Name:	
Agency:	

WIC New Employee Training Homework For Support Staff

Directions:

- 1. Complete all of these activities before attending the New Employee Training Course.
- 2. Use this checklist to document your progress.
- 3. Bring the checklist and all of the attached worksheets with you to training.

Activity	
WIC Elizibilita	completed
WIC Eligibility	
Read the following policies in the Certification Manual:	
215.06 Participant Categories and Certification Periods	
215.10 Certification Process	
215.20 Scheduling a Certification Appointment	
215.39 Income Guidelines	
215.40 Income Eligibility	
225.70 Proxies	
Read the professional outreach brochure, <i>Iowa WIC: Building a Healthier Iowa</i> .	
Complete the WIC Eligibility Worksheet (see page 3).	
WIC Team	
Review the following policies in the Services Manual:	
300.11 New Employee Training Checklist	
380.60 Clinic Environment	
Complete the Online Learning Module, Providing Quality Customer Service,	
at the WIC Works website.	
Instructions for locating and completing this module can be found on the last two pages of this	
document (WIC Learning Online: Quick Start Guide).	
Complete the WIC Team Worksheet (see page 4).	
Complete the Wie real Worksheet (see page 1).	
Rights & Responsibilities	
Read the following policies (found in the Certification and the Services Manuals):	
215.95 Advising Participants of Their Rights and Responsibilities	
225.80 Participant Violations and Sanctions	
320.30 Collecting Race and Ethnicity Data	

Activity	
Read the following policies (continued):	completed
320.40 Complaints	
320.70 USDA Nondiscrimination Statement	
330.10 Local WIC Agency Data System Guidelines	
390.40 Limited English Proficiency Participants	
Print and review the IWIN output, Your Rights and Responsibilities as a WIC	
Participant. Bring this output with you to training.	
Complete the Rights & Responsibilities Worksheet (see page 5).	
Referrals Decommonded but not required.	
Recommended but not required: Review the following religies in the Cartification Manual:	
Review the following policies in the Certification Manual:	
245.05 Sharing Data From WIC Participant Records	
245.10 Referral to hawk-i	
245.15 Referrals for Title V, Maternal Health and Child Health Services	
245.16 Using the Health Services Application	
245.20 Making Referrals	
245.25Family Planning Services	
245.03 Childhood Immunizations	
245.50 Public Health Nursing Services	
245.64 Substance Abuse Screening and Referral	
245.70 Lead Poisoning Prevention	
245.80 Water Testing	
Recommended but not required:	
Complete the Online Learning Module, Connecting Participants to Support	
Services, at the WIC Works website.	
Instructions for locating and completing this module can be found on the last two pages of this	
document (WIC Learning Online: Quick Start Guide).	
WIC Checks	
Watch Welcome to WIC, the new participant education video/DVD.	
Complete Iowa WIC Grocery Training Review (see pages 6-8).	
Read the following policy in the Certification Manual:	
215.85 New Participant Education	
WIC Makes A Difference	
Complete the WIC Makes A Difference Worksheet (see page 9).	

WIC Eligibility Worksheet

1.	WIC is an acronym. What is the full name of the WIC Program? (outrea	ch brochure)
2.	What are the four criteria that an applicant must meet to be certified?	(215.10)
	a.	
	b.	
	c.	
	d.	
3.	Name the five categories of WIC participants.	(215.06)
	a.	
	b.	
	c.	
	d.	
	e.	
4.	List one example of someone who is adjunctively income eligible for WIC.	(215.40)
5.	How often are Federal Poverty Income Guidelines revised?	(215.39)
6.	List the length of certification periods for each group of participants.	(215.06)
	 a. Infants: b. Pregnant women: c. Breastfeeding women d. Postpartum (not breastfeeding) women: e. Children: 	
7.	Who can serve as a proxy?	(225.70)

WIC Team Worksheet

1.	Who are my customers?
2.	Why should I be concerned about customer service?
3.	What are the nine golden rules of customer service?
	a.
	b.
	c.
	d.
	e.
	f.
	g.
	h.
	i.
4.	How can I improve my customer service skills?

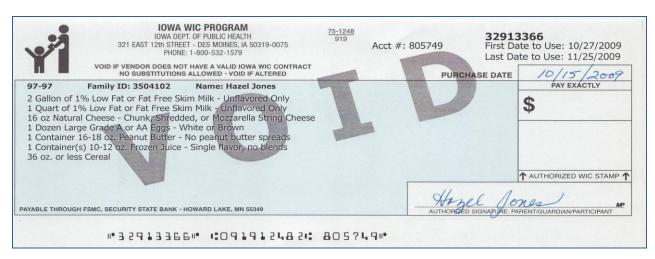
Rights & Responsibilities Worksheet

1.	program participant is
2.	If a participant fails to abide by WIC policies, can be issued by the local WIC agency.
3.	All participant complaints must be forwarded to the U.S. Department of Agriculture within days of receipt.
4.	In accordance with federal law and U.S. Department of Agriculture policy, the Iowa WIO Program is prohibited from discriminating on the basis of,,,
5.	should not be used as interpreters as it may obstruct the flow of sensitive and confidential information

IOWA WIC GROCERY TRAINING REVIEW

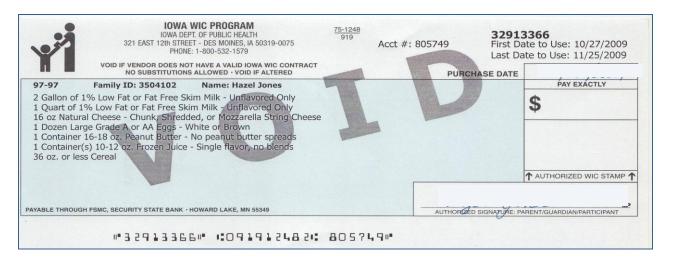
Please mark true or false. 1. WIC participants are required to have their blue ID folder with them when they use a WIC check. 2. Any formula specifically spelled out on the front of the WIC check may be purchased. 3. WIC participants must purchase every food item listed on the front of the WIC check. 4. Manufacturer and store coupons may be used with a WIC check. 5. Foods and formula purchased with WIC checks may be returned for cash. 6. "Reduced fat" peanut butters are allowed on WIC. 7. WIC participants may exchange formula for another brand at the store, if a doctor gives the O.K. 8. Co-Jack and Provolone are WIC-approved cheeses. 9. WIC participants are allowed bonus items with WIC purchases. 10. American and Velveeta cheeses are WIC-approved. 11. The participant must sign the WIC check before the transaction begins. 12. Multiple WIC cash value vouchers may be used at the same time.

__13. WIC participants may not buy domestic sliced natural cheddar cheese from the deli.



4. List the reasons this check should not be accepted by any	store associate.

15. Which of the following groups of items is a correct purchase for the above check?



A. 2 gallons chocolate milk

12 oz frozen orange juice

1 dozen large eggs

B. 2 gallons skim milk

1 container 12 ounce Old Orchard Orange Juice

1 box 21 ounce Life Cereal

1 box 12 ounce Kellogg's Corn Flakes Cereal

2 boxes 3 ounce Cheerios Cereal

1 dozen large eggs

C. 2 gallons skim milk

1 containers 12 ounce Minute Maid Orange Juice calcium added

1 box 21 ounce Life Cereal

1 box 14 ounce Cheerios Cereal

D. 1 gallon whole milk

1 gallon 2% milk

1 dozen large eggs

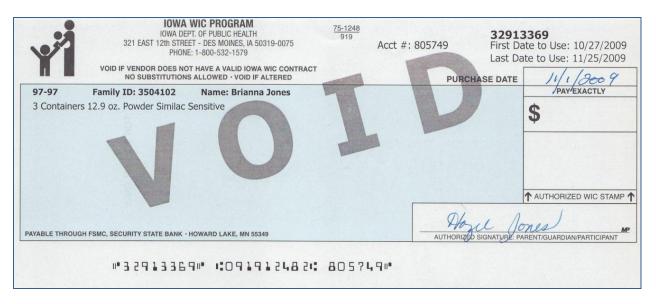
8 ounces chunk natural cheddar cheese

8 ounces shredded natural cheddar cheese

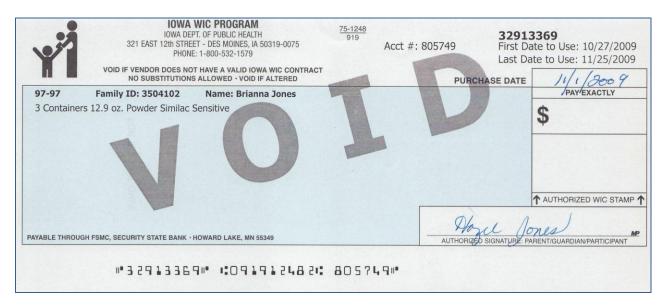
1 container 12 ounce Minute Maid Orange Juice

1 box 11.25 ounce Multi-Grain Cheerios

1 box 20 ounce Life Cereal



- 16. Which of the items listed below would be a correct purchase with this WIC check?
 - A. 3 containers 13 oz Concentrate Similac Sensitive
 - B. 3 containers 12.9 oz Powder Enfamil
 - C. 3 containers 12.9 oz Powder Similac Advance
 - D. 3 containers 12.9 oz Powder Similac Sensitive
 - E. 3 containers 12.9 oz Powder Isomil



- 17. Which of the items listed below would be a correct purchase with this WIC check?
 - A. 3 containers 12.9 oz powder Similac Advance
 - B. 3 containers 12.9 oz powder Enfamil
 - C. 2 containers 12.9 oz powder Similac Sensitive
 - D. 3 containers 12.9 oz powder Isomil
 - E. 4 containers 12.9 oz powder Similac Sensitive

WIC Makes A Difference Worksheet

- 1. Refer to the professional outreach brochure, *Iowa WIC: Building a Healthier Iowa*, to answer the following questions.
 - a. Identify your agency on the brochure and list its WIC ID number:
 - b. How many counties does your agency serve?
 - c. List two agencies that are adjacent to your agency.
- 2. Talk to someone in your community who was on WIC.
 - a. What did they like about WIC?
 - b. What did they <u>not</u> like about WIC?



Quick Start Guide

http://www.nal.usda.gov/wicworks

Beginning at WIC Works

Open your web browser Note: The WIC Course is not supported in Netscape 7.0

(Previous versions of Netscape and all versions of Internet Explorer

are supported.)

Type

http://www.nal.usda.gov/wicworks in

the address line

This will take you to the WIC Works Web Site

Click on WIC Learning Online

You are now in the Online Learning Section of WIC Works. From here you can **Begin the Course**, view this quick start guide, view a course tutorial, and visit the Support Center for more resources and

printable job aids.

Click on Enter the Course

The Login Page is displayed.

Logging into the Course

The first time you enter the course you will need to set up a profile for yourself by selecting the First Time Users link.

Note: If you receive a message that "the User ID you selected is already in use", you will need to select another User ID (try adding numbers at the beginning or end to make the User ID more unique).

The information gathered here is for tracking purposes only.

Click the Log In button.

You will see a message letting you know that a password will be sent to you via email. The email should arrive within 1-2 business days. If you do not receive an email, send a message to wicworks@nal.usda.gov.





Once you receive your password, return to the login page and type in your User ID and password to enter the course.

The SkillPort WIC Learning home page is displayed.

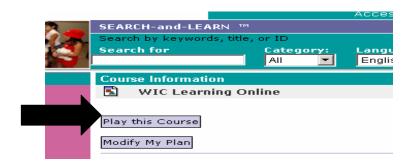
Note: Every time you enter the course you will need to login via this screen.

Accessing the Course

Click **WIC Learning Online** in the middle of the page under the My Plan/ Learning Event Section.



From the top of the Course Information page, click Play this Course



The course will open up to the Course Menu screen where you can access all of the modules and view your progress.

Select **Course Overview** from the top left of the page to begin a guided tutorial of the course features.

At the end of the Course Overview the first module will begin.



For more information see the tutorial located in the "How to Get Started" section of WIC Learning Online at http://www.nal.usda.gov/wicworks/WIC_Learning_Online/started.html.