

# Introduction to WIC Module

UPDATED JUNE 2024

## WIC Overview- Section 1

### Objectives

After completing this section, you will be able to:

- Describe the participants served by WIC
- Describe how WIC improves the health of participants
- Identify the history and purpose of WIC
- Identify the source of WIC funding
- Describe services provided by WIC
- Describe the purpose of nutrition education and breastfeeding promotion
- List the basic foods provided by WIC
- List the four WIC eligibility requirements

### Overview

Welcome to WIC. This module is designed to aid in your understanding of the WIC program, including who WIC participants and staff members are, and how WIC serves and supports eligible families. It will also give you a better understanding of the terminology used at WIC.

### What is WIC?

**WIC** stands for **W**omen, **I**nfants, and **C**hildren. WIC's official name is the *Special Supplemental Nutrition Program for Women, Infants and Children*. It is a public health program designed to improve the health of the families who participate. Nutrition education and counseling, breastfeeding support, referrals, and healthy foods are the key components of the WIC Program. Counseling and education help participants learn about healthy eating and make behavior changes that can have a positive impact on their health for the rest of their lives.

**WIC additionally focuses on specific areas to improve the health of participants:**

- Reduce pregnancy complications to improve birth outcomes.
- Increase the number of breastfeeding parents.

- Increase breastfeeding frequency and duration.
- Reduce incidence of iron-deficiency anemia.
- Decrease the number of low birth weight and premature infants.
- Improve growth and development of young children.

## Who is Eligible for WIC?

### Applicants must meet four eligibility criteria to receive WIC services:

1. **Live** in Minnesota.
  - WIC services are available throughout Minnesota.
  - Most participants receive WIC services in their home county but may receive services at any WIC agency or clinic of their choice. (e.g., in the area where they work).
2. Be in a **category** served by WIC.
  - Pregnant
  - Breastfeeding with an infant under 12 months of age
  - Non-breastfeeding up to 6 months postpartum
  - With pregnancy loss up to 6 months postpartum
  - Infant under 12 months of age
  - Child 1 to 5 years of age

**NOTE:** Father/co-parent, custodial grandparents, foster parents, or other guardians may apply for WIC for their children.

3. Have an **income** within the WIC Income Guidelines.
  - Current WIC Income Guidelines and adjunctive eligibilities are posted on the WIC website ([Am I Eligible for WIC?](#)). (You will learn more about income eligibility later).
4. Have a **nutrition risk** – a health condition or nutrition need that can be helped with nutritious WIC foods and nutrition education. Some examples include:
  - Anemia (low blood iron)
  - Poor growth
  - Health conditions like diabetes or high blood pressure
  - Food allergies
  - Medical problems like hepatitis, cancer and eating disorders
  - Inappropriate nutrition practices
  - Failure to meet dietary guidelines

## What Services Does WIC Provide?

### Nutrition Education

When families have nutritious food and practice better eating habits, they are healthier. WIC offers nutrition education to all WIC participants and their families. Through WIC nutrition education, families learn to make healthful food and lifestyle choices. WIC nutrition education is participant-centered, designed to meet the needs and interest of each participant.

### Breast/Chestfeeding Education and Support

Breastfeeding is the healthiest feeding choice for both mother and infant. One of WIC's roles is to promote and support breastfeeding.

#### Examples include:

- Provide education about breast/chestfeeding, during pregnancy and after delivery.
- Train all WIC Competent Professional Authority (CPA) staff and breastfeeding peer counselors to help with breast/chestfeeding questions and concerns.
- Participate in community efforts to support breast/chestfeeding.
- Provide additional food to those who are fully breastfeeding to meet their increased nutrition needs.
- Provide breast pumps to those who need to pump their milk and don't have another source for getting a breast pump with no cost.

All employees in WIC have a role in breastfeeding promotion. You will learn more about your role in the WIC training module on breastfeeding.

### Healthy Foods

An important benefit of WIC is the nutritious foods available to participants. WIC gives participants special food benefit cards to buy nutritious foods at WIC authorized stores. Each participant receives food benefits for each month they are enrolled in WIC. The foods that WIC provides help meet the special nutrition needs of pregnant and breastfeeding participants and to growing children. WIC foods are high in protein, calcium, iron, and vitamins. The foods WIC provides are meant to **supplement** the participant's diet; WIC does not provide all the food and nutrients that a participant needs. The foods each WIC participant receives will vary, depending on their "category" (e.g., pregnant, breastfeeding, etc.) and their particular nutritional need.

## WIC Foods



*Fruits and Vegetables*



*100% Juice*



*Milk, Cheese, Eggs, Yogurt*



*Cold and Hot Cereals*



*Whole Grains: Brown Rice, Oatmeal, Bread, Pasta and Tortillas*



*Canned Fish – For Fully Breastfeeding Only*



*Canned Beans, Dry Beans, Peas, Lentils, and Peanut Butter*



*Tofu and Soy Beverage*



*Infant Foods: Cereals, Vegetables and Fruits, Meats (for fully breastfed infants), and Formula (if needed)*

## Referrals to Other Health and Social Service Programs

Partnerships with other public health and social service programs are a key to WIC's success. WIC encourages all participants to receive complete health care.

WIC refers participants to **health care** services such as:

- Prenatal care
- Well-childcare
- Family planning
- Immunizations
- Breastfeeding counselors
- Community health nurses
- Drug and alcohol counseling
- Mental health clinics

WIC also refers participants to **social service** programs such as:

- Supplemental Nutrition Assistance Program (SNAP)
- Food shelves
- Emergency shelters and housing
- Public assistance
- Domestic violence programs
- Head Start
- Parenting classes

If a participant does not currently receive Medical Assistance or does not have adequate health insurance coverage, WIC refers the participant to the Medical Assistance program. WIC also refers participants who might be behind on immunizations to their health care provider.

Your local WIC agency may have local organizations that they also refer participants to for help. You will learn more about your local agency's specific referral resources later in your training.

**The WIC Program is committed to serving all eligible participants.** WIC makes available bilingual staff or interpreters and materials in other languages and formats when needed.

## Is WIC Effective?

Since the WIC Program began in 1974, it has gained a reputation for being one of the **premiere public health programs**. WIC improves the health of nutritionally at-risk women, infants, and children, and promotes positive lifestyle choices that lead to lifelong health. Studies have shown that the WIC program is cost-effective in protecting or improving the health and nutrition status of low-income women, infants, and children. See About WIC- How WIC Helps.

### **Pregnant women who participate in WIC:**

- Eat more foods rich in key nutrients needed for healthy fetal development (i.e., vitamins A and C, and iron).
- See their health care provider earlier in their pregnancy.
- Are more likely to deliver full-term babies, with healthy birth weights.

**Infants, whose mothers participated in WIC:**

- Are born with fewer health problems.

**Children who participate in WIC are more likely to:**

- Eat foods rich in vitamin A, vitamin C and iron.
- Have healthy blood iron levels, important for growth and development.
- See a doctor regularly for check-ups & get their immunizations on time.

**Minnesota WIC Health Outcomes**

For information on how WIC has helped improve the health of women, infants and children in Minnesota, refer to the most recent “Minnesota WIC Facts Sheets” and other health outcomes data found on the WIC [Reports and Data](#) section of the Minnesota Women, Infant, and Children ([WIC Program](#)) website. It has been documented in government and university research that WIC saves health care dollars. USDA Food and Nutrition Services (FNS) reports that WIC Helps ([About WIC: How WIC Helps](#)); for every dollar spent by WIC, up to three dollars in subsequent health care costs are saved!

**Who Funds and Administers the WIC Program?**

The WIC Program is federally funded by the US Department of Agriculture (USDA). The federal funds are given as a grant to state WIC programs to administer the WIC program locally. The Minnesota State WIC office, located in St. Paul, administers grants to local WIC Programs throughout the state to provide WIC services. The State WIC agency is responsible for ensuring that local agency WIC programs comply with federal regulations and state WIC policies and procedures, and that they provide quality nutrition services. The State WIC agency also provides technical assistance and program support to all local agencies.

Continue to the next page for a practice activity and skill check.

## Practice Activity - A:

1. Review the following WIC brochures and video. Highlight, underline or take note of the information that will be most helpful to share with new participants.
  - [Welcome to WIC Brochure](#)
  - [Welcome to Minnesota WIC Video](#)
2. Go to the Minnesota Women, Infants & Children ([WIC Program](#)) website. From the menu on the left of the webpage, click on "[Local Agencies](#)". Investigate the resources available in this tab.
  - Where would you look for information about upcoming training opportunities?

## Skill Check - #1

1. What are the four eligibility criteria for participating in WIC?
  
  
  
  
  
  
  
  
  
  
2. What four services does WIC provide?
  
  
  
  
  
  
  
  
  
  
3. Where does the money for WIC services come from?

## Who Works at WIC- Section 2

### Objectives

After completing this section, you will be able to:

- Briefly describe the role of each member of your WIC staff.
- Identify your responsibilities in WIC.
- Describe how the state WIC agency helps local agencies.

### Overview

People with a variety of training backgrounds and skills work together to provide WIC services. All local agencies have a **WIC Coordinator** and **Breastfeeding Coordinator** who oversee the nutrition and breastfeeding services in their agency. Every agency also has **Competent Professional Authorities (CPAs)** who work with participants and provide the nutrition services. Each agency has a **Local Systems Administrator (LSA)**, and some agencies employ a **clerk**. The number of WIC staff usually depends on the number of WIC participants the agency serves.

In some clinics, one person may function in more than one role. For example, the WIC Coordinator might also be the Breastfeeding Coordinator. Some agencies have only one or two people working in the WIC Program. Some agencies designate one or more CPAs to serve all the agency's "high risk" participants. A few WIC agencies have **breastfeeding peer counselors**. As you read the following descriptions of WIC roles, think about your role and where you fit in.

## Who Works in Your WIC Clinic?

### Clerk/Receptionist

A WIC applicant's first contact with WIC is sometimes with the Clerk or Receptionist. The WIC Clerk's responsibilities might include:

- Greet families when they call or arrive in person
- Answer phone calls
- Screen families for residency, identity, and income eligibility
- Schedule and reschedule appointments
- Issue the WIC card
- Promote breastfeeding and nutrition education
- Issue food benefits



## Competent Professional Authority

Competent Professional Authority (CPA) is the “official” name for WIC staff who enroll WIC applicants/participants to receive appropriate WIC benefits. They conduct the nutrition assessment and provide nutrition education services. The enrollment process is called certification. The CPA’s responsibilities might include:

- Determine whether an applicant qualifies for WIC
- Take height and weight measurements
- Test blood iron by a finger-stick
- Assess and document health and nutrition risk
- Provide nutrition education and counseling
- Assist the participant in setting nutrition goals
- Provide breastfeeding education and support
- Prescribe a food benefit package
- Make appropriate referrals

## Categories of CPAs

### Professional CPA

A credentialed nutrition professional such as Registered Dietitian, or Licensed Dietitian/Licensed Nutritionist. Other credentialed individuals may work in WIC such as public health nurses. A professional CPA may have a bachelor’s or master’s degree in a health profession, such as nutrition, nursing, or trained as a dietary technician.

### Para-Professional CPA

A para-professional CPA is employed by a local agency to provide nutrition services in another language or cultural context. They must meet the educational requirements for paraprofessional CPA staff as outlined in the [Minnesota Operations Manual \(MOM\) Chapter 4: Local Agency Management & Caseload](#). They may speak another language and/or be of another cultural group served by the local agency. The individual is trained by WIC to certify and counsel participants. The para-professional CPA is supervised by a nutrition professional and serves low-risk participants only.

### High Risk CPA

Each local WIC agency will have on staff (or by contract) qualified nutrition professionals to provide nutrition services to high risk participants. These qualified nutrition professionals may be referred to as “*High Risk CPAs*”. When a CPA with this qualification is not available, a CPA who is a registered nurse, registered dietetic technician, etc. maybe used after consultation with the State Nutrition Consultant.

### Responsibilities of the high-risk CPA’s might include:

- Enroll and counsel high risk participants
- Address more complex nutrition conditions and issues
- Write nutrition care plans for high-risk participants

- Train other agency CPAs on nutrition topics

**NOTE:** Refer to the [Minnesota Operations Manual \(MOM\) Chapter 4: Local Agency Management & Staffing](#), for more information on the requirements for CPAs.

## Breastfeeding Coordinator

Each local agency has a Breastfeeding Coordinator. The Breastfeeding Coordinator usually has advanced training in lactation (breastfeeding) counseling, education, and support. The Breastfeeding Coordinator's responsibilities might include:

- Coordinate breastfeeding promotion activities.
- Answer breastfeeding questions from participants and agency staff.
- Assist participants who are having problems breastfeeding.
- Create a clinic environment that supports breastfeeding.

## Breastfeeding Peer Counselor

A Breastfeeding Peer Counselor provides basic breastfeeding information and encouragement to WIC pregnant and breastfeeding mothers. She is a mother who has personal experience with breastfeeding and is participating (or has participated) in the WIC Program. The Breastfeeding Peer Counselor Program is not available at every local agency.

**Note:** Breastfeeding support is the responsibility of **all WIC staff**. All CPAs are trained in breastfeeding education and support and may talk with participants about breastfeeding as part of WIC services.

## WIC Coordinator

The **WIC Coordinator** is the leader of the WIC agency. In some agencies, the WIC Coordinator is also the Breastfeeding Coordinator. The WIC Coordinator's responsibilities might include:

- Plan and oversee WIC nutrition services.
- Train and supervise WIC staff.
- Manage the agency's WIC caseload (i.e., # participants receiving WIC).
- Communicate with State staff and disseminate information from the state WIC program to the local agency's staff.
- Make sure that program regulations are followed.
- Make decisions and answer questions.
- Manage WIC clinic flow and the appointment schedule to assure clinic runs smoothly.
- Ensure that all applicants/participants are treated fairly and not discriminated against based on race, color, national origin, age, sex, or disability.

## Local Systems Administrator (LSA)

The WIC Program uses an electronic data system to collect and store information about WIC

participants. The LSA is responsible for conducting data system administrative functions in the WIC system.

## Who Works at the State WIC Office?

The state WIC agency has a wide range of people on staff with varying backgrounds and expertise. Some areas of expertise include:

- Nutrition
- Breastfeeding
- Clinic Management
- Finance/Budgets
- Grant Management
- Training
- Outreach and Referrals
- WIC Policy
- Information System
- Reports and Data Analysis
- Vendor (Store) Management
- Food Package and Shopping

Every local agency has a **State WIC Consultant** assigned to them by region. This is your agency's primary contact for questions. If your State WIC Consultant doesn't know the answer to your question, they will refer you to other State WIC staff with expertise in that area or will research out an answer for you. In most agencies, the WIC Coordinator will be the main person who will contact the State WIC Consultant. The [State Staff Directory](#) is located on the WIC website.

The state WIC office sends out a weekly email communication called the [WIC Weekly Update](#). It provides information on policy and procedure updates, new WIC activities, training opportunities, WIC job openings around the state, etc. Staff may sign up to receive the Wednesday Update by contacting their State WIC Consultant.

Continue to the next page for a practice activity and skill check.

## Practice Activity - B

- Make a list of staff in your clinic and note their responsibilities. Work together with a coworker or your supervisor on this activity. Do you have someone listed for all the jobs you read about in this section?
  
- Talk to your supervisor about your role in WIC. Where do you fit into the WIC Team?
  
- If you work in a WIC program that is part of a larger organization, talk to your supervisor about how WIC fits into the organization. Take note of people in the larger organization whom you may need to contact.
  
- Ask your WIC supervisor for the name and contact information for your State WIC Consultant. Talk with your supervisor about your WIC role and in which circumstances you might need to contact the State WIC staff.

## Skill Check- #2

1. Who is your WIC clinic receptionist or clerk?
2. Who in your clinic would answer questions about breastfeeding?
3. Who in your clinic would answer questions about a nutrition issue?
4. Who in your clinic would answer questions about the WIC Information System?
5. Who in your clinic would answer questions about high-risk nutrition issues?
6. When should you contact the State WIC staff? How would you locate their phone number and email?

## Confidentiality- Section 3

### Objectives

After completing this section, you will be able to:

- Follow procedures for protecting the confidentiality of WIC information.

### Overview

As a WIC employee, you will regularly have access to participants' personal information. Keeping the information private and confidential is a critical part of your job.

### Confidentiality

There are two key points to confidentiality in WIC.

1. Do not release information from a participant's record without that person's consent.
2. Always maintain WIC participants' privacy.

**This is best accomplished by:**

- Providing private space for WIC assessments & counseling.
- Protecting the computer screen from the view of others.
- Ensuring the protection and security of WIC data and equipment.

For more information on privacy and confidentiality, read [Section 1.7, Data Privacy](#) , and [Section 5.9, Clinic Environment](#), in the [Minnesota Operations Manual \(MOM\)](#). Read any other agency policies on confidentiality as requested by your supervisor.

### Skills Check - #3

1. What are three examples of a breach in confidentiality?
  
2. How will you keep the information on your computer private?

## Final Skills Check

Answer **True (T)** or **False (F)** for each of the statements below:

1. \_\_\_\_\_ WIC helps improve the health of participants by reducing iron deficiency anemia.
2. \_\_\_\_\_ WIC's official name is the Special Supplemental Food Program for Women, Infants and Children.
3. \_\_\_\_\_ A woman must be pregnant or breastfeeding to qualify for the WIC Program.
4. \_\_\_\_\_ A medical condition, such as high blood pressure, would qualify an applicant for a nutrition risk.
5. \_\_\_\_\_ Foster parents may apply for WIC for their foster children.
6. \_\_\_\_\_ Breastfeeding education and support is one of the services provided by WIC.
7. \_\_\_\_\_ WIC is required to refer participants not receiving Medical Assistance to the program.
8. \_\_\_\_\_ There have been no studies that demonstrate the cost effectiveness of the WIC Program.
9. \_\_\_\_\_ WIC is federally funded by the United States Department of Health and Human Services.
10. \_\_\_\_\_ Only the Breastfeeding Coordinator can counsel a pregnant woman on what to expect with breastfeeding.
11. \_\_\_\_\_ Not all local agencies have Breastfeeding Peer Counselors.
12. \_\_\_\_\_ WIC Staff must always protect the privacy of participants.

## Module Answer Keys

## Dictionary of WIC Lingo

Terminology	Definition
<p><b>Additional Nutrition Education Visit (Nutrition “Follow-up”)</b></p>	<p>Nutrition education visits occur at least quarterly, and at some point, between a cert/recert and the midcert appointment. Depending on your agency, these may be completed by appointment, over video or phone, or when a participant walks into the clinic. WIC staff may discuss a previously set nutrition goal or another topic of interest to the participant. It is also an opportunity to provide anticipatory guidance, especially for infants and toddlers. Pregnancy follow up appointments should include conversations about breastfeeding, baby behavior or other pregnancy concerns. Participants receive their next set(s) of food benefits at this visit.</p> <p><b>NOTE:</b> Avoid calling this visit a “Benefit Pickup”, because this implies that the participant will only be renewing their benefits and will not be visiting with a CPA.</p>
<p><b>Adjunctive Eligibility</b></p>	<p>Automatically income eligible for WIC if the participant is actively participating in other specified programs that have already performed an income eligibility. This allows WIC to not have to re-determine income.</p>
<p><b>Certification (cert)</b></p>	<p>Initial appointment to determine if someone meets eligibility requirements to participate in the WIC program. This term should be referred to as “enroll” rather than “cert or certify” when speaking to participants. This appointment involves verification of income and residency, a complete health and nutrition assessment, nutrition counseling, referrals, and food package assignment with education on shopping for WIC foods.</p>
<p><b>Certification Guided Script (CGS)</b></p>	<p>The computer procedure that staff go through during a certification or recertification appointment to determine a participant’s eligibility for the WIC Program. It involves screening for demographics/income eligibility, health screening, dietary assessment, risk code assignment, nutrition education and benefit issuance.</p>



Terminology	Definition
<b>Competent Professional Authority (CPA)</b>	The official name for staff who have met the education requirements or training to enroll or certify and counsel WIC participants.
<b>Education Choice</b>	WIC Education Choice expands the choices participants have on how they would like to receive additional nutrition education. Once a certification or recert has been completed, participants can choose to receive additional nutrition education in-person, online, or by phone at their next WIC contact. Education choice is not a “shortcut” for staff but can expand opportunities to provide nutrition education and breastfeeding support to participants.
<b>FDTU/LDTU</b>	Acronyms referring to the first day-to-use and last-day-to-use of food benefits. This date is important since more than one month of food benefits is usually issued at a time so a participant must wait until the FDTU before using the new benefits.
<b>Food Package</b>	The amount and type of food a participant receives from WIC each month. Most foods are automatically assigned, some a participant must choose.
<b>High Risk CPA/Nutrition Specialist</b>	Designated staff person(s) who are nutrition professionals who have been trained to see High Risk participants. These appointments are typically scheduled sometime between the Cert/Recert and the Midcert, and count as the additional nutrition education visit. High risk situations should be addressed as soon as possible; this appointment may be scheduled the next month after a certification or recert (In this case, one month of food benefits would be issued).
<b>Household ID</b>	An ID number that is assigned to everyone in a household that receives WIC services. This number links multiple individuals in the same family together. This number can be changed for an individual, if there are custody changes or if for some other reason an individual is removed from a family.

Terminology	Definition
<b>INCP</b>	Individual Nutrition Care Plan. A care plan written specifically for high-risk individuals that outlines both the steps to resolve the high-risk condition as well as a plan for follow-up.
<b>Initial Contact</b>	A processing standard that occurs when a participant is first entered into the Information System, returns for a new pregnancy or after a lapse in WIC service. This usually happens when the participant calls to schedule an appointment or walks into the clinic to request one. An appointment should not be scheduled until an initial contact is completed as part of the required processing standards for WIC participants.
<b>Mentor</b>	Refers to a fellow coworker trained in mentoring and works with staff individually to help them develop and strengthen their skills. Some agencies may have mentors for new staff, PCS, or for other reasons.
<b>Midcertification (midcert.)</b>	<p>Appointment scheduled between recertifications. Midcerts differ from recerts in that they do not require income and residency verification and the nutrition assessment has a different focus. Risk code assignment is not required during the midcert appointment.</p> <ul style="list-style-type: none"> <li>▪ <b>Infant Midcert.:</b> A WIC visit for babies at 9-10 months of age, scheduled when the baby is exactly 9 months or older. Length, weight, and hemoglobin are checked. Nutrition assessment and education is provided.</li> <li>▪ <b>Breastfeeding Midcert.:</b> A WIC visit for breastfeeding women, either scheduled around 6 months postpartum, or scheduled at the same time as the infant midcert. Weight is checked and hemoglobin (if needed). Nutrition assessment and education are provided.</li> <li>▪ <b>Child Midcert.:</b> WIC visit for children about 6 months into the certification period. Height and weight are checked along with hemoglobin (if needed). Nutrition assessment and education are provided.</li> </ul>

Terminology	Definition
<b>Mid-certification Assessment Guided Script</b>	The computer procedure staff go through in order to complete a midcert. It involves screens for each step of the assessment. Only the anthropometric field is required in this guided script, however the state requires nutrition assessment and nutrition education.
<b>Minnesota Operations Manual (MOM)</b>	This is the policy and procedures manual that contains all the rules and regulations for the Minnesota WIC program. These policies are based on federal regulations and are approved by USDA. MOM is posted on the Minnesota WIC website under Minnesota Operations Manual (MOM).
<b>Participant-Centered Services (PCS)</b>	The approach that is taken to interact with families in all aspects of our work. We focus on making our clinics a welcoming place for families and providing supportive customer service, including appointment times that meet a participant’s needs, nutrition education tailored to each family member, and individualized goal setting.
<b>Participant Folder</b>	The location in the WIC Information System where all the participant information is stored. The folder differs from the CGS in several ways. There are things that the WIC Information System allows in the folder that it does not allow in the CGS and vice versa. If you have multiple folders and/or Guided Scripts open at the same time, it is important that you know which one you are working in.
<b>Prescreening</b>	Prescreening is done when entering a new applicant in the WIC Information System; used to determine a participant’s potential eligibility for WIC. Prescreening does not guarantee eligibility; that is determined at the WIC appointment. Prescreening is only done once, even if a participant is not enrolled in WIC for a period of time. Once they are in the system and have a state ID number, they never need to be prescreened again.

Terminology	Definition
<b>Proxy</b>	A person 16 years or older listed in the WIC Information System as an alternate. This person has been given permission from the participant to represent the participant at certification appointments and nutrition education contacts and purchase the food benefits at the store as necessary.
<b>Recertification (recert.)</b>	Appointment to reevaluate eligibility for the WIC program and provide additional nutrition assessment, education, and referrals. Recertification generally occurs every 12 months, with some exceptions.
<b>Separation of Duties (SOD)</b>	Refers to the WIC federal regulation in which the same staff person cannot determine both income eligibility and medical or nutrition risk eligibility through the certification process. These two eligibility determinations must be done by two separate staff members.
<b>SOAP</b>	This is an acronym for a medical documentation format for recording information during a nutrition assessment and education session. ( <b>S=Subjective information O=Objective information A=Assessment P=Plan</b> ).
<b>State WIC ID</b>	Individual ID number assigned to every individual as soon as an individual is prescreened in the WIC Information System. This number is unique to each individual and never changes.
<b>Verification of Certification (VOC)</b>	This is the name of the form that contains pertinent information needed in order to transfer in a person, who is within a certification period in another state, to Minnesota WIC. A copy of this form containing the necessary information is provided by Minnesota WIC to participants who are moving out of Minnesota to another State as well.
<b>WIC Card (eWIC)</b>	A magnetic swipe card that participants use to purchase their WIC food benefits at the store. Participants should also bring the WIC card to the WIC clinic each time they come; this card is their WIC identification.

Terminology	Definition
<b>WICHealth.org</b>	An online education option that participants can choose which allows them to complete their additional nutrition education on their own schedule. A follow up conversation in person or via phone must still occur. After a follow-up conversation has occurred, future benefits may be loaded to the participant's card.
<b>WIC Information System</b>	A web-based application system used to meet program requirements, such as determining eligibility, providing participant services, and issuing benefits. The current system <b>HuBERT</b> , is an acronym for <b>Health Benefits Real Time</b> . A newer system, WINNIE is being developed over the next couple of years and will replace HuBERT once completed. <b>WINNIE</b> is an acronym for <b>WICInformation Next-gen for Nutrition, Integrity, &amp; Education</b> .

## Reference: A Complete Listing of Hyperlinks:

[Am I Eligible for WIC?](https://www.health.state.mn.us/people/wic/eligibility/index.html) (https://www.health.state.mn.us/people/wic/eligibility/index.html)

[About WIC- How WIC Helps](https://www.fns.usda.gov/wic/about-wic-how-wic-helps) (https://www.fns.usda.gov/wic/about-wic-how-wic-helps)

[WIC Reports and Data](https://www.health.state.mn.us/people/wic/localagency/reports/index.html)

(https://www.health.state.mn.us/people/wic/localagency/reports/index.html)

[WIC Program](https://www.health.state.mn.us/people/wic/index.html) (https://www.health.state.mn.us/people/wic/index.html)

[About WIC: How WIC Helps](https://www.fns.usda.gov/wic/about-wic-how-wic-helps) (https://www.fns.usda.gov/wic/about-wic-how-wic-helps)

[Welcome to WIC Brochure](https://www.health.state.mn.us/docs/people/wic/ewic/welcometowic.pdf)

(https://www.health.state.mn.us/docs/people/wic/ewic/welcometowic.pdf)

[Welcome to WIC Video](https://www.health.state.mn.us/people/wic/ppthome.html) (https://www.health.state.mn.us/people/wic/ppthome.html)

[WIC Information for Local Agencies](https://www.health.state.mn.us/people/wic/localagency/index.html)

(https://www.health.state.mn.us/people/wic/localagency/index.html)

[Minnesota Operations Manual \(MOM\)](http://www.health.state.mn.us/people/wic/localagency/mom.html#localagency1)

(www.health.state.mn.us/people/wic/localagency/mom.html#localagency1)

[WIC Weekly Update](https://www.health.state.mn.us/people/wic/localagency/wedupdate/index.html)

(https://www.health.state.mn.us/people/wic/localagency/wedupdate/index.html)

[MOM Section 1.7, Data Privacy](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1_7.pdf)

(http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1\_7.pdf)

MOM Section 5.9, Clinic Environment

([http://www.health.state.mn.us/docs/wic/localagency/program/mom/chsctns/ch5/sctn5\\_9.pdf](http://www.health.state.mn.us/docs/wic/localagency/program/mom/chsctns/ch5/sctn5_9.pdf))

Module Answer Keys

(<https://www.health.state.mn.us/people/wic/localagency/training/answerkeys.html>)

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