

WIC Clerk Training Center Agenda



Day 1

- Welcome
- Training Clinic Evaluation
- Learning Style
- New Employee Questions
- LAW Review
- Purpose of WIC

Certification & Enrollment Unit

- Communication with Clients
- Training Plan Preview
- Importance of WIC Eligibility
- Eligibility Client Criteria
- Responsible Parties, Alternate Shoppers
- WIC authorization Card

Proof Required at Certification

- Proof of Identity
- Foster Care/Custody Changes
- Proof of Address
- Special Situations / No Proof Box
- Documenting Proof
- Family of Multiples – Forgetting Proof

Assessing for Adjunct Income Eligibility

- Assistance Programs
- Conferring Adjunct Income Eligibility
- Steps to Verify Enrollment in Adjunct Income Eligible Programs

Determining Household Size

- Traditional/Non-Traditional Families
- In-Kind Benefits
- In-Kind Services
- Individual Families vs Combined Households
- Statement of Status
- Child Living in Another Home

Determining Income Eligibility

- Important Terms to Know
- Income assessment Path
- Acceptable Proofs
- Zero Income
- Military Income
- Maternity Leave
- Student Income
- Averaging Income
- Income Calculator / Averaging

Day 2

- Review Flash Card Questions (day 1)
- Practice Scenarios – household size, income, adj eligibility, address, ID
- Rights & Responsibilities
- Signature Form Completion
- Sanction Points and Violations
- Status Codes
- Length of Enrollment
- Extensions and Reductions in Cert Periods
- Notification Forms
- Enrollment / working through computer screens
- Changes to Records
- Change of Custody / Foster Care
- Terminating Client Records
- Referrals
- Certification Steps
- Celebrity Charts

Day 3

- Review Flash Card Questions (day 2)
- Celebrity Charts
- Recertifications / Re-enrollments
- Practice Enrolling Clients in Clinic

Day 4

Food Package Unit

- Overview WIC Foods and Using Checks
- WIC Foods / Nutrition Contributions
- 2 Types of WIC Checks
- WIC Approved Vendors
- FI Types/Foods
- Matching Foods to Clients and Basic Food Packages
- Infant BF Packages
- Infant Formal Packages
- Physician Authorization Forms

Check Printing Unit

- Travels of a WIC Check
- Check Printers
- Create Beginning of Day
- Creating and Using Check Registers
- Basic Check Printing
- Voiding Checks
- Printing One Check at a Time
- Replacement Checks
- Printing Checks for Families
- Confirming Check Accuracy
- Separating Checks
- Bimonthly Envelope
- Issuing WIC ID Folder and Contents
- Issuing Checks
- Practice Issuing Checks in Clinic
- Check Look-Up
- Ineligibility Letter & CSFP Referral

Day 5

- Practice with Clients
- Certifications Continued
- Presumptive Eligibility
- 6 Month Visit
- Transfers / VOC

- Evaluation / Survey Monkey

**Filler
Activities**

- Processing Standards
- Hot Sheet Errors

