

PROGRAM BOOKLET

INFORMATION FOR CLIENTS

EFFECTIVE OCTOBER 1, 2016



WIC PROVIDES GOOD FOOD AND A WHOLE LOT MORE

WIC is a nutrition program that provides nutrition and health education, breastfeeding support, healthy food and referrals to other services free of charge to Indiana families who qualify. WIC stands for the Special Supplemental Nutrition Program for Women, Infants and Children.

WIC OFFERS FAMILIES:

- Breastfeeding promotion and support
- eWIC to buy healthy food
- Health and social service referrals
- Immunization screening and referrals
- Tips for eating well to improve health

WIC NUTRITION STAFF MEET WITH EACH WIC CLIENT TO:

- Review nutrition and health behaviors
- Provide individual nutrition advice
- Support families making changes for better health
- Offer a selection of healthy foods

HOUSEHOLD CLIENTS:

_____	_____
_____	_____
_____	_____
_____	_____



WHAT TO BRING TO YOUR WIC APPOINTMENT:

- ✓ **Each person who is applying for WIC.**
- ✓ **A parent, guardian, or caretaker of an infant or child who is applying for WIC.**
- ✓ **Proof of Identity** for yourself and each person who is applying for WIC.
For Example:
 - Driver's license
 - Hospital record
 - Photo ID
 - Immunization record
 - Marriage license
 - Birth certificate
- ✓ **Proof of Address**
For Example:
 - Bill or business letter addressed to you
 - Rent receipt
 - Current driver's license
- ✓ **Proof of Income.** Income documents for everyone in your household who works or has a source of income.
For Example:
 - Paycheck stub(s) for the past 30 days; if paid biweekly, bring 2 pay stubs; or, if paid weekly, bring 4 pay stubs.
 - Award letter for alimony, child support, social security (including SSI).
 - Unemployment or worker's compensation statement.

You may automatically be income eligible if you or certain family members participate in Medicaid, Temporary Assistance for Needy Families (TANF) or SNAP.

Proof of eligibility is needed:
 - Medicaid card for Medicaid
 - Award letter for TANF or SNAP
- ✓ **Immunization Record(s)** for all infants and children up to age 2 years who are applying for WIC.

INFANT FOOD

FRUITS & VEGETABLES

4 oz. container or packs of two 4 oz. plastic tubs

Includes single ingredient or combination of fruits and/or vegetables (e.g., apple-banana, sweet potato-apple).

Not included: Organic, pouches, mixtures with cereal, desserts, dinners, or food combinations (e.g., meat and vegetables, rice, pasta, yogurt, or noodles) meat sticks, added sugar, starch, salt, or DHA.

MEATS

2.5 oz. container

(Meat only, may include broth or gravy)

Available items:

- Turkey and Broth
- Chicken & Broth
- Beef and Broth
- Ham & Broth

TIPS FOR BUYING INFANT FOOD

OUNCES	4 OZ JARS	TWO-PACKS
128	32	16
96	24	12
64	16	8
32	8	4



INFANT CEREAL

ANY GRAIN OR MULTIGRAIN

8 or 16 oz. container



Not included: Organic, canned, formula, fruit, quinoa, DHA, or variety packs.

INFANT FORMULA

GERBER GOOD START GENTLE

Type and size specified on shopping list.

GERBER GOOD START SOY

Type and size specified on shopping list.

GERBER GOOD START SOOTHE

Type and size specified on shopping list.



BREAST MILK

Complete nutrition for your baby.

MILK

FLUID MILK

Least expensive brand only in category stated on shopping list (e.g. least expensive whole milk if whole milk stated on shopping list).

- Whole or Vitamin D
- Reduced-fat (2%)
- Low-fat (½ or 1%) or fat-free (skim)

Not included: Organic, flavored, imitation, buttermilk, Milnot, Vitamite, or glass bottles.

SPECIALTY MILK

As listed on shopping list.

- Evaporated: 12 oz.
- Lactose-free: quart or ½ gallon*
- UHT
- Powder: 9.6 oz. or 25.6 oz.
- 8th Continent Soymilk Original only, ½ gallon
- Silk Soymilk Original only, ½ gallon

* Two one-quart cartons may be substituted for ½ gallon if ½ gallons are not available.

EGGS

LARGE OR EXTRA LARGE WHITE EGGS

1 dozen

Least expensive brand only.

Not included: Organic, brown, low cholesterol, Eggland's Best or other specialty eggs, or free range.

YOGURT

1 Quart (32 oz.) only

Any flavor: fat free, low fat, or whole fat.

Not included: Organic, greek, light or multi-packs, mix-in ingredients like granola, candy pieces, honey or nuts, more than 40 grams of sugar per 8 oz. serving.

CHEESE

U.S. MADE, PREPACKAGED

8 oz. or 16 oz. only

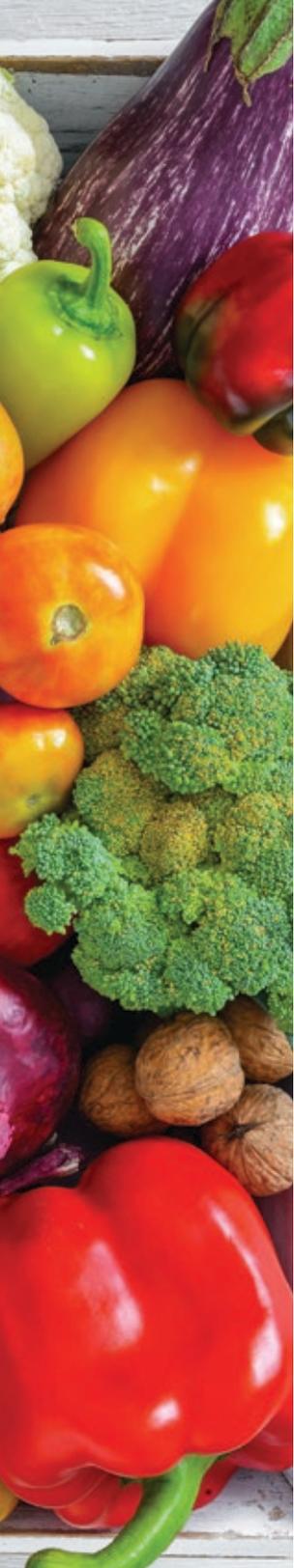
Choose regular, light, low-fat, or fat-free; block, sliced, shredded, cubed, string, stick, or crumbles

Any of the following flavors or combinations of flavors:

- American - pasteurized processed
- Cheddar
- Colby
- Colby-Jack
- Monterey Jack
- Mozzarella
- Provolone
- Swiss

Not included: Organic, cheese from deli area, cheese food, cheese product, substitute or spread, imitation or individually wrapped cheese slices, spiced, flavored, imported, or any size smaller than 8 oz.





FRUITS AND VEGETABLES

ORGANIC OR NON-ORGANIC

Dollar amount specified on shopping list.

FROZEN

Any variety of frozen fruits without added sweetener.

Any variety of frozen vegetables including sweet potatoes & yams.

Not included: All other frozen potatoes and vegetable packages with added sweetener, oils or fats, herbs or spices, creams, sauces, or breading.

FRESH

- Whole or cut
- Plain bagged salad

Not included: Pickled vegetables, olives, herbs or spices, nuts, salad bar items, edible blossoms, ornamental or decorative pumpkins, or party trays with dip, dressing, or croutons.

REMEMBER

Fruit and Vegetable Cash Value Benefits are redeemable up to the amount authorized per household each benefit period. If the purchase price exceeds the stated value, client may pay the additional amount with another form of tender or choose to purchase a lesser quantity. No cash back or gift cards are allowed.

WHEN PURCHASING FRUITS & VEGETABLES

PRICE PER POUND	POUNDS							
	1½	2	2½	3	3½	4	4½	5
\$0.69	\$1.04	\$1.38	\$1.73	\$2.07	\$2.42	\$2.76	\$3.11	\$3.45
\$0.99	\$1.49	\$1.98	\$2.48	\$2.97	\$3.47	\$3.96	\$4.46	\$4.95
\$1.49	\$2.24	\$2.98	\$3.73	\$4.47	\$5.22	\$5.96	\$6.71	\$7.45
\$1.69	\$2.54	\$3.38	\$4.23	\$5.07	\$5.92	\$6.76	\$7.61	
\$1.99	\$2.99	\$3.98	\$4.98	\$5.97	\$6.97	\$7.96		
\$2.49	\$3.74	\$4.98	\$6.23	\$7.47				

Tips to help you receive the maximum value for your Fruit and Vegetable Cash Value Benefit

- ✓ Consider purchasing fixed price items.
- ✓ Buy items that have not been pre-cut (sliced melon costs more than a whole one you slice and peel at home).
- ✓ Use coupons to lower the price of items and shop sales.
- ✓ Purchase “in season” for the lowest produce prices.



JUICE

Size is specified on shopping list.

SHELF STABLE OR REFRIGERATED

64 oz. only. Any container. *For children only*



Apple Juice



Grape Juice
Purple or White



Grapefruit Juice
White or Pink



Orange Juice



Tomato Juice



Vegetable Juice



Pineapple Juice



Old Orchard
100% Juice
Any Flavor



Juicy Juice
100% Juice
Any Flavor

Not included: Organic juices, 59 oz. size, Welch's 64 oz. grape juice, Natalies OJ, gourmet/premium price juices, beverages, cocktail juices, fruit drinks, or juice drinks.

100% juice (fruit or vegetable) and at least 120% Vitamin C

FROZEN CONCENTRATE

11.5 oz. - 12 oz. *For women only*



Apple Juice



Grape Juice
Purple or White



Grapefruit Juice
White or Pink



Orange Juice



Welch's Juice
Any Flavor with
Yellow Tab



Old Orchard Juice
Any Flavor with
Green Tab



Dole Juice
Any Flavor

NON-FROZEN CONCENTRATE

11.5 oz. - 12 oz. *For women only*



Welch's
Any flavor



CEREAL

18 oz. or 36 oz. only
(11.8 oz Instant Oatmeal allowed as an exception)

*Pregnant women and women considering becoming pregnant: Look for the cereals with 100% DV (daily value) of folic acid.



g* = Gluten free

🌾 = A minimum of 51% whole grain cereal

✓FA = 100% Daily Value of Folic Acid

KELLOGG'S



18 oz.



18 oz.

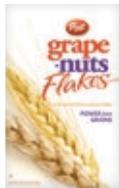


18 oz.



Original Bite Size Whole Grain 18 & 36 oz.

POST CEREAL



18 oz.



Whole Grain Almond Crunch 18 oz.



Whole Grain Vanilla Bunches 18 oz.



Whole Grain Honey Crunch 18 oz.



Original, no fruit 18 oz.



Regular only 18 & 36 oz.



18 oz.



18 oz.

B&G FOODS



Honey Roasted 18 & 36 oz.



Almonds 18 & 36 oz.

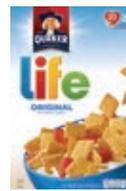


Cinnamon Bunches 18 oz.



Whole Grain 18 oz.

QUAKER



18 oz.



Original only 11.8 oz.



Honey 18 & 36 oz.



Strawberry Cream 18 & 36 oz.

MALT-O-MEAL

GENERAL MILLS



18 oz.



18 oz.



Whole Grain 18 & 36 oz.



Regular only 18 & 36 oz.



Frosted 18 & 36 oz.



Blueberry 18 & 36 oz.



18 & 36 oz.



Original only 18 & 36 oz.

WHOLE GRAINS

BREAD

16 oz. only. Whole wheat or whole grain loaf.



Aunt Millie's
100% Whole
Wheat



Best Choice
100% Whole
Wheat



Bimbo
100% Whole
Wheat



Bunny
100% Whole
Wheat



Butternut
100% Whole
Wheat



Family Choice
100% Whole
Wheat



Holsum
100% Whole
Wheat



IGA
100% Whole
Wheat



Kroger
100% Whole
Wheat



Meijer
100% Whole
Wheat



Nature's Own
• 100% Whole
Grain Sugar Free
• 100% Whole
Wheat w/ Honey



Roman Meal
100% Whole
Wheat



Sara Lee
Classic 100%
Whole Wheat



Schnuck's
100% Whole
Wheat



Schwebel
100% Whole
Wheat



Spartan
Whole Grain



Village Hearth
100% Whole
Wheat



Wonder
100% Whole
Wheat

Not included: Buns, rolls, bagels, or bakery items.

TORTILLAS

16 oz. only

Best Choice
• Whole Wheat or
Corn

Chi-Chi's
• Whole Wheat or
Corn

Don Pancho
• Whole Wheat or
Corn

Essential Everyday
• Corn Tortillas 5½"
• Whole Wheat 8"
Whole Grain

Food Club
• Whole Wheat or
Corn

Great Value
• Whole Wheat

Guerrero
• Whole Wheat or
Corn

IGA
• Whole Wheat

Kroger
• Whole Wheat

La Banderita
• Whole Wheat or
Corn

La Burrita
• Corn

Meijer
• Whole Wheat 8"

Mi Casa
• Whole Wheat

Mission
• Whole Wheat or
Corn

Ortega
• Whole Wheat

Schnucks
• Whole Wheat

Shurfresh
• Corn/Maiz 6"

Spartan
• Whole Wheat 8"

Tio Santi
• Whole Wheat

BROWN RICE

14 - 16 oz.

Any brand, plain, boxes or bags, instant, quick, or regular.



Not included: Organic

WHOLE WHEAT PASTA

16 oz. only

Any brand, any shape whole wheat pasta.



Not included: Organic

BEANS, PEAS & LENTILS

DRY

1 lb. bag (16 oz.)

• Any type

Not included: Organic, boxed, baked beans, wax beans, soups, added sugars, fats, oils, added seasoning, or meats.

CANNED

15 - 64 oz.

- Kidney (may have a small amount of sugar)
- Cannellini
- Garbanzo (Chick Peas)
- Great Northern
- Black-eyed Peas
- Fat Free Refried
- Black
- Pinto
- Lima (Butter Bean)
- Navy

Not included: Organic, boxed, baked beans, wax beans, soups, added sugars, fats, oils, added seasoning or meats.

PEANUT BUTTER

REGULAR OR CRUNCHY

16 - 18 oz. jars

Not included: Organic, spread, mixed with jelly, marshmallow, honey, Smucker's Natural, Fifty 50, Jif Omega 3, Smart Balance, Krema, Better'n Peanut Butter, Health Valley, Reese's, or natural peanut butter.

FISH

FOR FULLY BREASTFEEDING MOMS.

PACKED IN WATER, OIL, OR VEGETABLE BROTH

Cans only

- Chunk Light Tuna in 5 or 12 oz.
- Pink Salmon in 5, 6, 7.5, or 14.75 oz.

Not included: Organic, Albacore or Yellow fin tuna, white, solid, fresh, frozen, foil pack, flavored, premium price brands such as Tonno Genova and Sustainable Seas, Red salmon, and sardines.



BREASTFEEDING IS HEALTHY FOR BABY

Every mother can help her baby develop and grow with her own breast milk. It's also a healthy, affordable solution.

HEALTHY FOR BABIES

- Best possible nutrition
- Easy to digest
- Helps prevent chronic diseases like diabetes, asthma, heart disease, and cancer
- Reduces risk of SIDS, ear infections, RSV, and diarrhea
- Promotes brain growth. Studies show that children who were breastfed have higher IQs.

HEALTHY FOR MOMS

- Promotes weight loss after pregnancy
- Prevents chronic diseases like osteoporosis and cancer
- Always ready at the right temperature

GREAT FOR FAMILIES

- Helps moms and babies stay healthy
- Healthy moms and babies are more active and ready for play
- Saves time, money and the environment

Indiana WIC has Lactation Consultants and Peer Counselors on staff to provide breastfeeding support at no cost. WIC can help with any challenges including the transition back to work or school.

BREASTFEED!

MOM & BABY GET MORE FOOD

Exclusively Breastfeeding
Up to 1 Year



Partially Breastfeeding
Up to 1 Year



Not Breastfeeding
Up to 6 Months



HOW TO USE YOUR INDIANA eWIC CARD



USING YOUR eWIC CARD

Most stores process WIC in all checkout lanes.

Look for Indiana eWIC Card Accepted Here signs in stores with select WIC lanes. Check with your store to better understand their process. The following steps describe the general process for completing a WIC transaction and may differ slightly from store to store.

- ✓ With your eWIC card, current benefit balance and WIC Program Booklet, select the food items you need.
- ✓ When you are done shopping, choose a checkout lane that accepts WIC.
- ✓ Some stores require you to separate WIC items from other purchases. Ask if this is needed.
- ✓ Tell the cashier that you are using an Indiana eWIC Card.
- ✓ The cashier scans items to confirm they are WIC approved and included within your family's authorized food package.
- ✓ You or the cashier swipes the eWIC card.
- ✓ Enter your four digit PIN.
- ✓ The cashier gives you a receipt. Make sure you leave with your card and receipt.

eWIC CARDHOLDER WEBSITE

https://www.connectebt.com/inwicclient/reciplogin_client.jsp

WHAT IF I LOSE/DAMAGE MY WIC CARD?

If you lose or damage your eWIC card, call Customer Service at 1-855-349-1454 to cancel your card and then go to your clinic to be issued a new card. This number is also located on the back of your Indiana eWIC Card. You can call this number, free of charge, 24 hours a day, 7 days a week.

EXAMPLES OF WHEN TO CALL CUSTOMER SERVICE:

- If your eWIC card is lost or stolen.
- If your eWIC card is damaged or will not work.
- If someone is using your eWIC card without your approval.
- If you need to know your WIC benefit balance and do not have a list from the clinic or last store receipt.
- If you forget your PIN or would like to reset your PIN.
- If you have questions or need help with your eWIC card.

HOW DO I TAKE CARE OF MY WIC CARD?

- Keep your card safe and clean.
- **DO NOT** throw it away if all of the benefits have been used. The same card is used every month.
- Keep the black strip on the back free from scratches.
- **DO NOT** bend, fold or twist it, punch holes, or use it to scrape windshields or open door locks.
- **DO NOT** store it near magnets or electrical equipment like mobile phones.
- **DO NOT** leave it in the sun or other hot places like the dashboard of your car.



TIPS & REMINDERS

WHAT TO BRING TO THE GROCERY STORE:

- eWIC Card
- WIC Program Booklet



DON'T FORGET TO KEEP YOUR APPOINTMENT FOR YOUR WIC BENEFITS.

Your clinic will note the appointment on the back of this booklet. If you receive your benefits late you may get less food for the month.

KEEP APPOINTMENTS

Call your WIC clinic if you need to reschedule.

USE eWIC CARDS CORRECTLY.

Shop where eWIC cards are welcome. Buy only the foods listed on the shopping list. Use your benefits before they expire.

KEEP YOUR WIC PROGRAM BOOKLET.

- Take it to the store to help identify WIC approved foods.
- Take it to the clinic to note appointments.

CONSIDER BREASTFEEDING YOUR BABY.

Babies are born to breastfeed. Nursing mothers receive additional food and may remain on the WIC program up to one year. Ask for breastfeeding support and information at your WIC clinic.

SELECT AUTHORIZED PACKAGE SIZES.

Non-authorized sizes will not process.

WIC FOODS CANNOT BE RETURNED TO THE STORE FOR CREDIT OR CASH OR EXCHANGED FOR OTHER ITEMS.

DO NOT SELL WIC BENEFITS OR YOUR eWIC CARD.

- Even attempting to sell items purchased with WIC benefits on websites such as Craigslist or Facebook may result in sanctions including termination from the program.
- Report to your local WIC clinic any retailers that offer to buy your eWIC card. Selling your eWIC card may result in criminal charges.

EDUCATIONAL RESOURCE

Do your nutrition education online at www.wichealth.org.

BE POLITE TO THE CASHIER.



Look for matching shelf tags located by many WIC approved items.

SHOP SMART!

- Plan how to use your eWIC card so you have food for the whole month.
- Compare prices on foods and buy the least expensive brand.
- Use coupons and look for “buy one, get one free” and other store offers.

ONLINE NUTRITION EDUCATION

There is no limit to how often or how much you can learn. Log in anytime 24/7 from your computer, tablet or smart phone!



Over 20 lessons available in English and Spanish

How to get started:

1. Go to wichealth.org
2. Create an account and set up your profile
3. Choose a lesson from one of the 5 categories
4. Complete the lesson
5. Fill out the survey
6. Remember your login & PIN for next time

Examples of lessons available:

- Eat Well – Spend Less!
- Preparing for a Healthy Pregnancy
- Starting Your Infant on Solid Foods
- Make Meals & Snacks Simple
- Secrets For Feeding Picky Eaters



wichealth problems?

Try clicking the help tab on the top of the page to submit a message. All questions are answered within 24 hours.

**THIS COUNTS AS
YOUR NUTRITION
EDUCATION!**

FREQUENTLY ASKED QUESTIONS

WHAT IF I MOVE?

If you plan to move somewhere else in Indiana, you can check our website for a listing of all WIC offices in the state at www.wic.in.gov. If you plan to move out of Indiana, you can call your local WIC office. They can give you information about WIC programs in other states and overseas. You may also call the State WIC Office at 1-800-522-0874. You may request a Verification of Certification form from your local WIC office. This form includes information needed to transfer your household from Indiana WIC to the WIC clinic in your new state.

WHAT IS A PROXY?

A proxy is someone you trust. You give this person permission to use your eWIC card if you can't go to the store. You must make sure your proxy understands what foods to buy and how to use the eWIC card.

Be careful if you give someone your card and PIN as they could redeem all of your WIC benefits. These benefits will NOT be replaced. Only give your card and PIN to people you have selected as proxies.

WHY CAN'T WIC STAFF TALK TO MY FRIEND OR MY MOTHER ABOUT MY CHILD OR ME?

The WIC program protects your right to privacy. WIC will not share any information without your permission. This includes appointment times and medical information.

CURIOS ABOUT REFERRALS?

Ask your WIC staff about services in your area. During your enrollment in WIC, referrals will be made to Medicaid and social service providers. Although the Indiana WIC Program does not provide health care, Indiana WIC will refer all applicants to health care providers as appropriate.

Some of the referrals include:

- Medicaid
- TANF
- 1-800-QUIT NOW
- Maternal and Child Health Programs
- Nutrition Education Program offered by Cooperative Extension Services

WIC APPOINTMENTS

HOUSEHOLD ID# _____

CLINIC CODE _____

DATE	TIME	PURPOSE OF VISIT		
		Cert/Mid-Cert	Nutrition/ Breastfeeding	Benefit Issuance
Jan				
Feb				
Mar				
Apr				
May				
Jun				
Jul				
Aug				
Sep				
Oct				
Nov				
Dec				

TIPS FOR USING YOUR eWIC CARD

- You get your WIC benefits on your Indiana eWIC card during your WIC clinic visit. You will receive a list of your household's WIC benefits for the current benefit month and for future benefit months. It shows the start and end dates for the benefit months.
- You can get a benefit balance by checking your last store receipt, by calling Customer Service at **1-855-349-1454**, and by accessing the Cardholder Website at https://www.connectebt.com/inwicclient/reciplogin_client.jsp



NOTIFY THE WIC OFFICE IF YOU:

- are unable to keep a scheduled appointment.
- give birth.
- stop breastfeeding.
- are unable to purchase WIC foods.
- have any problems or concerns about the store.
- have questions about WIC services.
- are moving out of Indiana.

QUESTIONS?

Just call **800-522-0874** or contact your local WIC clinic.



YOUR RIGHTS & RESPONSIBILITIES FOR THE INDIANA WIC PROGRAM

PARTICIPANTS RIGHTS

1. The standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, age, handicap, or sex.
2. You may appeal any decision made by the local agency regarding your eligibility for the Program.
3. The local agency will make health services, nutrition education, and breastfeeding support available to you, and you are encouraged to participate in these services.

PARTICIPANT RESPONSIBILITIES

1. Using eWIC card correctly when purchasing WIC items at the store.
2. Treating clinic and store employees in a respectful manner.
3. Providing truthful information.
4. Teaching your proxies their role in the WIC Program.
5. Not being on WIC in more than one clinic at a time (in-state or out-of-state).

Your rights and obligations under the program also include not selling, attempting to sell or trade WIC foods, formula, or eWIC card on social media sites (ex: Facebook, Craigslist, Ebay, community garage sales, etc.).

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.



Indiana State
Department of Health

This institution is an equal opportunity provider.

WWW.WIC.IN.GOV

The information in this booklet is subject to change.

To complete your nutrition education, please go to wichealth.org.



Follow us on Twitter: www.twitter.com/indianaWIC