

HOW TO KEEP TRACK OF WIC HOME DELIVERIES

Each month you will get a Proof of Delivery form, or POD. The POD shows how much food you will receive and is used to help you keep track of your WIC food deliveries. This is what a POD looks like— you must sign the POD at the end of each month and return it to your vendor in order to continue to receive your WIC foods the next month.

WIC Proof of Food Delivery For:
VERMONT DEPARTMENT OF HEALTH

Date: _____ Family ID#: _____

3 Head of Household _____
Address _____

Participant's Name _____ **5** End Date: _____

4 _____

Call your vendor immediately if any food delivery problems.
Use this column to note missing foods. After last delivery, sign form. Leave out for vendor pick up, fax, or return by mail.

Food Delivered 6	Total 7	Week 8	Week 8	Food Not Received 9
MILK				
Whole (qts.) 1 Year Olds Only				
1% (qts.)				
Skim (qts.)				
CHEESE				
American (lbs.)				
Sharp (lbs.)				
Mild (lbs.)				
Low Fat (lbs.)				
VEGETABLES				
Tofu (lbs.)				
Eggs (doz.)				
Peanut Butter (jars)				
Beans (cans)				
FRUIT				
Orange (qts.)				
Apple (cans)				
Grape (cans)				
GRAIN				
Tuna (cans)				
Bread (lbs.)				
Rice (pkgs.)				
OTHER				
Formula, Reg (cans)				
Formula, Soy (cans)				
Infant Fruit (jars)				
Infant Veg (jars)				
Infant Meat (jars)				

I have received all my foods for this month unless noted here _____

10 Sign Here _____ **REC'D POD**

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IMPORTANT INFORMATION:

1. District health office and telephone number
2. Your vendor's name, address and telephone number
3. Your name and address or delivery directions
4. The names of WIC participants in your household
5. The month you need to recertify for WIC
6. The month that the POD is for
7. The total amount of food you will receive each month
8. The weeks that your food will be delivered
9. Space to write in any missing food items
10. A line to sign at the end of each month verifying you received all your foods.

STEPS TO KEEP FOOD DELIVERIES COMING

1. Use your monthly POD to keep track of your WIC deliveries. If any food is missing or in unacceptable condition, call your vendor right away to report the problem and to request a replacement.
2. After your final delivery for the month, sign your POD. If you did not get all the right food, fill in the "foods not received" column.
3. Return your signed POD after your final delivery for the month so the vendor is sure to have your foods ready to deliver next month. You may mail the form (or a note saying whether or not you got all your WIC food, and include your name and address), fax it, bring it to your Local WIC office, or leave it out on the first delivery of the next month.

NOTE: You must sign the POD to verify all WIC foods were received that month. If your vendor does not get a signed copy of your POD, he cannot deliver the next month's food.

WELCOME TO WIC

We're here to help you and your family eat well and stay healthy. If you have questions please call or visit our website:

1-800-649-4357
HealthVermont.gov

WIC is an equal opportunity program. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call (202)720-5964 (voice and TDD). "USDA is an equal opportunity provider and employer." This information is available in other formats.

WIC WOMEN
INFANTS
CHILDREN
We nourish families.

 **VERMONT**
DEPARTMENT OF HEALTH

District office

Vendor

WELCOME to WIC

Guide to the Vermont WIC
Program and Benefits



HealthVermont.gov

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WHAT IS WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children. WIC helps mothers and young children eat well and stay healthy.

WHO IS WIC FOR?

- Women who are pregnant
- Women who are breastfeeding or who have a new baby
- Infants up to 12 months old
- Children up to 5 years old

Individuals may not participate in WIC and the Commodity Supplemental Food Program at the same time.



WHAT CAN I GET FROM WIC?

- Healthy foods (low-fat milk, fruits and vegetables, whole grain bread and cereals, eggs, cheese, legumes and 100% fruit juice)
- Help getting health care and other services for you and your family
- Nutrition information to help you and your family eat well and be healthy, such as:
 - Support and help with breastfeeding
 - Nutrition counseling
 - Discussion groups and play groups on topics like healthy pregnancy, feeding your baby, shopping at farmers' markets, and Fit WIC (physical activity for infants, toddlers and preschoolers)
 - Cooking classes, including *Healthy Foods on a Budget* and *Kids in the Kitchen*
- Breast pumps to support breastfeeding duration and exclusivity

HOW LONG CAN I STAY ON WIC?

As long as you meet the income, health, and age rules, you may stay on WIC.

- **For women—while pregnant or breastfeeding:** benefits continue through pregnancy and up to one year after your baby is born. The amount of food you and your baby receive depends on how much you breastfeed.
- **For women not breastfeeding:** benefits continue until six months after your baby is born.
- **For babies and children:** benefits continue until your child reaches age 5.

To find out more about Vermont WIC, call 1-800-649-4357 or visit HealthVermont.gov.

WHAT DO I NEED TO DO TO STAY ON WIC?

About every 6 months, we will check to see if you or your child can still receive WIC benefits. This is called recertification. You will need to make an appointment and bring:

- Your baby or child
- Proof of residency, identity and income (a Medicaid or Dr. Dynasaur card is considered proof of all three)
- Your child's immunization records
- Any papers we send you in the mail (it works best when you fill them out before you come in)

WHAT ARE MY RIGHTS ON THE WIC PROGRAM?

- You have the right to WIC services regardless of race, color, national origin, age, sex (of children) or disability
- You have the right to be treated fairly and courteously by WIC staff
- You have the right to be treated with courtesy and respect by vendors, grocers, and their employees
- You have the right to have information you give to the WIC program treated as confidential
- You have the right to nutrition education and referrals to other health services
- You have the right to have your WIC benefits transferred to a different district or a different state if you move
- You have the right to appeal any decisions made by WIC regarding eligibility for the program for yourself or your child(ren)

HOW DO I GET MY WIC FOODS?

In Vermont, you get most WIC foods through home delivery by a WIC vendor (a person who delivers food). Food items are delivered to your home about ten days after your first WIC appointment. If you live in an area where food is not delivered, WIC staff will help you and your vendor find a place where your food can be delivered.

It's best to be home when your food is delivered so that you can put it in the refrigerator right away. When you can't be home, leave a cooler labeled "WIC" where the vendor can see it. In warm weather, put some ice in the cooler (freezing water in a recycled milk jug works well). When the weather is very cold, the cooler will help keep food from freezing.

WIC's Fruit and Vegetable benefit is provided through an EBT (Electronic Benefits Transfer) card. You can shop for fruits and vegetables at authorized grocery stores throughout the state. Your WIC Fruit and Veggie card will be mailed directly to you and your monthly benefit added to your account at the beginning of each month. Be sure to use up your benefit by the end of each month; benefits do not carry over to the next month.



THE WIC FRUIT AND VEGGIE CARD

Allowable WIC Card purchases

Generally speaking, you may purchase any organic OR non-organic fresh, canned or frozen fruits or vegetables, EXCEPT fruits or vegetables prepared with added sugars, fats, oils, or salt. The *only* potatoes allowed are fresh sweet potatoes and yams (not frozen or canned). Check your WIC Buying Guide for more details.



Using your card at the grocery store

- Select a Personal Identification Number (PIN) at www.ebtedge.com or by calling 1-877-373-8715
- Know your balance before you go shopping
- Place your WIC fruits and vegetables on the counter first, before the non-WIC purchases
- Show the WIC card to the cashier before swiping the card through the terminal
- Swipe card and select "Food Stamps/EBT" (even though this is a WIC, not FS, benefit)
- Enter your 4-digit PIN on the keypad
- Press the OK or ENTER key
- After the cashier enters the purchase amount, if it is correct press the YES key
- When the cashier hands you the receipt, make sure the information on the receipt is correct
- Keep the receipt in your card sleeve so you will know your new balance the next time you shop

Where to use your WIC Fruit and Veggie Card

Vermont WIC has authorized specific grocery stores to accept the card. Your WIC EBT card can be used at most chain grocers, food co-ops and most independent full-service grocery stores. Convenience stores are not authorized. Look for the "Vermont WIC Fruit and Veggie Card Accepted Here" sign where you shop or go to HealthVermont.gov to see a list of authorized grocery stores.



The Customer Service Help Line is open 24 hours a day, 7 days a week to help you. Call 1-877-373-8715 right away if:

- You have questions
- You have problems using your card
- Your card is lost or stolen
- Someone learns your PIN
- You forget or want to change your PIN
- You want to know your card balance

HOW CAN I MAKE VERMONT WIC WORK FOR ME?

If you started WIC when you were pregnant, tell us when your baby is born. Call us about any changes in your name, address, telephone number or income. If you are going to move, ask us to send your records to a new WIC office.

Your or your child's food order is designed with your nutrition needs in mind - please contact us if your food order needs to be changed or if you want the food delivery to be stopped for a short time while you are away from home. Remember to sign your POD and return it to your vendor each month in order for WIC food deliveries to continue.

Keep your WIC appointments. If you miss an appointment for recertification your food order may stop. If you can't get to your appointment, call ahead to reschedule.