



September 2026

Important: Changes to Milk Maximum Amounts (MMAs) in this module

The milk amounts shown in some materials in this training are **not updated for 2026**. This includes:

- Job aid: Standard Food Packages
- Job aid: Food Packages by Participant Category

What you need to do:

Ask your Training Supervisor for the current milk amounts.

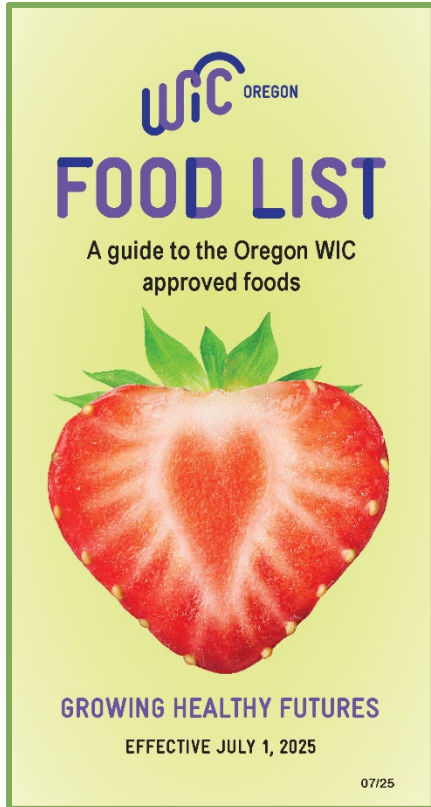
If you have questions, contact the State WIC Office or your assigned Nutrition Consultant.

Thank you,

- State WIC Training Team

Oregon WIC Training

Food Package for Certifying Staff Part 1



Staff Training



(08/2026)

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Introduction

Items needed

- Job aid: [Food Package and Module Definitions](#)
- Job aid: [Standard Food Packages](#)
- Job aid: [Module A Templates and Codes](#)
- Job aid: [Module B Templates and Codes](#)
- Job aid: [Shopping Issues](#)
- Job aid: [Food Packages by Participant Category](#)

WIC Policy

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

Sections and objectives

After completing this module, you will be able to:

Section 1: Staff Roles

- Explain your role related to food packages.

Section 2: Food Package Basics

- Define the participant categories of WIC participants.
- Define:
 - Standard Food Package
 - Non-Standard Food Package

- Modified Food Package
- Describe foods available in a standard food package.
- Locate information for standard food package amounts by participant category.
- List the changes staff can make to a participant's food package based on their training and role in their agency.
- List and describe the choices participants can make for each food category in the store.

Section 3: Food Package Assignment Process

- Use critical thinking to determine the factors influencing food package assignment.
- Describe the process used for assigning a food package.

Section 4: Templates and Swaps

- Explain the benefit of using a template for assigning food packages.
- Select templates to assign non-standard food packages.

Overview

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

This module is designed for WIC staff who are trained as a certifier or CPA. Staff without CPA training will complete a separate module, Food package for non-certifiers.

Note: Some clinics cross-train CPAs 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.

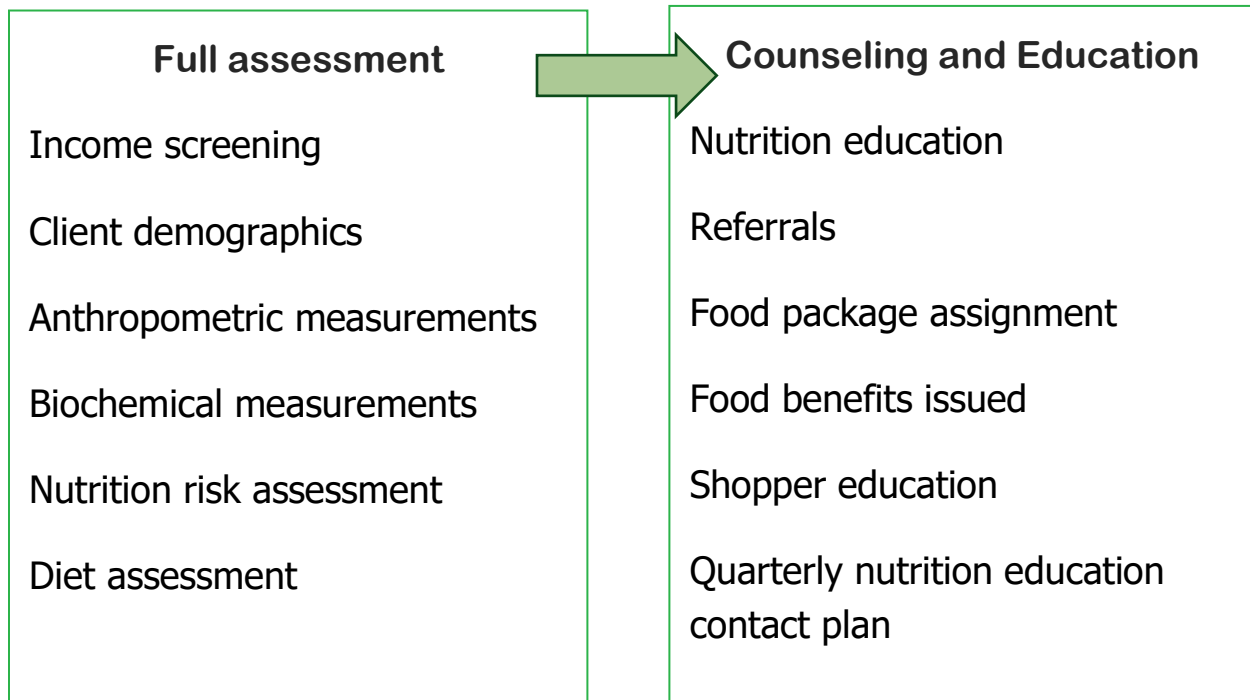
Together, WIC foods and WIC services offer healthful options for our participants.

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 those 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.

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.

- 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. Shopper education typically happens after a participant is assigned a food package.

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 either in person or online.

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 ensuring the HCP order is completed on the MDF and documented when a participant has a qualifying medical condition. This must be done before assigning specific formulas, nutritional supplements, or the special food package. 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

Food packages that require medical documentation are covered in more detail in Section 8 of this module.

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

Complaints against a store or farmer's market

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. These complaints can be about poor customer service, civil rights violations, or a combination of both.

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

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 Office 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
 - 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

What is your role related to food package assignment?

Your role related to food package assignment looks 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
- Non-certifying staff can make the following food package changes:
 - \$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
- Provide food package education

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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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](#)
- Job Aid: [Certifier Swap Quick Reference Guide](#)

WIC Policy

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

Objectives

After completing this lesson, you will be able to:

- Define the participant categories of WIC participants.
- Define:
 - Standard Food Package
 - Non-Standard Food Package
 - Modified Food Package
- Describe foods available in a standard food package.
- Locate information for standard food package amounts by participant category.
- List the changes staff can make to a participant's food package based on their training and role in their agency.
- 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 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.

Adult participant category	Participant category code
Pregnant	WP
Fully breastfeeding	WE

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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)	Example: \$50 Fruits and Vegetables (FVB), 48 oz whole grains, 3 gal fat free for 1% milk, 1 lb cheese, 1 ctr low or nonfat yogurt, 1 doz eggs, 1 ctr peanut, nut, and seed butters or beans, 1 ctr beans, 10 oz fish, 36 oz hot or cold cereal
Fully breastfeeding (WE)	

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

Check out the [Job Aid: Certifier Swap Quick Reference Guide](#) for a visual resource on participant swap options and helpful tools in the WIC Shopper App.

When a food package is changed from the default package it is called a non-standard food package or modified food package depending on the change made by WIC staff.

Chapter 4 of this module provides more details on how CPAs tailor or swap foods in a participant's food package.

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 these changes are made using templates in the WIC data system, the food package is called a non-standard food package.

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 are many food templates available. 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. The 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 assigns food packages 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 not 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 manually modifies 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. The changes must be made manually for each month assigned.

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

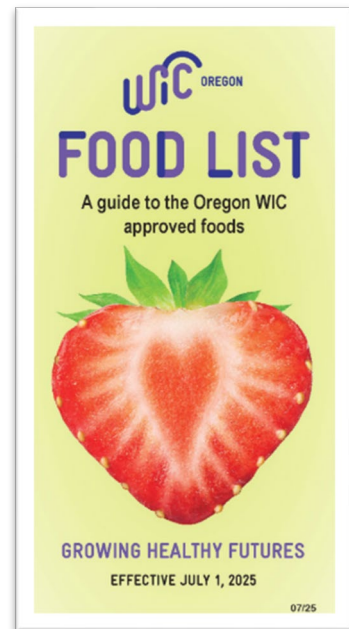
In the Orientation to WIC module, you learned about the foods WIC provides for participants.

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 education is a requirement

Food package education helps participants understand their benefits and how to use them successfully.

During certification, a CPA or WIC Nutritionist must talk with participants about their food package.

Best practice topics

When possible, WIC staff should touch on all the following to help participants understand their benefits and feel confident using them:

- Explain the foods included in their food package
- How to spend their monthly maximum allowance (MMA)
 - The MMA is the highest amount of each WIC food category a participant can receive each month, based on their food package type. Certifiers must tell participants they receive the MMA so participants understand the amounts are set by law, not staff discretion.
- Review the participant's Benefit List
- Review the Oregon WIC Food List
- Review all tailoring and swap options
- How to shop for WIC foods
- Answer participant questions about the food package

Required topics to cover and document

Best practice topics help participants feel confident using their benefits. However, only the four topics below are required and must be documented:

1. Foods in the participant's food package

Explain the types and amounts of food the participants will receive. This is where certifiers say: "Oregon issues the maximum monthly allowance for your food package."

2. Review all tailoring and swap options

Explain all available tailoring and swap options and ensure the participant understands what a certifier can change in their food package based on their preferences.

3. How to spend the participant's monthly maximum allowance (MMA)

Explain to participants that because there's a wide variety of sizes and types of foods they can choose to buy with their benefits. Because of this, participants might need be careful when mixing and matching food package sizes to reach their maximum monthly benefit of specific foods.

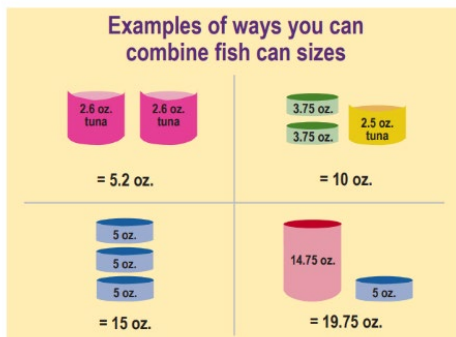
4. Review [Oregon WIC Food List](#)

Use the Food List to show participants how they can:

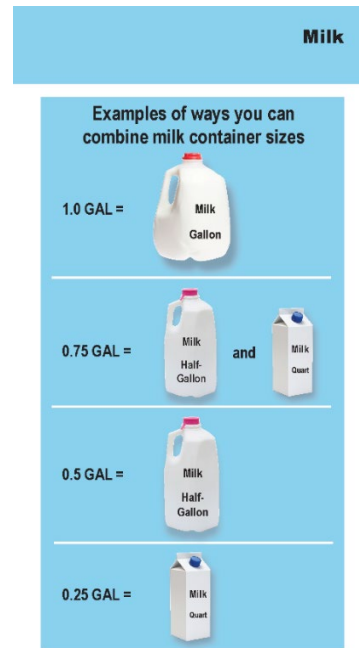
- Spend their MMA.
- Purchase different package sizes or options that help them reach their full benefit amount.

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Below are just a few examples of visuals made for participants in the [WIC Food List](#). These images can help participants understand how to reach their monthly maximum amount and ask for specific food package changes.

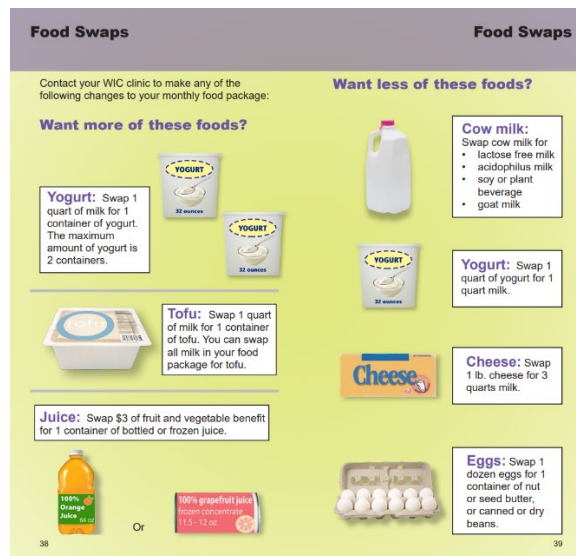


25



15

Shopping for dry peas, beans, lentils and canned beans



38

39

Sample script of four required topics

Below is an example of how a certifier could cover the four required food package education topics:

While talking to participants about their food package, a certifier can say:

1. "Oregon issues the most commonly preferred food package, with the **maximum amount** allowed."
2. "Some **changes** are available, swaps include:
 - More milk in place of cheese and/or yogurt
 - 1 juice in place of \$3 Fruit & Veggie Benefit (FVB)
 - Tofu or more yogurt in place of milk
 - Beans or peanut butter in place of eggs
 - Milk type (lactose free, plant/soy, goat, evaporated, dry, acidophilus)
 - Infant FVB in place of half or all jarred baby foods"
3. "Do you want to make a change to your food package?"
4. "The **WIC Food List** includes food images and package sizes to help you get the most out of your benefits."

Documentation after topics are covered

After covering the four required topics, staff must document completion in the WIC data system. You will learn how to do this during data system training and as you begin certifying participants.

Offering shopper education for a new or returning participant

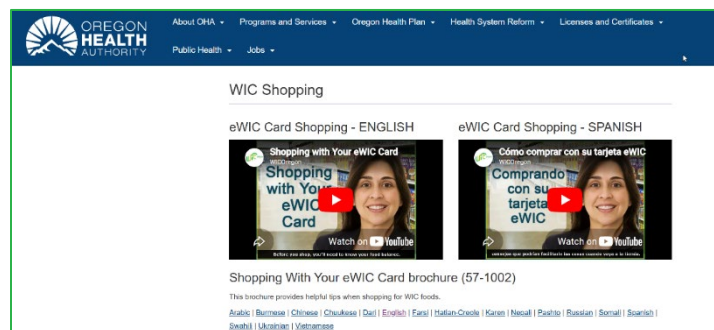
Shopper education helps participants learn how to shop for their food package at the store.

A CPA, WIC Nutritionist, or Clerk offer shopper education to new and returning participants. Shopper education typically happens after a participant is assigned a food package.

Examples of shopper education and handouts for participants:

- [How to download the WIC Shopper app](#) (PDF)
- [Shopping with your eWIC card](#) (PDF)
 - This brochure includes topics like:
 - How to read your receipt at the store
 - Tips for buying food
 - How to set your pin
- Use the [WIC Food List](#) to:
 - Plan which foods to buy
 - Review brand-specific food products
 - See what foods they can purchase with WIC benefits

This Oregon Health Authority web page [Shopping for WIC Foods](#) includes videos, handouts, and frequently asked questions (FAQs) for participants. You can use resources on this page while offering shopper education.



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 be able to:

- Use critical thinking to determine the factors influencing food package assignment.
- Describe the process used for assigning a food package.

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 after a full assessment is completed.

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.

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

Factors that influence which food package is assigned

Participants share lots of different kinds of information with CPAs that 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
-

Process for assigning a food package

A CPA follows these steps when assigning a food package:

Step 1: Confirm the participant's category.

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

Step 3: Select "Special" checkbox in WIC data system for situations that require a Medical Documentation Form.

Step 4: Provide and document required Food Package Education to participant.

Remember: Required Food Package Education includes these four topics:

- Foods in the food package
- Review all tailoring and swap options
- Review Oregon Food List
- How to spend the monthly maximum amount

Step 5: Assign the standard food package for the participant's category and designation if no factors are found.

Step 6: Assign a non-standard food package if changes to the food package need to be made and a template is available.

Step 7: Collaborate with participant to modify the food package for other changes that don't have a template available.

Step 8: Save 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: Templates and Swaps

Items needed

- Job aid: [Food Package and Module Definitions](#)
- Job aid: [Standard Food Packages](#)
- Job aid: [Module A Templates and Codes](#)
- Job aid: [Module B Templates and Codes](#)

WIC Policy

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

Objectives

After completing this lesson, you will be able to:

- Explain the benefit of using a template for assigning food packages.
- Select templates to assign non-standard food packages.

Overview

CPAs tailor standard food packages to participants' needs and preferences. To do this, a CPA uses templates and offers swaps for different foods in a food package.

When a CPA tailors a food package using templates, a standard food package becomes a non-standard food package. Templates are the best tool for CPAs to make a food package change because it is faster to use a template in the WIC data system than to modify a food package each month by hand.

Swaps are a way to tailor or modify a food package for a participant. There are templates in the WIC data system to make swaps.

What is a template?

The WIC data system groups foods in a food package into three different Modules: A, B, and C. Module A includes milk, milk alternatives, formula for infants, cheese, yogurt, and tofu. Module B includes all other foods like nut butters, whole grains, fish, and more. Module C includes medical formula or nutritionals for adults and children.

Note: Module C is used most often by the WIC Nutritionist to manage medical formulas and nutritionals.

Templates describe the specific types of foods assigned to a participant in each Module.

A standard food package contains templates that the WIC data system automatically assigns. A non-standard food package contains templates that a CPA selects to tailor a participant's food package. There are many different templates a CPA can use to make changes to a food package. The template options in the WIC data system reflect the most common food package changes a participant may need. When a CPA tailors a food package, they can only choose templates appropriate for the participant's category.

Refer to the Job Aid: [Food Package and Module Definitions](#) for more information on the different types of food packages and modules in the system.

Templates contain a string of two or more letters called a “code”. These codes are a short way to read the combinations of foods assigned in each Module.

Standard Module A templates for adults and children

Let's start with Module A. These are the "milk foods" in a WIC food package. They include milk, milk alternatives, cheese, yogurt, tofu, and formula for infants.

For adults and children, Module A will represent a variety of milk foods that are shortened down to individual letters or codes.

The first letter in a Module A template is either M, G, S, or L:

- **M** stands for Liquid cow's milk
- **G** stands for Liquid goat's milk
- **S** stands for Soy and plant-based beverages
- **L** stands for Lactose-free milk

The second letter gives more detail about the milk. For example, whether the milk is nonfat or 1%, whole, or 2%.

- **L** stands for Nonfat or 1% milk
- **W** stands for Whole milk
- **2** stands for 2% milk

Two letters that are next to each other describe the milk and fat content.

- **GL** stands for Liquid goat's milk that is lowfat.
- **L2** stands for Lactose-free milk that is 2%.

There may another letter code in a Module A template. These letters are important because they explain the other foods a participant is assigned in their food package.

- **C** stands for Cheese

- **O** stands for No Cheese
- **T** stands for Tofu
- **Y** stands for Lowfat and nonfat yogurt
- **YW** stands for Whole milk yogurt

Examples of real Module A template codes:

- **S-O** stands for Soy and plant-based beverage, No cheese, no Yogurt, no Tofu
- **S-O-Y** stands for Soy or plant-based beverage, No cheese, and Lowfat or nonfat yogurt.
- **ML-C-Y-T** stands for Nonfat or 1% milk, Cheese, Lowfat or nonfat yogurt, and Tofu.

See the full list of Module A template codes in the Job Aid: [Module A Templates and Codes](#)

Example: The WIC data system assigns a standard Module A template for a participant

The WIC data system will automatically assign the Module A standard food package template for a participant based on the participant category. In this example, a participant's category is mostly breastfeeding (WB).

Look at Module A below. The WIC data system automatically assigned the template for a mostly breastfeeding participant, ML-C-Y. This standard template includes Lowfat milk (ML), Cheese (C), and Yogurt (Y).

Selection

WIC ID: 01281519-01 Name: JAT, WBP DOB: 10/10/2000 WIC Cat.: WOMAN, MOSTLY OR SOME BREA Tr.Type: C

Medical Data ☒ Health History ☒ Diet Assessment ☒ NE Plan ☒ Progress Notes ☒ BF Tracking ☒ **Food Package Assignment ☒**

Food Package Assignment

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
12/01/2025	WB	ML-C-Y	3.00	gal	WPB						
11/01/2025	WB	ML-C-Y	3.00	gal	WPB						
10/01/2025	WB	ML-C-Y	3.00	gal	WPB						
09/01/2025	WB	ML-C-Y	3.00	gal	WPB						
08/01/2025	WB	ML-C-Y	3.00	gal	WPB						
07/01/2025	WB	ML-C-Y	3.00	gal	WPB						
06/01/2025	WB	ML-C-Y	3.00	gal	WPB						
05/01/2025	WB	ML-C-Y	3.00	gal	WPB						
04/01/2025	WB	ML-C-Y	3.00	gal	WPB						BI
03/01/2025	WB	ML-C-Y	3.00	gal	WPB w/o E						BI
02/11/2025	WB	ML-C	3.00	gal							BI

Modify FR and FX Med ☐ Special Client ☐ Twins or More ☐ WBN1

Enrollment Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

Standard Module B templates for adults and children

Module B foods are the non-milk foods in a food package. These foods include: eggs, hot or cold cereal, dry or canned beans, whole grains, jarred infant foods, fish, Fruit and Vegetable Benefit (FVB), and peanut, nut, and seed butters.

Food packages for adults, children, and infants ages 7 to 12 months use Module B templates.

Standard Module B templates look different than Module A templates because they are not made up of letters that represent different foods. Instead, Module B templates look like participant categories for adults and children.

For example, the standard Module B templates for adults are:

- **WP**
- **WPB**
- **WN**
- **WE**
- **WE-M**

For children, the standard Module B templates are:

- **C1**
- **C2**

Example: The WIC data system assigns a standard Module B template for an adult

The WIC data system will automatically assign the standard food package template for a participant based on their participant category. In this example, a participant's category is mostly breastfeeding (WB).

See Module B. The WIC data system automatically assigned the template for a mostly breastfeeding participant, WPB. This standard Module B template includes a specific amount of non-milk foods that meet the nutritional needs of the mostly breastfeeding participant.

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
12/01/2025	WB	ML-C-Y	3.00	gal	WPB						
11/01/2025	WB	ML-C-Y	3.00	gal	WPB						
10/01/2025	WB	ML-C-Y	3.00	gal	WPB						
09/01/2025	WB	ML-C-Y	3.00	gal	WPB						
08/01/2025	WB	ML-C-Y	3.00	gal	WPB						

Refer to Job Aid: [Standard Food Packages](#) to see the Module A and Module B foods assigned to each participant category.

Note: The standard Module B template, WPB, is automatically assigned to two different participant categories: participants who are mostly breastfeeding and participants who are pregnant with multiples. This is because these two participant categories receive the same standard food package. Participants who receive the same standard food package have similar nutritional needs.

Tailoring an adult or child food package using Module B templates

When an adult or child needs their non-milk foods changed, the CPA selects a Module B template that meets the participant's needs. For adults and children, Module B templates have a hyphen "-" and more letters that represent the foods that are being reduced or swapped.

For example, a pregnant participant who does not want eggs is assigned the Module B template, WP-w/o E.

Module B Codes and Templates for Adults and Children	
Module B Code definitions	Module B Template definitions
FV Fruit and Vegetable Benefit (FVB)	
w/o E Without eggs	-w/o E Removes eggs and either: • Adds 1 ctr of peanut, nut, seed butter or • Adds 1 ctr dry or canned beans
w/o F Without fish	-w/o F Removes fish
J48 11.5 to 12 oz frozen juice	-J48 Reduces FVB by \$3 and: • Adds 1 ctr frozen juice
J64 64 oz bottled juice	-J64 Reduces FVB by \$3 and: • Adds 64 oz bottled juice

Module B Codes and Templates for Adults and Children	
Module B Code definitions	Module B Template definitions
	ZN Removes all Module B foods

Example: CPA selects a Module B template to tailor an adult food package

A fully breastfeeding participant (WE) does not want fish in their food package. The CPA changes the standard food package template from WE, Std Foods to the No Fish template: WE-w/o F. This food package is now a non-standard food package because it was tailored using a template.

The screenshot shows a software interface for managing food packages. The 'Food Package Assignment' tab is selected. The table below lists assignments for various dates and WIC categories. A dropdown menu for 'Module B' is open, showing options like 'WE, Std Foods', 'WE, 48 oz juice', 'WE, 64 oz Juice', 'WE-w/o E', 'WE, No Egg', 'WE-w/o F', 'Food Package didn't convert', and 'No Foods'. A green arrow points to the 'WE-w/o F' option.

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
08/01/2025	WE	ML-C-Y	3.00	gal	WE						
07/01/2025	WE	ML-C-Y	3.00	gal	WE						
06/01/2025	WE	ML-C-Y	5.00	gal	WE						\$ BI
05/01/2025	WE	ML-C-Y	5.00	gal	WE-J48						BI
04/01/2025	WE	ML-C-Y	5.00	gal	WE-J64						BI
03/01/2025	WE	ML-C-Y	5.00	gal	WE-w/o E						BI
02/01/2025	WE	ML-C-Y	5.00	gal	WE-w/o F						BI
01/01/2025	WE	ML-C-Y	5.00	gal	Z-FIX-IT						BI
12/01/2024	WE	ML-C-Y	5.00	gal	ZN						BI

Standard Module A templates for infants

For infants, Module A templates show a shorthand name of a standard or medical formula assigned to an infant. These shortened formula names have a hyphen at the end with the letter P, R, or C that stands for the form of formula. P stands for powder, R stands for ready-to-feed, and C stands for concentrate. For example:

- **SIA-P** stands for Similac Advance Powder
- **SIA-R** stands for Similac Advance Ready-to-Feed
- **SIA-C** stands for Similac Advance Concentrate

The image below shows the standard and medical formula names under Module A for an infant in the WIC data system.

The screenshot shows the WIC data system interface for an infant. The top section includes fields for WIC ID (00753453-02), Name (Spokane, Sparky B), DOB (05/02/2025), WIC Cat (INFANT 4-6 MO MOSTLY OR SOME), and Tr.Type (C). Below this is a tabbed interface with tabs for Medical Data, Health History, Diet Assessment, NE Plan, Progress Notes, and Food Package Assignment. The Food Package Assignment tab is active, showing a table with columns for FP Start Date, WIC Category, Module A, Qty A, Unit A, Module B, Module C, Qty C, Unit C, Med Doc, Partial, and Status. A dropdown menu is open for Module A, displaying a list of formula options: SIA-P (Similac Advance Powder), SIA-R (Similac Advance Ready to Feed), SIM-PM-P (Similac PM 60/40 Powder), SOY-C (Similac Soy Isomil concentrate 13oz), SOY-P (Similac Soy Isomil powder 12.4oz), SSF-P (Similac Sens F/G Powder), SSF-R (Similac Sensitive RTF), SSU-P (Similac Spit Up Powder), STC-P (Similac Total Comfort Powder), and Z-FIX-IT (Food Package didn't convert). A green arrow points to the SIA-P option in the dropdown menu.

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
05/01/2026	IB7-12	SIA-P	1	can	I-FVC						
04/01/2026	IB7-12	SIA-P									
03/01/2026	IB7-12	SIA-R									
02/01/2026	IB7-12	SIM-PM-P									
01/01/2026	IB7-12	SOY-C									
12/01/2025	IB7-12	SOY-P									
11/01/2025	IB7-12	SSF-P									
10/01/2025	IB4-6	SSF-R									
09/01/2025	IB4-6	SSU-P									
08/01/2025	IB4-6	STC-P									
07/01/2025	IB4-6	Z-FIX-IT									

At the bottom of the screen, there are buttons for Modify, FR and FX, Med. Doc. Info, Forecast, Row Summary, FPA History, Special Client, Twins or More, IBN, Enrollment, Family Summary Screen, Immunizations Status, Change Transaction Type, and Determine Eligibility.

Standard Module B templates for infants ages 7 to 12 months

Once infants are 7 months of age, they can receive jarred infant foods in their food package. This is because WIC provides only infant formula for infants ages 0 to 6 months.

Infant Module B templates look different than Module B templates for adults and children. They begin with the letter I followed by a hyphen and the letters that stand for foods included.

The letters in standard Module B templates for infants mean different things:

- **I** stands for infant
- **F** stands for jarred infant fruits
- **V** stands for jarred infant vegetables
- **C** stands for infant cereals
- **M** stands for jarred infant meats

The standard Module B templates for infants are:

- **I-FVC:** For infants who are non-, some, or mostly breastfeeding
- **I-FVCM:** For infants who are fully breastfeeding

Only infants who are fully breastfeeding are eligible for jarred infant meats in their food package. This is why the Module B template for fully breastfeeding infants includes the letter M.

Example: The WIC data system assigns a standard Module B template for an infant

The WIC data system automatically assigns the standard food package template for a participant based on their participant category. In this example, an infant is mostly breastfeeding (IB) and 7 to 12 months old.

See Module B in the image below. The WIC data system automatically assigned the standard I-FVC Module B template to the infant. The I-FVC template includes jarred infant fruits and vegetables and infant cereal. It does not include jarred infant meats because the infant is not fully breastfeeding.

Selection

WIC ID: 00753452-02
Name: Spokane, Sparky A
DOB: 05/01/2025
WIC Cat.: INFANT 4-6 MO MOSTLY OR SOME
Tr.Type: C

Medical Data ☒
Health History ☒
Diet Assessment ☒
NE Plan ☒
Progress Notes ☒
Food Package Assignment ☒

Food Package Assignment

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
05/01/2026	IB7-12	SIA-P	1	can	I-FVC						
04/01/2026	IB7-12	SIA-P	1	can	I-FVC						
03/01/2026	IB7-12	SIA-P	1	can	I-FVC						
02/01/2026	IB7-12	SIA-P	1	can	I-FVC						
01/01/2026	IB7-12	SIA-P	1	can	I-FVC						
12/01/2025	IB7-12	SIA-P	1	can	I-FVC						
11/01/2025	IB4-6	SIA-P	1	can							
10/01/2025	IB4-6	SIA-P	1	can							
09/01/2025	IB4-6	SIA-P	1	can							

Modify
FR and FX
Med. Doc. Info
Forecast
Row Summary
FPA History

☐ Special Client
 ☐ Twins or More
 ☐ IBN

Enrollment
Family Summary Screen
Immunizations Status
Change Transaction Type
Determine Eligibility

Tailoring an infant's food package using Module B templates

When an infant aged 7 to 12 months needs their infant foods changed, a CPA assigns a different Module B template than the standard.

Parents or caregivers may ask to swap some or all of the infant's jarred infant fruits and vegetables for FVB to make their own infant food at home.

CPAs select Module B templates with the \$ symbol to swap either half or all the jarred infant fruits and vegetables for FVB for a participant.

Module B Codes and Templates for Infants 7 to 12 months of age	
Module B Code definitions	Module B Template definitions
I = Infant	I-FVCM-\$ Used with an infant who is fully breastfeeding. Reduces jarred fruits and vegetables from 128 ounces to 64 ounces. Adds \$11 FVB.
F = Fruits (jarred)	I-CM-\$ Used with an infant who is fully breastfeeding. Removes all 128 oz jarred fruits and vegetables. Adds \$22 FVB.
V = Vegetables (jarred)	I-FVC-\$ Reduces jarred fruits and vegetables from 128 ounces to 64 oz. Adds \$11 FVB.

Module B Codes and Templates for Infants 7 to 12 months of age	
Module B Code definitions	Module B Template definitions
C = Cereal (infant cereal)	I-C-\$ Removes all 128 oz jarred fruits and vegetables. Adds \$22 FVB.
M = Meat (jarred)	
\$ = FVB	

Practice activity

Use the Job Aids: [Module A Templates and Codes](#) and [Module B Templates and Codes](#) to practice finding the template best meets the need of each participant in the scenarios below.

Scenario 1

Terry is pregnant and shares with you that she doesn't drink regular milk or eat yogurt. She does drink soy milk, eat tofu, and likes cheese and wants these things in her food package. What Module A template would you assign Terry?



Scenario 2

Terry enrolls her son, Edmond, into WIC and he is 14 months old. As a one-year-old, he will receive whole milk in his Module A template. Terry tells you Edmond likes tofu and eats cheese. What Module A template would you assign for Edmond?



Scenario 3

Aimee is a newly enrolled infant who is 7 months old and fully breastfeeding. Her dad wants to make some of her baby food from fruits and vegetables he buys using FVB. What Module B template would you assign for Aimee?



Swaps

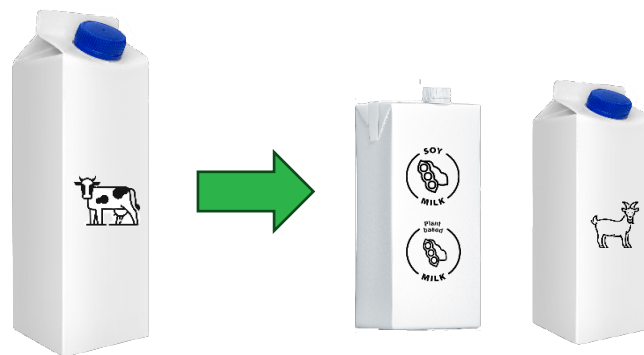
Swaps are one way CPAs can modify or tailor a food package for a participant's preferences. CPAs can swap some Module A foods for other Module A foods, or Module B foods for other Module B foods, for a participant. CPAs make most swaps in the WIC data system using templates.

The [Certifier Swap Quick Reference Guide](#) is a visual tool for CPAs to use when talking to participants about the WIC Food List and different swaps possible for Module A and Module B foods. Each page of this tool was designed to use as few words as possible to encourage understandability across different languages.

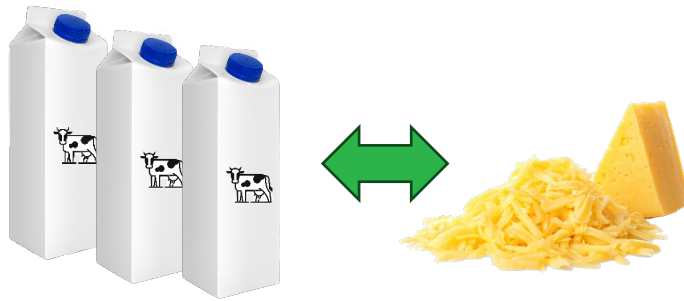
Note: Not any Module A or Module B food can be swapped.

Module A swaps for adults and children

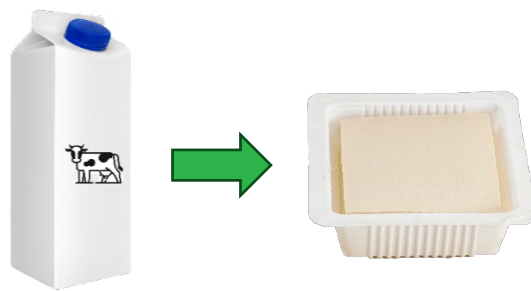
CPAs can swap one quart of milk for one quart of goat milk **or** one quart of soy or plant beverage.



CPAs can swap three quarts of milk for one pound of cheese or the reverse.



CPAs can swap one quart of milk for one 14-to-16-ounce container of tofu.

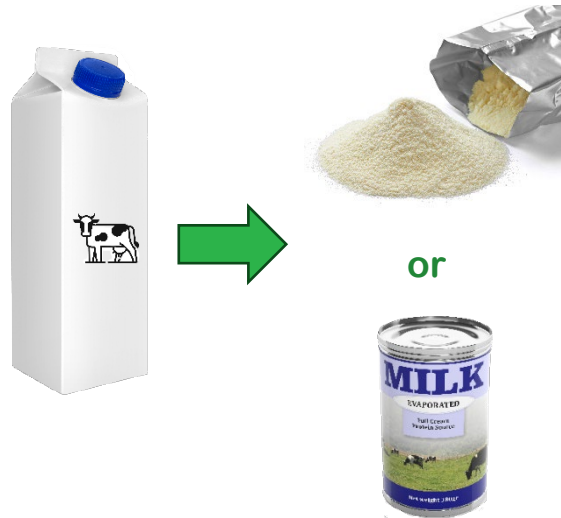


CPAs can swap one quart of milk for one 32-ounce container of yogurt or the reverse. This swap can be made for up to two containers of yogurt.



Food Package for Certifying Staff: Part 1

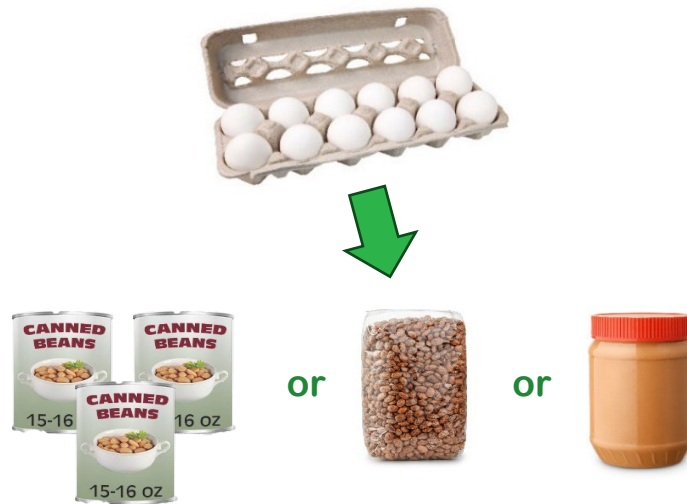
CPAs can swap liquid cow or goat milk for powdered or evaporated cow or goat milk.



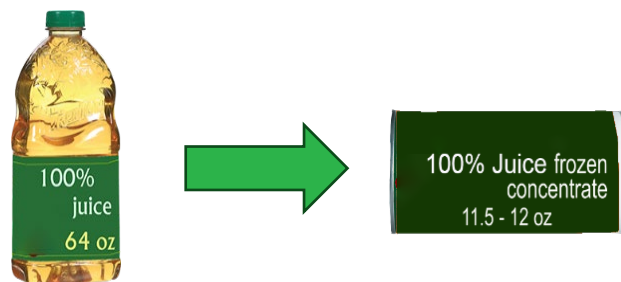
See Job Aid: [Assigning Dry and Evaporated Cow and Goat Milk](#) for a breakdown of container sizes available to swap.

Module B swaps for adults and children

CPAs can swap one dozen eggs for one 18-ounce container nut or seed butter, one 16-ounce container of dried beans, or four 15-to-16-ounce containers of canned beans.

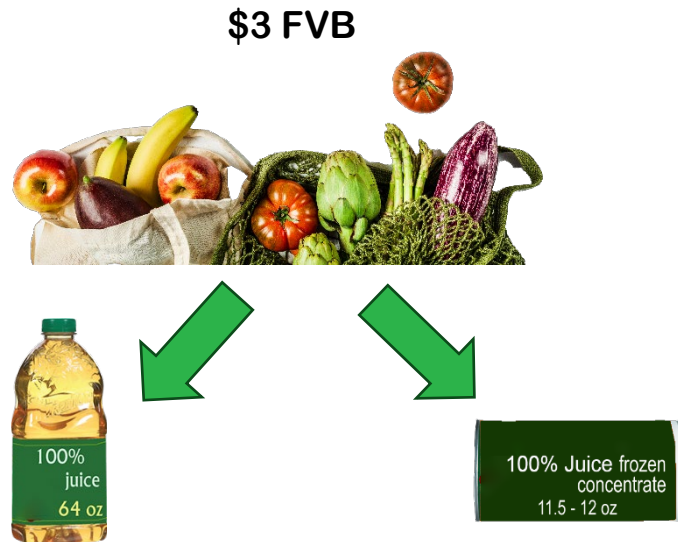


CPAs can swap one 64-ounce container of bottled juice for one 11.5-to-12-ounce container of frozen juice concentrate.



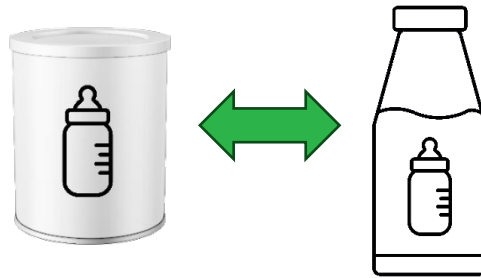
Food Package for Certifying Staff: Part 1

CPAs can swap \$3 FVB for one 64-ounce container bottled juice or one 11.5-to-12-ounce container of frozen juice concentrate.



Module A swaps for infants

CPAs can swap powder formula for liquid concentrate formula or the reverse for infants ages 0 to 12 months.



Module B swaps for infants

CPAs can swap all 128 ounces of jarred infant fruits and vegetables for an additional \$22 FVB, or half for \$11 FVB for infants ages 7 to 12 months.

