



WIC POLICY MANUAL

Acronyms & Definitions

October 2019

Acronyms

ACH	Automatic Clearing House
APL	Authorized Product List
BIN	Bank Identification Number (first 6 digits on the card – indicates Idaho WIC)
CDP	Custom Data Processing, Inc. (eWIC Processor)
CFR	Consolidated Federal Regulations
CVB	Cash Value Benefit (Previously defined as Cash Value Voucher – CVV)
DDI	Design, Development and Implementation
DFDD	Detailed Functional Design Document
DTSD	Detailed Technical Specifications Document
EBA	Electronic Benefit Account
EBT	Electronic Benefit Transfer
ECR	Electronic Cash Register
eWIC	Electronic WIC
FIS	Fidelity Information Services (eWIC banking Contractor)
FNB	Full Nutrition Benefit
FNS	Food and Nutrition Services
FReD	Federal Regulations Document
FTE	Full-Time Employee
IAPD	Implementation – Advanced Planning Document
ICD	Interface Control Document
IVR	Interactive Voice Response
JAD	Joint Application Design
MIS	Management Information System (WISPr)
PAN	Primary Account Number (Card Number)
PAPD	Planning - Advanced Planning Document
PIN	Personal Identification Number
PLU	Product Look Up (code used for produce)
POS	Point-of-Sale
QA/QC	Quality Assurance/ Quality Control
RFP	Request for Proposals
RTF	Ready-To-Feed
SNAP	Supplemental Nutrition Assistance Program
SRP	Self-Reliance Program
TIG	Technical Implementation Guide
TPP	Third Party Processor
UAT	User Acceptance Testing
UI	Universal Interface
UPC	Universal Product Code (Bar code)
USDA	United States Department of Agriculture
VAR	Value Added Reseller

Definitions

Abuse

To cause harm or threaten harm with words.

Aggregated Food Benefit

The combined food benefit for all participants in a household.

Allocated Costs

Refers to costs that are clearly associated and can be assigned to a specific program. They are typically shared costs between multiple programs such as mileage, sharps removal, and vehicle maintenance.

Application

The form used to record the applicant's name, address and the date. May also include additional information necessary to determine eligibility.

Application Date

The application date is the date the application is completed.

Appointment Date

Date the participant completes and/or is scheduled to come in for an appointment such as certification, nutrition education contact or health screening. If a participant reschedules an appointment, the new date should be reflected as the appointment date with the prior date documented.

Artificial Baby Milk (ABM)

Breast milk substitute; infant formula.

Assigned Food Benefits

The Food Benefits that have been assigned by the Certifier to a participant for the certification period.

Attempt (Concerning Program Violations)

A participant's action in violation of program rules that is persistent and/or coercive, whether the intended result is achieved or not. Example: A participant tries to purchase a non-authorized cereal by repeatedly trying to talk the store clerk into letting him/her purchase it, stating they always buy this product here, or saying another vendor allows them to purchase the wrong item.

Authorized Product List (APL)

A list that includes thousands of Idaho WIC-approved foods created for utilization among WIC agencies, vendors, and participants for determining foods that can be redeemed with eWIC cards. The APL includes each authorized brand/item with its product description, UPC, and package size. When approved, new products are added to the list and imported to Idaho WIC's database for the purpose of UPC recognition when using eWIC cards.

Balance Inquiry

Non-financial transaction that allows a participant to obtain the current status of his or her benefits.

Benefit Balance

The unspent issued food benefits which are available for purchase by a cardholder.

Benefit List

The list of issued and available foods in an aggregated food benefit.

Breastfeeding

The USDA/FNS definition of breastfeeding is the practice of feeding a mother's breastmilk to her infant(s) on average at least once a day.

Breastfeeding Coordinator

Registered Dietitian or Licensed Nurse with specialized training in lactation management and care such as International Board Certified Lactation Consultant (IBCLC) or Certified Lactation Counselor/Educator (CLC/CLE) who oversees the planning, management, implementation, and evaluation of local agency breastfeeding activities.

Breastfeeding Promotion

Strategies, initiatives, and services to increase and support the initiation and continuation of breastfeeding among WIC participants.

Breastfeeding Promotion Coordinator

Registered Dietitian or licensed nurse who serves as a resource person and central contact for the coordination of breastfeeding promotion and support activities in the local WIC agency.

Cash Value Benefit (CVB)

A WIC benefit with a fixed dollar amount for purchase of fresh fruits and vegetables. Amount varies based on participant category.

Certification

This means the implementation of criteria and procedures to assess and document each applicant's eligibility for the Program.

Certifier

A person at the local agency who has successfully completed the Idaho LMS training and is authorized by the Idaho WIC Program as competent to determine applicant eligibility, nutritional risk, assign priority, provide nutrition and breastfeeding education/support, identify need for and implement individual care plans for low-risk participants, refer participants to other health and social services, prescribe appropriate food packages, provide follow-up, and document relevant information.

Clerical Staff

A person at the local agency who has successfully completed applicable Idaho LMS training and is assigned to the reception area with duties such as scheduling appointments, checking in participants, and issuing food benefits.

Competitive Price Selection Criteria

Criteria used to determine if a vendor applicant should be approved as an authorized WIC vendor based on comparing vendor prices with other vendors in their peer group.

Contract Brand Infant Formula

An iron-fortified milk-based, soy-based, lactose-free or added rice starch formula intended as a food substitute for human milk for healthy, term infants produced by the manufacturer awarded the infant formula cost containment contract. Contract formulas are routinely provided to infants enrolled in the WIC Program.

Contraindication

Any circumstance that makes breastfeeding medically inadvisable.

Costs

Costs are reimbursed only to the extent of benefit received by the specific federal program and to the goals of the program.

Cut-Off Date

This date is set by family and is the date after which vouchers will no longer be usable and a family may no longer have vouchers printed. After this date only eWIC benefits may be issued.

Direct Costs

Incurred specifically for a program objective and can be readily identified with a particular objective. Examples of direct costs in WIC are wages and salaries of staff working in the WIC Program and supplies specifically used to meet program requirements.

Disqualification

The act of removing a participant from the program and prohibiting further participation for a specified period of time. The participant must reapply for program benefits at the end of the disqualification. Disqualification can last from one month to one year.

Disruptive Action

Acting in a manner which disturbs clinic or vendor operations, other clients at the WIC clinic, vendor staff, or vendor's customers, . Example: Refusing to leave premises when asked to do so, throwing literature in a fit of anger, other actions which cause discomfort or fear.

Dual Enrollment

Active participant enrollment in two or more WIC programs during the same time period A dually enrolled participant may or may not have more than one eWIC Card issued for the same benefit month. The participant should use benefits from only one eWIC card and must have additional cards deactivated. The participant must be terminated from the other WIC program.

Dual Participation

Participant receiving and cashing eWIC food benefits from one or more WIC clinics/programs for the same time period. The participant should use benefits from only one eWIC card and must have additional cards deactivated. This results in excessive food benefits of the federal food allowance for the time period. The participant must be terminated from the other WIC clinic/program.

Electronic Benefit Account (EBA)

An account established for each WIC family administered by Idaho's eWIC banking contractor. Accounts are identified by the WIC family ID number assigned to that family. Food benefits for all participants in the family are aggregated into a single account.

Electronic Benefits Transfer (EBT)

An electronic process used to deliver WIC benefits to participants.

eWIC

Term used by Idaho to describe the issuance of benefits to participants via Electronic Benefit Transfer (EBT).

eWIC Banking Contractor (Processor)

Banking organization which provides EBT services.

eWIC Family

A family who has been issued an eWIC card and has an Electronic Benefit Account (EBA) with the eWIC banking contractor.

eWIC Processor

The entities that process eWIC transactions and pay the vendors for WIC foods redeemed.

Exempt Infant Formula

Intended as a food substitute for human milk for use by infants who have inborn errors of metabolism, prematurity, low birth weight, or who otherwise have an unusual medical or dietary condition.

Food Benefit

The individual foods a participant receives on WIC for a selected month.

Food Package

Participants' combined food benefits for a selected month.

Food Package Assignment

Assigned and CPA authorized food package for a participant in WISPr.

Food Package Issuance

Send the assigned food package to the eWIC banking contractor to be accessed by the cardholder at the store.

Fraud

An intentional misrepresentation of the truth to deceive others for the purpose of acquiring something of value, such as money or WIC benefits. Anything calculated to deceive, whether by a single act or combination, or by the suppression of truth, or by suggestion of what is false, whether it is by a direct lie, silence, look, or gesture.

Guidebooks

Self-paced electronic instructional manuals, provided by the state WIC program to guide training at the local level on topics and services pertinent to the Idaho WIC program.

Indirect Costs

Incurred for the benefit of multiple programs, functions or other cost objectives, and therefore cannot be identified readily and specifically with a particular program or other cost objective. They typically support administrative overhead functions such as accounting, payroll, purchasing, facilities management, and utilities.

Initial Contact

This date is when the individual calls or visits the local agency during clinic office hours to make an oral or written request for Program benefits. The initial contact date is when processing timeframes shall begin.

In-state Transfer

A participant transferring from one local agency to another local agency within the state of Idaho.

Integrated Vendor

A WIC-authorized store that uses a multi-function point of sale system. Registers accept WIC in all lanes and require a single scan to verify the item's WIC eligibility and ring up the purchase. Integrated vendors support "mixed basket" transactions where WIC, SNAP, TANF, debit, etc. can be rung up together and tendered separately.

Intent (Concerning Program Violations)

Action carried out or attempted with the purpose to accomplish a result contrary to program rules.

Interactive Voice Response (IVR)

The toll-free customer service phone line maintained by the eWIC Contractor where participants and cardholders can set and change their PIN, check benefit balance and transactions, and report their card lost, stolen, or damaged.

Issued Food Benefits

The benefits that have been sent to the eWIC banking contractor which are/will be available for purchase by a cardholder.

Juris Doctor

A degree in law that an individual is required to have in order to practice law in the United States.

Knowledge (Concerning Program Violations)

Action carried out when participant has been made aware it is contrary to program rules or has information which would lead a reasonable person in the same situation to believe action is contrary to program rules.

Learner

Program staff receiving training using the training guidebooks/modules, online courses, and other related training materials (i.e. quick reference cards).

Learning Management System (LMS)

A computer-based education program to administer, track, and document Idaho WIC staff training.

Licensed Dietitian

A person licensed by the State to practice as a Registered Dietitian.

LMS Training

Idaho WIC online training courses and guidebooks.

Misuse (Concerning Program Violations)

Violations of the program rules which could lead to warning, repayment, suspension or disqualification or other sanctions applicable to State or Federal law.

Necessary Costs

- are incurred to carry out essential program functions.
- cannot be avoided without adversely impacting program operations (examples: computers, monitors, printers for a WIC staff workstation).

Non-Compliance

Failure on the part of the participant to follow program rules. The participant may or may not act with intent or knowledge.

Non-Contract Infant Formula

An iron-fortified milk-based, soy-based, lactose-free, or added rice starch formula that is nutritionally comparable to contract brand formula (noted above) and is not covered by an infant formula cost containment contract. Such infant formulas are not provided by WIC and prescriptions or medical documentation for these formulas will not be accepted under any circumstances.

Non-WIC Staff

A person at the local agency who is not employed directly by the WIC program but is partially funded with WIC dollars, provides direct services to WIC clients, and receives adequate training to ensure they are competent in their duties.

Not to Exceed (NTE)

A calculated dollar amount for specific foods or types of foods used to determine the maximum allowable vendor reimbursement.

Nutrition Education

Individual or group education sessions and the provision of information and educational materials designed to improve health status, achieve positive change in dietary habits, and emphasize relationships between nutrition and health, all in keeping with the individual's personal, cultural, and socioeconomic preferences.

Online Course

Self-paced training courses hosted on a central site (LMS) accessed via the internet and completed by program staff using a computer. Select courses train local staff on topics pertinent to the Idaho WIC program.

Out-Of-State Transfer

A participant transferring into Idaho from another state or a participant transferring out of Idaho to another state.

Outreach

Promotional efforts to encourage and increase participation in the WIC program, such as radio spots, newsletter articles.

Partially Breastfed Infant

The USDA/FNS definition of a partially breastfed infant is an infant who is breastfed, but also receives formula from the WIC Program, in an amount not to exceed approximately one-half the amount of formula allowed for a fully formula-fed infant.

Participant

The participant, parent, Responsible Adult (e.g., guardian, caretaker,) proxy, Second Cardholder, infant, child, pregnant woman, postpartum woman, and/or breastfeeding woman who receive supplemental foods from the WIC program.

Participant Violation

Any intentional action or activity by a participant or authorized representative or proxy to obtain benefits to which he or she is not entitled and/or to misuse benefits received.

Peer Counselor

A breastfeeding Peer Counselor for WIC is a woman who, at a minimum:

- Is familiar with WIC
- Current or previous WIC participant preferred
- Has similarities with WIC participants served
- Has successfully breastfed at least one child (at least 6 months)
- Can communicate effectively
- Is enthusiastic about breastfeeding
- Can document and keep accurate records

Peer Counselor Coordinator

The Peer Counseling Coordinator is a person with specialized training in lactation management and care such as International Board Certified Lactation Consultant (IBCLC) or Certified Lactation

Counselor/Educator (CLC/CLE) who oversees the planning, management, implementation, and evaluation of the local agency's Peer Counseling program.

Personal Identification Number (PIN)

A confidential number that is used to access benefits or get a benefit balance.

Physical Abuse

Physical contact or actions with WIC staff, vendor staff, or other participants which cause pain or injury. Example: Pushing, shoving, spitting, scratching, and throwing WIC foods or other objects at an intended target or targets.

Point of Sale Terminal (POS)

The equipment used to initiate electronic purchase transactions from retailer locations.

Program Incentive Items

Refers to a class of goods, usually of a nominal value, that are given to applicants, participants, potential participants, or persons closely associated with the WIC program (excluding staff) for purposes of outreach, nutrition education, or breastfeeding promotion. Other terms that may be used to describe these items include memorabilia, souvenirs, or promotional items. Examples include buttons, pens, bibs.

Project Dietitian

Individual with a B.S. in Nutrition who is a Registered Dietitian (RD) and Idaho Licensed Dietitian (LD). This person oversees nutritional risk certification, nutrition education, and high-risk counseling at the local WIC agency.

Reasonable Costs

- are consistent with the costs of similar items from other vendors.
- are in proportion to other program costs for the function that the costs serve.
- are justified per location (for example, one per agency rather than every clinic site).
- are priority expenditures relative to other demands on available administrative resources.
- have a proven or reasonably expected positive outreach or nutrition education impact.
- are costs a prudent person would incur in a similar situation.

Registered Dietitian (RD)

A person registered with the Commission on Dietetic Registration (the certifying agency of the American Dietetic Association).

Registered Dietitian (RD) or Registered Dietitian Nutritionist (RDN)

A person registered with the Commission on Dietetic Registration (the certifying agency of the American Dietetic Association).

Nutrition education is defined as “individual and group sessions and the provision of materials that are designed to improve health status and achieve positive change in dietary and physical activity habits, and that emphasize the relationship between nutrition, physical activity, and health, all in keeping with the personal and cultural preferences of the individual,” as stated in the Child and Nutrition and WIC Reauthorization Act of 2004.

The Value Enhanced Nutrition Assessment (VENA) process allows staff and participants to use their limited time to identify individual needs and concerns, and provides a positive approach based on desired health outcomes rather than on deficiencies.

Registered Dietitian/ Registered Dietitian Nutritionist (RD/RDN)

A person registered with the Commission on Dietetic Registration (the certifying agency of the Academy of Nutrition and Dietetics) who provides high-risk WIC participants with individual care plans, nutrition and

breastfeeding education/support, referrals, appropriate food packages/exempt formulas/nutritionals, follow-up, documentation, and tracks high-risk participants' progress towards improving their health.

Responsible Adult

The Responsible Adult is usually the participant, parent, or caretaker who makes initial contact to apply for WIC services and attends the certification appointment to apply for WIC for herself or for the children. It is acceptable for either parent to be the Responsible Adult for infant and child participants.

Retailer (Vendor) Readiness

For a WIC authorized vendor to be eWIC ready, the vendor must have the software and hardware in-lane that will accept and process eWIC transactions. This means an integrated Electronic Cash Register (ECR) system with Universal Product Code (UPC) scanning capability and a POS terminal. The POS and ECR must be capable of accepting and processing WIC EBT transactions. If a WIC vendor does not have an integrated ECR/POS with eWIC capability or elects not to process eWIC transactions through its system, the vendor may be provided with one or more stand-beside terminals with a hand-held UPC scanner that operates independently of the vendor's cash register. WIC vendors must also have the telecommunications capability to transmit eWIC transaction data to the eWIC host.

Sanction

A penalty for violating WIC program rules, regulations, or policies.

Stand-beside Vendor

A WIC-authorized grocery store that uses a point of sale device provided by the eWIC banking contractor. Stand-beside equipment requires two scans of the items; one in the point of sale device to make sure the items are WIC-approved and another to ring up the purchase in the store register. Shoppers must keep WIC transactions separate at stand-beside vendors. WIC might only be accepted in certain lanes.

Statewide Completion Date

90 days after the last issued voucher's end date to allow for bank processing. This includes 30 days for the vendor to deposit the voucher and 60 days for rejections to be resolved.

Statewide Cut-off Date

The final date after which no vouchers will be issued. This is the last day of the month of the last vouchers issued in the last agency converted.

Subsequent Incident

A second (or more) substantiated and documented occurrence of participant non-compliance and/or program violation. When a subsequent incident occurs and the action falls within the same or similar category, the program response for the subsequent incident is applied. When the action falls in a category different from the first incident (the action is a lesser or a greater violation of program rules), professional judgment is used to determine which response is appropriate.

Suspension

The act of withholding benefits for a designated period of three to six months. The participant will continue on the program without reapplying if still within a current eligibility period at the end of the suspension.

Threats

Communicating directly or indirectly the intent to cause injury, property damage, or any other act intended to harm the threatened person(s) with respect to their health and safety. Example:

Raising a fist; making a bomb threat; walking to the back of the counter toward staff in a manner which staff consider intimidating; throwing an object in the vicinity of a person; showing weapons or objects which can be used as weapons; and intimidating or threatening with harmful consequences.

Trainer

A person designated by the Training Lead to assist with guiding the Learner through the training requirements.

Training Lead

A person designated by the local program to guide the learner through using the training guidebooks/modules, online courses, and any other relevant training materials (i.e. Quick Reference Cards). They ensure training of local staff is completed in accordance with state policy.

Truncation

The removal of food packages from the old FPA and FSS screens that are past the eWIC cut-off date for the participant/family.

Unit of Measure

An amount or quantity adopted as a standard of measurement for assigned foods. For example, the unit of measure for milk would be gallons and for cheese it would be pounds.

Vendor Peer Group

A classification of authorized WIC vendors into groups based on common characteristics or criteria that affect food prices.

Violations

Intentionally not following WIC program rules and regulations.

VOC

Verification of Certification – a form showing that a client is an active WIC participant in Idaho or another State.

WIC Coordinator

A person registered with the Commission on Dietetic Registration who oversees the planning, management, implementation, and evaluation of the local agency's WIC program.

WIC-Eligible Nutritionals

Certain enteral products that are specifically formulated to provide nutritional support for participants (women, infants, or children) with a diagnosed medical condition where conventional food is precluded, restricted, or inadequate. Such WIC-eligible nutritionals must serve calories and one or more nutrients; be designed for enteral digestion via oral or tube feeding; and may not be a conventional food, drug, flavoring, or enzyme.