

Healthy kids, strong parents,
WIC works wonders!

Want more graphics? Always!



How about this one for Mother's Day? NWA just published another set of 15 graphics that can be used on social media or in materials you are putting together for WIC families. Check them out on by logging in to [the NWA website](#).

To make it easier to use the new logos and graphics, we added the basic WIC logos, icons, and supergraphics to a [page on the Oregon WIC website](#). You can also find guidelines for the correct use of the logos and instructions on getting additional graphics from the NWA website.

When we eat together, good things happen.

To celebrate 150 years, Canada is using a social media campaign focused on eating together to bring people together. [Check out the 2:30 minute video being shared](#). Our northern neighbors are on to something.

How could you use the  video in your agency?



Get Ready for Farmers Market Season!

It's time to gear up for the 2017 Farm Direct Nutrition Program (FDNP)! Talk to your coordinator about the April 17 e-mail from FDNP Coordinator Maria Menor on "Getting Ready for Farmers Market Season." Maria included a handy checklist and other resources to guide you through prep and implementation of this seasonal offering that benefits both WIC families and local farmers. Materials are now available to order on [Shopify](#).

Note: Talk to your coordinator about the number of FDNP checks to issue until funding is confirmed.

Curious about the safety of fruits and veggies? Pesticide residue?

Check out short [Safe Fruits and Veggies](#) videos for answers to questions about organic versus conventional produce. You can even use a [pesticide residue calculator](#) to help participants decide what is safe.



Special formula assignment – GO SLOW!

Formula trials can be very expensive if we get it wrong.

For example: Casey's doctor wants him to try Neocate Infant which costs \$47 per can. If he gets 10 cans for a month it is \$470. If we order a full 10 cans from the Formula Warehouse and he can't tolerate it, you will get 9 cans of formula back. That's \$423 worth of formula we will likely have to throw away.

Solution: Order Casey one case of Neocate Infant from the Formula Warehouse. A case has 6 cans, enough for 2 to 3 weeks. If it works for him, you can submit another Formula Warehouse order for the remaining cans. You may still have to exchange formula, but it will be a lot fewer cans.

If the formula is being purchased from the grocery store, issue just a couple of cans. You can always issue more.

Before issuing the full amount of formula consider:

- ♥ Has this participant successfully used this special formula before?
- ♥ Is this special formula new to the participant or very different than what they have been using?
- ♥ Will you have to order it from the Formula Warehouse?
- ♥ Does the participant know what to do if the formula doesn't work?

Ask your local nutritionist for suggestions on handling special formula assignment situations.



2 new ways to send shopping complaint info to the state

Photos of foods, UPCs, or receipts are really helpful when the state investigates complaints, and the picture needs to be connected to a specific complaint in TWIST. You have 2 new ways to submit those great clues to the right person.

1. Email the photo and complaint ID to wic.shopping@state.or.us
2. Text the photo and complaint ID to 971-347-7386

Note: Please do not give the phone number to participants, as this is a state staff member's work cell phone.



This Month's Shopping Tip

In a mixed basket transaction, **WIC pays for the first WIC authorized item scanned.** For example, if they have a balance of 1# of cheese and are buying 2#, the first cheese scanned will be the one paid for by WIC. If they want a specific food paid for by WIC, the shopper may want to keep their WIC transaction separate.



Adding a second cardholder

What do you do when a parent living in the same household brings a child to an appointment, but they aren't listed as a cardholder? Only cardholders can bring a child in for appointments.

In this specific situation, you are allowed to contact the first cardholder by phone and, with their permission, add the other parent as the second cardholder. Here are the steps to do this.

1. Contact the **first** cardholder.
2. Verify the **first** cardholder's identity by asking them for information from the Family Cardholder Screen (FCS).
3. Ask them if they want to add the co-parent in your office as second cardholder.
4. If they give permission, ask the **first** cardholder for the name and date of birth of the other parent.
5. Check the proof of identity of the parent in your office to make sure it matches the information provided by the **first** cardholder over the phone.
6. Add the **second** cardholder info in the FCS.

At this time, you can only do this for parents in the same household. If you are unable to reach the first cardholder, you will need to reschedule the appointment.

If you have any questions about cardholder policy, please contact [Kim McGee](#).



Staff News



Curry County Event: Eggs for Everyone

By Heather Serna, WIC
Coordinator

We had our 3rd annual Eggs for Everyone NE class at the park and a whopping 28 participants showed up! That is the most participants I have ever had show up to a NE class. I was so excited! After all the hard work it's moments like these that make me feel like I am getting through somewhat. We had a real bunny there and I had my high school youth advisory committee kids face painting!

