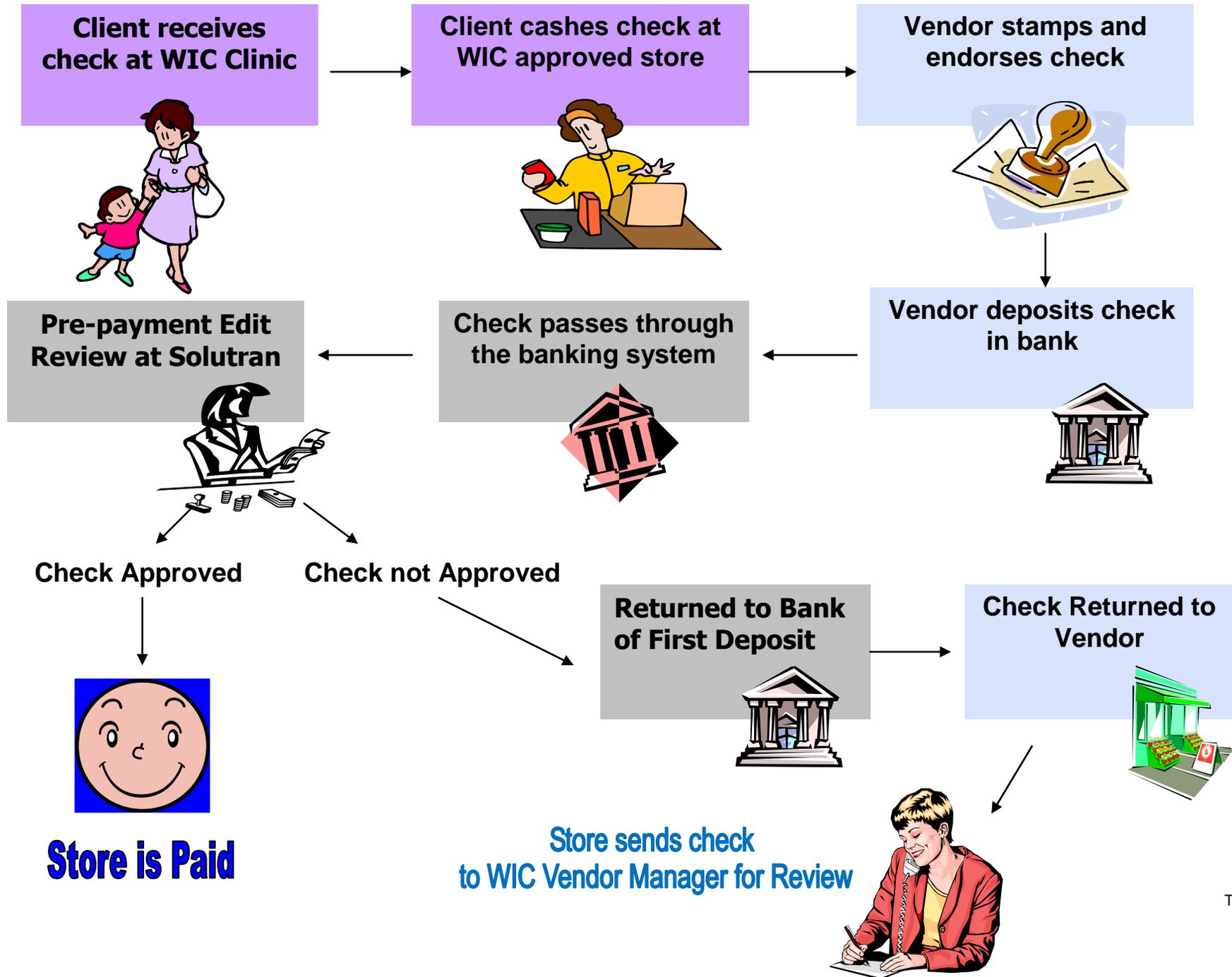


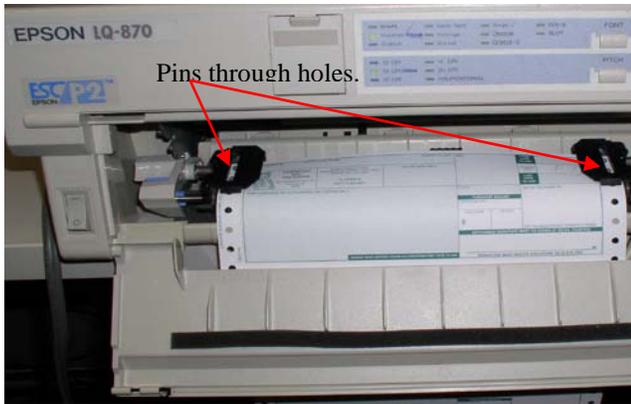
Check Printing Resources & Job Aides

Travels of a Nebraska WIC Check



Check Printer Instructions

Loading Checks: When loading the checks in the printer make sure the tractor pins go *all the way through the holes* in the checks. Also make sure the checks are straight and untwisted from the stack to the printer.



Adjusting Checks Left and Right: Sometimes you might need to move the checks left or right. Unload the checks. Use the small grey levers on either side to release the tractors to slide them left and right. Be sure to lock the grey levers down after each adjustment.

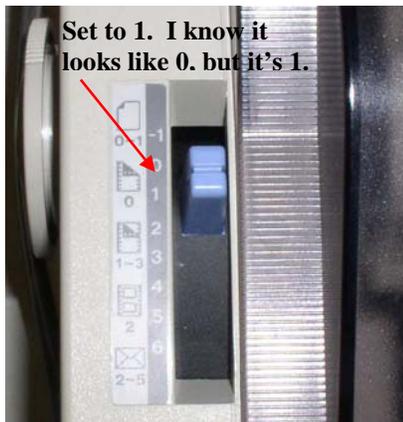


Left and Right Lock Levers

Paper thickness: Now that the checks are loaded, let's check the paper thickness lever and paper path lever to make sure they are in the correct locations. The paper thickness lever is *blue* and on the *left side* of the printer. To print the fastest make sure it is on the number 1. You can try moving it from 0, 1, and 2 and you will hear the difference in position 1. It is faster and higher pitched.

Paper Path lever: The Paper Path lever is *ivory* and is on the *right side* of the printer. It has four positions. The correct position is one click forward from all the way back. This selects front tractor feed checks. If this lever gets bumped it might be a good idea to make sure it is in this position before turning on the printer.

Paper thickness lever



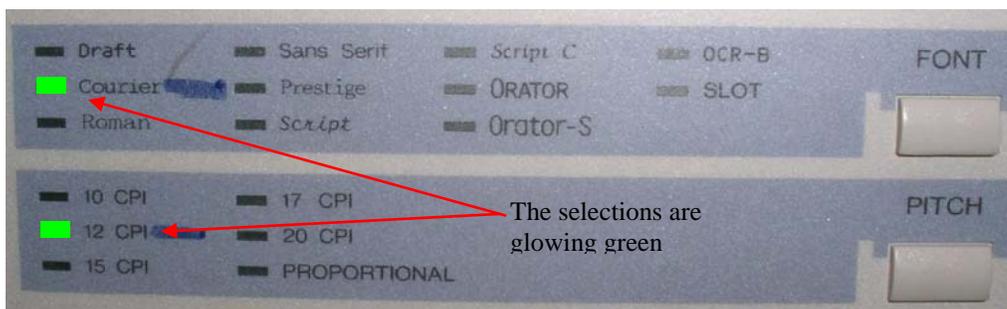
One click forward from all the way back.

Paper path lever



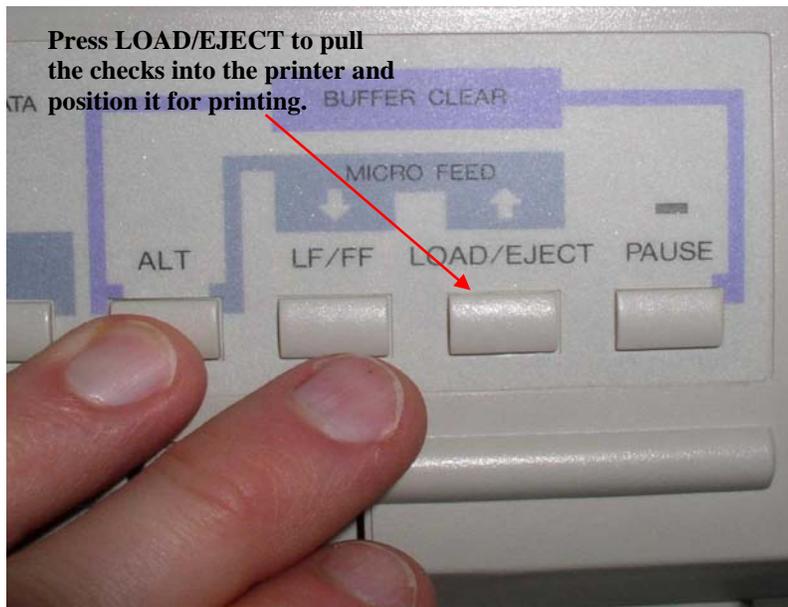
Font & Pitch

Now turn the printer on and make sure the *Courier* (font) and *12* (pitch) are glowing green. To change the FONT press the FONT button until Courier is selected. The correct PITCH is 12 CPI. Press the PITCH button until 12 is selected. It will remember both settings even after you turn it off.



Check Printer Instructions

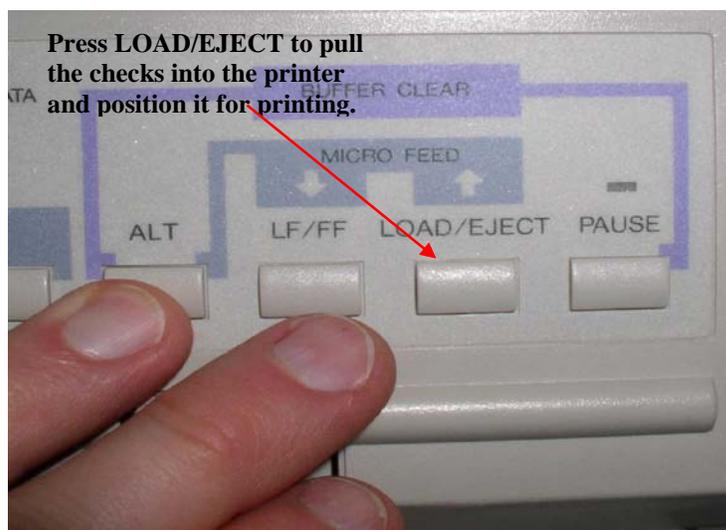
Pulling checks into printer: The checks need to be pulled into the printer and positioned correctly so the client and food information prints in the right location. Press the LOAD/EJECT button to pull the checks into the printer.



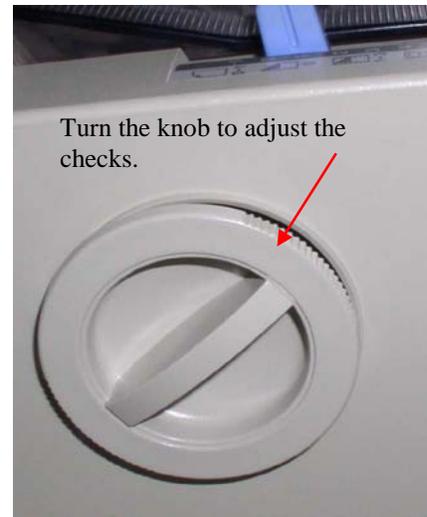
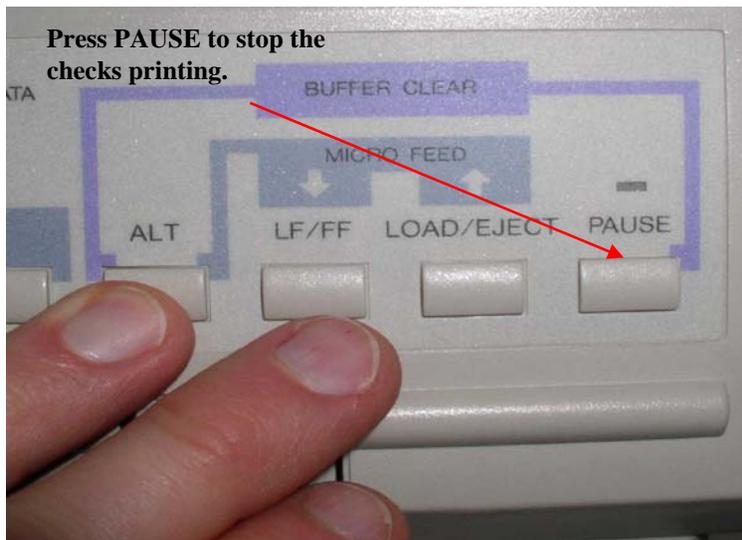
When the paper is correctly loaded it should just barely be visible above the ribbon when you flip open the printer lid.



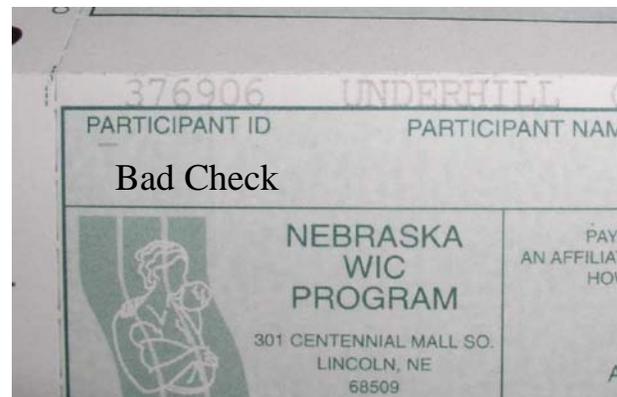
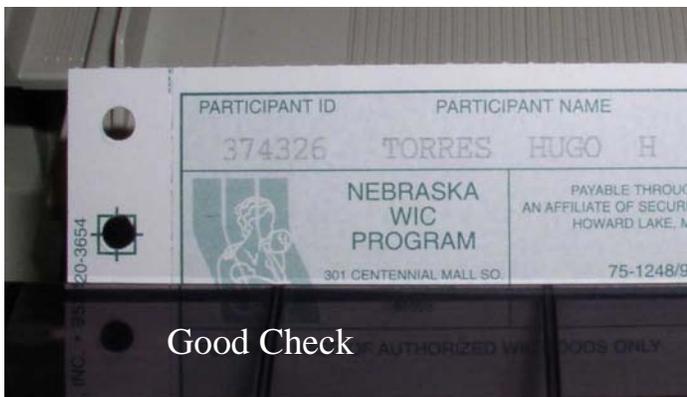
Re-adjusting the check position: If the paper did not correctly position after loading you can adjust it using the ALT button on the front. To move the paper lower, hold down ALT with one finger and repeatedly press LF/FF. To move the paper higher, hold down ALT with one finger and repeatedly press LOAD/EJECT. If the printer begins beeping, you have reached the maximum adjustment. The printer will remember this setting when you turn it off.



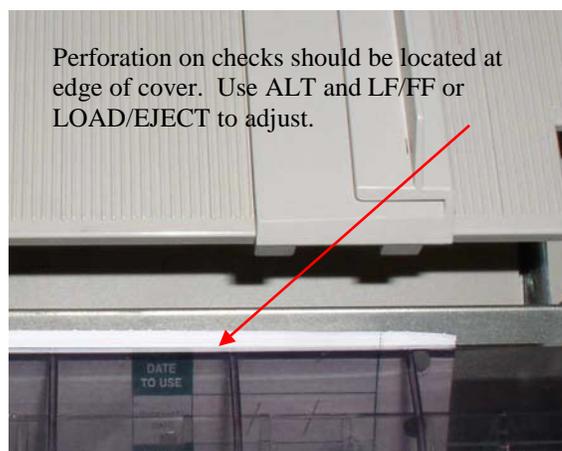
If you are printing a large number of checks or pre-printing checks for an entire clinic, you might have to manually adjust the print location while it is printing. To do this, press the PAUSE button and printing will stop. The small light above PAUSE will turn on. Using the Manual print adjust knob on the left side of the printer move the checks slightly up or down to correct for printer slipping. Press the PAUSE button to start printing.



Here is an example of a **good check** and a **bad check**. The bad check is printing too high so the checks should be rolled up.



Tearing off checks: When you need to tear off checks, use the built in TEAR-OFF feature. Press the TEAR-OFF button once and the checks will feed up to the edge of the built in cover and you can easily tear them off. If the checks are not lined up correctly with the cover you can adjust the TEAR-OFF position now. Hold down the ALT button and use the LF/FF to move the checks down or the LOAD/EJECT button to move them up. The printer will remember this position when turned off.

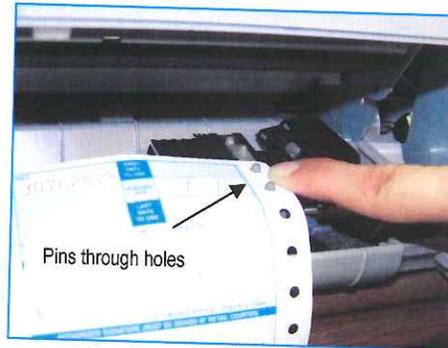


Check Printer Instructions

Epson LQ-870

1. Load checks:

- Locate the holes on each side of the check
- Place the top two holes of the check inside the tractor pins of the printer (see photo below)
- Make sure the checks are straight (untwisted) from the stack to the printer



2. Adjust checks left & right: (if needed)

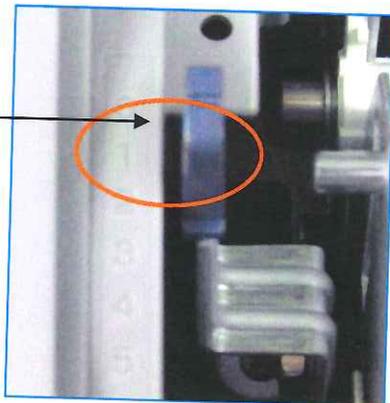
- Unload the checks.
- Use the left & right lock levers to release the tractors to slide them left and right. (see photo below)
- Be sure to lock the gray levers down after each adjustment.



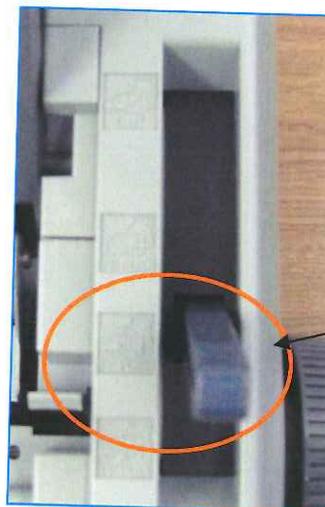
3. Set paper thickness: Once the checks are loaded, check the paper thickness lever and path lever to make sure it is set correctly. The paper thickness lever is blue and on the left side of the printer. To print the fastest, make sure the lever is set on the number 1.

4. Set Paper Path Lever: The paper path lever is blue and is on the right side of the printer. It has four positions. The correct position is all the way forward, then one click back.

Paper
Thickness
Lever



Paper Path
Lever

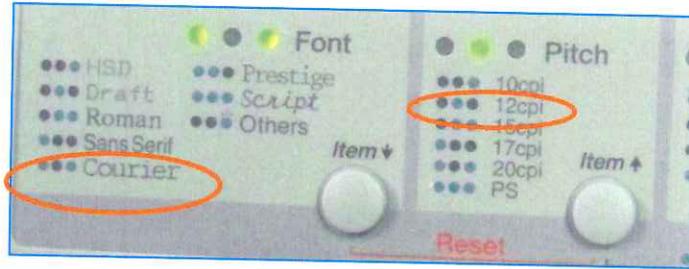


5. Set Font :

- Turn on the printer
- Font should be set to "Courier"
- To change the font press the Item button until Courier is selected

6. Set Pitch:

- Pitch should be set at 12 CPI
- Press the Item button until the correct pitch is selected



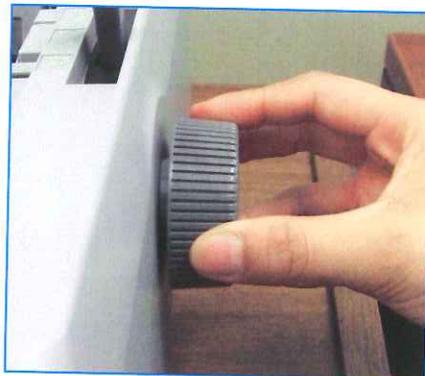
7. Pull checks into printer:

- The checks must be pulled into the printer and positioned correctly so the checks print information in the right place.
- Press Load/Eject button to pull the checks into the printer (see left photo below)
- When checks are correctly loaded, the first check should be barely visible above the ribbon when you flip open the printer cover (see right photo below of correctly loaded checks)



8. Re-adjusting the check position:

- If the checks are not correctly positioned after loading, turn off the printer.
- Turn the wheel on the right side of the printer to adjust the checks. (see photo below)



9. **Pause Button** (can be used to stop printing checks so they can be realigned in the middle of the printing process):
- If you are printing a large number of checks, you might have to manually adjust the print location while it is printing.
 - Press the Pause button and printing will stop.

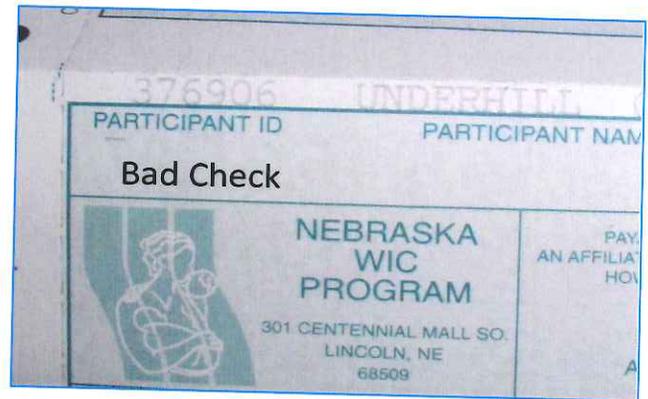
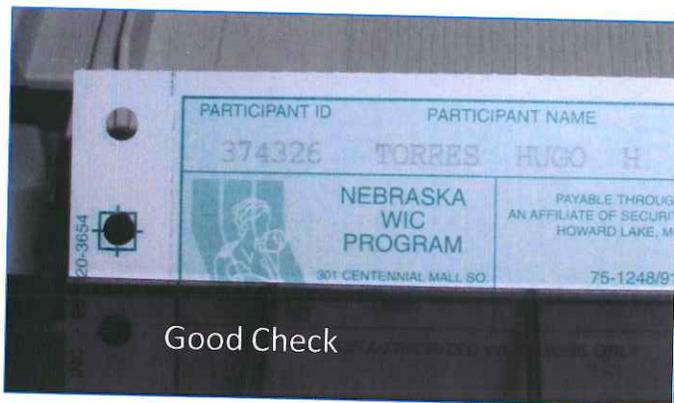


Sample – Good check

- Printing is in the correct place on the check

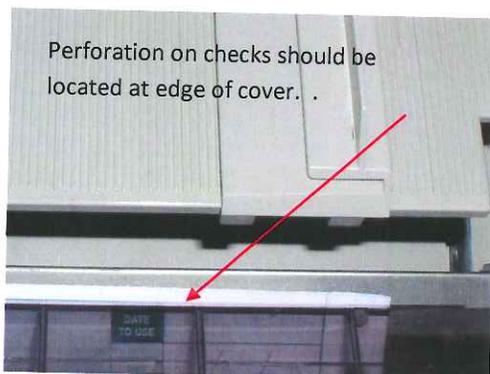
Sample – Bad check

- Printing is not aligned
- Printing is too high so the checks need to be rolled up



10. Tear Off Checks

- When you need to tear off checks, the checks will feed up to the edge of the built in cover and you can easily tear them off along the perforations.
- If checks are not lined up correctly with the cover, use the wheel to adjust them before tearing them off.



11. Reset

Press set button to reset the checks to where the next set of checks will print.



Check Printing Policy Update

Check Misnumbering - The Ripple Effect

Misnumbered checks that are not reported and corrected create a negative wave of events including:

- Missing and or incorrect issuance information for the bank
- Incorrect information in the WIC computer system. Issuance information does not match up with the correct redemption information
- Incorrect tabulations of "Not-to-exceed" amounts
- Rejected checks for vendors

Misnumbered Checks are a BIG RED FLAG!

*If your checks are misnumbered,
This impacts people and events beyond the point of check issuance:*

- **Procedures:** Misnumbered checks mean that staff are not following appropriate procedures to review check numbers prior to releasing checks to participants.
- **Data Base:** The redemption information from the bank gets matched up with the wrong issuance information making our data base incorrect.
- **Vendors:** Your Vendor Manager will be receiving calls from unhappy vendors. There will be rejected checks returned to vendors due to incorrect issuance information. Incorrect "not-to-exceed" amounts will be applied resulting in checks being returned in error. This also creates extra work for your vendor manager as they have to review the checks before the vendors receive payment.
- **Internal Controls, Banking and Tracking Check Stock:** There can be no unexplained gaps in check numbers. Every check must be accounted for. When a misnumbering occurs, this process is more cumbersome, and can raise questions of accountability. The State Auditors review all misnumbered checks.



When you discover a misnumbered check:



1. **NEVER, NEVER, NEVER** knowingly send a client out the door with misnumbered checks.
2. **NOTIFY THE HELP DESK RIGHT AWAY** about every misnumbered check
3. **BE PREPARED** to answer detailed questions and to identify the range of misnumbering. The Help Desk needs to know exactly where the misnumbering started and where it was caught:
 - Where misnumbering *started*? (red & black numbers of 1st misnumbered check)
 - Where misnumbering *ended*? (red & black numbers of last misnumbered check)
 - Are there any checks missing black numbers?
 - Is the printer operating correctly? Any problems with skipping or jamming?
4. If checks accidentally leave the clinic, you will need to call the participant(s) and ask them to read off what the red and black numbers are on their checks.
5. The **check register is not a reliable source** to determine numbering problems. The information can **only** be obtained one of two ways:
(1) Looking at the actual check OR (2) Calling participant(s).
6. **PROMPT ACTION** and reporting will help to minimize problems. If reported the same day, in most instances we can renumber the checks. This corrects our WIC data base before the check gets to the bank and allows it to be processed correctly.

Prevention is Key

Checkpoints to prevent food instrument misnumbering:

- Checkpoint 1.** If you work at multiple clinics, make sure you log into the clinic number you are working at that day.
- Checkpoint 2.** When loading checkstock into the printer, verify that the red number on the first check matches the check number listed after "STOCK RANGE" on the computer screen.
- Checkpoint 3.** Before printing compare the check number that flashes on the screen with the number on the next piece of check stock loaded in the printer.
- Checkpoint 4.** As you tear the checks apart and separate the months, review the check numbers.
- Checkpoint 5.** As you are filling out the check register and before giving checks to the participant, verify that the red and black numbers match. It is very important that **all 8 digits** be compared, not just the last 3 or 4!

Example of Correctly numbered check:

This correctly numbered check has both red & black numbers matching.

ID BABY BOBBY	RED 001 BLACK 001
5 CANS ENFAMIL	\$70.00
MICR line matches RED 001	Bank routing number

1. Check is issued to client
2. At the end of the day, info is "sent" to bank that **check 001** was issued
3. Check presents to bank—read as check **001**

Misnumbered examples:



ID SISTER SUSIE	RED 002 BLACK 003
\$6 FRUIT/VEGETABLE CHECK	\$5.75
MICR line matches RED 002	Bank routing number

1. Check is issued to client
2. At the end of the day, info "sent" to bank that **check 003** was issued
3. Check presents to bank—read as **check 002**
– No issuance information

ID INFANT IVAN	RED 003 BLACK 004
4 CANS ALIMENTUM	\$102.69
MICR line matches RED 003	Bank routing number

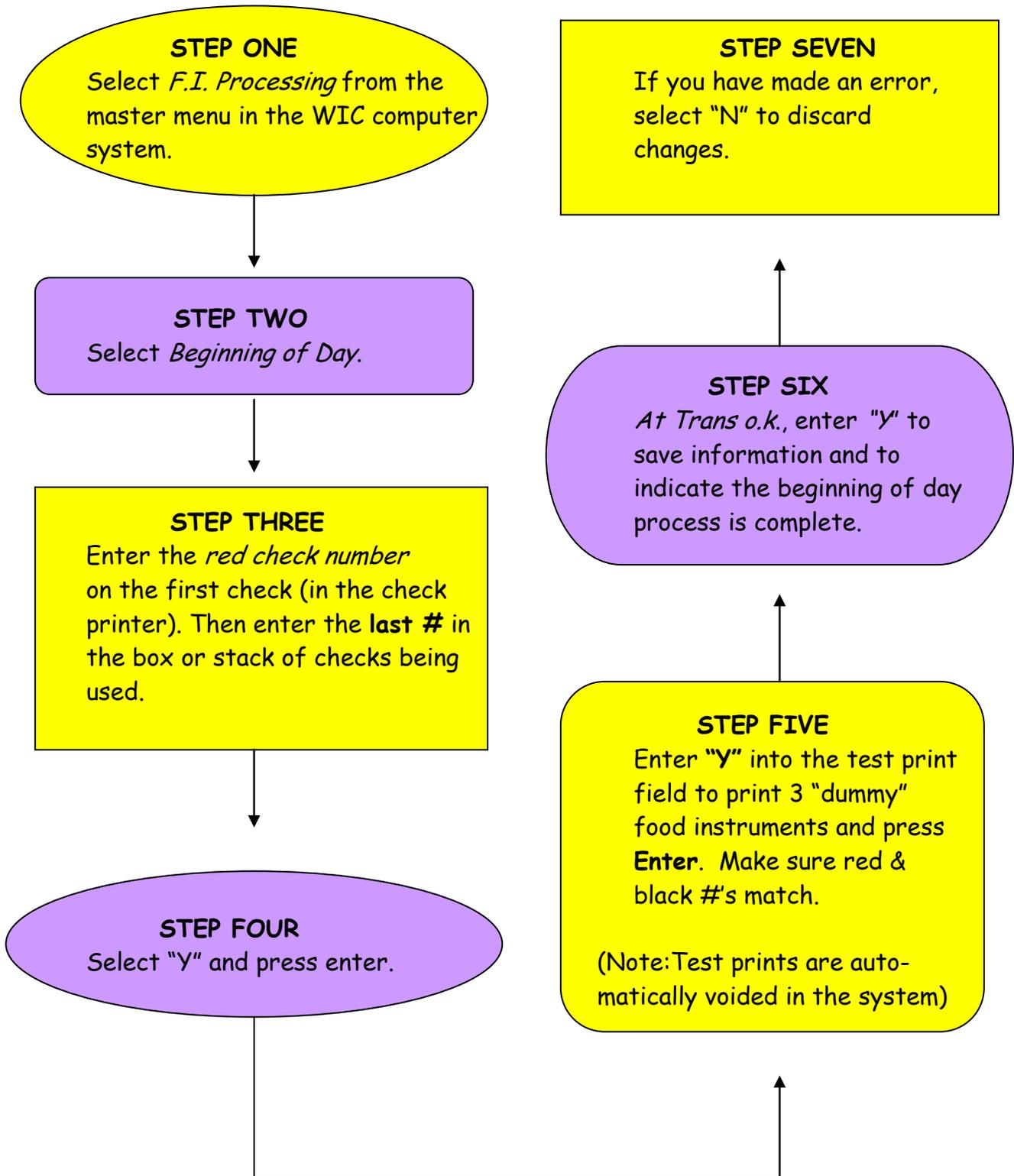
1. Check is issued to client
2. At the end of the day, info sent to the bank that **check 004** was issued
3. Check presents to bank—read as **003**—
\$6 fruit/vegetable check—**DENIED**—over the "Not-to-exceed"



Contents included in this WIC Words Policy Update were reviewed during Training Update Call on March 30, 2010.

Beginning of Day Procedure

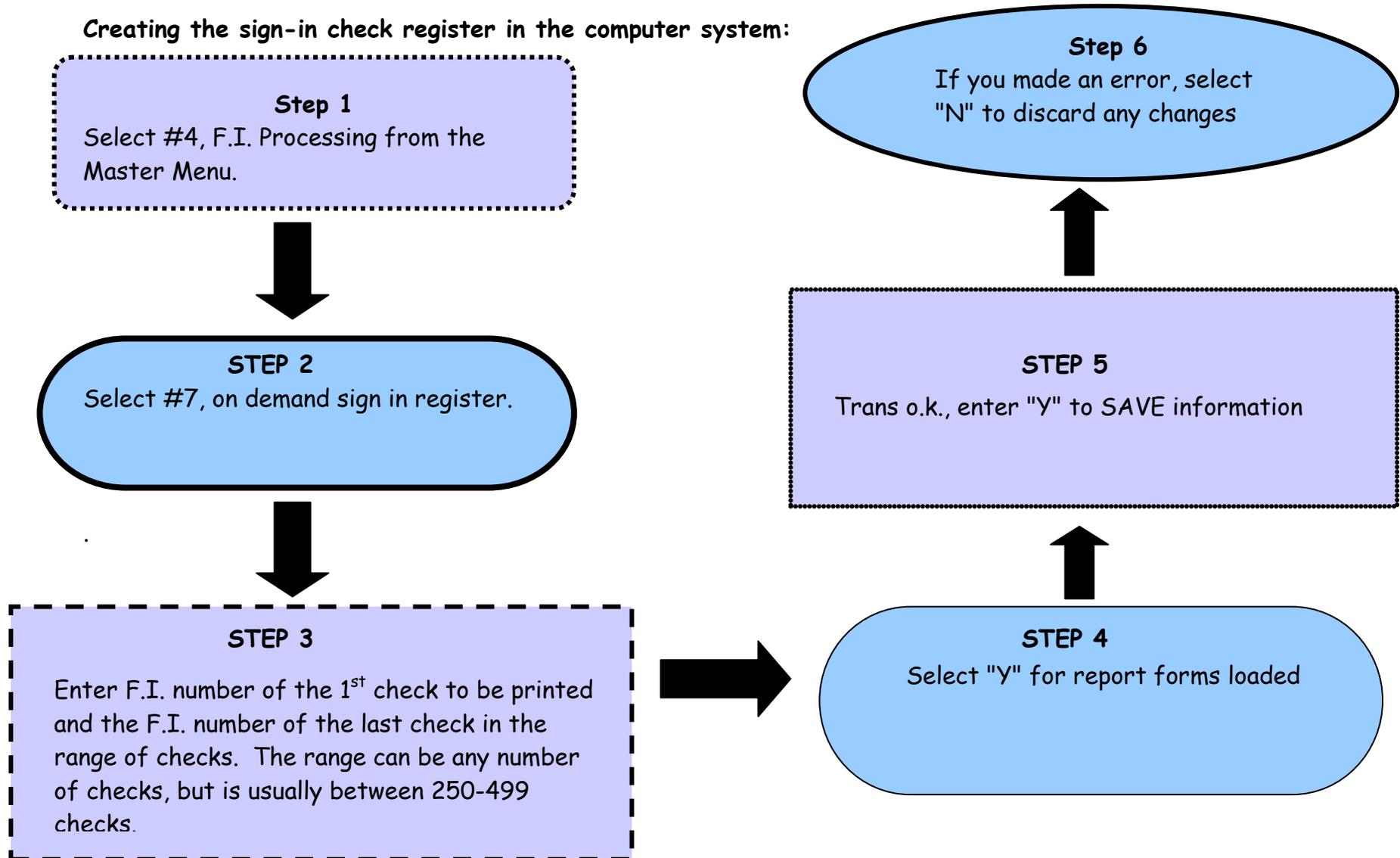
Beginning of day needs to be run every day -- prior to printing any checks for participants.



Creating The Check Register - Flow Chart I

Check Register: Use for all food instruments created individually through on demand generation. You should print a check register for a range of checks you will use in that clinic. The steps outlined below should be taken when creating the check register.

Creating the sign-in check register in the computer system:



Using The Check Register - Flow Chart II



START HERE

Record the date food instruments are issued or voided.

Record participant ID for food instrument issued to client.

Responsible party signs on the Signature lines at top & bottom of the F.I. range issued to the client or family. If the F.I. Range for the client or family continues onto the next page of the register, have the responsible party sign at the top of the F.I. range, the bottom of the page, the beginning of the next page and at the end of the F.I. range.

Draw an arrow down between the two signatures.

Indicate void on the signature line by any F.I. that is voided; include the date and initials of the staff person verifying status of the food instrument. Always physically void all voided checks and file numerically with all other voided food instruments.

Indicate TEST PRINT on the signature line by any food instrument that is a test print.

If there is an error in numbering and the checks are renumbered, it should be noted on the register. NEVER issue mis-numbered checks. Call the help desk to help renumber checks.

Training Clinic 2/9/05
* note a new procedure is possibly pending which may impact the *last step* in the future.

Basic Check Printing for Clients or Families - Flow Chart (Printing ALL checks in a package)

Beginning of Day should be completed first.

STEP 1: MASTER MENU - Select "4",
F.I. Instrument Processing after Beginning of
Day has been completed.

**STEP 2: FOOD INSTRUMENT PROCESSING
MENU:** Select "2", On Demand Generation

STEP 3: IS FI STOCK IN PRINTER?
Type "Y" if the stock is loaded and aligned.
Otherwise type "N" and load and align the
check stock in the printer.

STEP 4: FAMILY ISSUE:
Are you printing checks for 1 person or the
entire family?
If want checks for entire family - Enter "Y"
If want checks for 1 person - Enter "N"

STEP 5: ID:
Type the ID number of the individual
participant if printing for 1 person.

Or type in the family ID number if printing for
the family.

Step 6: ISSUE MM/YY: The current month
will display in this field, followed by the
current date in the next field. ENTER through
both fields.

STEP 7: WHOLE PKG: Enter "Y" to print the
entire food package for this client. (The
computer will display all checks in the food
package)

STEP 8: FOOD PKG & FI TYPE:

Enter through the FOOD PKG and FI Type

STEP 9: PICK UP INTERVAL:

- Enter pick up interval (1, 2, or 3)
- Enter the reason code (using F1 for help)
- Enter through the partial package field

STEP 10: ISSUE FOOD INSTRUMENT:

Enter "Y" to print checks.

STEP 11: NEW PARTICIPANT:

If you want to generate checks for a *different
participant*:

- enter "N",
- repeat steps again beginning with #1.

Or if you are done printing individual checks,
enter "N" to return to the master menu.



Voiding Checks - Computer Steps

Void all checks that are being returned to the clinic - steps:

- Log into your agency, subagency, clinic, & subclinic where the checks were originally produced
- FI Processing
- Completion Activities
- Void & Reissue
- Enter the ID number of the participant that appears on the check to void
- Place an "X" by the check number you wish to void & enter
- Select the reason for voiding the check (F1 - for reason codes)
- Enter "N", no for reissue code
- The computer will ask if you wish to void all FI's; enter "N", no And void checks one at a time
- Select "N" (NO) to void all FI's for mo/year and future months/terminate client
- Trans OK "Y" (yes) to save information if correct

NEXT....

Write or Stamp
"VOID" on the check

Document the void on the check register:

(write void, the date & your initials by the corresponding check # on the check register)

File the Voided Checks in numerical order with other voided checks

Printing "1 Check At a Time" - Flow Chart

Beginning of Day Should be completed first.

STEP 1: MASTER MENU - Select "4", F.I. Instrument Processing after Beginning of Day has been completed.

STEP 2: FOOD INSTRUMENT PROCESSING MENU: Select "2", On Demand Generation

STEP 3: IS FI STOCK IN PRINTER?
Type "Y" if the stock is loaded and aligned. Otherwise type "N" and load and align the check stock in the printer.

STEP 4: FAMILY ISSUE: type "N" and enter

STEP 5: PARTICIPANT ID:
Type the ID number of the individual participant.

Step 6: ISSUE MM/YY: The current month will display in this field, followed by the current date in the next field. ENTER through both fields.

STEP 7: WHOLE PKG: Enter "N" to print one check at a time. The system will display all FI types in the food package.

STEP 8: FOOD PKG FI TYPE/ID: Use the down arrow key to find the specific check you want to print. Enter an "x" in the blank space next to the check you want to print.

STEP 9: PICK UP INTERVAL:
- Enter pick up interval - 1
- Enter the reason code (using F1 key for help)

STEP 10: ISSUE FOOD INSTRUMENT:
Enter "Y" to print checks.

STEP 11: NEW PARTICIPANT:

If more than one check needs to be printed for this same participant:

- arrow up or down to the next FI,
- enter x
- repeat steps 8-10 again.

If you want to generate individual checks for a *different participant*

- press F4
- enter "N",
- repeat steps again beginning with #1.

Or if you are done printing individual checks, enter "N" to return to the master menu.

The screenshot shows a software interface for food instrument processing. At the top, it displays the user ID '654321', name 'TAYLOR, JALANI', and a date 'OCT 5, 2009'. Below this, there's a list of items with quantities and prices. The items listed are: 3 CAN 11.5 - 12 oz Juice, 36 OZ (OR LESS) Cereal, 1 18OZ Peanut Butter OR Beans-4 Cans OR 1 lb Dry, 2 GAL 2% Fat, Nonfat Skim Milk, and 1 DOZ Medium OR Large Eggs. The total amount is \$12345678. The date is OCT 5, 2009.

Nebraska WIC Program Lost or Stolen Check Report

Client ID Number: _____ **Family ID Number:** _____

Client last name: _____

Client first name , Middle Initial: _____

I certify that the following checks were: Lost Stolen

Check Numbers (List Individually)	
Original Checks	Replacement Checks
Date of Issue: _____(MM/YY)	Date of Issue: _____(MM/YY)

If I receive replacement checks and the lost/stolen checks are found, I will not use the previously lost/stolen checks at the store and will return them to the clinic to be voided.

Responsible Party Signature/Date

Authorized WIC Staff Signature

Check One: Benefits until next appointment have been replaced.
 Benefits have not been replaced.

Nebraska WIC Program Additional Benefit Issuance Report

Client ID Number: _____ Family ID Number: _____

Client last name: _____

Client first name, Middle Initial: _____

Benefits were reissued due to: Custody Change Formula Change
 Loss of Food Foster Care Placement

Description of situation or event:

Check Numbers (List Individually)	
Original Checks	Replacement Checks
Date of Issue: _____ (MM/YY)	Date of Issue: _____ (MM/YY)

Participant Signature/Date

Authorized WIC Staff Signature

Issuing Replacement Checks

1st - Void all checks that are being returned to the clinic

Reissue Checks:

1. Food Instrument Processing
2. On Demand Generation
3. At the Family Issue prompt, type "N" & enter.
4. In the participant ID field, type the clients individual ID number.
5. Enter though both date fields (or back date if necessary)

For Full Package:

6. Enter, "Y" in the "Whole Package Field" to replace a whole package.

or

For Partial Package:

6. Enter, "N" in the "Whole Package Field" - to replace a partial package.

7. Enter "Y" at the alt pkg prompt if printing peanut butter check; or "N" for a beans check.

8. Place an "x" next to the check you want to print; press enter. (You may need to arrow down to find the correct check)

7. Enter through the pick up interval. Enter reason code 1.

9. Enter through the pick up interval. Enter reason code 1.

8. Enter "Y" in the "issue Food Instrument" field to print checks.

10. Enter "Y" in the "issue Food Instrument" field to print checks.



**DO NOT USE BEFORE:
NO USE ESTOS CHEQUES ANTES DEL: _____**

**The Nebraska WIC Program provides healthy foods as a supplement to your total diet.
El Programa WIC de Nebraska le da alimentos saludables para suplementar su dieta.**



PARTICIPANT IDENTIFICATION

This is your WIC check and I.D. Folder. Please bring it with you to your WIC appointments and to the store to use your WIC checks.

Family ID Number _____

Participant Name _____ ID Number _____

Only those persons listed below may pick up checks at the WIC clinic or use checks at the store for the participants listed above.

Responsible Party(ies) _____

or Check Proxy(ies) (1) _____

(2) _____

(3) _____

Clinic Name _____

WIC is an equal opportunity provider.

Abuse of the Program

You may be taken off the WIC program if you:

- Participate in both the WIC Program and the Commodity Supplemental Food Program at the same time or participate in two or more WIC Programs at the same time.
- Change your WIC checks in any way.
- Use checks before the first date to use or after the last date to use.
- Buy foods not listed on the check or "Nebraska WIC Approved Foods" list.
- Use checks reported as lost or stolen.
- Allow someone who is not listed as a responsible party or proxy to use your WIC checks.
- Sign a check before presenting it to the store clerk for purchase of WIC foods.
- Return WIC foods for cash or credit, or exchange WIC foods for other foods or items.
- Make false or misleading statements to get on the WIC Program or to receive more WIC food than eligible to receive.
- Sell WIC checks or foods.
- Are verbally or physically abusive to store cashier, WIC staff member, or another participant.



Give Your
Baby the Best,
Breastfeed

Moving?

You can transfer anywhere in Nebraska or to another state. Call your WIC office as soon as possible — staff will be happy to help you find a WIC office close to your new address. They will also provide you with transfer information to take to your new location.

Nebraska WIC Program

Participation in the WIC Program will not reduce your Food Stamp benefits. It also will not affect a child's participation in reduced rate school breakfast and lunch programs.

This publication can be made available in other forms for persons with disabilities. To request accessible formats, call (402) 471-2781

TDD (402) 471-9570
ADA/EOE/AA

WIC Program
Nebraska Department of Health & Human Services
301 Centennial Mall South
Lincoln, Nebraska 68509
1-800-942-1171

Using WIC Checks

- Keep your WIC ID Folder and WIC checks in a safe place. Treat your WIC checks like money. If you lose your WIC checks or they are stolen or destroyed, call your local WIC clinic at once.
- Only you or your authorized check proxy may use your checks at the store.
- Shop only at Nebraska WIC approved stores.
- Use your checks on or between the First Date to Use and the Last Date to Use.
- Buy only the foods printed on your check. See the "Nebraska WIC Approved Foods" picture brochure for a list of WIC foods.

At the Store

- You or your authorized check proxy must bring your WIC ID folder to the store to use WIC checks.
- Separate your WIC foods from non-WIC foods.
- If you are using more than one check, group your foods by what is listed on each check.
- Tell the store clerk you are using WIC checks.
- Make sure the store clerk puts the correct price of the WIC foods you purchased on the WIC check.
- Sign the check at the bottom after the correct price is written on it.

APPROVED FOOD LIST

Nebraska WIC Program

October 1, 2010 – September 30, 2012



Meet Nicole

She has an \$8 WIC Fruit/Vegetable Check. Nicole has planned healthy meals and wants to buy fresh green beans, peaches, cherry tomatoes and honeydew melon. Follow the steps Nicole uses to find a combination of these foods that fits within her \$8 budget.



Other Helpful Tips

- Find meals that look healthy and appetizing to your kids. Identify the fruit and vegetables in the recipe needed to make these meals.
- Look for specials and coupons for fruits and vegetables on store websites and in weekly advertisements.
- Learn when fruits and vegetables are in season locally. Typically they are less expensive and higher quality when “in season.”
- If you can’t find a scale to weigh your fruits and vegetables before purchase, don’t be afraid to ask a store employee to weigh your items on a store scale. It’s very difficult to guess the weight of items without a scale.



Using Your WIC Fruit and Vegetable Check



Provided by the Nebraska WIC Nutrition Program
Nebraska Department of Health and Human Services
dhhs.ne.gov

WIC is an equal opportunity provider.

Steps

1. Make a list of fruits and vegetables desired. In the store, discover if each is sold by weight or by item.

2. Weigh those items sold by weight using store scale in produce area. Round weights to the nearest one-half pound

3. Estimate the cost of each item by multiplying cost and amount.

$\$/\text{lb} \times \text{lbs.} = \text{total}$
 $\$/\text{ea} \times \text{no.} = \text{total}$

4. Add the estimated cost of all items. If total amount is more than WIC check, remove items or portions of items.

Nicole's Example

Nicole picked up 3.5 pounds of green beans, 2 pounds of peaches, 2 honeydew melons, and 2 containers of cherry tomatoes. She estimated the cost of these items and realized it was much more than \$8. She removed items and estimated the cost again to make sure the total was less than \$8. This saved a lot of time and stress at checkout.

		price per pound											
		\$0.25	\$0.50	\$0.75	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00	\$2.25	\$2.50	\$2.75	\$3.00
lbs	0.5	\$0.13	\$0.25	\$0.38	\$0.50	\$0.63	\$0.75	\$0.88	\$1.00	\$1.13	\$1.25	\$1.38	\$1.50
	1.0	\$0.25	\$0.50	\$0.75	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00	\$2.25	\$2.50	\$2.75	\$3.00
	1.5	\$0.38	\$0.75	\$1.13	\$1.50	\$1.88	\$2.25	\$2.63	\$3.00	\$3.38	\$3.75	\$4.13	\$4.50
	2.0	\$0.50	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50	\$4.00	\$4.50	\$5.00	\$5.50	\$6.00
	2.5	\$0.63	\$1.25	\$1.88	\$2.50	\$3.13	\$3.75	\$4.38	\$5.00	\$5.63	\$6.25	\$6.88	\$7.50
	3.0	\$0.75	\$1.50	\$2.25	\$3.00	\$3.75	\$4.50	\$5.25	\$6.00	\$6.75	\$7.50	\$8.25	\$9.00
	3.5	\$0.88	\$1.75	\$2.63	\$3.50	\$4.38	\$5.25	\$6.13	\$7.00	\$7.88	\$8.75	\$9.63	\$10.50
	4.0	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00	\$8.00	\$9.00	\$10.00	\$11.00	\$12.00
	4.5	\$1.13	\$2.25	\$3.38	\$4.50	\$5.63	\$6.75	\$7.88	\$9.00	\$10.13	\$11.25	\$12.38	\$13.50
5.0	\$1.25	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75	\$10.00	\$11.25	\$12.50	\$13.75	\$15.00	

Green Beans

Peaches

		price per item											
		\$0.25	\$0.50	\$0.75	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00	\$2.25	\$2.50	\$2.75	\$3.00
items	1	\$0.25	\$0.50	\$0.75	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00	\$2.25	\$2.50	\$2.75	\$3.00
	2	\$0.50	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50	\$4.00	\$4.50	\$5.00	\$5.50	\$6.00
	3	\$0.75	\$1.50	\$2.25	\$3.00	\$3.75	\$4.50	\$5.25	\$6.00	\$6.75	\$7.50	\$8.25	\$9.00
	4	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00	\$8.00	\$9.00	\$10.00	\$11.00	\$12.00
	5	\$1.25	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75	\$10.00	\$11.25	\$12.50	\$13.75	\$15.00
	6	\$1.50	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50	\$12.00	\$13.50	\$15.00	\$16.50	\$18.00
	7	\$1.75	\$3.50	\$5.25	\$7.00	\$8.75	\$10.50	\$12.25	\$14.00	\$15.75	\$17.50	\$19.25	\$21.00
	8	\$2.00	\$4.00	\$6.00	\$8.00	\$10.00	\$12.00	\$14.00	\$16.00	\$18.00	\$20.00	\$22.00	\$24.00
	9	\$2.25	\$4.50	\$6.75	\$9.00	\$11.25	\$13.50	\$15.75	\$18.00	\$20.25	\$22.50	\$24.75	\$27.00
	10	\$2.50	\$5.00	\$7.50	\$10.00	\$12.50	\$15.00	\$17.50	\$20.00	\$22.50	\$25.00	\$27.50	\$30.00

Honeydew Melon

Cherry Tomatoes

Item:	These products are sold by:	The cost this week is:	TOO MUCH	OKAY
Fresh Green Beans	per pound (lb)	\$.99/lb.	3.5 lbs. = \$3.50	1.5 lbs. = \$1.50
Peaches	per pound (lb)	\$1.98/lb.	2 lbs. = \$4.00	1 lb. = \$2.00
Honeydew Melon	per each melon	\$1.29/ea.	2 melon = \$2.50	2 melons = \$2.50
Cherry Tomatoes	per 8 oz. container	\$1.79/ea.	2 containers = \$3.50	1 container = \$1.75
			TOTAL = \$13.50	TOTAL = \$7.75



BEFORE GOING TO SHOP:

- Find the WIC checks that are valid for use today by reviewing the dates on the check.
- Make a shopping list, keeping items for each WIC check on a separate list.
- Plan the fruits and vegetables to buy with your WIC Fruit/Vegetable check.
- Locate the WIC authorized retailers in your area by using the list provided at the clinic.
- Double check that you have your WIC checks, your Nebraska WIC Approved Foods List and your shopping list when you walk out the door.



WHEN HOME:

- Store foods as suggested to keep fresh.
- Prepare healthy and nutritious meals for yourself and/or your children.

For more helpful hints about how to make WIC a successful experience for you and your family visit:

[www.hhs.state.ne.us/
nutrition/wicindex.htm](http://www.hhs.state.ne.us/nutrition/wicindex.htm)



Tips for a Successful WIC Shopping Journey



Provided by the Nebraska WIC Nutrition Program
Nebraska Department of Health and Human Services
dhs.ne.gov

WIC is an equal opportunity provider.



WHEN ENTERING THE STORE:

- Make sure the store is a WIC authorized retailer by looking for the decal on the door or by checking with a store manager.
- Use baskets or reusable shopping bags to separate WIC items. If using more than one WIC check, use a separate basket/bag for each check.
- Glance at the store map or take an overview of the store to locate sections that match with your shopping list.



WHILE SHOPPING:

- Read your WIC checks to double check authorized items.
- Use your Nebraska WIC Approved Foods List to help you select approved items.
- Most stores use the WIC shelf labels, look for them to help you find approved foods.
- In the produce section, take time to weigh items and calculate costs so you don't go over the authorized amount on your WIC Fruit/Vegetable check.
- Before going to checkout, review your WIC checks and items to make sure you have correct items in separate transactions.



AT CHECKOUT:

- Tell the cashier you are using WIC before he or she begins scanning items.
- Separate your purchases - WIC items first, then items you plan to purchase.
- If using more than one WIC check, separate those items into groups by check.
- Remain calm if an issue comes up or a mistake is discovered. Remember that the cashier has to follow the rules without exception.
- Use the opportunity to ask the cashier questions you have about WIC approved foods.

Q: What happens if I don't use my WIC check by the "Last Date to Use" date on the check?

A: The check is no good and can no longer be used. Checks have a limited time of use to encourage regular purchases of healthy foods for you and/or your children.

Q: Why are some WIC foods "store brand" only?

A: Store brands usually cost less and have the same nutritional value. More Nebraskans can be served by the WIC program with these cost savings.

Q: Why are fruit/vegetable checks for a dollar amount and other checks list specific items, but no dollar amount?

A: Because of the enormous variety of fresh fruits and vegetables, WIC program leaders thought it would be better to provide a cash-value voucher rather than limit selection to a few fruits and vegetables. Unlike cereals, where some are loaded with unhealthy sugar, almost every fruit and vegetable is healthy for you, so there's no need to limit which you can have. The exception is potatoes, because studies show that most people already eat plenty of potatoes, so they are not allowed.

Q: What am I required to take to the store when shopping?

A: The only required item is your valid WIC check(s). But, it's really useful to take your Nebraska Approved Foods list and WIC Identification folder with you to ensure a smooth shopping experience.

Q: Can I combine my WIC fruit and vegetable checks so that instead of two \$6 check transactions, I can purchase \$12 of fruits and vegetables at one time?

A: Unfortunately, no. Each WIC check must be handled as a separate transaction. It's the best way to monitor the system and make sure everyone is following the rules.

Q: What happens if my WIC checks are lost or damaged?

A: Notify your local WIC office if checks are lost, stolen, damaged, or destroyed. Treat your WIC checks like money. Keep them in a safe place.

For more information visit:

**[www.hhs.state.ne.us/
nutrition/wicindex.htm](http://www.hhs.state.ne.us/nutrition/wicindex.htm)**



Answering Your Questions about WIC



Provided by the Nebraska WIC Nutrition Program
Nebraska Department of Health and Human Services
dhs.ne.gov

WIC is an equal opportunity provider.

Q: Why all the emphasis on separating my items at checkout?

A: Speed and accuracy. Stores know that you want to move quickly through checkout. Because each WIC check must be handled as a separate transaction, it's faster for the cashier (and you) if your items are separated by WIC check.

Q: Why is the limit for cereal "Up to 36 ounces"?

A: Cereal is sold in many different weights. It's easier to give a maximum amount than to limit your choices to a one size. Stores cannot allow you more than the maximum amount, even if it's only an ounce or two. Use the chart in the Nebraska WIC Approved Foods List to help you add the weights of cereals.

Q: How are foods selected to be on the authorized list?

A: Food items are chosen that support the Dietary Guidelines for healthy Americans and provide affordable value. Typically foods are natural, packed with important nutrients, and promote healthy weight. The program has grown over the years to include more whole grains, fruits, and vegetables.

Q: The cashier at the store was very impatient and made a loud comment about hating to do WIC transactions. It was embarrassing. What should I do?

A: Recognize that the service you received was not acceptable. Cashiers at WIC retailers are trained to be respectful, professional and discrete. Share your experience with a manager at the store and with a staff person at your WIC clinic. The point isn't to get someone in trouble, but to make sure the experience isn't repeated.

Q: Buying juice is confusing. What's the secret to making it easier?

A: Become an expert at reading labels. First, WIC only allows 100% juices. Sometimes products look like juice, but are actually "juice drinks" or "juice cocktails". These drinks have sugar added to them and are not as healthy as 100% juice. Second, look for the volume on the label - it's usually in the bottom right corner and will be given in ounces (oz.) Third, find the flavor on the label. Some flavors are WIC approved and others are not depending on the brand. The secret is to take an extra five seconds to check the label with the Nebraska WIC Approved Foods List.

Q: Can I use my WIC checks anywhere?

A: You can use your WIC checks at any Nebraska WIC authorized retailer. Your local WIC clinic has a listing of all approved stores and stores should have a decal on the door with the WIC logo identifying themselves as an authorized retailer.

Q: Some pharmacies are Nebraska WIC authorized retailers. What type of WIC check may I use there?

A: You may only use WIC checks for prescription infant formulas at these pharmacies. WIC checks for food items and regular infant formula cannot be used at these pharmacies.

Q: Can other people shop for me using my WIC checks?

A: Yes. When at the WIC clinic you can assign an alternate shopper to use your WIC checks and purchase WIC foods on your behalf. After you designate someone as an alternate shopper for you, give them the WIC check and teach them about proper procedures for selecting foods and checking out. Remember, they represent you at the store. If they create a problem, you are responsible.

WIC WORDS



Certification Update

October 1, 2009

Follow-up from the Sept 2009 – Training Update call

ID FOLDER UPDATE

- WIC ID Folder (Not Required at store)
- WIC ID Folder (Required at clinic)
- Lost or Stolen Checks

WIC ID Folder - Not Required at the Store

NEW

- Effective October 1, 2009 - WIC clients no longer need to present the WIC ID to the cashier when shopping. This will be a change. The stores are being notified by vendor management staff about the change, and WIC staff will need to notify clients about it in October.
- Cashiers are no longer required to compare the signature on the check to the signature of the ID folder.
- The cashier must still make sure WIC checks are signed. Checks without a signature are rejected for payment – they always have been and always will be.
- Since WIC staff only issue WIC checks to authorized people, only authorized people should be using the checks at the store.
- If the WIC client loses their checks, the checks would be reported as lost or stolen and our Lost & Stolen procedures would be followed by State & LA staff.

WIC ID Folder - Required at Clinic

- The WIC ID folder is still required to be shown at the clinic
- WIC staff should continue to use the ID folder to identify WIC clients during check pick-ups and subsequent certification visits
- Official signatures are no longer needed on the ID folder; RP names & check proxy names should be filled in by staff or RP.
- WIC staff should continue to use the ID folder as a place to hold WIC checks, the Approved Foods Booklet, the 2nd month envelope, and other important papers & pamphlets provided at the WIC clinic visit.
- WIC staff can only issue WIC checks to the responsible party or check proxy (alternate shopper).

Lost or Stolen Checks

- If checks are reported lost or stolen, continue to follow our current procedure:
 - Void as lost or stolen in the WIC computer system using the proper void code
 - Voided checks that are redeemed will be flagged
 - The state WIC office will continue to monitor redemption of all checks and follow-up to determine if any checks have been fraudulently redeemed

Alternate shoppers

An alternate shopper is unrestricted in the number of times they may redeem the checks at the store, however, they must have the WIC folder with them and have signed it.



An alternate shopper is limited in the number of times they may pickup checks at the WIC clinic.

- Clients on a **bimonthly cycle** may use an alternate shopper **one time every 6 months**.
- Those clients on a **monthly cycle** may use an alternate shopper **two times every 6 months**. The alternate shopper must have the WIC folder with them.



Alternate shopper **is not** allowed to bring in missing information that was not provided at the cert visit, unless they are also the enrollment proxy.

An alternate shopper may also be the enrollment proxy.



INELIGIBILITY LETTER FOR NEBRASKA WIC/CSFP

Thank you for applying and/or participating in our program. Those named below have been found to be ineligible for WIC or CSFP for the reason(s) marked. Please reapply if any changes occur in your household that you feel may make you eligible for the program.

- 1) _____ 6 mo pp 5 yr 2) _____ 6 mo pp 5 yr
3) _____ 6 mo pp 5 yr 4) _____ 6 mo pp 5 yr

Address: _____ Phone: _____

INELIGIBILITY REASONS

- as a **CSFP** client you do not reside within the local agency service area.
- as a **WIC** client you do not reside in Nebraska.
- No nutritional/medical risk.
- you have an income that is too high for the program.
- you do not meet category requirements for the program.
- you have not picked up **CSFP** food for two months and are being dropped to make room for new clients.
- you have asked to be taken off ___ **WIC** ___ **CSFP**.
- Other: _____

Any one applying for CSFP must be lawfully present in the United States to be eligible for benefits.

THE LAST MONTH CHECKS/FOOD WERE GIVEN FOR (MONTH/YEAR)

Staff Signature

Date of Notice

REQUESTING A FAIR HEARING

If I am dissatisfied with any decisions made regarding the eligibility or receipt of benefits for my child or myself, the following procedure may be followed:

1. I may request a fair hearing by mail, verbally, or by giving a written request to the local program director. My request should be made within 60 calendar days from the date the local agency mailed or gave me the written notice of denial or termination of benefits.
2. Health and Human Services will notify me of the time, date and place of the hearing at least 10 days before the hearing.
3. If my representative or I cannot appear at the scheduled time and place, I may request the hearing officer to change it. I will be provided one opportunity to reschedule the hearing date upon written request submitted to Health and Human Services. If my representative or I do not appear for the hearing or if I request the hearing to be cancelled, it will be cancelled.
4. I may present my position personally or by a lawyer. A relative or friend may assist me. I may look at my WIC/CSFP records before and during the hearing and bring witnesses to the hearing.
5. I will be sent a written decision concerning the hearing within 45 calendar days after the hearing was requested.
6. If I do not agree with the decision at the hearing, I may appeal to the district court within 39 calendar days from the date on the written hearing decision.
7. The detailed Fair Hearing Procedures may be requested from your Local Program Director.