A CPA, WIC Nutritionist, or Clerk offer shopper education to new and returning participants after they are assigned a food package. Shopper education helps participants learn how to shop for their food package at the store.

Examples of shopper education:

- How to download the WIC Shopper app
- Set your PIN before you go shopping
- Use the WIC Food List to plan which foods to buy
- Read your receipt that shows your WIC Benefit Balance
- Tips for buying different food categories like whole grains or fruits and vegetables

Practice activity

Observe a certification with a new participant. Answer the questions below while the CPA is assigning a food package.

What type of food package was assigned?



What information did the CPA give the participant about the WIC Food List?



Discuss with the CPA what you observed and factors that can influence which foods a participant chooses to buy. List two factors below.



Chapter 3: Food Package Assignment Process

Items needed

- None

WIC Policy

- Policy 769 – [Assigning Food Packages](#)

Objectives

After completing this lesson, you will:

- Use critical thinking to determine the factors influencing food package assignment.
- Identify the steps involved in food package assignment.

Overview

All WIC staff provide participant-centered services to participants. They do this by listening to participants and offering information that is relevant to a participant's goals, preferences, and needs.

CPAs and WIC Nutritionists are responsible for assigning food packages to participants based on participant preferences and the nutrition assessment.

Clerks also play an important role in the food package process. Clerks are often the first person to talk with a new applicant or participant about food packages. Clerks may offer shopper education at different points in time or assist participants with swaps of some foods if needed. We will cover the types of swaps Clerks can make in Section 4: Changing food packages.

Food package assignment has multiple steps. This module will provide an overview of those steps and the importance of each one.

Completing a full assessment as part of a certification

The primary roles of a CPA are to:

- Complete a full assessment
- Provide appropriate nutrition counseling and education
- Assign an appropriate food package
- Make referrals as appropriate

CPAs start by completing a full assessment for a participant. During the assessment, CPAs use active listening skills to gather information from the participant about their specific situation. CPAs use the participant's information from an assessment to assign nutrition risks, guide nutrition counseling and education, and decide what food package to assign and modifications to offer.

The critical thinking steps a CPA follows to assign a food package

1. Collect all relevant information from the participant
2. Clarify what is heard and gather more details if needed
3. Analyze and evaluate all the information provided
4. Decide which food package to assign and modifications to offer

A participant can share lots of different kinds of information with the CPA that will impact which food package they are assigned.

Examples of factors that can impact a participant's food package:

- How much they are breastfeeding
- Concerns about breast milk supply
- The type of formula they are using
- Foods they like or don't like
- Diet restrictions based on religion or beliefs
- Common foods eaten or not eaten in their culture
- If they are vegan or vegetarian
- If they are pregnant with or breastfeeding twins
- If they do not have access to refrigeration or cooking facilities
- If they do not have stable housing
- If they are a migrant farm worker
- What stage of development or readiness they are in
- If they have food allergies or intolerances
- If they have a medical condition which requires a special diet
- If a health care provider has recommended medical food or formula

The steps for assigning a food package

A CPA follows these steps when assigning a food package:

Step 1: CPA confirms the participant's category.

Step 2: CPA identifies any factors that can impact which food package to assign.

Step 3: CPA identifies any client designations such as Special or Twins or More.

Client designations in the WIC data system are for special food package situations not covered in this module.

Step 4: CPA assigns the standard food package for the participant's category and designation if no factors are found.

Step 5: CPA discusses with the participant what options from WIC Food List can meet their needs if factors are found.

Step 6: CPA assigns a non-standard food package if options from the WIC Food List do not meet their needs. CPA selects the template that meets the participant's needs.

Step 7: CPA works with the participant to modify, tailor, or make swaps to their food package.

Step 8: CPA saves the food package selected in the WIC data system.

Practice activity

For each case study below, identify what information might influence the food package assigned to the participant.

Discuss your answers with your training supervisor.

Case study 1

CPA: Sophia, what foods have you particularly enjoyed eating during your pregnancy?

Sophia: I am always hungry, but I guess that is normal when you are expecting twins. I eat the same things almost every day. We have tortillas and beans at lunch and dinner, along with some veggies.

CPA: Wow, congratulations on the twins! What foods, if any, do you avoid?

Sophia: Well, I am allergic to fish, so I keep that out of the house.

What information might influence the food package assignment in this situation?



Example: *Fish allergy*

Case study 2

CPA: Olivia, tell me about what Joe eats on a typical day.

Olivia: Well, our family is vegan, so we have to make sure we all get everything we need in a day, without using animal products. We eat a lot of beans and nuts. Joe loves soy milk. We buy all organic vegetables and fruits at the Food Co-Op, so I know they are good for him.

What information might influence the food package assignment in this situation?



Case study 3

CPA: Hi, Teri! I haven't seen you in a few months. How are things going for you these days?

Teri: Things have been awful! Jeff lost his job, and we were already behind on the rent, so we got evicted from our apartment. We have been bunking with a friend of ours, but their house is really tiny. We have been sleeping on the fold-out couch. The worst part is the dinky little kitchen. They have one of those refrigerators that come up to about your waist.

What information might influence the food package assignment in this situation?



Case study 4

CPA: Sonia, tell me how breastfeeding is going for you and baby Chloe.

Sonia: Breastfeeding seems to be going fine. Chloe likes it and I am feeding her about every 3 hours when we are together. I am going back to work next week, so I have started giving her a little bit of formula in a bottle each day.

CPA: What are your plans for feeding Chloe when you go back to work next week?

Sonia: I work a four-hour shift at the Taco Bell near my house. So, my husband is just going to give Chloe formula during that time.

What information might influence the food package assignment in this situation?



Case study 5

CPA: Margie, what is Taylor eating and drinking these days?

Margie: The doctor wants me to keep Taylor on his special formula for now. Since he was so premature he needs to stay on that for a while longer. He doesn't eat any baby food yet. We tried to give him some baby foods by spoon, but he has some problems with gagging.

What information might influence the food package assignment in this situation?



Skill check: Self-evaluation

List the steps a CPA takes to assign a food package.



Chapter 4: Changing Food Packages

Items needed

- None

WIC Policy

- Policy 769 – [Assigning WIC Food Packages](#)

Objectives

After completing this lesson, you will:

- List and describe the food package changes that require a CPA.
- Determine if a participant request needs to be done by a CPA.
- Describe what food package changes a Clerk can make for a participant after a food package has been assigned.
 - \$3 FVB to bottled or frozen juice or the reverse
 - Change bottled juice to frozen juice or the reverse
 - Change regular cow milk to evaporated or dry cow milk or the reverse
 - Change powder infant formula to liquid concentrate or the reverse

Overview

A food package can change during a certification appointment or after a participant is already assigned a food package and requests a change. Food package changes are called modifications or swaps. This module covers when and how food package is modified and what swaps can be made for a participant.

Why assign a food package other than the standard?

The standard food packages provide the maximum foods allowable and are the foods that work the best for most participants. Federal regulations require WIC agencies to provide the maximum foods available unless there is a specific reason to provide less.

CPAs think carefully before making changes to a food package and only do so after carefully assessing a participant's needs.

Why a CPA assigns a non-standard food package

The CPA assigns a non-standard food package for a participant when a common substitution is made to the standard food package using a template. Templates are a quick way to select non-standard food packages in the WIC data system. Non-standard food packages can be forecasted for the length of the certification.

A participant can get a non-standard food package when they request:

- No eggs
- A different type of milk (for example: soy, goat, or lactose-free)
- Less cheese or yogurt
- Less milk or formula
- Removing fish
- Swapping jarred infant food for Fruit and Vegetable Benefit

Why a CPA modifies a food package

The CPA assigns a modified food package for a participant when there is no existing template in the WIC data system for a participant's request.

Tailoring or modifications can be made to food packages based on participant preferences. A modified food package cannot be forecasted automatically. A modified food package is duplicated one month at a time for the length of the certification period.

A participant may be issued a modified food package for:

- A combination of different formulas or milks
- A formula that doesn't have a template
- A combination of foods that doesn't have a template
- A formula or supplement that requires a Medical Documentation Form

Making changes after a food package is assigned

Changes can be made to a food package at any time. This might happen when a participant realizes they need a different type or amount of a food category after they have already been assigned a food package.

When a change is made to a food package, a CPA must:

1. Explain to participants why they might temporarily receive a food package that has different amounts or types of foods.
2. Make sure the food package changes made continue for future months by forecasting or modifying each month.

Clerks can only make changes to the form of specific foods after a food package has been assigned by a CPA as outlined in [Policy 769: Assigning Food Packages](#).

Clerks can make these changes to a food package for a participant and document it in the WIC data system:

- Powder formula for liquid concentrate formula or the reverse
- Bottled juice for frozen juice or the reverse
- \$3 FVB dollars for bottled or frozen juice or the reverse
- Regular milk to evaporated or dry milk or the reverse

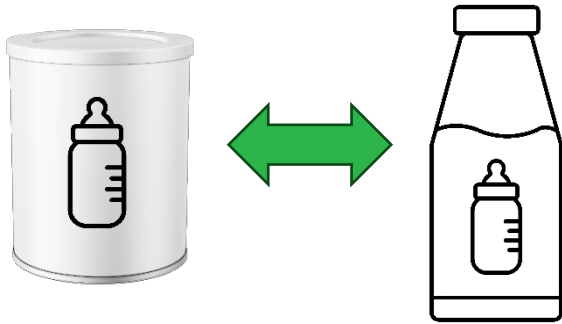
Clerks refer all other food package changes to a CPA.

Clerks learn how to make and document food package changes during TWIST training or with their training supervisor.

Clerks who have completed Level 1 Training only can make the changes above. Check with your Training Supervisor or WIC Coordinator about your

responsibilities. Each WIC agency defines the Clerk role and may provide additional training to best meet agency needs

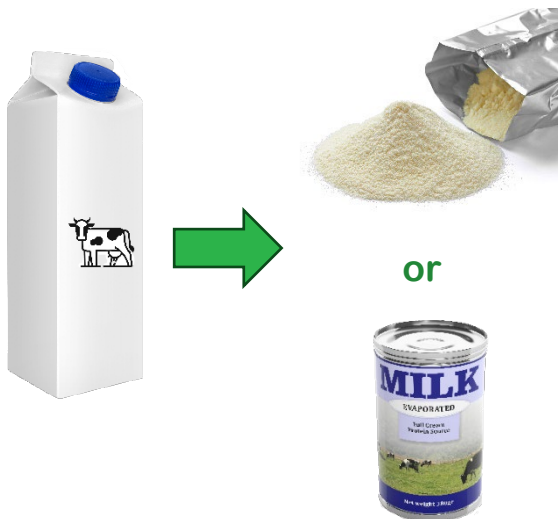
Clerks can make these swaps for a participant



Swap powder formula for liquid concentrate formula

or

Swap liquid concentrate formula for powder formula



Swap milk for

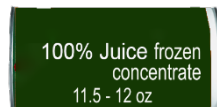
- Dry milk **or**
- Evaporated milk

Clerks can make these swaps for a participant



Swap one 64 oz. bottled juice to one 11.5 to 12 oz frozen juice

\$3 FVB



Swap up to \$3 FVB for:

- One 64 oz. juice **or**
- One 11.5 to 12 oz frozen juice

Practice activity

Watch a CPA in your clinic assign a non-standard food package or a modified food package. Ask the CPA these questions to find the answers.

What did the participant share that led you to assign a non-standard or modified food package?



Did you use a template to assign the food package? If yes, what template did you use?



Did the participant ask for any swaps? If yes, what swaps were made?



Food Package for Non-Certifying Staff

How did the participant's Benefit List change after you modified their food package?



Skill check: Self-evaluation

What food package changes can you make in your role?



Talk with your Training Supervisor if you have questions about the food package changes you can make.