

Training Supervisor Guide

Food Package for Certifying Staff - Part 2

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\\$14615/rel-task/2998\\$29489.html](https://wd5.myworkday.com/oregon/email-universal/inst/17816$14615/rel-task/2998$29489.html)

Time needed to complete the course

About 3 hours

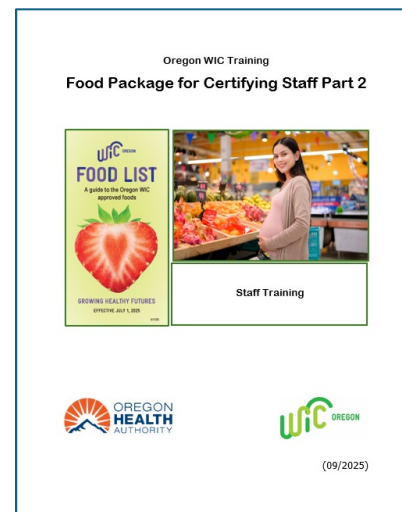
When to assign for staff to complete

When completing Certifier Guide Section 6. Generally within 6 months of hire as a certifier.

Posttest Location

Workday Learning

[https://wd5.myworkday.com/oregon/email-universal/inst/17816\\$14615/rel-task/2998\\$29489.html](https://wd5.myworkday.com/oregon/email-universal/inst/17816$14615/rel-task/2998$29489.html)



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Overview

Food Package for Certifying Staff: Part 2 continues the journey for certifying staff learning with food package assignments, issuing food packages, Medical documentation, and the Formula Warehouse. There are 5 chapters with practice activities to complete.

Food Package for Certifying Staff: part 2 picks up after certifiers in Section 6 of the Certifier Program in Workday learning. At this point, staff have completed nutrition topics for each participant category and learned about nutrition risks. Part 2 now guides them to understand how to tailor food packages to meet the nutrition needs for participant categories and nutrition risks to provide the most nutrition using the WIC Food Package.

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

Learning objectives

After completing the module learners will be able to:

Chapter 1: Participant Preferences

- Provide allowable alternatives to participants with personal preferences about WIC foods.

Chapter 2: Living Situations

- Assign appropriate food packages to participants with limited refrigeration, access to food storage, or who have unstable housing.
- Assign appropriate food packages to participants with unsafe water supply.
- Assign appropriate food packages to participants residing in institutions, such as a shelter, hospital, or jail.

Chapter 3: Risk Factors

- List the milk alternatives that are available and appropriate times to assign them.
- Describe food package assignment options available for participants with certain risks.

Chapter 4: Medical Documentation

- Identify which food packages require medical documentation
- Determine if a Medical Documentation Form received from the health care provider is complete

Chapter 5: Formula Warehouse

- Identify when to use the Formula Warehouse option in the WIC data system.
- Describe the process for using the Formula Warehouse function in the WIC data system to order medical formulas.

Training Supervisor Notes

At this point in their training journey, new certifiers have learned the foundations of the food package, tailoring or swaps, shopper education, life cycle nutrition for participant categories, nutrition risks, infant formula, participant-centered education, and how to use TWIST to document it all!

This module provides the opportunity to connect “book learning” about nutrition for WIC participants with providing the best options in their food package to support healthy outcomes and participant goals.

Support staff using TWIST Practice

Remember: TWIST Practice is available for you to use for training purposes. Staff may benefit from using a “safe to fail” environment to practice. You can create new participants or use ones that are already in the database. Those already in the database always stay the same age – they are adjusted each month by our TWIST programmers.

You can find information about using the TWIST Practice environment on the [Staff In-Service page](#) under New Foods, More Choice TWIST Practice Packet or use this link: [New Foods, More Choice TWIST Practice](#).

Participant preferences and food package education

Here are some areas you may want to check in about when you are coaching or during the **Talk it over** time with staff completing this module.

- How can you use the assessment process to inform you about potential tailoring options for a participant?
- Explore their comfort in covering food package education topics, including the four required topics:
 1. Make sure the participant understands what is included in their assigned food package
 2. Provide information about how they can spend their MMA
 3. Reviewing the Oregon WIC Food List

4. Reviewing all tailoring options with participants.

Risk Factors

- Explore staff understanding of specific food package requirements. For example, ask about the steps required before assigning 2% milk or providing and documenting appropriate nutrition education when assigning Infants Fruit and Vegetable benefit to Infants 7-12 months old.

Medical Documentation

- Explore staff understanding of your agency's process for obtaining MDFs
 - Verbal orders
 - Signed MDFs.
- Explore the limitations of TWIST with staff when it comes to following policy. For example, TWIST may allow something that is not approved by policy.
 - One example is allowing a certifier to issue one month of a medical formula without an MDF. However, we can only issue 2 weeks of formula if a verbal order from a medical provider is in place and need the signed MDF to issue beyond those two weeks.

Practice Activity Answers

Chapter 1 – Participant Preferences

Activity on pages 20-21

#6 "I'd like my child to eat more vegetables, but I don't buy them because they will just go to waste."

#1 "I already have a lot of infant cereal in my cupboard."

#4 "He just doesn't like peanut butter that much."

#7 "Cow's milk doesn't seem to set very well with my daughter. I'm not sure what she should drink."

#5 "I really don't like fish. I can't stand the thought of having it in my house."

#8 "100% whole wheat bread doesn't taste as good as white bread."

#3 "I only eat organic food because it is so much healthier."

#10 "She's my little vegetarian! She'll eat anything other than meat."

#2 "Rice milk is the only type of milk that I serve my family. We try to stay as close to a vegan diet as possible."

#9 "I rarely use eggs."

Chapter 2 – Living situations

Activity on pages 28-29

Scenario A:

Use Explore - Offer - Explore technique for these topics:

- Share they can purchase milk in quarts or half gallons with the WIC Food List.
- Swap some or all milk to powdered or evaporated.
- Swap eggs for peanut, nut, or seed butter or beans.
- Share shelf-stable foods are available from the WIC Food List.

Scenario B:

Use Explore - Offer - Explore technique for these topics:

- Swap milk for powdered or evaporated.
- Remove eggs. Offer to swap eggs for nut butter or beans.
- Assign a Module A template without cheese or yogurt.
- Share foods from the WIC Food List that don't require refrigeration.

Scenario C:

Use Explore - Offer - Explore technique for these topics:

- Share foods from the WIC Food List that don't require water to prepare.
- Examples: Cold cereal instead of hot cereal, whole grains that don't need water to cook, canned beans instead of dry.

Scenario D:

Use Explore - Offer - Explore technique for these topics:

- Offer Ready to Feed formula for the time during construction.
- Share foods from the WIC Food List that don't require water to prepare.
 - Examples: Cold cereal instead of hot cereal, whole grains that don't need water to cook, canned beans instead of dry.

Chapter 3 – Risk Factors

Activity on page 46

What food package options would you want to discuss with Kayleigh's mom?

Food package and WIC Food List options for child with milk and soy allergy

Which if the following is not a food package option for a pregnant adult with lactose intolerance?

Swap milk for more cheese

Which of the following WIC participants may be issued a special food package? Mark all correct options.

Infant born four weeks premature

One-year-old child with a disability that affects feeding

Chapter 4 – Medical Documentation

Activity on pages 54-55

List three qualifying conditions you might see for infants.

1. Premature birth,
2. Failure to thrive,
3. Severe food allergies requiring elemental formula

What would be an example of a non-qualifying condition for infants?

Non-specific formula or food intolerance

List three qualifying conditions you might see for children.

1. Immune system disorders,
2. Malabsorption syndromes,
3. Failure to thrive

What would be an example of a non-qualifying condition for children?

Parental preference or request

List three qualifying conditions you might see for adults.

1. Gastrointestinal disorders,
2. Severe food allergies requiring elemental formula,
3. Life-threatening disorders that could adversely affect the participant's nutritional status

What would be an example of a non-qualifying condition for adults?

Solely for the purpose of enhancing nutrient intake without a qualifying condition

Activity on page 61

List three food package items that require medical documentation.

1. Medical formula for infants,
2. Infant formula past 1 year of age,
3. Additional formula for infants whose HCP has determined they are not developmentally ready to start solid foods

List four types of health care providers who can provide the medical documentation needed by the WIC program to provide special food packages.

1. Medical Doctor or physician (MD)
2. Physician assistant (PA)
3. Nurse Practitioner (NP)
4. Certified Nurse Specialist (CNS)
5. Doctor of Osteopathy (DO)
6. Naturopathic Doctor or physician (ND)

7. Certified Nurse Midwife (CNM)

What is the difference between the steps in Option 1 and Option 2 on the previous pages for getting medical documentation from a health care provider?

Option 1 = HCP initiates MDF

Option 2 = WIC initiates MDF

Chapter 5 – Formula Warehouse

Activity on page 83

Is Neocate Infant a formula that can be ordered from the Formula Warehouse?

Yes

What is the maximum formula allowed for this 5-month-old baby?

6 cans

What information do you need to place the FW order?

Phone number, address, flavor/fiber/form participant prefers

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 answer order also shuffles.
- Learners have two tries to answer the question correctly.
- If a learner chooses the wrong answer twice, the correct answer shows with a prompt for which section of the module to review.
- Learners can also 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.



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

A participant never buys eggs. What food package change can the certifier offer for this participant?

Choose the best answer.

- ☒ Offer to swap eggs for peanut, nut and seed butters or beans
- ☐ Offer to swap eggs for more milk
- ☐ Offer to swap eggs for meat
- ☐ None of these

Please review Chapter 1: Participant Preferences for more information

Question 2

(Multiple Choice, 10 points, 2 attempts permitted)

Question #2

A participant doesn't have access to a refrigerator. This makes it difficult for them to keep fresh food at a safe temperature. In this situation, what can a certifier offer for a participant?

Choose the best answer.

- ☐ Offer to swap eggs for nut butter or beans
- ☐ Offer to tailor the food package to remove cheese and swap liquid milk for dry or evaporated milk
- ☐ Provide food package education on shelf-stable foods from the WIC Food List
- ☒ All of these

Please review Chapter 2: Living Situations for more information

Question 3

(Multiple Choice, 10 points, 2 attempts permitted)

Question #3

A participant does not have access to clean, safe water to cook foods with. What can a certifier offer to a participant in this situation?

Choose the best answer.

- ☐ Assign a Module B template with no foods
- ☒ Provide food package education on foods from the WIC Food List that do not need water to prepare, like canned beans, nut butters, cold cereal, and whole grain options
- ☐ A certifier cannot help in this situation
- ☐ Assign a Module B template with extra canned beans and fish

Please review Chapter 2: Living Situations for more information

Question 4

(Multiple Choice, 10 points, 2 attempts permitted)

Question #4

When can a participant living in a shelter receive a food package?

Choose the best answer.

- ☐ When the participant does not receive meals from the shelter
- ☐ When the participant can attend their WIC appointments
- ☐ When the participant can buy and store their food separately from communal food at the shelter
- ☒ All of these

Please review Chapter 2: Living Situations for more information

Question 5

(Multiple Choice, 10 points, 2 attempts permitted)

Question #5

What can a certifier do for an adult or child who has a milk allergy?

Choose the best answer.

- ☒ Assign a Module A template with soy or plant-based beverages
- ☐ Assign a Module A template with goat milk
- ☐ Assign a Module B template with dairy-free foods
- ☐ None of these

Please review Chapter 3: Risk Factors for more information

Question 6

(Multiple Choice, 10 points, 2 attempts permitted)

Question #6

Which WIC participants can be assigned a special food package based on their nutrition risk?

Choose the best answer.

- ☐ All of these
- ☒ One-year-old child with a Medical Documentation Form (MDF) for formula
- ☐ Pregnant adult who is vegan
- ☐ Breastfeeding adult who is lactose intolerant

Please review Chapter 3: Risk Factors for more information

Question #7

Question #7

Which food packages require medical documentation?

Choose the best answer.

- ☐ A standard food package
- ☒ A special food package
- ☐ A non-standard food package
- ☐ A modified food package

Please review Chapter 4: Medical Documentation for more information

Question #8

(Multiple Choice, 10 points, 2 attempts permitted)

Question #8

When is a Medical Documentation Form (MDF) complete?

Choose the best answer.

- ☒ After the WIC Nutritionist reviews, approves, and signs the MDF
- ☐ After the certifier decides which medical formula or nutritional the participant needs
- ☐ After the health care provider calls the clinic to give a verbal order
- ☐ After the certifier reviews, approves, and signs the MDF

Please review Chapter 4: Medical Documentation for more information

Question #9

Question #9

When can the Formula Warehouse (FW) be used to deliver formula to a participant?

Choose the best answer.

- ☐ When a participant needs a medical formula that is hard to find at their local store or pharmacy
- ☐ When a family does not live near a store or pharmacy that sells the formula
- ☐ When an infant is medically fragile, and traveling is difficult
- ☒ All of these

Please review Chapter 5: Formula Warehouse for more information

Question 10

(Multiple Choice, 10 points, 2 attempts permitted)

Question #10

What information does a certifier need to enter in the WIC data system to place a Formula Warehouse order?

Choose the best answer.

- ☒ The participant's address, phone number, and formula details
- ☐ The participant's qualifying medical condition
- ☐ The pharmacy closest to the participant
- ☐ All of these

Please review Chapter 5: Formula Warehouse for more information



You did it!

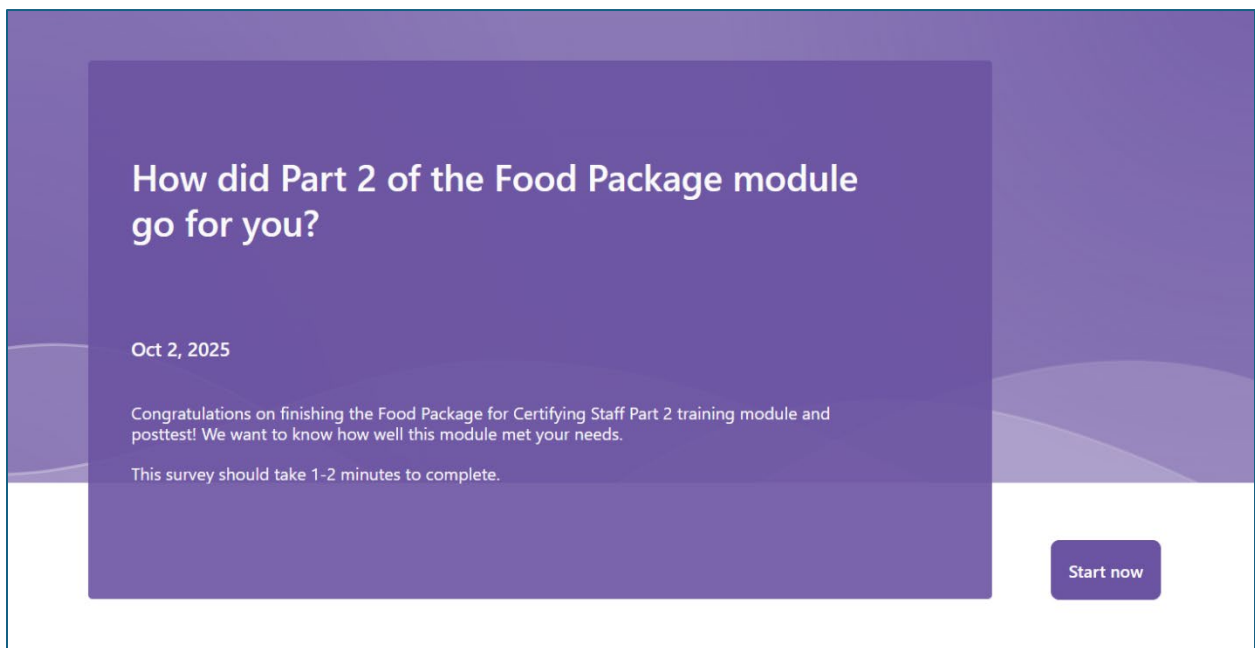
Click “Review Quiz” after this slide for information about questions.

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 those who complete this module a few months later to learn more about the effectiveness of the module.

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

A screenshot of a survey form titled "How did Part 2 of the Food Package module go for you?". The form is displayed on a purple background with a white rectangular area containing the text. The text includes the date "Oct 2, 2025", a congratulatory message "Congratulations on finishing the Food Package for Certifying Staff Part 2 training module and posttest! We want to know how well this module met your needs.", and a note "This survey should take 1-2 minutes to complete." A purple button labeled "Start now" is located at the bottom right of the form area.