Retail Staff Training Guide

Includes the following materials:

- Message to the Store WIC Contact/ Manager
- Facilitation Training Guide
- July 2015
- WIC Foods Post-Test

7/2015

Introduction to Montana WIC

For over 30 years, the Special Supplemental Nutrition Program for Women, Infants and Children (WIC) has been an integral part of Montana's public health system. WIC provides nutrition education, breast-feeding support, healthcare referrals and benefits to purchase healthy foods.

Promoting healthy habits early, when they make the most powerful difference in the lifelong health of a child, is what WIC is all about. With each new eligible family WIC reaches, public health grows stronger and more effective in the fight against obesity and other debilitating and life threatening conditions.

Message The Store WIC Contact/Manager

How do retailers prepare new and existing staff to accept WIC benefits?

To assist you and your staff in preparing to accept WIC benefits (checks), several training tools are available. This training packet is meant to act as a guide for staff training. Your store's main WIC contact, the Local Agency Retailer Coordinator (LARC), is another resource to support your training efforts. If you are unsure who the LARC is for your store, please contact the State WIC Office.

Please note: As an authorized WIC retailer, your store is expected to provide this required WIC training to cashiers, bookkeepers, customer service and produce staff and any other store staff handling WIC transactions or the maintenance of WIC foods.

This training packet includes: A message to store WIC contact/managers, minimum stocking information, price survey information, a facilitation training guide, a post-test and the July 1, 2015 Food List.

These materials are intended to assist you in the following ways;

1. Identifying resources for additional information and answers,
2. Developing and implementing a training plan for your store (see the *Facilitation Training Guide* and the *Retailer Staff Training DVD),*
3. Ensuring cashiers are proficient in basic WIC competencies

The Montana WIC Program appreciates your store being a partner with us in providing nutritious food to Montana's children. Your efforts are truly appreciated and make a world of difference.

Montana WIC Program - Retail Services Staff
1400 Broadway, Cogswell Bldg. C305
PO Box 202951
Helena, MT 59620-2951

Phone 1-800-433-4298 or (406)444-5533
Fax (406)444-0239
http://wic.mt.gov/

Let's start with Stocking

1) Stocking WIC Items - "Minimum Stocking Requirements"

Retailers are required to stock certain approved items at all times in quantities to meet participant demand. Specific Montana WIC approved brands and sizes for WIC foods are as defined in the Food List and as shown on the WIC benefit.

Your store's role in ensuring WIC participants receive only the food prescribed for them is **vital**. The WIC food categories that your store is required to stock are listed on the following pages along with the necessary sizes and minimum varieties. The requirements are based on peer group assignment. If you are unsure of your stores peer group placement, please contact the State WIC office.

To summarize the major requirements:

⇒ One WIC-approved variety (or flavor) is required for several of the food categories:
- o Eggs
- o Peanut Butter
- o Reduced-Fat Milk: 1/2 Gallon size
- o Reduced-Fat Milk: Gallon size
- o Whole Milk: 1/2 Gallon size
- o Whole Milk: Gallon size
- o Whole Grain - whole grain bread and brown rice

⇒ Two WIC-approved varieties (or flavors) are required for the these food categories:
- o Fruits : Fresh
- o Vegetables: Fresh
- o Infant Cereal
- o Baby Food- Fruits and Vegetables and Meat
- o Cheese
- o Canned Fish
- o Beans -Canned and Dry

⇒ Three or more WIC-approved varieties (or flavors) are required for these food categories:
- o Breakfast Cereal (including one whole grain cereal)
- o Infant Formula

A few key points to note:

- You will be notified of any changes.
- Supplemental foods are prescribed for WIC customers based on nutrient content.
- Food items must meet federal nutrient requirements (as outlined in 7 CFR Part 246) in order to be considered for the Program.
- WIC benefits list the type of foods and quantities authorized for purchase.
- **Failure to maintain required stocking requirements could lead to sanctions and/or agreement termination.**

Stocking Requirements

MINIMUM WIC FOOD STOCKING REQUIREMENTS
For Montana Authorized Retailers in Peer Group 1 & 2

Retailers must have the following items in stock at all times in sufficient quantities to meet WIC participant demand. Quantities are based on the amounts needed to fill a benefit for one pregnant woman, one infant and one child. **Refer to the Approved Food List for authorized brands/types.**

Food Item	Minimum Requirements
Milk Reduced fat (skim or 1% - choose one) and Whole	3 gallons of each and 3 half-gallons of each
Cheese 16 or 8 oz packages	3 – 16 oz packages of two flavor varieties or 6 – 8 oz packages of two flavor varieties
Eggs dozens only	3 dozen
Breakfast Cereal 12-oz packages or larger cold cereal and 12 – 11 oz packages hot cereal	2 boxes of three varieties cold and 2 boxes of one variety hot (one of the cold or hot varieties must be whole grain)
Whole Grain Items 16 oz loaves whole wheat bread and 16 – 14 oz packages brown rice	3 loaves of bread and 3 packages of regular or quick/minute brown rice
Juices 12 - 11.5 oz frozen and 64 oz plastic bottles	3 cans of two different flavors – frozen and 3 bottles of two different flavors - bottled
Peanut Butter 18 - 16 oz jars	3 jars
Legumes (mature beans) 16 - 15 bags dry and 16 - 15 oz canned legumes	3 packages of two varieties – dry and 10 cans of two varieties - canned
Canned Fish 6 - 5 oz cans	6 cans of light tuna and/or pink salmon
Infant Cereal 8-oz boxes	2 boxes of two different grain varieties
Infant Foods Fruits, 4 oz jars or 2-pks, Stage 2 only and Vegetables, 4 oz jars or 2-pks, Stage 2 only and Meats, 2.5 oz jars	20 jars of fruits and vegetables including two flavors of fruits and two flavors of vegetables and 10 jars of baby food meat
Infant Formula Powdered format required in size specified Similac Advance – 12.4 oz. and Enfamil Prosobee – 12.9 oz	6 cans of each variety
Fresh Fruits and Vegetables	2 different varieties of fresh fruits and 2 different varieties of fresh vegetables

MINIMUM WIC FOOD STOCKING REQUIREMENTS

For Montana Authorized Retailers in Peer Group 3 and Supercenters

Retailers must have the following items in stock at all times in sufficient quantities to meet WIC participant demand. Quantities are based on the amounts needed to fill a benefit for one pregnant woman, one infant and one child.

Refer to the Approved Food List for authorized brands/types.

Food Item	Minimum Requirements
Milk Reduced fat (skim or 1% - choose one) and Whole	3 gallons of each and 3 half-gallons of each
Cheese 16 or 8 oz packages	3 – 16 oz packages of two flavor varieties or 6 – 8 oz packages of two flavor varieties
Eggs dozens only	3 dozen
Breakfast Cereal 12-oz packages or larger cold cereal and 12 – 11 oz packages hot cereal	2 boxes of three varieties cold and 2 boxes of one variety hot (one of the cold or hot varieties must be whole grain)
Whole Grain Items 16 oz loaves whole wheat bread and 16 – 14 oz packages brown rice	3 loaves of bread and 3 packages of regular or quick/minute brown rice
Juices 12 - 11.5 oz frozen and 64 oz plastic bottles	3 cans of two different flavors – frozen and 3 bottles of two different flavors - bottled
Peanut Butter 18 - 16 oz jars	3 jars
Legumes (mature beans) 16 - 15 oz bags dry and 16 – 15 oz canned legumes	3 packages of two varieties – dry and 10 cans of two varieties - canned
Canned Fish 6 - 5 oz cans	6 cans of light tuna and 6 cans of pink salmon
Infant Cereal 8-oz boxes	2 boxes of two different grain varieties
Infant Foods Fruits, 4 oz jars or 2-pks, Stage 2 only and Vegetables, 4 oz jars or 2-pks, Stage 2 only and Meats, 2.5 oz jars	20 jars of fruits and vegetables including two flavors of fruits and two flavors of vegetables and 10 jars of baby food meats including two flavors
Infant Formula Powdered format required in size specified Similac Advance – 12.4 oz. and Enfamil Prosobee – 12.9 oz	6 cans of each variety
Fresh Fruits and Vegetables	2 different varieties of fresh fruits and 2 different varieties of fresh vegetables

2) Competitive Pricing System & Price Survey

Competitive pricing systems foster financial integrity and the most efficient use of WIC funds, which enable the program to serve potential WIC participants with the current food budget.

All WIC-authorized retailers will be held to competitive prices within their assigned peer group. All retailers are required to submit shelf price surveys. Shelf price surveys list a sample of WIC-authorized foods and formulas. Retailers report the most expensive store prices for each of the food items and formulas listed. These surveys are one of the most effective tools for managing competitive pricing within the retailer peer groups.

Retailer shelf prices must remain under the maximum price allowed, which is a percent above the peer group's average price for that food item. The retailer will be notified and must reduce prices to within the maximum price allowed.

Please see the following pages for the current Montana WIC shelf price survey.

Montana WIC Program Shelf Price Survey		
Issue Date:		
Due Date:		
Retailer Name:		
WIC ID/stamp #:		
WIC Contact:		
Please provide your store's **most expensive regular prices** (not sale or temporary price reduction) for all available ***WIC-authorized*** food items listed the survey. Use the Food List as a guide. **Foods with a "check mark" are mandatory stocking requirements – you must have a price for these items.**		
Milk - Provide the *most expensive* price for all approved milk items stocked.		
Size/Type	List which Store Brand or Name Brand	Regular Price
Gallon, whole ✓		
Half gallon, whole ✓		
Quart, whole		
Half gallon, Lactose-free		
Quart, Lactose-free		
12 oz can	Meyenberg Goat Milk – evaporated	
32 oz (1 qt) fluid	Meyenberg Goat Milk – lowfat or whole (circle)	
12 oz can	Evaporated Milk	
25.6 oz (8 qt) box	Nonfat Dry Milk	
9.6 oz (3 qt) box	Nonfat Dry Milk	
Yogurt – Provide the *most expensive* price of authorized brands ***Plain or Vanilla flavors only***		
32 oz (1 qt)	Store Brand, Dannon, Mountain High, Yoplait (circle)	
Soy Beverage		
UPC/Size/Unit	Brand and Type	Regular Price
52603082259 1 quart	Pacific Natural Foods Ultra Soy - Shelf-stable, vanilla	
52603082006 1 quart	Pacific Natural Foods Ultra Soy - Shelf-stable, plain	
53859070663 1/2 gallon	8th Continent Soymilk- Refrigerated, original only	
25293600393 1/2 gallon	Silk Soymilk – Refrigerated, original only	
✓ **Cheese - Provide the *most expensive* WIC cheese price for all approved sizes & types.**		
Size/Unit	List Name Brand (no organic or imports) and Type (e.g., cheddar)	Regular Price
16 oz (1lb) block		
8 oz block		

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Eggs - Provide your store's *most expensive* large, white egg price.		
Size/Type	Any Brand (no brown, specialty (Eggland's Best), cage-free, or organic)	Regular Price
1 dozen, large, white ✓		
✓ Breakfast Cereal - Provide prices for items stocked.		
Size/Unit (indicate size if different)	Brand and Type (no organic)	Regular Price
9 oz box	Multi-Grain Cheerios (General Mills)	
12 oz box	Cheerios (General Mills)	
12 oz box	Corn Flakes (Kellogg's)	
12 oz box	Rice Krispies (Kellogg's)	
12 ox box	Kix (General Mills)	
28 oz box	Cream of Wheat - Regular or Whole Grain (Nabisco)	
✓ 100 % Whole Grain Bread		
UPC/Size/Unit	Brand	Regular Price
72220001174 16 oz loaf	Franz 40 Calorie Per Slice Whole Wheat Bread	
7222000118 16 oz loaf	Franz 100% Whole Wheat Bread	
02573700616 16 oz loaf	Wheat Montana 100% Whole Wheat Bread	
21130182305 16 oz loaf	Safeway Kitchens 100% Whole Wheat Bread	
16 oz loaf	Smith's 100% Whole Wheat Bread	
7294561103 16 oz loaf	Sara Lee Classic 100% Whole Wheat Bread	
Tortillas		
UPC/Size/Unit	Brand	Regular Price
7934101386 16.oz bag	Don Pancho soft white corn tortillas	
7934102628 16 oz bag	Don Pancho soft whole wheat tortillas	
4856406005 16 oz bag	Guerrero soft white corn tortillas	
4856407107 16 oz bag	Guerrero soft whole wheat tortillas	
73731003282 16 oz bag	Mission soft yellow corn tortillas	
73731071076 16 oz bag	Mission soft whole wheat tortillas	
✓ Brown Rice - Provide the *most expensive* price for both brown rice types.		
Size/Unit	Any Brand (no organic)	Regular Price
16 oz bag	Brown Rice - long or short grain	
16-14 oz box	Instant Brown Rice	
100 % Whole Wheat Pasta – Provide *most expensive* price		
Size/Unit	Any brand 16 oz packages only (no organic)	Regular Price

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✓ Frozen 100% Juice - Provide the *most expensive* price for WIC juice brands.		
Size/Unit/Flavor	Brand	Regular Price
12-11.5 oz can, orange	Minute Maid, Old Orchard or Store Brand (circle)	
12-11.5 oz can, grape	Old Orchard, Welch's or Store Brand (circle)	
16 oz can, orange	Minute Maid, Our Family or Store Brand (circle)	
Plastic Bottles 100% Juice - Provide the *most expensive* price for WIC juice brands.		
Size/Unit/Flavor	Brand	Regular Price
64 oz plastic bottle	Old Orchard, Welch's or Store Brand (circle) ✓	
Peanut Butter - Provide the most expensive price of WIC peanut butter.		
Size/Unit	Circle Name Brand (no organic)	Regular Price
18-16 oz jar	Adams, Jif, Peter Pan, Skippy ✓	
Beans, Peas & Lentils - Provide *most expensive* price.		
Size/Unit	Any Brand	Regular Price
16 oz bag	Dry beans, peas or lentils ✓	
16-15 oz can	Canned Beans ✓	
Canned Fish - Provide *most expensive* price.		
Size/Unit	Any Brand (in water)	Regular Price
6-5 oz can	Tuna ✓	
6-5 oz can or 14.75 oz can (Circle)	Pink Salmon ✓	
Infant Cereal		
Size/Unit	Circle brand (no organic, fruit or DHA added)	Regular Price
8 oz box	Infant Cereal (Beech-nut or Gerber) ✓	
16 oz box	Infant Cereal (Gerber)	
Baby Food Fruits & Vegetables		
Size/Unit	Circle Brand (no organic, desserts, or dinners)	Regular Price
4 oz jar	Beech-nut or Gerber ✓	
Baby Food Meat		
Size/Unit	Circle Brand (no organic or dinners)	Regular Price
2.5 oz jar	Beech-nut or Gerber ✓	
Infant Formula - Please provide prices for all formulas available.		
UPC/Size/Unit	Formula Description	Regular Price
7007455958 12.4 oz can	**Similac Advance Powder** ✓	
7007456974 13.0 oz can	Similac Advance Concentrated Liquid	
7007453364 32 oz bottle	Similac Advance Ready-To-Feed	
7007457541 12.6 oz can	**Similac Sensitive Powder** ✓	
7007457534 32 oz bottle	Similac Sensitive Ready-To-Feed	

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300871214415 12.9 oz can	**Enfamil Prosobee Powder** ✓	
300871195417 13 oz can	Enfamil Prosobee Concentrated Liquid	
300870309747 32 oz can	Enfamil Prosobee Ready-To-Feed	
7007450960 12.3 oz can	Similac for Spit Up Powder	
7007456731 32 oz bottle	Similac for Spit Up Ready-To-Feed	
7007462600 12 oz can	Similac Total Comfort Powder	
7007457664 16 oz can	Similac Alimentum Powder	
7007457513 32 oz bottle	Similac Alimentum Ready-To-Feed	
30087123941 12.6 oz can	Enfamil Nutramigen Enflora LGG Powder	
30087049801 13 oz can	Enfamil Nutramigen Concentrated Liquid	
30087049901 32 oz bottle	Enfamil Nutramigen Ready-To-Feed	
30087036701 16 oz can	Enfamil Pregestimil Powder	
30087001944 12.8 oz can	Enfamil Enfacare Powder	
300871287419 32 oz bottle	Enfamil Enfacare Ready-To-Feed	
70074573431 13.1 oz can	Similac NeoSure Powder	
70074574561 32 oz bottle	Similac NeoSure Ready-To-Feed	
8 oz Single, 4-pack, 6-pack 7007458050	Pediasure (circle size)	
8 oz Single, 4-pack, 6-pack 7007458062	Pediasure with Fiber (circle size)	
8 oz Single, 6-pack, 24 pack	Ensure	
8 oz Single, 6-pack, 12 pack	Boost Original	
State office use - entered by & date:	**Signature of retail staff person completing survey**	

UPCs are provided for easier product identification. Product changes could result in UPCs not listed on this form.

Keep a copy for your records and mail or fax all 4 pages of the completed shelf price surveys to:

Montana WIC Program
Attn: Retail Services
PO Box 202951
Helena, MT 59602-2951
Fax: 406-444-0239 Call WIC Retail Services at (406) 444-4746 with questions.

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Resources Available to Authorized Retailers

3) Identifying Resources For Additional Information & Answers

⇒ **Your WIC Contact- Local Agency Retailer Coordinator (LARC)**
She/he is your store's main contact person. Call the State WIC Office if you need contact information.

⇒ **The Food List**
Make sure each cashier stand has a copy and please use the Food List during training. It is an invaluable tool to identify allowed WIC foods. Without it, cashiers are unprepared to conduct any WIC transaction.

⇒ **Your Store's WIC Chain Store Representative or Distributor**
Many WIC chain store, distributor, and Grocer's Association representatives participate in WIC conference calls and meetings in preparation for WIC food changes. Please set up a system so that you and your staff can ask questions and provide feedback to them about WIC .

⇒ **The Montana WIC Retailer Reference Manual**
You can consistently find answers to questions about the WIC program in your store's MT WIC Retailer Reference Manual. It has information about WIC benefits, violations, policies and more.

⇒ **The WIC Benefit (check)**
The WIC benefit, used with the Retailer Booklets' Food List, provides information on the prescribed items, as well as the allowed brand, size, and flavors.

⇒ **Your Own High Level of Customer Service**
WIC knows that grocery store staff work diligently to assist customers. We also realize that store staff are experts at customer service and will provide WIC customers with great service - whether it is explaining that an item is not WIC-approved and cannot be purchased with a WIC benefit or whether it is going out of their way to help a WIC customer find their favorite flavor of juice.

Training and Preparing Your Staff

4) Developing & Implementing A Training Program for New and Existing Staff

Develop a Training Plan for accepting WIC Benefits

⇒ Identify the staff that will be trained. Include managers and all staff that cashier, train others, order and/or stock WIC items & handle the bookkeeping of WIC benefits.
⇒ Determine the individual(s) responsible for conducting the training.
⇒ Design a schedule for training and allocate the time resources.
⇒ Create a process for staff to be able to ask questions and give feedback and comments.

Implementing a Training Plan

The enclosed *Facilitation Training Guide* should be used as a guide for conducting your training on the WIC foods and accepting benefits.

These materials can be used to conduct group or individual staff training sessions as appropriate for your store. However, we do suggest your training plan include at least some time for staff to be able to ask questions, discuss the changes, and learn from each other in a group setting.

4) Ensuring Cashiers Are Proficient In Basic WIC Competencies

Make sure that cashiers and other staff are prepared to accept WIC benefits. To assist you a *WIC Foods Post-Test* is included in this packet. This post-test can be used for individual testing of your staff or can be taken as a group. Choose the option that best suits your needs. This tool is for your in-store training needs and does not need to be returned the WIC Program.

Thank you for being a partner with WIC for Montana children!

Facilitation Training Guide
Montana WIC Foods

Messages to the Store Trainer:

⇒ This training guide is a tool to assist you in preparing new and existing staff for accepting Montana WIC benefits.

⇒ Use this guide in group or individual training sessions. WIC suggests training your staff in groups so they can discuss changes and learn from each other.

⇒ Cover each of the training steps so that store staff understand and are ready to redeem benefits. As time permits, allow discussion and questions on the major topics and ask for the thoughts of the group.

⇒ Allow about forty-five minutes to one hour to go through the ten training steps

⇒ Break up the training steps in more than one session if necessary.

⇒ This training should be provided to cashiers, bookkeepers, customer service staff, produce and stocking staff and any other store staff handling WIC transactions or the maintenance of WIC foods.

⇒ Complete the *WIC Foods Post-Test* to ensure cashiers and others have the information they need.

⇒ The materials you will need to conduct the training include:
- o This *Facilitation Training Guide*
- o The *July 2015 Food List*
- o Examples of WIC-approved and non WIC-approved food items (optional)
- o *WIC Foods Post-Test*

Thanks for Preparing Your Staff!

Trainer: Use the following questions as a discussion point. Once the group has had a chance to respond, introduce the information about WIC and further the discussion.

Step 1: Introduce WIC Foods

The WIC food package!

WIC benefits include many exciting food groups - such as dairy, eggs, fruits, vegetables, and whole grain items like bread. These foods are meant to better address the change in nutritional needs in today's population and improve the health of WIC participants.

How do we prepare for accepting WIC benefits?

To be ready for WIC transactions, we are going to be discussing seven main topics today. After the training session, we will take a post-test on these topics to see if we are prepared.

The main topics are:

- ⇒ Benefits of WIC
- ⇒ Steps in a WIC Transaction
- ⇒ Montana WIC Approved (and Non-Allowed) Foods
- ⇒ Taking WIC Benefits for Fruits and Vegetables
- ⇒ Special Circumstances
- ⇒ WIC Violations and Sanctions
- ⇒ Main Resources To Find Answers To Questions

Step 2: Benefits of WIC

Why should stores know about the benefits of WIC?
What are the benefits?

(Trainer: Allow for discussion of possible answers.)

Store cashiers and other staff work very hard for WIC to provide nutritious food for WIC customers. Their efforts pay off in many ways to many people.

Some of the main benefits of WIC are:

⇒ Healthier children with healthier lifestyles.

⇒ Dollars to Your Store-- Over $12 million is expended annually through the WIC Program to about 200 WIC-authorized stores across Montana. In addition, WIC customers generally spend three to four dollars of their own money for every dollar of WIC food they buy.

⇒ Dollars to Your Community-- Montana WIC currently contracts with local agencies to provide WIC services throughout the State, which means local jobs and services.

⇒

⇒ Dollars Saved in Medical Costs-- WIC lowers Medicaid costs. WIC combats poor nutrition at an early stage, rather than treating the effects once they are serious. For every dollar spent on WIC, up to $3 is saved in medical costs for tax-payers.

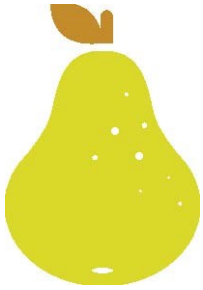
What are the steps in taking a WIC benefit?

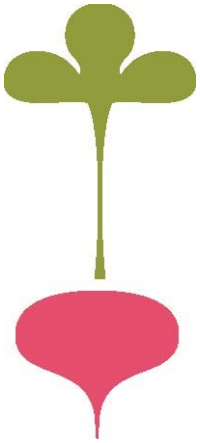
(Trainer: Use the Redemption guides in the Retailer Booklet and allow for discussion of possible answers.)

1. Ask for the WIC Participant Booklet:
   Use the ID pages (back page) to verify the name on the benefit.
2. Check the Dates:
   Your store will only be reimbursed for benefits accepted on or within the "First Day to Use" and the "Last Day to Use".
3. Check the Foods:
   Make sure the types and amounts of food the WIC customer is purchasing are listed on the benefit and the Food List.
4. Write the Date:
   Use only black or blue ink on the benefit. This helps ensure all hand written items can be read by the bank scanning system. Some light colored inks do not scan and the benefit appears to be blank.
5. Write the Total:
   Write the amount of the sale on the benefit. (If you make a mistake, cross out the incorrect price with a single line, place the new price in the correction box and have *the WIC customer* initial the change).
6. Ask the WIC customer to sign the benefit and compare signatures:
   Have the WIC customer sign the benefit **after** you write in the amount of the sale, and compare it to the signature on the ID page of the booklet. Taking the time to compare the signatures also helps ensure that the benefit gets signed. (No WIC booklet = No sale.)
7. Give a receipt:
   Be sure to give the WIC customer a receipt for the purchase.
8. Stamp the Benefit;
   Before deposit, your bookkeeper will stamp the store ID on the benefit and examine the benefit for mistakes. (Your store's *WIC Retailer Reference Manual and Retailer Booklet* has details.)

Why are these steps important to know? (Trainer: Allow for discussion of possible answers.)

See the next page for the WIC Benefit Guide





The First date to use is the first day the benefit may used in the grocery store and the Last Date to Use is the last date to use the benefit. You will fill in the date used box.

This provides customer information, such as what WIC clinic they visit, their unique WIC ID and name.

Benefit number—This is a unique number tied to each benefit

MONTANA WIC PROGRAM
PO BOX 202951
HELENA, MT 59620-2951

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC)

WIC ENCOURAGES BREASTFEEDING

00010011

ACCT # 835100

CLINIC ID	WIC ID	PARTICIPANT NAME	FIRST DAY TO USE
09161	00123456	Montana Mountains	7/01/2015

1 GALLON(S) WHOLE MILK
1 DOZEN LARGE WHITE EGGS
1 16-14 OZ WHOLE GRAIN CHOICE
1 36 OZ BREAKFAST CEREAL

BUYING, SELLING OR OTHERWISE MISUSING WIC BENEFITS IS A CRIME. TO REPORT SUSPECTED ABUSE, CALL 800-424-9121 OR VISIT WWW.USDA.GOV/OIG/HOTLINE.HTM

MONTANA RETAILER STAMP

1234

REJECTED BY BANK IF NOT CLEARLY STAMPED

DATE USED

LAST DAY TO USE 7/31/2015

INITIALS | CORRECTION

AMOUNT OF SALE

RETAILER - DO NOT ACCEPT UNLESS YOU HAVE A MONTANA WIC CONTRACT

PAYABLE THROUGH FSMC AN AFFILIATE OF SECURITY STATE BANK, HOWARD LAKE, MINNESOTA 55349

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

This is WIC food prescription. It tells you what the WIC customer is allowed purchase using that benefit. Use this information in conjunction with the WIC Food List to understand what can be purchased.

This is where your store's unique retailer number. Most of the time, the bookkeeper stamps the benefit.

This is where the participant signs in front of you. Make sure this signature matches the signature in the participant packet.

This is where you document the amount of sale for the benefit. If you make a mistake, draw a single line through it and write the correct amount in the correction box. Have the WIC customer initial the change.

Step 4: Montana WIC Approved & Non-Allowed Foods

Why do stores need to be able to determine if an item is allowed by WIC?

(Trainer: Allow for discussion of possible answers.)

⇒ When the store and the WIC customer both know how to use the Food List to find out if an item is allowed, it is a better experience for everyone. The customer and the cashier do not have confusion about an item. The Food List for both the participant and retailer are identical.

⇒ Cashiers especially need to know how to find out if an item is approved by WIC. The store may not get paid and/or may get a violation if a WIC customer gets an item that is not allowed or is denied an item that is allowed. If one of those problems continues, the store risks losing WIC and, possibly, SNAP (Food Stamp) authorization.

⇒ There may be questions about WIC approved foods. The Food List is the resource to answer these questions.

How can you tell if items, like Honey Bunches of Oats cereal or juice blends, are allowed by WIC?

(Allow for discussion.)

--The Food List: The food list defines brands and sizes that are approved for purchase.
--The Customer's WIC benefit: The benefit lists the prescribed items.

What is shown in the Food List?

(Refer to the Food List and allow for discussion.)

There are a total of twenty food groups approved by Montana WIC. To clearly show allowed foods, the Food List shows the following information for the different food groups. Food items are selected based on their nutritional content, availability and cost requirements.

⇒ **Description-** shows the same description of the food group that is listed on WIC benefit, as well as options, choices and varieties that are allowed in order to clarify possible questions.

⇒ **Container-** states the containers type (such as boxes, bag, loaf, cans, or jars) to work with the size and number listed on the WIC benefit.

⇒ **Size(s) -** details the allowed package sizes or combinations allowed.

⇒ **Brand-** explains the types of allowed brands that should be purchased, either:
- o Name brand,
- o Any brand,
- o Store brand, or
- o Store brand if available (a name brand is allowed if a store brand is unavailable).

⇒ **Restrictions** clarify the types of items that are not allowed. If an item is not listed on the food list pages or specified on the benefit, it is not an approved item.
Red means not allowed!
Green means allowed!

Trainer:

- Go through the Food List with the staff. Identify the types of items that are allowed and not allowed in the food groups.
- Briefly discuss some specific items that are available or not available in your store.
- Encourage staff to voice opinions and ask questions about the WIC foods and the Food List.
- If possible, use examples of WIC allowed and non-allowed items to discuss.

What types of WIC foods are allowed?

The WIC food Categories are:

⇒ Milk
⇒ Cheese
⇒ Eggs
⇒ Soy Beverage
⇒ Whole Grains (including whole grain bread, whole wheat and soft corn tortillas, and brown rice)
⇒ 100% Juice in 64-oz plastic bottles, 12-oz and 16-oz frozen
⇒ Peanut Butter
⇒ Canned & Dry Beans
⇒ Canned Tuna & Pink Salmon
⇒ Baby Food Meats
⇒ Baby Food Fruits and Vegetables
⇒ Infant Cereal
⇒ Infant Formula
⇒ Breakfast Cereal
⇒ Fresh Fruits , Fresh Vegetables, and Frozen Vegetables

Trainer:
Please Explain--As we learned from reviewing the Food List, the WIC customer can purchase a wide variety of fruits and vegetables in any brand or size. They may exceed the dollar amount if they wish to use another form of payment; please explain how your store handles transactions that go over the printed amount and combining benefits. WIC customers may combine items priced by the item and/or priced by weight and may combine fresh fruit, fresh vegetables and frozen vegetables if desired.

How are fruits and vegetables listed on WIC benefits?

Fruits and vegetables are listed on a separate WIC benefit called a Fruit & Vegetable Benefit. The benefits are handled like standard WIC transactions in most ways, but there are some differences.

What is special about them?

WIC benefits for fruits and vegetables are special in a number of ways. Here are some important points about WIC benefits for fruits and vegetables:

⇒ Fruits and vegetables are listed on a separate benefit, not with other WIC items.
⇒ The WIC benefit lists the dollar amount that the WIC customer can purchase of fruits and vegetables, not the number of items.
⇒ Fixed dollar amounts are generally set at $8.00, $10.00. and $15.00
⇒ The cashier will write the actual amount of the sale on the benefit. (For example: if a WIC customer buys $7.50 worth of fruits and vegetables and "8.00 Fresh Fruit and/or Fresh Vegetables and/or Frozen Vegetables" is listed on the WIC benefit, $7.50 is the amount that is written on the benefit.)
⇒ No change may be given. WIC customers will not be given cash back if the purchase totals less than the amount on the benefit.

Can the WIC customer pay extra during the transaction if her Fruit & Vegetable Benefit goes over the maximum value printed on the benefit?

Yes. The price of the Fruit & Vegetable Benefit may exceed the maximum price printed on the benefit. If it does go over, ask the customer if they would like to pay the difference or put something back so they are within the amount printed on the benefit. If the participant wants to go over and pay the difference, only write the MAXIMUM ALLOWABLE AMOUNT on the benefit. For instance, if the WIC customer buys $8.50 worth of fruits and vegetables and wants to pay the different, only write $8.00 on the benefit. The $.50 will need to processed separately. Each store will handle these transactions differently. Please ask your supervisor how to complete these transactions.

Can Fruit & Vegetable benefits be combined?

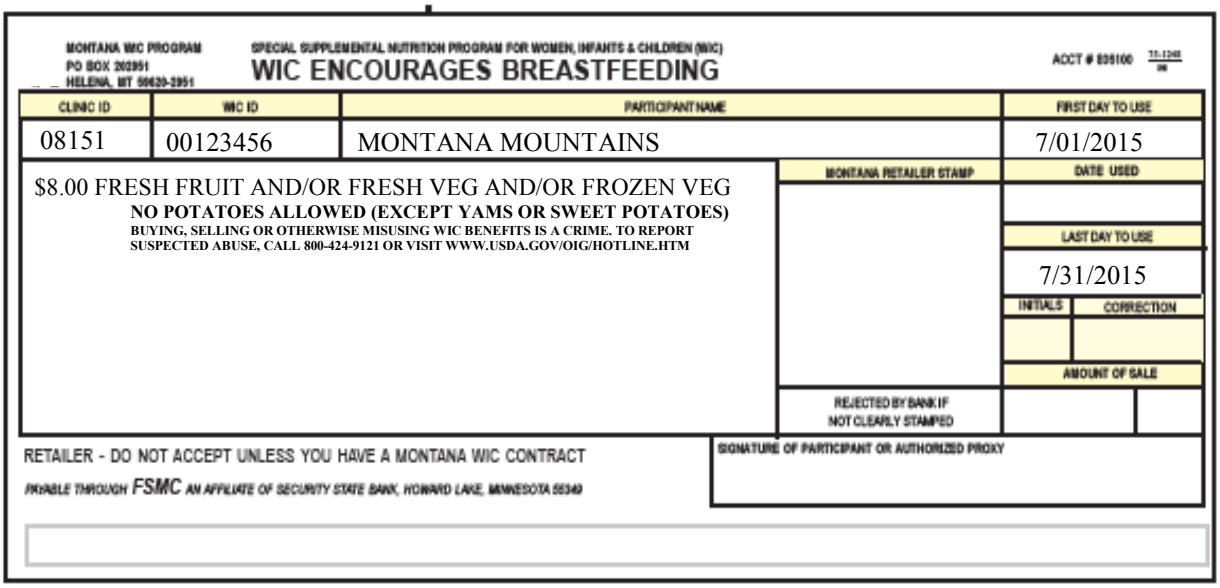
Yes. Unlike standard WIC benefits, a family may redeem more than one Fruit & Vegetable Benefit in a transaction as long as the store's check out system can accommodate it. For example, a participant wishes to purchase around $16 of fruits and vegetables and they have two $8 fruit & vegetable benefits. The cashier would ring up the produce – let's say it totals $15.80. The first $8 fruit & vegetable benefit is processed, leaving a balance of $7.80 Process the second $8 fruit & vegetable benefit, leaving an unused balance of 20 cents. $8 is written in the amount of sale on the first benefit and $7.80 on the second. If your check out system cannot accommodate a multiple check transaction, please inform the WIC participant and help them use as much of their benefits as they can.

Can we give change in a WIC transaction?

No. You may not give change in a WIC transaction. If a WIC customer only spends $7.50 of an $8.00 benefit, you may not give the WIC customer $.50 in change.

However, you may give the WIC customer change if the participant goes over the amount on the benefit. For example, a WIC customer wants to purchase $15.75 worth of fruits and vegetables and is willing to pay the overage. You would write $15.00 on the benefit and ask the participant for $.75. The customer hands you a $1; you may give the customer $.25 in change. The reason why you may give the customer change is the .$75 transaction is <u>not</u> a WIC transaction. Any amount beyond the dollar amount printed on the benefit is considered a personal transaction.

Remember: It is important to find out how your store handles combining benefits and benefits that exceed the amount written on the benefit!


MONTANA WIC PROGRAM
PO BOX 202951
HELENA, MT 59620-2951

SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS & CHILDREN (WIC)
WIC ENCOURAGES BREASTFEEDING

ACCT # 806100

CLINIC ID	WIC ID	PARTICIPANT NAME	FIRST DAY TO USE
08151	00123456	MONTANA MOUNTAINS	7/01/2015

$8.00 FRESH FRUIT AND/OR FRESH VEG AND/OR FROZEN VEG
NO POTATOES ALLOWED (EXCEPT YAMS OR SWEET POTATOES)
BUYING, SELLING OR OTHERWISE MISUSING WIC BENEFITS IS A CRIME. TO REPORT SUSPECTED ABUSE, CALL 800-424-9121 OR VISIT WWW.USDA.GOV/OIG/HOTLINE.HTM

MONTANA RETAILER STAMP

DATE USED

LAST DAY TO USE
7/31/2015

INITIALS | CORRECTION

AMOUNT OF SALE

REJECTED BY BANK IF NOT CLEARLY STAMPED

RETAILER - DO NOT ACCEPT UNLESS YOU HAVE A MONTANA WIC CONTRACT

PAYABLE THROUGH FSMC AN AFFILIATE OF SECURITY STATE BANK, HOWARD LAKE, MINNESOTA 55349

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

Step 7: Special Circumstances

What happens if a WIC customer brings an item to the register the cashier does not know as approved? (-Or the store's scanning system shows the item as non-allowed?)

(Allow for discussion.)

To verify if an item is approved by WIC for that customer, you need: the item, the WIC benefit, and the Food List.

1. Read the description of the food shown on the WIC benefit.
2. Find the food group on the Food List. Along with the WIC customer, review the information shown in the Food List:
   - ⇒ Allowed Amount
   - ⇒ Allowed Container Size
   - ⇒ Brand
   - ⇒ Description
   - ⇒ Restrictions
3. Determine if the item is approved based on the *Food List* and the benefit.
   - ⇒ If the item is WIC-approved, let the customer purchase the item; override the scanning system if necessary. (Please note: To flag items as WIC-approved, ask your manager to contact the appropriate individual in your store's cash register unit. WIC does not have access to store scanning systems.)
   - ⇒ If the item is not WIC-approved, explain to the WIC customer that a non-approved item can not be purchased with a WIC benefit. The customer can then decide to:
     - Purchase an appropriate WIC-approved item within the food group (such as an allowed bag of brown rice instead of a bag of white rice),
     - Purchase the item with her personal shopping, or
     - Not purchase the item.
4. If a WIC participant becomes upset or verbally abusive, the cashier should call for a head cashier or manager to help diffuse the situation and act as a witness to the situation. The WIC participant and retail staff should remain calm during the discussion. If the WIC participant becomes abusive, they need to be reported to the WIC Program using the green Reported Program Abuse form.

What are other special circumstances that the store can prepare for?
(Trainer: Allow for discussion of possible answers.)

Step 8: WIC Violations and Sanctions

WIC has a system of sanctions to ensure that WIC customers receive the correct nutritious foods prescribed for them. WIC-authorized stores, as well as WIC customers, may be sanctioned if found to have committed violations abusing the WIC Program.

Store violations are detailed in the store's *WIC Retailer Reference Manual*. Store sanctions range from nonpayment of a WIC benefit to disqualification from the program. The main store violations to keep in mind during the changes in the WIC foods are:

- ⇒ Not training store staff on WIC foods and policies,
- ⇒ Providing unapproved food items, and
- ⇒ Not allowing the purchase of approved items.

Step 9: Main Resources to Find Answers to Questions

What Resources are available if you have a question about WIC?

(Trainer: Allow for discussion.)

⇒ **Your Store's WIC Chain Representative and/or Manager**
Many WIC-authorized chain stores have regional representatives that work with the WIC Program. Your store should have a system so that you can ask questions and provide feedback to managers.

⇒ **The July 2015 Food List**
Each cashier stand should have a copy.

⇒ **The WIC Benefit**
The WIC benefit, used with the Food List, provides information on the prescribed item, as well as the allowed brand, size, and flavors.

⇒ **The Montana WIC Retailer Reference Manual**
You can consistently find answers to questions about the WIC Program in your store's *WIC Reference Manual*.

⇒ **Your local WIC Contact- the Local Agency Retailer Coordinator (LARC)**
The LARC is your store's main WIC contact.

⇒ **Your Own High Level of Customer Service**
WIC knows that grocery store staff work diligently to assist customers. We also realize that store staff are expert at customer service and will provide WIC customers with great service—whether it is explaining that an item is not WIC-allowed and cannot be purchased with a WIC benefit or whether it is going out of their way to help find a WIC customer's favorite flavor of juice. (Thanks!)

Step 10: Wrap-Up

Trainer:

⇒ Wrap –up the training with time to allow for questions and discussion.

⇒ As a group or individually, have store staff complete the *WIC Foods Post-Test* to ensure cashiers and others have the information they need.

Montana WIC Retail Staff
WIC FOODS TRAINING POST TEST

Name: _____ Date: _____

Instructions:

Use the *July 2015 Food List* to complete the following questions.

Montana WIC Foods

Mark Y (for Yes) or N (for No) in the second column to show if the items listed on the right are WIC-approved according to the WIC benefit and the *Food List pages*.

WIC Benefit Shows:	WIC Allowed? Yes or No	Item
36 Ounces Breakfast Cereal	1. 2. 3.	One box Kellogg's Rice Krispies (11 oz) and, One box General Mills Wheaties (12 oz) and, One box General Mills Kix (12 oz)
16-14 oz package brown rice	4. 5.	One Uncle Ben's instant brown rice box (14oz) One plain brown rice (16oz)
16 oz whole grain choice	6.	One loaf Franz Stone Ground 100% Whole Wheat bread (24 oz)
1 dozen eggs	7. 8.	1 dozen Egglands Best Eggs 1 dozen white Grade A eggs
1 64 oz plastic bottle or 12 oz frozen WIC juice	9.	One 64 oz plastic bottle Welch's brand white grape juice
1 Gallon whole milk	10.	Two half-gallons whole milk
1 Gallon skim, 1%, or 2% milk	11. 12.	One half-gallon 2% Organic milk One half-gallon whole milk
4 Quart(s) 8th Continent Soy Beverage	13.	Two half-gallons Silk brand Soy Beverage
1 18-16 oz jar peanut butter	14.	One 16 oz jar Jiff - creamy
4 16-15 oz can(s) beans	15. 16. 17. 18.	One can of black beans (15 oz) and, One can pork and beans (14 oz) and, One can refried beans (15 oz) and, One can chili beans with mild chili sauce (14 oz)
16 4 oz jars Beech-nut or Gerber baby food fruits and/or vegetables	19. 20. 21.	Five Beech-nut applesauce (4 oz) jar, and Five Gerber squash 2nd Foods (4 oz) jar, and Six Gerber Meats (2.5oz) jar
30 ounces canned tuna and/or salmon	22. 23.	Two cans pink salmon in water (5 oz), and One foil packet tuna in water
1 16 oz package cheese	24. 25.	One package store brand cheddar cheese (8oz), and One package Tillamook brand Pepper Jack cheese (8oz)
9 bottles 13oz concentrated Enfamil ProSoBee	26.	9 cans 12.4oz powdered Enfamil ProSoBee

Knowing the Allowable Foods

Circle the ***BEST*** answer:

27. To determine if a food item is WIC-allowed for a WIC customer:
    a. Review the WIC benefit, the *Food List* and the food item in question. With the customer, determine if the item is:
        a) listed on the WIC benefit and b) allowed in the *Food List*.
    b. Rely on your store's cash register system to tell you if items are WIC-allowed.
    c. Ask the WIC customer.

28. Why isn't the Montana Food List easier?
    a. WIC foods need to be available throughout Montana for WIC customers
    b. All items on the grocery shelf are equally nutritious so WIC customers are able to pick any food item they wish.
    c. The WIC foods in the *Food List* need to be nutritious items that meet strict state and federal rules.
    d. A and C are true.

Fruits and Vegetables

Mark Y (for Yes) or N (for No) in response to the following questions.

29. _____ A WIC customer has two benefits for fruits and vegetables. Can her WIC benefits for fruits and vegetables be combined?

30. _____ Can the WIC participant pay the extra amount if her fruit and vegetable items add up to more than the dollar amount shown on her fruit and vegetable benefit?

31. _____ Can the WIC participant get cash back if her fruit and vegetable items add up to less than the dollar amount shown on her fruit and vegetable benefit?

Mark Y or N to show if the items listed on the right are WIC-approved for the WIC customers according to the *Food List* if the WIC benefit shows: $8 Fresh Fruits and/or Fresh Vegetables and/or Frozen Vegetables.

WIC-Allowed? Yes or No	Item
32.	Customer #1 - Bag of Spinach ($5.99 per bag)
33.	Customer #2 - Frozen stir fry mix (with chicken and noodles) ($6.99 per bag)
34.	Customer #3 - Salad Kit with croutons & cheese ($4.00 per bag)
35.	Customer #4 - A pound of cilantro ($5.99 per pound)
36. 37. 38.	Customer #5 - A bag of frozen peas ($1.20 per bag), and A carton of organic blueberries ($3.50 per carton), and A pound of bananas ($1.10 per pound)
39.	Customer #6 - 2 bags of frozen French fries ($2.99 per bag)

Divide the number of correct answers by 39 to determine the percentage of accuracy.

# of Correct Answers: _____ /Total Questions: 39 = __ __ _% Correct (Should be over 70% for cashiers.)

Montana WIC Retail Staff
WIC FOODS TRAINING POST TEST - Answer Key

Montana WIC Foods

WIC Benefit Shows:	WIC Allowed? Yes or No	Item
36 Ounces Breakfast Cereal	1. Y 2. Y 3. Y	One box Kellogg's Rice Krispies (11oz) One box General Mills Wheaties (12oz) One box General Mills Kix (12oz)
16-14 oz package brown rice	4. Y 5. Y	One Uncle Ben's instant brown rice box (14oz) One plain brown rice (16oz)
16 oz whole grain choice	6. N	One loaf Franz Stone Ground 100% Whole Wheat bread (24 oz) - only 16 oz loaves in approved brand types
1 dozen eggs	7. N 8. Y	1 dozen Egglands Best Eggs - enhanced and specialty eggs not approved 1 dozen white Grade A eggs
1 64oz plastic bottle or 16oz frozen WIC juice	9. Y	One 64oz plastic bottle Welch's brand white grape juice
1 Gallon whole milk	10. Y	Two half-gallons whole milk (two half gallons may be substituted for one gallon)
1 Gallon skim, 1%, or 2% milk	11. N 12. N	One half-gallon 2% Organic milk - Organic not allowed One half-gallon whole milk - not correct fat content
4 Quart(s) 8th Continent Soy Beverage	13. N	Two half-gallons Silk brand Soy Beverage - brand not approved
1 18-16 oz jar peanut butter	14. Y	One 16 oz jar Jiff - creamy
4 16-14 oz can(s) beans	15. Y 16. N 17. N 18. Y	One can of black beans (15 oz) One can pork and beans (14 oz) - no sauces One can refried beans (15 oz) - not approved One garbanzo bean (16oz)
16 4 oz jars Beech-nut or Gerber baby food fruits and/or vegetables	19. Y 20. Y 21. N	Five Beech-nut applesauce (4 oz) jar, and Five Gerber squash 2nd Foods (4 oz) jar, and Six Gerber Meats (2.5oz) jar - not listed on benefit
30 ounces canned tuna and/or salmon	22. Y 23. N	Two cans pink salmon in water (5 oz), and One foil packet tuna in water - not approved, cans only
1 16 oz package cheese	24. Y 25. N	One package store brand cheddar cheese (8oz), and One package Tillamook brand Pepper Jack cheese (8oz) - brand and flavor not approved
9 bottles 13oz concentrated Enfamil Prosobee	26. N	9 cans 12.4oz powdered Enfamil Prosobee - incorrect item, no substitutions allowed

Knowing the Allowable Foods

Circle the ***BEST*** answer:

27. To determine if a food item is WIC-allowed for a WIC customer: **answer is a**

⇒ a. Review the WIC benefit, the *Food List* and the food item in question. With the customer, determine if the item is: a) listed on the WIC benefit and b) allowed in the *Food List*.

b. Rely on your store's cash register system to tell you if items are WIC-allowed.

c. Ask the WIC customer.

28. Why isn't the Montana Food List easier? **answer is d**

a. WIC foods need to be available throughout Montana for WIC customers

b. All items on the grocery shelf are equally nutritious so WIC customers are able to pick any food item they wish.

c. The WIC foods in the *Food List* need to be nutritious items that meet strict state and federal rules.

⇒ d. A and C are true.

Fruits and Vegetables

Mark Y (for Yes) or N (for No) in response to the following questions.

29. __Y__ A WIC customer has two benefits for fruits and vegetables. Can her WIC benefits for fruits and vegetables be combined?

30. __Y__ Can the WIC participant pay the extra amount if her fruit and vegetable items add up to more than the dollar amount shown on her fruit and vegetable benefit?

31. __N__ Can the WIC participant get cash back if her fruit and vegetable items add up to less than the dollar amount shown on her fruit and vegetable benefit?

Mark Y or N to show if the items listed on the right are WIC-approved for the WIC customers according to the *Food List* if the WIC benefit shows: $6 Fresh Fruits and/or Fresh Vegetables and/or Frozen Vegetables.

WIC-Allowed? Yes or No	Item
32. Y	Customer #1 - Bag of Spinach ($5.99 per bag)
33. N	Customer #2 - Frozen stir fry mix (with chicken and noodles) ($6.99 per bag) - no added sauces, meat, pasta, or seasonings
34. N	Customer #3 - Salad Kit with croutons & cheese ($4.00 per bag) - no croutons or added ingredients other than vegetables
35. N	Customer #4 - A pound of cilantro ($5.99 per pound) - no herbs
36. Y 37. Y 38. Y	Customer #5 - A bag of frozen peas ($1.20 per bag), and A carton of organic blueberries ($3.50 per carton), and A pound of bananas ($1.10 per pound)
39. N	Customer #6 - 2 bags of frozen French fries ($2.99 per bag) - no potatoes

Divide the number of correct answers by 37 to determine the percentage of accuracy.

# of Correct Answers: _____ /Total Questions: 37 = __ __ _% Correct (Should be over 70% for cashiers.)