Nebraska WIC Program

Cashier Training Toolkit

October 2015 Version

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Employee Training Planning Guide

Introduction

Proper training of employees can increase customer satisfaction, reduce errors and save your store time and money. Your contract requires that you provide training on the WIC program and related procedures to involved employees – primarily cashiers and bookkeepers. Specific WIC training activities been developed to make it easier for you to plan and deliver effective and efficient training programs.

Step 1: Select Training Activities

Cashier Training

Find the sheet titled "Cashier Training Activity Selection Guide" in this section and use it to help you select the training activities for your training program. You can add your own activities and/or modify the activities provided to fit your situation, but please use the sheet titled, "WIC Cashiers Learning Objectives" to ensure that all listed objectives are included in your final training program design.

Bookkeeper Training

Find the sheet titled "Bookkeeper's Guide to WIC" included in the Vendor Handbook. Use this sheet, the WIC training video and other reference materials from the Vendor Handbook to help you design a training program for your store's bookkeeper(s).

Step 2: Conduct Training

Deliver training using the materials provided. Each training activity includes an instructor's sheet with suggestions for preparation and delivery.

Step 3: Give Assessment and Award Certificates (optional)

It is recommended that you provide the post-training assessment to employees as a method of assuring quality in training events. A 20-question assessment is included. Please maintain the security of this assessment. A certificate for completing the training and passing the assessment also is included in this toolkit. Although the assessment and certificate are not to be interpreted as guarantees of proficiency, they are useful training tools. The certificate also can be found on the state WIC Web site. The online file can be downloaded and edited to add the employee's name and date of completion.

Step 4: Document Training of Employees

Once training is complete, record the training event. A training log is provided in this toolkit. You are not required to use this form, but your store is required to maintain documentation of the training. This documentation must be ready for your vendor manager to review at any time. An electronic copy of the training log is acceptable; a hard copy is not required. The electronic version is available as a downloadable file on the state WIC Web site.

Cashier Training
Activity Selection Guide

The following guide assists in planning cashier training at your store. All of the training options listed are available in the Cashier Training Toolkit.

Training Components	**Training Activities Available in Toolkit** Select at least one activity for each training component.			
1. Overview	**1. Overview of the WIC Program & Training Video**			
2. Selecting WIC Foods	**2a. Selection Worksheet**	**2b. Flashcards Activity**	**2c. In-store Exercise**	**2d. WIC Formula Worksheet**
3. Evaluating WIC Shopping Carts	**3a. Evaluation Worksheet**	**3b. Flashcards Activity**	**3c. In-store Exercise**	
4. Calculating Fruit and Vegetable Costs	**4a. Calculation Worksheet**		**4b. Fruit & Vegetable Rehearsal at Checkout**	
5. WIC Transaction Process	**5. Rehearsal at Checkout Worksheet**			
6. WIC Transaction Issues	**6a. Scenarios Worksheet**		**6b. Role Play Scenarios**	
7. Approach to WIC Customers	**7a. Reactions Worksheet**		**7b. Role Play Reactions**	
8. Assessment	**8. Post-training Test – 25 Questions**			

Notes about Training Design

- Choose activities that fit your situation and your approach to training.
- Modify and add activities as you see fit.
- Use multiple activities (i.e., 2a, 2b and 2c) if desired to provide more practice.

Suggested Sequences

Instructor-Led Training Event

- Single 60-minute training event
- Classroom-type setting with store manager as instructor

Suggested Sequence: 1, 2b, 3b, 4a, 5, 6a, 7a, 8

Blended Training

- Initial 20-minute training event followed by series of hands-on exercises
- Exercise results reviewed with store manager

Suggested Sequence: 1, 2c, 3c, 4b, 5, 6b, 7b, 8

Self-Paced Training

- Trainee receives packet and works at own pace
- Returns completed exercises to manager for review and feedback

Suggested Sequence: 1, 2a, 3a, 4a, 5, 6a, 7a, 8

WIC Cashiers
Learning Objectives

KNOWLEDGE
K1. Explain the general purposes of the WIC program • Help women eat better, have healthier babies and receive early prenatal care • Help infants grow and develop better through the promotion of breastfeeding • Help children eat more nutritious foods, visit doctors regularly and receive immunizations
K2. Explain to a store the benefits of being a WIC authorized retailer • Increase sales • Service to community: part of your store's commitment to help all families have access to healthy and nutritious foods
K3. Explain the general procedure for WIC • Participant receives WIC checks, WIC identification folder and Nebraska WIC Approved Foods List at clinic • Participant selects WIC approved foods authorized by valid WIC check(s) • Participant groups food purchases by WIC check in cart and at checkout • At checkout, participant states, "I'm using my WIC check today" • Participant presents WIC foods and corresponding WIC check for purchase in separate transaction at checkout • Cashier recognizes separate WIC transaction and scans items one-by-one, checking that each item is authorized by provided WIC check • Cashier completes purchase amount on WIC check • Cashier asks participant to sign WIC check • Cashier checks that a complete signature has been entered on WIC check • If other items selected for purchase, cashier totals separate transaction at checkout • Participant provides nutritious meals to infants and children and/or herself
K4. Recognize by image and explain the purpose of WIC checks and Nebraska WIC Approved Foods List • WIC check: provides payment to retailer for WIC approved foods • Nebraska WIC Approved Foods List: provides visual images of approved foods and additional useful reference information
K5. Locate the following on a WIC check: • Date range for valid use   ○ Generally the first day of the month to the last day of the month • Description of authorized foods for this check • Signature line • Purchase amount box
K6. Determine the validity of WIC checks based on the date • Locate first date to use • If today's date is before first date to use, check cannot be used yet • If today's date is the first date to use or after the first date to use, proceed • Locate last date to use • If today's date is before the last date to use or is the same as the last date to use, the check is valid for use today • If today's date is after the last date to use, check is no longer valid and cannot be used

K7. Explain the differences and similarities between WIC fruit/vegetable checks and other WIC checks

- Differences:
  - Dollar amount on fruit/vegetable check, not item
  - Specific approved items not defined on fruit/vegetable check
  - Participant may pay the difference if their fruit/vegetable purchase exceeds the maximum value of their fruit/vegetable check
- Similarities:
  - Only used for WIC approved foods
  - Must be valid (within date range)
  - Requires signature
  - Requires purchase amount box to be completed

K8. Define a proxy/alternate shopper as a person authorized by the WIC participant to use WIC checks to purchase food on her/his behalf

K9. Describe the process for checking the proper proxy/alternate shopper use of WIC checks

- Participant gives proxy/alternate shopper valid WIC checks
- Participant reviews proper food selection and checkout procedures with proxy/alternate shopper
- Proxy/alternate shopper completes shopping transaction on behalf of participant
  - Cashier is not required to guarantee that person using WIC checks is authorized proxy/alternate shopper

K10. List the consequences of incorrect or mismanaged WIC transactions

- Poor customer experience
- Delays in checkout time
- Lack of payment to your store
- Possible sanctions against WIC participant
- Possible sanctions against your store

K11. Describe the rule that applies to each of the following common WIC transaction issues:

- Invalid date
  - WIC check cannot be used at this time
- Incorrect food type (not on approved foods list)
  - Food cannot be purchased with WIC check; no exceptions
- Incorrect size/weight of food
  - Replace with correct size/weight
- Attempt to return infant formula
  - Stores cannot accept or exchange formula since it is prescribed according to medical condition
- Use coupons for food items
  - Coupons can be used and applied to transaction, but amount of discount is not returned to participant
- Attempt to pay difference in approved food and non-approved food
  - Not allowed; only authorized foods can be purchased with WIC checks
- Attempt to combine use of WIC fruit/vegetable checks for single transaction
  - Not allowed; must be used in separate transactions

SKILL
S1. Use the Nebraska WIC Approved Foods List or Nebraska WIC Approved Food Card to determine if the food items are approved for purchase with the provided WIC checks • Read description of authorized WIC foods on WIC check • Find section(s) of foods in Nebraska WIC Approved Foods List • Scan section for all available options in food category – both national brands (if any) and store brands/private label • Compare items on list to products presented by WIC participant to find product match • Read food list for additional requirements (i.e., number of ounces) • Review product selection for compliance with additional requirements (i.e., locate weight of product on food label)
S2. Complete the WIC purchasing transaction at checkout (for all checks except WIC fruit/vegetable checks) • Determine if WIC check is valid for use on today's date • Scan items, checking that each one is on approved foods list and is authorized for purchase on provided WIC check • Verify total dollar amount of WIC items purchased • Write total dollar amount of WIC items purchased in "Purchase Amount" box on provided check • Present WIC check to participant to sign on "Authorized Signature" line • Check that signature is complete • Complete transaction at register (follow store procedure) • Give WIC shopper their receipt • Secure WIC check in location determined by your store

S3. Complete the WIC purchasing transaction for produce at checkout

- Identify that WIC check is for approved produce
- Identify dollar amount worth of WIC check
- Determine if WIC check is valid for use on today's date
- Scan produce items, checking that each one is on approved foods list
    - Items in produce area that are not authorized:
        - Party trays
        - Items from salad bar
        - Salad kits with added dressing
        - Herbs, spices and edible flowers/blossoms
        - Dehydrated fruits or fruit leathers/roll-ups
- Recognize running total of purchases; as total approaches/exceeds check value, notify participant and ask for preferred course of action:
    - Participant can pay overage if they choose
    - If participant does not want to pay overage then remove preferred items to reduce cost to at or below the check value; return non-purchased items to the store
- Find total amount of eligible produce presented for purchase
- If total exceeds dollar value of WIC check, ask participant whether or not they would like to pay the overage
    - If participant chooses not to pay overage, assist them in choosing items that utilize as much of check value as possible without exceeding limit. After removing items, recalculate total purchase price equal to or less than WIC check value
    - If participant chooses to pay the overage then write the amount that the check is for in the purchase amount box and then collect the remaining amount from the participant (i.e. if the check is for $10.00 but the total is $12.37 then write $10.00 in the purchase amount box and collect $2.37 from the participant to pay the overage)
- Write total amount of WIC produce purchased in "Purchase Amount" box on provided check
    - Be sure not to exceed maximum amount of check
- Present WIC check to participant to sign on "Authorized Signature" line
- Check that signature is complete
- Complete transaction at register (follow store procedure)
- Give WIC shopper their receipt
- Secure WIC check in location determined by your store

S4. Edit the total purchase amount if entered incorrectly

- Verify that entry error has occurred
    - Errors can only be corrected using this method at point of purchase (i.e., checkout with participant still present)
- Calculate correct total purchase amount
- Draw solid, single line through incorrectly entered total purchase amount
- Enter correct total purchase amount in "Corrections Only" space

ATTITUDE
A1. Demonstrate an understanding that WIC participants cannot be stereotyped easily by age, gender, race/ethnicity or appearance
A2. Show respect and discretion to WIC participants at all times during checkout
A3. Demonstrate cooperation and patience when helping new WIC participants manage the WIC transaction at checkout • Share tips and helpful hints • Seek to reinforce healthy and nutritious choices • Assure participant that transaction can be handled smoothly and with discretion
A4. Demonstrate politeness, control and understanding when confronted with WIC check errors
A5. Seek to provide solutions and solve problems for participant while maintaining rules and requirements of WIC program

WIC Training Log

For the period October 1, 2015-September 30, 2017

This log is to be kept updated and made available for inspection by a vendor manager upon request.

Store Name/Location: _____

Employee Name	Date Training Completed	Notes

1. Overview of the Nebraska WIC Program

What is WIC?

- Women, infants children
- A public health nutrition program
  - Regulated federally by USDA and in state by Nebraska Department of Health and Human Services (DHHS)
  - Currently WIC serves 35,189 participants
  - Currently WIC has 365 WIC approved retailers statewide

Purposes of WIC

- Help women eat better, have healthier babies, and receive early prenatal care
- Help infants grow and develop better through the promotion of breastfeeding
- Help children eat more nutritious foods, visit doctors regularly, and receive immunizations

How WIC Works

Participant is assessed at WIC clinic
Receives training, WIC checks and Approved Foods List

Participant finds authorized retailer
Selects approved foods according to WIC check

Cashier ensures transaction is accurate and successful

Participant consumes nutritious food provided by WIC

Retailer deposits processed WIC check for reimbursement
Properly trained store staff, potentially reduce returned checks

1. Cashier Training Video
Instructor's Guide

Set-up

- Make copies of "Cashier Training Video Worksheet" for each trainee
- Ensure DVD will play successfully in your system (audio and video)
- Arrange room so all trainees can see video and complete worksheet while watching
- Review answer key

During the Video

- Hand out copies of "Cashier Training Video Worksheet"
- Explain directions
    - Have trainees attempt to answer worksheet questions before watching video and then use the video to correct answers, or have trainees complete the worksheet while watching the video
- Check for questions
- Pause video, if needed, to allow trainees to complete worksheet

After the Video

- Discuss video; ask for questions
- Review correct answers (see "Cashier Training Video Worksheet Answer Key")
- Have trainees capture correct answers
- Review parts of video, if needed, to review key points

1. Cashier Training Video
Worksheet Answer Key

TRUE 1. WIC stands for women, infants and children.

TRUE 2. It is part of my job to help make sure WIC participants have access to healthy and nutritious foods.

TRUE 3. WIC participants are everyday people trying to make sure their families are getting the nutrition they need.

FALSE 4. WIC checks are mailed to participants on a bi-weekly basis. *(WIC participants get Approved Foods List and WIC checks from local WIC clinics.)*

FALSE 5. Only WIC participants can use their checks to buy WIC foods. *(WIC participants can have alternate shoppers/proxies shop for them.)*

TRUE 6. WIC participants have been advised to keep all WIC purchases separate to make WIC transactions easier.

TRUE 7. Hopefully WIC shoppers say, “I have WIC foods today” immediately to help you know that you’ll have separate transactions.

TRUE 8. Before scanning items, ask for the WIC check.

FALSE 9. WIC checks never expire; you may see a check that is 10 years old. *(Look for the date to use on the WIC check and verify that today’s date falls on or between the first date to use and the last date to use.)*

TRUE 10. You will fill in the amount purchased in the proper box on the WIC check.

FALSE 11. You can ring up WIC food purchases along with regular purchases – the register will sort it out. *(Ring up non-WIC foods in a separate transaction.)*

FALSE 12. WIC fruit and vegetable checks are like other checks – they list the specific foods that may be purchased. *(Fruit and vegetable checks have a maximum dollar value assigned to the check and are used as a voucher.)*

TRUE 13. WIC shoppers can pay the difference if their fruit and vegetable purchase exceeds the maximum value of their WIC check.

FALSE 14. Any vegetable can be purchased with a WIC fruit and vegetable check. *(Participants may not purchase canned or frozen fruits and vegetables, party trays, salad kits with dressing, etc.)*

TRUE 15. You can change the total purchase amount if you enter it incorrectly on the WIC check.

1. Cashier Training Video Worksheet

Name: _____

Directions: Determine if each statement is TRUE or FALSE. Circle your answers.

T or F 1. WIC stands for women, infants and children.

T or F 2. It is part of my job to help make sure WIC participants have access to healthy and nutritious foods.

T or F 3. WIC participants are everyday people trying to make sure their families are getting the nutrition they need.

T or F 4. WIC checks are mailed to participants on a bi-weekly basis.

T or F 5. Only WIC participants can use their checks to buy WIC foods.

T or F 6. WIC participants have been advised to keep all WIC purchases separate to make WIC transactions easier.

T or F 7. Hopefully WIC shoppers say, “I have WIC foods today” immediately to help you know that you’ll have separate transactions.

T or F 8. Before scanning items, ask for the WIC check.

T or F 9. WIC checks never expire; you may see a check that is 10 years old.

T or F 10. You will fill in the amount purchased in the proper box on the WIC check.

T or F 11. You can ring up WIC food purchases along with regular purchases – the register will sort it out.

T or F 12. WIC fruit and vegetable checks are like other checks – they list the specific foods that may be purchased.

T or F 13. WIC shoppers cannot pay the difference if their fruit and vegetable purchase exceeds the maximum value of their WIC check.

T or F 14. Any vegetable can be purchased with a WIC fruit and vegetable check.

T or F 15. You can change the total purchase amount if you enter it incorrectly on the WIC check.

NEBRASKA WIC Nutrition Program

2a. Selection Worksheet
Instructor's Guide

Set-up

- Make copies of "WIC Foods Selection Worksheet" for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Review answer key

During the Activity

- Explain that the following exercise will increase awareness of whether foods are WIC approved and increase familiarity with WIC Approved Foods List
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review correct answers
- Discuss errors made
    - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
    - Have trainees correct errors on worksheet
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

2a. WIC Foods Selection Worksheet Answer Key

2a. WIC Foods Selection Worksheet

Name: _____

Directions

Use the WIC Approved Foods List to determine if the following foods are WIC approved or non-WIC approved. Circle those foods that are WIC approved.

Fresh cucumbers, 1 lb.

Fresh-cut melon party tray, 2.5 lbs

Infant rice cereal, 8-oz. container

Low-fat milk, 1 gallon

Store brand baked beans, 16-oz. can

Store brand shredded low-fat cheddar cheese, 8 oz.

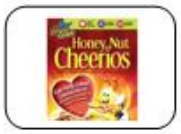
Canned pink salmon, 14.75-oz. can

Lactaid 1% Low-Fat Milk, ½ gallon

2a. WIC Foods Selection Worksheet Answer Key

WIC Foods Selection Worksheet, page 2 of 2

Sara Lee 100% whole wheat bread, 20-oz. loaf



Honey Nut Cheerios, 20-oz. box

Tree Top apple juice, 46-oz. bottle

Beechnut apples & chicken infant food, 4-oz. bottle

Store brand pinto beans, 1-lb. bag

Carnation fat free evaporated milk, 12-oz. can

Fresh Express lettuce mix, 6-oz. bag

Chicken of the Sea light tuna packed in oil, 5-oz. can

Old Orchard 100% Grape Juice frozen concentrate, 12-oz. can

Kraft cheese singles, 16-oz. package

Extra-large eggs, 1 doz.

Premium baking potatoes, 2 lbs.

2a. WIC Foods Selection Worksheet

Name: _____

Directions

Use the WIC Approved Foods List to determine if the following foods are WIC approved or non-WIC approved. Circle those foods that are WIC approved.

Fresh cucumbers, 1 lb.

Fresh-cut melon party tray, 2.5 lbs

Infant rice cereal, 8-oz. container

Low-fat milk, 1 gallon

Store brand baked beans, 16-oz. can

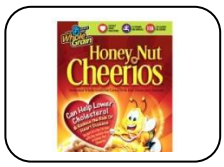
Store brand shredded low-fat cheddar cheese, 8 oz.

Canned pink salmon, 14.75-oz. can

Lactaid 1% Low-Fat Milk, ½ gallon

NEBRASKA WIC Nutrition Program

Sara Lee 100% whole wheat bread, 20-oz. loaf



Honey Nut Cheerios, 20-oz. box

Tree Top apple juice, 46-oz. bottle

Beechnut apples & chicken infant food, 4-oz. bottle

Store brand pinto beans, 1-lb. bag

Carnation fat free evaporated milk, 12-oz. can

Fresh Express lettuce mix, 6-oz. bag

Chicken of the Sea light tuna packed in oil, 5-oz. can

Old Orchard 100% Grape Juice
frozen concentrate, 12-oz. can

Kraft cheese singles, 16-oz. package

Extra-large eggs, 1 doz.

Premium baking potatoes, 2 lbs.

NEBRASKA WIC Nutrition Program

2b. Flashcards Activity
Instructor's Guide

Set-up

- Make copies of "WIC Foods Flashcard Activity" sheet for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Review answer key
- Determine if you want to lead activity or have trainees work in pairs/small groups

During the Activity

- Explain that the following exercise will increase awareness of whether foods are WIC approved and increase familiarity with WIC Approved Foods List
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions (using trainee worksheet as a guide) and answer questions
- Begin activity
- Assist as needed

After the Activity

- Review correct and incorrect answers
- Discuss errors made
    - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
    - Have trainees correct errors on worksheet
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

2b. Flashcards Activity
Answer Key

Post Honey Bunches of Oats with Almonds, 14.5 oz. **YES**

Quaker Instant Oatmeal – Regular Flavor, 11.8 oz. **NO**

Tree Top 100% Apple Juice, 64-oz. bottle **YES**

Oroweat Oatnut Bread, 24-oz. loaf **NO**

Uncle Ben's Instant Brown Rice, 14-oz. box **YES**

Store Brand Fat-Free Evaporated Milk, 12-oz. can **YES**

Bush's Black Beans, 16-oz. can **YES**

Chicken of the Sea Pink Salmon – Oil-Packed, 14.75-oz. can **YES**

StarKist Albacore Tuna in Water, 6-oz. can **NO**

Jif Creamy Peanut Butter, 18-oz. container **NO**

Silk Original Soymilk, ½ gallon **YES**

Cabot Monterey Jack Cheese, 8 oz. **NO**

Eggland's Best Grade A Extra Large Eggs, 1 dozen **NO**

Fresh Sweet Corn, 6 ears **YES**

Fresh Ginger Root, 4 oz. **YES**

Fresh Red Potatoes, 10-lb. bag **YES**

Fresh Honeydew Melon – Wrapped, ½ melon **YES**

Dried Banana Chips, 8-oz. bag **NO**

Store Brand Skim Milk, 1 gallon **YES**

Gerber Bananas Infant Food, 2-Pack **YES**

Nature's Goodness Chicken Infant Meat, 2.5-oz. jar **YES**

Gerber Cereal Blend with Apples and Bananas, 6-oz. jar **NO**

General Mills Dora the Explorer Cereal, 18-oz. box **YES**

Old Orchard 100% Grape Juice, 12-oz. frozen juice concentrate **YES**

Mission Whole Wheat Tortillas, 16 oz. package **YES**

2b. WIC Foods Flashcards Activity

Name: _____

Directions

If led by your instructor:

- Locate a copy of the Nebraska WIC Approved Foods List.
- Become familiar with the sections of the booklet and identify how to find specific information about food items.
- When your instructor holds up a flashcard with a food item and description, use your WIC Approved Foods List to determine whether the food is WIC approved. Be ready to share your answer.
- If your answer was incorrect, write down the reason the product is not WIC approved on this worksheet.

If working in pairs or small groups:

- Locate a copy of the Nebraska WIC Approved Foods List.
- Become familiar with the sections and identify how to find specific information about food items.
- Have each person take a turn showing a flashcard with a food item and description.
- Use your WIC Approved Foods List to determine whether the food is WIC approved. Be ready to share your answer.
- Discuss as a group until you agree on the answer. If uncertain about the correct answer, ask your instructor for assistance.
- If your answer was incorrect, write down the reason the product is not WIC approved on this worksheet.

Reminders about why food items are not approved:

Post Honey Bunches of Oats with Almonds, 14.5 oz.

NEBRASKA WIC Nutrition Program

WIC Approved?

Quaker Instant Oatmeal – Regular Flavor, 11.8 oz.

NEBRASKA WIC Nutrition Program

WIC Approved?

Tree Top 100% Apple Juice, 64-oz. bottle

NEBRASKA WIC Nutrition Program

WIC Approved?

Oroweat Oatnut Bread, 24-oz. loaf

NEBRASKA WIC Nutrition Program

WIC Approved?

Uncle Ben's Instant Brown Rice, 14-oz. box

NEBRASKA WIC Nutrition Program

WIC Approved?

Store Brand Fat-Free Evaporated Milk, 12-oz. can

NEBRASKA WIC Nutrition Program

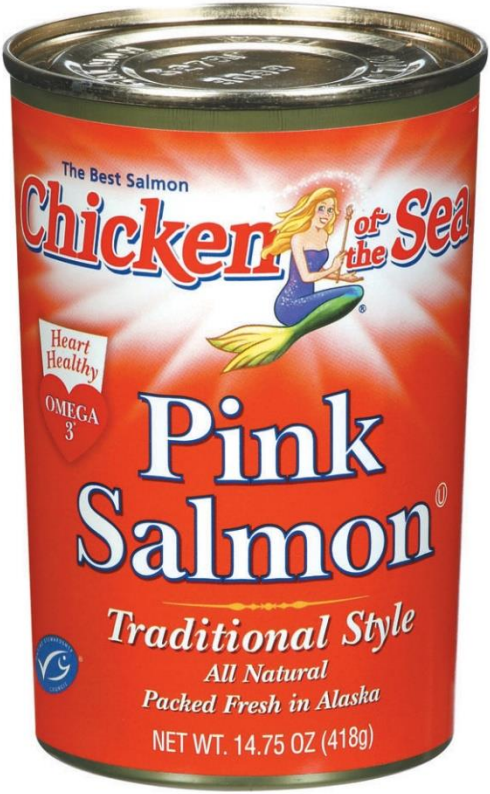
WIC Approved?

Bush’s Black Beans, 16-oz. can

NEBRASKA WIC Nutrition Program

WIC Approved?

Chicken of the Sea Pink Salmon – Oil-Packed, 14.75-oz. can



NEBRASKA WIC Nutrition Program

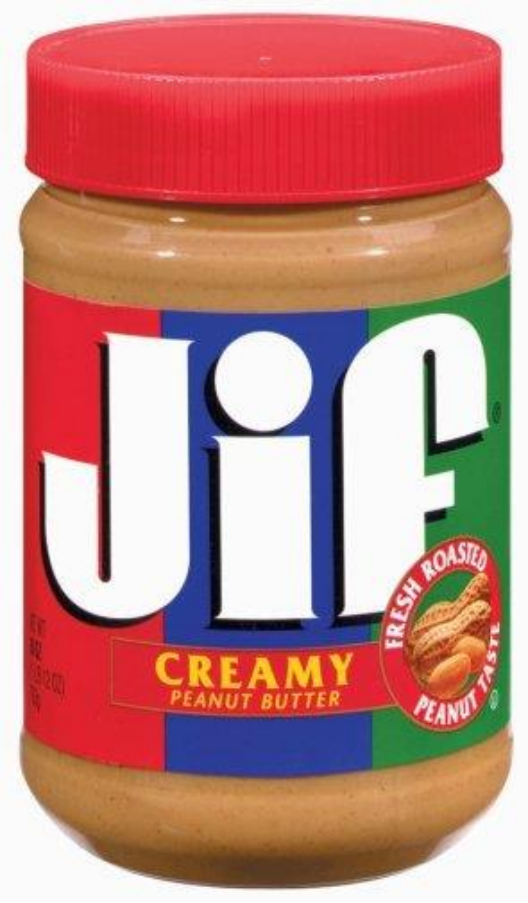
WIC Approved?

StarKist Albacore Tuna in Water, 6-oz. can

NEBRASKA WIC Nutrition Program

WIC Approved?

Jif Creamy Peanut Butter, 18-oz. container



NEBRASKA WIC Nutrition Program

WIC Approved?

Silk Original Soymilk, ½ gallon

NEBRASKA WIC Nutrition Program

WIC Approved?

Cabot Monterey Jack Cheese, 8 oz.

WIC Approved?

Eggland's Best Grade A Extra Large Eggs, 1 dozen

NEBRASKA WIC Nutrition Program

WIC Approved?

Fresh Sweet Corn, 6 ears

NEBRASKA WIC Nutrition Program

WIC Approved?

Fresh Ginger Root, 4 oz.

WIC Approved?

Fresh Red Potatoes, 10-lb. bag

NEBRASKA WIC Nutrition Program

WIC Approved?

Fresh Honeydew Melon – Wrapped, ½ melon

WIC Approved?

Dried Banana Chips, 8-oz. bag

NEBRASKA WIC Nutrition Program

WIC Approved?

Store Brand Skim Milk, 1 gallon

NEBRASKA WIC Nutrition Program

WIC Approved?

Gerber Bananas Infant Food, 2-Pack of 4 oz. containers

NEBRASKA WIC Nutrition Program

WIC Approved?

Nature's Goodness Chicken Infant Meat, 2.5-oz. jar

NEBRASKA WIC Nutrition Program

WIC Approved?

Gerber Cereal Blend with Apples and Bananas, 6-oz. jar

NEBRASKA WIC Nutrition Program

WIC Approved?

General Mills Dora the Explorer Cereal, 18 oz. box

NEBRASKA WIC Nutrition Program

WIC Approved?

Old Orchard 100% Grape Juice, 12-oz. frozen juice concentrate

NEBRASKA WIC Nutrition Program

WIC Approved?

Mission Whole Wheat Tortillas, 16 oz. package

NEBRASKA WIC Nutrition Program

WIC Approved?

2c. In-Store Exercise Instructor's Guide

Set-up

- Choose one of the four sample WIC checks for exercise
    - Recommendation: Have trainee complete shopping with one check at a time
- Make needed copies of sample check for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Determine time frame and other conditions for exercise

During the Activity

- Explain that the following exercise will increase awareness of whether foods are WIC approved and increase familiarity with WIC Approved Foods List
- Hand out sample check and WIC Approved Foods List to each trainee
- Give directions and time frame for exercise
- Begin activity
- Assist as needed

After the Activity

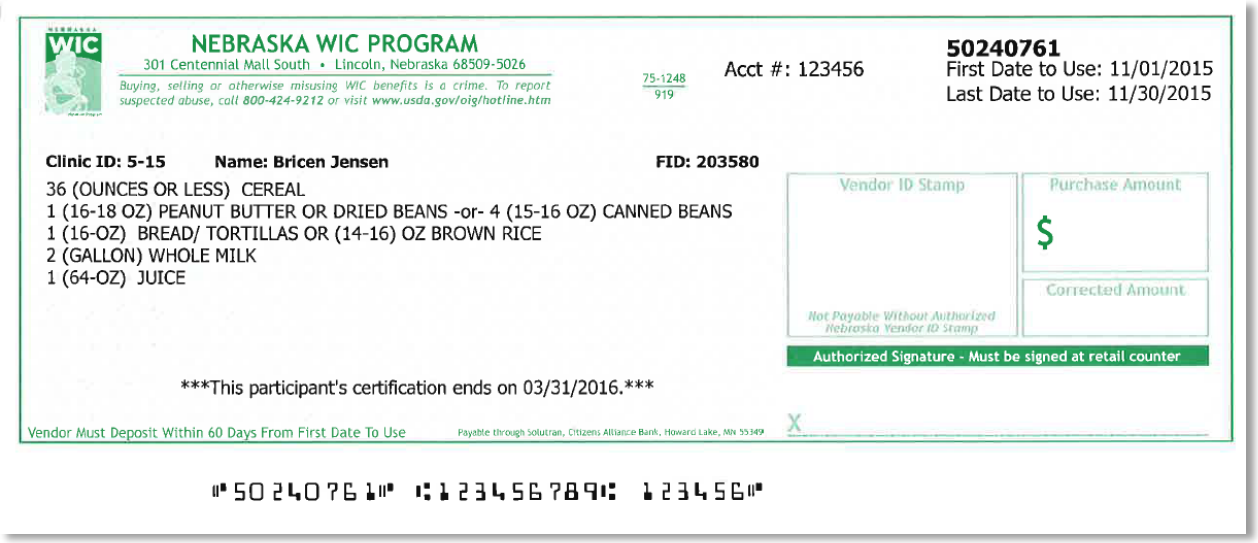
- Review correct and incorrect food selections
- Discuss errors made
    - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
    - Have trainees replace non-approved foods with approved foods
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

2c. WIC Foods In-Store Exercise

Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #1



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75-1248
919

Acct #: 123456

50240761
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 Name: Bricen Jensen FID: 203580

36 (OUNCES OR LESS) CEREAL
1 (16-18 OZ) PEANUT BUTTER OR DRIED BEANS -or- 4 (15-16 OZ) CANNED BEANS
1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE
2 (GALLON) WHOLE MILK
1 (64-OZ) JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

This participant's certification ends on 03/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

X

⑈50240761⑈ ⑆123456789⑆ 123456⑈

2c. WIC Foods In-Store Exercise

Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #2

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75-1248
919

Acct #: 123456

50240759
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 **Name: Silvie Jensen** **FID: 203580**

1 (DOZEN) MEDIUM OR LARGE EGGS
36 (OUNCES OR LESS) CEREAL
4 (HALF GALLON) LACTOSE FREE MILK - 1% OR FAT FREE
1 (11.5-12 OZ) FROZEN OR POURABLE CONCENTRATE JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

X

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

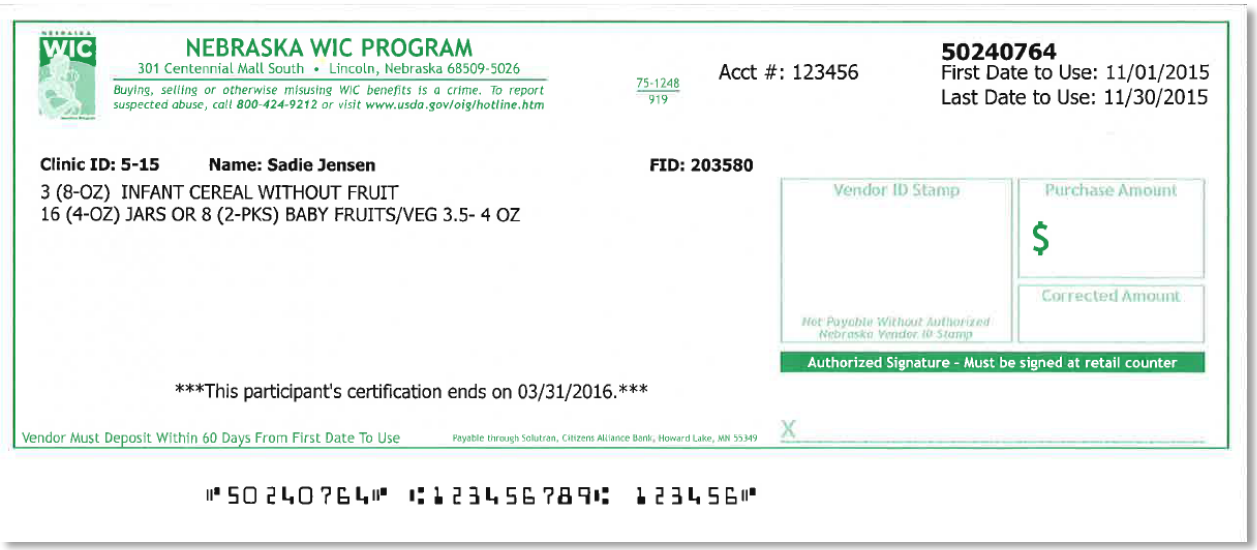
⑈50240759⑈ ⑆123456789⑆ 123456⑈

2c. WIC Foods In-Store Exercise

Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #3



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75-1248
919

Acct #: 123456

50240764
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 Name: Sadie Jensen FID: 203580

3 (8-OZ) INFANT CEREAL WITHOUT FRUIT
16 (4-OZ) JARS OR 8 (2-PKS) BABY FRUITS/VEG 3.5- 4 OZ

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

This participant's certification ends on 03/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

X

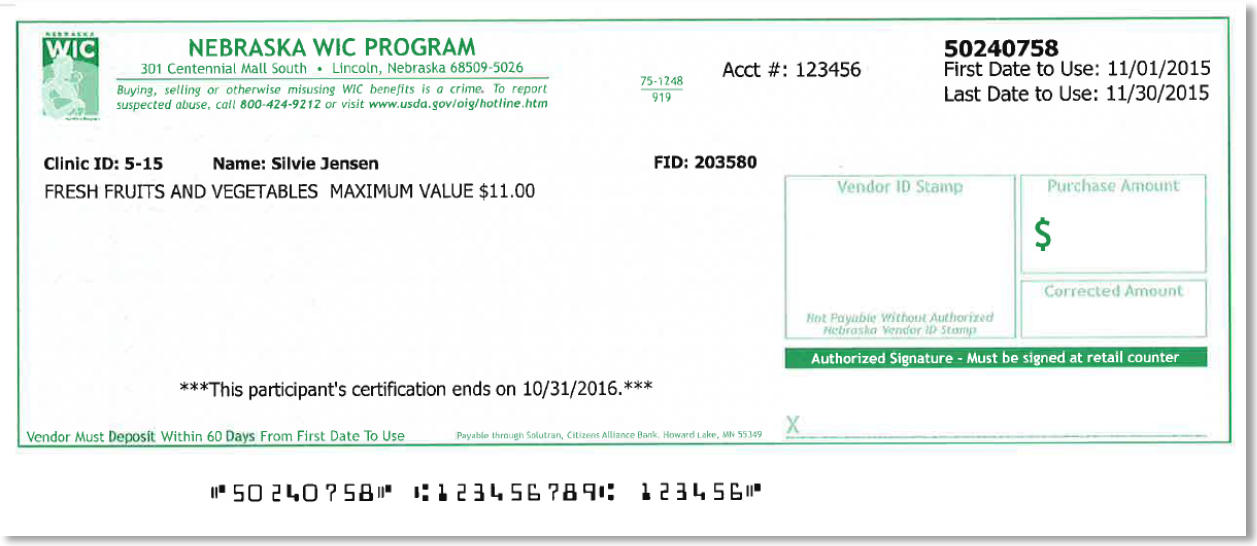
⑈50240764⑈ ⑆123456789⑆ 123456⑈

2c. WIC Foods In-Store Exercise

Directions

Using the Nebraska WIC Approved Foods List as your guide, shop for the items identified on the following sample WIC check. Bring the items to the location identified by your instructor.

Sample WIC Check #4



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75-1248
919

Acct #: 123456

50240758
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 **Name: Silvie Jensen** **FID: 203580**

FRESH FRUITS AND VEGETABLES MAXIMUM VALUE $11.00

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

This participant's certification ends on 10/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

X

⑈50240758⑈ ⑆123456789⑆ 123456⑈

2d. WIC Approved Formula Instructor's Guide

Set-up

- Make copies of "WIC Approved Formula Worksheet" for each trainee
- Review answer key

During the Activity

- Explain that the following exercise will help them learn how to evaluate formula products presented with WIC check
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review correct answers
- Discuss errors made
    - Emphasize requirement to compare items presented to listing of what is authorized on WIC check
    - Review importance of checking package size and how many cans/packs the customer is allotted
    - Have trainees correct errors on worksheet
- Ask for questions about reviewing formula presented in WIC shopping cart

2d. WIC Approved Formula Worksheet Answer Key

2d. WIC Approved Formula Worksheet

Name: _____

Directions

Match images of WIC Approved Formulas with the check description by drawing a line from the item to the check. Write how many cans or packs of the WIC Approved Formula the WIC shopper should receive. Please note that not all products are WIC approved and may not have a check that matches.

__2__ cans

__2__ cans

Only ready-to-feed PediaSure is WIC approved

____ cans

__4__ cans

Not WIC Approved

____ packs

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Savannah Jensen
2 (12.5 OZ) ENFAMIL INFANT POWDER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Savannah Jensen
4 (12.9-OZ) ENFAMIL AR - POWDER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Brizen Jensen
6 (6 PACKS [8-OZ]) PEDIASURE-ANY FLAVOR/NO FIBER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Savannah Jensen
2 (12.4-OZ) ENFAMIL GENTLEASE - POWDER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Sadie Jensen
4 (12.9-OZ) ENFAMIL PROSOBEE - POWDER

2d. WIC Approved Formula Worksheet Answer Key

6 packs

Not WIC Approved and product size is too large

____ cans

6 packs

4 cans

Not WIC Approved

____ packs

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Savannah Jensen
2 (12.4-OZ) ENFAMIL GENTLEASE - POWDER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Brian Jensen
6 (6 PACKS [8-OZ]) PEDIASURE-ANY FLAVOR/NO FIBER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Savannah Jensen
4 (12.9-OZ) ENFAMIL AR - POWDER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Brian Jensen
6 (6 PACKS [8-OZ]) PEDIASURE ANY FLAVOR WITH FIBER

NEBRASKA WIC PROGRAM
Clinic ID: 5-15 Name: Sadie Jensen
4 (12.9-OZ) ENFAMIL PROSOBEE - POWDER

2d. WIC Approved Formula Worksheet

Name: _____

Directions

Match images of WIC Approved Formulas with the check description by drawing a line from the item to the check. Write how many cans or packs of the WIC Approved Formula the WIC shopper should receive. Please note that not all products are WIC approved and may not have a check that matches.

____ cans

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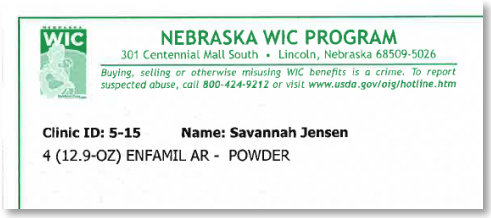
Clinic ID: 5-15 Name: Savannah Jensen
2 (12.5 OZ) ENFAMIL INFANT POWDER

____ cans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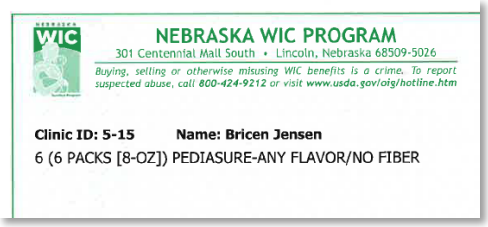
Clinic ID: 5-15 Name: Savannah Jensen
4 (12.9-OZ) ENFAMIL AR - POWDER

____ cans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Clinic ID: 5-15 Name: Bricen Jensen
6 (6 PACKS [8-OZ]) PEDIASURE-ANY FLAVOR/NO FIBER

____ cans

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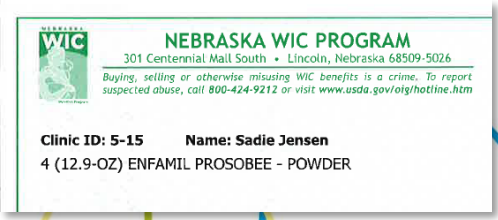
Clinic ID: 5-15 Name: Savannah Jensen
2 (12.4-OZ) ENFAMIL GENTLEASE - POWDER

____ packs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Clinic ID: 5-15 Name: Sadie Jensen
4 (12.9-OZ) ENFAMIL PROSOBEE - POWDER

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____ packs

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Clinic ID: 5-15 **Name: Savannah Jensen**
2 (12.4-OZ) ENFAMIL GENTLEASE - POWDER

____ cans

NEBRASKA WIC PROGRAM
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Clinic ID: 5-15 **Name: Bricen Jensen**
6 (6 PACKS [8-OZ]) PEDIASURE-ANY FLAVOR/NO FIBER

____ packs

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Clinic ID: 5-15 **Name: Savannah Jensen**
4 (12.9-OZ) ENFAMIL AR - POWDER

____ cans

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Clinic ID: 5-15 **Name: Bricen Jensen**
6 (6 PACKS [8-OZ]) PEDIASURE ANY FLAVOR WITH FIBER

____ packs

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Clinic ID: 5-15 **Name: Sadie Jensen**
4 (12.9-OZ) ENFAMIL PROSOBEE - POWDER

NEBRASKA WIC Nutrition Program

3a. Evaluation Worksheet
Instructor's Guide

Set-up

- Make copies of "Shopping Cart Evaluation Worksheet" for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Review answer key

During the Activity

- Explain that the following exercise will help them learn how to evaluate items presented with WIC check
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review correct answers
- Discuss errors made
    - Review need to check approval of foods
    - Emphasize requirement to compare items presented to listing of what is authorized on WIC check
    - Have trainees correct errors on worksheet
- Ask for questions about reviewing items presented in WIC shopping cart

3a. Evaluation Worksheet
Answer Key

3a. Shopping Cart Evaluation Worksheet

Name: _____

Directions

Review the section of a sample WIC check shown on the left side of the page and compare that to the items presented in the shopping cart on the right side of the page.

- If a presented item is acceptable, draw a ✓ beside the item.
- If a presented item (or combination of items) is not acceptable, draw a ✕ beside the item(s).

Be ready to discuss your responses.

WIC Check Presented

1.

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Clinic ID: 5-15 Name: Tricen Jensen
1 (16-OZ) STORE BRAND CHEESE
1 (DOZEN) MEDIUM OR LARGE EGGS
1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE
1 (12-OZ) EVAPORATED MILK - FAT FREE
1 (GALLON) MILK - 1% OR FAT FREE SKIM
1 (64-OZ) JUICE

Items in Shopping Cart

Pepperidge Farm 100% Whole Wheat bread, 24-oz. ✕

Our Family White Grape Juice, 64-oz. bottle ✓

Store brand 1% milk, 1 gallon ✓
Store brand skim milk, 1 gallon ✓

Store brand cheese sticks, 12-oz. ✕

Store brand medium brown eggs, 1 dozen ✕

Carnation fat free evaporated milk, 12 oz. ✓

Comments on this WIC shopping cart:

Bread – 24-oz. loaf of Pepperidge Farm is not approved

Cheese sticks not allowed

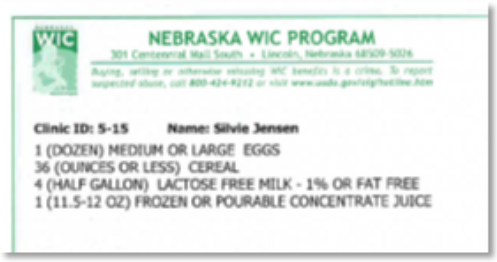
Brown eggs not allowed

3a. Evaluation Worksheet
Answer Key

Worksheet Answer Key, page 2 of 2

2.

WIC Check Presented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Clinic ID: 5-15 Name: Silvie Jensen
1 (DOZEN) MEDIUM OR LARGE EGGS
36 (OUNCES OR LESS) CEREAL
4 (HALF GALLON) LACTOSE FREE MILK - 1% OR FAT FREE
1 (11.5-12 OZ) FROZEN OR POURABLE CONCENTRATE JUICE

Items in Shopping Cart

Store brand large eggs, 1 dozen ✓

Store brand 1% lactose free milk, 2 half gallon ✓
Store brand fat free lactose free milk, 2 half gallon ✓

Kellogg's Corn Flakes, 24-oz.
Best Choice Happy Os, 18-oz. ✗

Welch's Cranberry Juice Cocktail Frozen Concentrate, 11.5 oz. ✗

Comments on this WIC shopping cart:

Too much total cereal; one box okay, but not both

Cranberry Juice Cocktail not approved flavor

3.

WIC Check Presented

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Clinic ID: 5-15 Name: Sadie Jensen
3 (8-OZ) INFANT CEREAL WITHOUT FRUIT
16 (4-OZ) JARS OR 8 (2-PKS) BABY FRUITS/VEG 3.5- 4 OZ

Items in Shopping Cart

4 jars – Beechnut squash, 4-oz. ✓

4 jars – Beechnut pears, 4-oz ✓

4 packs – Beechnut applesauce, 2 3.5-oz. ✗

4 jars – Tippy Toes broccoli w/ cheese, 4-oz. ✗

2 boxes – Gerber cereal rice with apples, 8-oz. ✗

Comments on this WIC shopping cart:

Applesauce not allowed

No cheese or other additions – only fruits and/or vegetables

No fruit in the cereal

3a. Shopping Cart Evaluation Worksheet

Name: _____

Directions

Review the section of a sample WIC check shown on the left side of the page and compare that to the items presented in the shopping cart on the right side of the page.

- If a presented item is acceptable, draw a ✓ beside the item.
- If a presented item (or combination of items) is not acceptable, draw a ✖ beside the item(s).

Be ready to discuss your responses.

WIC Check Presented

Items in Shopping Cart

1.

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Clinic ID: 5-15 Name: Tricen Jensen
1 (16-OZ) STORE BRAND CHEESE
1 (DOZEN) MEDIUM OR LARGE EGGS
1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE
1 (12-OZ) EVAPORATED MILK - FAT FREE
1 (GALLON) MILK - 1% OR FAT FREE SKIM
1 (64-OZ) JUICE

Pepperidge Farm 100% Whole Wheat bread, 24-oz.

Our Family White Grape Juice, 64-oz. bottle

Store brand 1% milk, 1 gallon
Store brand skim milk, 1 gallon

Store brand cheese sticks, 12-oz.

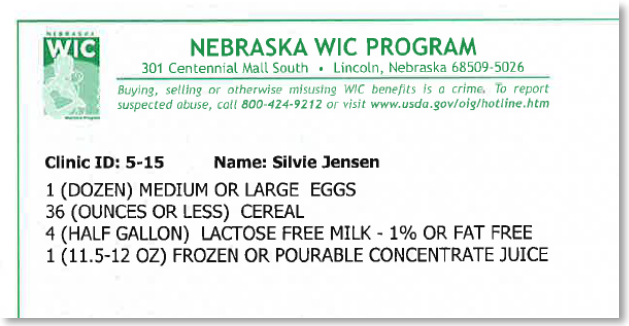
Store brand medium brown eggs, 1 dozen

Carnation fat free evaporated milk, 12 oz.

Comments on this WIC shopping cart:

2.

WIC Check Presented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Clinic ID: 5-15 **Name: Silvie Jensen**
1 (DOZEN) MEDIUM OR LARGE EGGS
36 (OUNCES OR LESS) CEREAL
4 (HALF GALLON) LACTOSE FREE MILK - 1% OR FAT FREE
1 (11.5-12 OZ) FROZEN OR POURABLE CONCENTRATE JUICE

Items in Shopping Cart

Store brand large eggs, 1 dozen

Store brand 1% lactose free milk, 2 half gallon
Store brand fat free lactose free milk, 2 half gallon

Kellogg's Corn Flakes, 24-oz.
Best Choice Happy Os, 18-oz.

Welch's Cranberry Juice Cocktail Frozen Concentrate, 11.5 oz.

Comments on this WIC shopping cart:

3.

WIC Check Presented

NEBRASKA WIC PROGRAM
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Clinic ID: 5-15 **Name: Sadie Jensen**
3 (8-OZ) INFANT CEREAL WITHOUT FRUIT
16 (4-OZ) JARS OR 8 (2-PKS) BABY FRUITS/VEG 3.5- 4 OZ

Items in Shopping Cart

4 jars – Beechnut squash, 4-oz.

4 jars – Beechnut pears, 4-oz

4 packs – Beechnut applesauce, 2 3.5-oz.

4 jars – Tippy Toes broccoli w/ cheese, 4-oz.

2 boxes – Gerber cereal rice with apples, 8-oz.

Comments on this WIC shopping cart:

NEBRASKA WIC Nutrition Program

3b. Flashcards Activity
Instructor's Guide

Set-up

- Make copies of "Shopping Cart Flashcards Activity" for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Have food flashcards (from 2b training activity) ready
- Identify groups of flashcards that relate to items presented on each sample check
    - Recommendation: Have at least two products that are either not approved foods or are not authorized by sample check

During the Activity

- Explain that the following exercise will help them learn how to evaluate items presented with WIC check
- Hand out worksheet and WIC Approved Foods List to each trainee
- Read directions and answer questions
- Present first grouping of food flashcards for sample WIC check #1
- Give trainees time to finish evaluation of items
- Discuss results and answer questions
- Repeat with sample checks #2 and #3

After the Activity

- Review common mistakes and challenges when evaluating foods presented in WIC shopping cart:
    - Approved foods
    - Total amounts of cereal
    - Amount on fruit and vegetable check
- Ask for questions about reviewing items presented in WIC shopping cart

3b. Shopping Cart Flashcards Activity – #1

Name: _____

Directions

Review the sample WIC check #1 shown on this page. When presented with the collection of flashcards, determine which items are/are not authorized and approved.

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75-1248
919

Acct #: 123456

50240768
First Date to Use: 12/01/2015
Last Date to Use: 12/31/2015

Clinic ID: 5-15 **Name: Tricen Jensen** **FID: 203580**

1 (16-OZ) STORE BRAND CHEESE
1 (DOZEN) MEDIUM OR LARGE EGGS
1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE
1 (12-OZ) EVAPORATED MILK - FAT FREE
1 (GALLON) MILK - 1% OR FAT FREE SKIM
1 (64-OZ) JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

This participant's certification ends on 03/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

X

⑈50240768⑈ ⑆123456789⑆ 123456⑈

Items authorized and approved:

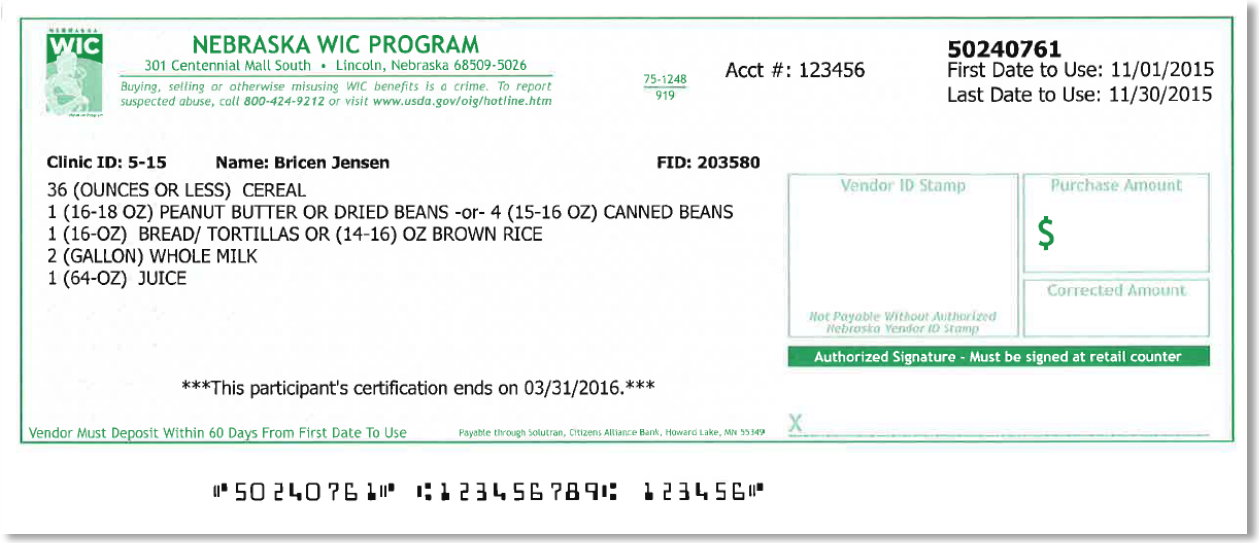
Items not authorized or approved:

3b. Shopping Cart Flashcards Activity – #2

Name: _____

Directions

Review the sample WIC check #2 shown on this page. When presented with the collection of flashcards, determine which items are/are not authorized and approved.



NEBRASKA WIC PROGRAM
301 Centennial Mall South • Lincoln, Nebraska 68509-5026
Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected abuse, call 800-424-9212 or visit www.usda.gov/oig/hotline.htm

75-1248
919

Acct #: 123456

50240761
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 **Name: Bricen Jensen** **FID: 203580**

36 (OUNCES OR LESS) CEREAL
1 (16-18 OZ) PEANUT BUTTER OR DRIED BEANS -or- 4 (15-16 OZ) CANNED BEANS
1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE
2 (GALLON) WHOLE MILK
1 (64-OZ) JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

This participant's certification ends on 03/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

X

⑈50240761⑈ ⑆123456789⑆ 123456⑈

Items authorized and approved:

Items not authorized or approved:

3b. Shopping Cart Flashcards Activity – #3

Name: _____

Directions

Review the sample WIC check #3 shown on this page. When presented with the collection of flashcards, determine which items are/are not authorized and approved.

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75-1248
919

Acct #: 123456

50240759
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 Name: Silvie Jensen

FID: 203580

1 (DOZEN) MEDIUM OR LARGE EGGS
36 (OUNCES OR LESS) CEREAL
4 (HALF GALLON) LACTOSE FREE MILK - 1% OR FAT FREE
1 (11.5-12 OZ) FROZEN OR POURABLE CONCENTRATE JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

X

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

⑈50240759⑈ ⑆123456789⑆ 123456⑈

Items authorized and approved:

Items not authorized or approved:

3c. In-Store Exercise Instructor's Guide

Set-up

- Choose one of the three sample WIC checks for exercise
    - Recommendation: Have trainee complete shopping cart review with one check at a time
- Make needed copies of sample check for each trainee
- Secure copies of current WIC Approved Foods List for each trainee
- Determine time frame and other conditions for exercise
- Collect foods in shopping carts that relate to items presented on each sample check
    - Recommendation: Have at least two products that are either not approved foods or are not authorized by sample check

During the Activity

- Explain that the following exercise will help them learn how to evaluate items presented with WIC check
- Hand out sample check and WIC Approved Foods List to each trainee
- Bring forward each shopping cart of items for trainee review
- Begin activity
- Assist as needed

After the Activity

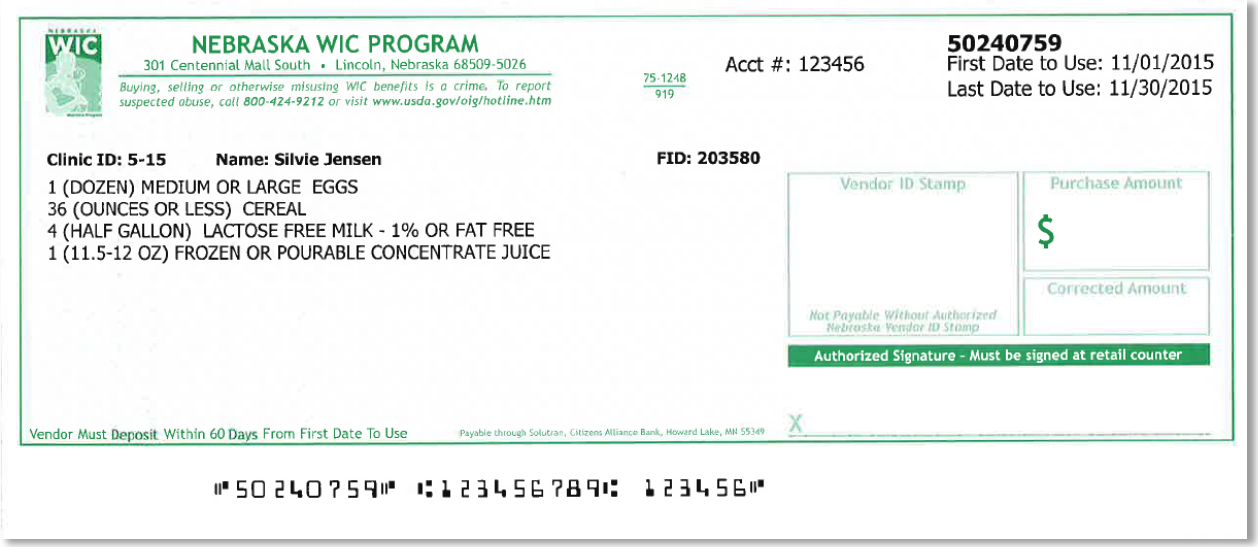
- Review correct and incorrect food selections
- Discuss errors made
    - Emphasize need to carefully read labels and compare with details in WIC Approved Foods List
    - Have trainees replace non-approved foods with approved foods
- Ask for questions about WIC foods selection
- Remind trainees to use WIC Approved Foods List located at register to answer questions about food selection

3c. Shopping Cart
In-Store Exercise – #1

Name: _____

Directions

Review the sample WIC check #1 shown on this page. When presented with a shopping cart full of items, determine which are/are not authorized and approved.



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75-1248
919

Acct #: 123456

50240759
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 Name: Silvie Jensen

FID: 203580

1 (DOZEN) MEDIUM OR LARGE EGGS
36 (OUNCES OR LESS) CEREAL
4 (HALF GALLON) LACTOSE FREE MILK - 1% OR FAT FREE
1 (11.5-12 OZ) FROZEN OR POURABLE CONCENTRATE JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

X

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

⑈50240759⑈ ⑆123456789⑆ 123456⑈

Items authorized and approved:

Items not authorized or approved:

3c. Shopping Cart
In-Store Exercise – #2

Name: _____

Directions

Review the sample WIC check #2 shown on this page. When presented with a shopping cart full of items, determine which are/are not authorized and approved.

NEBRASKA WIC PROGRAM
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75-1248
919

Acct #: 123456

50240764
First Date to Use: 11/01/2015
Last Date to Use: 11/30/2015

Clinic ID: 5-15 **Name: Sadie Jensen** **FID: 203580**

3 (8-OZ) INFANT CEREAL WITHOUT FRUIT
16 (4-OZ) JARS OR 8 (2-PKS) BABY FRUITS/VEG 3.5- 4 OZ

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

This participant's certification ends on 03/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

X

⑈50240764⑈ ⑆123456789⑆ 123456⑈

Items authorized and approved:

Items not authorized or approved:

3c. Shopping Cart
In-Store Exercise – #3

Name: _____

Directions

Review the sample WIC check #3 shown on this page. When presented with a shopping cart full of items, determine which are/are not authorized and approved.

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75-1248
919

Acct #: 123456

50240768
First Date to Use: 12/01/2015
Last Date to Use: 12/31/2015

Clinic ID: 5-15 **Name: Tricen Jensen** **FID: 203580**

1 (16-OZ) STORE BRAND CHEESE
1 (DOZEN) MEDIUM OR LARGE EGGS
1 (16-OZ) BREAD/ TORTILLAS OR (14-16) OZ BROWN RICE
1 (12-OZ) EVAPORATED MILK - FAT FREE
1 (GALLON) MILK - 1% OR FAT FREE SKIM
1 (64-OZ) JUICE

Vendor ID Stamp
Not Payable Without Authorized Nebraska Vendor ID Stamp

Purchase Amount
$

Corrected Amount

Authorized Signature - Must be signed at retail counter

X

This participant's certification ends on 03/31/2016.

Vendor Must Deposit Within 60 Days From First Date To Use

Payable through Solutran, Citizens Alliance Bank, Howard Lake, MN 55349

⑈50240768⑈ ⑆123456789⑆ 123456⑈

Items authorized and approved:

Items not authorized or approved:

4a. Calculation Worksheet Instructor's Guide

Set-up

- Make copies of "Fruit and Vegetable Calculation Worksheet" for each trainee
- Secure handheld calculators for each trainee (optional)
- Review answer key

During the Activity

- Explain that the following exercise will help them practice calculation skills so they can be useful in assisting and coaching WIC customer using WIC fruit and vegetable check
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review correct answers
- Have trainees add other correct options to offer for each exercise
    - Emphasize need to monitor dollar amount of purchase on WIC fruit and vegetable check
    - Emphasize need for patience and assistance in helping WIC customers learn how to select amount of produce for maximum value on WIC check
- Ask for questions about WIC fruit and vegetable checks
- Remind trainees about which items from produce department are NOT approved for use with WIC fruit and vegetable check

4a. Fruit and Vegetable Calculation Worksheet
Answer Key

Practice Exercise 1

WIC fruit and vegetable check maximum cash value	$8.00
Items you have already scanned:	
1-lb. bag of baby cut carrots	$1.39
2 lbs. of fresh green beans	$3.38
4 lbs. of bananas	$2.96
SUBTOTAL	$7.73

Items remaining on checkout:
2 navel oranges, $.69/ea.

1. Does the value of the WIC check cover the remaining items?

YES NO

2. If the answer is no, what are the options you could provide to the customer?

- **Return one of the items (or portions of an item) already scanned.**
- **Complete a split transaction. Allow $8.00 of the total dollar amount to be processed by the WIC check. The customer may then pay the difference by cash, credit, or debit.**

4a. Fruit and Vegetable Calculation Worksheet
Answer Key

Practice Exercise 2

WIC fruit and vegetable check maximum cash value	$6.00
Items you have already scanned:	
1 9-oz. bag of hearts of romaine lettuce	$1.69
1 package of sweet grape tomatoes	$1.29
1 whole cantaloupe	$1.45
SUBTOTAL	$4.43

Items remaining on checkout:
1.2 lbs. of plums, $1.29/lb.

1. Does the value of the WIC check cover the remaining items?

YES NO

2. If the answer is no, what are two options you could provide to the customer?

N/A

Practice Exercise 3

WIC fruit and vegetable check maximum cash value	$11.00
Items you have already scanned:	
3-lb. bag of mixed apples and oranges	$3.99
1 head of iceberg lettuce	$1.21
SUBTOTAL	$5.20

Items remaining on checkout:
1 container of organic strawberries, $5.98/ea.
12 ears of fresh sweet corn, $.30/ea.

1. Does the value of the WIC check cover the remaining items?

YES NO

2. If the answer is no, what are two options you could provide to the customer?

- **Return one of the items (or portions of an item) already scanned.**
- **Complete a split transaction. Allow $11.00 of the total dollar amount to be processed by the WIC check. The customer may then pay the difference by cash, credit, or debit.**
- **Suggest replacing the organic strawberries with lower-priced, conventional strawberries.**

4a. Fruit and Vegetable Calculation Worksheet

Name: _____

Directions

Read each of the WIC transactions dealing with WIC fruit and vegetable checks. Each practice exercise will help you practice calculation skills so you can best assist and coach the WIC customer.

Practice Exercise 1

WIC fruit and vegetable check maximum cash value	$8.00
Items you have already scanned:	
1–lb. bag of baby cut carrots	$1.39
2 lbs. of fresh green beans	$3.38
4 lbs. of bananas	$2.96
SUBTOTAL	$7.73

Items remaining on checkout:

2 navel oranges, $.69/ea.

1. Does the value of the WIC check cover the remaining items?

YES NO

2. If the answer is no, what are two options you could provide to the customer?

NEBRASKA WIC Nutrition Program

Practice Exercise 2

WIC fruit and vegetable check maximum cash value	$6.00

Items you have already scanned:

1 9-oz. bag of hearts of romaine lettuce	$1.69
1 package of sweet grape tomatoes	$1.29
1 whole cantaloupe	$1.45
SUBTOTAL	$4.43

Items remaining on checkout:

1.2 lbs. of plums, $1.29/lb.

1. Does the value of the WIC check cover the remaining items?

YES NO

2. If the answer is no, what are two options you could provide to the customer?

Practice Exercise 3

WIC fruit and vegetable check maximum cash value	$11.00

Items you have already scanned:

3-lb. bag of mixed apples and oranges	$3.99
1 head of iceberg lettuce	$1.21
SUBTOTAL	$5.20

Items remaining on checkout:

1 container of organic strawberries, $5.98/ea.

12 ears of fresh sweet corn, $.30/ea.

1. Does the value of the WIC check cover the remaining items?

YES NO

2. If the answer is no, what are two options you could provide to the customer?

4b. Rehearsal at Checkout
Instructor's Guide

Set-up

- Determine time and location for rehearsal activity
- Prepare compilations of fruits and vegetables to present to trainee at checkout
    - Determine maximum value for each transaction
    - See "Fruit and Vegetable Calculation Worksheet" (from 4a training activity) for ideas
    - Create three or four compilations with at least one where WIC check will cover all produce presented
- Prepare your responses to trainees' suggestions for appropriate reactions to situation

During the Activity

- Explain that the following rehearsal will help them practice calculation skills so they can be useful in assisting and coaching WIC customer using WIC fruit and vegetable check
- Begin activity
    - Tell trainee maximum amount of first WIC fruit and vegetable check
    - Present your prepared purchase of fruits and vegetables
    - As subtotal approaches total amount, pause scanning
    - Ask trainee to calculate remaining value
    - Have trainee review remaining items for checkout
    - Ask trainee whether remaining value will likely cover cost of remaining items
        - If not, ask trainee what other options could be given WIC customer in this situation
    - Discuss response and offer additional suggestions
- Repeat process, as necessary

After the Activity

- Ask for questions about WIC fruit and vegetable checks
- Remind trainees about which items from produce department are NOT approved for use with WIC fruit and vegetable check

NOTE: **There is no trainee activity sheet to accompany this training activity (4b). The instructor will provide all necessary materials and directions.**

5. Rehearsal at Checkout
Instructor's Guide

Set-up

- Determine time and location for rehearsal activity
- Rehearsal can be performed with or without sample WIC checks and food items
    - If you want to use sample WIC checks, see 3c training activity
- Rehearse key steps of WIC transactions in own mind to be able to coach trainee
    - Add in steps needed for your store's checkout experience/process

During the Activity

- Explain that the following rehearsal will help them practice steps that must be followed in the WIC transaction to make it smooth and successful
- Review summary of key steps on "Transaction Process Rehearsal Worksheet" with trainee
- Announce sequence of events that occurs in typical checkout experience and have trainee explain appropriate steps to follow in WIC transaction process
    - Customer arrives
    - Customer announces use of WIC today
        - Ask for WIC check
    - Customer begins placing WIC items on checkout
        - Check that each item is authorized and approved
    - Customer finishes presenting WIC items for purchase
        - Write total amount
    - Customer waits
        - Get signature, secure check, give shopper their receipt, and present items
- Repeat process, as necessary
- Add in common transaction issues to rehearsal and ask trainee to consider best response
    - Customer has mixed WIC and non-WIC items on checkout
    - You write incorrect total purchase amount on check
    - Customer does not sign check

After the Activity

- Ask for questions about steps in WIC transaction process

5. Transaction Process Rehearsal Worksheet

1. Ask for the WIC **check** from the WIC customer.

2. Verify the **date**.
   - *Is the check valid for use today?*

3. Scan the food items one-by-one and make sure each item is **approved** and **authorized** on the check.
   - *Is the food item authorized (listed on the WIC check)?*
   - *Is the food item approved according to the WIC Approved Foods List?*

4. Write the **total** amount purchased on the WIC check.

5. Get a **signature**.
   - *There is no need to check identification, but do check that it is signed.*

6. Give WIC shopper their **receipt**.

NEBRASKA WIC Nutrition Program

6a. Scenarios Worksheet
Instructor's Guide

Set-up

- Make copies of "Transaction Issues Scenarios Worksheet" for each trainee
- Review answer key

During the Activity

- Explain that the following exercise will help them learn how to react when faced with issues during WIC transaction process
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review correct answers
- Discuss errors made
    - Emphasize need to comply with WIC rules and guidelines
        - Explain possible consequences to store
        - Explain possible consequences to WIC program
- Review other transaction issues
    - For a complete list, refer to section K11 in "WIC Cashiers Learning Objectives" found in introductory section of Cashier Training Toolkit
- Ask for questions about WIC transactions

6a. Transaction Issues Scenarios Worksheet
Answer Key

Scenario 1

A WIC customer presents a WIC check with June 1 of this year in the "First Date to Use" box. Today is May 30. He already has all of his items loaded on the checkout, and there is a long line of customers behind him. What do you do?

A. Call the manager to seek an override on the WIC check and proceed with checkout.
B. Tell the customer that the check can't be used for another two days and offer to return the items if he doesn't want to pay with his own money.
C. Put your initials by the "First Date to Use" box, tell the customer to be more careful next time and proceed with checkout.
D. Overlook the issue and proceed with checkout since there is no enforcement on valid dates anyway.

Why did you select your answer?

Correct Answer: B
There are no exceptions provided by the state WIC office on this rule.

Scenario 2

A WIC customer has presented a valid WIC check, you have checked and scanned all of the items, you have written in the total amount and you are presenting the check to the customer to sign. She looks frustrated as she says, "I forgot my WIC identification folder! I can't get my food, can I?"

A. Call the manager to seek an override on the need to check a signature against a WIC ID folder.
B. Ask to see her driver's license and write a small note on the WIC check explaining you checked it, instead.
C. Tell the customer that you are not required to check her signature against the one the WIC ID folder; she can have the food items with a signature only.
D. She seems trustworthy; overlook the issue and tell her to bring it with her next time.

Why did you select your answer?

Correct Answer: C
As of October 2009, it is no longer necessary to check signatures against those on the WIC identification folder.

6a. Transaction Issues Scenarios Worksheet
Answer Key

Scenario 3

A WIC customer has selected a name brand cheese instead of the store brand cheese. She explains that her kids like it so much better and that she's willing to pay the difference in cost between the two items. You figure the cost difference to be $1.22. What do you do?

A. Call the manager to seek approval to conduct the transaction.
B. Tell the customer that paying the difference is not allowed and that she can only get store brand cheese with a WIC check. Offer to get it for her.
C. Scan the name brand cheese for the WIC transaction and then create a second transaction to collect the $1.22.
D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

Why did you select your answer?

Correct Answer: B
There are no exceptions provided by the state WIC office on this rule.

6a. Transaction Issues Scenarios Worksheet

Name: _____

Directions

Read each of the following scenarios highlighting issues and challenges during a WIC transaction. Following each scenario is a list of possible responses. Choose what you believe is the right response and explain your reasoning.

Scenario 1

A WIC customer presents a WIC check with June 1 of this year in the “First Date to Use” box. Today is May 30. He already has all of his items loaded on the checkout, and there is a long line of customers behind him. What do you do?

A. Call the manager to seek an override on the WIC check and proceed with checkout.
B. Tell the customer that the check can’t be used for another two days and offer to return the items if he doesn’t want to pay with his own money.
C. Put your initials by the “First Date to Use” box, tell the customer to be more careful next time and proceed with checkout.
D. Overlook the issue and proceed with checkout since there is no enforcement on valid dates anyway.

Why did you select your answer?

Scenario 2

A WIC customer has presented a valid WIC check, you have checked and scanned all of the items, you have written in the total amount and you are presenting the check to the customer to sign. She looks frustrated as she says, “I forgot my WIC identification folder! I can’t get my food, can I?”

A. Call the manager to seek an override on the need to check a signature against a WIC ID folder.
B. Ask to see her driver’s license and write a small note on the WIC check explaining you checked it, instead.
C. Tell the customer that you are not required to check her signature against the one on the WIC ID folder; she can have the food items with a signature only.
D. She seems trustworthy; overlook the issue and tell her to bring it with her next time.

Why did you select your answer?

Scenario 3

A WIC customer has selected a name brand cheese instead of the store brand cheese. She explains that her kids like it so much better and that she’s willing to pay the difference in cost between the two items. You figure the cost difference to be $1.22. What do you do?

A. Call the manager to seek approval to conduct the transaction.
B. Tell the customer that paying the difference is not allowed and that she can only get store brand cheese with a WIC check. Offer to get it for her.
C. Scan the name brand cheese for the WIC transaction and then create a second transaction to collect the $1.22.
D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

Why did you select your answer?

6b. Role Play Scenarios
Instructor's Guide

Set-up

- Determine time and location for role play activity
- Review scenarios listed below and those listed on "Transaction Issues Scenarios Worksheet" (from 6a training activity)
- Determine who will role play WIC customer in each scenario when presented to trainees

During the Activity

- Explain that the following role play will help them learn how to react when faced with issues during WIC transaction process
- Put people in place for role play
- Conduct role play as outlined in scenario
- Choose an option:
    - OPTION A – Present options for trainees to consider and have them choose an answer
    - OPTION B – Ask the open-ended question: "What do you do in this situation?"
- Discuss responses and review rules and guidelines regarding WIC transactions
- Continue with additional role play scenarios, as desired

After the Activity

- Emphasize need to comply with WIC rules and guidelines
    - Explain possible consequences to store
    - Explain possible consequences to WIC program
- Review other transaction issues
    - For a complete list, refer to section K11 in "WIC Cashiers Learning Objectives" found in introductory section of Cashier Training Toolkit
- Ask for questions about WIC transactions

Scenario 1

A WIC customer brings a 46-oz. bottle of apple juice through checkout and asks that she be allowed to purchase this one instead of the 64-oz. bottle because the latter is too big for her refrigerator door. What do you do?

A. Call the manager to seek approval and proceed with checkout.
B. Tell the customer that substituting products is not allowed and that she can only get the 64-oz. bottle. Offer to get it for her.
C. Draw a line through "64 oz." on the check and write in "46 oz." with your initials. Then proceed with checkout.
D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

Correct Response: B

6b. Role Play at Checkout
Instructor's Guide

Scenario 2

A WIC customer shows you his two WIC fruit and vegetable checks – each for $8. He'd like to use them both to pay for more than $12 worth of produce he's selected. All the produce items are sitting on the checkout waiting to be scanned. Both checks are valid for use today. What do you do?

A. Call the manager to seek approval and proceed with checkout.
B. Tell the customer that combining fruit and vegetable checks on a single transaction is not allowed, but you will help him sort the items to make the best use of each $8 check.
C. Proceed with checkout; this is allowed.
D. Overlook the issue and proceed with checkout, explaining that no one will be able to tell the difference.

Correct Response: B

Scenario 3

A WIC customer presents Skippy brand peanut butter as part of her WIC transaction. You tell her that name brand peanut butter is not allowed and offer to get her the store brand. She gets upset and tells you that she was able to get the Skippy brand last time. It appears that she is very willing to "make a scene" during one of your store's busiest hours. What do you do?

A. Call the manager to get an override and proceed with checkout.
B. Explain that she can get the peanut butter, but she will have to pay the difference between the store brand and Skippy brand.
C. Explain again, calmly and firmly, that you are not allowed to scan a non-WIC approved item and that she can discuss it further with your manager or her local WIC clinic manager.
D. Overlook the issue and proceed with checkout, explaining that these kinds of substitutions are typical.

Correct Response: C

NOTE: There is no trainee activity sheet to accompany this training activity (6b). The instructor will provide all necessary materials and directions.

7a. Reactions Worksheet
Instructor's Guide

Set-up

- Make copies of "Customers Reaction Worksheet" for each trainee
- Review worksheet and be prepared to assist trainees

During the Activity

- Explain that the following exercise will help them think about and prepare for their reactions to WIC customers
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review answers
- Discuss suggestions to improve reactions
    - Emphasize need to provide excellent customer service
        - Explain benefits to store
        - Explain possible consequences of very poor customer service
    - Emphasize customer service principles of your store
- Ask for questions about reactions to WIC customers

NOTE: There is no answer key to accompany this training activity (7a). Answers will vary by trainee. Use your professional judgment as to the appropriateness and usefulness of "good" answers.

7a. Customers Reaction Worksheet

Name: _____

Directions

Read about the action of a WIC customer on the left. On the right, list the most useful and appropriate reaction (yours) AND then list one inappropriate reaction (one you would never use).

WIC Customer Action		Cashier (Your) Reaction
Example *Seems nervous and confused as she approaches the checkout. Explains that this is the first time she's shopped with a WIC check.*	good →	*Reassure her that you will help her be successful. Explain steps as you go.*
	not good →	*Tell her to hurry up. Ask, "Why didn't you figure this out at the clinic?"*
1. Looks around nervously and asks in a very quiet voice, "I'm not sure if this product is WIC approved. Who could help me?"	good →	
	not good →	
2. Acts rushed and in a hurry. Practically throws all food items on the checkout. When asked if she separated WIC items from non-WIC items, she groans.	good →	
	not good →	
3. Has selected a non-WIC approved flavor of fruit juice.	good →	
	not good →	
4. Presents a WIC check that is not valid for another three days.	good →	
	not good →	

NEBRASKA WIC Nutrition Program

7b. Role Play Reactions
Instructor's Guide

Set-up

- Determine time and location for role play activity
- Review scenarios listed below, which are the same as those listed on "Customers Reaction Worksheet" (from 7a training activity)
- Determine who will role play WIC customer in each scenario when presented to trainees

During the Activity

- Explain that the following exercise will help them think about and prepare for their reactions to WIC customers
- Put people in place for role play
- Conduct role play as outlined in scenario
- Ask trainees to share an appropriate/useful response
- Ask trainees to share an inappropriate/non-useful response
- Discuss responses and review customer service expectations
    - Emphasize that WIC customers appreciate:
        - Equity
        - Respect
        - Discretion
        - Assistance
        - Coaching
- Continue with additional role play scenarios, as desired

After the Activity

- Discuss suggestions to improve reactions
    - Emphasize need to provide excellent customer service
        - Explain benefits to store
        - Explain possible consequences of very poor customer service
    - Emphasize customer service principles of your store
- Ask for questions about reactions to WIC customers

Role Play Scenarios (actions of a WIC customer)

- Seems nervous and confused as she approaches the checkout. Explains that this is the first time she's shopped with a WIC check.
- Shopper seems confused as she looks for WIC foods in the store. She approaches you and asks if you can help her.
- Acts rushed and in a hurry. Practically throws all food items on the checkout. When asked if she separated WIC items from non-WIC items, she groans.
- Presents with a salad kit and more than $11 of produce.
- Presents a WIC check that is expired.

NOTE: There is no trainee activity sheet to accompany this training activity (7b). The instructor will provide all necessary materials and directions.

8. Training Assessment Instructor's Guide

Set-up

- Make copies of "Cashier Training Assessment" for each trainee
- Arrange room so all trainees can work quietly and independently
- Review answer key

During the Assessment

- Hand out assessment to each trainee
- Explain directions
    - Provide time limit, if desired
- Tell the passing score needed
    - Suggested passing score: 16 correct of 21 items
- Check for questions
- Collect completed assessments

After the Assessment

- Score assessments
- Review results individually with trainees and provide follow-up training as needed (recommended)
- Provide training completion certificates (recommended)
- Document training in WIC Training Log

8. Training Assessment
Answer Key

Name: _____

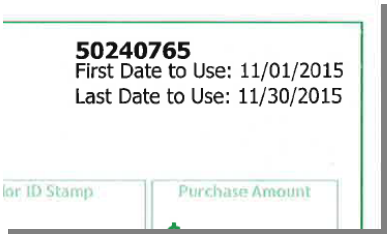
Directions

Write the letter of the correct answer in the blank for each question. Please **DO** use a copy of the Nebraska WIC Approved Foods List as you complete this assessment.

__D__ 1. WIC stands for women, _____, and children.
- A. in need
- B. in hunger
- C. immature babies
- D. infants

__A__ 2. Which action do you take before scanning the first WIC food item?
- A. Ask for the WIC check
- B. Ask to see the WIC identification folder
- C. Ask the WIC customer to sign the WIC check
- D. Complete the purchase amount on the WIC check

__B__ 3. A WIC customer gives you the following check on the current date. Which is the right action to take?
- A. Tell the customer to bring the check back in a month when it is valid
- B. Tell the customer that the check is out of date and cannot be used
- C. Tell the customer to be more mindful of the date and accept it for use
- D. Tell the customer that this check just became valid today and accept it for use



__D__ 4. Where in the store can you find your WIC Approved Foods List or WIC Approved Food Card?
- A. Checkstand
- B. Trash
- C. Vendor handbook
- D. Both A & C

__D__ 5. Which statement is true about WIC fruit and vegetable checks?
- A. They list specific food items approved for purchase
- B. They specify no organics
- C. The customer cannot make up the difference in the cost of items
- D. They have a maximum cash value

C 6. You make a mistake when writing in the total purchase amount on a WIC check. The customer has not yet signed the check. What should you do?

A. Use WIC-provided white-out to cover the mistake and write it in again
B. Draw a large “X” through each incorrect number and write the correct numbers just below
C. Draw a single line through the entire amount and write the correct amount in the space below
D. Explain to the customer that the check is no longer valid

A 7. Which of the following items is WIC approved?

A. Pepperidge Farm Stone Ground 100% Whole Wheat bread in a 16-oz. loaf
B. Sara Lee Soft Wheat bread in a 20-oz. loaf
C. Healthy Choice 100% Whole Wheat bread in a 24-oz. loaf
D. Wonder Soft 100% Whole Wheat bread in a 20-oz. loaf

D 8. Which statement is true about Welch’s 100% Grape 11.5-oz. frozen juice concentrate?

A. The size of this item is not approved
B. The flavor of this item is not approved
C. The brand of this item is not approved
D. This item is WIC approved

C 9. Which statement is true about WIC transactions?

A. WIC items must be placed in a reusable bag at checkout
B. WIC items and non-WIC items should be mixed together
C. WIC items should be grouped by WIC check
D. WIC items do not qualify for coupons or store specials

D 10. Which statement is true about a proxy/alternate shopper?

A. This person must show identification
B. This person must show a letter from the WIC participant
C. This person pays a small fee to be a proxy/alternate shopper
D. This person signs the WIC check just as the WIC participant would sign it

A 11. A customer wants to buy name-brand cheese instead of store-brand cheese with her WIC check. She offers to pay the difference in the cost between the two cheeses. What is the correct response?

A. Explain that there are no exceptions to the rule and offer to have someone get the store-brand cheese
B. Explain that payment cannot be accepted, but you can make an exception if you initial the WIC check
C. Accept the payment and scan the name-brand cheese with the WIC check
D. Tell her that her request is illegal and deny her service

C 12. Which of the following items can be purchased with a WIC fruit and vegetable check?

A. Cilantro
B. Salad bar items
C. Red potatoes
D. Caesar salad kit

A 13. A WIC customer is authorized to buy 36 oz. (or less) of WIC approved cereal. She has presented one 22-oz. box of General Mills Cheerios. Which of the following could she also add to this transaction?

A. Kellogg's Corn Flakes, 12-oz. box
B. Quaker Oatmeal Squares Cinnamon, 16-oz. box
C. Malt-O-Meal Honey Graham, 14-oz. box
D. Kashi 9 Whole Grain Flakes, 10-oz. box

B 14. Which is likely a reason your store participates in WIC?

A. Tax-credits
B. Service to the community
C. Shoplifting reduction
D. State law requirement

C 15. What is the next step after you complete the purchase amount on a WIC check?

A. Scan the WIC food items
B. Check ID
C. Ask for a signature
D. Offer the purchase receipt

Identify the following components on the WIC check image shown below.

D 16. Date range for valid use

C 17. Signature line

B 19. Purchase amount box

A 20. Authorized food listing

E 21. Corrected amount

8. Cashier Training Assessment

Name: _____

Directions

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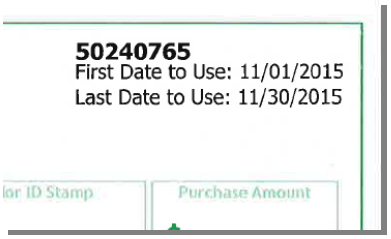

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NEBRASKA WIC Nutrition Program

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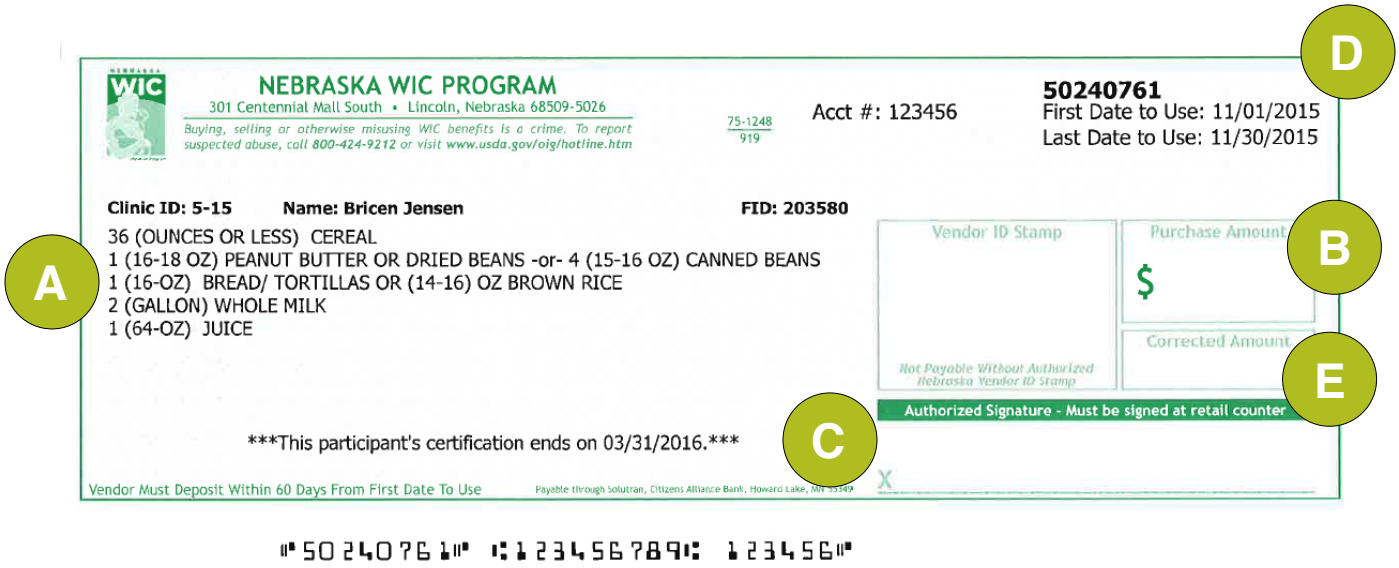

Certificate of Training Completion

Cindy Sample

has successfully completed the
Nebraska WIC training program at

Our Grocery Store #1234

Signature of trainer/manager

Date of completion

NEBRASKA WIC Nutrition Program

Certificate of Training Completion

has successfully completed the
Nebraska WIC training program at

_____
Signature of trainer/manager

_____
Date of completion

NEBRASKA WIC Nutrition Program