

**SECTION: FOOD DELIVERY SYSTEM**

**SUBJECT: Checkstock Receipt and Distribution**

**ITEM: Participant Education for Food Instrument Use**

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## **Policy**

The Local Agency (LA) shall instruct each participant/parent/caretaker on the selection of authorized foods and quantities and on the correct use of WIC food instruments (FIs) at authorized grocers.

## **Required Procedures**

### **I. Enrollment**

A. The LA shall instruct the participant/parent/caretaker on the correct use of FIs at the initial enrollment by providing education on the following areas:

1. First and last days the FIs can be redeemed,
2. Where to shop for WIC foods.
3. Use of the WIC Authorized Food List Shopping Guide:
  - a. Type of food to buy,
  - b. Quantity of food to buy.
4. Procedures at checkout:
  - a. Separate WIC foods from other grocery items,
  - b. Group foods by each FI,
  - c. Show where the purchase price is entered, and by whom; and
  - d. Identify when and where the FIs must be signed.
5. Procedures to address FI problems at the grocery store.

B. The LA shall assess the participant/parent/caretaker's understanding of WIC authorized foods and FI use.

II. The LA shall review this information with the participant/parent/caretaker when food instrument abuse is suspected or identified.

### III. FI Use “Check-In”

- A. LA staff shall check-in with the participant/parent/caretaker regarding FI use during:
  - 1. Subsequent nutrition education contacts, and/or
  - 2. Certification appointment, and/or
  - 3. A separate activity (i.e., brief contacts to document missing certification information, FI pick-up, telephone, etc.)
- B. The check-in shall be customized to address the participant/parent/caretaker’s immediate questions and/or concerns regarding their shopping experience and to provide relevant FI informational updates, as needed.
- C. The follow-up check-in shall not replace a nutrition education contact.
- D. It is the responsibility of the participant/parent/caretaker to ensure their designated alternates understand the use of FIs and of WIC authorized foods. See WPM 290-10 for the definition of an *alternate*.

### IV. Food Instrument Package Change

If the food package is changed, LA staff shall review any new information with the participant/parent/caretaker to ensure continued understanding of correct FI use. See [Job Aid Basic Food Package Description](#) for more information on food packages and authorized foods.

### Guidelines

While the LA is strongly encouraged to single issue FIs to families who are new to WIC, the FI issuance schedule is left to the discretion of the LA.

**Note:** Local agencies opting to implement the two-step program orientation process are restricted to single issuing FIs to families who are new to WIC and have no recent history of WIC participation (See WPM 330-10).

### Authority

7 CFR 246.10

7 CFR 246.12 (r) (3)

WIC National Nutrition Services Standards: Standards 17 and 18

State Agency Directive