

Food List Questions

For produce, are items with herbs as part of the ingredients allowed for purchase with WIC checks?
Example: fresh salsa with tomatoes, onion, jalapeno, lime juice and cilantro.

No, for a produce item to be WIC allowed, all ingredients in the item must be allowed. Since herbs are not allowed, any item with added herbs would also not be allowed.

Are bagged salads like Fresh Express allowed?

Yes, bagged salads are allowed as long as the only ingredients are vegetables and/or fruits. If the bagged salad contains dressings, croutons, nuts, seeds, bacon bits, etc. it is not allowed for purchase with WIC checks.

Why is organic produce allowed, but other items like organic rice are not?

Organic items are not included in the Idaho WIC food list to keep food cost down. Organic produce is allowed because the checks are for a fixed dollar amount.

Will the check specify whether the customer can get bread or rice?

The check description is:
"32 OUNCE OR LESS WHOLEWHEAT BREAD/OTHER GRAINS – SEE FOOD LIST"
This allows the customer to choose between all the whole grain options, which include the bread, rice, tortillas or pasta listed in the Idaho WIC authorized food list. See slide 7 of the presentation.

Why can't a customer get one 24 or 32 ounce loaf of bread instead of two 16 ounce loaves?

Federal requirements state that only 16 ounce loaves of bread are allowed.

Is the milk still going to be specific to 1%, 2% or whole, or can they choose any type?

Yes, milk checks will still be specific regarding the size, type and fat content. See slide 30 of the presentation for some examples of milk check descriptions.

Is milk from local dairies like Reed's Dairy or Cloverleaf Creamery allowed?

No, most milk from local dairies or any milk in glass bottles are considered specialty milks and are not allowed for purchase with WIC checks to help keep food costs down.

What if our store runs out of gallons of milk? Can we substitute half gallons in this situation?

No, substitutions are not allowed. The customer will need to use their WIC checks at another store or return once gallons of milk are back in stock.

What if our store runs out of 1% milk? Can we substitute 2% milk?

No, milk checks are specific regarding size, type and fat content. Substitutions are not allowed. The customer will need to use their WIC checks at another store or return once the 1% milk is back in stock.

Is pepper jack cheese WIC allowed?

No, pepper jack cheese is a flavored cheese, which is not allowed for purchase with a WIC check.

Is string cheese brand specific?

No. All brands of cheese and string cheese are allowed, as long as it meets the requirements listed in the Idaho WIC authorized food list.

Is there any margin of error for bulk beans if the customer gets more than 16 ounces?

It is up to the store to decide if they want to have a margin of error, but the WIC program cannot be charged for more than 16 ounces of beans.

For Tree Top juices the food list says "all flavors with green lid". Do all Tree Top brand 64 ounce juices have green lids?

No. Tree Top has juices with red and gold lids as well. Only green lids are approved.

Are multipacks allowed? Example: 6 packs of tuna or salmon.

Yes, multipacks are allowed as long as the item in the multipack is WIC allowed and the amount is equal to or less than what is printed on the check.

Would it be possible to limit baby food options to 2 packs only to reduce confusion?

Idaho WIC allows both Gerber and Beechnut Classics baby food. In order to limit options to 2 packs, we would have to only allow Gerber, which would limit selection for our customers.

If the store is out of a specific item, can it be sold now and then picked up when it's available?

No, the customer must receive the item at the time of purchase. If you are out of an item the customer can shop at another store or come back once the item is in stock.

Check Questions

What is the new \$4 voucher for?

The new \$4 voucher is a fruit and vegetable check that is available for some infants. It replaces some containers of baby food.

Does the customer have to get everything on their check?

No, the customer may choose to buy less than what is printed on the check.

What if a customer gets upset when you question their signature?

Explain to the customer that this is Idaho WIC policy. Refer them to their local WIC clinic where they can get new checks and ID folders.

What if a check gets torn in half by the endorsing printer?

Checks that get torn or otherwise ruined and can't be deposited normally can be mailed to the state office to be paid manually.

Other Questions

Will we be completing a price list this year? I haven't seen one in a few years.

Price surveys are federally required twice per year. If you are from a corporate store, you may not see these if your pricing office does one for all their stores.

Will we get new WIC training videos?

We do not have any new training videos currently, but would like to hear from you if you have specific ideas about what would help you train your staff.

Will the power point presentation be sent out for training our staff?

The presentation is available online at www.wic.dhw.idaho.gov and can be printed and copied by stores.

Should we fill out a complaint form when a WIC client is abusive to our cashier?

Yes, please let us know if a WIC customer is abusive to your store staff. We can't share the outcome, but we always follow up on complaints. If you would refuse service to any other customer for abusive behavior, you may refuse to serve a WIC customer as well.

Is there an updated Vendor Guide coming out?

The Vendor Guide was updated in 2015 and sent to stores with the training materials that year. The Vendor Guide will not be updated again until eWIC is implemented.

When will we have eWIC cards instead of checks?

Idaho WIC plans to implement eWIC by 2020. We are currently in the planning phase and will share more information as we can.