Training Supervisor Guide Food Package for Certifying Staff: Part 1

Who must take this course

All certifying staff. This includes WIC Nutritionists, Coordinators, Training Supervisors, and Breastfeeding Coordinators. Front office staff who are cross-trained as certifiers must also complete this course.

Where to find it

Workday Learning

https://wd5.myworkday.com/oregon/email-universal/inst/17816$14616/rel-task/2998$29489.htmld

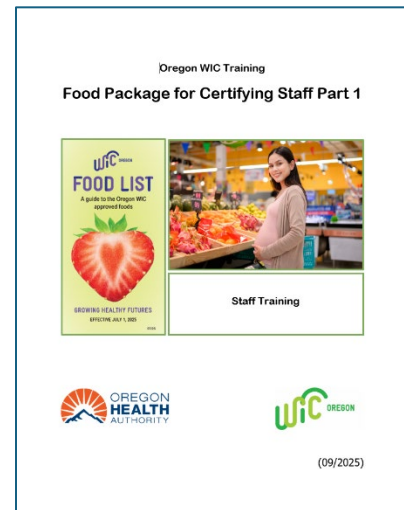## Time needed to complete the course

About 2 hours

When to assign for staff to complete

Within 1 month of hire

Posttest Location

Workday Learning

https://wd5.myworkday.com/oregon/email-universal/inst/17816$14616/rel-task/2998$29489.htmld

In this guide

Overview

Food Package for Certifying Staff Part 1 is written specifically for Certifiers. It provides the foundational information common to all staff members from the certifier's point-of-view. Information about the role of non-certifying staff is also included to help staff stay within their scope of practice.

The course covers basic information about food packages: staff roles, overview of food packages, how they are assigned, tailoring options, changing food packages, and changes both non-certifying and certifying staff can make for a participant.

Non-certifying staff complete a separate Food Package module specific to the scope of their roles.

This module includes a 10-question posttest and an evaluation form.

Learning objectives

After completing the module learners will be able to:

Chapter 1: Staff roles

- 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.

Chapter 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.

Chapter 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.

Chapter 4: Templates and Swaps

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

Training Supervisor Notes

The WIC Food Package is likely what most participants are interested in when they enroll in WIC. Being able to navigate the tailoring options and choices at the store are essential skills WIC staff share at an appointment.

Staff Roles

In Food Package for Certifying Staff Part 1, the focus is on understanding the foundation of food packages, tailoring, and, most importantly, the role the assessment plays in providing information to the certifier when assigning food packages. The WIC Food List and Quick Reference Guide and the WICShopper App may be helpful tools for certifiers to be familiar with when working with participants.

It is important for certifiers to understand the connection between the assessment, risk factors, and tailoring options in the appointment. A firm foundation in Food Package basics helps certifiers when completing Food Package for Certifying Staff Part 2.

If your agency has non-certifying staff (including those who take measurements), discuss what non-certifying staff can do related to food packages. Staff who are not certifiers are limited to these actions related to food packages:

- Assign eWIC cards
- Issue eWIC food benefits
- Provide shopper education
- Record complaints
- Issue already assigned benefits
- Make specific changes to food packages
    - Change liquid cow milk to dry and evaporated cow milk within the amounts already assigned
    - Swap $3 of Fruit and vegetable benefit for bottled or frozen juice
    - Swap bottled juice for frozen juice
    - Change concentrate formula to powder
    - Change powder formula to concentrate

All other changes must be made by certifying staff.
(See Policy 769: Assigning WIC Food Packages)

Food Package basics

There are many required topics to cover with participants when assigning a food package. Explore with staff their understanding related to documentation for these requirements.

Food Package Nutrition Education includes:

- 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 assignment process

This module covers the mechanics of talking about Food Packages with participants. This is a good time to reinforce using participant-centered practices when going through the assignment process.

Templates and Swaps

Review and support the use of templates when assigning food packages. Templates automatically make allowed changes to the food package which can be forecasted. Individual modifications cannot be forecasted.

Job aids with templates available for Modules A and B are available in the WIC Job Aid Database.

Practice Activity Answers

Chapter 2: Food Package Basics

Activity on page 37

Fully breastfeeding (WE) = $55 FVB, 48 oz whole grains, 3 gal fat free or 1% milk, 1 lb cheese, 1 ctr low or nonfat yogurt, 2 doz eggs, 1 ctr peanut, nut, and seed butter or bean, 1 ctr dry or canned beans, 20 oz fish, 36 oz hot or cold cereal

Fully breastfeeding (IE) = [7-12 months] 128 oz jarred fruits and vegetables, 16 oz cereal, 40 oz meats

Non-breastfeeding (IN) = [0-3 months] 9 cans, [4-6 months] 10 cans

[7-12 months] 7 cans, 128 oz jarred fruits and vegetables, 8 oz cereal

13 to 23 months (C1) = $29 FVB, 24 oz whole grains, 2 gal whole milk, 1 lb cheese, 1 ctr whole milk yogurt, 1 doz eggs, 1 ctr peanut, nut, and seed butters or beans, 6 oz fish, 36 oz hot or cold cereal

24 to 60 months (C2) = $29 FVB, 24 oz whole grains, 2.5 gal non-fat or 1% milk, 1 lb cheese, 1 ctr low or nonfat yogurt, 1 doz eggs, 1 ctr peanut, nut, and seed butters or beans, 6 oz fish, 36 oz hot or cold cereal

Chapter 3: Food Package Assignment Process

Activity on pages 42-46

Case study 2: Vegan diet, preference for soy milk

Case study 3: Non-stable housing situation, limited refrigeration, limited storage of food

Case study 4: Starting formula, partial formula and partial breastfeeding

Case study 5: Special formula, not eating solid foods

Activity on page 47

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

1. Confirm participant's category
2. Identify any factors that impact which food package to assign to the participant
3. Select "Special" in WIC data system for participants with qualifying condition and Medical Documentation Form
4. Offer required Food Package Education to participant
5. Assign the standard food package for the participant's category and designation if no factors are found.
6. Assign a non-standard food package if changes to the food package need to be made and a template is available.
7. Collaborate with participant to modify the food package for other changes that don't have a template available.
8. Save the food package selected in the WIC data system.

Chapter 4: Templates and Swaps

Activity on pages 63-64

Scenario 1: S-C-T

Scenario 2: MW-C-T

Scenario 3: I-FVCM-$

Posttest questions and answers

The posttest has 10 questions. Here's what you need to know:

- The questions shuffle. This means they are never in the same order.
- The answers for each question also shuffle.
- Learners have two tries to answer the question correctly.
- If a learner chooses an incorrect answer twice, the correct answer displays with the section to rev
- Learners can review their answers at the end of the posttest. This review will show them where the information for the question can be found in the module.
- 90% is a passing score.

Posttest questions and answers

Food Package for Certifying Staff Part 1

Posttest

About this Posttest

✓ This Posttest has 10 questions

✓ You have 2 tries to choose the best answer

✓ You must score 90% to pass

✓ Click "Review Quiz" at the end of the test to see which ones you got correct. The slide will tell you where to find information about the question in the module, Food Package for Certifying Staff Part 1

Question 1

(Multiple Choice, 10 points, 2 attempts permitted)

Question #1

What can **non-certifying staff** do in the food package assignment process?

Choose the best answer.

- ◯ Remove fish
- ⦿ Issue assigned food benefits using the WIC data system
- ◯ Swap milk for cheese in a participant's food package
- ◯ Complete a Medical Documentation Form

Feedback when correct: That's right! You selected the correct response.

Feedback when incorrect: Correct answer: Issue assigned food benefits using the WIC data system

Please review Chapter 1: Staff roles for more information

Question 2

(Multiple Choice, 10 points, 2 attempts permitted)

Question #2

Which of these food package changes can certifying staff make?

Choose the best answer.

○ Change milk type

○ Swap one dozen eggs for an additional container of peanut, nut and seed butters or beans

○ Remove fish

● All of these

Please review Chapter 2: Food Package Basics for more information

Question 3

(Multiple Choice, 10 points, 2 attempts permitted)

Question #3

Which WIC staff role is responsible for completing a full assessment, nutrition education, and food package assignment?

Choose the best answer.

- ⦿ CPA
- ◯ WIC Coordinator
- ◯ Clerical staff
- ◯ Breastfeeding Peer Counselor

Please review Chapter 1: Staff Roles for more information

Question 4

(Multiple Choice, 10 points, 2 attempts permitted)

Question #4

Which WIC staff can record complaints in the WIC data system?

Choose the best answer.

○ CPA

○ Clerical staff

○ WIC Nutritionist

● Any of these

Please review Chapter 1: Staff Roles for more information

Question 5

(Multiple Choice, 10 points, 2 attempts permitted)

Question #5

What is the default food package for WIC participants called?

Choose the best answer.

- 🔘 Standard food package
- ⚪ Non-standard food package
- ⚪ Partial food package
- ⚪ Modified food package

Please review Chapter 2: Food Package Basics for more information

Question 6

(Multiple Choice, 10 points, 2 attempts permitted)

Question #6

Which of these food package changes can **non-certifying staff** make?

Choose the best answer.

○ Change milk type from cow milk to soy and plant-based beverages

○ Remove fish

○ Remove eggs

● Swap $3 FVB for bottled or frozen juice

Please review Chapter 1: Staff Roles for more information

Question 7

(Multiple Choice, 10 points, 2 attempts permitted)

Question #7

When can a participant have their food package tailored to meet their medical needs or personal preferences?

Choose the best answer.

○ Only during the mid-certification appointment

○ One time during the certification period

○ Only during the initial certification appointment

◉ At any point during the certification period

Please review Chapter 2: Food Package Basics for more information

Question 8

(Multiple Choice, 10 points, 2 attempts permitted)

Question #8

What is an example of a choice a participant can make at the store?

Choose the best answer.

⦿ Can choose between twelve different whole grain options, including gluten-free

◯ Can choose pistachio or hazelnut butter

◯ Can choose fresh beef or chicken

◯ None of these

Please review Chapter 2: Food Package Basics for more information

Question 9

(Multiple Choice, 10 points, 2 attempts permitted)

Quiz - Food Package for Certifying Staff - Part 1
Question List

Question #9

What foods are included in the Module A template: **L2-C**? Use the Job Aid: [Module A Templates and Codes](#) to find the answer.

Choose the best answer.

○ Lactose Free 2% milk, Cheese

○ None of these

○ Lactose Free 2% milk, Cheerios

● Lactose Free 2% milk, no Cheese

🔊   SUBMIT

Please review Chapter 4: Templates and Swaps for more information

Question 10

(Multiple Choice, 10 points, 2 attempts permitted)

Question #10

Why are templates useful for certifying staff when tailoring a food package?

Choose the best answer.

◉ Templates are a faster way to make a food package change for a participant.

○ Templates let certifying staff increase the amount of foods in a food package.

○ Templates are a faster way to get a participant's medical information.

○ Templates are not useful for certifying staff.

Please review Chapter 4: Templates and Swaps for more information

You did it!

Click "Review Quiz" after this slide for information about questions.
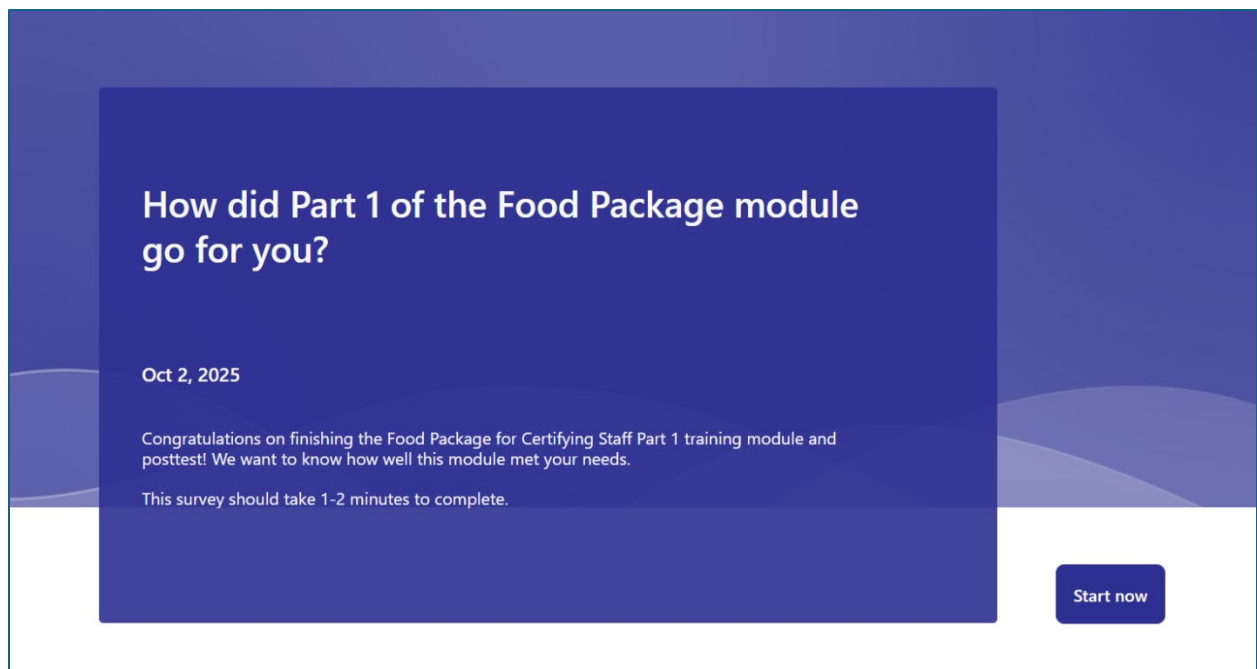
Module evaluation form

The last lesson of the module is an evaluation form. Please encourage staff to complete the form. Feedback is how we improve!

We plan to reach out to staff who complete this course every few months to learn more about their experience as well.

Here is a link to the form:

https://forms.office.com/g/miUuM3gitG