

WIC Orientation: The New Beginning

Format: This is a **Learner-Centered Education (LCE)** lesson plan. It honors the learner as the decision-maker; ensures that the learner has a voice before, during, and after the session; incorporates RISE principles (Respect, Immediate Meaningfulness, Safety, and Engagement); and minimizes content to allow participants to see, discuss, and practice using the most important information and skills. It also includes designer notes and reviewer comments.

Who

WIC Applicants determined eligible - Women, Men and Children, Parents, Foster Parents, Guardians and family members of new participants.

Class size from 2 to 40

Facilitator - WIC RD or WNA (HSA, HEA or PSE) -- Should not teach more than three in a row.

Why

Participants:

- New to WIC want to know what they receive on the WIC Program
- Want to know how to continue receiving WIC benefits

WIC Program wants learners to know:

- How to use WIC checks,
- What is required to stay on the program
- What are the benefits of WIC
- What is expected of a WIC participant

Time

45 minutes per class

Setup

Objectives

By the end of the class, the participants will have:

- Identified parts of WAF and the information on the WAF
- Determined when to return to WIC Office
- Distinguished between an Alternate and Proxy
- Chosen/Selected their alternate, if applicable
- Selected allowable WIC Foods
- Selected allowable WIC Foods from WIC checks

Lesson Overview

1. **Welcome** 1 minute
 2. **Introductions** 2 minutes
 3. **A Little about WIC** 2 minutes
 4. **WIC Authorization Folder** 17 minutes
 5. **Virtual Shopping Tour** 10 minutes
 6. **Check Out the Check** 8 minutes
 7. **Checking Out** 2 minutes
 8. **What Ifs** 5 minutes
 9. **Wrap Up**
-

Materials

- Welcome to WIC
- Shopping Guide
- WAF
- What and What If's . . . ?
- "The Virtual Shopping Tour Worksheet"
- 10 "Checks"

Activities

1.

Welcome

1 minute

Common Ground

Who has been on WIC before? *(Pause 5 seconds.)*

You are the "Pros". WIC is constantly changing, so it may be a little different than when you were on WIC before, but you are invited to help with the information you know about WIC.

The Plan for today

As you entered the classroom today you were given a packet of materials, "Your tools for WIC." For the next 45 minutes we are going to acquaint you with these tools so you will know how to use them when you go to your WIC appointments and to the grocery store.

Let's stop and make sure everyone has the following:

- Welcome to WIC
 - Shopping Guide
 - WAF
 - What & What If's . . .?
-

2.

Introduction

2 minutes

(Work in pairs) Before we go any further, let's take a minute to get to know one another. Please turn to the person next to you and introduce yourself, tell her/him how you found out about WIC and who you enrolled on the program today.

(Teacher points to the flip chart that lists the three things to share.)

(Bring back for group sharing) Let's hear how some (2 -3 participants) of you heard about WIC. *(Pause 5 seconds – saying Thank You for sharing or noting how one person's response is similar to another's.)*

WIC is all about families - working to help you and your family to a healthy lifestyle.

3.

A Little about WIC

2 minutes

The first tool we are going to use is "Welcome to WIC." Open your copy of "Welcome to WIC" to the first page. As I read the first four sections, please follow along and circle or just remember to ask

Activities (continued)

3.

**A Little about
WIC
(continued)**
2 minutes

anything that surprised or disappointed you.

Read: *(Read the first page.)*

Let's hear a couple of areas you circled and why you circled it or what you just want to ask about. *(Pause 5 seconds.)*

4.

**WIC
Authorization
Folder**
17 minutes

1 minute

The most important tool that you will use is your WIC Authorization Folder. This is what identifies you as a WIC participant and authorizes you to receive WIC benefits. Each family is issued a WIC Authorization Folder - better known as the WAF or your WIC ID. Your WAF is required at all WIC appointments, anytime you call the WIC office, and when you shop at the grocery store. Each of you, now have your own WAF for your family. Together we are going to walk through the different sections of the WAF and describe the importance of each section.

Take 30 seconds to look through your WAF or WIC ID. Look for your personal information.

Section 1 - The Cover 2 minutes

Now, Look at the front cover and find your Family name. *(Pause)*

Who may I help find it? *(Assist those who can not find it.)*

This is the name of the Parent, Participant, or Guardian. This is the name you will hear us use when we call you to see one of our staff or to pick up your WIC checks.

The Family ID number is your Statewide ID Number for WIC. When you call our main office, we will ask for your WIC Number or your ID number.

Look at your number to see if you notice anything about it that would help you to remember it.

Who sees something about your number to help you remember it?
(Pause for one response.)

Activities (continued)

4. WIC Authorization Folder (continued) 17 minutes

If you move out of the area, but are still in California, all you need is proof of your new address and your WAF to transfer to another WIC Agency in California.

Section 2 - Individual Numbers - Individual ID - Who is on WIC? 2 minutes

Inside the WAF, on the left side – You will see a list of names. These are the people you have enrolled on the program, today.

Look at the number next to the name – Not only do we have a family number, each person on the program gets an individual number. Notice that the letters are the first and last initial of the family member.

This number will be printed on the checks for that person. As you add people to the program, we will add their names and numbers. This is very important for Foster Parents. This will enable you to determine which checks are for which child and send the checks with them when they are sent to a new family.

What questions do you have so far about the Family ID / WIC Number or the Individual ID and how WIC uses them? *(Pause for 5 seconds.)*

Section 3 - Signature 1 minute

From this day forward the WAF is the ID for everyone you enrolled today. When WIC staff refer to the ID folder, they are talking about the WAF. At the grocery store, when the clerk asks for your ID, they are asking for the WAF. Each time you add someone to the program you will need some form of ID for that person, until we have added her/his name to your WAF. Once they have been added to your WAF, they too will only need the WAF as proof of ID.

(Pause for 3 seconds to help them digest what you said before going on.)

Your Protection 2 minutes

Now look at the inside right of your WAF - there are lines under the section titled "California WIC Program Authorization Card" the lines are for your signature and the signatures of your Alternates. It was important that you signed your WAF today. We use your signature on the WAF to verify your signature when you pick up your WIC Checks.

Activities (continued)

4.

**WIC
Authorization
Folder
(continued)**
17 minutes

If we did not have you sign today, someone could bring in your WAF, sign your name, and pick up your checks. The signatures would match because theirs would be the original signature and not yours. They could also go to the store and use your checks. So we want to help you protect your WIC benefits, by making sure you have signed your WAF before you leave today.

What are your questions about protecting your WIC benefits? *(Pause for 5 seconds.)*

Alternates 1 minute

Let's talk a little bit about Alternates and Proxies, and what those words mean.

Imagine a person you can depend upon in the case you are ill or have an emergency and cannot attend your appointment, someone who is trustworthy. This person would be willing to attend your WIC appointment, bring home all of the paperwork and instructions we give, be willing to go to the store, shop for you and then bring the food home to you.

Jot down that person's name on a piece of paper. *(Pause for 5 seconds.)*

The person you imagined is called an Alternate; they are taking your place. An Alternate can come to your WIC appointment, attend class, pick up your checks. They can even purchase your WIC foods at the grocery store with your checks.

We ask you to give us the name of your Alternate so that we can input their name into the computer system, again this is to protect your WIC benefits. The Alternate must bring their own ID and your WAF when they come to your appointment or go to the grocery store.

Proxies 1 minute

Now, imagine a person who would only attend your WIC appointment in an emergency.

Jot this person's name down. *(Pause for 5 seconds.)*

This person is called a Proxy. A Proxy can come to pick up your checks, attend class and take home paperwork to you. They cannot use the checks at the grocery store. Any time you send a Proxy to your WIC appointment, you need to write a note stating that you give

Activities (continued)

4. WIC Authorization Folder (continued) 17 minutes

your proxy permission to pick up your checks. The note must include their name, your name and the date. The Proxy must bring the note, your WAF and their ID.

What If's... Alternate and Proxy 4 minutes

Look at your What & What If's . . .? sheet: Towards the bottom third of the page there is a description of alternates and proxies entitled "What is an Alternate?" and "What is a Proxy?"

To mix it up a little I will invite some of you to read. Who will read "What is an Alternate?" (*Pause for 5 seconds and if someone reads - thank them for reading.*)

Now who will read "What is a Proxy?" (*Again, thank them for reading.*)

Check that the person you jotted down for Alternate and for Proxy still fits for you. Who thinks they might need to choose someone else?

(Pause 5 seconds. When you get a response follow it with this question...) Why might you need to change? (Affirm her for responding by telling her how important it is to take the time to consider the right person and if she does not have the correct reasons offer her one suggestion such as; who ever you choose be sure it is someone you can trust.)

What questions do you have about Alternates or Proxies? (*Pause for 5 seconds.*)

Section 4 - WIC Appointment 3 minutes

Look at the back of your WAF; (*pause till they all get there*) this is the section that lists the date and time of your next WIC appointment. Please share this information with anyone who came with you today.

Find your return appointment date and time. Who has an afternoon appointment? (*Pause 5 seconds.*) Who has a morning appointment? (*Pause 5 seconds.*)

To the right of the appointment time is a set of letters or maybe letters and numbers. This is a code to let your WIC Staff know what type of appointment your next appointment is and if any paperwork is needed. For example the letters and numbers may indicate that your next appointment is a class or counseling session, etc.

Activities (continued)

4.
WIC
Authorization
Folder
(continued)
17 minutes

Who will share their letters and numbers so I can tell you what they mean? *(Pause for 5 seconds.)*

What questions do you have about return appointments? *(Pause 5 seconds.)*

5.
Virtual
Shopping
Tour
10 minutes

To do the next activity, you will be using your *Shopping Guide* and “The Virtual Shopping Tour Worksheet”. *(Hold these up to show what they will need.)*

Page One – Let the *Shopping Guide* lead you on your “Virtual Tour” of the Grocery Store.

Work with the person next to you to make this task a little easier and complete at least 5 of the questions on the “Virtual Shopping Tour Worksheet”, using the *Shopping Guide*. (Encourage participants to partner, but they can certainly choose to do it on their own if they prefer.)

We will go over the answers together when you finish.

(Invite everyone to come back to the group for sharing.)
As we review each one, change any incorrect information and complete answers left out.

What are your questions about the store and the WIC Foods? *(Pause for 5 seconds)*

6.
Check Out
the Check
8 minutes

The check is a very important part of the WIC Program.

I invite you to “Check Out the Check.” This large check is a replica of the checks you will be receiving today. Each section of the check has an important part. *(Place the large WIC Check on the easel or on the wall.)*

Activities (continued)

6.

**Check Out
the Check
(continued)**

8 minutes

Please open your “Welcome to WIC” to the center pages. *(Hold up the Welcome to WIC and open it to the center pages.)*

We will use this check to help us in this next activity.

In my basket I have “Checks,” check marks with a description of one section of the WIC Check. As I pass the basket around the room, please take out a “Check”, I will ask you to read the description of the Check section, and then we will decide where it goes on the big check. *(Pass the basket around give the participant the option of taking a “Check” or not. If you have leftovers you can read the description and ask the group where to place the “Check”. Children can help place the “checks.”)*

*Who has #1? Please read the description or you can ask me to read it for you? **ID Number of the participant the check is for, the number that matches the individual number from the inside of the WAF** Where does this “Check” go?*

*Who has #2? Please read the description or you can ask me to read it for you? **Family Name – The name found on the front of the WAF** Where does this “Check” go?*

*Who has #3? Please read the description or you can ask me to read it for you? **Name and Address of the Store where this check can be used** Where does this “Check” go?*

*Who has #4? Please read the description or you can ask me to read it for you? **The first day this check can be used** Where does this “Check” go?*

*Who has #5? Please read the description or you can ask me to read it for you? **The last day this check can be used** Where does this “Check” go?*

*Who has #6? Please read the description or you can ask me to read it for you? **The kinds of food that can be purchased with this check** Where does this “Check” go?*

*Who has #7? Please read the description or you can ask me to read it for you? **The amount of food that can be purchased with this check** Where does this “Check” go?*

Activities (continued)

6.

Check Out the Check (continued)

8 minutes

Who has #8? Please read the description or you can ask me to read it for you? **The place where the cashier wrote in the price of the food** Where does this “Check” go?

Who has #9? Please read the description or you can ask me to read it for you? **The maximum dollar amount that this check can be written** Where does this “Check” go? *Notice: in the Welcome to WIC – there is a price written for the maximum amount and on the “Big Check” we have ###, pound or number signs. The only check without the amount written in is the milk check. The price of milk has been going up and down and it required the programmers making monthly changes in the checks, so the State decided to put the ### and give the stores the figure monthly.*

Who has #10? Please read the description or you can ask me to read it for you? **The place where the participant signs the check in front of the cashier** Where does this “Check” go?

What questions do you have about you using WIC checks?

7.

Checking Out

2 minutes

We need one or two volunteers to sign your checks – who will volunteer?

Watch carefully as I go over actual checks and how to use them. (WIC Staff will bring in the checks for one or two volunteers.)

(Show all the checks printed first number to last -Show the signature log - show the ID number and the highlighted area for signature.)

Volunteer Participants now sign for your checks.

What questions do you have about your own checks?

Activities (continued)

8.

What Ifs
5 minutes

Take out your “What Ifs...?” sheet and see that there are answers to the questions that we have not covered. *(Pause till they all have the sheets out.)*

What if I lose my WAF? (Read the response to the group.) If your WAF is lost or stolen, you can go in person with your ID to your WIC site or call (909) 387-8301, for directions to the Main office to get your WAF replaced.

What if the Computers are not working? *(Read the response to the group.) It does not happen very often, but when the computers are not working we take your information manually then when they start working again we either have you come back to get your checks or mail the checks to you.*

In one minute, tell the person next to you any questions you have about getting started with WIC. *(Wait for 1 minute)*

We invite you to share your questions and we will answer them.

9.

Wrap Up

Now it's time to get your checks. Please wait in the lobby or waiting area until you are called to sign for your checks.

(Have group wait in the lobby until they are called to sign for their checks)

Learning Materials

Attached are:

1. "The Virtual Shopping Tour Worksheet"
2. 10 "Checks"
3. "What & What Ifs . . .?"

~~ Let the Shopping Guide lead You on a
“Virtual Tour” of the Grocery Store. ~~



Turn to the first page – “WIC Participant Responsibilities,” to answer the following questions:

♥ Should you separate your WIC foods from other purchases **before** you go to the check out stand?

_____ Yes _____ No

♥ When should you sign your WIC checks?

_____ Before you go to the store _____ In front of the cashier

♥ Can you return any WIC foods for cash, credit, exchange, or a “rain check.”?

_____ Yes _____ No

Now turn to the pages with the food guide pyramid. Notice that each food group, in the food guide pyramid, is a different color. Also notice that the color-coding on the page borders **match** the food groups on the food guide pyramid. For example, the food items listed on the page with the purple border match the purple section milk products of the food guide pyramid. Your WIC foods include every group of the food guide pyramid except the tip of the pyramid.

Go to the Purple pages, the milk products section.

♥ Which of the milks approved by WIC would you select for your family?

Go to the orange pages, the protein foods section.

♥ What is a favorite food you would make for your family using one of the protein foods?

Go to the dark blue pages, the cereal for women section.

♥ At the bottom of the left page, the guide shows examples of different ways you can purchase the maximum amount of cereal. What is the total number of ounces of cereal you can buy?

Go to the dark blue pages, the cereal for children section.

♥ Circle the cereals that children can get that women cannot.

Go to the green pages, the apple juice section.

♥ Look for this symbol* in red. Who cannot have juices marked with this symbol?

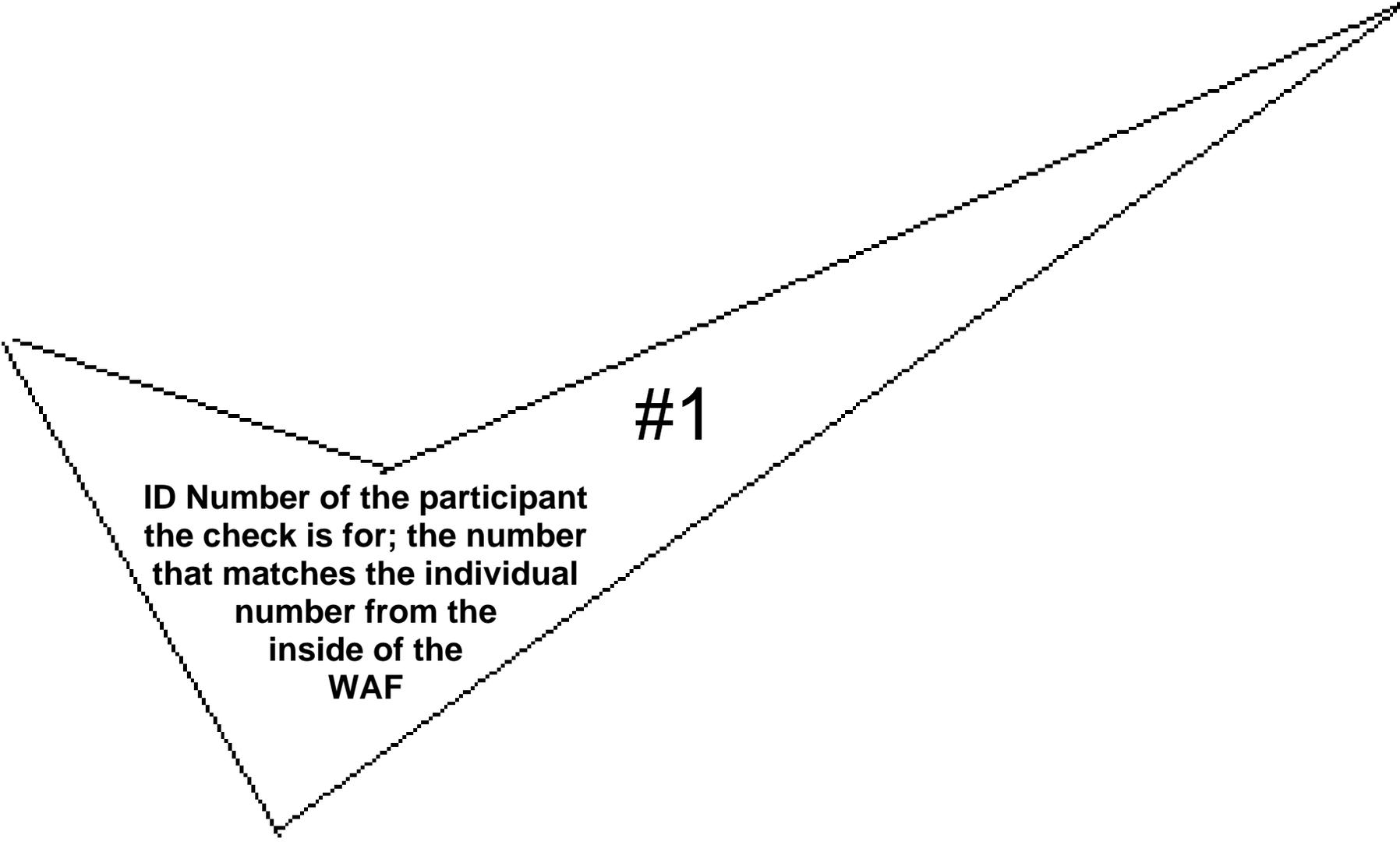
♥ What two types of container choices do you have for juices?

Go to the Advice for Parents Page. (Second to last page).

♥ How does WIC suggest that you give juice to your baby?

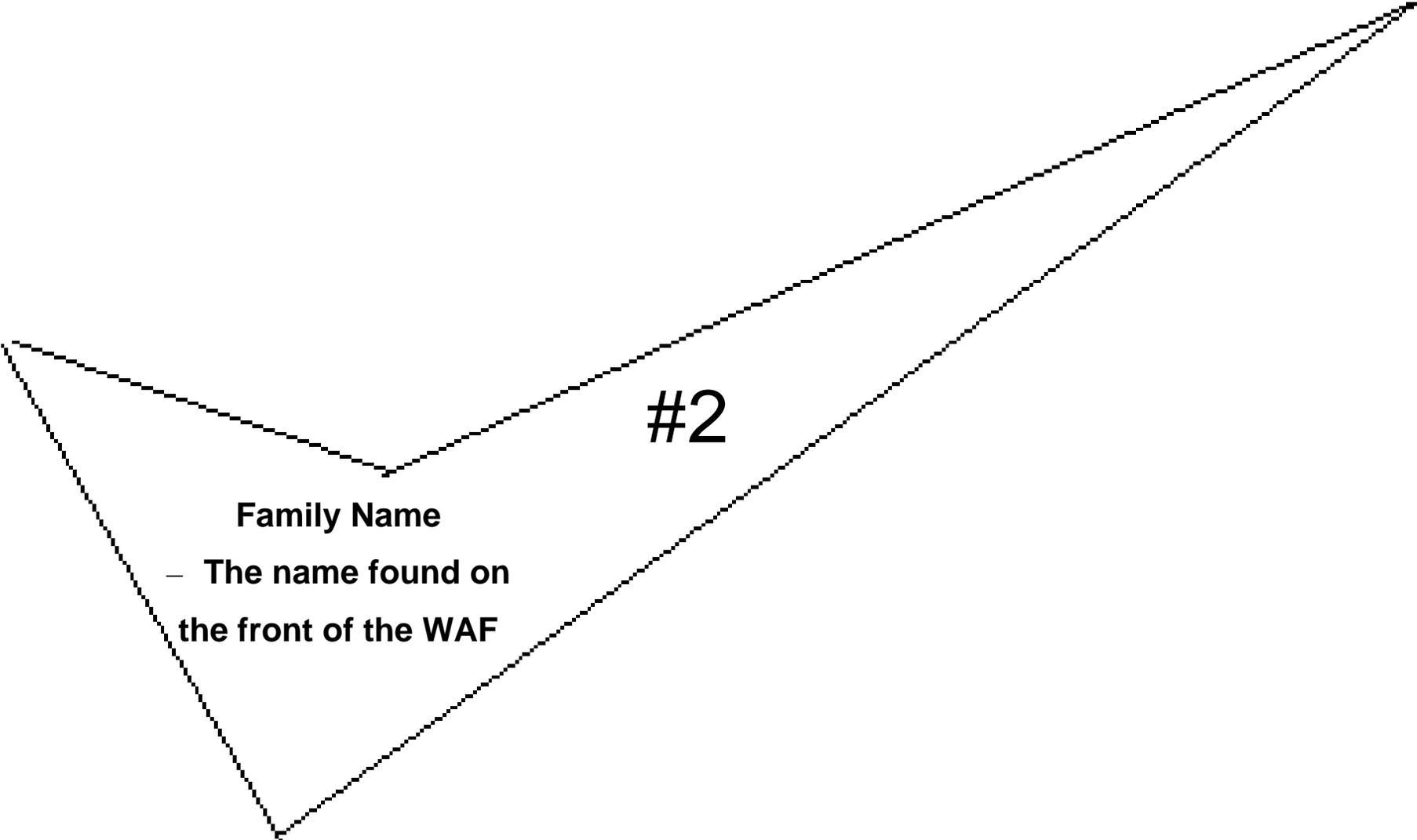
Bonus – What two extra foods does a woman, who only breastfeeds and does not use formula, get?

Bonus – List two ways you can be a smart shopper? (Hint: last page)



**ID Number of the participant
the check is for; the number
that matches the individual
number from the
inside of the
WAF**

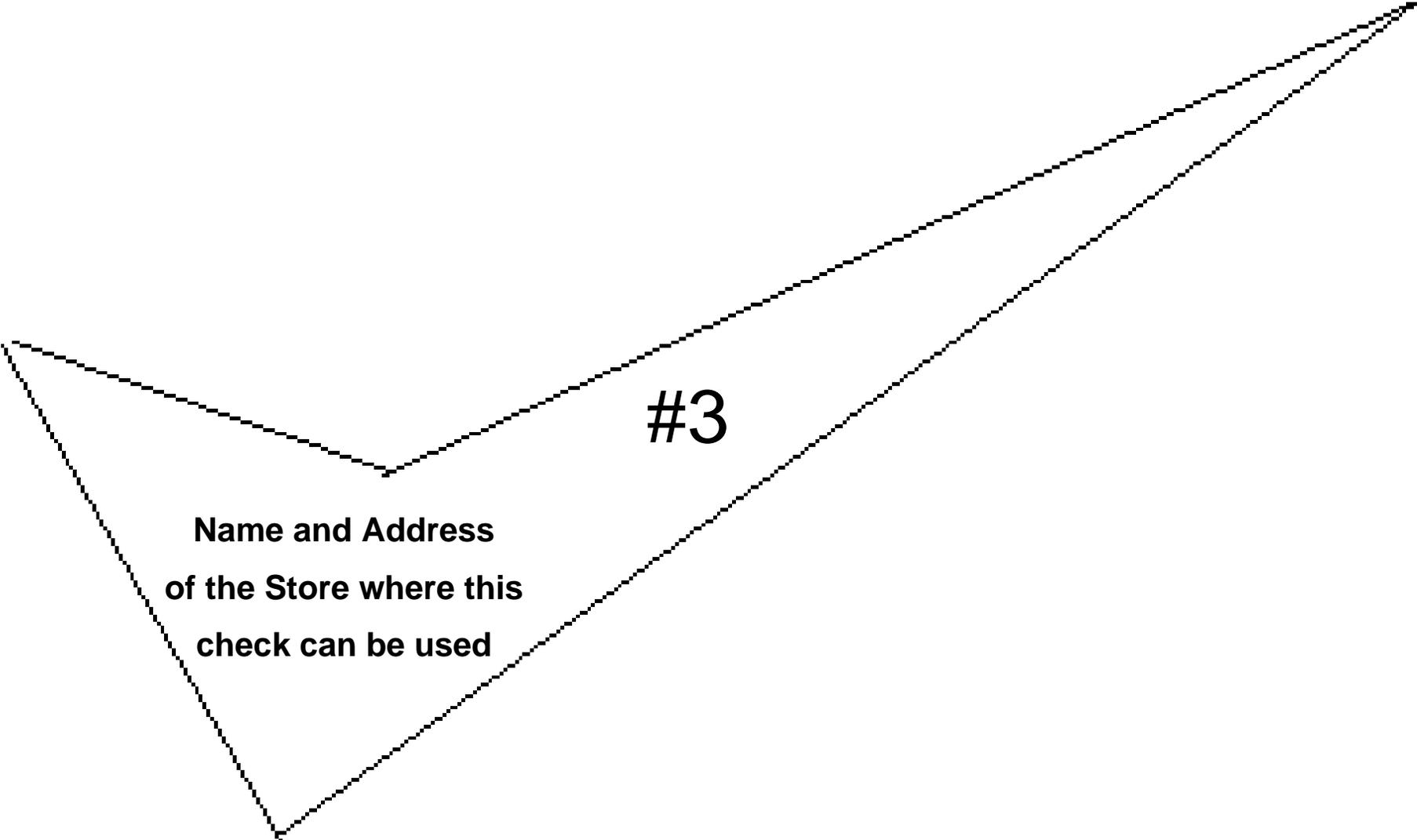
#1



#2

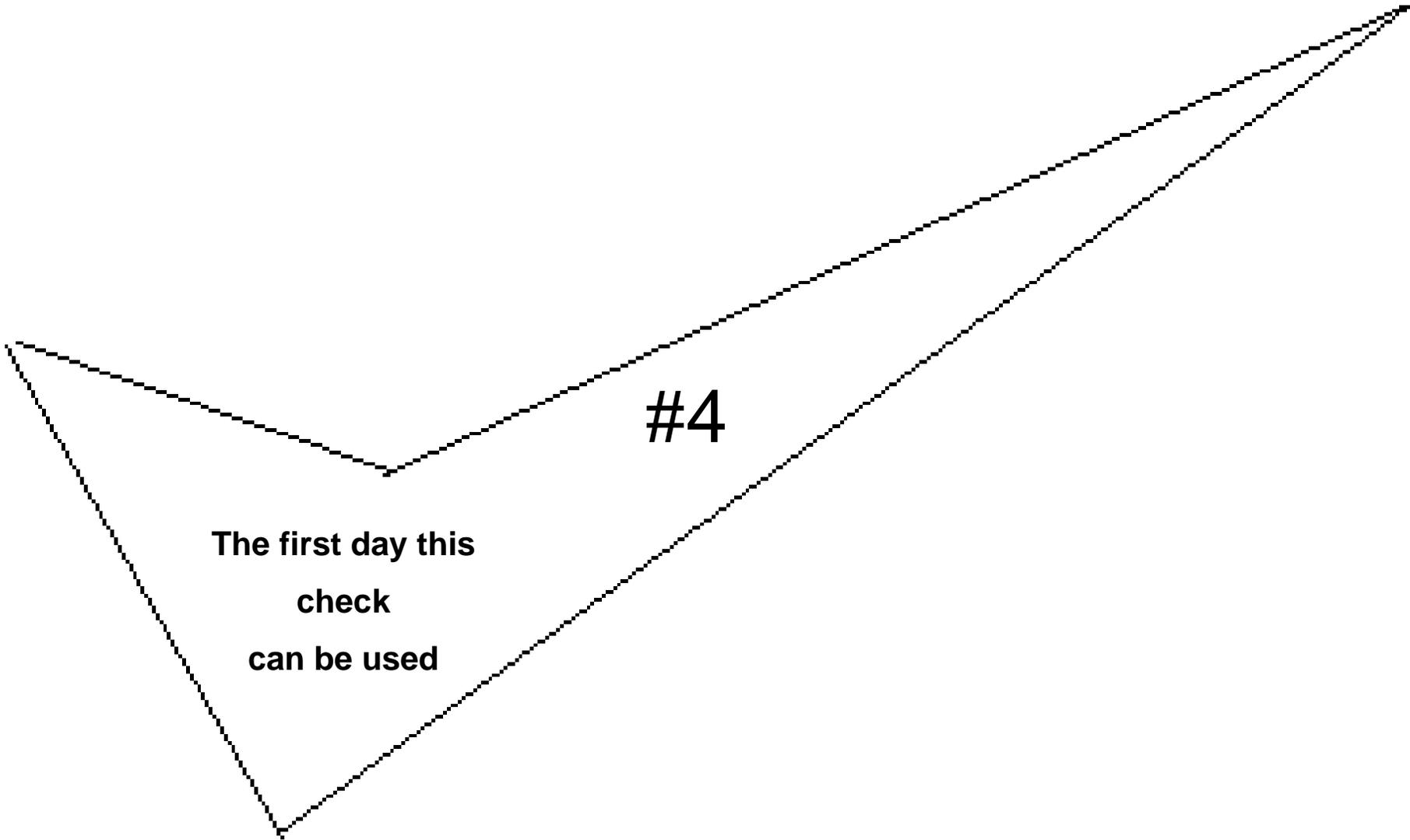
Family Name

- The name found on the front of the WAF



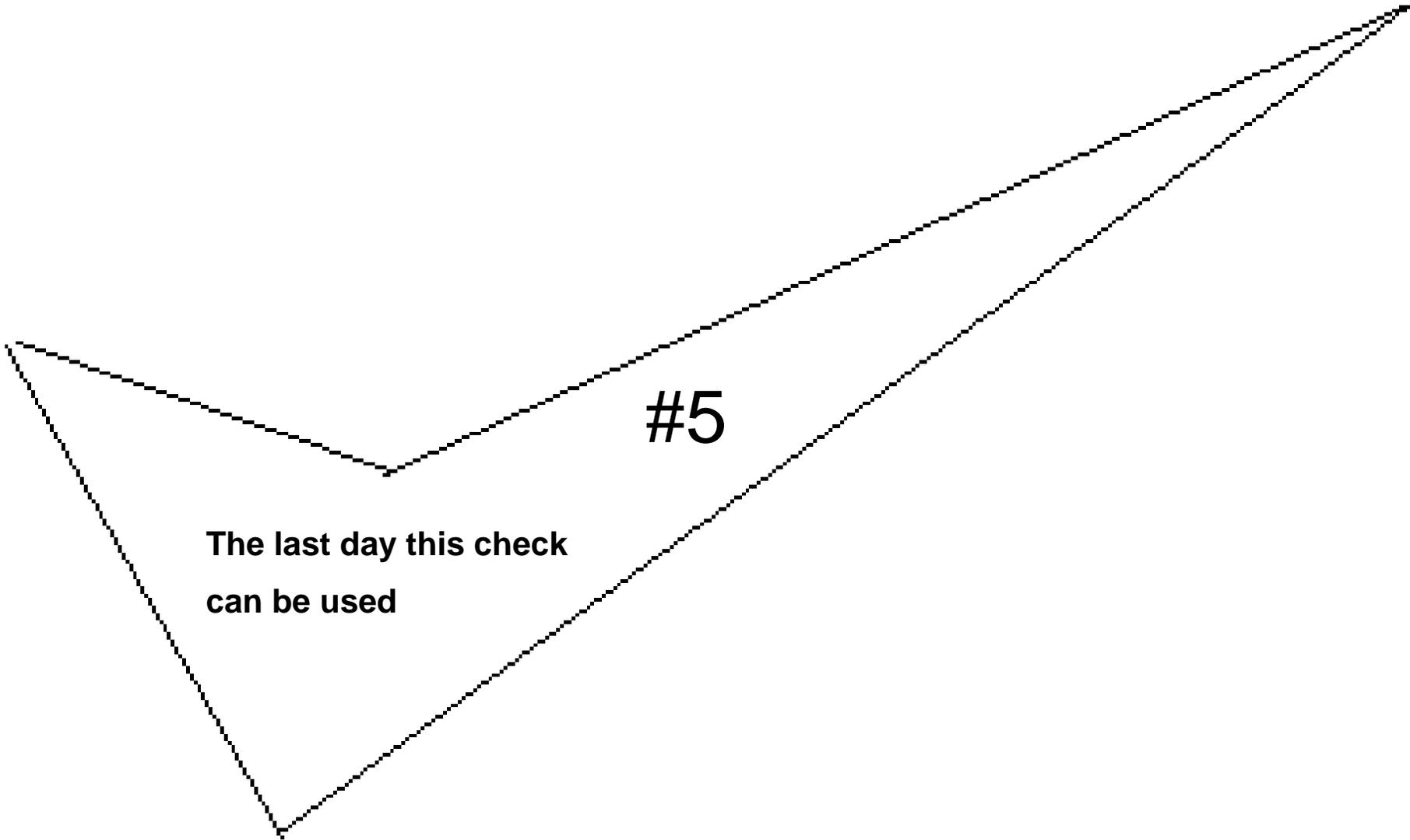
#3

**Name and Address
of the Store where this
check can be used**



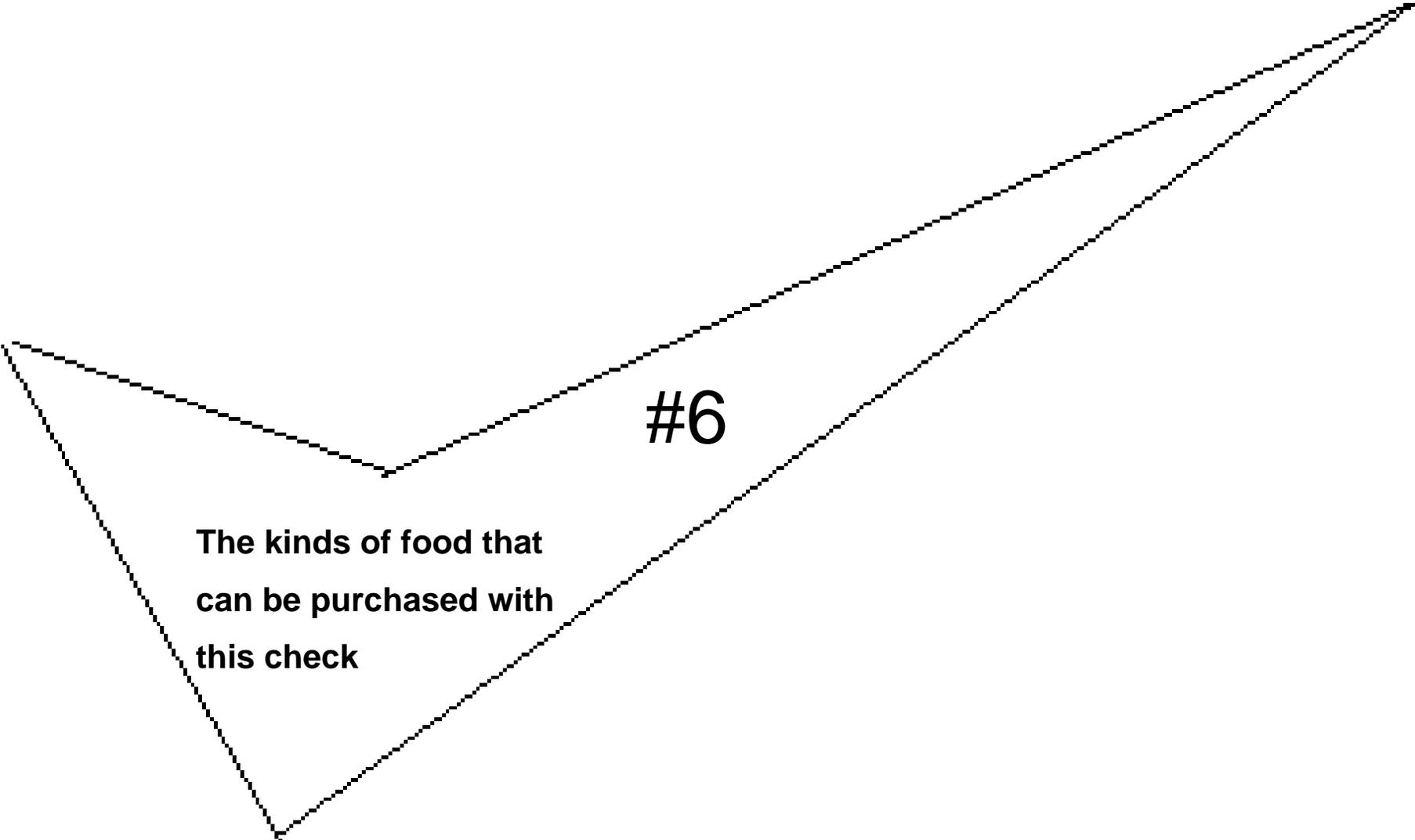
#4

The first day this
check
can be used



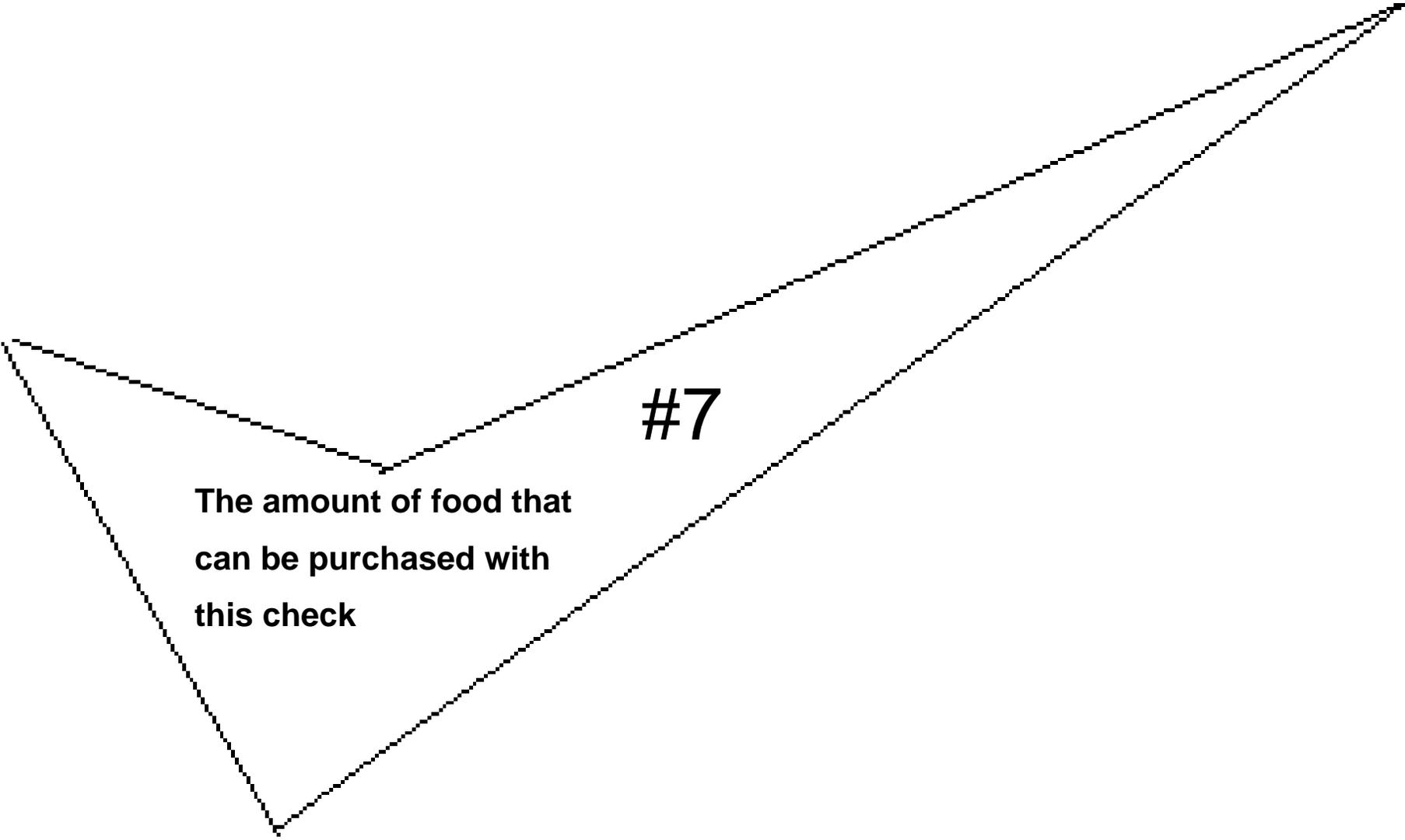
#5

**The last day this check
can be used**



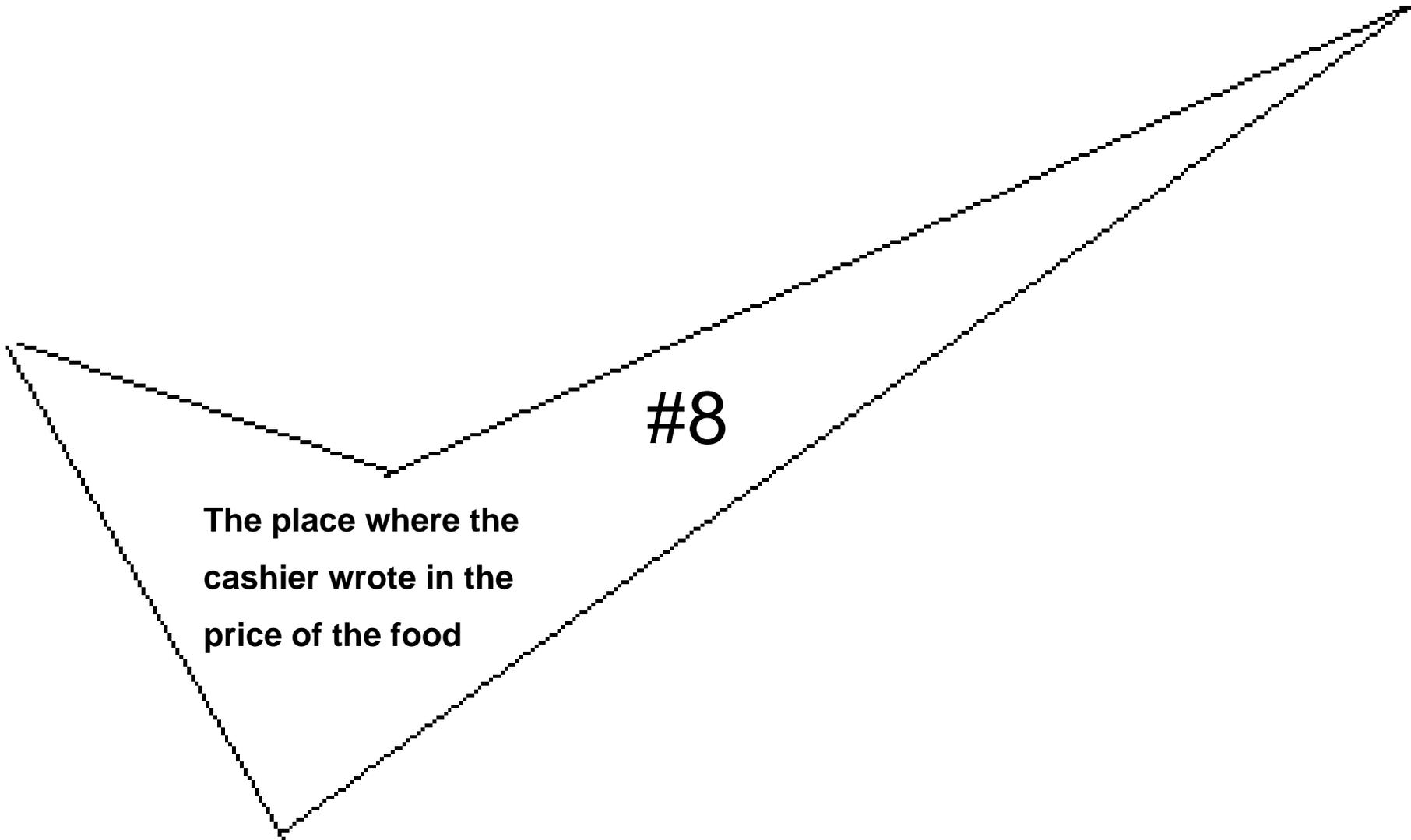
#6

The kinds of food that
can be purchased with
this check



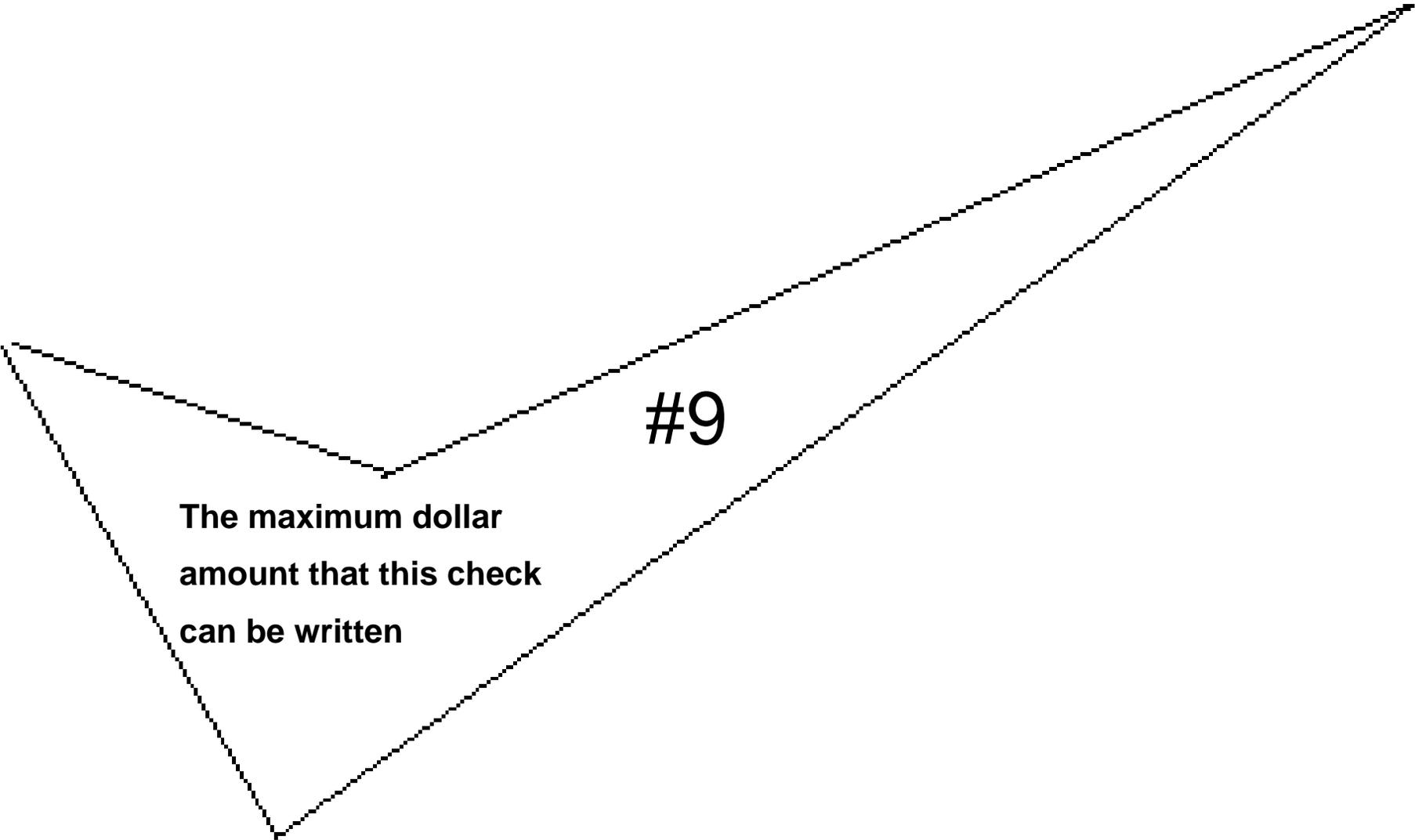
#7

**The amount of food that
can be purchased with
this check**



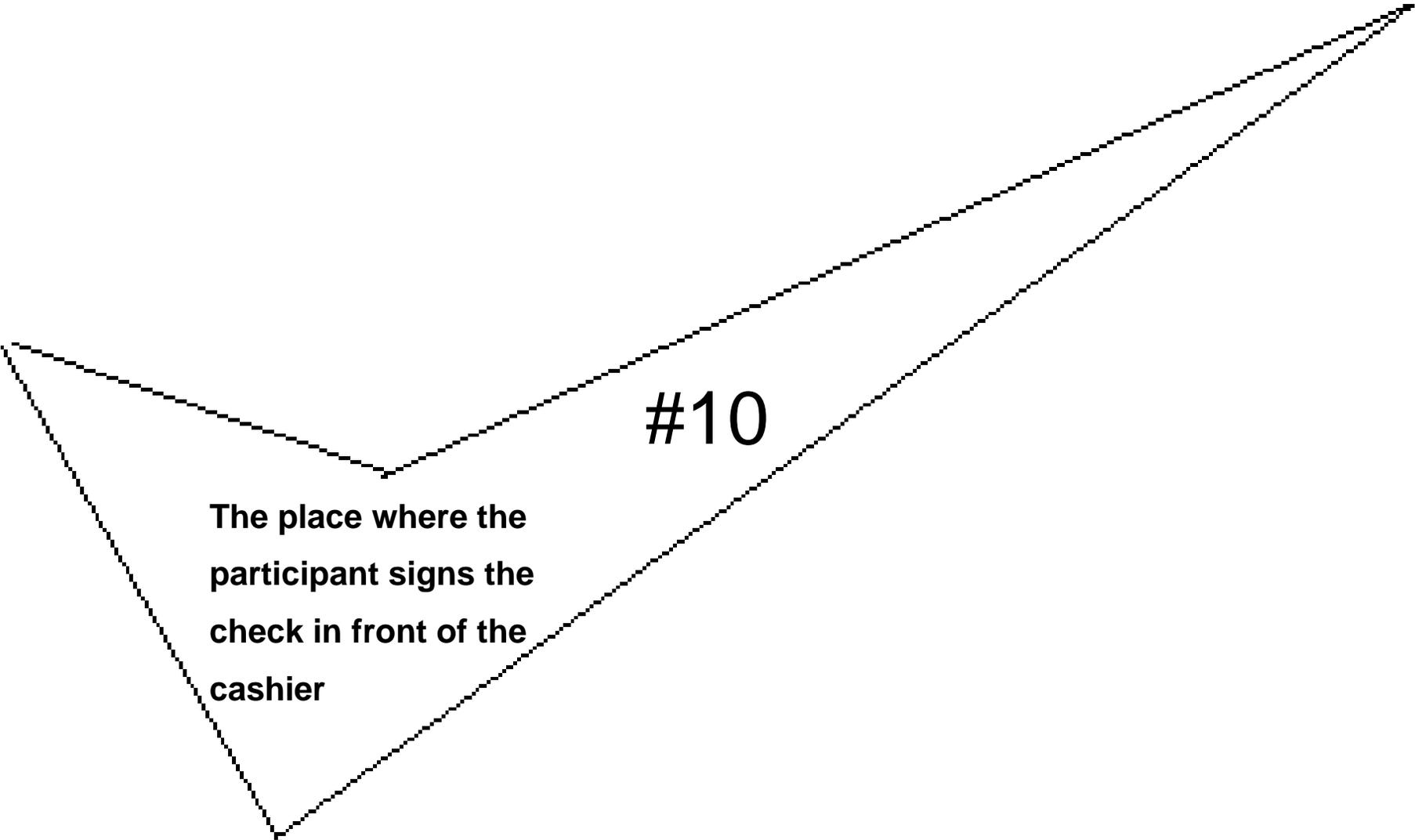
#8

The place where the
cashier wrote in the
price of the food



#9

The maximum dollar
amount that this check
can be written

A hand-drawn diagram of a check-signing area. The shape is roughly triangular, with a small notch at the top and a larger notch at the bottom. The lines are slightly irregular, suggesting a hand-drawn sketch. The text "#10" is written in the center of the shape. Below it, a descriptive sentence explains the area's purpose.

#10

The place where the
participant signs the
check in front of the
cashier

What & What Ifs . . . ?

What happens at my next regular appointment? Each time you come to WIC, you will receive your **WIC checks** and either a nutrition class or individualized counseling by one of our WIC staff. Topics discussed in class or counseling sessions include nutrition education, breastfeeding support or other health subjects.

What is recertification? About every six months your eligibility for WIC will be re-evaluated to see if you still qualify. This is called recertification. These appointments take more time and you will be asked to bring:

1. **Medical information** (WIC referral form with up-to-date information)
2. **Proof of address** (Driver's license, letter/utility bill with the name of participant/parent/guardian, rent receipt/pay stub/paycheck with preprinted name and address)
3. **Proof of income**(Medi-Cal card, current paycheck stub, letter from employer or government agency, any document that shows income)
4. **WIC ID folder (WAF)**
5. **The person who needs to be recertified** (Such as mother or child. In the case of a child, parent/guardian also needs to be present.)

What if I want to add a family member on to WIC? In addition to the 5 items listed in the recertification section above you will also be asked to bring:

- **The family member's identification** (Medi-Cal card, birth certificate/crib card, immunization card, medical referral form, WIC ID Folder)
- **The person who is to be added to the program** (In the case of a child, the parent/guardian also needs to be present)

What if my checks are lost, stolen, or expire? Unfortunately lost, stolen, or expired checks cannot be replaced. So . . . it is important to keep your WIC checks in a safe place and always check the dates on your checks.

What if I lose my WAF? If your WAF is lost or stolen, you can go in person with your ID to your WIC site or call (909) 387-8301, for directions to the Main office to get your WAF replaced.

What if the Computers are not working? Your information would be taken manually and once the system is back working you would either come back for your checks or they would be mailed to you.

What if I come early or late to my appointment? If you chose, we can place you on a waiting list and try to work you in that day or we can reschedule your appointment for another day.

What if I cannot come to my scheduled appointment?

- You can call the Main Office to reschedule.
- You can send an alternate or proxy to your appointment (see below for explanation)

What is an Alternate?

- An **alternate** is a friend or family member (that you trust). You **authorize** or give permission for this person to come to your WIC appointment or to go to the store for you.
- You need to tell a WIC employee the name of your alternate before they come to pick up your WIC checks. The alternate's name must be listed in our computers.
- Alternates need to bring: Your WIC ID card (WAF) and his/her identification card

What is a Proxy?

- A **proxy** is a friend or family member (that you trust). You **authorize** or give permission for this person to come to your WIC appointment. A proxy cannot go to the store to pick up your WIC foods.
- Proxies need to bring: Your WIC ID card (WAF), His/her identification card and a permission **note** that is signed and dated by you.

What if I am not a U.S. Citizen? If you are trying to become a U.S. citizen, WIC does not count as public assistance. **You do not have to stop receiving WIC if you are trying to become a citizen.**

WIC is committed to "being there" for you and your family!

The WIC Program is operated in accordance with U.S.D.A. policy that prohibits discrimination on the basis of race, color, sex, age, handicap, religion, or national origin.



Designer Notes and Reviewer Comments

Design Title: *WIC Orientation- The New Beginning*

Designer(s) Contact information:

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Designer's Notes for Future Users:

- 1. What have we found works especially well in this session?**
- 2. What kind of preparation and skills seem important for the educator/facilitator in this session?**
- 3. What, if anything, might you want to improve upon or adjust when you use this design?**

Reviewer's Comments:

1. **Would the Class Content appear to be *Immediately Useful* and *New to Participants*? *Clear to Educators*?**

Very useful and lots of immediacy built in through the topic and the design itself. There are opportunities to use what is learned in the class itself.

2. **Does Class Design seem to show *Respect* (at all levels), *Safety* (physically and emotionally), *Engagement*? Does it use *Open Questions*?**

Lots of respect and engagement through the materials and the open questions. It seems a safe design.

3. **Does the amount (i.e. *Less is Best*) and sequence (i.e. *4 Is*) seem appropriate?**

Seems like too much what for the when. I would suggest that it likely will take 50 minutes. What would you be willing to drop if needed?

4. **Does this design allow room for the facilitator to affirm, pause, and use pair/small group work?**

There are many opportunities where the facilitator pauses and can affirm the participants. There are a couple of places to pair with caveat to pass if preferred for safety reasons.

Reviewed by: Peter Perkins, July 19, 2004