

# Training Supervisor Guide

## Food Package for non-certifying staff

### Who must take this course

All non-certifying staff: front office staff, breastfeeding peer counselors, and interns as appropriate.

### Where to find it

Workday Learning

[https://wd5.myworkday.com/oregon/email-universal/inst/17816\\$14573/rel-task/2998\\$29489.html](https://wd5.myworkday.com/oregon/email-universal/inst/17816$14573/rel-task/2998$29489.html)

### Time to complete the course

2 hours

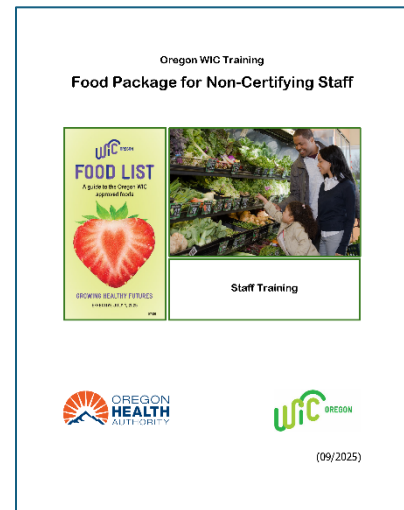
### When to assign for staff to complete

Within 1 month of hire

### Post Test location

Workday Learning

[https://wd5.myworkday.com/oregon/email-universal/inst/17816\\$14573/rel-task/2998\\$29489.html](https://wd5.myworkday.com/oregon/email-universal/inst/17816$14573/rel-task/2998$29489.html)



## In this guide

---

- [Overview](#)
- [Learning Objectives](#)
- [Training Supervisor notes](#)
- [Practice activity answers](#)
- [Post test questions and answers](#)
- [Evaluation Form](#)

## Overview

---

Food Package for non-certifying staff is written specifically for people who need a working knowledge of WIC food packages to provide participant-centered services in a WIC Clinic. The module covers tasks specific to front office staff (clerks), Breastfeeding Peer Counselors, interns, and any other non-certifying staff.

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 certain non-certifying staff can make for a participant.

Certifying staff complete a separate Food Package module for certifying staff.

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

## Learning objectives

---

After completing this module, staff 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

## Training Supervisor notes

---

All staff need a working understanding of what foods WIC provides, what changes can be made, and how to shop effectively to get the most from their WIC foods.

Non-certifying staff may want tools to help them describe the many changes they can request from a Certifier. The [WIC Food List](#) and [Quick Reference Guide](#) and the WICShopper may be helpful tools.

---

## Practice activity answers

---

### Section 2 – Food package basics

Fully breastfeeding (WE) = FVB, whole grains, fat free or 1% milk, cheese, low or nonfat yogurt, eggs, peanut, nut, and seed butter, beans, fish, hot or cold cereal

Fully breastfeeding (IE) = [7-12 months] jarred fruits and vegetables, infant cereal, jarred infant meat

Non-breastfeeding (IN) = [0-12 months] infant formula, jarred fruits and vegetables, infant cereal

13 to 23 months (C1) = FVB, whole grains, whole milk, cheese, whole milk yogurt, eggs, peanut, nut, and seed butters or beans, fish, hot or cold cereal

24 to 60 months (C2) = FVB, whole grains, non-fat or 1% milk, cheese, lowfat or nonfat milk yogurt, eggs, peanut, nut, and seed butters or beans, fish, hot or cold cereal

### Section 3 – Food package assignment process

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

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.

## Posttest questions and answers

---

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

- The answers shuffle. This means they are never in the same order.
- Learners have two tries to answer the question correctly.
- 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.

## Questions

### Food Package for Non-Certifying Staff 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 are correct.  
The slide will tell you where to find information about the question in the module,  
Food Package for Non-Certifying Staff

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

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

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

Choose the best answer.

- ☐ Modify an assigned food package
- ☒ Issue assigned food benefits using the WIC data system
- ☐ Complete a Medical Documentation Form
- ☐ Swap milk for cheese in a participant's food package

Correct	Choice
	Modify an assigned food package
X	Issue assigned food benefits using the WIC data system
	Complete a Medical Documentation Form
	Swap milk for cheese in a participant's food package

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

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

Which of these food package changes can non-certifying staff make?  
Choose the best answer.

- ☐ Swap eggs for nut and seed butters or beans
- ☐ Remove fish
- ☒ Swap cow milk to evaporated or dry cow milk
- ☐ Swap milk for a second container of yogurt

Correct	Choice
	Swap eggs for nut and seed butters or beans
	Remove fish
X	Swap cow milk to evaporated or dry cow milk
	Swap milk for a second container of yogurt



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

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

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

Choose the best answer.

- ☐ Clerical staff
- ☒ CPA
- ☐ Breastfeeding Peer Counselor
- ☐ WIC Coordinator

Correct	Choice
	Clerical staff
X	CPA
	Breastfeeding Peer Counselor
	WIC Coordinator

**4. Which WIC staff can record complaints in the WIC data system?**

**Choose the best answer**

*(Multiple Choice, 10 points, 2 attempts permitted)*

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

Choose the best answer

- ☐ Clerical staff
- ☐ CPA
- ☐ WIC Nutritionist
- ☒ Any of these

Correct	Choice
	Clerical staff
	CPA
	WIC Nutritionist
X	Any of these

**5. What is the default food package for WIC participants called?**

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

What is the default food package for WIC participants called?

Choose the best answer.

- ☐ Partial food package
- ☐ Modified food package
- ☒ Standard food package
- ☐ Non-standard food package

Correct	Choice
	Partial food package
	Modified food package
X	Standard food package
	Non-standard food package

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

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

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

Choose the best answer.

- ☒ At any point during a certification period
- ☐ Only during the initial certification appointment
- ☐ Only during the mid-certification appointment
- ☐ One time during the certification period.

Correct	Choice
X	At any point during a certification period
	Only during the initial certification appointment
	Only during the mid-certification appointment
	One time during the certification period.

**7. What is an example of choices participants have at the store from the WIC Food List?**

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

What is an example of choices participants have at the store from the WIC Food List?  
Choose the best answer.

- ☒ Participants can choose between different types and forms of cheese
- ☐ Participants can choose from different fresh meat and fish options
- ☐ Participants do not have choices of types and flavors of foods at the store
- ☐ Participants can only purchase gluten-free, whole grain products.

Correct	Choice
X	Participants can choose between different types and forms of cheese
	Participants can choose from different fresh meat and fish options
	Participants do not have choices of types and flavors of foods at the store
	Participants can only purchase gluten-free, whole grain products.

**8. Which WIC staff completes a full assessment for a participant before assigning a food package?**

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

Which WIC staff completes a full assessment for a participant before assigning a food package?  
Choose the best answer.

- ☐ WIC Coordinator
- ☐ Clerical staff
- ☒ CPA
- ☐ Breastfeeding Coordinator

Correct	Choice
	WIC Coordinator
	Clerical staff
X	CPA
	Breastfeeding Coordinator

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

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

Which of these food package changes can non-certifying staff make?  
Choose the best answer.

- ☒ Swap \$3 FVB for bottled or frozen juice
- ☐ Remove eggs
- ☐ Remove fish
- ☐ Change milk type from cow milk to soy and plant-based beverages

Correct	Choice
X	Swap \$3 FVB for bottled or frozen juice
	Remove eggs
	Remove fish
	Change milk type from cow milk to soy and plant-based beverages

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

**Choose the best answer.**

*(Multiple Choice, 10 points, 2 attempts permitted)*

Which of these food package changes can non-certifying staff make?  
Choose the best answer.

- ☐ Change cheddar cheese to muenster cheese
- ☒ Change formula from liquid concentrate to powder
- ☐ Swap jarred infant foods for Fruit and Vegetable Benefit
- ☐ Swap 1 quart of milk for 1 container of yogurt

Correct	Choice
	Change cheddar cheese to muenster cheese
X	Change formula from liquid concentrate to powder
	Swap jarred infant foods for Fruit and Vegetable Benefit
	Swap 1 quart of milk for 1 container of yogurt





Please click "review quiz" after this slide for information about questions

Post Test: Food package for non-certifiers-no details

Question List

### Results

Your Score:	100% (100 points)
Passing Score:	90% (90 points)

---

Result:

✓ Congratulations, you passed.

[Review Quiz](#)

◀ PREV FINISH

## Sample review slide:

Post Test: Food package for non-certifiers

Question List

What can non-certifying staff do in the food package assignment process?  
Choose the best answer.

- ☐ Modify an assigned food package
- ☒ Issue assigned food benefits using the WIC data system
- ☐ Complete a Medical Documentation Form
- ☐ Swap milk for cheese in a participant's food package

Please review **Staff Roles** for more information.

Correct

◀ PREV NEXT ▶

## 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!

Here is a link to the form: <https://forms.office.com/g/3kyPyHiZVk>

How did the Food Package module go for you?

Sep 16, 2025

Congratulations on finishing the Food Package for Non-Certifiers training module and posttest!

We want to know how well this module met your needs. This survey should take 1-2 minutes to complete.

Start now

How did the Food Package module go for you?

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

\* Required

1. **Please rate your feelings about the statements below.** Your answers will remain confidential and will only be seen by the State WIC training team. \*

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I understand my role in working with food packages.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel prepared to talk about food packages with other staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel prepared to work with participants and their food packages.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know where to find information to answer questions about the food package.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. **Please share any comments about this training below.** Your response will remain confidential and will only be seen by the State WIC training team.

Enter your answer

Submit