



ARKANSAS WIC PROGRAM

ORIENTATION MODULE

Level I

WIC Program
Arkansas Division of Health
Arkansas Department of
Services

*Adapted from Colorado
Environment WIC Program*

Health and Human

*Department of Public Health And
September 2006*



Module Evaluation Questionnaire
Orientation Module
Level I

Dear Employee:

Your comments on this module would be helpful. After completing the module, please respond to the following questions and fax or mail them to:

Training Coordinator
Attention: WIC Program
Arkansas Dept of Health and Human Services
P.O. Box 1437 Slot H 43
Little Rock, Arkansas 72203-1437
Fax: 501-661-2004

Check the appropriate title of your position:

- Nutritionist
- Home Economist
- Nurse
- Public Health Technician
- Clerk
- Other

1. How long did it take you to complete this module (actual hours spent in all activities - learning, reinforcement, quizzes, etc)?

2. On a scale of 1-3, how understandable were the concepts? Circle the number that most closely describes your thoughts.
1 = Easy to understand 2 = Understandable 3 = Hard to understand.
3. On a scale of 1-3, how understandable were the activities? Circle the number that most closely describes your thoughts.
1 = Easy to understand 2 = Understandable 3 = Hard to understand.
4. On a scale of 1-3, how readable was the module? Circle the number that most closely describes your thoughts.
1 = Easy to read 2 = Okay to read 3 = Difficult to read

Thank you for completing this questionnaire.



ARKANSAS WIC PROGRAM LEVEL I ORIENTATION MODULE

Your questions and comments and or suggestions about this module are welcome.
Please forward them to:
Nutrition Coordinator
Attention: WIC Program
Arkansas Department of Health and Human Services
P.O. Box 1437 Slot H 43
Little Rock AR 72203-1437
501-661-2508

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ORIENTATION MODULE

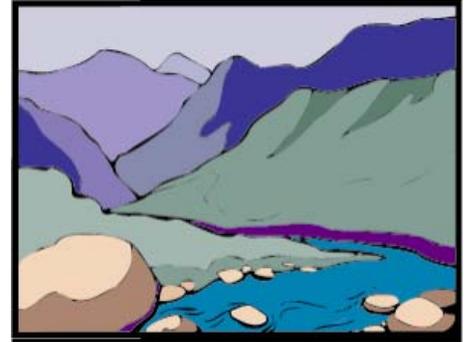
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Obtain the Orientation Module Quiz from your Regional Nutrition Coordinator or designated Nutritionist.

PREFACE

Welcome as a new team member to the Special Supplemental Nutrition Program for Women, Infants, and Children, better known as WIC! After observing in the clinic for a few days, you may be wondering how you will ever know all of the WIC Program's details and be able to start serving clients any time in your life time! Most of us feel this way when we start a new job.



Fortunately, in the Arkansas WIC Program there is a training program that will gradually help you to develop the knowledge and skills necessary to successfully do your job. Going through the WIC training program is somewhat like the steps a beginning hiker takes to adequately prepare for his/her goal, even if it is as lofty as climbing Mount Magazine.

Step-by-step you will learn all of the WIC Program components; some by formal training and others on-the-job. In your Region you may be responsible for any of the following: introducing WIC to members in your community, determining applicant eligibility, collecting nutrition/health data, assessing nutritional status, promoting and supporting breastfeeding, using WIC's computer system, providing nutrition education and counseling, issuing WIC Food Instruments and linking clients to other health care providers.

1

This manual will guide you through some of the first steps necessary to gain the skills for your job as a WIC Certifying Professional Authority (CPA). Namely, to learn background information about the WIC Program, its functioning and your role.

1 2

The second step to become skilled in your job is to work with your mentor on-the-job to learn more about how you will be functioning as a WIC provider.

1 2 3

The third step, which is really a set of smaller steps, is to work through and master a series of self-guided modules. Completing these and passing the post tests will enable you to be a full-fledged WIC CPA.

And, when you can, take the opportunity to observe other staff in clinic! This is how you will pick up many tricks of the trade and learn the bigger picture of your new position and organization.

HOW TO USE THIS MODULE

The Orientation Module is the foundation for learning about the WIC Program. Each section contains a number of learning activities that could include:

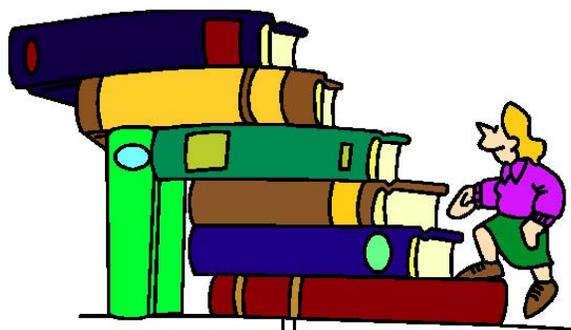
- reading,
- responding to questions,
- viewing a video,
- discussing or role playing topics with another staff member, and
- practicing on-the-job.

Each section begins with performance objectives that you should be able to achieve at the completion of the manual. It is best to complete the sections in the sequence they are presented. Before beginning, discuss the training with your Regional Nutrition Coordinator (or designated Nutritionist). Someone in your clinic should be available to demonstrate the techniques and skills you will need to become proficient in your job. Find out from your Regional Nutrition Coordinator (or designated Nutritionist) if there are any special instructions for you and whom you should go to for assistance. Included in the back of this module is a page entitled “Nutrition Coordinator’s Check List.” Please remove this page and give it to your Nutrition Coordinator (or designated Nutritionist) as soon as possible.

A reference you will use along with this Orientation Module is the Arkansas WIC Policies and Procedures Manual, which you may access online. If you have not had online policy training, have someone show you how to go to the Division of Health Home Page and click on the “Policies and Procedures” link. Locate “Trainers” to identify a trainer for your Region or Local Health Unit. Contact one of the listed trainers from your Region or Local Health Unit to implement your online training. This is important to do because there will be many references to policies throughout this training. Many will direct you to “search” for a particular topic or title. Often the page number will be referenced, for example, “Nutritional Assessment,” CER-17. Because of policy changes that occur at any time, page numbers may not always be the exact ones referred to in this module. Always search by the name/title that is listed.

You must study, think, and practice to acquire the skill and gain the confidence needed to provide WIC services. If you have questions during your training, do not hesitate to ask your Regional Nutrition Coordinator or designated Nutritionist for the answers.

The WIC Program provides specific, nutritious foods, client-centered nutrition education and health care referrals to pregnant, breastfeeding and postpartum women, and to infants and children up to their fifth birthday. Take pride in knowing that you are contributing to a program that improves its recipients’ quality of life.



SECTION I: WELCOME TO THE WIC PROGRAM

PERFORMANCE OBJECTIVES

Upon completing Section I, you should be able to:

1. Describe two main parts of the WIC orientation and training program.
2. Create a schedule for your completion of the WIC orientation and training program.
3. Identify and locate resources in the Local Health Unit clinic that will provide information to do your job.

The Arkansas WIC Orientation and Training Program

The Regional Nutrition Coordinator or designated Nutritionist is the person who will review your work until you have been approved to work independently in delivering WIC services. Think of them as the mountain guide who takes the beginning hiker on their first trek.

To prepare you to become adept at almost any WIC situation, the orientation and training program is specifically designed to provide a variety of learning experiences.

- On-the-job orientation and training conducted by your Regional Nutrition Coordinator or designated Nutritionist and
- Competency based modules – Self-guided study modules that are divided into three levels. Level I focuses on WIC policies and procedures while Level II and III contain information on nutrition, health, and providing client-centered nutrition education.

The modules are designed for self-guided learning. At the end of this unit is a form you will use to set up timelines to plan your learning following the guidelines. Your Regional Nutrition Coordinator or designated Nutritionist is available to assist with your questions, keep you on track, and evaluate your performance throughout the modules.

The modules contain a wealth of information you may need to refer to from time to time. It is recommended you keep them in a binder for future reference. And, as modules are revised, keep a copy of the most recent revision on hand. A description of each module level follows.

Level I

Level I consists of training experiences that enable you to:

- discuss the purpose of WIC;
- understand and perform the procedures to determine eligibility of clients; including collecting height, weight, and hemoglobin data, and assessing dietary information;
- enroll WIC participants and provide explanation for their eligibility;
- refer WIC participants to other health care providers/agencies; and
- issue WIC Food Instruments (includes tailoring food packages).

Level I materials include:

- Orientation Module
- Screening Module
- Civil Rights Video
- Observation Tool – Regional Nutrition Coordinator or designated Nutritionist will complete
- Chart Audit Checklist – Regional Nutrition Coordinator or designated Nutritionist will complete

All of these must be completed within six months of employment. A minimum score of 90% must be achieved on all tests/quizzes. Anyone scoring less than 90% on a test must retake it until a score of 90% is obtained. The Regional Nutrition Coordinator or designated Nutritionist will grade your tests/quizzes.

Level II

Level II consists of information and learning experiences to develop and reinforce your understanding, confidence and ability to work with clients on nutritional issues of pregnancy, infancy, childhood, breastfeeding, and adolescence.

Level II materials include:

- Prenatal and Postpartum Nutrition Module
- Infant Nutrition Module
- Child Nutrition Module
- Breastfeeding Competency-Based (CPAs and Support Staff)

All modules in Level II must be completed within six months of employment. A score of 90% must be achieved on all posttests. Anyone scoring less than 90% on the posttest must retake it until a score of 90% is obtained. The Nutrition Coordinator or designated Nutritionist will grade your tests.

Level III

Level III consists of learning experiences to develop and reinforce the employee's skills and techniques used in interviewing and providing nutrition education. Level III modules must be completed within 12 months of employment. A score of 90% must be achieved on all posttests. If anyone scores less than 90% on a posttest, they must retake it until a score of 90% is obtained.

Presently, there are 3 sets of modules to complete:

- **WIC CPA: Preventing and Managing Obesity in Children**. This is a set of 6 modules that are self-guided and include a preassessment test and a post assessment test. The six modules are:
 - An Epidemic: Childhood Obesity
 - Effective Communication
 - WIC CPAs: Walking the Talk
 - Community
 - Change & the Change Process
 - WIC Parents: Understanding the Role of Parents
- **Fit Kids = Happy Kids**

An education tool kit that focuses on preventing childhood obesity. Your Regional Nutrition Team will provide this training in a group setting. This training is required of all CPAs and must be completed by all CPAs in order to conduct subsequent nutrition education (SNE) contacts

- **Bright Ideas Nutrition Education Skills**

This module consists of 14 units with activity worksheets. It requires that each unit be practiced with short discussions with your Regional Nutrition Coordinator or designated Nutritionist.

Well, what are you thinking about these three levels? A little overwhelming? Have you ever stood at the base of a mountain and wondered how you or anyone could walk to the top? Step by step one can reach the summit. In WIC, proceed the same way, one step at a time. Take the first step by completing the “Plan for Learning” (following this section).

Modifying the Orientation and Training Program

Occasionally Local Health Units delegate various WIC duties to different staff. Most common examples of this are when a public health technician does the tasks of collecting height, weight, and hemoglobin, and a clerk determines income eligibility.

To ensure these individuals are adequately trained, it is suggested they complete the appropriate portions of the WIC Orientation and Training Program within six months of employment and with a passing score of 90% or above as well.

For example, the recommended training materials for a public health technician with the responsibilities of measuring and plotting height and weight and collecting blood specimens would be to complete the Orientation Module, Screening Module, Breastfeeding Competency Based (Support Staff), Civil Rights Video and the Observation Checklist.

The recommended training materials for a clerk who performs clerical duties (e.g., determines income eligibility, makes appointments and issues WIC Food Instruments), would be to complete the Orientation Module and the Civil Rights Video.

The recommended training materials for a clerk who performs both clerical duties and public health technician duties (weights, heights, hemoglobins) would be to complete the Orientation Module, Screening Module, Breastfeeding Competency Based (Support Staff), Civil Rights Video and the Observation Checklist.

Professional Development

In addition to the three required levels of learning, **it is also required** that **all WIC staff participate in periodic training and updates on nutrition and related health issues**. Find out from your Regional Nutrition Coordinator or designated Nutritionist what other training opportunities are available each year.

Resources

Resources are available from the State WIC Program to help you stay current on health and nutrition topics.

Resources you will receive directly in the mail or email include:

- **Breastfeeding Quick Notes** – a quarterly newsletter highlighting breastfeeding topics
- **Division of Health Policies and Procedures Manuals** – These manuals contain all of the policies and procedures under which all Division of Health programs operate. They also include administrative and personnel policies and procedures including those for the Arkansas WIC Program.

There are also resources that the Regional Nutrition Coordinator or designated Nutritionist will provide you.

On the following pages, complete the “**Plan for Learning**” form to plan your training schedule with your Regional Nutrition Coordinator or designated Nutritionist. Keep a copy for your records and reference and give a copy to your Regional Nutrition Coordinator or designated Nutritionist.

PLAN FOR LEARNING

NAME: _____

Levels and Materials	Projected Completion Date	Date Completed	Date Given to Regional Nutrition Coordinator or designated Nutritionist	Score
<p style="text-align: center;">Level I (Must be completed within 6 months)</p> <p>Orientation Module</p> <p>Screening Module</p> <p>Civil Rights Video</p> <p>Observation Tool (completed by Nutrition Coordinator or designated Nutritionist)</p> <p>Chart Audit Checklist (completed by Nutrition Coordinator or designated Nutritionist)</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p style="text-align: center;">Level II (Must be completed within 6 months)</p> <p>Breastfeeding Competency Based</p> <p>Prenatal and Postpartum Nutrition Module</p> <p>Infant Nutrition Module</p> <p>Child Nutrition Module</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p style="text-align: center;">Level III (Must be completed within 12 months)</p> <p>WIC CPA: Preventing and Managing Obesity in Children</p> <ul style="list-style-type: none"> • An Epidemic: Childhood Obesity 	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p>

Levels and Materials (continued)	Projected Completion Date	Date Completed	Date Given to Regional Nutrition Coordinator or designated Nutritionist	Score
<ul style="list-style-type: none"> • Effective Communication • WIC CPAs: Walking the Talk • Community • Change & the Change Process • WIC Parents: Understanding the Role of Parents <p>Fit Kids = Happy Kids</p> <p><i>Bright Ideas</i> Nutrition Education Skills Module</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			

Make a copy of the completed form for your records and reference and give a copy to your Regional Nutrition Coordinator or designated Nutritionist.

SECTION II: INTRODUCTION TO THE WIC PROGRAM

If you are setting out to climb Mount Magazine for the first time, you probably would want to know a few things. You might like to know the height of the mountain, the amount of time it takes to climb for most people, what the terrain is like, how much experience you should have, etc. It helps to have some facts and information in order for you to prepare. The same idea is true when you begin working with the WIC Program. Background information can help you to feel more confident and be more successful in your job.

PERFORMANCE OBJECTIVES

Upon completing Section II, you should be able to:

1. Define and describe the WIC Program to an applicant.
2. Identify which federal agency administers the WIC Program.
3. Identify which state agency directs the WIC Program in Arkansas.
4. Discuss at least three ways the State WIC Program's role differs from the Region's role in the administration of the WIC Program.
5. Use the Arkansas WIC Program Policies and Procedures Manual as the source to retrieve information on policies and procedures for the WIC Program.

So, what is WIC? Let's find out. Complete the following activities, and then respond to the questions to check how well you understood the details.



LEARNING ACTIVITY – IIA

UNDERSTANDING THE WIC PROGRAM

View the Welcome to WIC-New Participant Orientation video (a copy should be available at your clinic, otherwise contact the Regional Nutrition Coordinator or designated Nutritionist. Listen to information about who is eligible for WIC, what the WIC foods are and whom they are for, and how WIC Food Instruments are used in the store.

Read Overview of the WIC Program on the following pages. This overview will let you know just how important the WIC Program is to our nation and to Arkansas. You will be more successful when you talk to people about WIC if you have some enthusiasm and a general understanding of the WIC Program. Then, answer the Self Check questions following the overview.

OVERVIEW OF THE WIC PROGRAM

What is WIC?

WIC is a program officially named the “Special Supplemental Nutrition Program for Women, Infants, and Children.” Congress created the WIC Program because studies showed that when women suffer from malnutrition during pregnancy, they and their unborn children are likely to have health and nutrition problems.

The most important times of a person’s development are as a fetus, infant and young child. During these stages the body’s future capacity for both physical and mental growth is determined. A proper supply of nutrients, from nutritious foods, can make the difference between a healthy child and one whose nervous system and brain cells never develop to their full potential.

Because women and children with lower incomes are more vulnerable to poor nutritional status, Congress formally recognized the need for free and nourishing foods by passing specific legislation to establish the WIC Program in 1972.

The WIC Program’s Three Main Benefits

There are three main benefits to the participant on the WIC Program: nutritious foods, nutrition education and health care referrals.

Nutritious Foods – The WIC Program provides nutritious food to supplement the regular diet of pregnant women, new mothers, infants, and children under age five who meet income standards and qualify as “nutritionally at risk” based on a health assessment.

The WIC food package is an individual monthly **food prescription** determined by the WIC Program. Some of the foods available include: milk, cheese, eggs, cereal, juice, dried beans, infant formulas, tuna, carrots and peanut butter. The foods in the packages vary. For example, the mother of an exclusively breastfed baby (that is, she doesn’t receive WIC formula) obtains a few additional types of foods (e.g., carrots and tuna) and larger quantities of some foods (e.g., cheese) than a breastfeeding woman who feeds her baby with some WIC formula too.



The foods offered on the WIC Program were selected because they are rich in nutrients especially important for proper growth and development. These nutrients include:

Protein	Calcium	Vitamin A
Iron	Folate	Vitamin C

The full effect of improving nutritional status is achieved only if the WIC Program participant, not other family members, consumes the WIC foods.

Client-Centered Nutrition Education– The WIC Program also provides client-centered nutrition education to adult participants and to the parents and caregivers of child participants. They learn about the participant’s specific nutritional needs, the nutrients

necessary in the human diet and the foods that contain them. They are taught to shop for nutritious foods and to prepare well-balanced, economical meals.

Health Care Referrals – A major benefit of the WIC Program is the linkage to health care and community services for families that might otherwise have little contact with those services. WIC encourages all participants to obtain complete preventive and social service support through referrals to:

- immunizations
- prenatal care
- food banks
- Food Stamps
- breastfeeding support services
- HIV testing, counseling, and treatment sites
- dental care
- substance abuse help
- Medicaid
- well child clinics
- other community services



Studies have shown that WIC participants are more likely to visit health clinics for early prenatal care and periodic health exams for their children.

Who is Eligible for WIC?

To be eligible, applicants must:

- fit into a category as an infant, child up to five years of age, pregnant or breastfeeding woman (up to one year postpartum), or a woman who delivered up to no longer than six months ago,
- meet income guidelines (income less than or equal to 185% of the poverty level),
- live in the State of Arkansas, and
- have a documented nutrition and/or medical risk.

To apply, the applicant contacts the WIC clinic for an appointment and answers brief questions about their identity, place of residence and income. The applicant will bring to the appointment verification of identity, residency and income so that WIC staff can assess their eligibility. Then, WIC staff will perform assessments to determine the presence of nutrition risk factors. These assessments are made through the collection and review of anthropometric data (height or length and weight), biochemical data (hemoglobin), clinical data, environmental, family and health information and dietary/nutrition information. Examples of nutrition assessment criteria (risk factors) for women are obesity, poor weight gain during pregnancy, anemia, a history of a premature birth, and poor dietary patterns. Examples of nutrition assessment criteria (risk factors) for children and infants are underweight, risk of overweight, slowed growth, anemia, and poor dietary patterns. If the applicant meets all requirements for participation (identity, residency, income, nutrition assessment criteria), they are certified and receive client-centered nutrition education that targets their identified needs. They then will receive Food Instruments imprinted with their food package to redeem at approved grocery stores.

Who Supports the Local WIC Program?

Funding for WIC originates with the United States Department of Agriculture (U.S.D.A.). All WIC services are provided at no cost to eligible participants. The USDA provides funds to State health agencies, Native American agencies, and other organizations to administer the WIC Program.

In Arkansas it is the Division of Health of the Department of Health and Human Services that administers the WIC Program. Funds are used for providing food, nutrition education, breastfeeding promotion, nutrition assessments, and administration. In Arkansas, the WIC services are delivered through the Local Health Units.

The State WIC Program monitors the operations of all Local Health Unit WIC operations in the State. The Local Health Units certify participants, keep medical records, provide client-centered nutrition education, and distribute WIC Food Instruments.

Highlights of WIC's History

The WIC Program was established on September 26, 1972 and authorized by Public Law 92-433. Initially, WIC was a small two-year pilot project serving approximately 205,000 participants with a \$20 million annual budget. By the mid-nineties, the WIC Program was serving 7.4 million people, including 1.8 million infants and 3.89 million children, with an annual cost of about \$3.7 billion. Fiscal Year 2005 saw the WIC Program serving over eight million people – two million infants, four million children – with an annual cost of almost \$5 billion. The WIC Program now operates in the 50 State, 34 Indian Tribal Organizations, the District of Columbia, the Virgin Islands, American Samoa, Guam, Commonwealth Islands of the Northern Marianas, Puerto Rico and 56 sites in the WIC Overseas Program for members of the Armed Forces, civilian employees and Department of Defense contractors living overseas, and their family members.

WIC Research Findings

Over 70 evaluation studies demonstrate the effectiveness of WIC and prove medical, health, and nutrition success for women, infants and children.

Numerous studies show that pregnant women who participate in WIC seek earlier prenatal care and consume a more healthy diet. They have longer pregnancies leading to fewer premature births; have fewer low and very low birth weight babies and have fewer fetal and infant deaths. A low birth weight infant is twenty times more likely to die than an average birth weight infant.

In 1997, it cost \$544 a year for a pregnant woman to participate in WIC. By contrast, it cost \$22,000 per pound to nurture a low or very low birth weight baby to the average weight of seven pounds in a neonatal intensive care unit. WIC prenatal care benefits reduce the rate of very low birth weight babies by 44%.

One study by the Massachusetts State Health Department found that the WIC Program also significantly decreases the death rate of newborns. In the WIC group, there were 12 deaths per 4,128 live births compared to 37 deaths per 4,128 live births in the non-WIC comparison group.

Another study found that for every \$1 spent on pregnant women in WIC, a savings of \$1.92 to \$4.21 in Medicaid spending is produced for newborns (due to the reduced number of low birth weight infants needing extended hospital care) and their mothers.

Breastfeeding helps mothers feel close to their baby, and the breastmilk contains all the nutrients infants need to grow and develop. Breastfed infants tend to be healthier. In Arkansas, exclusively breastfeeding a WIC infant saves approximately \$160.00 in the first six months of life from lower WIC and Medicaid costs.

Additionally, infants with low birth weights who do survive often continue to need services such as the Special Supplemental Income (SSI) provided under the Social Security Act and often need special education. The cost of providing SSI to 540 survivors at an average level of \$2,400 per year for 30 years would be \$39 million. The cost of providing special education to the same survivors at \$5,000 per individual for 12 school years would be another \$23 million.

The benefits of WIC also apply to the child population served by WIC. The National WIC Evaluation found that WIC improves children's dietary intake, reduces iron deficiency anemia, improves cognitive development and improves immunization rates.

These findings illustrate the success of WIC's primary elements; namely, nutritious food, nutrition education and health care referrals, on the health and well being of women, infants, and children nationwide. There are many documented studies that prove WIC's effectiveness. If you would like to read more about WIC and its effectiveness, go to the WIC website at <http://www.fns.usda.gov/WIC> , click on "About WIC" and then "How WIC Helps." So now you understand the value of the work you will do in WIC!

Now that you have read the WIC Program overview, answer the questions listed below. Write your answers and compare them to the Answer key. Mark those questions you missed and discuss with your Regional Nutrition Coordinator or designated Nutritionist.



SELF CHECK:

1. Which categories of women and children are eligible for the WIC Program?
2. What four requirements must an applicant meet to be eligible for the WIC Program?
3. What are six of the main nutrients supplied in the WIC foods?
4. What are three main benefits the WIC Program provides?
5. Circle the foods that are provided on the various food packages.
 - eggs
 - peanut butter
 - canned carrots
 - dried beans
 - iron rich cereals
 - enriched bread
 - fresh carrots
 - cheese
 - juice
 - canned beans
 - cream cheese
 - Hi-C Fruit Drink
 - milk
 - tuna fish
6. Who should eat the WIC foods?
7. Does the WIC food package provide all the foods necessary for good health?



SELF CHECK ANSWER KEY:

Check your answers to find out how you did. Discuss any questions with your Regional Nutrition Coordinator or designated Nutritionist.

1. Pregnant women, Breastfeeding women for up to one year postpartum, Postpartum non-breastfeeding women for up to their sixth month postpartum, Infants up to their first birthday, Children one to five years of age
2. Categorical eligibility (as described above) Live in Arkansas, household must meet income guidelines (185% of the poverty level), individual must be determined to be at medical/nutritional risk
3. Vitamin A, vitamin C, calcium, iron, protein and folate
4. Nutritious supplemental foods, Nutrition education, Health care referrals
5. Circled: eggs, peanut butter, dried beans, juice, iron rich cereals, fresh carrots, canned carrots, tuna fish, cheese, milk
6. The WIC participant
7. No

REINFORCEMENT ACTIVITIES:

1. Observe WIC staff (CPA, Clerk, Nutritionist, Home Economist) providing WIC services to a new applicant. As you watch, listen to how they discuss and describe the following:
 - The services provided by WIC.
 - The client's eligibility.
 - The food package the client will receive.
 - Use of the WIC Food Instruments.

Write down some of the main ideas you observed and heard in the space below:

2. Ask your Regional Nutrition Coordinator or designated Nutritionist or Local Health Unit clerical staff to show you a WIC Food Instrument. Have them explain how the appropriate food package is prescribed, how the food instrument is printed, what the dates that appear on the Food Instrument (issuance and redemption) mean and what instructions are given to the participant concerning redeeming the Food Instrument.

3. Look up a typical food package for an exclusively breastfeeding woman (WIC Policies and Procedures Manual, "Food Package" DEL-20f) or use the example listed below. Ask the WIC clerk for the current "WIC Approved Food List." Visit a local WIC vendor and practice locating foods you could purchase if you were redeeming the breastfeeding woman's food package. Discuss your experience with your Regional Nutrition Coordinator or designated Nutritionist.

36 OUNCES WIC APPROVED CEREAL
4 CANS 12 OZ FROZEN JUICE
3-GALLON (S) MILK (ANY WIC APPROVED)
2-POUNDS CHEESE
1 DOZEN GRADE AA LARGE EGGS
1 JAR PEANUT BUTTER 18 OUNCES
26-OUNCES TUNA FISH (WATER PACKED)
2 POUNDS FRESH CARROTS or 2 CANS (16 OUNCE CANS) OF CANNED CARROTS

4. Now YOU practice talking about the WIC Program! After work, talk to friends or relatives about your job with WIC. Tell them what WIC stands for and explain what kind of program it is. Mention who is eligible, what criteria they must meet and what benefits the applicant receives.

Write down some of the questions that people raised about the WIC Program here.



If you make this effort, you will be great at your job! If the people you talk to ask questions you are unable to answer, write them down. You can probably find most of the answers in the Arkansas WIC Policies and Procedures Manual or from fellow workers and can respond to their questions later.



LEARNING ACTIVITY – IIB

TOURING THE ARKANSAS WIC PROGRAM POLICIES AND PROCEDURES MANUAL: Your Hikers Guide To Survival With WIC

The beginning hiker needs a variety of information to feel prepared when setting out on a new adventure. Particularly if they find themselves alone, it is comforting to know that they have their guidebook for reference if needed. In the WIC Program, the Arkansas WIC Program Policies and Procedures Manual will be your central source of information regarding state and federal policies and procedures for administering the WIC Program. It is the most valuable tool a WIC staff member has for the proper operation of the WIC Program.

Take time to become familiar with the online WIC Policies and Procedures Manual. After entering the Policies and Procedures web site, go to “Search” this site and type in “WIC Policies and Procedures Manual Table of Contents.” Take a moment to scan the contents. Then go back to “Search” and take a moment to find each of the following pages in the Manual. Note: since the online policies include policies from other Division of Health programs, make sure you are looking at WIC policies.

- I. Introduction
- II. Abbreviations
- III. Definitions
- IV. Certification
- V. Nutritional Assessment
- VI. Priority System
- VII. Nutrition Education
- VIII. Arkansas WIC Approved Formulas
- IX. Body Mass Index (BMI) Table for Pregnant Women



LEARNING ACTIVITY – IIC

USING THE WIC POLICIES AND PROCEDURES MANUAL

Answer the following questions using the previous sites you explored in the online WIC Policies and Procedures Manual:

1. What department administers the WIC Program at the Federal level?
2. What does the abbreviation CFI stand for? What is the WIC definition of 'breastfeeding exclusively.'
3. When is the WIC certification process complete?
4. Name the 5 participant categories of eligibility.
5. On what categories of applicants must nutritional assessment be completed?
6. When is nutrition education first provided?
7. How do WIC participants in Arkansas receive the food benefits?
8. What are the standard infant formulas issued by the Arkansas WIC Program?
9. What is the policy and procedure for issuing Enfamil LIPIL Premature formula?
10. What are the major differences between the Body Mass Index (BMI) Table for Pregnant Women and the BMI Table for Women?



LEARNING ACTIVITY – IIC ANSWERS

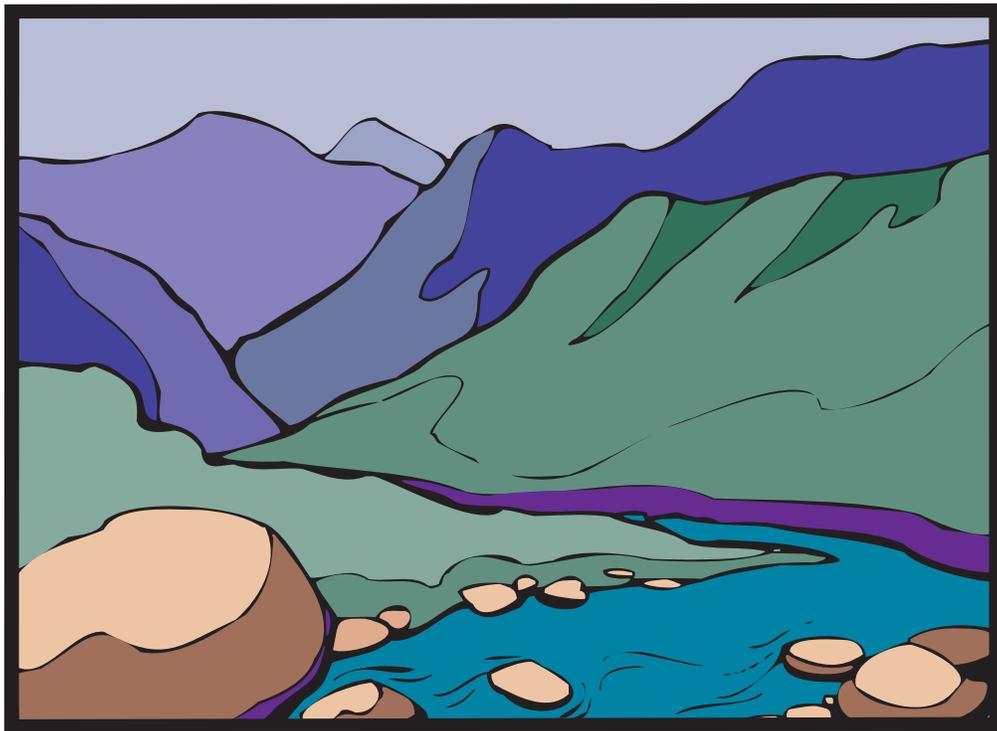
Check your answers to find out how you did. Discuss any questions with your Regional Nutrition Coordinator or designated Nutritionist.

1. Introduction, INT-11: Food and Nutrition Service of the United States Department of Agriculture.
2. Abbreviations, INT-5: Computer Food Instrument Definitions, INT-6:
A breastfeeding woman whose infant does not receive a formula provided by the WIC Program
3. Certification, CER-1: The WIC Certification process is complete when: all eligibility criteria have been met, the applicant has been notified of eligibility and the applicant has received Food Instrument(s).
4. Certification, CER-1: Categorical eligibility, i.e., pregnant, breastfeeding or postpartum women, infants, and children under age five.
5. Nutritional Assessment, CER-12: Nutritional screening is required before an applicant (any applicant) can be certified for The WIC Program participation.
6. Nutrition Education, NED-1: The first nutrition education is provided by the Competent Professional Authority (CPA) on the day of nutritional assessment.
7. Food Delivery System, DEL-1: Retail System, is the primary system through authorized food vendors and Direct System of delivery of some special formula issued to participants through the local health unit.
8. Food Packages, DEL-16: Enfamil with Iron, Enfamil LIPIL with Iron and Enfamil Prosobee and Enfamil Prosobee LIPIL, Gentlease LIPIL and Lactofree LIPIL.
9. Special formula, DEL-12: Special formula is issued with a physician's written prescription and approval by a CPA. Premature formula requires approval and food package tailoring by a Nutrition Supervisor.
10. Body Mass Index Table for Women, APP-26: The BMI values for under-, normal- and over-weight and obese are different. The table for pregnant women is adapted from the Institute of Medicine (IOM); the table for breastfeeding/postpartum women is adapted from the National Heart Lung Blood Institute (NHLBI), National Institutes of Health (NIH)..

Congratulations on completing this section.

Take a break.

Picture the view from the mountains!



SECTION III: INTRODUCTION TO ELIGIBILITY REQUIREMENTS

Just because a novice hiker has two working legs does not necessarily mean they are equipped to hike Mount Magazine in a day. There are many things that make someone eligible for this type of a climb (e.g., adequate water, food, knowledge of the trail, good foot protection, etc). The same thoughts can be applied to the WIC Program. Even though we may know the eligibility criteria, there remains much more we must know to have the best outcomes when we do our job.

PERFORMANCE OBJECTIVES

Upon completing this section, you should be able to:

1. Discuss the four criteria for an applicant to be eligible for the WIC Program.
2. Determine if an applicant is eligible, given certain criteria.
3. Use the Arkansas WIC Policies and Procedures Manual to find information when eligibility questions arise.
4. Identify the minimum clinical and nutrition data required at a certification appointment.
5. Explain the certification periods for a WIC participant.
6. Discuss categorical ineligibility to a participant.
7. Describe the priority system and identify which priorities are at higher medical/nutrition risk.
8. Find the policy explaining what processing standards are and the procedures for meeting processing standards for new applicants in the Arkansas WIC Policies and Procedures Manual.
9. Describe the process for determining if an applicant is ineligible for the Arkansas WIC Program.



LEARNING ACTIVITY – IIIA

USING THE ELIGIBILITY GUIDELINES

Time for your “Second Wind”

Review “Determining Income Eligibility” (CER-8-9b) and “Maximum Income Criteria” (CER-11) and “Certification” (CER-1). Refer to these in answering the following questions:

1. You receive a call from a woman who is breastfeeding her 13-month-old. She wants to know if she is eligible. Is the mom eligible? _____ The three classifications of women eligible for the WIC Program are:
 -
 -
 -
2. The Diaz family walks in wanting to know if they are eligible for the WIC Program. The family consists of Maria, who is pregnant, Mark, her husband, and their two children: Alfonzo, a two-year-old boy and Sophie a five-year-old girl. The family makes \$30,000 annually.
 - Would the family be income eligible for the WIC Program? (Hint: review “Determining Assessment Family/Household Size, CER-10).
 - Which members of the family may be categorically eligible?
3. Debbie Morgan calls. She is a single parent of a one-month-old baby. The baby was born prematurely and is being fed a special formula through a tube to receive extra calories. The mother works full time and makes \$1,850 a month. No one in the family receives Medicaid.
 - Would the family be income eligible for the WIC Program?
 - Which members of the family may be categorically eligible?
4. A client calls to learn if she is income eligible for WIC. She is concerned that she does not have paycheck stubs to show you just how little money she has. She tells you that she receives Medicaid. Describe to her eligibility. (Hint: review “Certification, Income Assessment-CER-8)
5. Your phone is ringing off the hook! A student doing a special school project on federal nutrition programs wants to know who of the following persons would be categorically ineligible for the WIC Program: (Certification, CER-1)
 - a. A five-year-old boy
 - b. A six-year-old girl
 - c. A 17-year-old boy
 - d. A woman who is breastfeeding her 28-month-old baby
 - e. A two-month-old baby
6. A client who has been receiving WIC services in Texas walks into your WIC clinic. She would like to continue to receive WIC services in Arkansas. On what page of the WIC Policies and Procedures Manual can you locate information on Transfer Policies? (Hint: check “Intrastate,” CER-31.)

7. The following individuals are being certified for WIC in your clinic this week. What will (spacing) you explain is the length of their certification period: (Hint: Certification Periods, CER-27)
- a two-month-old baby
 - a seven-month-old baby
 - a 14-month-old child
 - a woman in her first month of pregnancy
 - a woman in her fourth month of pregnancy
 - a breastfeeding woman of a one-month-old baby
 - a breastfeeding woman of a eight-month-old baby
 - a three -month postpartum non-breastfeeding woman
8. True or False
The Local Health Unit WIC clinic is required to make one contact, either by telephone or mail to those pregnant women who miss their initial certification appointment. (Hint: Application Process, CER-2-4)



LEARNING ACTIVITY – IIIA ANSWER KEY

Check your answers to find out how you did. Discuss any questions with your Regional Nutrition Coordinator or designated Nutritionist.

1. No, because she doesn't fit into any of the three categories: pregnant, breastfeeding women up to their baby's first birthday, non-breastfeeding women up to six months postpartum. (Find under Certification, CER-1)
2. Yes, they would be income eligible. Because Maria is pregnant, both she and the fetus count as members of the household. Maria and Alfonzo would be categorically eligible. (Find under Determining Assessment Family/Household Size, CER-10)
3. Yes, she is income eligible for her family size of two. Both mom and baby are categorically eligible for WIC as postpartum and infant. (Find under Determining Income Eligibility, CER-8-9)
4. You explain that she is still eligible for WIC if she is on Medicaid. The WIC Program accepts documentation of Medicaid, Temporary Assistance for Needy Families (TANF), or Food Stamps as proof of income or as financial eligibility for the WIC Program. (Find under Certification Income Assessment, CER-8)
5. a, b, c, and d are all categorically ineligible. (Find under Certification, CER-1)
6. Intrastate, CER-31
7. Certification period, CER-27
 - a two-month-old baby: until first birthday
 - a seven-month-old baby: six months certification period
 - a 14-month-old child: six months certification period
 - a woman in her first month of pregnancy: the duration of pregnancy and six wks postpartum
 - a woman in her fourth month of pregnancy: the duration of pregnancy and six wks postpartum
 - a breastfeeding woman of a one-month-old baby: for the period up to 6 months postpartum; can be recertified if still breastfeeding at that time
 - a breastfeeding woman of an eight-month-old baby: the duration of breastfeeding but no longer than 1 year postpartum
 - a three-month postpartum non-breastfeeding woman: for the period of up to six months postpartum(Find under Eligibility – Initial Explanation of the WIC Program. See “Length of WIC Eligibility.”)
8. True
(Find under Application Process, CER-2-4)



LEARNING ACTIVITY – IIIB

BECOMING FAMILIAR WITH THE WIC CLIENTS RIGHTS AND RESPONSIBILITIES

Sometimes you have to sign a log when you head into a wilderness area. This verifies that you know your responsibilities as a hiker. The Participant Eligibility Notification (MCH-WIC-42) is a form that describes the WIC participant's rights and responsibilities. It is very important that they sign this form to indicate that they understand all the information on the form.

Read the participant documentation form on the following page. Ask your Regional Nutrition Coordinator or designated Nutritionist about any part that you do not understand. Sometimes forms with lots of writing intimidate people, so they choose to skim or not read them at all. Use a highlighter pen as you read the form to identify the key points. Summarize these points in your head so that you will be able to explain the information to the person who chooses not to read the form or has questions.

Observe and listen to WIC staff explaining the WIC Program to participants and asking them to sign this form.

The form currently is available in English and Spanish only. So you may need to explain the points to an interpreter for a person who speaks another language.

A copy of the Arkansas WIC Eligibility Notification Form appears on the following pages, and can also be accessed in Online Policies and Procedures as MCH-WIC-42, Eligibility Notification.

ARKANSAS DIVISION OF HEALTH
WIC
ELIGIBILITY NOTIFICATION

Participant's Name: _____ Birthdate: _____

Participant's WIC Number: _____

PARTICIPANT RIGHTS AND RESPONSIBILITIES

- Standards for eligibility and participation in the WIC Program are the same for everyone regardless of race, color, national origin, age, sex, or disability.
- You have the right to a fair hearing and may appeal any decision made by the County Health Unit regarding your eligibility for the Program.
- The County Health Unit will make health services and nutrition education available to you and you are encouraged to participate in these services.
- It is illegal to participate in the Commodity Supplemental Food Program and the WIC Program at the same time. It is illegal to participate in more than one WIC Program at the same time.

I have been advised of my rights and responsibilities under the Program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge. I agree to provide the County Health Unit information to verify any statements given in my application and hereby give permission to obtain such verification. I will also cooperate fully with State and Federal personnel in a quality control review. This certification form is being submitted in connection with the receipt of Federal assistance. Program officials may verify information on this form. **I understand that intentionally making a false or misleading statement or intentionally misrepresenting, concealing, or withholding facts may result in paying the State Agency, in cash, the value of the food benefits improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.**

I may be discharged from WIC without notice if I do not pick up food instruments for two or more consecutive months and I will not receive notice of the end of my eligibility period.

SIGN ONLY AFTER READING RIGHTS AND RESPONSIBILITIES ABOVE AND PARTICIPANT ABUSE STATEMENTS ON THE BACK OF THIS FORM.

Signature of Participant or Responsible Adult

Telephone Number of Participant

When I am not able to pick up my food instruments, I hereby authorize the following person to receive and redeem food instruments for me: (If none, enter NA). I must notify the local health unit in person to change my authorized representative.

Authorized Representative (Print Name)

Signature of Authorized Representative

This is to certify that I have explained the participant rights and responsibilities to the above person appearing on behalf of the participant. I have reviewed the records pertaining to income, residence and nutritional risk. I have informed the participant or person appearing on behalf of the participant, of eligibility for WIC Program benefits and have issued food instruments for immediate use.

WIC Personnel
Comments

Date

MCH: WIC-42 (R 10/03)

PARTICIPANT ABUSE

IF YOU MISUSE THE WIC PROGRAM, YOU MAY BE PROSECUTED UNDER STATE AND FEDERAL LAW AND SUSPENDED FROM THE WIC PROGRAM.

Intentionally making a false or misleading statement, misrepresenting, concealing, or withholding facts may result in paying the Arkansas Division of Health WIC Program the dollar value of the food benefits improperly issued to you. The WIC Program may disqualify a participant from the Program and/or assess a claim up to the amount of redeemed food instruments for abuse including, but not limited to, any of the following:

- 1) Providing false information to obtain WIC benefits, i.e., health status, medical data, income, family size, or residence.
- 2) Verbal abuse.
- 3) Physical abuse and/or threats.
- 4) Selling or exchanging food instruments.
- 5) Receiving food instruments from more than one state, clinic, site, or a single clinic site in the same month.
- 6) Picking up food instruments for children no longer in your household.
- 7) Theft of food instruments.
- 8) Redeeming food instruments reported stolen or destroyed that have been replaced.
- 9) Changing any information on food instruments.
- 10) Cashing food instruments before the "Not Valid Until" date printed on instruments.
- 11) Cashing food instruments after the "Void After" date printed on the food instruments.
- 12) Purchasing non-WIC foods with food instruments.
- 13) Attempting to exchange and/or sell foods purchased with WIC food instruments.
- 14) Assisting another person in the act of abuse.
- 15) Receiving benefits from both the WIC and Commodity Supplemental Food Programs.



LEARNING ACTIVITY – IIIC

CERTIFICATION PERIODS

One area where staff often find themselves confused is with certification periods and termination (end of eligibility) dates. Read this next activity very carefully.

Certification periods follow these timeframes:

- **Pregnant women** are certified for the duration of their pregnancy through six weeks postpartum from the date the pregnancy ends.
- **Breastfeeding women** are certified:
 1. for six months from date of first certification and may be recertified,
or
 2. until month of infant's first birthday
or
 3. until the month WIC staff are notified that breastfeeding has been stopped.

Note: Certification ends with whichever occurs first.

- **Postpartum women** are certified until six months from the date the pregnancy ends.
- **Infants under six months** of age are certified until their first birthday.
- **Infants six months or older** are certified at intervals of approximately six months.
- **Children** are certified at intervals of approximately six months. Certification ends with the last day of the month in which the child reaches the fifth birthday.

Note: The certification period for children whose certification ends the month before they turn five may be extended to the end of the month of their fifth birthday.

Breastfeeding women, infants and children eligible for any part of the month are eligible for the entire month.

Certification periods begin on the date certification is completed (that is, Food Instruments are issued to them after all assessments are completed).

Participants are notified at least 15 days before each certification period ends. A Notice of End of Certification (MCH:WIC-9A) or Official Notice (MCH:WIC-9) is issued.

Note: Participant does not have to be discharged at the end of certification. The computer will:

- discharge participants automatically at the end of the certification,

- generate a MCH:WIC-9A, and
- produce a list of discharged patients which will be sent to each site weekly.

Advance written notice must be given to the participant if lack of WIC Program funds requires that benefits be terminated before the end of the certification period.



LEARNING ACTIVITY – IIID

APPLYING THE PRIORITY SYSTEM

By now you may understand that women, infants and children on the WIC Program all have some nutrition concerns that qualify them for the WIC Program. These are Nutritional Assessment Criteria.

Look up and read “Nutritional Assessment Criteria” in the online WIC Policies and Procedures Manual (CER-17-25a). This section provides brief explanations of the nutritional assessment criteria for each category of WIC participant, i.e., pregnant, breastfeeding or postpartum women, infants and children. Glance through the criteria. For practice, try to assess if you (pretend that you are pregnant), your child or a friend would be nutritionally eligible.

Unfortunately, there are times when changes in WIC funding affect who the WIC Program can serve. Funding for the WIC Program is determined through a yearly budget process. If funding is adequate, all eligible people can participate on WIC. However, if funds are tightened or cut, some otherwise eligible people cannot be put on the WIC Program.

There is a system to follow to know who can participate immediately and who must be placed on a waiting list. It is a “Priority System.” In WIC there are seven priorities (1-7); Priority 1 being the highest, and Priority 7 the lowest. When WIC clinics must limit who they serve, it is the Priority 7 people who are first put on a waiting list. The Arkansas WIC Program currently serves participants eligible in Priorities 1 through 7.

If maximum caseload is reached and a waiting list is implemented, participants are served in order of priority. (See Waiting List CER 33-35)

Note: Participants from another state are provided Food Instruments if they have a valid VOC (Verification of Certification) and classified Priority 1 through 7.

For more detailed information about priorities corresponding to each risk criteria, see the Nutritional Screening Forms (MCH:WIC-5P, MCH:WIC-5BF/PP, MCH:WIC-5I, and MCH:WIC-5C).

Now look at the “Nutritional Screening Forms” - forms for printing (one each for Pregnant Women, Breastfeeding/Postpartum Women, Infant and Children)-found in the online manual, or ask someone in the clinic for a copy of each form. You will note that to the right of each risk criteria, there is a column with the heading Priority.



SELF CHECK

Refer to the Nutritional Screening forms to complete the Self Check.
List the letters of each WIC participant listed below beside the corresponding Priority.

Priority 1 ____ Priority 2 ____ Priority 3 ____ Priority 4 ____
Priority 5 ____ Priority 6 ____ Priority 7 ____

- A. Pregnant woman who smokes one cigarette/day.
- B. Postpartum non-breastfeeding 15-year-old woman.
- C. Healthy one-month-old whose mother was on WIC during her pregnancy.
- D. Three-year-old child of a migrant family.
- E. Breastfeeding woman with twins.
- F. Postpartum, non-breastfeeding woman who has a BMI of 27.2.
- G. Pregnant woman at dietary risk.
- H. Infant with a length-for-age less than or equal to the 10th percentile.
- I. 17-year-old pregnant woman.
- J. Postpartum woman (not breastfeeding) at dietary risk.
- K. Three-year-old child with cystic fibrosis.
- L. Four-year-old child at risk of regression.

How did you do?



SELF CHECK ANSWER KEY

Check your answers to find out how you did. Discuss any questions with your Regional Nutrition Coordinator or designated Nutritionist.

Priority 1: A, E, H, I

Priority 2: C

Priority 3: B, F, K

Priority 4: G

Priority 5: D

Priority 6: J

Priority 7: L

- A. Pregnant woman who smokes one cigarette/day.
- B. Postpartum non-breastfeeding 15-year-old woman.
- C. Healthy one-month-old whose mother was on WIC during her pregnancy.
- D. Three-year-old child of a migrant family.
- E. Breastfeeding woman with twins.
- F. Postpartum, non-breastfeeding woman who has a BMI of 27.2.
- G. Pregnant woman at dietary risk.
- H. Infant with a length-for-age less than or equal to the 10th percentile.
- I. 17-year-old pregnant woman.
- J. Postpartum woman (not breastfeeding) at dietary risk.
- K. Three-year-old child with cystic fibrosis.
- L. Four-year-old child at risk of regression.



LEARNING ACTIVITY – III E

NUTRITION ASSESSMENT TOOLS

We assess mountain climbing success on physical things like breathing, heart rate, and lack of pain. In WIC, we assess nutritional status using several tools. They are described below.

WIC Nutrition Assessment Tools

The WIC Program uses a variety of information to assess or measure a person's nutritional status: anthropometric, biochemical, clinical, environmental, family, general health, and dietary/nutrition. We gather this information from the participant in a variety of ways including an interview, a dietary screening tool, a nutritional screening form and by obtaining the client's measurements. Below is a brief description of some of the tools that are used.

24-Hour Diet Recall and Assessment Form

The 24-Hour Diet Recall and Assessment Form is a tool designed to discover an individual's eating habits as well as medical conditions that may affect the clients eating or nutritional status. Sometimes clients will write important information they may otherwise not share with you in conversation. Learn where copies of these questionnaires are in your clinic. There are three 24-hour Diet Recall and Assessment Forms: Adult (MCH WIC 51A), Infant (MCH WIC 51I) and Child (MCH WIC 51C).

Understanding the 24-Hour Diet Recall and Assessment Forms:

Collect one of each of the forms. At the top of each form is a place for individual participant information. Below that is a space for recording the amounts and types of food consumed over the past 24 hours. There is a section for assessing adequacy of the food consumed and a section for assessing and identifying relevant dietary assessment criteria.

Weight and Height/Length Monitoring Tools

The other part of assessing nutritional status is to weigh and measure clients and record the results on different grids and graphs. The Prenatal Weight Gain Chart (MCH 33) is used for pregnant women and growth charts for infants and children (CDC growth charts for Infant Girls Birth to 36 months; Infant Boys Birth to 36 months; Girls 2 to 20 years of age and Boys 2 to 20 years of age). Find out where these charts and graphs are kept in your clinic. You will learn more about weighing, measuring and monitoring in the Screening Module.

REINFORCEMENT ACTIVITY

Observing in Clinic

Now, observe in the clinic. Watch someone being enrolled in the WIC Program. Jot down your observations and answer the following questions:

1. What questions are asked to determine the different categories of eligibility? What forms are used?
2. What measurements are taken?
3. Are all applicants on this day eligible for WIC services? If not, why not?
4. What does the WIC staff tell the new participant about why she/he is eligible for WIC?
5. When and how does the WIC staff person explain the participant's nutritional assessment criteria?

Review and discuss the questions and answers and your observation notes with the Regional Nutrition Coordinator or designated Nutritionist.

Good Work!

Make sure to take a break!

Imagine relaxing by the creek side . . .



SECTION IV: ORIENTATION TO WIC CLINIC PROCEDURES

We all know that the State WIC Policies and Procedures Manual is extensive. What you may not realize is that in some ways the manual is a “lifesaver.” The procedures mapped out in the manual streamline and standardize many of the processes that you will deal with daily in WIC.

Imagine if your hiking map falls out of your pocket while you are far into your hike and the trail is not well marked. You would hopefully find your way but you might encounter some problems along the way (e.g., you may end up getting lost for awhile and use up valuable daylight hours).

The WIC policies and procedures may seem excessive, but in the long run, they may help you save time and are necessary for the WIC Program’s survival. The standard operating procedures enable states to report to their primary funding source (USDA) on what and how services are provided.

PERFORMANCE OBJECTIVES

Upon completing this section, the employee should be able to:

1. Identify when a WIC Food Instrument may be issued to an authorized representative.
2. Identify the medical reasons why a low-iron formula may be issued by the WIC Program.
3. Explain how the formula rebate system affects what infant formulas are issued by WIC.
4. Locate the correct procedures to follow for clients who report lost or stolen Food Instruments.
5. Respond to the occurrence of a client cashing post-dated Food Instruments.
6. Locate information on providing breast pumps.



LEARNING ACTIVITIES – IVA

USING THE WIC POLICIES AND PROCEDURES MANUAL

ACTIVITY I

Hikers need to be prepared. One part of preparation is finding the correct map for the trail and knowing how to read the map; after all, there are topographic, aerial photographs, geologic, and other types of maps. A map that one doesn't know how to read is useless.

Familiarizing Yourself with WIC Clinic Procedures

The WIC Policies and Procedures Manual is a “map” that you will use often in WIC. The activities in this section of the Orientation Module will have you reading and using some WIC clinic procedures.

You have already explored several sections of the manual, on this, your first trek into the WIC adventure.

Take a few minutes to find several other sections you will be using in the future. Find the following by “searching” the online policies and procedures web site:

- Standards for WIC Program Foods
- Authorized Representative
- Processing Standards
- Food Instrument Security

The Appendices are a useful reference. Find the following:

- Do You Need These Services?
- Arkansas WIC Approved Formulas
- Food Item Codes
- Nutrition (Assessment) Risk Criteria Definitions
- Breastfeeding Assessment Guide

ACTIVITY II

Use the following sections from the WIC Policies and Procedures Manual as references to respond to questions.

- Standards for WIC Program Foods
- Authorized Representative
- Processing Standards
- Food Instrument Security

From the Appendices:

- Do You Need These Services?
- Arkansas WIC Approved Formula
- Food Item Codes
- Nutrition (Assessment) Risk Criteria Definitions
- Breastfeeding Assessment Guide

1. True or False (Hint: This is the Authorized Representative)

If a participant cannot pick up Food Instruments because of illness, impending delivery, hospitalization, or sudden emergency she/he may designate an authorized representative to pick up the Food Instruments.

2. Your clinic is closed because the entire community is snowed in. Where would you find policies and procedures on mailing Food Instruments? (Hint: You are looking for a procedure on issuing food instruments)
3. You are uncertain what the regulations are regarding issuing special formula food packages to an 18-month-old participant. Where would you locate the information in the WIC Policies and Procedures Manual? (Hint: You are looking for Special Formula-Food Package for Children/Women with Special Needs)
4. A breastfeeding mom inquires if WIC can provide a breast pump. What requirements must be met for a breastfeeding woman to receive a breast pump? (Hint: Look for a procedure in "Issuing Breast Pumps.")
5. A Mom reports that her seven-month-old infant could use more infant cereal, but her two-year-old is not drinking all of her milk. Both are on WIC. How much infant cereal can be issued? Can mom receive less milk for her two-year-old? (Hint: Look under Food Package).

ANSWER KEY for ACTIVITY II

Check your answers to find out how you did. Discuss any questions with your Regional Nutrition Coordinator or designated Nutritionist.

1. True –Authorized Representative, DEL-27.
2. Yes-Inclement weather is considered a hardship. Issuing Food Instruments, DEL-2-3.
3. Special formula may be issued to a child, with a doctor’s prescription, review and approval by a CPA. Special Formula Del-12, and Food Package for Children/Woman with Special Needs; DEL-18.
4. WIC does issue breast pumps. Women should be certified as breastfeeding before any breast pump can be issued. Issuing Breast Pumps DEL-9a-9c
5. Food Packages should be tailored to meet participant needs, within regulatory requirements and state policy guidance. Refer mom to a CPA to discuss needed food package updates. Infant can receive up to three eight-ounce boxes of infant cereal and milk for the two-year-old can be reduced after talking with the CPA. See Food Package DEL-15.

The following information IS NOT found in the WIC Policies and Procedures Manual:

WIC Infant Formula Rebate System

Mothers participating in WIC are encouraged to breastfeed their infants if possible, but WIC State agencies provide infant formula for mothers who choose to use this feeding method. WIC State agencies are required by laws to have competitively bid infant formula rebate contracts with infant formula manufacturers. This means WIC State agencies agree to provide one brand of infant formula and in return the manufacturer gives the State agency a rebate for each can of infant formula purchased by WIC participants. The brand of infant formula provided by WIC varies from State agency to State agency depending on which company has the rebate contract in a particular State. By negotiating rebates with formula manufacturers, States are able to serve more people. For FY 2005, rebate savings were \$1.64 billion, supporting an average of two million participants each month, or 25 percent of the estimated average monthly cost.

Arkansas WIC Infant Formula Rebate System

Arkansas partners with two other states, North Carolina and New Mexico, in receiving competitive bids for formula rebate contracts. The rebate contract usually is for a three-year period. Check with your Regional Nutrition Coordinator/designated Nutritionist as to which infant formula supplier the WIC Program currently is in contract with. Rebates are awarded for those contract (“standard”) formulas that **DO NOT** require a prescription from a physician. Rebates **ARE NOT** awarded for most non-contract (“special”) formulas that **DO** require a physician’s prescription. For the list of WIC approved formulas go to the WIC Policies and Procedures Manual (APP-6-9a).

REINFORCEMENT ACTIVITY

Practice Implementing Clinic Procedures. Role play the following with your Regional Nutrition Coordinator or designated Nutritionist:

- Explain WIC's policy on contract (standard formulas) to a mother requesting a non-contract (special) formula for her baby. The mother does not describe any medical need for the non-contract formula. Expand on how to transition to a different formula. List the name of the person who role-played with you:

_____.

SKILL ASSESSMENT

Explain to a co-worker how you will respond to a request for a non-contract formula to make sure you are comfortable with the topic.

CONGRATULATIONS YOU HAVE REACHED THE SUMMIT AND COMPLETED THE ORIENTATION MODULE!

Please submit your entire module to your Regional Nutrition Coordinator or designated Nutritionist for review. They will check through your module and may discuss or review with you some of your learning experiences. Once you have met with them, it will be returned to you keep as a reference.

