

Welcome to WIC

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

Perinatal women, fathers, caregivers with infants and children birth to 5 years of age who are low income, multiethnic with diverse educational backgrounds. Many face issues such as homelessness, lack of transportation, substance abuse problems, domestic violence, food insecurity, housing difficulties, lack of health insurance and dysfunctional family structure. Many are fearful, unsure, scared and embarrassed. This might be their first experience with public assistance and others have been on public assistance for many years.

Why

When new customers enroll on the WIC Program, they need to know what WIC offers, how WIC Works, WIC foods, WIC checks and how to apply this information at the grocery. We want to ensure that WIC participants have a good first impression of WIC services, staff and the WIC environment, so that they will come back!

Time

Length of Welcome to WIC Appointment (this includes the group)

1 ½ hours

Length of Group

45 minutes

Setup

Arrange chairs in a semi-circle.

Objectives

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

- Identified five important parts of the WAF
- Identified seven important sections of the food instrument
- Observed a grocery store checkout role play to know what to expect at the grocery store
- Practiced selecting WIC foods

Lesson Overview

1. **Welcome, Introductions and Overview** 5 minutes
 - Warm Up Activity
 - Agenda
 - WIC Services

2. **Your Ticket to WIC** 5 minutes
 - Handout Checks and WAF
 - Short Description of WAF
 - Volunteers Place Stars on WAF

3. **Looking at a WIC Check** 10 minutes
 - Short Description of a WIC Check
 - Volunteers Place WIC Dollars on Large WIC Check

4. **WIC Shopping Guide** 2 minutes
 - Review WIC Shopping Guide

5. **Let's Practice Using WIC Checks** 20minutes
 - Demonstrate Selecting WIC Juices
 - Identify Mistakes
 - Review Handout: *Steps for Using Your WIC Checks*
 - Pairs or Groups Shop for WIC Foods Using a WIC Check
 - Check Food Selected

6. **What To Do In Case Of.....** 3 minutes
 - Review *What to Do in Case of...* Handout

7. **Closing**
 - Thank everyone for coming and participating

Materials

For Individual Part of the Visit

- Welcome to WIC folders (contents: *Can We Help* pamphlet, *WPIS*, name tag, *What to Do In Case Of...* flyer, *WIC Shopping Guide*, *Steps for Using Your WIC Checks* pamphlet and *Welcome to WIC* pamphlet)
- Colored marker for name tags
- Reference Material
 - Welcome to WIC Individual Session Guidelines

For Group

- Flipchart stand with pens
- Welcome to WIC banner
- Posters: Agenda, WIC Benefit posters (2), enlarged WIC Authorization Folder, large laminated WIC check
- Beach ball
- Laminated stars (5) and WIC dollars (7)
- Food Model Station signs
 - Cereal
 - Milk/Cheese/Eggs
 - Peanut butter and Beans
 - Juice
- Laminated sample WIC checks (juice, cereal, milk/cheese/eggs, peanut butter and beans (5)
- Juice WIC check labels for the enlarged WIC check
- Shopping baskets (4)
- Vegetable food models (or other kinds of non-WIC food models)
- Cash Register
- WIC Shopping Guide

Food Models for the Practice

Juice Station

- 64 ounce plastic container of some of the WIC juices
- 11.5 or 12 ounce frozen juice containers of some of the WIC juices
- fruit punch in a 64 ounce plastic container (not allowed)
- WIC Juice in a ½ gallon carton (not allowed)
- Add any non-WIC food models that your participants most commonly have questions about

**Materials
(continued)****Food Models for the Practice (continued)****Milk/Cheese/Egg Station**

- 2 - 1 gallon milk containers for nonfat, 1% low fat, 2% reduced fat or whole
- 2 - ½ gallon cartons for nonfat, 1% low fat, 2% reduced fat or whole
- ½ gallon chocolate milk carton
- .75 pound or 12 ounce or larger Jack, Mozzarella, Natural Cheddar or American (make cheese using an orange or yellow sponge)
- .50 pound of cheese (not allowed)
- Sliced American cheese (not allowed)
- 1 carton of Grade AA eggs, white, small, medium or large
- 1 carton of Grade AA eggs, white extra large (not allowed)
- 1 carton Egglands Best eggs (not allowed)
- Add non-WIC food models that your participants most commonly have questions about

Peanut Butter and Beans Station

- Peanut butter 16 -18 ounce jar any brand
- Low fat peanut butter 16 or 18 ounce jar (not allowed)
- Dried beans, peas or lentils in 1 pound bag
- Add non-WIC food models that your participants most commonly have questions about

Cereal Station

- 5 boxes of WIC cereals -12 ounce boxes or larger
- 1 box of Cream of Wheat -28 ounces
- 2 cereal boxes -8 ounce box or smaller which can be a WIC or non-WIC brand (not allowed)
- 2 cereal boxes of non-WIC cereals -12 ounce boxes or larger
- Add non-WIC food models that your participants most commonly have questions about

Getting Ready

1. Place Welcome to WIC banner on the wall above the wall tack strip.
2. Place Benefit posters (two) on wall tack strip hooks.
3. Place *Today's Agenda* on the wall tack strip hooks or the on the easel.
4. Arrange the food models for the grocery shopping practice on a table at the back (or front of the room depending on the site) with the Food Model Station Signs. The vegetable food models (or other non-WIC foods) are placed next to the juice station.
5. Place the WIC Authorization Folder poster on the easel.
6. Place a table at the front of the room and put the following materials on the table: beach ball, stars, dollars, WIC shopping guide, sample WIC checks, large WIC check with the juice display pieces stuck onto the WIC check, shopping baskets and cash register.
7. Set up CD player with music playing to create a fun atmosphere as group enters the classroom.

When Applicants First Arrive

Reception

- Welcome them and collect their paperwork.
- Put all paperwork into the correct colored folders.

Individual Visit

- The individual visit includes: determining WIC eligibility, doing Motor Voter activities, finding out if other family members are eligible, making mandated referrals, completing a WAF, scheduling next appointment, reading and signing WPIS, printing WIC checks and directing participant to the classroom.
- The *Welcome to WIC Individual Visit Guidelines* gives more details about the individual visit.
- Each individual visit should take approximately 10 minutes (this will vary depending on how many people you are enrolling in the family). The goal is to take no more than 30 minutes to see all applicants for the individual visit.

Activities

1.

**Welcome,
Introductions
and Overview**
5 minutes

Welcome! We are glad you are here today. My name is _____, and I will be helping you today learn how to use your WIC checks at the grocery store. Feel free to ask a lot of questions.

Warm up activity - Beach Ball Opener

To get us going, I would like to share with you a fun warm up activity. Please push your chairs back and stand up. (If someone cannot stand, it is fine to remain seated). We will take turns tossing the ball to each other. When you get the ball introduce yourself, your child and anyone else you brought with you. Also, let us know your favorite food. (You can change favorite food to: favorite time of year, favorite color, favorite hobby, favorite family activity or any other favorite ideas).

Agenda

Let's review today's agenda. We are going to learn how to use your WIC checks so that you feel comfortable at the grocery store and you enjoy your experience with WIC.

How many people have been on WIC before? Welcome back!

WIC Services

Listen to the services WIC provides. (Use the posters to describe WIC's benefits and services). **Please call out the WIC services that interest you.**

2.

**Your Ticket
to WIC**
5 minutes

Give participants their WAF with their WIC checks. Here is your WIC Authorization Folder and your WIC checks. Take some time to look at your WIC folder and your WIC checks.

Let's look at the WIC Authorization Folder. Listen as I give a short description of the WIC Folder. Look at your WIC folder as you listen to the short description. (Use the large WAF to review the following parts of the WAF):

- family ID
- signature
- alternate
- appointment
- telephone numbers to reach WIC

Activities (continued)

2.

**Your Ticket
to WIC
(continued)**
5 minutes

This is your ticket/identification at WIC and at the grocery store. Bring your WIC Folder to each of your WIC appointments and to the grocery store.

I would like to invite 5 volunteers to put these stars onto the WIC Authorization Folder. The stars have written on them the parts I just described. I would like the volunteers to stick the stars on the part of the folder it matches.

Let's check to make sure the stars are on the correct place. (Review each star and have group help make any corrections).

What questions do you have about the WIC Authorization Folder?

Option: The activity below is only for sites that have tables in their classroom. It would be done in place of the activity described above.

Give each participant small stickers or color pencils. Each participant should have 5-10 stickers. Have participants decorate their WAF marking the 5 sections of the WAF you described with the stickers or the color pencils. Have group show decorated WAF.

3.

**Looking at a
WIC Check**
10 minutes

Listen to this short description of a WIC check. (Use the large WIC check to review:)

- the last day to use
- store
- kind of food to buy
- how much to buy
- your signature
- purchase price
- must not exceed

Activities (continued)

3.

**Looking at a
WIC Check
(continued)**
10 minutes

I would like to invite 7 volunteers to put these WIC dollars onto the WIC check. The dollars have written on them the parts I just described. I would like the volunteers to stick the dollars on the part of the WIC check that it matches.

Let's check to make sure the dollars are on the correct place. (Review each star and have group help make any corrections).

What questions do you have about the WIC check?

4.

**WIC Shopping
Guide**
5 minutes

Now it is your time to practice using a WIC check. Before we practice, I want to show you the *WIC Shopping Guide*.

Find your *WIC Shopping Guide* in your *Welcome to WIC* folder. The shopping guide is divided by colored dividers and has actual pictures of WIC foods. You will need the *WIC Shopping Guide* when you practice selecting WIC foods.

What questions do you have about the WIC Shopping Guide?

5.

**Let's Practice
Using WIC
Checks**
20 minutes

I will demonstrate how to use the juice WIC check. (Demonstrate with your shopping basket and your juice WIC check. Select WIC juices and make an error in your juice selection).

Did I select the correct WIC juices?

Note to Teacher:

After you make your juice selection, ask the group to identify if you have selected the wrong foods. Have the group help you correct this and then continue with the check out process. Another staff person can play the cashier.

Demonstrate:

- Separating WIC Foods from non-WIC foods
- When to sign the WIC checks
- Separating WIC checks and only giving clerk the ones you are using
- Cashier puts in the price
- Must not exceed

Activities (continued)

5.

**Let's Practice
Using WIC
Checks
(continued)
20 minutes**

Find in your *Welcome to WIC* folder the pamphlet, *Steps for Using Your WIC Checks*. This is a great reference when you are at the store. Place this in your plastic sleeve for your WIC folder and checks.

Practice

- The best way to learn is by doing. You will practice using a WIC check with a partner. After the practice, you will have an opportunity to ask questions and learn more about all of the WIC foods.
- Help group pair up - you may want to pair first time participants with participants who have been on the program before. You and your partner(s) will be given one sample WIC check. You will go to the section of the table to select your foods. Fill your basket and bring it to the front of the room.
- Have a seat when you are done. Please do not worry about making mistakes – this is the place to make mistakes – we are here to help you and make your grocery shopping experience more comfortable. **Remember to use your *WIC Shopping Guide*.**
- Assign stations and give each pair their sample WIC check and a basket.
- **What questions do you have about the practice?**

Grocery Store Checkout and WIC Foods

- We are going to check each of the baskets of foods you selected. You will need your own WIC checks and the *WIC Shopping Guide*. You can put everything else away. There may be some differences with the amount of food printed on your WIC checks and the WIC checks we are showing you today. This is because women, infants and children need different amounts of food. Just remember that whatever is on your WIC checks that is the amount of food you are allowed to get.
- Help me be the grocery store clerk checking the WIC foods you selected and help me make any corrections. Turn to the page in your shopping guide and look at your own WIC checks. As we check each WIC food, I will give you more information about the WIC foods. (Use the information in the *WIC Shopping Guide* to provide more information about each WIC food. After you review

Activities (continued)

5.

**Let's Practice
Using WIC
Checks
(continued)
20 minutes**

(continued from previous page)
the WIC foods they selected, briefly review tuna, carrots, infant cereal and formula).

- What questions do you have about the WIC foods and what to do at the grocery store? We will ask you at your next WIC visit what your shopping experience was like. Please feel free to call us if you have questions before your next appointment.
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6.

**What
To Do In
Case Of...
3 minutes**

Pull out the handout *What To Do In Case Of ...* flyer from your *Welcome to WIC* folder. This handout contains information about various situations that may happen. (Summarize the section on *Cannot Come or Missed Your Appointment* especially Alternate and Proxy if you did not mention earlier. Mention just the other section titles and do not go into details. Make sure they know it is in their folder for their reference.)

What questions do you have about any of the sections?

7.

Closing

Thank you for participating in our Welcome to WIC orientation. We invite you to call WIC if you have any questions.

Learning Materials

Most of the materials needed for this session are already available, and used, at your WIC agency. Attached are just two materials (in English and in Spanish) which were especially designed for this learning-centered session:

1. *What to Do In Case Of...*
2. *Que Hacer En Caso De...*
3. *Welcome to WIC Individual Visit Guidelines*



What to Do In Case Of.....

Cannot Come or Missed Your WIC Appointment

If you miss your WIC appointment, call to be rescheduled. Look on your WIC Authorization Folder for your WIC office telephone number. You can also send someone you trust to pick up your WIC checks for you.

You can choose two different alternates to pick up your WIC checks and shop for you. You will need to have your alternate(s) sign on the "alternate signature line" on the inside of your WIC Authorization Folder. Let your WIC staff know your alternate's name, so they can enter their name(s) in your WIC record. Let the WIC staff know when you want to change, add or cancel an alternate. To pick up your WIC checks, alternates must have picture identification card and your WIC Authorization Folder. Alternates must know how to shop correctly with your WIC vouchers.

You can also choose someone to be a proxy. A proxy can pick up your WIC checks, but they cannot go to the grocery store for you. To pick up your WIC checks, a proxy must have a note with the date and your original signature, picture identification of themselves and your WIC Authorization Folder.

WIC works with you to schedule appointments at times which are convenient for you. You can easily schedule your WIC appointment at any of our WIC offices. We have WIC sites located throughout the county in Dixon, Vacaville, Fairfield, Travis Air Force Base, Rio Vista, Benicia and three locations in Vallejo. If you would like to transfer your WIC services to any of these offices, ask your WIC staff how to do this.

Lost or Stolen Checks

Lost, stolen, or expired WIC checks cannot be replaced. Make sure you put your WIC checks in your WIC Authorization Folder and keep them in a safe place.

Lost WIC Authorization Folder

Your WIC Authorization Folder is your identification for WIC and your store. If you lose your WIC Authorization Folder or forget to bring it, you must have picture identification to get your WIC checks and to get another WIC folder.

Grocery Store Complaint

Take your **WIC Authorization Folder** and your **Shopping Guide** to the store. If you have any questions about using your WIC checks while you are at the grocery store, please see a store clerk before you get in line to check out.

If you have a complaint, talk with the store manager to get help with the problem. If you cannot resolve the problem, call or come into your WIC office to report your complaint. Give the WIC office the following information about your complaint: the date, time, names of store people involved, and a summary of your complaint.

Move to Another County or to Another State

Let us know and we can give you the information you need to transfer to the WIC program in your new area.

WIC Computer System Is Down

On rare occasions, the computer system at WIC goes down. We will inform you of the situation when you arrive and work with you to get your WIC checks as soon as possible.

Commit Fraud

You may be disqualified or sanctioned from the WIC program if you abuse the program. Examples of program abuse are on your WIC Participant Information Sheet.



Que Hacer En Caso De.....

Si No Pudo Venir a Su Cita de WIC

Si perdió su cita de WIC, por favor llame a la oficina de WIC para hacer otra cita. El número de teléfono se encuentra en la parte delantera de su Folleto de WIC. También puede mandar a otra persona de confianza para recoger sus cheques de WIC en su lugar.

Ud puede escoger hasta 2 personas diferentes de confianza (se llaman suplentes) para recoger o hacer las compras con los cheques de WIC. El suplente tiene que firmar en la línea de "alternate signature line" en la parte interior de su Folleto de WIC. Informe al personal de WIC los nombres de los suplentes que escogió para que pueda poner los nombres en la computadora. Dígale al personal de WIC si quiere cambiar el suplente. **Para recoger los cheques de WIC, el suplente tiene que traer identificación con una foto y el Folleto de WIC. Los suplentes tienen que saber como hacer las compras con los cheques de WIC.**

También puede mandar un "proxy" que es una persona de confianza que puede recoger los cheques, pero no puede hacer las compras con los cheques. Para recoger los cheques, el "proxy" tiene que traer una nota con la fecha y firmada por Ud., una identificación con una foto y el Folleto de WIC.

Hay varias oficinas de WIC en el condado. Tenemos citas un sábado al mes y algunas tardes hasta las 6:30pm. Queremos que WIC sea conveniente para Ud. Se encuentran las oficinas en Dixon, Vacaville, Fairfield, Travis Air Force Base, Rio Vista, Benicia y en tres localidades en Vallejo. Si quiere cambiar sus servicios de WIC a cualquier de estos sitios, pónguele al personal de WIC y le ayudará.

Si Pierde Sus Cupones o Si Estan Robados

No podemos reemplazar los cheques perdidos, vencidos o robados. Ponga sus cheques en su Folleto de WIC y póngalos en un sitio seguro.

Si Pierde Su Folleto de WIC

El Folleto de WIC es su identificación para WIC y para la tienda. Si pierde su Folleto de WIC o si se le olvida traerlo a su cita, tendrá que presentar una identificación con una fotografía para obtener otro Folleto de WIC y los cheques.

Si Tiene Una Queja de la Tienda

Lléve el Folleto de WIC y el Guía Para Comprar a la tienda. Si tiene una pregunta sobre como usar los cheques de WIC, hable con un empleado antes de ponerse en la fila para ver si él/ella puede ayudarle.

Si tiene una queja, hable con el gerente de la tienda para ver si él/ella puede ayudarle con el problema. Si no puede resolver el problema, llame o vaya a la oficina de WIC para informarles. Tenga listo los siguientes datos: la fecha del problema, la hora, los nombres de las personas con quien tuvo el problema y un resumen de la queja.

Si Cambia a Otro Condado o a Otro Estado

Avíse al personal de WIC si se va a mudar y podemos darle la información que necesitará para transferir a otro programa de WIC.

Si las Computadoras No Funcionan

En algunas ocasiones raras, las computadoras de WIC no funcionan. Le informaremos al llegar a la oficina y trabajaremos con Ud. para que pueda recibir los cheques lo más pronto posible.

Si Comete Fraude

Si Ud. abusa del programa de WIC, podemos disqualificarle del programa. Ejemplos de abuso se encontrará el la Hoja Informativa Para Las Participantes de WIC.

Welcome to WIC Individual Visit Guidelines

Materials/Supplies for Staff's Desk

- Welcome to WIC folders (Contents on left side are: Can We Help, *Welcome to WIC* pamphlet, WPIS and a nametag. Contents on the right side are: *What to Do In Case Of...*, How to Use the WIC Checks, and *WIC Shopping Guide*).
- Marker for name tags

Welcome to WIC Individual Visit

As applicants, arrive greet them and see each person individually. This individual visit should take 10-15 minutes for each applicant and includes the following:

- Review the *Welcome to WIC* folder. The items on the left side are reviewed during the individual visit and the items on the right will be reviewed in the group.
- Complete the voter registration activities.
- Enter their data into ISIS and determine eligibility.
- If there are no anthropometric, biochemical and clinical indicators of nutritional need, enter D13 Low Fruits and Vegetables to make the person eligible. The 24-hour recall and nutrition education are provided at the second visit (EA25).
- Inform participant if they are eligible (or not).
- Let participants know who is eligible for WIC in case they have a family member who is also eligible, and how long they will be on the WIC program. Use the *Welcome to WIC* pamphlet to review Who is WIC for? and How long can I stay on WIC?
- Make referral to Medi-Cal, Food Stamps and SolanoWORKs using the *Can We Help* pamphlet as appropriate.
- Complete WAF and have participant sign. Make the appropriate second WIC appointment. On the WAF, record the ISIS code appointment code with the category code. For example: EA25-C. This helps the person checking in which nutrition questionnaire they need to give out at the EA25 appointment.
 - EA25 – nutrition assessment and education and check understanding of using the WIC check (use the Voucher Quiz)
 - VA25 – check understanding of using the WIC checks (use the Voucher Quiz)
 - SH25 – Level 3 or 4 visit and check understanding of using WIC checks (use the Voucher Quiz)
- Let participant know that participants must be physically present at their certification appointment with some limited exceptions, and what to bring to their next appointment.
- Explain and have the participant sign the WPIS.
- Have participant complete a nametag.
- Print checks and have participants sign for them (do not give the checks to the participant - put in a place for facilitator to give out during the group).
- Direct participant to the classroom.

Designer Notes and Reviewer Comments

Design Title: *Welcome to WIC*

Designer(s) Contact information:

Agency Name:	Solano County Health and Social Services WIC Program
Caseload:	9,725
Designer(s) Name(s):	Denise Kirnig
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Designer's Notes for Future Users:

1. What have we found works especially well in this session?

The two most important objectives we have for the Welcome to WIC class are:

- to give a good first impression (so they come back) and
- to teach participants how to use their vouchers.

These two objectives help us sort the abundance of required orientation information to three places during the orientation process. The information is either given individually (done right before the group), during the group or in a handout called "*What to do in case of...*". This flyer has been very useful because it puts all the information that is not critical for participants to know at the first visit, but the information is in a place they can refer to when needed.

We conduct the individual part first to determine eligibility and to print the WIC checks, so that participants have the checks in their hands when we are describing how to use them. We give participants sample WIC checks and food models to practice using the WIC checks. This has really helped participants feel more comfortable at the grocery store when using their WIC checks for the first time.

We put all of the pamphlets given at orientation into a Welcome to WIC folder. We have found that this helps participants keep organized and helps us with preparing for the group.

Designer's Notes for Future Users (continued):

2. What kind of preparation and skills seem important for the educator/facilitator in this session?

It would be helpful to practice using all of the WIC checks either at a grocery store or using the food models – it is difficult to describe how to use WIC checks if you have not done this before. It is a lot of information to learn, so a lot of practice is needed. It also helps to team teach this class so that one person does not need to know everything. Of course, being trained in learner-centered education really helps.

3. What, if anything, might you want to improve upon or adjust when you use this design?

It would be difficult to use this design if a WIC agency had a small classroom. There are a lot of food models, props and materials and a small classroom just does not work. Someone from another agency took this Welcome to WIC class and made a more space saving idea. Her agency had a very small classroom so instead of using actual food models she used pictures of WIC foods and non WIC foods and put them on lap felt boards. Participants had a sample WIC check with a felt lapboard, and they worked with a partner to pick the correct WIC foods. It is a great idea especially for sites that are small or do not have groups.

Reviewer's Comments:

1. What seems important to preserve in this session?

Because WIC is so complicated, it is easy to overwhelm new participants with content. This design has two priorities only, and achieves them: Make sure new participants can use their coupons and make them want to come back again! This session gives them *what they most need now*, and saves the rest for later.

The design has two priorities only, and achieves them: Make sure they can use their coupons and make them want to come back again!

You may want to:

- pilot your own version of this design with one or two educators who are skilled and comfortable with dialogue education;
- use the pilot experience to finalize the design;
- model the design to the rest of the staff and allow time for folks to talk about all the ways it is different from how things used to be done;
- get some clients reaction (just through informal conversation);

Reviewer's Comments (continued):

- observe your staff and give them lots of affirming feedback on skills such as: the use of open questions, the pair work, the demonstration.
- make sure staff understand the importance of the final piece where the clients themselves practice a shopping trip. This is the critical "apply" phase of the design and clients seem to find it very useful!

2. What ideas might you try to make the design work even better?

Solano County made a lot of changes in the overall process of first visits in order to make this design so learning-centered. It required some changes in sequence, for example, which may not be possible for your agency at this time.

We encourage you to see what is possible, given your administrative set-up, context and staffing.

We like the improvisation of using pictures instead of WIC models when necessary. It still honors the principle: we remember 20% of what we hear, 40% of what we see; and 80% of what we do!

As you make other improvisations, based on the limitations you might face in your agency, try to preserve the principles of: Engagement, Relevance and Immediacy; as well as the mix of visual/ psychomotor learning.

Reviewed by: Val Uccellani and Mike Elfant, March 2004