



# Issuing Food Benefits in Cascades WIC Cards, Family Issuance Day, and More



Office of Nutrition Services



# TOPICS

1. ISSUING WIC CARDS – Important things to know
2. FAMILY ISSUANCE DAY – Defining the benefit cycle
3. PRORATION – Food for the time remaining in the benefit cycle
4. REPLACING BENEFITS – Flowchart to guide the process
5. ISSUING BENEFITS at 1 AND 5 YEARS OF AGE – Tips and guidance
6. TROUBLESHOOTING BENEFIT ISSUANCE – Solving common issues



## ISSUING WIC CARDS

Important things to know

# ISSUING A WIC CARD IN CASCADES

- Enter a date of birth for all participants and adults listed in the file.
  - Cascades requires a date of birth for any person who might receive a WIC Card.
- Benefits are in the Electronic Benefit Account (EBA), not on the card.
  - Participants set up a Personal Identification Number (PIN), then use the WIC Card and enter the PIN at the store to access the EBA and purchase the foods.

## TIP!

Verify the date of birth for all participants and adults **before** pressing the Certify button



# ISSUING A WIC CARD IN CASCADES

1

EBT Cards

Select Cardholder

- PARENTONE CERTIFICATION (Parent/Guardian1)
- PARENTTWO CERTIFICATION (Parent/Guardian2)
- HELPFUL FRIEND (Proxy1)
- GRANDMA CERTIFICATION (CareTaker)

★ Card Number

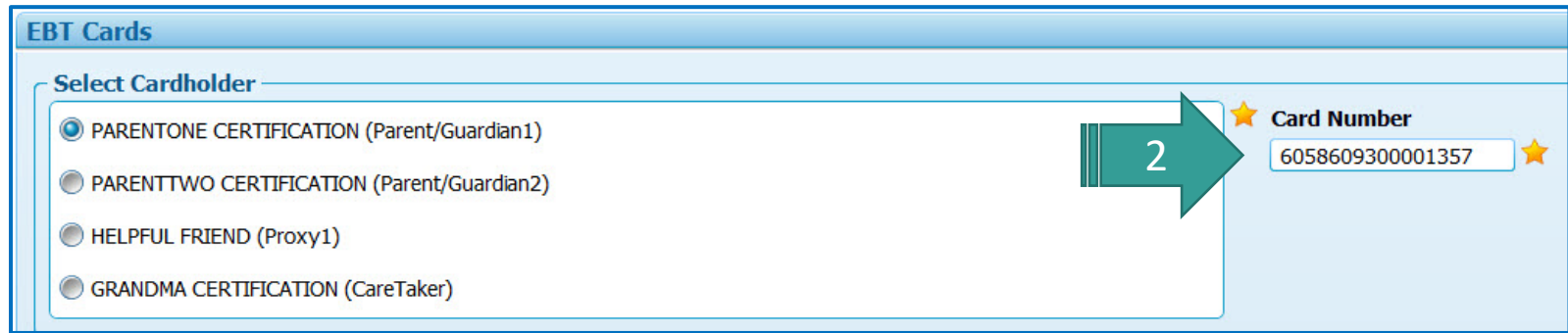
6058609300001357 ★

## 1. Things to know about the Cardholder

- Select the Cardholder and issue one WIC Card per family
- Each foster child is considered a family of one and receives a separate WIC Card and is the Cardholder
- The Cardholder's date of birth and zip code are used when setting the PIN

**Note:** If a mailing address and physical address are entered in Cascades, the **mailing address zip code** is used when setting the PIN

# ISSUING A WIC CARD IN CASCADES



The screenshot shows a software interface titled "EBT Cards". On the left, under the heading "Select Cardholder", there are four radio button options: "PARENTONE CERTIFICATION (Parent/Guardian1)", "PARENTTWO CERTIFICATION (Parent/Guardian2)", "HELPFUL FRIEND (Proxy1)", and "GRANDMA CERTIFICATION (CareTaker)". The first option is selected. A large green arrow with the number "2" inside it points from the "Select Cardholder" area towards the right. On the right side, there is a "Card Number" field with a yellow star icon above it, containing the number "6058609300001357" and another yellow star icon to its right.

2. Issue the WIC Card to the cardholder **before** issuing food benefits
  - Place the cursor in the **Card Number** field and **SWIPE** the card in the signature pad/card reader
  - The person doesn't sign for the card, but does sign for each food benefit issuance





## FAMILY ISSUANCE DAY

Defining the benefit issuance cycle



# WHAT IS THE FAMILY ISSUANCE DAY?

The Family Issuance Day defines the benefit cycle



## FAMILY ISSUANCE DAY

Day of the month the family's food benefits are available to purchase in the EBA

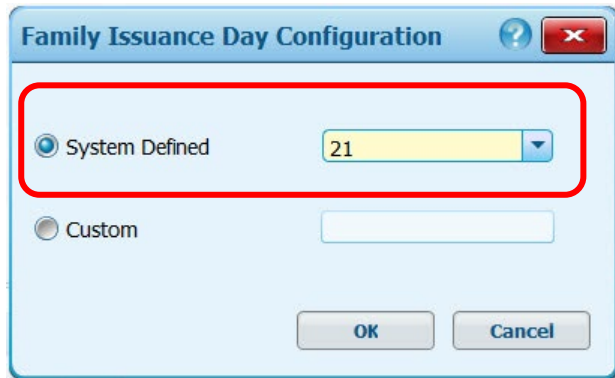
Example Benefit Cycle with Family Issuance Day = 21<sup>ST</sup>

First Date to Spend: 6/21/2023

Last Date to Spend: 7/20/2023



# FAMILY ISSUANCE DAY



The screenshot shows a dialog box titled "Family Issuance Day Configuration". It has two radio buttons: "System Defined" (selected) and "Custom". The "System Defined" option is highlighted with a red box. Next to it is a dropdown menu showing the number "21". Below the "Custom" option is an empty text input field. At the bottom are "OK" and "Cancel" buttons.

## System Defined

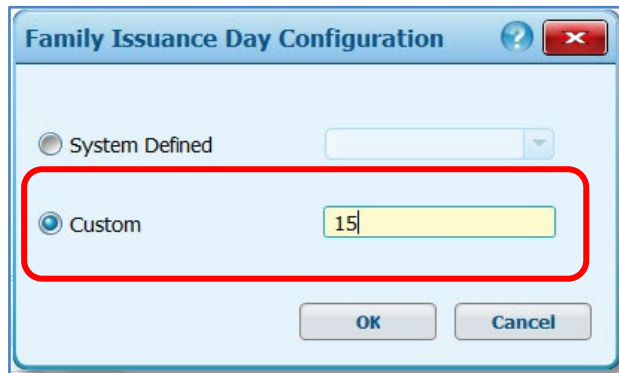
Cascades sets the **System Defined** Family Issuance Day when the first person in the family is certified

- All participants in the family have the same issuance day.
- Cascades prorates benefits for a new participant in the family when needed to align their benefits with the Family Issuance Day.
- The person receives full food benefits for future months.

## Custom

Staff can change the Family Issuance Day to a **Custom** date in limited situations

- Staff can only change the Family Issuance Day when there are no current or future benefits issued.
- Current means within the First and Last Date to Spend, even if all the benefits have been purchased.
- Cascades doesn't allow benefit dates to overlap.



The screenshot shows the same dialog box as above, but with the "Custom" radio button selected and highlighted with a red box. The text input field next to it contains the number "15". The "System Defined" option is now unselected and its dropdown menu is empty.



## PRORATION

Food for the time remaining  
in the benefit cycle

# What is Proration?

**Proration** means reducing food benefits to provide the appropriate amount for the time remaining in the participant's benefit issuance cycle

- Most WIC programs prorate food benefits
- FNS encourages proration to prevent over-issuance and inappropriate selling of WIC food and formula

## Washington WIC uses $\frac{1}{4}$ proration

- Food benefits decrease by a set amount every 7 days past the Family Issuance Day
- Some foods **don't** prorate

Days After Family Issuance Day	Food Package Size
1 – 7	Full package
8 – 15	$\frac{3}{4}$ package
16 – 23	$\frac{1}{2}$ package
24 – 31	$\frac{1}{4}$ package

The [Cascades Staff Tool: Family Issuance Day and Proration](#) and [Volume 1, Chapter 22 – Issue WIC Food Benefits](#) have more information and examples of proration

# Family Issuance Day and Proration

Cascades calculates the most food benefits participants can receive

Sometimes changing the Family Issuance Day to prevent prorating food benefits actually **decreases the foods the family receives** by **eliminating** a month of prorated benefits

Configuration	
Family Issuance Day 21	Issuance Frequency 3 Month(s)

Family Issuance Members		Total Items: 2					
<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jun	Jul	Aug	
<input checked="" type="checkbox"/>	Pregnant	PREGNANT PRORATION	11/30/2019	1/4	Full	Full	<a href="#">Change Rx</a>
<input checked="" type="checkbox"/>	Infant	BABY PRORATION	12/31/2019	1/4	Full	Full	<a href="#">Change Rx</a>

Let's see an example with the "Proration" family

# Family Issuance Day and Proration

## Proration family scenario: Staff don't change the Family Issuance Day

- The “Proration” family missed their appointment in June
- They come to the clinic July 15<sup>th</sup> for food benefit issuance
- The family’s System Defined Family Issuance Day is the 21<sup>st</sup>
  - This defines the family’s benefit issuance cycle as follows:  
**Current:** 6/21/23 – 7/20/23 (family is in on 7/15/23)  
**Future:** 7/21/23 – 8/20/23
- Since June benefits are still current, Cascades will issue prorated June benefits (¼ benefits) and full benefits for July and August

The screenshot displays the 'Issue Food Instruments' software interface. The 'Configuration' section is highlighted with a red box, showing 'Family Issuance Day' set to 21 and 'Issuance Frequency' set to 3 Month(s). The 'Family Issuance Members' table is also highlighted with a red box, showing two members: 'Pregnant' (PREGNANT PRORATION) and 'Infant' (BABY PRORATION). The table includes columns for 'Category', 'Participant', 'Certification End Date', and a grid for 'Jun', 'Jul', and 'Aug' with 'Change Rx' buttons.

Configuration			
Family Issuance Day	21	Issuance Frequency	3 Month(s)

Family Issuance Members				Total Items: 2			
Category	Participant	Certification End Date	Jun	Jul	Aug		
<input checked="" type="checkbox"/>	Pregnant	PREGNANT PRORATION	11/30/2019	1/4	Full	Full	Change Rx
<input checked="" type="checkbox"/>	Infant	BABY PRORATION	12/31/2019	1/4	Full	Full	Change Rx



# Family Issuance Day and Proration

## Proration family scenario: Staff **do** change the Family Issuance Day

- Using the same scenario, let's see what happens if staff change the issuance day.
- Since there aren't any current or future benefits issued, Cascades allows staff to change the System Defined Family Issuance Day from the 21<sup>st</sup> to the 15<sup>th</sup>
  - If staff change the Family Issuance Day to the 15<sup>th</sup>, it changes the family's benefit issuance cycle as follows:
    - Current:** 7/15/23 – 8/14/23 (family is in on 7/15/23)
    - Future:** 8/15/23 – 9/14/23
- June benefits are no longer current and Cascades must remove them. The family won't receive any June benefits.

**Issue Food Instruments**

**Configuration**

Family Issuance Day: 15      Issuance Frequency: 3 Month(s)

**Family Issuance Members**      Total Items: 2

<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jul	Aug	Sep	
<input checked="" type="checkbox"/>	Pregnant	PREGNANT PRORATION	11/30/2019	Full	Full	Full	Change Rx
<input checked="" type="checkbox"/>	Infant	BABY PRORATION	12/31/2019	Full	Full	Full	Change Rx

# Family Issuance Day and Proration

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## Family Issuance Day – best practices:

- Use the **System Defined** Family Issuance Day
- Let Cascades calculate the food benefit amount
- Schedule food benefit issuance either shortly before or within 7 days after the Family Issuance Day
- Only change the Family Issuance Day when there's a need to “reset” the issuance day



# Talking about Proration with Participants

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Proration provides the amount of food for the time left in the benefit cycle

All the days of the benefit cycle are covered

## QUOTES FROM CLINIC STAFF:

“I have not had any negative comments about proration.”

“It appears that proration often **benefits** the participant.”

“I thought this was going to be a big factor, but it hasn’t been.”

How will you talk to participants about their benefit amount?



# REPLACE FOOD AND FORMULA BENEFITS Flowchart to Guide the Process

# Replace Food and Formula Benefits in Cascades

There are many things to consider when replacing food and formula benefits in Cascades

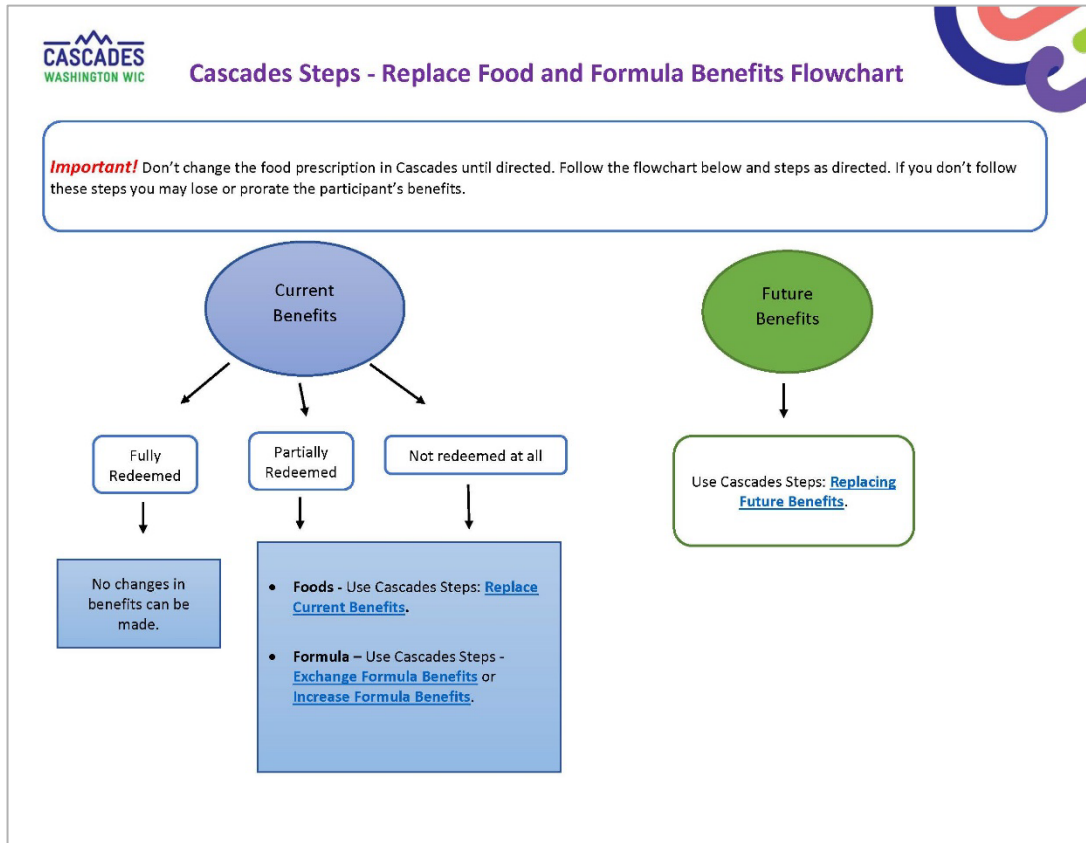
Starting in the right direction can save **time**, **energy**, and prevent **issues**



We'll review the different ways to replace food and formula in Cascades and the **Cascades Steps** available to assist you with each process



# Replace Food and Formula Benefits in Cascades



## Replace Food and Formula Benefits Flowchart

- Use this **Flowchart** and the Cascades **Food Instrument List** (shown on the next slide) to identify the right process to replace food and formula benefits
- The Flowchart links to the specific **Cascades Steps** to assist you

# Cascades Food Instrument List

## 1. Check the **First and Last Date to Spend**

- See if current or future benefits are issued
- Note if the First Date to Spend is more or less than 7 days ago

## 2. Check the **Status** of the benefits

- **Issued** – benefits were issued, but no benefits were redeemed (purchased)
- **Redeemed** – some or all the benefits were purchased
- **Voided** – the benefits were voided and aren't available to purchase

## 3. Review the **Shopping List** to see what benefits remain

Family Food Instruments								Total Items: 10
	Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	Print Date	Voided Date	Void Reason
<input type="checkbox"/>	3328	3/26/2019	4/25/2019	Redeemed	3/26/2019			
<input type="checkbox"/>	3329	4/26/2019	5/25/2019	Voided	3/26/2019		4/23/2019	Food Prescription Change
<input type="checkbox"/>	3330	5/26/2019	6/25/2019	Voided	3/26/2019		4/23/2019	Food Prescription Change
<input type="checkbox"/>	6947	4/23/2019	4/25/2019	Issued	4/23/2019			
<input type="checkbox"/>	6948	4/26/2019	5/25/2019	Redeemed	4/23/2019			
<input type="checkbox"/>	6949	5/26/2019	6/25/2019	Voided	4/23/2019		5/24/2019	Food Prescription Change
<input type="checkbox"/>	9583	5/17/2019	5/25/2019	Redeemed	5/17/2019			
<input type="checkbox"/>	10296	5/26/2019	6/25/2019	Redeemed	5/24/2019			
<input type="checkbox"/>	14277	6/26/2019	7/25/2019	Redeemed	6/26/2019			
<input type="checkbox"/>	14278	7/26/2019	8/25/2019	Issued	6/26/2019			

Print Shopping List Void Selected Replace Cancel

# Determine the Process for Replacing Benefits

## Current Benefits

Fully Redeemed  
(all foods purchased)

Can't replace benefits

Partially Redeemed  
(some foods purchased)

Can replace remaining benefits

- ❖ **Replace Current Benefits** (for foods)
- ❖ **Exchange/Increase Formula** (for formula)

Not Redeemed at all  
(issued, no purchases)

Can replace all benefits

Compare today's date to First Date to Spend (FDTs)

- If today's date is more than 7 days past the FDTs
  - ❖ **Replace Current Benefits** (for foods)
  - ❖ **Exchange/Increase Formula** (for formula)
- If today's date is less than 7 days past the FDTs
  - ❖ **Void** benefits, then **Issue**

## Future Benefits

Issued

Can replace all benefits

- ❖ **Void** benefits, then **Issue**

We'll review TIPS  
for each process

# Replace Current Benefits

**Current Month Food Replacement**
?

**Existing FI Details**

Total Items: **9** ?

Category	Subcategory	Quantity	Unit of Measure
Breakfast Cereal	Cereal All WIC -hot /cold	72	Ounce
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	3	CTNR
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$19.00	\$\$\$\$
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	8	Gallon
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounce
Eggs	Eggs - all WIC	2	Dozen
Legumes	Peanut Butter/Beans All WIC	3	CTNR
Cheese or Tofu	Cheese - all WIC	2	Pound

**Replacement FI Details**

Total Items: **11** ?

Category	Subcategory	Quantity	Unit of Measure
Cheese or Tofu	Cheese - all WIC	2	Pound
Legumes	Peanut Butter/Beans All WIC	3	CTNR
Eggs	Eggs - all WIC	2	Dozen
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounce
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	3.50	Gallon
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$19.00	\$\$\$\$
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Breakfast Cereal	Cereal All WIC -hot /cold	72	Ounce
Milk - Fat Reduced	Evaporated milk (concentrated liquid) - Reduced	2	Gallon
Milk - Fat Reduced	Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,So	2.50	Gallon
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	3	CTNR

**Participants**
Total Items: **2** ?

WIC Category	First Name	Last Name	Date of Birth	
P	EXAMPLE	CERTIFICATION	6/17/1993	Change Rx
C	CHILD	CERTIFICATION	2/5/2017	Change Rx

## TIPS FOR REPLACING CURRENT BENEFITS

- Use the **Replace Current Benefits** screen for foods only (not formula).
- Use the **Change Rx button** on the Replace Current Benefits screen to change the food prescription.
  - If you don't use the Change Rx button, you may prorate the benefits.
- Review the **Replacement Food Instrument (FI) Details** to make sure you have the right replacement foods.
- **Print the Shopping List** to verify the new foods were issued.

Use the **Cascades Steps** – [Replace Current Benefits](#) to guide you

# Exchange or Increase Formula Benefits

Use this screen to exchange or increase  
**current month formula benefits**

The screenshot shows a web application interface for managing formula benefits. It is titled "Exchange or Increase Formula" and contains several sections:

- Select the Formula Being Returned:** This section includes dropdown menus for "Food Category" (set to "Infant Formula (IF)") and "Food Subcategory" (set to "Similac Total Comfort Powder 12 oz"). It also has input fields for "Quantity in Hand" (with "Cans" as the unit) and "Quantity from EBT Account" (also with "Cans" as the unit).
- Current Month EBT Benefit Balance:** This section features a table with columns for "Food Category", "Subcategory", "Quantity", and "UoM". The table is currently empty. To the right of the table, it displays "Total Items: 0".
- Summary Statistics:** Located on the right side, these include:
  - Cans Originally Issued: 0
  - Total Returned Cans: 0
  - RFO Newly Prescribed: 696.00
  - Cans Newly Prescribed: 8
  - Cans After Proration: 6
  - Total Cans: 6
  - Total RFO: 540.00
- Select the Replacement Formula:** This section includes dropdown menus for "Food Category" (set to "Infant Formula (IF)") and "Food Subcategory" (set to "Similac Total Comfort Powder 12 oz"). It also displays "Total Replaced Cans" as 6.

Use these **Cascades Steps** to guide you:

- [Increase Formula](#)
- [Exchange Formula](#)





## TIPS FOR EXCHANGING FORMULA BENEFITS

- **Add the new formula to the food prescription first**, before zeroing the quantity of the previous formula.
- If Medical Documentation is involved:
  - Expire existing Medical Documentation first.
  - **Wait** to enter new Medical Documentation until prompted by Cascades when adding the new formula.
- Cascades calculates the correct amount of formula to exchange based on the formula type and can size of the replacement formula.



## TIPS FOR INCREASING FORMULA BENEFITS

- Most often used to increase formula for a partially breastfed infant.
- **A Breastfeeding Review is required.**
- Update breastfeeding and formula information on the Health Information screen. (Update the baby's screen first)
- Create a new prescription for the infant to reflect the increase in formula, update mom's prescription as needed.
  - Create the infant's prescription first ("feed the baby first"), then update the mom's prescription as needed ("go see mom")
- You can only increase formula 2 times in a month.

# Void and Reissue Benefits

Use the **Food Instrument List** to Void benefits  
 Use the **Issue Food Instruments** screen to reissue benefits

Family Issuance Members								Total Items: 2
<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jun	Jul	Aug		
<input checked="" type="checkbox"/>	Pregnant	Olivia R. Jaekel	7/25/2019	1/4	Full	Not Eligible	<a href="#">Change Rx</a>	
<input checked="" type="checkbox"/>	Child	Ashton M. Shaw	7/31/2019	1/4	Full	Not Eligible	<a href="#">Change Rx</a>	

FDTS: 7/22/2019 - LDTS: 7/24/2019					Total Items: 9
Food Category	Subcategory	Quantity	UOM		
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	1	CTNR		
Breakfast Cereal	Cereal All WIC -hot /cold	24	Ounce		
Eggs	Fresh shell eggs	2	Dozen		
Fruit & Vegetables Cash Value	Fresh Fruit and Vegetables	\$19.00	\$\$\$\$		
Milk - Fat Reduced	Low Fat Milk (1% fat)	2.25	Gallon		
Cheese or Tofu	Cheese	2	Pound		
Juice - 64 oz	Juice, ready-to-drink 64 oz	1	CTNR		
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	32	Ounce		
Legumes	Peanut Butter/Beans All WIC	2	CTNR		

FDTS: 7/25/2019 - LDTS: 8/24/2019					Total Items: 0
Food Category	Subcategory	Quantity	UOM		
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	3	CTNR		
Breakfast Cereal	Cereal All WIC -hot /cold	72	Ounce		
Eggs	Fresh shell eggs	2	Dozen		
Fruit & Vegetables Cash Value	Fresh Fruit and Vegetables	\$19.00	\$\$\$\$		
Milk - Fat Reduced	Low Fat Milk (1% fat)	8	Gallon		
Cheese or Tofu	Cheese	2	Pound		
Juice - 64 oz	Juice, ready-to-drink 64 oz	2	CTNR		
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounce		
Legumes	Peanut Butter/Beans All WIC	3	CTNR		

Use the **Cascades Steps** – [Void and Reissue Benefits](#) to guide you



## TIPS FOR VOIDING AND REISSUING BENEFITS

- Void benefits as appropriate.
  - Void current benefits when no benefits were used and it's within 7 days of the Family Issuance Day.
  - Void future benefits.
- Create the new food prescription (**only create a new prescription if you can't edit the most current one**).
- Verify all the dates and foods are correct before issuing the replacement benefits.
- You may need to adjust the Issuance Frequency to make sure you reissue only the number of months intended.

# CASCADES STEPS – The right tools for the job

These Cascades Steps will guide you through the process

## Replace Current Benefits

- Process to replace **food benefits** (not formula) for the current month

## Exchange Formula Benefits

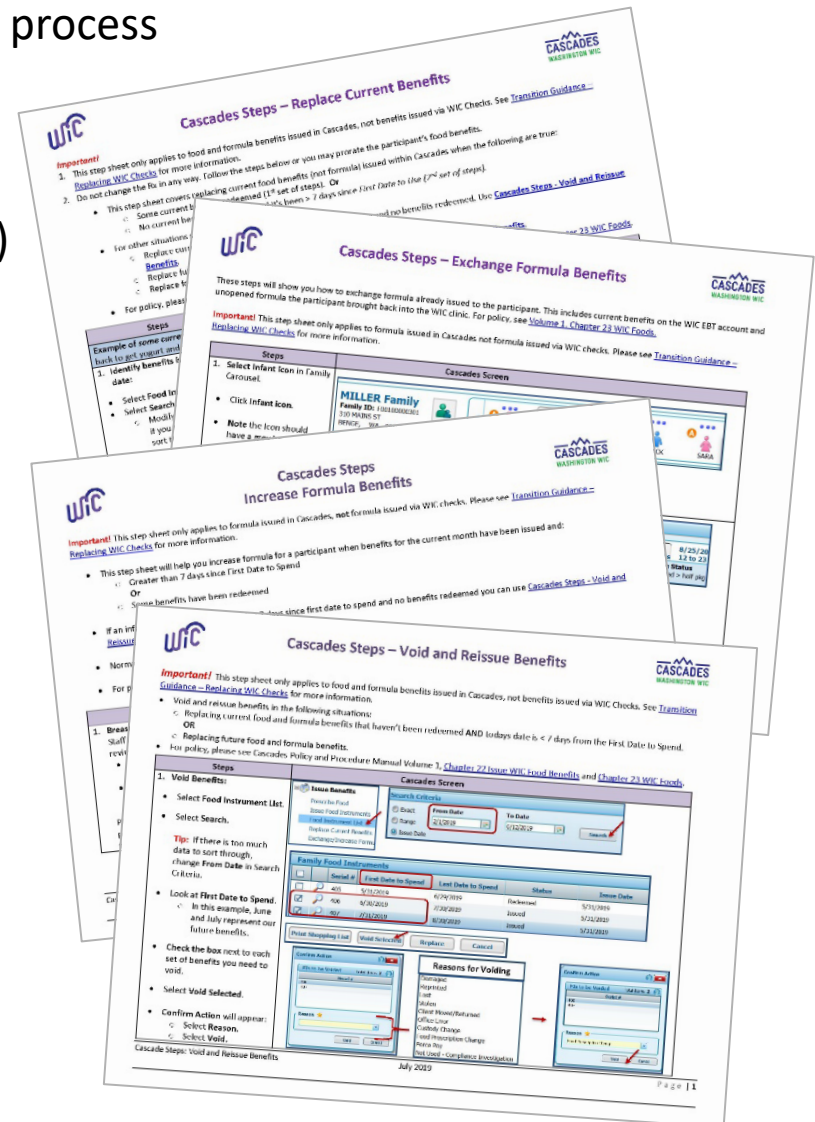
- Steps to **exchange current month formula benefits** for a different type of formula

## Increase Formula Benefits

- How to **add to the amount of formula issued for the current month**

## Void and Reissue Benefits

- Use to **void future month benefits** or **replace current benefits not used** and it's **within 7 days of the Family Issuance Day**



Cascades Steps are available on the WIC website  
Google search WA WIC Cascades for Cascades Steps and more!





## ISSUE BENEFITS AT 1 AND 5 YEARS OLD Tips and Guidance

# Foods in the month the infant turns 1 year



## Participants receive:

- Infant foods when the First Date to Spend is prior to the 1<sup>st</sup> birthday
- Child foods when the First Date to Spend is on or after the 1<sup>st</sup> birthday

## If the Parent Guardian prefers child foods:

- Staff can issue foods to the other members of the family and wait to issue foods to the child on or after the 1<sup>st</sup> birthday:

**NOTE:** the child's benefits will be prorated if issued more than 7 days after the Family Issuance Day.

# Foods in the month the infant turns 1 year



If infant food benefits were issued and the parent makes the request after the 1<sup>st</sup> birthday:

- **If no benefits were redeemed for the infant or any member of the family** – void and reissue with the child benefits.
- If **any** member of the family redeemed benefits, staff can't replace the infant formula or foods with child foods.

# Foods in the month the child turns 5 years

## Eligibility ends date

- Eligibility ends the **last day of the month** the child turns 5 years of age

## Issuing food benefits

- Staff can issue benefits on or before the eligibility end date (the last day of the month)
- Cascades won't issue benefits with a First Date to Spend that's after the eligibility ends date

## Redeeming and replacing benefits

- The participant has the full amount of time to redeem the benefits
- Staff can replace benefits within the First and Last Date to Spend, even if the participant is expired







## TROUBLESHOOTING BENEFIT ISSUANCE

### Solving common issues

# WHAT TO DO WHEN YOU CAN'T ISSUE BENEFITS

## Solutions for common issues



Help is available in many forms!

- Cascades Support
- Washington WIC website
  - Staff Tools
  - Cascades Steps

Top solutions from  
[Troubleshooting Common Issues](#)



# CAN'T ISSUE BENEFITS

## Check the **Journal of Transactions** for

- **Certification** - if missing, make sure the **Certify** button was pressed (on the Certification Summary screen)
- **WIC EBT Card Issuance** – displays when staff issue a WIC Card to the family or foster child
- **Foods Prescribed** – press the Save button on the Prescribe Food screen
- **WIC Food Instrument Issuance** – shows benefits were issued

Transaction Criteria			
Select Participant or Family	Select Activity	Start Date	End Date
CHILD CERTIFICATION	All	6/18/2019	7/18/2019
Transaction History			
Occurrence Date	Activity Description	Participant Name	
7/18/2019	Certification	CHILD CERTIFICATION	
7/18/2019	Food Prescribed	CHILD CERTIFICATION	
7/18/2019	WIC EBT Card Issuance	CHILD CERTIFICATION	
7/18/2019	WIC Food Instrument Issuance	CHILD CERTIFICATION	
7/18/2019	WIC Food Instrument Issuance	CHILD CERTIFICATION	
7/18/2019	WIC Food Instrument Issuance	CHILD CERTIFICATION	

# CAN'T ISSUE BENEFITS

## Check for **Missing Proofs**

The **Certification Summary** screen lists missing proofs

The screenshot shows the 'CERTIFICATION Family' interface. At the top, it displays 'Family ID: F17700001812' and '200 KAONOHI ST, AUBURN, WA 98001'. To the right, it shows 'EXAMPLE CERTIFICATION' with 'Participant ID: WA1770002912', 'Age: 26 years and 1 month', and 'WIC Category: Pregnant'. The main section is titled 'Certification Summary' and is divided into several categories:

- Demographics Information:** Ethnicity: Hispanic, Race: White.
- Voter Registration:** Already registered.
- Family Assessment Summary:** Does anyone smoke inside your house? No.
- Income Summary:** Family Eligibility: Yes, Individual Adjunct Eligibility: Yes, Total Income: \$0.00 (Annual), Family Size: 4.
- Risk Summary:** 131 Low Weight Gain, 303 Gestational Diabetes (Hx).
- Health Summary:** Latest EDD: 11/27/2019.
- Anthropometric Summary:** Height: 64 in, Weight: 125 lbs.
- BioChemical Summary:** Hemoglobin: 12.0.
- Dietary Summary**
- Eco Social Summary**
- Residence Proof:** Not provided (highlighted with a red circle).
- Identification Proof:** Driver's license/State ID card.
- Income Proof:** Yes.
- Pregnancy Proof:** Not required.
- Certification Signature Summary:** Rights & Responsibilities signed: Yes, Affidavit for Identity signed: No, Affidavit for Income signed: No, Affidavit for Residency signed: No, Release of Information signed: No.

Annotations include a green arrow pointing from the 'Titles link to the screen' text to the 'Residence Proof' item, and another green arrow pointing from the 'Here's the Certify button' text to the 'Certify' button at the bottom right. The 'Certify' button is also highlighted with a red box.

# CAN'T ISSUE BENEFITS

## Check for *expired* Medical Documentation Forms

- Be sure to enter the correct **Expiration Date**
- The default is one month

The screenshot shows a web form titled "Attach Medical Documentation". A red rectangular box highlights the "Prescription Dates" section. This section contains three date fields: "Effective Date" with a star icon and a calendar icon, "Expiration Date" with a star icon and a calendar icon, and "Prescription Date". The "Effective Date" field contains "7/18/2019", the "Expiration Date" field contains "8/18/2019", and the "Prescription Date" field contains "7/18/2019". Below this section is the "Diagnosis Information" section, which includes "Medical Reason" (a dropdown menu with "Failure to thrive" selected), "ICD Code" (an empty text field), "OR", and "Diagnosis Code" (a text field with "N/A"). The bottom section is "Physician Information", which includes "Physician's Name" (text field with "Smith"), "Physician's Phone" (text field with "(253) 555-1212"), "Physician's Email" (empty text field), and a partially visible "Med" field.

# Not sure what benefits are issued and available

## The **Shopping List** shows

- What foods are issued to the EBA
- Foods currently available to purchase

**Shopping List Remaining Benefits**  
Washington State WIC Nutrition Program  
Date: 06/21/2019

Report Date: 06/21/2019

Family ID: F02700002115  
Head of Household: CELERY VEGGIE

Benefit Month	Serial Number	Benefit Balance:		
		Quantity	UOM	Description
6/21/2019 thru 7/20/2019	2554	\$19.00	\$\$\$\$	Fruit and Vegetables - Cash Value Benefit
	2554	48	Ounce	Whole Wheat Bread or Whole Grains
	2554	2	Dozen	Eggs - all WIC
	2554	3	CTNR	Peanut Butter/Beans All WIC
	2554	8	Gallon	Milk Reduced Fat or Nonfat All WIC
	2554	2	Pound	Cheese - all WIC
	2554	72	Ounce	Cereal All WIC - hot and cold
	2554	3	CTNR	Juice - All WIC - 12 oz frozen or 46/48 oz liquid
	2554	2	CTNR	Juice - All WIC - 64 oz

Each time you access the Shopping List it's current to the moment and only shows the foods remaining



## SUMMARY AND NEXT STEPS

By reviewing this training and the Cascades Steps referenced, you've:

- Reviewed tips for issuing a WIC card to families and foster children
- Learned about the Family Issuance Day and proration
- Reviewed the different processes for replacing food and formula benefits
- Compared issuing benefits to participants in the month they turn 1 and 5 years of age
- Reviewed techniques to troubleshoot common issues

### **Note:**

- You won't be able practice all the scenarios in this presentation in the Sandbox (for example issuing WIC Cards and replacing benefits that have been purchased).
- We hope you'll practice all the types of food issuance and replacement that you **can** to become more familiar and comfortable with food issuance in Cascades.

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