Name: _____
Agency: _____

WIC New Employee Training Homework
For CPAs

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	Date completed
CPA Training Session	
Read the following policies in the Certification Manual: ☐ 235.01 Administrative Adjustments and Nutrition Tailoring ☐ 235.03 Infants ☐ 235.05 Children and Women Receiving WIC Formula ☐ 235.06 Children 1-5 Years ☐ 235.07 Pregnant or Partially Breastfeeding ☐ 235.08 Postpartum (Up to 6 Months) ☐ 235.09 Fully Breastfeeding (Up to 1 Year) ☐ 235.10 Summary Tables of Food Packages ☐ 235.40 Review of Indications for Infant Formulas ☐ 235.50 Medical Documentation ☐ 235.55 Non-Contract Infant Formulas ☐ 235.56 WIC-Eligible Medical Foods	
Complete the following online modules in the Prepare Iowa Learning Management System at www.prepareiowa.com. • CDC Online Module, *Using the BMI-for-Age Growth Charts* • MCHB Online Module, *Accurately Weighing and Measuring Infants, Children, and Adolescents: Technique* • Iowa WIC Program online course, *Hematological Data Collection, Assessment and Critical Thinking* You must register in the learning management system to enroll in the courses. There is no fee to register or to complete these courses (see page 12).	
Complete the worksheet, WIC Formulas Worksheet (see page 4).	

Activity	Date 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, *Iowa WIC: Building a Healthier Iowa*.	
Complete the WIC Eligibility Worksheet (see page 5).	
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 6).	
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 ☐ 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 7).	

Activity	Date completed
Nutrition Education & Breastfeeding	
Complete these two Online Learning Modules at the WIC Works website: ☐ *Making Nutrition Education Fun and Interactive* ☐ *Breastfeeding Promotion and Support* Instructions for locating and completing these modules can be found on the last two pages of this document (WIC Learning Online: Quick Start Guide).	
Referrals	
<u>Recommended but not required:</u> 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 ☐ 245.25 Family Planning Services ☐ 245.30 Childhood Immunizations ☐ 245.50 Public Health Nursing Services ☐ 245.64 Substance Abuse Screening and Referral ☐ 245.70 Lead Poisoning Prevention ☐ 245.80 Water Testing	
<u>Recommended but not required:</u> Complete this online learning module at the WIC Works website: ☐ *Connecting Participants to Support Services.* 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 8-10).	
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 11).	

WIC Formulas Worksheet

1. List the three categories of infant formulas and their definitions. (235.35)

   a.
   b.
   c.

2. Name the current primary contract infant formulas for Iowa. (235.40)

   a. Iron-fortified cow's milk-based formula:
   b. Soy-based formula:
   c. Cow's milk-based lactose-free formula:
   d. Pre-thickened formula:

3. WIC-eligible medical foods include the following formula categories. (235.56)

   a.
   b.
   c.
   d.

4. List the required medical documentation for non-contract infant formulas and WIC-eligible medical foods. (235.50)

   a.
   b.
   c.
   d.
   e.
   f.

5. Medicaid <u>may</u> pay for enteral nutrition products prescribed for Medicaid clients in the following two situations: (235.30)

   a.

   b.

6. Where can you find information about the maximum amount of formula that can be provided in each food package?

WIC Eligibility Worksheet

1. WIC is an acronym. What is the full name of the WIC Program? (outreach 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. All information about a WIC participant, including the fact that the individual is a 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 WIC Program is prohibited from discriminating on the basis of _____, _____, _____ _____, _____, ____, or _____.

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.

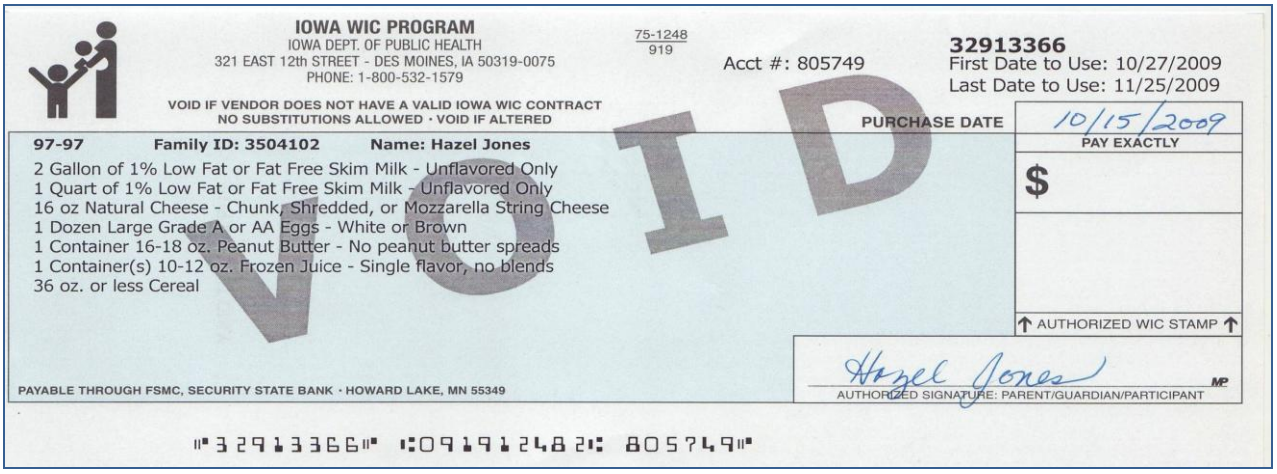
____ 9. WIC participants are allowed bonus items with WIC purchases.

____ 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.

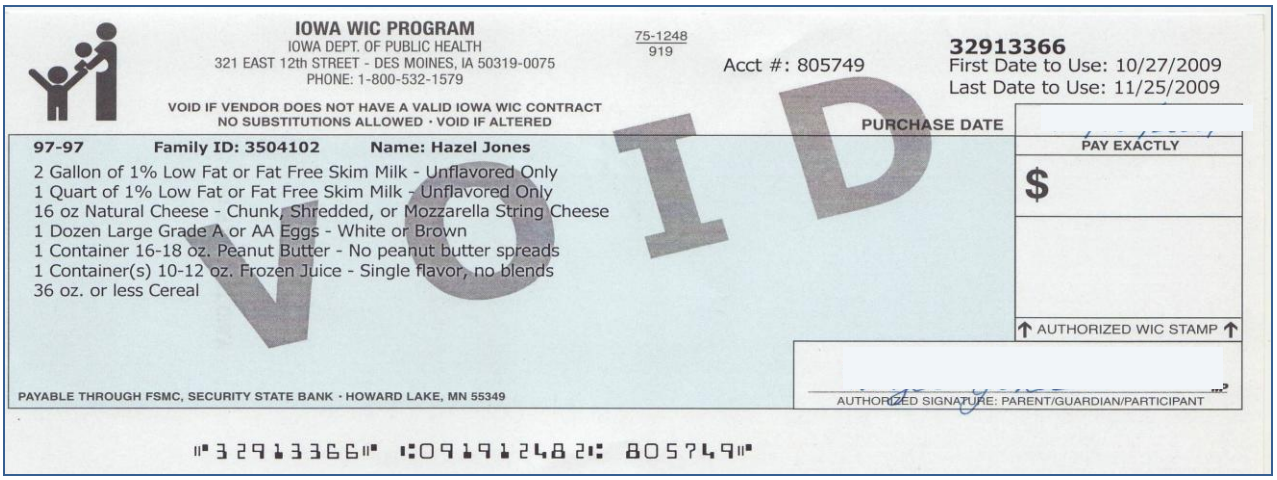

IOWA WIC PROGRAM
IOWA DEPT. OF PUBLIC HEALTH
321 EAST 12th STREET - DES MOINES, IA 50319-0075
PHONE: 1-800-532-1579
75-1248
919
Acct #: 805749
32913366
First Date to Use: 10/27/2009
Last Date to Use: 11/25/2009
VOID IF VENDOR DOES NOT HAVE A VALID IOWA WIC CONTRACT
NO SUBSTITUTIONS ALLOWED · VOID IF ALTERED
PURCHASE DATE 10/15/2009
97-97 Family ID: 3504102 Name: Hazel Jones
2 Gallon of 1% Low Fat or Fat Free Skim Milk - Unflavored Only
1 Quart of 1% Low Fat or Fat Free Skim Milk - Unflavored Only
16 oz Natural Cheese - Chunk, Shredded, or Mozzarella String Cheese
1 Dozen Large Grade A or AA Eggs - White or Brown
1 Container 16-18 oz. Peanut Butter - No peanut butter spreads
1 Container(s) 10-12 oz. Frozen Juice - Single flavor, no blends
36 oz. or less Cereal
PAY EXACTLY
$
AUTHORIZED WIC STAMP
Hazel Jones
AUTHORIZED SIGNATURE: PARENT/GUARDIAN/PARTICIPANT
PAYABLE THROUGH FSMC, SECURITY STATE BANK · HOWARD LAKE, MN 55349
VOID

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?



IOWA WIC PROGRAM
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PHONE: 1-800-532-1579

75-1248
919

Acct #: 805749

32913366
First Date to Use: 10/27/2009
Last Date to Use: 11/25/2009

VOID IF VENDOR DOES NOT HAVE A VALID IOWA WIC CONTRACT
NO SUBSTITUTIONS ALLOWED · VOID IF ALTERED

PURCHASE DATE

97-97 Family ID: 3504102 Name: Hazel Jones

2 Gallon of 1% Low Fat or Fat Free Skim Milk - Unflavored Only
1 Quart of 1% Low Fat or Fat Free Skim Milk - Unflavored Only
16 oz Natural Cheese - Chunk, Shredded, or Mozzarella String Cheese
1 Dozen Large Grade A or AA Eggs - White or Brown
1 Container 16-18 oz. Peanut Butter - No peanut butter spreads
1 Container(s) 10-12 oz. Frozen Juice - Single flavor, no blends
36 oz. or less Cereal

PAY EXACTLY
$

AUTHORIZED WIC STAMP

PAYABLE THROUGH FSMC, SECURITY STATE BANK · HOWARD LAKE, MN 55349

AUTHORIZED SIGNATURE: PARENT/GUARDIAN/PARTICIPANT

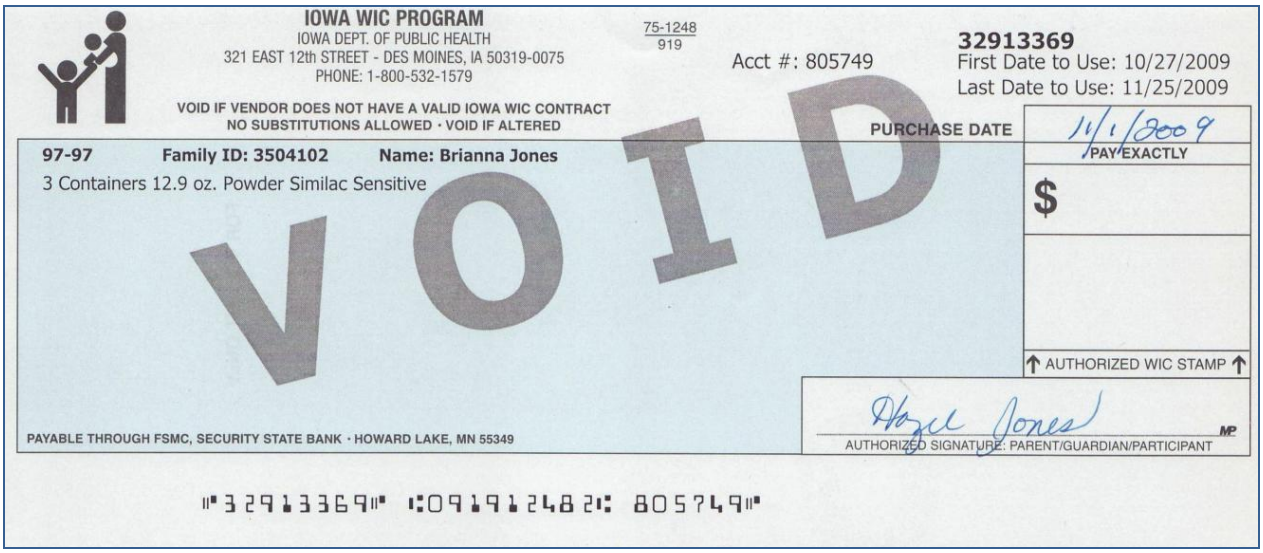
⑈32913366⑈ ⑆091912482⑆ 805749⑈

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

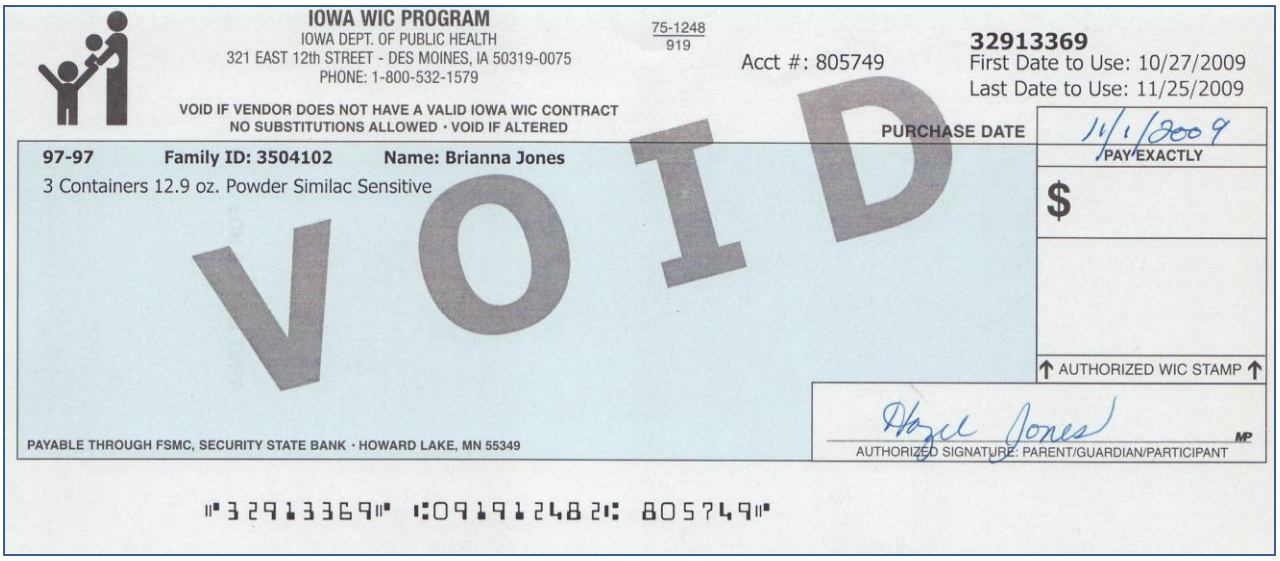
C. 2 gallons skim milk
1 containers 12 ounce Minute Maid Orange Juice calcium added
1 box 21 ounce Life Cereal
1 box 14 ounce Cheerios Cereal

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


IOWA WIC PROGRAM
IOWA DEPT. OF PUBLIC HEALTH
321 EAST 12th STREET - DES MOINES, IA 50319-0075
PHONE: 1-800-532-1579
75-1248
919
Acct #: 805749
32913369
First Date to Use: 10/27/2009
Last Date to Use: 11/25/2009
VOID IF VENDOR DOES NOT HAVE A VALID IOWA WIC CONTRACT
NO SUBSTITUTIONS ALLOWED · VOID IF ALTERED
PURCHASE DATE 11/1/2009
97-97 Family ID: 3504102 Name: Brianna Jones
3 Containers 12.9 oz. Powder Similac Sensitive
PAY EXACTLY
$
AUTHORIZED WIC STAMP
VOID
PAYABLE THROUGH FSMC, SECURITY STATE BANK · HOWARD LAKE, MN 55349
Hazel Jones
AUTHORIZED SIGNATURE: PARENT/GUARDIAN/PARTICIPANT
MP
⑈32913369⑈ ⑆091912482⑆ 805749⑈

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


IOWA WIC PROGRAM
IOWA DEPT. OF PUBLIC HEALTH
321 EAST 12th STREET - DES MOINES, IA 50319-0075
PHONE: 1-800-532-1579
75-1248
919
Acct #: 805749
32913369
First Date to Use: 10/27/2009
Last Date to Use: 11/25/2009
VOID IF VENDOR DOES NOT HAVE A VALID IOWA WIC CONTRACT
NO SUBSTITUTIONS ALLOWED · VOID IF ALTERED
PURCHASE DATE 11/1/2009
97-97 Family ID: 3504102 Name: Brianna Jones
3 Containers 12.9 oz. Powder Similac Sensitive
PAY EXACTLY
$
AUTHORIZED WIC STAMP
VOID
PAYABLE THROUGH FSMC, SECURITY STATE BANK · HOWARD LAKE, MN 55349
Hazel Jones
AUTHORIZED SIGNATURE: PARENT/GUARDIAN/PARTICIPANT
MP
⑈32913369⑈ ⑆091912482⑆ 805749⑈

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?

Directions for Registering at Prepare Iowa

1. Go to www.prepareiowa.com
2. In the middle of the page there is a Recent Announcement Box, directly underneath the box you will see the words "Create New Account"
3. Click on "Create New Account"
4. Fill out the needed information including User Information, Manager, Organization, and Job Title sections (if your organization is not listed, choose Prepare Iowa)
5. Keep your newly created user name and password somewhere safe and easily accessible
6. You are ready to go!

Directions for Finding and Enrolling in Courses

1. Log in to Prepare Iowa.
2. In the column on the left side of the screen labeled My Workspace, click on Course Catalog.
3. In the Search Text field, type wic (the search is not case sensitive).
4. Scroll down the list of courses to find the courses listed in the WIC New Employee Training Homework for CPAs.
5. Select a course to enroll in and select Enroll from the drop-down menu in the column labeled Action, then click on the Go button.
6. When you have enrolled in a course, the course title becomes a hyperlink. To open or launch a course, click on the title and begin.
7. If you must stop working on a course before you've completed it, you can return to the course at any time. You can easily access courses in which you have enrolled from your Homepage, the first screen you see after you successfully log in to Prepare Iowa. Click on the course title to open the course.

Please note that there are several courses suggested for WIC staff. When you enroll in the course on the WIC Works web site, you have access to several courses covering a wide range of topics.

WIC
Learning Online

Quick Start Guide

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

Beginning at WIC Works

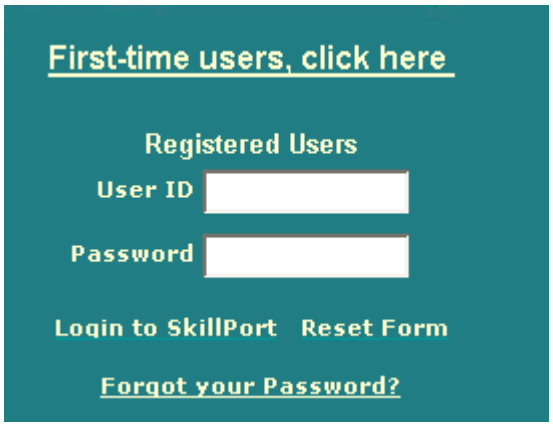
Open your web browser	**Note: The WIC Course is not supported in Netscape 7.0** (Previous versions of Netscape and all versions of Internet Explorer are supported.)
Type http://www.nal.usda.gov/wicworks in the address line	This will take you to the WIC Works Web Site
Click on **WIC Learning Online**	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.

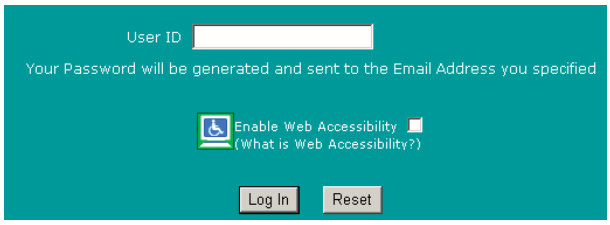
Note: If you receive a message that "the User ID you selected is already in use", you will need to select another User ID (try adding numbers at the beginning or end to make the User ID more unique).

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.



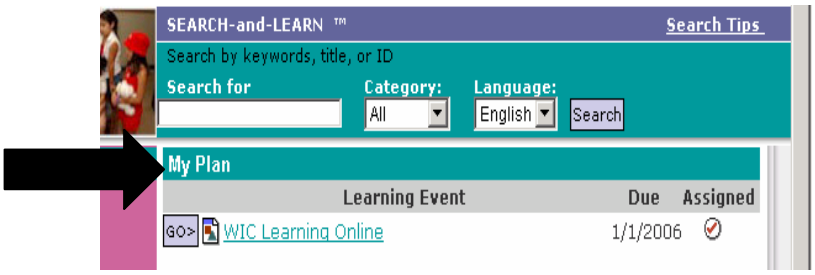
Once you receive your password, return to the login page and type in your User ID and password to enter the course.

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

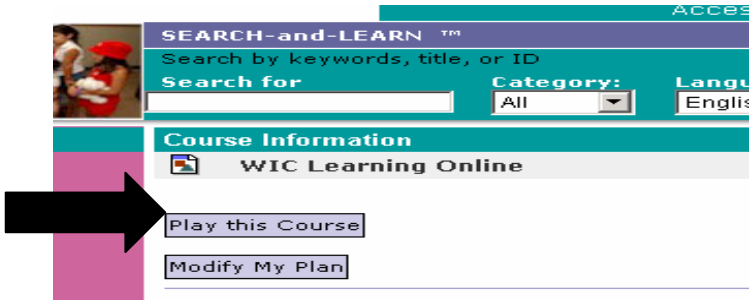
The SkillPort WIC Learning home page is displayed.

Accessing the Course

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



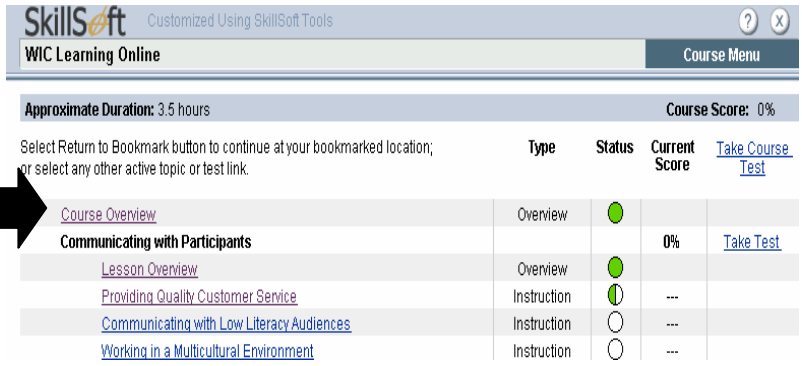
From the top of the Course Information page, click **Play this Course**



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.