

ISSUE DATE: October 6, 2015

TO: WIC Program Coordinators
Other WIC Policy and Procedure Manual owners

FROM: Holly Wilkalis
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SUBJECT: **WIC Policy Update 2015-06**



EXPLANATION:

This policy update includes several final policies for eWIC implementation. It is important that you review them as part of your eWIC readiness planning. Most of the policies listed are summarized in the [Clinic eWIC Readiness Toolkit, Section 9](#).

FINAL eWIC policies

◆ **510e – eWIC cardholder requirements**

Replaces 500 - Ordering and securing FI stock and MICR toner

Policy addresses:

- Role of first and second cardholder
- PIN security
- Card issuance process
- Replacing cards, including lost or stolen
- **Local agency policy/procedure is required** IF applicable for tracking and auditing activated eWIC cards that are delivered to cardholders outside of the clinic

◆ **511e – Food benefit issuance**

Replaces 505 - FI issuance and printing

Policy addresses:

- When to do partial/single/double issuance
- Defines allowable instances of issuing benefits over the phone
- Does NOT cover adding foods or changing food packages (this information can be found in policy 769)

◆ **561e – Program integrity: replacement of food benefits**

Replaces 560 - Program integrity: replacing benefits

Policy addresses:

- Redeemed formula benefits can be replaced under limited circumstances
- Replacement of redeemed food benefits (milk, food, infant cereal, baby foods or cash value benefit) is not allowed
- Form for unavailable/stolen formula will be available on the website and no longer printed from TWIST.

◆ **595e – Program integrity: separation of duties**

Replaces 595 – Program integrity: separation of duties

Policy addresses:

- The need for separation of staff duties to avoid a single staff person determining program eligibility and food benefit issuance

◆ **621e – Providing WIC services during home visits**

Replaces 621 - Providing WIC services during home visits

Policy addresses:

- Benefit issuance may not be provided until the certification or second nutrition education has been completed and entered into TWIST
- A staff member other than the home visitor needs to issue the benefits to assure separation of duties
- **Local agency policy/procedure is required IF** your agency provides WIC services in the home to address specifics regarding scheduling, documentation, benefit issuance, appropriate referrals as well as staff roles and training

◆ **635e – Participant notification: eligibility and rights and responsibilities**

Replaces 635 – Participant notification: eligibility and rights and responsibilities

- Updated all terminology from “food instruments” to “benefits”
- Removed the appendix, “Minimum Orientation for New WIC Participants on Voucher Use” and included more orientation requirements in section 3.0.
- Updates list of shopper education resources

◆ **823e – Nutrition education: second nutrition education using online classes**

Replaces 823 – Nutrition education: second nutrition education using online classes

Policy addresses:

- How to verify class completion and issue the appropriate benefits over the phone
- **Local agency policy/procedure is required IF** you are using online nutrition education contacts and include how the participant will be instructed on showing proof of class completion and issuance of food benefits

WIC policies for both vouchers and eWIC

◆ **769 – Assigning WIC food packages**

- Changes voucher terminology to eWIC terminology and adds new definitions specific to eWIC
- Updates fruit and vegetable benefit amount for women
- Updates section on limited storage/homelessness to reflect additional purchasing options available under eWIC
- Update guidelines for handling participants with a category change

◆ **770 – WIC authorized foods**

- Changes voucher terminology to eWIC terminology
- Deletes requirement that participants buy only the milk container size listed on the voucher (benefit list).

WIC Policy Updates Issued for 2015 (Year-To-Date)

Manual Update Number	Policy Number	Policy Title	Manual Page Number(s)	Issue Date
2015-01	485	WIC ID Number and ID Card	485.0 – 485.3	February 9, 2015
2015-01	654	Participant Transfers Within State	654.0 – 654.2	February 9, 2015
2015-01	769	Assigning WIC Food Packages	769.0 – 769.19	February 9, 2015
2015-01	770	WIC Authorized Foods	770.0 – 770.19	February 9, 2015
2015-01	901	TWIST Data System Security	901.0 – 901.1	February 9, 2015
2015-01	145	State Office: Address and Staff	DELETED	February 9, 2015
2015-01	150	Local Program Addresses and State Map	DELETED	February 9, 2015
2015-02	451	Change In Guardianship	451.0 – 451.3	April 13, 2015
2015-02	452	Civil Rights	452.0 – 452.10	April 13, 2015
2015-02	595	Program Integrity: Separation of Duties	595.0 – 595.1	April 13, 2015
2015-02	596	Program Integrity: Acknowledgment of Employee Responsibilities	596.0 – 596.4	April 13, 2015
2015-03	325	Caseload Management	325.0 – 325.5	May 22, 2015
2015-03	440	Staff Training Requirements	440.0 – 440.6	May 22, 2015
2015-03	475	Waiting List	475.0 – 475.1	May 22, 2015
2015-03	614	Income Eligibility: Current Income Guidelines	614.0 – 614.3	May 22, 2015
2015-03	625	Risk Assessment	625.0 – 625.1	May 22, 2015
2015-03	640	Documentation Requirements for Certification in TWIST	640.0 – 640.1	May 22, 2015
2015-03	641	Documentation Requirements for Certification in the Absence of TWIST	641.0 – 641.2	May 22, 2015
2015-03	660	CPA requirements	660.0 – 660.21	May 22, 2015
2015-03	670	Overview of Risk Criteria and Priorities	670.0 – 670.1	May 22, 2015
2015-03	675	Risk Criteria Codes and Descriptions	675.0 – 675.39	May 22, 2015
2015-04	480	Voter Registration – National Voter Registration Act	480.0 – 480.9	July 30, 2015
2015-05	400	Local Programs Overview: Responsibilities and Communications	400.0 – 400.3	September 10, 2015
2015-05	426	Record Retention	426.0 – 426.3	September 10, 2015
2015-05	1000	Overview of Vendor Management	1000.0 – 1000.1	September 10, 2015
2015-06	510e	<i>eWIC cardholder requirements</i>	510e.0 – 510e.5	October 6, 2015
2015-06	511e	<i>Food benefit issuance</i>	511e.0 – 511e.4	October 6, 2015
2015-06	561e	<i>Program integrity: replacement of food benefits</i>	561e.0 – 561e.2	October 6, 2015
2015-06	595e	<i>Program integrity: separation of duties</i>	595e.0 – 595e.2	October 6, 2015

**WIC Policy Updates Issued for 2015
(Year-To-Date)**

Manual Update Number	Policy Number	Policy Title	Manual Page Number(s)	Issue Date
2015-06	621e	<i>Providing WIC services during home visits</i>	621e.0 – 621e.3	October 6, 2015
2015-06	635e	<i>Participant notification: eligibility and rights and responsibilities</i>	635e.0 – 635e.4	October 6, 2015
2015-06	823e	<i>Nutrition education: second nutrition education using online classes</i>	823e.0 – 823e.2	October 6, 2015
2015-06	769	Assigning WIC food packages	769.0 – 769.19	October 6, 2015
2015-06	770	WIC authorized foods	770.0 – 770.19	October 6, 2015



SECTION: Local Program Operations
SUBJECT: eWIC Cardholder Requirements
DATE: October 1, 2015 (*new*)

510e

POLICY: Local agency staff must identify a cardholder and issue at least one eWIC card in order to provide food benefits to WIC participants.

PURPOSE: To ensure local agency staff appropriately issue eWIC cards to WIC families.

RELEVANT REGULATIONS: §246.12 ¶(r)—Issuance of food instruments, cash value vouchers and authorized supplemental foods.
§246.7 ¶(f)(2)(iv) – Processing Standards: Time frames for processing applicants
Oregon Administrative Rules 333-053-0075 – eWIC Cards

OREGON WIC PPM REFERENCES:

- ◆451—Change in Guardianship
- ◆501e—Ordering and Securing eWIC Cards
- ◆511e—Benefit Issuance
- ◆590—Participant Violations
- ◆595—Program Integrity: Separation of Duties
- ◆610—Required Proofs – Identity, Residency, Income
- ◆620e—Certification and Issuing Benefits or eWIC Cards to Co-Workers, Relatives, and Friends
- ◆621e—Providing WIC Services During Home Visits
- ◆635—Participant Notification: Eligibility and Rights & Responsibilities
- ◆636—Participant Notification: Ineligibility and Termination from WIC

TWIST TRAINING MANUAL REFERENCES:

- Chapter 2, Lesson 100—Client Search and Demographics
- Chapter 3, Lesson 101—Producing a WIC ID Card
- Chapter 3, Lesson 1200—Family Cardholder Screen

DEFINITIONS:

Caretaker A person who has significant responsibility for providing food to the infant or child. The caretaker is usually part of the family unit, for example the parent or legal guardian of the infant or child.

Individual An applicant or a participant.

Cardholder A person authorized by WIC to use the eWIC card to shop for WIC food benefits at WIC-authorized vendors.

First Cardholder The required cardholder for a WIC family Electronic Benefit Account (EBA). The first cardholder is either the woman participant or the parent or caretaker from the same household as the infant or child participant, therefore sharing the same address.

Second Cardholder The optional second cardholder who has been issued their own eWIC card with the permission of the first cardholder.

eWIC Cardholder Requirements, cont.

- (DEFINITIONS:)**
- eWIC Card* Magnetic stripe card used to purchase WIC authorized foods or formulas from a WIC family’s Electronic Benefit Account. Each card has a 16-digit Primary Account Number (PAN). Also referred to as a “food instrument.”
 - Electronic Benefit Account (EBA)* An account established for each WIC family administered by Oregon’s eWIC banking contractor. Accounts are identified by the WIC family ID number assigned to that family. Food benefits for all participants in the family are aggregated into a single account.
 - Food Benefits* The foods a participant receives on WIC for a selected month. Depending on the participant category, food benefits provide specific amounts of WIC authorized foods, formulas, and/or a fixed-dollar amount for participants to obtain WIC authorized fruits and vegetables (referred to as a “Cash Value Benefit” or “CVB”).
 - PIN* A Personal Identification Number (PIN) is a 4 digit number set by the cardholder via the eWIC banking contractor website or customer service phone number to keep access to their food benefits secure.

PROCEDURE:

- Required Cardholder*** 1.0 Every WIC family will be assigned an Electronic Benefit Account (EBA) with Oregon’s eWIC banking contractor. The eWIC banking contractor will use the family’s WIC ID number as the EBA number. In order to access food benefits issued to that EBA, each family must have at least one eWIC cardholder identified in TWIST with a valid card issued.
 - 1.1 At least one eWIC card shall be issued at the time the first family member is found eligible for WIC.
 - 1.2 A second optional card may be issued for the convenience of the family.
- Optional Cardholder***
- Cardholder rights and responsibilities*** 2.0 The first cardholder is either the woman participant or the parent or caretaker from the same household as the infant or child participant.
 - First Cardholder*** 2.1 The first cardholder may bring an infant or child in for follow-up or certification appointments, attend nutrition education appointments, request transfers to another agency or state, choose or remove a second cardholder, and purchase WIC food benefits using the eWIC card.
 - Second Cardholder*** 2.2 If contemplating a second cardholder, the first cardholder must be informed that the second cardholder has these same responsibilities and has access to the family’s food benefits. The first cardholder should be encouraged to carefully consider the selection of any second cardholder.

eWIC Cardholder Requirements, cont.

(Second Cardholder)

- 2.3 The second cardholder may attend nutrition education appointments, bring in a child for follow-up or certification appointments and purchase WIC food benefits using the eWIC card.
- 2.4 The second cardholder does not have to be part of the same household as the first cardholder and participants. There is no age, relationship, or other criteria or restrictions as to whom the first cardholder may select as their second cardholder.
- 2.5 The second cardholder cannot change or remove the first cardholder, discontinue WIC services or transfer participants to another agency or state.
- 2.6 WIC staff or staff from the organization within which WIC is located (e.g. health department, tribal organization) cannot be assigned as a cardholder for a WIC EBA, unless it is for themselves or a family member. See ¶4.7 for information on issuing eWIC cards to family members.
- 2.7 If a family chooses to have two cardholders, they must identify two different people to be cardholders. One person cannot be both the first and the second cardholder.

No proxies

- 2.8 Cardholders may not send “Proxies” to the WIC clinic for services, even with a note. Most changes will not require office visits, for example food benefit changes can take place over the phone if the appropriate information can be provided. See ♦511—Benefit Issuance for more information.

Required cardholder data

- 3.0 All cardholders must have an address and date of birth entered in TWIST. This information is used for security purposes by both the WIC program and the eWIC banking contractor.
 - 3.1 The first cardholder address is the same as the participant address in TWIST and must be kept updated in Client Master.
 - 3.2 The first cardholder may provide required information on behalf of the second cardholder.
 - 3.3 The second cardholder’s address does not have to match the first cardholders, but must be complete.

Card issuance

- 4.0 The first cardholder must be identified in TWIST and an eWIC card issued at the same appointment as WIC eligibility is determined.
 - 4.1 Cardholder assignment and eWIC card issuance may be entered by any WIC staff person at any time during the initial certification appointment, as long as card inventory and separation of duties policies are being met. See ♦501—Ordering and Securing eWIC Cards and ♦595—Program Integrity: Separation of Duties for more information.

eWIC Cardholder Requirements, cont.

4.2 The first cardholder must sign for the receipt of the eWIC cards when signing the Participant Signature form. See ♦635—Participant Notification: Eligibility and Rights & Responsibilities for more information.

4.3 Required cardholder and eWIC card data must be entered in TWIST before the eWIC card is given to the cardholder.

Card issuance at home visits

4.3.1 Certifications done in the home by home visiting nurses must be completed in TWIST before the eWIC card can be given to the cardholder. The cardholder may come into the WIC clinic to pick up the eWIC card(s) or the home visiting nurse may deliver the card(s) to the cardholder on their next home visit. See ♦621—Providing WIC Services During Home Visits for more information.

4.3.2 Local agencies must have a procedure in place for tracking and auditing eWIC cards that are delivered to cardholders outside of the clinic if applicable.

4.4 The first cardholder may provide the required information about their second cardholder and receive a second card at any time. The second cardholder does not need to be present or show ID in order to be issued an eWIC card. The first cardholder may take the second cardholder’s eWIC card to them.

Cardholder education

4.5 WIC staff must provide the first cardholder with instruction on setting a PIN and the correct use of the eWIC card. If the second cardholder is not present, provide the first cardholder with any requested copies of materials and request that they instruct the second cardholder on setting a PIN, the correct use of the eWIC card and how to shop for WIC approved foods. See ♦635—Participant Notification: Eligibility and Rights & Responsibilities for more information on cardholder instructions.

4.6 eWIC cards do not have to be signed by the cardholder. It is recommended that the signature line on the back of the eWIC card be used to write the WIC ID number.

4.7 WIC staff must not issue eWIC cards to themselves, their relatives, friends, or co-workers. See ♦620—Certification and Issuing Benefits or eWIC Cards to Co-Workers, Relatives, and Friends for more information.

4.8 The first cardholder can remove the second cardholder at any time by informing the WIC clinic. WIC staff must remove the second cardholder in TWIST immediately to prevent the second cardholder from accessing any additional WIC food benefits or calling the eWIC banking contractor for an eWIC card replacement. See ¶6.0.

eWIC Cardholder Requirements, cont.

4.9 When a first cardholder is removed or the second cardholder is changed to the first cardholder, the eWIC card assigned to that cardholder becomes deactivated. Ensure that a first cardholder is assigned and an active card is issued in order for benefits to be accessed.

4.9.1 First cardholders that are removed due to death, incarceration or program disqualification must be replaced with another first cardholder and a new eWIC card issued.

Card Security and PIN setting

5.0 If a cardholder does not have easy access to a phone or the internet, the WIC agency must provide them access to a phone or the internet in their clinic in order to set their PIN.

5.1 Since access to the eWIC card and the PIN allows access to the food benefits, instruct cardholders on card and PIN security.

5.2 Any address changes must be entered in TWIST by WIC staff immediately to ensure the eWIC banking contractor has the most current information.

5.3 For security purposes, WIC staff shall not ask for a cardholder's PIN. Do not write the PIN on the eWIC card.

Replacing cards

6.0 If WIC staff receive any reports of lost, stolen, or damaged cards they must be entered in TWIST immediately. Either the first or second cardholder may report lost, stolen, or damaged cards.

6.1 Cardholders may be issued replacement cards at the clinic if they cannot wait the 5-7 days to receive a replacement from the eWIC banking contractor or if it is close to the end of the benefit period.

6.2 WIC clinics may not mail eWIC replacement cards to cardholders.

6.3 Excessive card replacement will be tracked by the State WIC Compliance Coordinator.

eWIC cards are not proof of identity

7.0 Cardholders must show Proof of Identity at certification and recertification and at appointments when benefits are issued. The eWIC card does not act as Proof of Identity for cardholders. See ♦610—Required Proofs – Identity, Residency, Income for more information about acceptable forms of proof and situations where they are required.

7.1 Cardholders are not required to bring the eWIC card to WIC appointments or to be issued WIC food benefits.

7.2 Information on the Family Cardholder Screen can be used to verify the identity of cardholders calling the clinic.

eWIC Cardholder Requirements, cont.

Changes in families, e.g. custody

8.0 While WIC food benefits are issued to individual participants, they are aggregated and accessed via the eWIC cards assigned to each EBA or WIC family account. When a family member changes families, benefits are de-aggregated back to individual participants and are reassigned to the participant's new EBA. Since cardholders are associated with an EBA, changes to the WIC family ID number require new cardholder assignment and eWIC card issuance. See examples below and ♦451—Change in Guardianship for more information.

Issue new card

Example: A child is removed from their household and put in foster care. If they are given a new WIC ID number, this generates a new EBA which requires an eWIC card to be issued to the foster parent with new cardholder information entered in TWIST.

Multiple cards & EBAs

Example: A foster parent has multiple foster children, each with a different WIC ID number. The foster mom will have an eWIC card for each foster child and she will be identified as the first cardholder for each. She may set the same PIN for all the eWIC cards she is issued.

New card not needed

Example: The custody of a child is changed from the mother to the father. Both the mother and father have children on WIC in different WIC EBA's and have active eWIC cards. The WIC food benefits assigned to the child will be deducted from the mother's EBA and added to the father's EBA when the child's WIC ID number is changed from one to the other.

8.1 Termination of a participant will remove current or future benefits from the EBA depending on the termination reason but does not deactivate assigned cardholders or issued eWIC cards. See ♦636—Participant Notification: Ineligibility and Termination from WIC for more information on the appropriate notification needed for terminated participants.

Proxies for disqualification

9.0 Disqualified cardholders may select a proxy cardholder in certain situations. See ♦590—Participant Violations for more information on this process. ★

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SECTION: Local Program Operations
SUBJECT: **FOOD BENEFIT ISSUANCE**
DATE: October 1, 2015 (new)

511e

POLICY: Local programs shall implement a food benefit issuance procedure to ensure WIC participants receive food benefits at their initial certification and at subsequent nutrition education and follow up appointments.

PURPOSE: To provide guidance for local WIC program staff on when to appropriately issue food benefits.

RELEVANT REGULATIONS: §246.12 ¶(r)—Issuance of food instruments, cash value vouchers and authorized supplemental foods.
§246.7 ¶(f)(2)(iv) – Processing Standards: Time frames for processing applicants

OREGON WIC PPM REFERENCES:

- ◆451—Change in Guardianship
- ◆501e—Ordering and Securing eWIC cards
- ◆510e—eWIC Cardholder Requirements
- ◆561e—Program Integrity: Replacement of Food Benefits
- ◆595e—Program Integrity: Separation of Duties
- ◆610e—Required Proofs: Identity, Residency, Income
- ◆616—Unavailable Proofs
- ◆620—Certification and Issuing Benefits to Relatives, Friends and Co-workers
- ◆635e—Participant Notification: Eligibility and Rights & Responsibilities
- ◆640e—Documentation Requirements in TWIST
- ◆641e—Documentation Requirements in the Absence of TWIST
- ◆646—Mid-Certification Health Assessment
- ◆655—Homeless Applicants
- ◆712—Breastfeeding: Breast Pump Ordering, Distribution and Tracking Guidelines
- ◆735—Exchange and Handling of Returned Formula
- ◆769—Assigning WIC Food Packages
- ◆823e—Nutrition Education: Second Nutrition Education Using Online Education
- ◆835e—Nutrition Education: Attendance or Refusal

TWIST TRAINING MANUAL REFERENCES:

Chapter 3, Lesson 1100 —Family Summary Screen

DEFINITIONS:

Food Benefits The foods a participant receives on WIC for a selected month. Depending on the participant category, food benefits provide specific amounts of WIC authorized foods, formulas, and/or a fixed-dollar amount for participants to obtain WIC authorized fruits and vegetables (referred to as a “Cash Value Benefit” or “CVB”).

FOOD BENEFIT ISSUANCE, cont.

<i>Electronic Benefit Account (EBA)</i>	An account established for each WIC family administered by the Oregon's eWIC banking contractor. Accounts are identified by the WIC family ID number assigned to that family. Food benefits for all participants in the family are aggregated into a single account.
<i>Food Benefit Balance</i>	Unspent issued food benefits which are available for purchase by a cardholder during authorized benefit timeframe.
<i>eWIC Card</i>	Magnetic stripe card used to purchase WIC authorized foods or formulas from a WIC family's Electronic Benefit Account (EBA). Each card has a 16-digit Primary Account Number (PAN).
<i>First cardholder</i>	The required cardholder for a WIC family Electronic Benefit Account (EBA). The first cardholder is either the woman participant or the parent or caretaker from the same household as the infant or child participant(s), therefore sharing the same address.
<i>Second cardholder</i>	The optional cardholder who has been issued the second eWIC card with the permission of the first cardholder. The second cardholder may attend nutrition education appointments, bring in a child for certification appointments and purchase WIC food benefits using an eWIC card.
<i>Single issuance</i>	When a participant is issued Food Benefits for one month (also referred to as "one month issuance").
<i>Double issuance</i>	When a participant is issued Food Benefits for two months (also referred to as "two month issuance").
<i>Triple issuance</i>	When a participant is issued Food Benefits for three months (also referred to as "three month issuance").

PROCEDURE:

When to issue food benefits

- 1.0 Food benefits issuance should be coordinated with regularly scheduled WIC appointments whenever possible. Once the CPA has assigned the appropriate food package, food benefits shall be issued for participants for the following reasons:
 - 1.1 Initial program enrollment for new WIC participants.
 - 1.2 The next three months of food benefits are available to issue (should be issued at a nutrition education contact).
 - 1.3 Recertification of WIC participants.
 - 1.4 To replace food benefits as allowed by ♦561e–Program Integrity: Replacing Food Benefits

FOOD BENEFIT ISSUANCE, cont.

- Last month to issue food benefits* 2.0 Participants are eligible to receive food benefits through the last month of their certification period.
- 2.1 A **child** may receive food benefits through the month of his or her fifth birthday.
- 2.2 A **nonbreastfeeding or some breastfeeding postpartum woman** may receive food benefits through the sixth month after her pregnancy ends. A **some breastfeeding** woman may continue to receive all other program benefits through the month of her child's first birthday.
- 2.3 An **exclusively or mostly breastfeeding woman** may receive food benefits through the month of her child's first birthday.
- 2.4 A **pregnant woman** may receive food benefits for six weeks after the end of pregnancy rounded to the end of the month.
- Food Benefit Issuance** 3.0 Issue *three months* of food benefits, unless there is a situation that warrants less than triple issuance (see ¶3.2 and ¶3.3). Food benefits may be issued to the first or second eWIC cardholders who provide appropriate documentation of identity. See ♦610—Required Proofs: Identity, Residency, Income.
- Partial packages* 3.1 Issue a partial package for the current month if a participant, parent or caretaker is receiving food benefits on or after the 20th of the month. Partial packages will carry the participant to the next month's issuance.
- Single issuance required* 3.2 In the following situations, single issuance of food benefits is **required**:
- RX or HP authorization needed (automatic single issuance in TWIST);
 - Eligibility pending (automatic single issuance in TWIST);
 - Missed nutrition education appointment (see ♦835—Nutrition Education: Attendance or Refusal for more information and for exceptions to the single issuance requirement);
 - Missed mid-point health assessment for infants (see ♦646—Mid-Certification Health Assessment for more information and for exceptions to the single issuance requirement);
 - Custody dispute;
 - Unresolved program integrity issue (program abuse, sanctions, overdue Lactina breastpump, etc.).
- Single or double issuance optional* 3.3 Local program staff **may** issue single or double month's food benefits on a case by case basis. Examples are listed below.
- Foster child
 - Lactina breastpump on loan
 - High risk participant
 - Trial of new formula

FOOD BENEFIT ISSUANCE, cont.

- NE Refusal* 3.4 Local agencies may issue up to three months of food benefits in the rare situation when a participant refuses all nutrition education (NE) and the refusal is documented in TWIST. Refer to ♦835—Nutrition Education: Attendance or Refusal.
- Issuance of benefits over the phone* 4.0 Issuance of benefits may be done over the phone in the following situations:
- 4.1 After receiving proofs of identity, residence, and income via fax or mail and “eligibility pending” status is removed. Staff must ensure that separation of duties is maintained when screening forms of proof provided via fax or mail. The same staff person must not determine eligibility for all certification criteria and issue food instruments, cash-value vouchers or supplemental food for the same participant, even if the outstanding forms of proof are provided at a later date.
 - 4.2 After changes have been made to the WIC food package, mid-certification, by a competent professional authority (CPA).
 - 4.3 Issuance of supplemental formula, mid-certification, to a participating infant by a CPA following a full assessment (see Policy 713: Breastfeeding: Use of Supplemental Formula).
 - 4.4 Change in the form of formula (for example, from powder to concentrate) in the middle of a certification period.
 - 4.5 Upon completion of online NE & required phone follow-up with a designated WIC staff person, mid-certification. Refer to ♦823—Second Nutrition Education Using Online Classes.
- Timeframe for food benefit issuance following a paper certification* 5.0 After completing a paper certification, local program staff have **two working days** to enter the data into TWIST and issue food benefits for the participant. Refer to ♦641—Documentation Requirements in the Absence of TWIST for more information.
- Issuing food benefits to relatives, friends and co-workers* 6.0 Local WIC program staff members **may not** issue food benefits for themselves, relatives, friends or co-workers. Refer to ♦620—Certification and Issuing Food Benefits to Relatives, Friends and Co-workers for additional guidelines.
- Hospitalized or institutionalized participants* 7.0 Benefits may not be issued to a WIC participant who is hospitalized or institutionalized.
- 7.1 When a WIC participant is in a hospital, long term care facility or institution, WIC food benefits cannot be issued until discharge, since the institution is responsible for feeding the patient.
 - 7.2 If an infant is with the mother who is staying in a residential treatment center, See ♦655—Homeless Applicants for an exception which allows the infant to receive infant foods and infant formula.

FOOD BENEFIT ISSUANCE, *cont.*

- Written procedure is required*** 8.0 Local programs are required to have a written procedure for food benefit issuance that addresses the following:
- When food benefits are single or double issued;
 - When food benefits are issued over the phone;
- 8.1 If any local policy is more restrictive than state policy, the local policy must be approved by the state WIC program prior to implementation. Refer to ♦420—Approval Process for Local Program Policies and Procedures.

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SECTION: Local Program Operations 561e
SUBJECT: **PROGRAM INTEGRITY: REPLACEMENT OF FOOD BENEFITS**
DATE: October 1, 2015 (*new*)

POLICY: Issued and redeemed food benefits will not be replaced under any circumstances and redeemed formula benefits will be replaced only under limited circumstances as described below.

PURPOSE: To provide guidance on when it is appropriate to replace issued and redeemed benefits and how to replace them.

RELEVANT REGULATIONS: 7 CFR §246.12 ¶(u)—Participant Violations and Sanctions
 7 CFR §246.12 ¶(u)—Claims against participants
 Oregon Administrative Rules 333-053-0030 through 333-053-0110

OREGON WIC PPM REFERENCES: ♦451—Change in Guardianship
 ♦510e—eWIC Cardholder Requirements
 ♦511e—Food Benefit Issuance
 ♦590—Program Integrity: Participant Abuse

TWIST TRAINING MANUAL REFERENCES: Chapter 3, Lesson 808—Foster Families and Custody Changes
 Chapter 3, Lesson 504—Formula Exchange and Replacement

DEFINITIONS:

<i>Issued Food Benefits</i>	The benefits that have been sent to the eWIC contractor which are/will be available for purchase by a cardholder.
<i>Redeemed Food Benefits</i>	The benefits that have been used by the cardholder(s) to purchase foods that were issued to a participant.
<i>TWIST</i>	The WIC Information System Tracker: The data system for the Oregon WIC Program.

PROCEDURE:

When to replace redeemed benefits

1.0 Issued and redeemed food benefits will not be replaced under any circumstances and redeemed formula benefits will be replaced only under these limited circumstances:

- Formula exchange: Participant or cardholder brings in unopened cans within expiration dates to exchange for a different WIC authorized formula.
- Custody change or domestic violence situation: When the redeemed formula does not accompany the infant or child and safety would be compromised if the authorized cardholder attempted to retrieve the WIC formula.

PROGRAM INTEGRITY: REPLACING FOOD INSTRUMENTS, *cont.*

(When to replace redeemed benefits)

- Stolen WIC formula with a police report. Note: This could be an actual police report or just a police report number. Procedures vary by police department.
- After a documented natural disaster (e.g. flood or earthquake) or other disaster like fire where the WIC formula is no longer available.

2.0 Assess that the participant or cardholder's request for replacement benefits is valid. If the participant has a valid request for replacement according to this policy, replace only the benefits that were originally issued to the participant in the current month and redeemed.

3.0 Use the Formula Exchange/Formula Replace function in TWIST to exchange or replace redeemed formula benefits:

3.1 **Formula exchange:** Exchange unopened cans of formula when the participant needs to change formula type in the current month.

3.1.1 Staff can only exchange returned formula for an equivalent amount of a new formula based on the formula reconstitution amount. TWIST will calculate the maximum allowed for the exchange.

3.2 **Replacing stolen or unavailable formula:** Replace only the amount issued and redeemed. Unredeemed formula benefits are still available to the cardholder.

3.2.1 For stolen formula, document the date and the police report number in the WIC Notes field on the Intake screen.

Partial packages

3.3 If a participant is to receive replacement formula after the 20th of the month, issue a partial package for the current month. Partial packages will carry the participant to the next month's benefit issuance.

4.0 Local programs cannot replace previous months' benefits.

5.0 Local programs cannot issue retroactive benefits to disqualified participants who are reinstated following an administrative hearing.

PROGRAM INTEGRITY: REPLACING FOOD INSTRUMENTS, *cont.*

***Required
documentation for
unavailable/stolen
infant formula***

- 6.0 For all formula reported stolen, clinic staff will complete the Documentation of Unavailable/Stolen Formula form (57-912), available on the Oregon WIC website at <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/912-unavailable-stolen-formula.doc>.
- 6.1 Review the participant's WIC Notes on the Intake screen to determine if formula has been replaced in the past.
- 6.2 If this instance is not the first time that the participant has had formula replaced, contact the State WIC Office before proceeding.
 - 6.2.1 The State WIC Office may validate police reports, statements, and other supporting documentation to determine, on a case-by-case basis, whether or not to replace formula for second and subsequent reports of stolen formula.
- 6.3 If this instance is the first time that the participant has had formula replaced, review the form with the participant, parent or caretaker.
- 6.4 Obtain the signature of the participant or cardholder on the form.
- 6.5 Document stolen formula, including the police report number, in WIC Notes on the Intake screen.
- 6.6 Within 3 days, send the signed form to the state WIC office, Attn: Batch Mail. ★

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SECTION: Local Program Operations 595e
SUBJECT: PROGRAM INTEGRITY: SEPARATION OF DUTIES
DATE: October 1, 2015 (*new*)

POLICY: Local WIC programs shall separate staff activities (duties) of determining participant eligibility from the issuance of WIC food benefits.

PURPOSE: To ensure program integrity and prevent program abuse by assigning certification and benefit issuance functions to more than one staff at the local level.

RELEVANT REGULATIONS: ASM 99-94—Separation of duties in WIC clinic operations
7 CFR 246.4(a)(26)—State plan: Conflicts of Interest

OREGON WIC PPM REFERENCES: ♦215—Local Program Monitoring and Review
♦500—Certification Introduction and Overview
♦510e—eWIC Cardholder Requirements
♦511e—Food Benefit Issuance
♦596—Program Integrity: Acknowledgement of Employee Responsibilities
♦620e—Certification and Issuing Benefits to Relatives, Friends and Coworkers

DEFINITIONS:

<i>Food Benefits</i>	The individual foods a participant receives on WIC for a selected month. “Food Benefits” are specific amounts of WIC authorized foods or formulas or a fixed-dollar amount for participants to obtain WIC authorized fruits and vegetables.
eWIC Card	Magnetic stripe card used to purchase WIC authorized foods or formulas from a WIC family’s Electronic Benefit Account (EBA). Each card has a 16-digit Primary Account Number (PAN).
<i>Separation of duties</i>	A standard accountability/security practice to separate certification from food benefit issuance responsibilities between more than one person when possible.

PROCEDURE:

Separation of duties

- 1.0 Local programs shall establish and maintain a standard system for separation of staff duties at the clinic level as a security feature against program abuse.
 - 1.1 Assign eligibility determination and food benefit issuance duties to different staff members to avoid a single staff doing all functions of the certification process.

EXAMPLE: The staff person at the front desk determines the participant’s income eligibility, residency, and identity and sets up the Cardholder Account. The Competent Professional Authority (CPA) assesses risk, assigns the food package and issues the eWIC benefits.

PROGRAM INTEGRITY: SEPARATION OF DUTIES, cont.

EXAMPLE: CPA completes the certification and assigns the food package, and then the participant returns to the clerical staff person who sets up the cardholder account, issues the eWIC card and then issues benefits.

1.2 Separation of duties is not required to issue benefits, including via the phone, if eligibility has already been completely determined using separation of duties, and if food benefits have been issued at least once during a participant’s current certification. See ♦511e—Food Benefit Issuance.

Exception 2.0 In small clinics or satellite clinics where only one person is staffing a clinic, separation of duties may not always be possible.

Audit 2.1 Each local program will establish quality assurance standards and a regular monitoring system. This should include at a minimum:

- The WIC coordinator or agency designee runs the TWIST Separation of Duties Audit report monthly.
- For records where the income determination and benefit issuance was performed by the same staff person, select at least 10% of records to verify participation. See required audit form at <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/separation-duty-audit-tool.pdf>
- Contact the selected participants with a “customer service” call to confirm benefits were issued to that participant.
- Contact the State with any concerns about compliance or potential fraud.

2.2 If the Separation of Duties Audit report is not available in TWIST, local programs should use the following alternative at least quarterly:

- For agencies with 1-5 clinic days in a month, use the appointment scheduler to select at least 1 day to audit.
- For agencies with 6-10 clinic days in a month, use the appointment scheduler to select at least 2 days to audit.
- For agencies with 11 or more clinic days in a month, use the appointment scheduler to select at least 3 days to audit.
- Compare TWIST Income screen staff with Food Package Assignment screen staff.
- For records where the income determination and food package assignment was performed by the same staff person, select at least 10% of records to verify participation.

PROGRAM INTEGRITY: SEPARATION OF DUTIES, cont.

- Contact the selected participants with a “customer service” call to confirm benefits were issued to that participant.
- Contact the State with any concerns about compliance or potential fraud.

2.3 The state WIC program will review for compliance during the biennial WIC program review. See ♦215—Local Program Monitoring and Review.

*WIC staff who are also
WIC participants*

3.0 Local staff who are also WIC participants may not certify themselves. See ♦620—Certification and Issuing Benefits to Relatives, Friends and Coworkers.

*Certifying relatives,
friends or coworkers*

4.0 Refer to ♦620—Certification and Issuing Benefits to Relatives, Friends and Coworkers for guidelines on certification of relatives, friends or coworkers. ★

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SECTION: Certification
SUBJECT: **PROVIDING WIC SERVICES DURING HOME VISITS**
DATE: October 1, 2015 (*new*)

621e

POLICY: WIC services provided during home visits will meet the same criterion as activities that take place in the WIC clinic.

PURPOSE: To assure that WIC services are delivered appropriately when completed outside of the WIC clinic setting.

RELEVANT REGULATIONS: §246.7 ¶—Certification of participants

- OREGON WIC PPM**
- ◆440—Staff Training Requirements
 - ◆510e—eWIC Cardholder Requirements
 - ◆595e—Separation of Duties
 - ◆600—Certification Introduction and Overview
 - ◆610e—Required Proofs – Identity, Residency, Income
 - ◆611—Income Eligibility: Determining Income Eligibility
 - ◆620e—Certification and Issuing Benefits to Co-workers, Relatives and Friends
 - ◆625—Nutrition Risk Assessment
 - ◆635e—Participant Notification: Eligibility and Rights & Responsibilities
 - ◆640—Documentation Requirements for Certification in TWIST
 - ◆641—Documentation Requirements for Certification in the Absence of TWIST
 - ◆660—Competent Professional Authority (CPA): Requirements
 - ◆661—Competent Professional Authority (CPA): Appropriate Counseling for Risk Levels
 - ◆670— Overview of Risk Criteria and Priority Levels
 - ◆713— Breastfeeding: Use of Supplemental Formula
 - ◆810—Nutrition Education: Making Nutrition Education Available
 - ◆820—Nutrition Education: Participant Contacts
 - ◆821—Nutrition Education: Telephone Contacts for High Risk Participants with the RD
 - ◆830—Nutrition Education: Documentation
 - ◆885— Other Referrals: Required and Recommended.

DEFINITIONS: *Home visit* Delivery of services to an individual in the residence of that individual.

BACKGROUND: A number of health department programs deliver services in the home. Incorporating WIC certifications and follow up activities into these visits can be convenient for participants and support the work of visiting staff.

Providing WIC Services During Home Visits, *cont.*

PROCEDURE:

- | | | |
|---------------------------------|-----|---|
| <i>Certification criterion</i> | 1.0 | Local WIC agencies must follow WIC program requirements, policies and procedures as described in USDA regulations and the Oregon Policy and Procedure manual regardless of the location where the services are delivered. See ♦ 600—Certification Introduction and Overview. |
| <i>Non WIC staff</i> | 1.1 | Certifications must be completed by a qualified Competent Professional Authority (CPA)s. See ♦660—CPA requirements. Health professionals who are non WIC staff and who meet CPA qualifications may conduct certifications in a participant’s home once the required CPA training modules have been completed. Health professionals may test out of required training modules as determined appropriate by the local agency training supervisor. Non WIC health professionals may provide second nutrition education contacts in the home without meeting full CPA requirements. See ♦440—Staff Training Requirements. |
| <i>Proofs</i> | 1.2 | When a certification is completed during a home visit, proof of income, identity and residency must be screened in the same manner as when the certification is completed in the WIC clinic. See ♦610e—Required Proofs and ♦611—Determining Income Eligibility. |
| <i>Participant notification</i> | 1.3 | Applicants, participants or caretakers must be informed of their rights and responsibilities during home certifications. A copy of “ <i>My Rights and Responsibilities</i> ” needs to be offered at each certification and the “ <i>Participant Signature Form</i> ” needs to be signed and dated to indicate receipt and agreement with the information provided. Completed signature forms must be returned to the WIC clinic for the required retention period. See ♦635—Participant Notification: Eligibility and Rights & Responsibilities. |
| <i>Risk Assessment</i> | 1.4 | Participants must be screened for nutrition risk prior to receiving benefits. Accurate and complete anthropometric, biochemical, dietary, and health information must be gathered by home visiting staff for evaluation. Data from health care providers can be used to avoid duplication of medical procedures. See ♦625—Nutrition Risk Assessment and ♦670—Overview of Risk Criteria and Priority Levels. |
| <i>High risk referral</i> | 1.5 | High risk participants must be referred to the RD/WIC Nutritionist for at least one contact per certification period. See ♦661—CPA: Appropriate Counseling for Risk Levels. Telephone contacts by the RD may be used to provide second nutrition education to high risk participants who are receiving services in the home and are unable to come to the WIC clinic due to medical reasons. ♦821—Nutrition Education: Telephone Contacts for High Risk Participants with the RD. It is recommended that consultation with the RD occur for all high risk participants who receive services in the home to assure appropriate coordination of care. |

Providing WIC Services During Home Visits, cont.

- Nutrition education* 1.6 Nutrition education must be offered during the home certification process. The nutrition education provided should match the participant's need and interests. See ♦820—Nutrition Education: Participant Contacts. Home visits where nutrition education and follow up are provided during a certification period may be counted as second nutrition education contacts. See ♦810—Nutrition Education: Making Nutrition Education Available.
- Referrals* 1.7 Mandatory referrals to OHP will be made when certifications are completed in the home. See ♦ 885—Other Referrals: Required and Recommended.
- Documentation* 2.0 Documentation of services provided during home visits must be entered into the participant's record in TWIST. Data entry and benefit issuance should be completed within 48 hours of the visit. Information may be gathered electronically and entered directly into TWIST on site or gathered manually by using a form such as Certification Data Entry document (see http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/615_cert_ded.pdf) or an alternate form developed by the local agency. Documentation requirements for home visits are the same as contacts that occur in the WIC clinic. See ♦640—Documentation Requirements for Certification in TWIST and ♦641—Documentation Requirements for Certification in the absence of TWIST.
- 2.1 The participant's record must reflect the date of the contact, who conducted the visit and who entered the data if data entry is completed by someone other than the staff who conducted the visit. See ♦ 830—Nutrition Education: Documentation.
- Benefit Issuance* 3.0 Benefits may not be provided until the certification or second nutrition education contact in the home has been completed and entered into TWIST. A staff member other than the home visitor who conducted the certification needs to issue benefits to assure separation of duties. See ♦595e—Separation of Duties.
- 3.1 Home visiting staff may not take on the role of cardholder for a WIC participant. In the situation where the participant is a friend or family member of the home visitor, WIC services may not be provided by the visiting staff. See ♦620e—Certification and Issuing Benefits to Co-workers, Relatives and Friends.
- 3.2 At least one cardholder must be identified and shopper education must be provided when benefits are issued. Shopper information and eWIC card(s) may be provided during the home visit by visiting staff or in the WIC clinic by WIC staff. eWIC cards may not be mailed. See ♦510—eWIC Cardholder Requirements and ♦635—Participant Notification: Eligibility and Rights & Responsibilities.

Providing WIC Services During Home Visits, cont.

- 3.3 Issuance of formula is not allowed for breastfeeding infants less than one month of age. Review ♦713— Breastfeeding: Use of Supplemental Formula for guidance on supporting breastfeeding mothers who request formula.

Written Procedure 4.0 A written local agency procedure policy is required to identify procedures for providing WIC services in the home when this option is made available by the local agency. The procedure must address the following items:

- How home visits will be scheduled
- Who will conduct home visits
- Who will assure that home visitors are appropriately trained
- Who will assure that home visitors receive appropriate updates on policies or procedures
- How visit documentation will be entered in TWIST
- How RD referrals and follow up will be handled
- How future appointments will be identified
- How benefit and eWIC card issuance will occur★

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SECTION: Certification 635e
SUBJECT: PARTICIPANT NOTIFICATION: Eligibility and Rights and Responsibilities
DATE: October 1, 2015 (*new*)

POLICY: Local programs shall inform WIC applicants and participants of their rights and responsibilities and their eligibility status.

PURPOSE: To ensure that WIC applicants and participants are fully informed of their rights and responsibilities and their eligibility status in the program.

RELEVANT REGULATIONS: §246.7 ¶(i)(10)—Certification Forms
§246.7 ¶(j)(1)-(9)—Notification of Participant Rights and Responsibilities
§246.7 ¶(j)(4)—Explanation of Food Delivery System and Health Services Available
§246.10(b)(2)(ii)(D)- Supplemental Foods
ASM 08-08—WIC Program Explanation for Participants
ASM 2012-1—Offering to Sell WIC Foods, Benefits and/or EBT Cards Publicly or Online
OAR 333-053-0030 through 333-053-0110—WIC Participant Administration
WIC Operating Rules for EBT

OREGON WIC PPM REFERENCES: ◆400—Local Program Overview: Responsibilities and Communications
◆426—Record Retention Period
◆480—Voter Registration—National Voter Registration Act
◆510e—eWIC Cardholder Requirements
◆590—Program Integrity: Participant Violations
◆636e—Participant Notification: Ineligibility and Termination from WIC
◆640—Documentation Requirements for Certification in TWIST
◆645—Certifications Periods

DEFINITIONS: *Applicant* An individual who comes to the WIC clinic requesting WIC services.
Participant An individual who receives WIC benefits or services (i.e. supplemental foods, breastfeeding services, nutrition education, and/or referrals).

APPENDICES: Appendix A 635.4 List of Shopper Education Resources

PROCEDURE:
Participant notification

- 1.0 At every certification and recertification visit, local program staff must inform applicants, participants or caretakers of their rights and responsibilities.
 - 1.1 Provide a copy of “*My Rights and Responsibilities*” (form 57-630) to each applicant, participant or caretaker.
 - 1.2 Read or have the individual or translator read “*My Rights and Responsibilities*” in a language the individual understands.

PARTICIPANT NOTIFICATION: Eligibility and Rights & Responsibilities, cont.

1.2.1 Both “*My Rights and Responsibilities*” and the “*Participant Signature Form*” are available in hard copy in English and Spanish and electronically on the WIC website in Russian, Vietnamese, Chinese (simplified), Somali, and Arabic.

Documentation requirement

- 1.3 Have the individual sign and date the “*Participant Signature Form*” (form 57-629) to indicate receipt and agreement. Please refer to ♦640—Documentation Requirements for Certification in TWIST.
- 1.4 File the signature form in the preferred filing method and retain for the required period of time. See ♦426—Record Retention Period for requirements.
- 1.5 Inform participants that all WIC programs in Oregon are a single program administered by individual local agencies, therefore transfers and transfer of certification information is automatic.
- 1.6 Participants must sign the “*Participant Signature Form*” to receive WIC benefits, since use of the TWIST data system is essential to issuance of WIC benefits and the system is integrated with other programs.

Refusal to sign

1.6.1 Participants refusing to sign the “*Participant Signature Form*” are given the “*WIC Ineligibility Letter*” (form 57-607) or the “*End of WIC Services Letter*” (form 57-608), which provides termination notification using the term code “Voluntary Drop.” See ♦636—Participant Notification: Ineligibility and Termination from WIC

Minimum program information

- 3.0 During the initial certification, provide the following minimum program information to the participant or participant’s parent/caregiver:
 - 3.1 Explain the reason for the participant’s visit to the program and the purpose of the program.

EXAMPLE: “The goal of the WIC program is to improve the health and nutrition of families. Today we are going to talk about your child’s health and diet to see if s/he is eligible for WIC and how WIC can help.”
 - 3.2 If eligible, inform the participant of their eligibility and the length of the certification period. See ♦645—Certification Periods.
 - 3.3 Inform the participant that they will need to be recertified at the end of their certification period to determine if WIC benefits may continue past that period.

PARTICIPANT NOTIFICATION: Eligibility and Rights & Responsibilities, *cont.*

(*Minimum program information*)

3.4 Explain the reason the participant is being enrolled on the program by stating a connection between their eligibility and the desired health outcome. This does not mean every risk must be reviewed, but rather is intended to summarize the reasons the participant is being enrolled.

EXAMPLE: “Your child is being enrolled in WIC so we can help with his good nutrition and watch his growth and weight gain over the next six months.”

3.5 Instruct participants on the correct use of the eWIC food benefits card and that the WIC foods are for use by the WIC participants in the household. See policy ♦510e—eWIC Cardholder Requirements.

3.5.1 Instructions on correct use of the eWIC card should include how to set the PIN, how to check food balance, and what to do if the card is lost or stolen.

3.6 Explain that the food provided by the WIC Program is supplemental; it is not intended to provide all of the participant’s daily food requirements.

3.7 Instruct participants on shopping for their WIC food benefits using the family Benefits List, the “*WIC Food List*” (form 57-1001), “*How to Shop With Your eWIC Card*” (form 57-1002), and *Using Your Oregon eWIC Card* (form 57-1008). See *Introduction to WIC* training module for more details on shopping with an eWIC card.

3.8 Instruct participants on the process for receiving additional food benefits at future appointments.

3.9 Instruct participants on the ID requirements for WIC and who may be issued food benefits, attend nutrition education, and bring a child to certification appointments. See Policy ♦510e— eWIC Cardholder Requirements.

3.10 Explain that giving away, selling or attempting to sell WIC foods, WIC-issued breast pump, formula, or eWIC card online or by any other means will be considered a participant violation. See Policy ♦590—Program Integrity: Participant Violation.

3.11 Provide information on how to access and use local health and nutrition services, including: the types of health services available, where they are located, how they may be obtained, and why they may be useful.

3.11.1 A locally developed handout describing available services may be useful in providing this information.

PARTICIPANT NOTIFICATION: Eligibility and Rights & Responsibilities, cont.

- (Minimum program information)*
- 3.12 If the Local Agency is not serving all priorities, explain the nature of the WIC priority system and the priority designation for the individual.
- Recertification*
- 3.13 At subsequent recertifications provide to the participant the following minimum program information:
- restate the purpose of the current visit,
 - restate the reasons for eligibility, including the connection to the desired health outcome.
 - ask if the participant has any questions or concerns about WIC appointments, WIC foods or the use of the eWIC food benefits card, and
 - offer the participant the family Benefits List and a current “WIC Food List.”
- Second cardholders*
- 4.0 Participants who choose to authorize a second cardholder are responsible for instructing them on the correct use of the eWIC card and the minimum program requirements as outlined in Section 3 above. See also ♦510e-eWIC cardholder requirements.
- Additional information*
- 5.0 The state WIC program encourages local programs to include additional information as appropriate and needed. Examples include:
- 5.1 Local policies and procedures affecting participant services, particularly those that might result in someone being terminated from the program. Such as:
- how appointments are scheduled,
 - what happens if a participant is late for an appointment, etc.
- 5.2 WIC provides nutrition education, supplemental foods, and referrals to participants.
- 5.3 Nutrition education is an integral part of the program and we expect and encourage participants to take advantage of it whenever possible. ★

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List of Shopper Education Resources

For WIC Staff

- *Introduction to WIC module* (form 57-6622)
- *What Successful Shoppers Need to Know (in Intro to WIC module)*

For WIC Participants

- *My Rights and Responsibilities* (form 57-630, English or Spanish in hard copy; Vietnamese, Russian, Chinese Somali and Arabic available electronically at <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/clinicforms.aspx>)
- *WIC Folder* (form 57-600, English or Spanish)
- Current *WIC Food List* - pictorial brochure (form 57-1001, English or Spanish in hard copy; Vietnamese, Russian, Chinese Somali and Arabic available electronically at, <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx>)
- *How to Shop with Your eWIC Card* (form 57-1002, English or Spanish)
- *Using Your Oregon eWIC Card* (form 57-1018, English or Spanish)
- Shopper education video shorts



SECTION: Nutrition Services
SUBJECT: ASSIGNING WIC FOOD PACKAGES
DATE: October 1, 2015 (*revised*)

769

POLICY: A competent professional authority (CPA) shall select a participant’s food package in accordance with federal regulations and state policy.

PURPOSE: To assure food benefits are appropriate for each participant’s health and nutritional needs.

RELEVANT REGULATIONS: 7 CFR §246.10—Supplemental Foods
 Child Nutrition Act of 1966, Sec. 17(14)

- OREGON WIC PPM REFERENCES:**
- ◆511e—Food Benefit Issuance
 - ◆560e—Program Integrity: Replacing Food Benefits
 - ◆646—Mid-Certification Health Assessment
 - ◆655—Homeless Applicants
 - ◆713—Breastfeeding: Use of Supplemental Formula
 - ◆720—General Information on Formula Use
 - ◆730—Bid Formula: Use and Description
 - ◆760—Medical Formulas and Nutritionals
 - ◆765—Medical Documentation
 - ◆770—WIC Authorized Foods

TWIST TRAINING MANUAL REFERENCES: Chapter 3, Section 5—Food Packages

- APPENDICES:**
- 769.11 Appendix A WIC Monthly Standard Food Packages for Children and Women
 - 769.14 Appendix B WIC Monthly Standard Food Packages for Infants
 - 769.18 Appendix C WIC Monthly Food Packages for Special Women, Infants and Children

- DEFINITIONS:**
- Participant category:***
- Fully breastfeeding infant* A breastfeeding infant who is up to one year of age and does not receive infant formula from WIC.
 - Fully breastfeeding woman* A breastfeeding woman who is up to one year postpartum, whose infant does not receive formula from WIC.
 - Mostly breastfeeding infant* A mostly breastfed infant who is one month to one year of age and receives infant formula from WIC up to the maximum provided for a mostly breastfed infant.

ASSIGNING WIC FOOD PACKAGES, *cont.*

(DEFINITIONS:)		
	<i>Mostly breastfeeding woman</i>	A breastfeeding woman who is up to one year postpartum, whose infant receives infant formula from WIC up to the maximum provided for a mostly breastfeeding infant.
	<i>Some breastfeeding infant</i>	A breastfeeding infant who is one month to one year of age and receives more than the maximum amount of infant formula from WIC provided for a mostly breastfeeding infant, but less than the amount provided for a non-breastfeeding infant.
	<i>Some breastfeeding woman</i>	A breastfeeding woman who is up to one year postpartum, whose infant receives more than the maximum amount of infant formula from WIC provided for a mostly breastfeeding infant, but less than the amount provided for a non-breastfeeding infant.
	<i>Non-breastfeeding infant</i>	An infant who is not breastfeeding and is up to one year of age and receives infant formula from WIC.
	<i>Non-breastfeeding woman</i>	A mother who is not breastfeeding and is less than 6 months postpartum.
	<i>Food package:</i>	
	<i>Food Package</i>	Participant's combined food benefits for a selected month.
	<i>Authorized foods</i>	The brands and types of foods a participant may purchase when a food is specified on their food benefit balance.
	<i>Maximum food package</i>	A food package that contains the maximum amount of each of the foods authorized by WIC regulations for the participant category.
	<i>Partial food package</i>	A food package that is provided beginning the 20 th until the end of the month and is approximately one-half of the participant's monthly food package.
	<i>Standard food package</i>	Based on the participant category, the food package which is automatically assigned by TWIST. The standard food package provides the maximum amount of foods allowed for the participant category.
	<i>Food Benefits</i>	The foods a participant receives on WIC for a selected month. Depending on a participant category, food benefits provide specific amounts of WIC authorized foods, formulas, and /or a fixed-dollar amount for participants to obtain WIC authorized fruits and vegetables (referred to as a "Cash Value Benefit" or "CVB").

ASSIGNING WIC FOOD PACKAGES, cont.

(DEFINITIONS:)	<i>Food Package Assignment</i>	Assigned and CPA authorized food package for a participant in TWIST.
	<i>Food Package Issuance</i>	Sending the assigned food package to the eWIC banking contractor to be accessed by the cardholder at the store.
	<i>Assigned Food Benefits</i>	The benefits that have been assigned by the CPA to a participant for the certification period.
	<i>Issued Food Benefits</i>	The benefits that have been sent to the eWIC banking contractor which are/will be available for purchase by a cardholder.
	<i>Food Benefit Balance</i>	The unspent issued food benefits which are available for purchase by a cardholder.
	<i>Participant Designation</i>	Indicates the three descriptions that can be applied to a participant in TWIST to alter the maximum foods available for a participant's category. They include "Special", "Twins or more", and WBN/IBN".
	<i>Supplemental foods</i>	Foods prescribed by the WIC federal regulations containing nutrients determined by nutritional research to be lacking in the diets of pregnant, breastfeeding, and postpartum women, infants and children and foods that promote the health of the population served by the program, as indicated by relevant nutrition science, public health concerns, and cultural eating patterns. [Child Nutrition Act of 1966, Sec. 17(14)]
	<i>WIC-eligible Nutritionals</i>	Enteral products that are specifically formulated to provide nutrition support for children over 1 year of age and women with a diagnosed medical condition, when the use of conventional foods is precluded, restricted, or inadequate. Also known as WIC-eligible medical foods. Nutritionals may be nutritionally complete or incomplete (e.g. Duocal). They must serve the purpose of a food, provide a source of calories and one or more nutrients, and be designed for enteral digestion via an oral or tube feeding.

BACKGROUND: WIC food packages are intended to be supplemental rather than a primary source of food for participants. The nutrients provided by the food will supplement the participant's diet and help meet, but not provide all of, the nutrient needs of the participant.

PROCEDURE:

- Food package assignment* 1.0 The Competent Professional Authority (CPA) shall select in consultation with the participant an appropriate food package for the WIC participant.

ASSIGNING WIC FOOD PACKAGES, *cont.*

(Food package assignment)

The CPA shall document the food package in the participant’s TWIST record and make food package changes or adjustments per the TWIST Training Manual, Chapter 3, Section 5—Food Packages. The CPA shall assign a food package which provides the foods and quantities that are allowed for that participant’s category. The food package shall take into account the individual’s age, dietary needs, medical and nutrition conditions, cultural eating patterns, willingness to consume a food and living situation.

2.0 Food package changes are the responsibility of a CPA. A CPA must be involved with any change to a participant’s food package, including a breastfeeding infant requesting formula. A local agency may establish a protocol that allows clerical staff to change the form of food provided, but not the type of food, e.g. switch the form of the same formula, such as from concentrate to powder.

Standard food packages

3.0 For most WIC participant categories, TWIST automatically defaults to a standard food package. Standard food packages were created to provide participants the most commonly requested combination of foods. The standard package provides the full nutrition benefit allowed for the category. For specific information about the foods and quantities provided in each standard food package, refer to Appendices A and B. Standard food packages are not automatically assigned by TWIST for partially breastfed infants or participants on medical formula.

Maximum quantities and allowable foods

4.0 CPAs have the option of assigning a food package other than the standard food package. Participants are eligible for specific quantities of foods based on their WIC category and designation (special, IBN/WBN, twins or more). The allowed foods, maximum quantities and allowable substitutions can be found in Appendices A, B and C.

Monthly allowances

5.0 The full maximum monthly allowances of all supplemental foods in all food packages must be made available to participants if medically or nutritionally warranted. The provision of less than the maximum monthly allowances of supplemental foods to an individual WIC participant in all food packages is appropriate only when:

- Medically or nutritionally warranted (e.g. to eliminate a food due to a food allergy); or
- A participant refuses or cannot use the maximum monthly allowances; or
- The quantities necessary to supplement another programs’ contribution to fill a medical prescription would be less than the maximum monthly allowances.

For more information, see ♦713—Breastfeeding: Use of Supplemental Formula.

ASSIGNING WIC FOOD PACKAGES, *cont.*

- Partial food packages*** 6.0 If food benefits are issued beginning the 20th until the end of the month, TWIST automatically provides a partial food package for the current month. A partial food package contains approximately one-half of the participant's food package, since the participant will have another set of food benefits available for use the beginning of the following month.
- Unable to find a food package in TWIST*** 7.0 If the food package a participant needs cannot be found in TWIST, contact the state office for assistance.
- Breastfeeding Women Food Packages*** 8.0 The following are food packages for breastfeeding women:
- 8.1 **Fully breastfeeding women food package**
The food package for the fully breastfeeding woman should be issued in any month during which the participant's infant receives no supplemental formula from WIC and up through the month of the infant's first birthday. The infant can receive baby food fruits and vegetables, baby food meat and cereal between 6 through 11 months.
- 8.1.1 A food package equivalent to the Fully Breastfeeding Food Package is issued to four types of participants:
- fully breastfeeding women whose infants do not receive formula from the WIC Program;
 - women partially breastfeeding multiple infants;
 - women pregnant with two or more fetuses; and
 - pregnant women who are also fully or mostly breastfeeding an infant.
- 8.1.2 A woman fully breastfeeding multiple infants is issued a food package equivalent to 1.5 times the fully breastfed food package.
- 8.1.3 When a fully breastfeeding woman's status changes, issue the food package appropriate for the participant's new status. For example, if the fully breastfeeding woman (WE) receives supplemental formula from WIC, her status changes to mostly breastfeeding (WB) or some breastfeeding (WBN).
- 8.2 **Partially breastfeeding women food packages**
[Mostly Breastfeeding (WB) vs. Some Breastfeeding (WBN)]
The food package a partially breastfeeding woman receives is determined by the amount she is breastfeeding.
- 8.2.1 A woman who is mostly breastfeeding and is supplementing with a limited amount of formula during the 1st year postpartum, is eligible to receive the mostly breastfeeding food package. See Appendix B.

ASSIGNING WIC FOOD PACKAGES, cont.

***(Breastfeeding
Women Food
Packages)***

8.2.2 For a woman who is doing some breastfeeding, but mostly formula feeding, the age of the infant and the quantity of formula received from WIC determines the food package (see Appendix B):

- If a partially breastfed infant less than six months of age receives a food package with a quantity of formula that exceeds the amount listed in Appendix B for the mostly breastfed infant, the partially breastfeeding woman is eligible to receive the same foods as the postpartum woman through the month the infant turns six months of age.
- If the breastfed infant is 6 through 11 months and receives a food package with a quantity of formula that exceeds the amount listed in Appendix B for the mostly breastfed infant, the some breastfeeding woman is no longer eligible to receive a food package, but continues to receive breastfeeding education and support, nutrition education and other WIC services.

8.2.3 When a woman participant discontinues breastfeeding an infant over six months of age, no vouchers will be issued, because the participant is not categorically eligible.

9.0 Food package options for specific circumstances:

9.1 Infants

*Maximum infant
formula over 6
months*

- 9.1.1 Infants 6-11 months receive infant cereal, baby food fruits & vegetables and if fully breastfeeding, baby food meat.
- 9.1.2 Infants greater than six months, with a qualifying medical condition and receiving infant formula, medical formula or nutritionals in lieu of infant foods (cereal, fruits and vegetables), can receive the maximum monthly allowance of formula as infants ages four through five months of age who are of the same feeding option, i.e. mostly breastfed, some breastfed or non-breastfed.

*Fruit and
Veggie Voucher
for infants 9-11
months*

- 9.1.3 Infants 9-11 months may be offered the option of replacing half of the baby food fruit and vegetable benefit with a fruit and veggie cash value voucher (CVV) for fresh fruits and vegetables. The CPA may offer this option, after completing the following:
- A full nutrition assessment demonstrating that the infant will be developmentally ready by 9-11 months old for this option and that the parent or caretaker is interested.

ASSIGNING WIC FOOD PACKAGES, cont.

(Fruit and Veggie Voucher for infants 9-11 months)

- The parent or caretaker may choose the maximum baby food fruit and vegetable benefit or the combination baby food and fruit and veggie CVV.
- This assessment may occur during an individual appointment such as the mid-cert health assessment. See ♦646—Mid Certification Health Assessment.
- Nutrition education for the parent or caretaker addressing safe food preparation, storage techniques, and infant feeding practices to assure that the infant will have their nutritional needs met in a safe and effective manner.

NOTE: If vouchers have already been issued for baby food for the 9-11 month period, the participant must return the unused vouchers for all of the baby food before the fruit and veggie CVV option can be issued. If any portion of the baby food benefit has been spent, then only vouchers for future months can be replaced. Participants cannot return purchased baby foods to the WIC clinic to exchange for the infant CVV.

Food packages for infants in month of first birthday

- 9.1.4 An infant who needs formula must be provided formula until the child turns one year of age. A formula food package will automatically be provided through the end of the month of the first birthday. On or after the participant's first birthday, the CPA may change the food package from formula to a child 12-23 month food package if this better meets the needs of the child.

NOTE: This change from an infant food package to a child food package is only possible if none of the issued infant foods and/or formula for the month have been spent.

2% Milk

- 9.2 **Children 12-23 months**
WIC provides whole milk to children 12-23 months of age. Fat free or 1% milk is not allowed for this category. 2% is allowed in limited circumstances excluding participant preference as the sole consideration.

9.2.1 After a full diet assessment has been completed, the CPA may approve issuance of 2% milk to children 12-23 months based on at least one of the following:

- Assignment of Risk 115 High Weight for Length. No additional documentation is required when this risk is assigned. Presence of this risk, however, does not require issuance of 2% milk.
- Participant trending toward overweight based on CPA assessment and/or consultation with the child's health care provider. Document justification in progress notes and reassess at each certification. Presence of trending does not require issuance of 2% milk.
- Parent expresses concerns about a family history of overweight, cardiovascular disease or high cholesterol. Document justification in progress notes.

2% Milk

9.3 **Children two years and older and women**

WIC provides fat free and 1% milk to children two years and older and women. 2% is allowed in limited circumstances excluding participant preference as the sole consideration.

9.3.1 After a full diet assessment has been completed, the CPA may approve issuance of 2% milk in addition to fat free and 1% milk for children two years and older and women based on at least one of the following:

- Assignment of Risk 101 Underweight (women), 103 Underweight or At Risk of Underweight (children), 131 Low Maternal Weight Gain, 132 Maternal Weight Loss During Pregnancy, 134 Failure to Thrive. No additional documentation is required when these risks are assigned. Presence of these risks does not, however, require issuance of 2% milk.
- Participant trending toward underweight based on CPA assessment and/or consultation with the participant's health care provider. Document justification in progress notes and reassess at each certification. Presence of trending does not require issuance of 2% milk.
- For children participants, a parent or guardian expresses concerns about a family history of underweight. For women participants, concern about a personal history of underweight or low weight gain in pregnancy is expressed. Document justification in progress notes.

ASSIGNING WIC FOOD PACKAGES, cont.

- Support transition from whole or 2% milk to fat free or 1% milk at two years of age or as a trial for new participants who have never used lower fat milk. Assigned by CPA for one to two months. Document justification and the plan for transitioning to fat free or 1% in progress notes.

Whole milk

9.4 When receiving medical formulas, children over two years of age and women must have medical documentation with a qualifying condition in order to receive whole milk.

*Soy-based
beverage for
children*

9.5 Children

For children, issuance of soy-based beverage as a substitute for cow's milk must be based on an individual nutrition assessment in consultation with the participant's health care provider, if necessary. The CPA may offer this option, after completing the following:

- A nutrition assessment that considers conditions including, but not limited to milk allergies, lactose intolerance, and vegan diets.
- For issues with lactose intolerance, offer lactose-free fortified dairy products before soy-based beverages.
- The parent/caretaker is provided education that stresses the importance of milk over milk substitutes including:
 - Bone mass
 - Risk of vitamin D deficiency for products not adequately fortified with vitamin D.
- A referral may be considered to the WIC Nutritionist/RD for an additional assessment of overall diet adequacy.

*Medical formula
and nutritionals*

10.0 Food packages are available for women, infants and children who have a documented qualifying condition that requires the use of an infant formula or special medical formula or nutritional. See Appendix C for requirements.

Allowable formulas

11.0 For allowable formulas and information on formula use, refer to:

- ◆713 – Breastfeeding: Use of Supplemental Formula
- ◆720—General Information on Formula Use
- ◆730—Bid Formula: Use and Description
- ◆760—Medical Formulas and Nutritionals

*Medical
documentation*

12.0 Medical documentation is required for both the formula and the foods in food packages of women, infants and children who require medical formula. See ◆765—Medical Documentation for medical documentation requirements.

ASSIGNING WIC FOOD PACKAGES, cont.

***Limited storage,
refrigeration or
homelessness***

13.0 For participants living in a homeless facility, refer to ♦655—Homeless Applicants, when determining if it is appropriate to issue foods to the participant. Food packages are available in TWIST that address living situations such as, limited storage and/or refrigeration or homelessness. Provide the maximum food package that will be safe and sanitary as per guidance below.

13.1 For limited storage, consider:

- suggesting milk be purchased more frequently or in half gallons rather than gallons
- offering evaporated milk or powdered milk.

13.2 When no refrigeration or freezer is available:

- you may suggest buying quarts of milk or issue powdered milk
- consider not including eggs or cheese;
- offer women juice in 64 oz. plastic bottles instead of frozen juice.

13.3 If safe water is not available:

- ready-to-feed formula may be appropriate instead of powdered formula (document reason in participant's record);
- suggest 64 oz. plastic bottles of juice instead of frozen juice.

***Issuing Additional
Foods***

14.0 Additional food(s) can be issued to a participant, but the total quantity of foods provided for the month cannot exceed the maximum amount allowed for the participant category.

14.1 *Example:* If an infant received a formula package with two cans of formula for a month, but now needs a package with six cans of formula, only four cans of formula (the remainder of the cans of formula) can be issued for that month.

15.0 A participant who has a category change which decreases the amount of food benefits they are eligible for is allowed to keep all foods issued for the current month. Food packages issued in the future shall be changed to the appropriate food package for the new category.

15.1 *Example 1 (WE to WN):* Participant has changed from a WE to a WN and has spent some of the food benefits from the current month, the participant can keep the food benefits for the current month, but the future months food benefits will be replaced with a

ASSIGNING WIC FOOD PACKAGES, *cont.*

WN food package. Refer to ♦560—Program Integrity: Replacing Food Benefits.

15.2 *Example 2 (WE or WB to WN):* If a participant has changed from a WE or WB to a WN and she is more than six months postpartum, future food benefits for which she is no longer eligible, will be removed.

15.3 *Example 3 (IE to IN):* If an infant 6 through 11 months is changing from IE to an IB or IN, TWIST will reduce the baby food meat and baby food fruits and vegetables. The modify screen will be used to assign the formula.

Hospitalized or institutionalized participants

16.0 If a participant is in the hospital, long term care facility or an institution, a WIC food package cannot be provided until discharged, since the institution is responsible for feeding the patient. If an infant is with the mother who is staying in a residential treatment center, see ♦655—Homeless Applicants for an exception which allows the infant to receive infant foods and infant formula.

Participants transferring from out of state

17.0 If a participant is transferring in from another state, Oregon food benefits can be issued if they did not receive food benefits for the current month from the other state, or when any food benefits they received are brought in for replacement with Oregon food benefits. For more information, refer to ♦560—Program Integrity: Replacing Food Benefits. ★

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WIC Monthly Standard Food Packages for Children and Women

Foods	Children 1-4 years	Women			
		Pregnant & Mostly Breastfeeding Women (up to 1 year postpartum)(c)	Some Breastfeeding (up to 6 months postpartum)(c) and Postpartum Non-breastfeeding Women (up to 6 months postpartum)	Fully Breastfeeding Women (up to 1 year post-partum), Partially breastfeeding women with twins, Pregnant women with twins, and Pregnant women who are also fully or mostly breastfeeding an infant(a)	Woman Fully Breastfeeding Multiple Infants (Month 1 /Month2)(b)
Fruits and Vegetables (fresh or frozen)	\$8	\$11	\$11	\$11	\$16.50
Juice	2 – 64 oz. plastic bottles (d)	3 – 11.5-12 oz. cans frozen juice (e)	2 – 11.5-12 oz. cans frozen juice (f)	3 – 11.5-12 oz. cans frozen juice (e)	(5/4) – 11.5-12 oz. cans frozen juice (g)
Cereal	36 oz.	36 oz.	36 oz.	36 oz.	54 oz.
Whole Wheat Bread, Corn Tortillas or Brown Rice	2 lb. [32 oz.]	1 lb. [16 oz.]	N/A	1 lb. [16 oz.]	(2 lb. / 1 lb.) [32oz./16 oz.]
Milk (h)(i)	13 qt. [3.25 gal]	19 qt. [4.75 gal]	13 qt. [3.25 gal]	21 qt. [5.25 gal]	33 qt. [8.25 gal]
Cheese (i)	1 lb.	1 lb.	1 lb.	2 lb.	(3 lb. / 2 lb.)
Eggs	1 dozen	1 dozen	1 dozen	2 dozen	3 dozen
Beans and/or peanut butter	1 lb. beans OR 18 oz. PB	1 lb. beans AND 18 oz. PB (k)	1 lb. beans OR 18 oz. PB	1lb. beans AND 18 oz. PB (k)	2 lb. beans AND 1 jar 18 oz. PB (k)
Fish – canned tuna, salmon or sardines	N/A	N/A	N/A	30 oz.	45 oz.

Breastfeeding Food Packages:

- (a) The fully breastfeeding food package is to be issued to 4 categories: fully breastfeeding women whose infants do not receive formula from the WIC program; women partially breastfeeding multiple infants; women pregnant with 2 or more fetuses, and pregnant women who are also fully or mostly breastfeeding an infant.
- (b) Women fully breastfeeding multiple infants receive a food package that is 1.5 times the fully breastfeeding food package. To provide a maximum food package, quantities will be averaged over 2 months (months 1 and 2) when the packaging of the foods does not accommodate the 1.5 times amount.
- (c) The food package a partially breastfeeding woman receives is determined by the amount she is breastfeeding. The woman's category and infant's category must match for each to receive the appropriate food package. If an infant is "mostly breastfed" per Appendix B, then the woman is considered mostly breastfeeding. A mostly breastfeeding woman is mainly breastfeeding with some formula supplementation during the 1st year postpartum.

For a woman who is doing some breastfeeding, but whose infant is receiving mostly formula, the age of the infant and the quantity of formula received from WIC determines the food package (See Appendix B for specific quantities):

- If a partially breastfed infant less than 6 months of age receives a food package with a quantity of formula that exceeds the amount listed in Appendix B, until the infant turns 6 months of age, the partially breastfeeding woman is eligible to receive the some breastfeeding food package which includes the same foods as the non-breastfeeding woman.
- If the partially breastfed infant is 6-12 months, but receives a food package with a quantity of formula that exceeds the amount listed in Appendix B for the mostly breastfeeding infant, the some breastfeeding woman is no longer eligible to receive a food package, but continues to receive breastfeeding education and support, nutrition education and other WIC services.

Juice:

- (d) Children have a monthly allowance of 128 fl. oz. juice. Two 64 oz. plastic bottles or 16 oz. frozen juice provides 128 fl. oz.
- (e) Pregnant, Mostly Breastfeeding Women and Fully Breastfeeding Women have a monthly allowance of 144 fl. oz. juice.
- (f) Non-breastfeeding and Some breastfeeding women have a monthly allowance of 96 fl. oz. juice.
- (g) Women fully breastfeeding multiple infants have a monthly allowance of 216 fl. oz. juice.

Milk and Cheese:

- (h) Whole milk is the standard type of milk allowed for 1 year old children (12 through 23 months). Lower fat milks (fat free and 1%), are the standard types allowed for children \geq 24 months of age and women.
- (i) Milk substitutions: When a combination of different milk forms is provided, the full maximum monthly fluid milk allowance must be provided.

Lactose-free milk: may be substituted for milk on a quart for quart basis up to the total maximum allowance for milk.

Evaporated milk: may be substituted at the rate of 16 fluid ounces of evaporated milk per 32 fluid ounces of fluid milk or a 1:2 fluid ounce substitution ratio.

Dry milk: may be substituted at an equal reconstituted rate to fluid milk.

Soy-based beverage: may be substituted for milk on a quart for quart basis up to the total maximum allowance for milk. For children, issuance of soy-based beverage as a substitute for cow’s milk must be based on an individual nutrition assessment in consultation with the participant’s health care provider, if necessary, and provide appropriate nutrition education. (See Section 4.8 for details.)

- (j) Cheese: Food packages for women fully breastfeeding and women fully breastfeeding multiple infants always contain a minimum of 1 lb. and 1.5 lb. cheese per month respectively. All other food packages do not automatically include cheese. No more than 1 pound of cheese may be substituted for milk at the rate of one pound of cheese for 3 quarts of milk. Standard food packages include 1 lb. of cheese.

Beans and Peanut Butter:

- (k) Women who receive both beans and peanut butter have the option of replacing the 18 ounces of peanut butter with 16 oz. of dry beans.

If a participant prefers the maximum fluid milk, the maximum amount of milk and cheese by category is:

Category	Milk (qts.)	Cheese (lb.)
Child	16 qts.	0
Pregnant and Mostly Breastfeeding Women	22 qts.	0
Some Breastfeeding and Non-Breastfeeding Women	16 qts.	0
Fully Breastfeeding Women	24 qts.	1 lb.*
Fully Breastfeeding Multiple Infants	36 qts.	1.5 lb.* (2 lb. cheese month one / 1 lb. cheese month two)

* Cheese provided for these categories is unrelated to the milk provided and cannot be converted to fluid milk.

WIC Monthly Standard Food Packages for Infants

To support the successful establishment of breastfeeding, infant formula is not provided during the first month after birth to a breastfed infant.

When the infant is not fully breastfed, the infant food package provides iron-fortified bid brand infant formula. The issuance of any bid brand or non-bid brand low iron formula, i.e. contains less than 10 milligrams of iron per liter at standard dilution (i.e., approximately 20 kilocalories per fluid ounce of prepared formula), is prohibited.

If an infant needs a medical formula or WIC eligible Nutritional, refer to Appendix C: WIC Monthly Food Packages for Special Women, Infants and Children for additional information.

The infant period is divided into 0-1 month, 1-3 months, 4-5 months and 6 through 11 months. See the tables below for the maximum amount of formula and food allowed for an infant’s age and amount of breastfeeding.

Infants 0-1 month

Foods	Fully Breastfed	Non-Breastfed
Formula	0-1 month: None needed	Bid formula or medical formula <i>(a)</i> : 870 fl. oz. reconstituted powder <i>(b)</i> (e.g. 9 cans Similac Advance) 823 fl. oz. reconstituted liquid concentrate 832 fl. oz. ready-to-feed

(a) Medical formulas require medical documentation.

(b) Reconstituted fluid ounce is the form prepared for consumption as directed on the container.

Infants 1-3 months

Foods	Fully Breastfed	Mostly Breastfed	Some Breastfed (c)	Non-Breastfed
Formula	1-3 months: None needed	1-3 months: Bid formula or medical formula (a): 435 fl. oz. reconstituted powder (b) (e.g. 4 cans Similac Advance) 388 fl. oz. reconstituted liquid concentrate 384 fl. oz. ready-to-feed	1-3 months: Bid formula or medical formula (a): 436 to 776 fl. oz. reconstituted powder (b) 389 to 728 fl. oz. reconstituted liquid concentrate 385 to 763 fl. oz. ready-to-feed	1-3 months: Bid formula or medical formula (a): 870 fl. oz. reconstituted powder (b) (e.g. 9 cans Similac Advance) 823 fl. oz. reconstituted liquid concentrate 832 fl. oz. ready-to-feed

(a) Medical formulas require medical documentation.

(b) Reconstituted fluid ounce is the form prepared for consumption as directed on the container.

(c) A “some” breastfeeding infant receives more formula than the mostly breastfed infant and up to the equivalent of one can powder less than a non-breastfed infant (or less 3 cans concentrate or less 3 cans ready-to-feed.)

Infants 4-5 months

Foods	Fully Breastfed	Mostly Breastfed	Some Breastfed (c)	Non-breastfed
Formula	4-5 months: None needed	4-5 months: Bid infant formula or medical formula (a): Up to 522 fl oz. reconstituted powder (b) (e.g. 5 cans Similac Advance) 460 fl. oz. reconstituted liquid concentrate 474 fl. oz. ready-to-feed	4-5 months: Bid infant formula or medical formula (a): 523 to 866 fl. oz. reconstituted powder (b) 461 to 806 fl. oz. reconstituted liquid concentrate 475 to 800 fl. oz. ready-to-feed	4-5 months: Bid infant formula or medical formula (a): 960 fl. oz. reconstituted powder (b) (e.g. 10 cans Similac Advance) 896 fl. oz. reconstituted liquid concentrate 913 fl. oz. ready-to-feed

(a) Medical formulas require medical documentation.

(b) Reconstituted fluid ounce is the form prepared for consumption as directed on the container.

(c) A “some” breastfeeding infant receives more formula than the mostly breastfed infant and up to the equivalent of one can powder less than a non-breastfed infant (or less 3 cans concentrate or less 3 cans ready-to-feed.)

Infants 6 through 11 months

All infants 6 through 11 months receive infant cereal and baby food fruits and vegetables. Fully breastfed infants receive additional baby food fruits and vegetables and baby food meat. For the 9-11 month vouchers, after a full assessment and appropriate education is provided, infants may replace half of the baby food fruits and vegetables in their food package for a fruit and veggie voucher for fresh fruits and vegetables. (See ¶4.7 for details.) Infants who are not fully breastfed receive infant formula based on how much they are breastfeeding.

Foods	Fully Breastfed	Mostly Breastfed	Some Breastfed (c)	Non-breastfed	
Formula	6 through 11 Months: None needed	6 through 11 months: Bid Infant Formula OR Medical Formula (a) with infant foods: Up to 384 fl. oz. reconstituted powder (b)(e.g. 4 cans Similac Advance) 315 fl. oz. reconstituted liquid concentrate 338 fl. oz. ready-to-feed	6 through 11 months: Bid Infant Formula OR Medical Formula (a) with infant foods: 385 to 602 fl. oz. reconstituted powder (b) 316 to 546 fl. oz. reconstituted liquid concentrate 339 to 544 fl. oz. ready-to- feed	6 through 11 months: Bid Infant Formula OR Medical Formula (a) with infant foods: 696 fl. oz. reconstituted powder (b) (e.g. 7 cans Similac Advance) 630 fl. oz. reconstituted liquid concentrate 643 fl. oz. ready-to-feed	6 through 11 months: Bid Infant Formula OR Medical Formula (a) Without infant foods, (infant foods are contraindicated based on medical condition) 960 fl. oz. reconstituted powder (b) (e.g. 11 cans NeoSure) 896 fl. oz. reconstituted liquid concentrate 913 fl. oz. ready-to-feed
Infant Cereal	24 oz.	24 oz.	24 oz.	24 oz.	N/A
Baby Food Fruits and Vegetables	256 oz. (d)	128 oz. (e)	128 oz. (e)	128 oz. (e)	N/A
Baby Food Meat	77.5 oz. (f)	N/A	N/A	N/A	N/A

(a) Medical formulas and Nutritionals require medical documentation.

(b) Reconstituted fluid ounce is the form prepared for consumption as directed on the container.

(c) A “some” breastfeeding infant receives more formula than the mostly breastfed infant and up to the equivalent of one can powder less than a non-breastfed infant (or less 3 cans concentrate or less 3 cans ready-to-feed.)

(d) 256 oz. baby food fruits & vegetables is 64 – 4 oz. containers. For the 9-11 month vouchers for fully breastfed infants, the 256 oz. of baby food may be replaced with an \$8 fruit and veggie voucher for fresh fruits and vegetables plus 128 ounces of baby food fruits and vegetables.

(e) 128 oz. baby food fruits & vegetables is 32 – 4 oz. containers. For the 9-11 month vouchers, infants receiving 128 oz. of baby food fruits and vegetables may instead be offered a \$4 fruit and veggie voucher for fresh fruits and vegetables plus 64 oz. of baby food fruits and vegetables.

(f) 77.5 oz. baby food meat is 31 – 2.5 oz. jars.

WIC Monthly Food Packages for Special Women, Infants and Children

1. This food package is reserved for women, infants and children who have a documented qualifying condition that requires use of an infant formula, medical formula or nutritional because the use of conventional foods or formula is precluded, restricted or inadequate to address their special nutritional needs.
2. Participants eligible to receive this food package must have one or more qualifying conditions, as determined by a health care professional licensed to write medical prescriptions under State law, and the appropriate medical documentation. Qualifying conditions include, but are not limited to, premature birth, low birth weight, failure to thrive, inborn errors of metabolism and metabolic disorders, gastrointestinal disorders, malabsorption syndromes, immune system disorders, severe food allergies that require an elemental formula, and life threatening disorders, diseases and medical conditions that impair ingestion, digestion, absorption or the utilization of nutrients that could adversely affect the participant's nutrition status.
3. This package may not be used for infants whose only condition is:
 - a. A diagnosed formula intolerance or food allergy to lactose, sucrose, milk protein or soy protein that does not require the use of an exempt infant formula; or
 - b. A non-specific formula or food intolerance.
4. This package may not be used for women and children:
 - a. who have a food intolerance to lactose or milk protein that can be successfully managed with the use of one of the other WIC food packages;
 - b. for the sole purpose of enhancing nutrient intake or managing body weight without an underlying condition.
5. All apparatus or devices (e.g., enteral feeding tubes, bags and pumps) designed to administer WIC formulas are not allowable WIC costs.
6. All infants, children and women receiving the WIC bid formula, medical formula or nutritionals in this food package require medical documentation in order to receive these supplemental foods, i.e. infant formula (for children or women), medical formulas and WIC-eligible nutritionals, infant cereal, infant food fruits and vegetables, milk cheese, eggs, canned fish, fruits and vegetables, breakfast cereal, whole wheat bread or other whole grains, juice, legumes and/or peanut butter. Refer to ♦765 for medical documentation requirements.
7. The special infant food package allows:
 - for infants 0-11 months that require a medical formula, follow the quantities in Appendix B, listed for infants on medical formula for 0-1, 1-3, 4-5 and 6 through 11 months and whether mostly breastfed, some breastfed or non-breastfed.

- for non-breastfed infants greater than 5 months receiving the WIC bid formula, a medical formula or nutritionals and whose health care provider has determined that the infant foods are contraindicated based on medical condition. In place of receiving infant foods (infant cereal, and baby fruits and vegetables) participants can receive the same maximum formula quantity as infants 4 through 5 months of age who are non-breastfed. Refer to Appendix B, 6 through 11 Months listed for non-breastfed infants on Medical Formula or Nutritionals.
8. The special woman and child food package allows up to:
- 910 oz. of ready to feed nutritional or reconstituted powder formula or reconstituted concentrate formula (1365 oz. for women exclusively breastfeeding multiple infants), and
 - The foods and quantities that are identified for the participant's category, as long as they are prescribed by their health care provider. Refer to Appendix A, WIC Monthly Food Packages for Children and Women for the foods and quantities.
 - 32 oz. of dry infant cereal may be substituted for 36 ounces of breakfast cereal. For women and children older than 23 months, whole milk is only available if they are receiving a medical formula and have medical documentation demonstrating a medical need for whole milk.



SECTION: Nutrition Services
SUBJECT: AUTHORIZED FOODS
DATE: October 1, 2015 (*revised*)

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POLICY: The state WIC program is responsible for selecting foods for the authorized food list, in accordance with the federal regulations and state policies. Authorized foods are provided through food packages according to the category & nutritional needs of the participant.

PURPOSE: To identify criteria used to select foods available to WIC participants. To identify the foods that can be issued to WIC participants when specified in their WIC food package.

RELEVANT REGULATIONS: 7 CFR §246.10 ¶(c)—Supplemental foods
 21 CFR §101.95— (definition) “Fresh” “Freshly Frozen” ”Fresh Frozen” “Frozen Fresh”

OREGON WIC PPM REFERENCES: ♦720—General Information on Formula Use
 ♦730—Bid Formula: Use and Description
 ♦760—Medical Formulas and Medical Foods
 ♦765—Medical Documentation
 ♦769—Assigning WIC Food Packages

DEFINITIONS: *WIC Authorized Food List* The list of foods that are eligible to be prescribed for WIC participants in Oregon.

Food Benefit The individual foods a participant receives on WIC for a selected month.

Food Benefit Balance The unspent issued food benefits which are available for purchase by a cardholder.

APPENDICES: 770.10 Appendix A WIC Authorized Food List
 770.18 Appendix B WIC Food Authorization Process

PROCEDURE:

Authorized foods 1.0 Issue only authorized foods to women, children and infants enrolled in WIC. All foods allowed for Oregon WIC meet the criteria identified in this policy.

WIC Authorized Food List 1.1 Appendix A of this policy summarizes the foods a WIC participant may buy, if listed on their food benefit balance. For the maximum quantity of foods a WIC participant can be assigned per month, refer to ♦769—Assigning WIC Food Packages.

Formula and Medical Foods 2.0 Refer to ♦720—General Information on Formula Use, ♦730—Bid Formula: Use and Description and ♦760—Medical Formulas and Nutritionals for information about issuing formula and medical foods to infants, special children and special women.

AUTHORIZED FOODS, cont.

Milk	3.0	Authorized milk meets the following requirements:
<i>Allowed</i>	3.1	All milk must be pasteurized and unflavored.
	3.2	Whole milk (evaporated, fluid, or powdered) must contain 400 IU of vitamin D per fluid quart of fluid milk.
	3.3	Non-fat, 1%, and 2% milks (evaporated, fluid, or powdered) must contain 400 IU of vitamin D and 2,000 IU of vitamin A per fluid quart of milk.
<i>Lactose-free and acidophilus milk</i>	3.4	Skim Delux, Ultra, Supreme, Creamy, Royale, etc., are allowed.
	3.5	Lactose-free milk and acidophilus milk are allowed when the competent professional authority (CPA) determines the need and it is listed on the food benefit balance.
	3.5.1	Lactose-free milk and acidophilus milk must meet the requirements in ¶3.1 plus either ¶3.2 or ¶3.3, depending on the fat content of the milk.
<i>Dry (powdered), evaporated milk</i>	3.6	Powdered milk or canned evaporated milk is allowed only if listed on the food benefit balance.
<i>Goat milk</i>	3.7	Evaporated, fresh or powdered goat milk are allowed only if listed on the food benefit balance.
	3.7.1	Goat milk must meet the above requirements in ¶3.1 plus either ¶3.2 or ¶3.3, depending on the fat content of the milk.
<i>Soy-based beverage</i>	3.8	Soy-based beverage is allowed only if listed on the food benefit balance. For children, see ♦769—WIC Food Packages for required individual nutrition assessment and education prior to issuance.
	3.8.1	Soy-based beverages selected contain a minimum of the following nutrients: <ul style="list-style-type: none">• 8 g protein per cup (16.00% DV);• 276 mg calcium per cup (27.60% DV);• 500 IU vitamin A per cup (10% DV);• 100 IU vitamin D per cup (25% DV);• 24 mg magnesium per cup (6% DV);• 222 mg phosphorus per cup (22.20%),• 349 mg potassium per cup (9.97%);• 0.44 mg riboflavin per cup (25.88% DV); and• 1.1 mcg vitamin B12 per cup (18.33% DV).
	3.8.2	Soy-based beverage may be plain or vanilla, and organic.
	3.8.3	32 or 64 oz. carton.
<i>Milk: Not allowed</i>	3.9	The following types of milk are not allowed:

AUTHORIZED FOODS, cont.

- No milk with 5% or greater milk fat content.
- No half and half.
- No whipped cream.
- No buttermilk.
- No flavored milk.
- No raw milk.
- No rice, almond or other grain or nut based beverages.
- No organic milk.
- No added Omega-3 or Vitamin E.
- No specialty items, like glass bottles.

Cheese 4.0 Authorized cheese meets the following conditions:

- Allowed*
- 4.1 Must be a domestic cheese, i.e., made in the U.S.A. from 100% pasteurized milk.
 - 4.2 Must be in a 1 or 2 pound (lb) size package.
 - 4.3 Must be one of the following types: cheddar (mild or medium), colby, colby-jack, cheddar-jack, monterey-jack, or mozzarella.
 - 4.4 Must include the type of cheese in the product name, for example:

Allowed or not	Name and type	Reason
Allowed	<i>Tillamook Cheddar Cheese-Mild</i>	The specific type of cheese, “ Cheddar ” is indicated in the name.
Not allowed	<i>Tillamook Cheese-Mild</i>	The specific type of cheese is not indicated in the name.

Not allowed 4.5 The following types of cheese are **not** allowed:

- No sharp, extra sharp or white cheddar.
- No sliced, deli, string or shredded cheeses.
- No cheeses made from raw milk, goat milk or soy milk.
- No cheese food products or spreads (like Velveeta or Cheese Whiz).
- No smoked or flavored cheeses (with items added like jalapeño peppers or caraway).
- No organic cheese.
- No fresh mozzarella cheese (packed in water).

AUTHORIZED FOODS, cont.

Low fat or low sodium cheeses

4.6 WIC participants may purchase low-fat, non-fat and low sodium cheeses that meet the conditions in ¶4.1 through ¶4.4 and do not meet any of the conditions in ¶4.5. For example:

Allowed or not	Name and type	Reason
Allowed	<i>Light Monterey Jack</i>	The specific type “ Monterey Jack, ” is indicated in the name.
Not allowed	<i>Light Cheese</i>	The specific type of cheese is not indicated in the name.

Cereal 5.0 Only cereal brands authorized by the state WIC program can be purchased with WIC food benefits. See Appendix A: WIC Authorized Food List.

Allowed

5.1 Authorized cereals meet the following requirements:

- Contain a minimum of 28 mg of iron per 100 grams of dry cereal;
- Contain no more than 21.2 grams of sucrose and other sugars per 100 grams of dry cereal;
- Meet the price and availability requirements set by the state WIC program; and
- Must be 12 oz size or larger for cold cereal, 11.8 oz or larger for hot cereal.
- Cold and hot cereal may contain fruit.

NOTE: At least half of the cereals offered by WIC have whole grain as the primary ingredient by weight *and* meet labeling requirements for making a health claim as a “whole grain food with moderate fat content” (see <http://www.fda.gov/food/ingredientspackaginglabeling/labelingnutrition/ucm073634.htm>).

Cereal: Not allowed

5.2 These cereals are *not* allowed:

- No single-serving boxes or packets of *cold* cereal.
- No cereals with artificial sweeteners.
- No cereals featuring TV cartoon characters.
- No cereals with candy flavors, such as caramel and chocolate.

Juice 6.0 Only juice authorized by the state WIC program can be purchased with WIC food benefits. See Appendix A: WIC Authorized Food List.

AUTHORIZED FOODS, cont.

- Allowed* 6.1 Authorized juices meet the following requirements:
- 100% pasteurized, unsweetened fruit or vegetable juice (or juice blends);
 - Contain a minimum of 30 mg of vitamin C per 100 milliliters; and
 - Meet the price, container size (11.5-12 oz and 16 oz frozen concentrate.; 64 oz plastic bottle single strength) and availability requirements set by the Oregon WIC program.
- 6.2 Calcium and Vitamin D fortified juice and juice with fiber are approved.
- 6.3 Vegetable juice may be regular or lower in sodium.
- Not allowed* 6.4 These juices are **not** allowed:
- No juice drinks such as Hi-C.
 - No juice cocktails, V-8 splash or apple cider.
 - No imitation beverages such as Awake, Tang, Orange Plus, Start or Sunny Delight.
 - No juice with added sugar or sweeteners.
 - No juice with added Vitamin E, zinc or magnesium.
 - No organic juice.
- Eggs* 7.0 Authorized eggs are:
- Allowed*
- White chicken eggs;
 - Large size; and
 - Any brand, in packages of one dozen.
- Not allowed* 7.1 These eggs are **not** allowed:
- No brown eggs.
 - No dried or powdered eggs.
 - No specialty brands such as “Eggland’s Best,” “Naturally Nested,” “cage free” or nutrient modified (e.g. higher Omega-3 or Vitamin E).
 - No organic eggs.
- Dry beans, peas or lentils* 8.0 Authorized dry beans, peas, or lentils are:
- Allowed*
- Any brand of mature dry beans, peas or lentils in a 16 or 32 oz. size package.
 - Mixed dry beans, peas or lentils, if they do not contain added seasonings.

AUTHORIZED FOODS, cont.

- 8.1 Mature dry beans include but are not limited to black, navy, kidney, mature lima (butter beans), fava, garbanzo, soy, pinto, and mung beans. Dry peas include but are not limited to crowder, cow, split, and black-eyed peas.
- Not allowed* 8.2 These types of dry bean, peas and lentils are **not** allowed:
- No dry beans, peas or lentils with added seasonings.
 - No organic beans, peas or lentils.
 - May not contain added sugars, fats, oils, vegetables, fruit or meat as purchased.
 - No bulk.

Peanut butter 9.0 Authorized peanut butter is:

- Allowed*
- Any brand of peanut butter in a 16-18 oz container;
 - Any texture such as creamy, crunchy or chunky; and
 - With or without salt.

- Not allowed* 9.1 These types of peanut butter are **not** allowed:
- No peanut butter **spread** (most reduced-fat peanut butter is peanut butter spread).
 - No peanut butter with jelly, honey, marshmallows, chocolate or similar ingredients added
 - No Omega-3 enhanced.
 - No honey roasted peanut butter.
 - No low-fat or reduced fat peanut butter.
 - No organic peanut butter.
 - No bulk or “grind your own” peanut butter.

Fish 10.0 Only **fully breastfeeding** women can receive tuna, salmon or sardines.

- Allowed* 10.1 These are **allowed**:
- Any brand of canned chunk light tuna packed in water, 5 oz can **or larger**;
 - Any brand pink salmon packed in water, 5 oz. can **or larger**;
 - Bumble Bee or Chicken of the Sea brand sardines packed in water, 3.75 oz can;
 - May be regular or lower in sodium content; and
 - Pack may include bones or skin.

AUTHORIZED FOODS, cont.

Fish: Not allowed

10.2 These types of tuna, salmon and sardines are **not** allowed:

- No albacore, yellowfin or tongel tuna.
- No red salmon, sockeye salmon, blueback or Atlantic salmon.
- No flavored or seasoned tuna, salmon or sardines.
- No fillets.
- No tuna, salmon or sardines packed in oil.
- No tuna, salmon or sardines packaged in pouches or single serving packages.
- No specialty fish, like pole caught.

Fruits and vegetables

11.0 Authorized fresh and frozen fruits and vegetables meet the conditions below:

Allowed

11.1 Authorized fresh fruits and vegetables are:

- Fresh as defined by 21 CFR §101.95
- Any brand or variety of fresh whole or cut fruit without added sugars.
- Any brand or variety of fresh whole or cut vegetables without added sugars, fats or oils.
- Salad greens in a bag.
- Any type fresh immature beans, peas or lentils.
- Organic is allowed.

Not allowed

11.2 The following fresh fruits and vegetables are **not** allowed:

- No salad bar, deli items or party trays.
- No added dressing or dip.
- No added nuts, dried fruit, croutons, etc.
- No canned or jarred fruits or vegetables.
- No herbs or spices (like basil, cilantro or parsley).
- No edible blossoms and flowers e.g. squash blossoms (broccoli, cauliflower and artichokes are allowed).
- No peanuts or other nuts.
- No ornamental and decorative blossoms, fruits and vegetables, such as chili peppers on a string, garlic on a string, gourds or painted pumpkins.
- No fruit baskets and party vegetable trays.
- No baked goods, such as blueberry muffins.

AUTHORIZED FOODS, cont.

*Fruits and
vegetables: allowed*

- 11.3 Any brand and variety of frozen fruits and vegetables.
- Frozen fruit: any brand or variety of single ingredient unsweetened frozen fruits.
 - Frozen vegetables: any brand or variety of single ingredient frozen vegetables (including frozen beans) without added sugars, salt, fats or oils.
 - Frozen beans (immature or mature), may include edamame, black-eyed peas and lima beans, and may contain added vegetables or fruits.
 - Whole, cut or mixed.
 - Organic is allowed.

Not allowed

- 11.4 The following frozen fruits and vegetables are **not** allowed:
- No fruit or vegetables with added sugars, salt (i.e. sodium), fats or oils.
 - No added sauce or creamed vegetables.
 - No added grain (rice or pasta), meat, noodles, nuts or sauce packets.
 - No French fries, hash browns, potatoes O'Brien or tater tots.
 - No breaded or battered vegetables.

Whole grains

- 12.0 Authorized whole grains include 100% whole wheat bread, soft corn tortillas and brown rice.

Allowed

- 12.1 Authorized **whole wheat breads** meet the following conditions:
- Must conform to the FDA standard of identity (21 CFR 136.80);
 - “Whole wheat flour” and/or “bromated whole wheat flour” must be the only flours listed in the ingredient list. Other optional ingredients in small amounts, including non-wheat flours, are allowed, so long as the products meet the standard of identity for whole wheat bread.
 - Must have “100% whole wheat” printed on the label;
 - Loaf of bread, and
 - May be any brand and any size package.

Not allowed

- 12.2 For **whole wheat bread**, the following are **not** allowed:
- No whole wheat buns or rolls.
 - No light (lite) bread.
 - No organic bread.

AUTHORIZED FOODS, cont.

- Allowed* 12.3 Authorized **soft corn tortillas** meet the following conditions:
- Whole corn is listed as the primary ingredient (e.g. whole corn, corn (masa), whole ground corn.) However, if the market availability of such corn tortillas is limited, corn tortillas may be made from ground masa flour using traditional processing methods (e.g. corn masa flour, masa harina, and white corn flour.) It is allowable for another ingredient, such as water, to be listed as the first ingredient in the corn tortilla.
 - May be any brand of yellow or white soft corn tortillas.
 - Any size package.
- Whole grains:
Not allowed* 12.4 For **soft corn tortillas**, the following are **not** allowed:
- No fried or hard shelled tortillas.
 - No tortilla chips.
 - No organic tortillas.
 - No bulk.
- Allowed* 12.5 **Authorized brown rice** meets the following conditions:
- May be quick or regular cooking;
 - Basmati and jasmine brown rice are allowed; and
 - May be any brand and any size package.
- Not allowed* 12.6 For **brown rice**, the following are **not** allowed:
- No white, wild or instant rice.
 - No organic brown rice.
 - No added seasonings, sugars, fat, oil or salt (i.e. sodium).
 - No bulk.
- Baby cereal** 13.0 Authorized baby cereals meet the following conditions:
- Allowed* 13.1 Baby cereal must contain 45 mg of iron per 100 grams of dry cereal.
- 13.2 Must be in an 8 oz package or larger.
- Not allowed* 13.3 The following are **not** allowed:
- No baby cereal with formula, milk, yogurt, fruit or other non-cereal ingredients added (e.g. DHA).
 - No baby cereal in single serving packets.
 - No organic baby cereal.

AUTHORIZED FOODS, cont.

Baby food fruits and vegetables 14.0 Authorized baby food fruits and vegetables meet the following conditions:

- Any brand commercial baby food fruits and vegetables without added sugars, starches, or salt (i.e. sodium).
- Fruit or vegetable must be listed as the first ingredient.
- Must be in a 3.5 - 4.0 oz glass jar or plastic container.
- 2-packs are OK.
- Mixed fruits and vegetables are OK.
- Combinations of fruits and/or vegetables are allowed.
- Mixed vegetables with white potato are authorized, as long as, the white potatoes are not the first ingredient.

Not allowed 14.1 The following are **not** allowed for baby food fruits and vegetables:

- No pureed baby food fruits or vegetables.
- No toddler foods or “Graduates”.
- No mixtures with cereal or yogurt.
- No infant food desserts (e.g. peach cobbler), dinners or casseroles.
- No added meat, noodles or grains.
- No added DHA.
- No organic baby fruits and vegetables.
- No pouches

Baby food meat 15.0 Only infants who are **fully breastfed** can receive baby food meat.

Allowed 15.1 The following are allowed:

- Any brand, single ingredient commercial infant food meat or poultry;
- May contain broth or gravy; and
- Must be in a 2.5 oz glass jar or plastic container.

Not allowed 15.2 The following are **not** allowed:

- No baby food meat with added sugars or salt (i.e. sodium).
- No added fruit, vegetables or noodles, such as infant food combinations (e.g. meat and vegetables), dinners (e.g. spaghetti and meatballs) or casseroles.
- No toddler food or “Graduates”.
- No added DHA.
- No organic baby food meat.

Food authorization process 16.0 For a description of the WIC food authorization process, see Appendix B. ★

If you need this in large print or an alternate format,
please call (971) 673-0040.
WIC is an equal opportunity program and employer.

WIC Authorized Food List (3/1/2015)			APPENDIX A	
Food	Brand	Product	Description	May Not Buy
Cold cereal	General Mills	Cheerios (plain and Multi-Grain Cheerios)	May combine cereals to add up to total number of ounces allowed. Cold cereal: 12 oz size or larger	No cereal brands other than those listed here may be purchased. No single-serving boxes or packets of COLD cereal
		Chex (Rice Chex and Corn Chex)		
		Kix (original)		
	Kellogg's	All-Bran Complete Wheat Flakes		
		Corn Flakes (original)		
		Frosted Mini Wheats (Original and Big Bite)(original flavor)		
		Rice Krispies (original and Gluten Free Rice Krispies)		
		Special K (original)		
	Malt-O-Meal	Crispy Rice (box or bag)		
		Frosted Mini Spooners (box or bag)		
		Oat Blenders with Honey and with Honey and Almonds (box or bag)		
	Post	Banana Nut Crunch		
		Honey Bunches of Oats (Honey Roasted, Almond, Cinnamon, and Vanilla Bunches)		
		Grape Nuts		
	Quaker	Life (original)		
Oatmeal Squares (Brown Sugar and Cinnamon)				
Sunbelt Bakery	Simple Granola			
Private labels	Crisp or Crispy Rice (Essential Everyday, Fred Meyer, Great Value, Haggen, , IGA, Kroger, Market Pantry, Safeway Kitchens, Western Family, WinCo)			
Hot Cereal	Malt-O-Meal	Malt-O-Meal (original)	May combine cereals to add up to total number of ounces allowed. Hot cereals: 11.8 oz size or larger	No cereal brands other than those listed here may be purchased
	B&G Foods	Cream of Wheat (1, 2 ½ minute and 10 minute)(plain or whole grain)		
		Cream of Rice (plain)		
	Quaker	Instant Grits (original, single serving)		
Private labels	Plain Instant Oatmeal, single serving (Essential Everyday, Food Club, Great Value, IGA, Kroger, Safeway Kitchens, Western Family)			

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
Frozen Juice (11.5-12 oz. and select 16 oz.)	Apple	Essential Everyday, Fred Meyer, Great Value, Hy-Top, IGA, Kroger, Langers, Safeway, Tree Top, Western Family	Only the brands and flavors listed.	No juice brands or flavors that are not listed.
	Grape	Essential Everyday (purple), Great Value (purple), Welch's (with yellow lid), Western Family (purple)	100% unsweetened juice only.	No juice "drinks" (such as Hi-C).
	Grapefruit	Any brand	Calcium and Vitamin D fortified juice and with fiber are allowed.	No juice "cocktails" or V8 Splash.
	Orange	Any brand (both 11.5-12 and 16 oz.)	Frozen: 11.5 - 12 oz and 16 oz.	No imitation beverages (such as Awake, Tang, Orange Plus, Start, Sunny Delight).
	Pineapple	Dole (see also "Blends" below)		
	Blends	Dole (any flavor or blend). Old Orchard (any flavor or blend with green lid). Welch's (any flavor or blend with yellow lid).		No juice with added sugar or sweeteners.
Plastic bottled juice	Apple	Essential Everyday, Fred Meyer, Great Value, Haggen, , IGA, Kroger, Market Pantry, Langers, Safeway, Tree Top, Western Family, WinCo	Plastic bottles: 64 oz only	No juice with added Vitamin E, Zinc, or Magnesium (e.g. no Langer's Plus orange juice).
	Cranberry	Essential Everyday (cranberry, cranberry-raspberry) Fred Meyer, Great Value (cranberry blend), Haggen (cranberry and cranberry-raspberry), Kroger, Safeway (cranberry, cranberry-grape, cranberry-raspberry), Western Family (cranberry, cranberry-grape, cranberry-raspberry)		No organic juice
	Grape	Essential Everyday (purple or white), Fred Meyer (purple or white), Great Value (purple or white), Haggen (purple or white), IGA (purple), Kroger (purple or white), Market Pantry (purple or white), Safeway (purple or white), Western Family (purple and white grape), WinCo (purple)		No apple cider
	Grapefruit	Essential Everyday, Western Family		No Treetop 3 Apple Blend
	Orange	Essential Everyday, Safeway, Western Family		No Fred Meyer Natural Apple Juice
	Pineapple	Essential Everyday, Langers, Safeway, Western Family		

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
	Tomato	Campbell's (original or low sodium), Essential Everyday, Great Value, IGA, Market Pantry, Safeway, Western Family (Regular and low sodium are allowed.)		
	Vegetable	Essential Everyday, Fred Meyer, Great Value, IGA, Kroger, Safeway, Western Family (Regular and low sodium are allowed), WinCo		
	Blends	Juicy Juice (all flavors) Treetop (Apple, Apple Berry, Apple Cranberry, Apple Grape, Orange Passionfruit, Pineapple Orange) Western Family (Apple, Cranberry, Cranberry Grape, Cranberry Raspberry, Grape (purple or white), Grapefruit, Orange, Pineapple, Tomato, Vegetable)		
Cheese	Cheddar (mild or medium)	Any brand made in USA from 100% pasteurized milk.	May buy only the types listed. 1 pound (16 oz) or 2 pound (32 oz.) packages only. Regular, low-fat, non-fat, or low-sodium.	No sharp, extra sharp or white cheddar. No sliced, deli, string, or shredded cheese. No fresh mozzarella (packed in water) No cheese made from soy milk, goat milk or raw milk. No cheese foods, products, or spreads (like Velveeta, Cheese Whiz). No smoked or flavored cheeses (with items added like jalepeño peppers or caraway seeds). No organic.
	Cheddar-Jack			
	Colby			
	Colby-Jack			
	Monterey Jack			
	Mozzarella			
Dry beans, peas, or lentils	Any type	Any brand, mature.		No seasonings added. No added sugar, fat, vegetables, fruit, sodium or meat. No organic. No bulk.

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
Eggs	White, large, chicken eggs	Any brand.	White chicken eggs only. Large size only. Packages of one dozen.	No brown eggs or eggs other than chicken eggs. No specialty types or brands like Egglard's Best or Naturally Nested or cage free. No nutrient-modified eggs (like higher Omega-3 or Vitamin E). No organic
Cow's milk	Fresh	Any brand, pasteurized with required Vitamins A and D added based on fat content. Buy the type listed on the voucher: Fat-free (nonfat,skim); Low-fat (1%); Reduced-fat (2%); or Whole milk Acidophilus and Lactose-free are allowed only if listed on the voucher. Skim Delux, Ultra, Supreme, Creamy, Royale, etc., are allowed.	Buy the container size listed on the voucher.	No organic. No buttermilk. No flavored milk. No raw milk. No rice milk. No half and half. No milk with more than 5% milk fat content. No whipped cream. No Omega-3 or Vitamin E. No specialty items, like glass bottles.
	Dry	Any brand. May buy only if listed on the voucher. Non-fat.		
	Evaporated	Any brand. May buy only if listed on the voucher. May be regular, low-fat or fat-free.		
Goat milk	Evaporated	Meyenberg brand only.	May only buy the brand and type of goat milk listed on the voucher.	No unfortified goat milk.
	Fresh (carton)			
	Powdered			

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
Soy beverage		Pacific Ultra Soy – Plain or vanilla 8 th Continent Soymilk – Original or vanilla WESTSOY Organic Plus Plain Soymilk Silk Soymilk - Original	May only buy soy beverage if listed on the voucher. 32 oz. or 64 oz. container May only buy one brand per voucher.	
Peanut butter	Any texture	Any brand.	16-18 oz containers Any texture such as creamy, crunchy or chunky.	No low-fat or reduced-fat peanut butter. No jelly, marshmallow, chocolate or honey added. No “enhanced” with Omega-3. No honey roasted. No peanut “spread”. No organic. No bulk or “grind your own.”
Fish	Chunk light tuna packed in water Pink salmon packed in water Sardines packed in water	Any brand tuna or salmon. Bumble Bee or Chicken of the Sea sardines.	Tuna - 5 oz can or larger. Pink salmon – 5 oz can or larger. Sardines – 3.75 oz can. Packed in water only. Regular or low-sodium. May include skin and bones.	No albacore, yellowfin or tongel tuna. No red, sockeye, blueback or Atlantic salmon. No flavored or seasoned tuna, salmon or sardines. No fillets. No tuna, salmon or sardines packed in oil. No pouches or single serving packages. No specialty fish, like pole caught.

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
Fruit and vegetables	Fresh	Any brand.	<p>Whole pre-cut, shredded or packaged.</p> <p>Salad and greens in a bag. Organic is OK.</p> <p>Must be purchased using the Fruit and Vegetable Cash Value Benefit.</p>	<p>No salad bar, deli items or party trays.</p> <p>No added dressing or dip.</p> <p>No added nuts, dried fruit, croutons, etc.</p> <p>No canned or jarred fruits or vegetables.</p> <p>No herbs or spices (like basil, cilantro or parsley).</p> <p>No plants.</p>
	Frozen	Any brand and variety.	<p>Whole, cut or mixed. Frozen beans are OK (like lima beans, edamame and black-eyed peas)</p> <p>Organic is OK.</p> <p>Only allowed if listed on the voucher or benefit list.</p> <p>Must be purchased using the Fruit and Vegetable Cash Value Benefit.</p>	<p>No added sugar, salt, fats or oils.</p> <p>No added sauce or creamed vegetables.</p> <p>No added rice, pasta, meat, nuts, or noodles</p> <p>No French fries, hash browns, potatoes O'Brien, or tater tots.</p> <p>No breaded or battered vegetables.</p>
Whole grains	Whole wheat bread	Any brand. For authorized list refer to: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx	<p>Loaf of bread.</p> <p>Must say "100% whole wheat" on the label.</p>	<p>No light or "lite" bread.</p> <p>No organic.</p>

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
	Soft corn tortillas	Any brand. For authorized list refer to: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx	Soft only. Yellow or white corn.	No fried tortillas or tortilla chips. . No tortillas chips. No organic. No bulk
	Brown rice	Any brand.	Brown jasmine and brown basmati rice are allowed.	No white, wild, milled, sprouted or instant brown rice. No boil in bag rice. No added seasonings, sugar, fat, oil or salt (e.g. sodium.) No organic. No bulk.
Baby food: fruits and vegetables	Any baby food fruits and vegetables	Any brand. For authorized list refer to: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx	Must be in a 3.5-4 oz glass jar or plastic container. Mixed fruits and vegetables are OK. 2-packs are OK	No “dinners,” “desserts,” “smoothies” Or casseroles. No toddler foods or “Graduates” No added cereal or yogurt. No added meat, rice, noodles or grains. No added sugar or starches. No added DHA. No organic. No pouches. No powdered baby food.

AUTHORIZED FOODS, cont.

WIC Authorized Food List (3/1/2015)				APPENDIX A
Food	Type	Brand	Description	May Not Buy
Baby food: meat	Any single ingredient baby food meat or poultry	Any brand. For authorized list refer to: http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx	Must be in a 2.5 oz glass jar or plastic container. May contain broth or gravy.	No "dinners" or "casseroles". No added fruit, vegetables or noodles. No toddler food or "Graduates". No added DHA. No organic.
Baby cereal		Beech-Nut, Beech-Nut Goya and Gerber	8 oz size or larger. May buy infant cereal only if listed on the voucher. Any grain.	No added formula, milk, yogurt or fruit. No added DHA. No jars, cans, single-serving packets. No organic.
Infant formula	Bid formulas	Refer to ♦730 for more information on bid formulas.	May buy only the formula brand, type, and size listed on the food benefit balance.	No other formula brand, type, or size.

WIC FOOD AUTHORIZATION PROCESS

1. A state Food Review Committee will convene whenever necessary to review the current authorized food list, resolve any food-related issues, and/or determine any change in foods. The authorized food list will be reviewed at least once every 1-2 years.
2. The Food Review Committee recommends general and specific criteria for approving WIC foods:

Nutritional Considerations and Education

- WIC foods shall meet the minimum federal requirements governing the WIC food package 7 CFR 246.10, Table 4, and state criteria for allowable foods, as outlined in **◆770**.
- The food package shall offer a variety of types and brands of the allowed foods to ensure that all participants' dietary needs shall be considered (high fiber cereals, variety of grains, wheat-free options, cereals which are good finger foods for toddlers, lactose-intolerant choices, etc.)
- WIC food products shall be consistent with the promotion of good nutrition and education, and provide opportunity to promote sound food buying practices.
- Foods and their packaging shall be evaluated based on the ease in educating participants on the purchase of particular food products. Packaging shall be distinguishable from that of similar products.

Acceptability of Foods

The WIC Program shall select foods that can be consumed by the majority of participants and shall give consideration to cultural food beliefs, preferences and practices or special food needs of participants. The relative acceptability of a food item by participants and staff shall be determined before that food item is added to or removed from the food package. Participant preference of foods will be gathered by the following:

- Participant preference surveys
- Local program staff surveys
- Participant requests
- Participant EBT purchase data

Availability of Foods

The selection of different food products for the WIC Food List shall be determined based on availability at the retail and wholesale level.

- The food product shall be available from WIC Vendors throughout the state or from the majority of the largest wholesale distributors in the state.
- The food product shall have been available for at least one year on store shelves (in the United States) before it is considered for addition to the WIC Food List.
- An availability survey shall be conducted throughout the state as part of the food review process.

AUTHORIZED FOODS, *cont.*

Cost

- The cost of food items shall be considered prior to authorization. Higher priced items may be disallowed if products meeting all other criteria are available at a lower cost, for example organic foods or specialty products. The WIC Program will consider store brands to contain costs.
 - The WIC Program shall have the option to further restrict the number of brands of any product in order to contain the cost of the food package through competitive procurement of rebate contracts or by other similar means.
 - Price surveys of nutritionally adequate products shall be conducted throughout the state as part of the food review process.
3. When a request is made to add a product or clarify if a product meets the WIC criteria, the request should include a label or packaging material which clearly indicates the name of the manufacturer, address of manufacturer, type of food, ingredients, nutrient information, and size of container. Send this information to the Oregon Health Authority WIC Program:

Oregon Health Authority
Nutrition and Health Screening (WIC) Program
800 NE Oregon Street, Suite 865
Portland, OR 97232-3477

As needed, the state WIC Program staff will contact the manufacturer to verify the information on the label and obtain other relevant information such as, but not restricted to, documentation that certifies the actual content of nutrients/ingredients identified in WIC federal regulations, availability, alternative package sizes, cost and Universal Product Code (UPC).

4. The Food Review Committee will use the following tools to determine which foods to authorize:
- Surveys of WIC participants and local program staff; participant requests, participant EBT purchase data and input of authorized grocers.
 - Submissions from food companies requesting consideration of their products for the Food List;
 - Nutrition content charts for submitted foods, reviewed by a state nutritionist;
 - Price and availability checks from stores.
5. Once the food review process is complete, the state WIC program will take the following actions:
- The Food List will be updated.
 - Vendors and local WIC programs will be notified in writing of these changes and their effective date.
 - Participants will be notified either through the mail or by their local WIC program.
 - Data system changes will be made as necessary.



SECTION: Nutrition Services 823e
SUBJECT: **NUTRITION EDUCATION: SECOND NUTRITION EDUCATION USING ONLINE CLASSES**
DATE: October 1, 2015 (*revised*)

POLICY: Online classes may be used to provide second nutrition education (NE) for low and medium risk participants.

PURPOSE: To provide guidance for second nutrition education using online classes.

RELEVANT REGULATIONS: ASM 06-24—WIC Nutrition Education Guidance

OREGON WIC PPM REFERENCES:

- ◆661—Competent Professional Authority: Appropriate Counseling for Risk Levels
- ◆810 – Nutrition Education: Making Education Available
- ◆820—Nutrition Education: Participant Contacts
- ◆830—Nutrition Education: Documentation

PROCEDURE:

- 1.0 Online classes may be offered to low and medium risk participants to meet the needs of participants while still providing an effective nutrition education contact.
 - 1.1 The WIC CPA will determine if the participant is eligible for online NE and whether it is the best option for that participant or family.
 - 1.2 Participants will be given a choice regarding the method in which their second NE will be delivered: individual, group classes or online.
 - 1.3 The WIC CPA will explain the process for completing the online WIC class.
 - 1.4 WIC staff will schedule the online class into the participant’s record.
 - 1.5 The participant will receive instructions for showing proof of online class completion, receiving their next food benefit issuance and who to contact for help.

Participant Eligibility

- 2.0 Participants shall have access to the Internet and an interest in using the Internet for online nutrition education. Access to the Internet could include using a computer in the home, and/or using a computer in another location such as the library or friend’s or relative’s home. Some WIC clinics also provide kiosks with internet connectivity for participants to access on-line NE. The following participants are eligible for online nutrition education classes as their second nutrition education contact:
 - 2.1 Parents, foster parents, or caregivers of low or medium risk infants and children.
 - 2.2 Low or medium risk pregnant women.

NUTRITION EDUCATION: SECOND NUTRITION EDUCATION USING ONLINE CLASSES, cont.

Options for showing proof of online class completion

3.0 Staff will offer the participant an appointment or opportunity to come to the clinic to bring in their certificate of completion for the online class. During this appointment, staff will verify the completion, then review with the participant what they learned or plan to do differently after completing the online class.

3.1 If the participant declines the appointment or opportunity to come into the clinic, they will need to call the clinic the month their food benefits end and let staff know they completed their online class in order to be issued more benefits. During this call, staff will verify the completion electronically and then review with the participant what they learned or plan to do differently after completing the online class.

Issuing benefits

4.0 Once the participant's on-line class completion has been verified, staff will then issue food benefits for the next month(s) and make the next appointment or appointment request.

Document in participant's record

5.0 Each completed online nutrition education contact must be documented in the participant's record including which specific class the participant completed. See ♦830—Nutrition Education: Documentation.

Example: The WIC staff offers the participant an appointment to come to the clinic to bring in their class completion certificate. The participant states they would rather not have to come into the clinic to bring it in because they would have to take off time from work. The WIC staff tells the participant they can call the clinic to let them know they have completed the class. The WIC staff gives the participant a reminder notice with the month the participant needs to call with the clinic phone number and customer service hours. When the participant calls, staff verify the class completion electronically on the WIC online class website using the participant's ID number. The staff then review with the participant what they learned or plan to do differently after completing the online class. Staff then document in the participant's record which class was completed, issue the appropriate next month(s) set of benefits and makes or verifies the next appointment.

NUTRITION EDUCATION: SECOND NUTRITION EDUCATION USING ONLINE CLASSES, *cont.*

Required local procedure and approval process

- 6.0 Local WIC programs must have a written procedure in place for using online nutrition education contacts. This written procedure must be submitted to the state WIC office for review and approval ***prior to*** implementation and must be made available during the biennial WIC review. This procedure should include:
- Plan for staff to review content of each on-line nutrition education class that the agency will be using with participants,
 - How staff will determine if the participant is eligible for online nutrition education,
 - How the participant will be given instructions for showing proof of class completion and issuing food benefits,
 - How the appointment will be identified in the participant's record,
 - Which local agency staff will assist the participant with proof of class completion and reviewing content or answering participant's questions about the class,
 - Where documentation will be made in the participant's TWIST record of the class topic, and participant next steps if appropriate, and
 - How food benefits will be issued to the participant. ★

**If you need this in large print or an alternate format,
please call (971) 673-0040.
WIC is an equal opportunity program and employer.**