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Observations

Objectives:

- Provide authentic real time scenarios that are instrumental to learning
- Activity and learning process is Participant Centered
- Relationship based learning through peer input; creates partnership; evokes peer reliance
- Provides discussion platform for group resolution and buy in
- Ensures awareness of common concerns and provides resolution consistency
- Provides a fun and safe environment in which to probe for learning

Activity: Case Studies

An individual case study will be inserted into inflated balloon or written on colored card. LVL will select a balloon to pop or card to read. LVL will read aloud the case study and lead the discussion with group to determine what appropriate action to take based on policy, best practice and expertise. **All balloons and cards in this category will be red.**

Fraud and Abuse

1. As you leave your agency, you see a vendor soliciting WIC participants in the parking lot.
2. Upon entering the store, you noticed a drawing box that reads, "WIC shoppers enter here for grand prize drawing!" You learn through fact finding the store is promoting a WIC frequency program not offered to other shoppers.
3. The vendor told you that you do not have the authority to check their WIC authorized foods. He asked you to please leave the store immediately.
4. During your TA, you overheard the cashier telling a participant that they need to purchase the store's private label brands verses authorized brands of choice.
5. During your TA, you discovered several containers of infant formula well beyond expiration.
6. While observing a cashier, you noticed she failed to compare the FI signature to the WIC Identification folder. She also failed to write the product prices on the FI.
7. While verifying redeemed FI's, you discovered several FI's without prices listed.

Supplies needed:

- Balloons, inflator – hand pump
- Individual case study strips pre cut
- Laminated colored cards