

# Level 1 Orientation to WIC

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## The Basics

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Level 1	All staff must complete
Type	<a href="#">Paper module</a> plus Online – Workday Learning Oregon
Completion time	2-5 hours
Complete	Within 1 month of hire
Certifiers Guide	<a href="#">Lesson 1-3</a>
Posttest	Online – Workday Learning Oregon
Completion	<a href="#">Form</a>



## Course Objectives

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This course introduces new staff to the WIC program. As the program changes, so does this module. It is a combination of several different training requirements.

### Orientation to WIC online course – 2 online lessons

#### 4 Key Services online module

- This is an online course that is separate from the chapters of the paper module, but must be completed by all new staff. Ideally staff will complete the online module before they read the paper module. Upon completion of this module, learners will be able to:
  - List the services provided by WIC.

#### Introduction to Caseload online module

- This is an online course that is separate from the chapters of the paper module, but must be completed by all new staff. Upon completion of this module, learners will be able to:
  - Verbalize the definition of assigned caseload
  - Explain the difference between participating and certified caseload.
  - Explain the how caseload affects WIC funding.
  - Identify their agency’s caseload and tier.

## [Orientation to WIC paper module](#)

The following objectives are organized by the chapter in which they are covered within this course. Upon completion of this course, learners will be able to:

### Chapter 1 – Welcome to WIC

- Identify the WIC staff at your clinic.
- Briefly describe the job of each member of your staff.
- Identify your responsibilities at WIC.
- Describe how the state WIC office helps local agencies.
- Identify when to call the state WIC office for help.
- Describe your clinic's service area.
- Follow appropriate procedures for confidentiality of WIC information.

### Chapter 2 – WIC Services

- Explain the purpose of nutrition education in WIC.
- List two types of WIC nutrition education options offered at your agency.
- Explain why marketing nutrition education is important.
- Describe your role in promoting nutrition education.
- Describe the purpose of breastfeeding promotion.
- Describe the types of breastfeeding support WIC offers participants.
- Describe why each food is provided by WIC.
- Describe the basic food packages available to each category of participant.
- State how your clinic delivers the Farm Direct Nutrition Program to WIC participants.
- Describe your role in referring WIC participants.
- List the three required referrals for WIC.
- Identify at least two health or social service agencies that your program commonly refers participants to.
- Describe the importance of community partnerships and how to access their services.

### Chapter 3 – Certification

- List the different types of appointments WIC offers.
- Describe applicant prescreening.
- Describe what happens during a certification appointment.
- Describe what happens during a nutrition education appointment.

- Describe what happens during a recertification appointment.
- State the certification periods for each category of participant.
- Describe the three “proofs” participants are required to bring to certification appointments.
- Correctly screen for income eligibility.
- Identify whether a transfer participant is eligible for WIC.
- Explain the roles of the first and second eWIC cardholder.
- Explain to an eWIC cardholder how to shop with their eWIC card.
- Describe the situations where spent formula benefits can be replaced.

## Learning activities

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**Note:** Answers are only given when there is a specific, objective answer.

### Lesson 1–3: Confidentiality

#### Skill Check (page 22)

1. What are three examples of a breach of confidentiality? Possible answers include:
  - Talking about WIC participants in public places.
  - Leaving WIC files on your desk unattended.
  - Leaving your computer screen “unlocked.”
  - Discarding papers with participant information without first shredding them.
  - Keeping the FAX machine in a public area of the clinic.
  - Giving out information over the phone about participants when you have not verified the identity of the person who is receiving the information.
  - Disclosing foster parent names and addresses.
  - Telling someone that another participant is in the clinic without first checking with the participant.
  - Keeping your daily clinic schedule visible on the front desk.
2. How will you keep the information on your computer private? Possible answers include:
  - By “locking” the computer screen when leaving workstation.

- By using visibility filter screens.
- By choosing a secure password.
- By not sharing login and password.
- By routinely changing password.
- By not leaving participant information unattended on a printer, computer, or FAX machine.
- By storing diskettes with participant information in a locked cabinet or file.
- By storing laptop securely when not in use.
- By not leaving laptop unattended.
- By not sending participant information via email.

## **Lesson 2-1: Nutrition Education**

### **Learning Activity (page 29)**

Which column projects a more positive image?  
Column B.

### **Learning Activity (page 31)**

1. Circle the statement that applies what the participant has discussed with the nutrition education offered.

Statement B.

2. Why is it important to match the nutrition education offered to the participants' interests?

- Participants will take advantage of nutrition education opportunities when they recognize how they and their families can benefit from it.
- participants need to know that the education will be useful to them in order for them to want to participate.

### **Skill Check (page 32)**

1. What is the purpose of nutrition education in WIC?

To improve health outcomes of WIC participants.

2. What are two types of WIC nutrition education options offered at your agency?

Possible answers include:

- Individual

- High risk
- Group
- Online
- Self-paced
- Off-site

3. Why is marketing nutrition education so important?  
To improve participant involvement

## **Lesson 2-2: Breastfeeding Promotion and Support**

### **Skill Check (page 35)**

1. What is the purpose of breastfeeding promotion?  
To establish breastfeeding as the norm for infant feeding.

## **Lesson 2-3: WIC Foods**

### **Learning Activity (page 46)**

1. Can participants buy apple cinnamon flavored instant oatmeal packets? No
2. What size eggs can participants buy? Large
3. Can participants buy Honey Nut Cheerios? No
4. Can participants buy chocolate milk? No
5. Can participants buy pepper-jack cheese? No
6. Can participants buy goat milk? Yes, only if it is listed on their Benefit List. Can participants buy almond milk? No.
7. Do participants have to buy juice with added calcium? No.
8. Can participants buy organic baby carrots? Yes, using their fruit and veggie benefit

## **Lesson 2-4: Referrals**

### **Skill Check (page 54)**

1. Why is it important to refer WIC participants to outside services? Answers could include:
  - Referrals are one of the pillars of WIC services.
  - We want participants to be healthy and safe.
  - The right referral at the right time can be key for a family getting the support they need.
2. What are the three required referrals for WIC, if a need is identified?
  - Oregon Health Plan/Medicaid
  - Immunizations
  - Alcohol
  - Tobacco and other drug use

### **Lesson 3-1: Overview of Certification**

#### **Skill Check (page 64)**

1. What are the types of appointments that WIC participants are scheduled for?
  - Certification appointment (new enrollment);
  - Quarterly nutrition education contact
  - Mid-certification Health Assessment
  - Individual Follow-up
  - Group education
  - Recertification
2. What is the purpose of the certification and recertification appointments?  
To determine if the person is eligible for WIC.
3. What is the purpose of prescreening?  
To determine if the person meets residency, income and category eligibility before screening for nutrition risk.
4. How often do participants receive nutrition education?  
Once at certification and every three months after certification.

### **Lesson 3-2: Proof of Identity, Residency and Income**

#### **Learning Activity (page 66)**

2. Acceptable forms of ID for women:

- Photo ID
- Current WIC ID card
- Work or School ID
- OHP documents
- Pay Stub
- Voter Registration Card

Acceptable forms of ID for infants/children:

- Birth Certificate
- Current WIC ID card
- Current OHP ID card
- Immunization record
- Hospital birth record
- Note from doctor or midwife
- Food stamp program documents

**Learning Activity (page 68)**

Acceptable forms of proof of residency:

- Current utility bill
- Rent receipt
- OHP documents
- Oregon ID card or driver's license
- Bank statement/bank check
- Any piece of mail with their name and address on it

**Learning Activity (page 69)**

Acceptable forms of proof of income:

- Food stamp award letter
- TANF "Notice of Approval" or most recent "Change Notice" letter
- OHP/Medicaid documents (monthly "Medical Care ID Notice")
- Current pay stub
- Unemployment benefit stub
- W-2 forms or income tax return
- Foster Child / Parent placement letter

- Signed letter from employer stating gross earnings
- FDPIR (Food Distribution Program on Indian Reservations)

### **Lesson 3-3: Income Eligibility**

#### **Learning Activity (page 73)**

Adjunctively Eligible?

1. Yes
2. No
3. Yes
4. No

#### **Learning Activity (page 76)**

Scenario #1

What is their household size? 4

What is their monthly income? \$500

Is Maria income eligible for WIC? Yes

Scenario #2

What is their household size? 5

What is their annual income? \$22,400

Is Chandra income eligible for WIC? Yes

Scenario #3

What is their household size? 2

What is their monthly income? \$1,100

Is Justin's son income eligible for WIC? Yes

#### **Learning Activity (pages 79) Question #2**

Would you calculate the income for a “family” or “client”?

Family

What is Alexander's proof of ID and residency?

Birth certificate and electric bill.

What is Alexander's household size?

2

Is Alexander adjunctively eligible?  
Yes (TANF grant)

What is Alexander's income?  
\$500/month

What would you enter for Alexander's proof of income?  
TANF letter

Does Alexander need to bring back proof later?  
No

**Skill Check (page 81)**

Monthly income: \$1100

Proof of income: Pay stubs

Proof of residency: bill

Proof of ID: Passport

**Lesson 3-4: Issuing and Using the eWIC Card**

**Learning Activity (page 86)**

When can the second cardholder be added?  
Anytime

Who can be the first cardholder?  
Must be the participant, or their caretaker (if participant is an infant or child)

Where does the first cardholder live?  
Same household as the participant

When can a WIC staff person be a eWIC cardholder?  
If they are a participant, or the family member of a participant

What appointments can a second cardholder bring a child to?  
Certifications, recertifications and nutrition education

Which cardholder(s) can transfer a participant or discontinue WIC services?  
First cardholder only

Who can access eWIC account information?

Either cardholder

### **Learning Activity (page 87)**

1. Name at least two ways a PIN can be set for the first time?
  - Over the phone via customer service
  - Online via the EBTEdge website
  - PIN pad at WIC clinic, if available
2. How do you change your PIN?
  - Same as above

### **Learning Activity (page 89)**

1. What months have benefits been issued for? September and October
2. What are the first date to use and last date to use for the first month of benefits? 09/04/2020 to 09/30/2020
3. What are the names and categories of the participants who have been issued benefits? Sara-WB; Sam-C1; Suzy-IB7-12.
4. Who are the cardholders for this account? Sara Sample and Steve Sample.
5. How much cereal does this family receive? 24 oz. baby cereal and 72 oz hot/cold cereal
6. When should this family have their next appointment? October

### **Learning Activity (page 92)**

1. Why are there two type of milk listed as benefit options?
  - One for the mom and one for the child.
2. How many and what size containers of 1% or fat free milk would need to be purchased, to use all of the milk benefit during the first month?
  - 4 gallons, 1 half-gallon.

3. How many 4 ounce jars of baby food can they buy this month?
  - 32 jars
4. How many total containers of canned beans can they buy this month if they don't buy peanut butter or dried beans?
  - Canned beans: Twelve 15-16 oz cans
5. Can this family buy apple cider with WIC?
  - No.
6. What type of food can this family buy with their whole grain benefit?
  - Whole wheat bread
  - Soft corn tortillas
  - Whole wheat tortilla
  - Whole wheat pasta
  - Oats (tub, not instant)
  - Brown rice
  - Bulgar
7. What type of cereal can they buy with their cereal benefit?
  - Plain instant oatmeal packets

### **Learning Activity (page 95)**

1. What would you buy to get .75 GAL of milk?  
1/2 gallon and 1 quart.

What foods are issued in a dollar amount?

Fruits and vegetables.

2. When is the last day they could buy the remaining foods?  
9-30-2015 (old brochure)  
9-30-2020 (new brochure)

How much cereal do they still have left?

21.5 oz. hot/cold cereal and 8 oz. baby cereal (old brochure)

18 oz. hot/cold cereal (new brochure)

How much milk can they still buy?

3.5 gal fat free or 1% milk and 1 gal whole milk (old brochure)

3 gal fat free or 1% milk (new brochure)

### Learning Activity (page 97)

2. Who should the cardholder contact if they need to change their WIC food benefits?
  - WIC clinic
3. What kinds of things can damage the card?
  - Sun, heat and magnets.

### Practice Activity (page 100)

Using Policy 561, find the Replacing Unavailable/Stolen Formula form and list the situations when it needs to be completed.

- When card is: reported stolen; unavailable (due to domestic violence); or in the event of fire or natural disaster.

### Posttest Questions and Answers

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Posttest is online in Workday Learning Oregon and covers all sections of this module.

1. What is the full name of the WIC program?
  - a. **The Special Supplemental Nutrition Program for Women, Infants and Children.**
  - b. Women, Infants and Children.
  - c. Supplemental Nutrition Assistance Program.
  - d. None of the above.
2. What are the four key services of the WIC program? Select 4 answers.
  - a. **Breastfeeding promotion and support**
  - b. **Nutrition Education**
  - c. Medical testing and diagnoses
  - d. **Referrals for health and social services**
  - e. **WIC Foods**

- f. Child care services
3. Who is eligible for WIC services? Select 4 criteria someone needs to meet to be eligible for WIC.
    - a. **Reside in an area served by a WIC clinic**
    - b. **In a category served by WIC – pregnant women, breastfeeding women with an infant under 12 months of age, a non-breastfeeding woman until 6 months postpartum, infants, and children 1 to 5 years of age**
    - c. **Income is below the WIC Income Guidelines**
    - d. **Have one or more nutritional risks**
    - e. They must be receiving SNAP (Food Stamps) benefits
    - f. Grandparent of an infant or child 1-5 years of age
    - g. Foster parent of an infant or child 1-5 years of age
  4. True or **False**. All WIC participants receive exactly the same food benefits.
  5. **True** or False. The WIC Program does not discriminate based on race, color, national origin, sex, age or disability.
  6. Staff are required to provide which of the following referrals? Select 3 answers
    - a. **Oregon Health Plan (Medicaid)**
    - b. **Immunization services for participants 3-24 months of age who are behind on their shots**
    - c. **Available local resources for participants who use substances (alcohol, tobacco or other drugs)**
    - d. Head Start and Early Head Start
    - e. Dental services.
  7. What items are recommended for WIC participants to take to the store when shopping for WIC foods?
    - a. eWIC card
    - b. WIC Food List
    - c. Food benefits list
    - d. Smart phone with the WIC Shopper App
    - e. **All of the above**
  8. In WIC, what is a certification?

- a. A document participants receives when graduating from WIC.
  - b. The process of determining whether or not a person is eligible for WIC.**
  - c. A phone appointment with a WIC clerk to determine program eligibility.
  - d. None of the above.
9. What are common roles in a WIC clinic? Select 6 answers
- a. WIC coordinator**
  - b. WIC pediatrician
  - c. Clerk or receptionist**
  - d. WIC nutritionist**
  - e. WIC personal trainer
  - f. CPA, also known as a certifier, or nutrition assistant**
  - g. WIC breastfeeding coordinator**
  - h. WIC training supervisor**
10. **True** or False. In some WIC clinics it is possible to have one person fulfill more than one WIC role.
11. What are two key points to keep in mind about confidentiality and WIC?
- a. Do not release information from a participant’s file without their written consent.**
  - b. Maintain the privacy of WIC participants at all times.**
  - c. If you see someone you know in your WIC agency, it’s okay to tell other people you know that they are on WIC.
  - d. When someone gives their written consent to share some of their information, it is best to send all files and information you have about that participant.
12. Ivy Leege checks into your WIC clinic and is being counseled in another area of the clinic. Someone comes up to the front desk and asks, “Is Ivy Leege here? I am Darren Driver and I’m supposed to give her a ride.” Select 3 appropriate responses.
- a. Do not confirm that Ivy is a WIC participant or that she is in the building without Ivy’s permission.**
  - b. Using good customer service skills, answer that yes, she’s there for a new pregnant certification, and this is her first time on WIC so the appointment

- might take a while. Show the person where to wait for Ivy so he does not miss her.
- c. **Offer Darren Driver a seat, while you or another staff member informs Ivy of this request.**
  - d. **If Ivy says “no” continue to protect her confidentiality and presence. Do not tell Darren that Ivy is in the clinic. Follow clinic procedures to support her if this situation becomes abusive.**
  - e. Tell Darren Driver to wait in the lobby and he will see Ivy.
13. Mai is a pregnant woman with a two-year old daughter. She would like to enroll herself and her daughter on WIC. She lives with her partner and the whole family is on the Oregon Health Plan and receives SNAP benefits. Mai brings in two months of pay stubs. The family’s income is \$300 a week. Based on what you know about Mai and her daughter, are they income eligible?
- a. **Yes**
  - b. No
  - c. Not sure
14. What is the main purpose of providing quarterly nutrition education?
- a. It shows participants how much WIC staff know about different topic areas.
  - b. **To improve the health outcomes of participants.**
  - c. To teach participants the things we think are important for them to know.
  - d. To make sure we see participants in person every 3 months.
15. Choose the statement below that is the best marketing strategy for talking to participants about meeting with the WIC nutritionist.
- a. You have to see the WIC Nutritionist today because you are high risk.
  - b. You missed your chance to see the certifier you saw last time.
  - c. **You will be seeing the WIC nutritionist today, to answer any nutrition questions you might have**
16. What are the types of quarterly nutrition education that WIC clinics might offer? Select 4.
- a. Checking the child’s immunization records
  - b. **An online nutrition lesson**
  - c. **A nutrition counseling appointment with the WIC nutritionist**
  - d. **A breastfeeding support group**

- e. **A prenatal nutrition group at the WIC clinic**
  - f. Referring the participant to OHP
17. Local agency staff provide breastfeeding support to all pregnant and breastfeeding women enrolled in WIC. Which of the following services are typically offered?
- a. A breastfeeding class or support group
  - b. Sharing of breastfeeding information during individual appointments
  - c. Provision of breast pumps when indicated
  - d. Guidance from breastfeeding experts if breastfeeding challenges arise
  - e. **All of the above**
18. **True** or False. WIC provides foods that are high in specific nutrients. These foods are meant to supplement a participant's diet, and do not provide all the food and nutrients that a participant needs.
19. A participant asks if they can have a milk substitute, a nut-based drink, instead of the milk that is currently on our food list. This item is not an authorized WIC Food. What are some of the factors WIC takes into consideration when developing the Food List? Select 3 answers.
- a. **All foods must meet USDA guidelines for nutrition content.**
  - b. All Oregon WIC foods must be produced or grown in Oregon.
  - c. **Milk substitutes must have similar amounts of calcium and other vitamins and minerals as compared to cow's milk.**
  - d. **Foods must be low cost to allow WIC to serve more participants.**
  - e. WIC requires that all participants receive cow's milk.
20. True or **False**. The Oregon WIC Farm Direct Nutrition program allows WIC participants to purchase fruits, vegetables and herbs grown across the United States.
21. A WIC participant tells you that they are worried about getting evicted from their apartment. Which response below is an example of a participant centered services referral?
- a. I am sorry to hear that. Here's a flyer about housing resources.
  - b. That's not really what we talk about here at WIC.

**c. I'm so sorry to hear that. That must be stressful. Can I offer you some resources and ideas on where you might find some help with housing?**

22. A newly pregnant woman named Andrea is interested in enrolling in WIC. Select 4 steps below that are part of an initial certification appointment.
- a. WIC staff complete the intake process by collecting Andrea's proof of identity, residency and income.**
  - b. Andrea is asked, "If you are not registered to vote where you live now, would you like to register to vote?"**
  - c. WIC staff reviews the handout My Rights and she signs the Participant Signature form.**
  - f. It is obvious to staff that Andrea is pregnant, so there is no need to collect medical data, like her height and weight measurements.
  - g. A CPA conducts a nutrition risk assessment which includes a conversation with Andrea about her health, diet, and medical conditions.**
  - h. The staff member assigns Andrea a food package and tells her to call when she has her baby, and to bring the baby in to the clinic at 6 months of age.
23. Alejandra just had her baby and is being recertified as fully breastfeeding. Her infant is also enrolled today. When will their certification period end?
- a. On the baby's first birthday
  - b. 6 months
  - c. 12 months
  - d. The last day of the month of the baby's first birthday**
24. What does "WP" stand for in WIC category abbreviations?
- a. Woman, pregnant**
  - b. Woman, mostly breastfeeding
  - c. Woman, postpartum
  - d. None of the above
25. **True** or False. WIC does not require proof of citizenship.
26. Select 4 examples below of acceptable proof of identify for infants and children:
- a. Social Security Card**
  - b. Home birth record**
  - c. Birth Certificate**

- d. **Tribal ID card**
- e. Parent's driver's license
- f. Photo of child from their child care center ID

27. Select 4 examples below of acceptable proof of identity for adults:

- a. **Social security Card**
- b. **INS documents**
- c. **Driver's license or state-issued ID card**
- d. **Tribal ID card**
- c. Costco card
- d. Note from a doctor or midwife.

28. True or **False**. If a participant works close to your clinic but lives in a different clinic's service area, she needs to go to the clinic near her home.

29. You hear a co-worker mention that someone new to the WIC program has adjunctive eligibility. What does this mean?

- a. **The individual's income has been screened by another assistance program, such as OHP, TANF, SNAP or FDPIR, and they are eligible in the current month.**
- b. The individual used to be on WIC, so he or she is automatically eligible again.
- c. The individual does not need to provide proof of residence.
- d. None of the above.

30. Tina has a 4-year-old child and lives with a roommate. She works and so does her roommate. They split the bills evenly. Tina buys food for herself and her child. How many people would be counted as part of Tina's household?

- a. 3
- b. **2**
- c. 1
- d. None of the above

31. **True** or False. Foster children are counted as a household size of one. The payment the foster family receives for the child's care is used as the income.

32. Select 3 ways that WIC participants can check their benefit balance for WIC foods.

- a. **They can call an eWIC customer service line**

- b. **They can download and connect their eWIC card to the WICshopper smartphone app**
- c. **They can ask a cashier at the grocery store to print their remaining balance**
- d. They can't—WIC participants need to remember their balance