



2019-2021
DELAWARE WIC
PROGRAM GUIDE

INFORMATION FOR PARTICIPANTS



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Public Health

WIC Program

WHAT TO BRING TO YOUR WIC APPOINTMENT:

On the appointment day, be sure to bring the papers you were asked to provide!

1. Proof of Identity (Examples):

- Photo identification
- Driver's license
- School identification
- Birth certificate
- Delaware Medicaid card
- Passport
- Military identification

2. Proof of Identity for Child/Infant (Examples):

- Birth certificate
- Foster care/adoption papers
- Delaware Medicaid card
- Immunization records

3. Proof of where you are currently living. This proof must include your name and address. (Examples):

- Utility bill
- Rent receipt
- Lease/Housing Agreement
- Envelope that was mailed to you

4. Current Proof of Household Income for all people living in your house (Examples):

- Paystubs from job(s) (2 most recent)
- Medicaid card
- Current unemployment check stub
- A statement of workman's compensation, social security, or child support income
- Military Leave and Earning Statement (LES)
- Recent 1040 tax statement if self-employed

WHAT TO BRING TO THE AUTHORIZED WIC GROCERY STORE:

- ✓ WIC Program Guide
- ✓ eWIC Benefit Balance

- ✓ eWIC Shopping List
- ✓ eWIC Card

FAMILY I.D. NUMBER:

Head of Household/Cardholder Name

Second Parent

Designee

Participant Name

WIC ID Number

Participant Name

WIC ID Number

Participant Name

WIC ID Number

Participant Name

WIC ID Number

Participant Name

WIC ID Number

Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected abuse, call 800-424-9121 or visit www.usda.gov/oig/hotline.htm.

BABY FOOD, INFANT CEREAL, INFANT FORMULA, MILK, EGGS, FISH, CHEESE

FRUITS & VEGETABLES, YOGURT, PEANUT BUTTER, BEANS & WHOLE GRAINS

JUICE & BREAKFAST CEREALS

HOW TO USE YOUR eWIC BENEFITS

YOUR RIGHTS & RESPONSIBILITIES

BABY FOOD

GERBER OR BEECH-NUT BRAND ONLY

FRUITS & VEGETABLES

Gerber Brand - 2nd Foods (2 pack)
Beech-Nut Classics Brand - 2nd Foods (4 oz. jar)

- Single or mixed fruits
- Single or mixed vegetables
- No added sugar, starch or salt
- No added DHA/ARA
- Fruit and Veggie Blend



CANNOT BUY: desserts, dinners, cobblers, delights, custards, yogurts, medleys or organic

MEATS

Gerber Brand - 2nd Foods

2 1/2 oz. containers

- Single meats with broth
- Single meats with gravy

CANNOT BUY: dinners, graduates, sticks or organic



INFANT CEREAL

GERBER OR BEECH-NUT BRAND ONLY

8 oz. and 16 oz. containers

Authorized choices of the following single grain cereals:

- Multigrain
- Rice
- Barley
- Oatmeal
- Whole Wheat

CANNOT BUY: cereal with added fruit, formula, DHA/ARA or organic



INFANT FORMULA

Only the brand, type, and size prescribed to the WIC participant.

CANNOT BUY: any other brand, type or size

CANNED FISH

STORE BRAND OR STORE DESIGNATED BRAND

5, 14 and 28 oz. containers

Available to exclusively breastfeeding mothers and pregnant or breastfeeding mothers with twins or triplets.

- Light Tuna, chunk - packed in water
- Wild Alaska or Pink Salmon - packed in water

CANNOT BUY: albacore tuna, tuna spreads or any other type of salmon, lunch packs or fish with added flavoring



You will need to contact your local WIC office for returns or exchanges of formula.

MILK

STORE BRAND OR STORE DESIGNATED BRAND

Type and size specified

Fresh (not flavored)

- Whole, Low Fat (1%), Skim

Only when specified:

- Lactose Reduced (Whole, Low Fat (1%), Skim)
- Evaporated Milk (Whole, Low Fat (1%), Skim)
- UHT "Ultra High Temperature" (Whole, Low Fat (1%), Skim) (example: Parmalat, Natrel, etc.)
- Soy Milk (8th Continent: Original or Vanilla) (Silk: Original)
- Dry Milk

CANNOT BUY: flavored milk, raw unpasteurized milk, non-dairy milk substitutes, rice milk, organic or almond milk

EGGS

STORE BRAND OR STORE DESIGNATED BRAND

One Dozen, Large, White only

CANNOT BUY: brown, free-range, specialty eggs (Eggland's Best or EggsPlus) or organic



CHEESE

STORE BRAND OR STORE DESIGNATED BRAND

1 lb. (16 oz.) package only

Authorized choices of the following:

- Pasteurized Processed American
- Cheddar (block)
- Mozzarella (block)

CANNOT BUY: 8 oz. packages, imported cheese, cheese food, product or spread, shredded cheese, cheese with added flavors, individually wrapped slices, organic, Velveeta, Cheez Whiz, Kraft Singles, low fat or low sodium products, grated or cheese sticks, deli-sliced cheese, variety packs (i.e., American/Swiss)



BABY FOOD, INFANT CEREAL, INFANT FORMULA, MILK, EGGS, FISH, CHEESE
FRUITS & VEGETABLES, YOGURT, PEANUT BUTTER, BEANS & WHOLE GRAINS

JUICE & BREAKFAST CEREALS

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YOUR RIGHTS & RESPONSIBILITIES

FRESH FRUITS & VEGETABLES

FRESH FRUITS & VEGETABLES ONLY

- Any variety of fresh, bulk fruits and vegetables
- Bagged fruit
- Bagged salad mixes (no dressing, croutons, nuts or meat added)
- Bagged & loose vegetables
- Tubs of cut fruit or vegetables (no dressing or dip)
- Organic

CANNOT BUY: frozen fruit, frozen vegetables, canned fruit, canned vegetables, dried fruit, dried vegetables, herbs (i.e., basil, cilantro, parsley), spices (i.e., vanilla bean, cinnamon sticks) or fruit cups (i.e., Del Monte, Dole)



YOGURT

32 OZ. CONTAINERS ONLY PLAIN OR VANILLA FLAVORS ONLY

Whole Fat, Lowfat, Nonfat as listed on Food Package

CANNOT BUY: Greek, organic, drinkable yogurts, yogurts with non-nutritive sweeteners, yogurts with mix-in-ingredients such as: granola, candy pieces, honey, nuts



PEANUT BUTTER

STORE BRAND OR STORE DESIGNATED BRAND

16 - 18 oz. jar

- Creamy
- Crunchy

CANNOT BUY: powdered peanut butter, peanut butter spreads, peanut butter with added flavors or fortified peanut butter, natural or organic

DRIED BEANS/PEAS

STORE BRAND OR STORE DESIGNATED BRAND

1 lb. (16 oz.) bag

Your choice of:

- Any mature dried bean
- Peas
- Lentils

CANNOT BUY: soup mixes, or canned beans, or beans mixed with spices or meat

WHOLE GRAINS

100% WHOLE WHEAT TORTILLAS

STORE BRAND OR STORE DESIGNATED BRAND

1 lb. (16 oz.) package

100% whole wheat tortillas only. Whole wheat flour must be the first ingredient listed.

- Don Pancho 100% Whole Wheat Tortillas
- Food Lion 100% Whole Wheat Tortillas
- Giant 100% Whole Wheat Flour Tortillas
- Great Value 100% Whole Wheat Tortillas
- Natures Promise Whole Wheat Tortillas
- Micasa Whole Wheat Tortillas
- Mission 100% Whole Wheat Flour Tortillas
- Ortega Whole Wheat Tortillas
- Siempre Autentico Whole Wheat Tortillas
- Weis Whole Wheat Tortillas

100% WHOLE WHEAT BREAD

STORE BRAND OR STORE DESIGNATED BRAND

1 lb. (16 oz.) package

100% whole wheat bread only. Whole wheat flour must be the first ingredient listed.



FRUITS & VEGETABLES, YOGURT, PEANUT BUTTER, BEANS & WHOLE GRAINS

JUICE & BREAKFAST CEREALS

HOW TO USE YOUR eWIC BENEFITS

YOUR RIGHTS & RESPONSIBILITIES

JUICE

STORE BRAND OR STORE DESIGNATED BRAND

64 oz. plastic bottles (children) or
11.5 - 12 oz. frozen concentrate (mothers)

100% FRUIT JUICE ONLY

- No sugar added
- No organic or DHA
- No infant juice
- No juice cocktails, drinks or ades
- No calcium or fiber fortified



	12 oz. Frozen Concentrate -Apple - Orange		64 oz. Plastic Bottles -Apple
	12 oz. Frozen Concentrate -Apple - Orange		12 oz. Frozen Concentrate -Apple - Orange
	12 oz. Frozen Concentrate -Apple - Orange		12 oz. Frozen Concentrate -Apple - Orange
	12 oz. Frozen Concentrate -Apple - Orange		12 oz. Frozen Concentrate -Apple - Orange
	12 oz. Frozen Concentrate -Apple - Orange		12 oz. Frozen Concentrate -Apple - Orange
	64 oz. Plastic Bottles -Any flavor		12 oz. Frozen Concentrate -Apple - Orange
	64 oz. Plastic Bottles -Apple		11.5 oz. Frozen Concentrate -Any flavor with a yellow band
	64 oz. Plastic Bottles -Apple - Premium Apple		64 oz. Plastic Bottles -Apple
	64 oz. Plastic Bottles -Any flavor with a green lid 12 oz. Frozen Concentrate -Any flavor with a green lid		

CEREAL & JUICE

GOOD SOURCE OF IRON, FIBER, FOLIC ACID AND OTHER NUTRIENTS

BREAKFAST CEREALS

COLD CEREAL

	General Mills Cheerios		General Mills Multi-Grain Cheerios		General Mills Kix		General Mills Corn Chex		General Mills Rice Chex
	General Mills Wheat Chex		General Mills Wheaties		Kellogg's Corn Flakes		Kellogg's Crispix		Kellogg's All-Bran Complete Wheat Flakes
	Kellogg's Frosted Mini Wheats		B&G Cream of Wheat Original NO Individual serving packages		B&G Cream of Wheat Whole Grain NO Individual serving packages		Quaker Instant Oatmeal (regular/original) Individual serving packages only		

JUICE & BREAKFAST CEREALS

HOW TO USE YOUR eWIC BENEFITS

YOUR RIGHTS & RESPONSIBILITIES

HOW TO USE YOUR eWIC BENEFITS:



SAY
Yes
TO COUPONS,
SPECIALS AND
STORE DISCOUNT
CARDS!

SAY
No
TO RAIN CHECKS,
REFUNDS AND
IOU'S.

1) Select a Delaware WIC authorized store.

2) Choose the items you want to buy from your shopping list or remaining benefit amount.

- You do not have to buy all the items on your shopping list.
- Rain checks for out of stock items are not allowed.
- If a store offers you a rain check, report the store to your local WIC clinic.
- If the store does not have the item(s) you need, please ask for assistance before checking out. If the item(s) is not available, you may try another store.

1. Before scanning any of the food, tell the cashier you are using an eWIC card.
2. ALWAYS USE YOUR eWIC CARD PRIOR TO OTHER FORMS OF PAYMENT (SNAP, credit card, debit card, etc.)
3. Slide your eWIC card in the Point of Sale (POS) machine or hand your eWIC card to the cashier.
4. Enter your PIN and press the enter button on the keypad.
5. The amount of approved food items and dollar amount of fruits and vegetables you purchase will be deducted from your eWIC benefits.
6. The cashier will give you a receipt which shows your remaining benefit balance and the date benefits expire.

YOUR RIGHTS AND RESPONSIBILITIES

I WILL:

- Tell the WIC staff if I cannot keep my appointment, before I miss it.
- Tell the WIC staff if there are changes in my eligibility status.
- Bring my Proof of Identification to every WIC clinic visit.
- Use the eWIC card properly. I will:
 - Keep it clean, away from magnets and electronics, and do not leave it in direct sunlight.
 - Safeguard my eWIC card and PIN.
Be careful about sharing my eWIC card and PIN. Food benefits will not be replaced if my eWIC card was misused by any person to whom I give my eWIC card and/or PIN.
 - Tell WIC staff if my eWIC card is lost or stolen.
- Purchase only the foods on my shopping list. Substitutions, rain checks or IOUs are not allowed.
- Teach my second parent and/or designee to use the eWIC card correctly. I am responsible for their actions.
- Tell WIC staff about any complaints or problems about the store.

WIC RULES

- I may have to pay back the cost of WIC foods I received or I may be taken off WIC and/or have legal action taken against me if:
 - I do not tell the truth.
 - Try to or actually participate in more than one WIC program at the same time.
 - Try to or actually obtain WIC benefits under another name.
 - Try to or actually buy foods or any other item not on my authorized WIC Shopping List.
 - Try to or actually return or exchange any of my authorized WIC foods and/or formula.
 - Try to, actually sell or give away my e-WIC card or any of my WIC benefits (food, formula, breast pumps). This includes verbally offering or posting an offer in print or online.
 - Use abusive language, threaten or being physically violent with people at the WIC office or WIC stores.

REMEMBER

- Measurements including height, weight and a blood test for hemoglobin will be done as part of determining WIC eligibility.
- I am responsible for the actions of my second parent and/or designee.

RELEASE OF INFORMATION I understand that information provided to the WIC program that identifies an individual can be released to WIC staff, Division of Public Health or USDA Officials. It may also be released to representatives designated by the Director of Public Health to other health and welfare programs serving WIC participants including the Delaware Immunization Registry. This information is used only to evaluate the eligibility of WIC participants for these programs and for outreach purposes.

I have been advised of my Rights and Obligations under the Program. I certify that the information I have provided for my eligibility determination is correct, to the best of my knowledge. This certification form is being made in connection with the receipt of Federal assistance. Program officials may verify information on this form. I understand that intentionally making a false or misleading statement or intentionally misrepresenting, concealing, or withholding facts may result in paying the State Agency, in cash, the value of the food benefits improperly issued to me and may subject me to civil or criminal prosecution under State or Federal law. I may appeal any decision made by the local agency regarding my eligibility for the program. I will call the clinic site or State Agency Office at 1-800-222-2189 if I disagree or have any questions about any decision made in the clinic.



IF YOU NEED TO CHANGE YOUR SCHEDULED APPOINTMENT, GO TO www.de.gov AND ACCESS THE MYWIC CLIENT PORTAL!

WIC Clinic: _____

WIC Clinic Phone Number: _____

DATE	TIME	RE-CERTIFICATION	RELOAD	OTHER	REMINDERS

If you miss your WIC appointment:

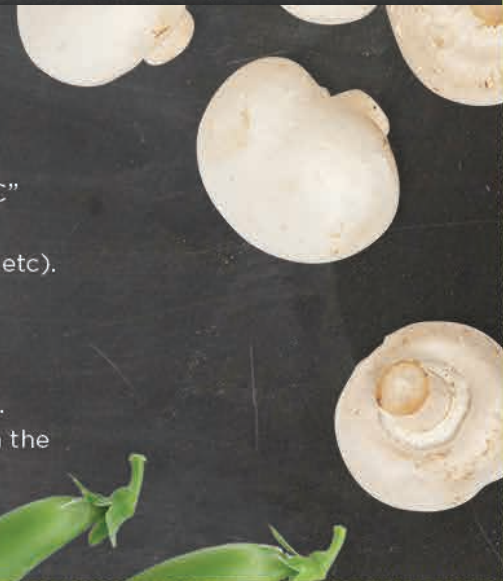
- you may delay receiving your benefits,
- you may lose benefits or
- you may be terminated from WIC.

Call the clinic immediately to reschedule.

REMEMBER: Safeguard your eWIC card and PIN. Spent benefits will not be replaced.

SHOPPING TIPS & REMINDERS

- Handle your eWIC card carefully; it is like cash.
- Shop for WIC food at Delaware authorized grocery stores displaying the "We Accept eWIC" door decal.
- Always use your eWIC card before other forms of payment (SNAP, credit card, debit card, etc).
- Contact www.ebtedge.com or 1-877-289-8208 right away if something happens to your eWIC card.
- Contact your local WIC clinic if any changes are needed to your food package.
- WIC foods cannot be returned to the store for credit or cash or exchanged for other items.
- After all benefits are used, save your eWIC card! Your next benefits will be purchased with the same eWIC card.
- Be polite to the cashier.



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.

This institution is an equal opportunity provider.

Delaware WIC Program
655 Bay Road, Suite 1-C
Dover, DE 19901
1-800-222-2189
www.de.gov/wic

Questions?

Or to make an appointment, call:

New Castle County: 302-283-7540

Kent and Sussex Counties: 302-424-7220

The information in this folder is subject to change.