

## What happens at your WIC appointment?

During every visit to WIC, you have the opportunity to talk to an educator about good nutrition and healthy eating for your family. You will also learn more about how to keep your child healthy, safe, and well-fed. WIC staff will share information on well-child check-ups, immunizations, and other health and social services that are key to child and family well-being.

### For certification appointments bring:

- The person being certified
- Proof of identity
- Proof of address
- Proof of income
- Immunization record



### Your eWIC card:

- One eWIC card will be issued per household.
- Each eWIC card will have up to 3 months of WIC benefits.
- Use your eWIC card in Missouri only.
- If your eWIC card is lost or stolen, call 1-800-554-2544.

## What WIC expects of you:

Protect your access to WIC benefits by following WIC rules. Not following these rules can lead to your suspension or disqualification from WIC, having to pay back the money for food you should not have received, and even criminal charges.

### WIC rules are:

- Always provide accurate and complete identity, address, and income information. Never give false information.
- WIC food and breast pumps are for the WIC participant only. **These items may not be returned to the store, given away, or sold to someone else.**
- Receive WIC benefits from only one WIC agency at a time. Dual participation is illegal.
- You are responsible for your benefits. Do not allow someone to be your proxy who might break these rules.
- Treat WIC and store staff with respect and courtesy.
- Report lost or stolen eWIC cards to the WIC program. Never use cards reported lost or stolen.
- If you are planning to move out of Missouri, contact your local agency and ask for a Verification of Certification (VOC) form. This helps you easily transfer and continue your participation in the WIC program in another state.



To file a complaint or report suspected fraud and abuse of the Missouri WIC program:

- 800-392-8209
- [WICinfo@health.mo.gov](mailto:WICinfo@health.mo.gov)
- Complete an online fraud report at [wic.mo.gov](http://wic.mo.gov).

Local agency contact information:

Missouri Department of Health and Senior Services



An EO/AA employer: Services provided on a nondiscriminatory basis.  
Hearing- and speech-impaired citizens can dial 711.

#1207 4/2019

# Welcome to Missouri WIC

## Feed Your Family's Future



Missouri Department of Health and Senior Services



*WIC is a supplemental nutrition program that will help you and your child eat well and stay healthy by providing:*

**Nutrition Education**

- You and your child will receive a nutrition assessment, including a measurement of weight, height, and hemoglobin, to identify nutritional needs and interests.
- During every visit, you will have the opportunity to receive education and counseling on good nutrition, healthy eating, breastfeeding, and any special health concerns your family might have.

**Health Screening**

- You and your child will be screened for low iron.
- WIC provides referrals to other health providers and social service agencies.
- WIC promotes a healthier outcome by encouraging early prenatal care and consistent health care.

**Healthy Foods**

- WIC provides foods that promote healthy choices to meet your child's and your nutritional needs.
- Foods provided by WIC are meant to supplement your diet and won't provide all your nutritional requirements.
- Talk with your WIC nutritionist about ideas to keep your family healthy.

*WIC foods provide essential vitamins and minerals and are high in fiber and low in fat.*

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| <p><b>whole grains</b></p>             | <p>Whole grains provide fiber, vitamins, and minerals. You can choose whole grain bread, whole grain tortillas, whole wheat pasta, or brown rice.</p>                 |
| <p><b>cereals</b></p>                  | <p>WIC cereals are a good source of iron, vitamins, and minerals. Many WIC cereals are whole grain and high in fiber.</p>   |
| <p><b>protein</b></p>                  | <p>Eggs, dry or canned beans, and peanut butter provide protein to build and repair body cells. Beans are also high in fiber and have some iron.</p>                  |
| <p><b>dairy</b></p>                    | <p>Dairy provides protein, calcium, and vitamin D which are important for healthy bones. Milk, cheese, and yogurt are available.</p>                                  |
| <p><b>soy</b></p>                     | <p>WIC can substitute soy beverages or tofu for some of your milk, depending on your situation.</p>   |
| <p><b>juice</b></p>                  | <p>WIC provides vitamin C-rich fruit or vegetable juice.</p>  |
| <p><b>fruits and vegetables</b></p>  | <p>Fruits and vegetables have important vitamins and minerals like vitamin A, vitamin C, folate, and potassium. Plus, they are low in calories and high in fiber!</p> |
| <p><b>infant foods</b></p>           | <p>Baby food fruit, vegetables, and meats (for fully breastfed infants) provide vitamins, minerals, and new tastes and textures.</p>                                  |

**If you choose to fully breastfeed:**

- You will get more milk, cheese, eggs, and the addition of canned fish.
- At 6 months, your baby will get more infant fruit and vegetables, plus meats.

**Breastfeeding mothers also:**

- Stay on the program longer – up to one year or until you stop breastfeeding.
- Have access to trained staff to provide breastfeeding assistance, if needed.
- May be provided an electric breast pump, if needed.

**WIC supports breastfeeding because:**

- Doctors recommend breastfeeding for at least a year or longer, if you want.
- Breast milk is made just for your baby and changes to meet their needs as they grow.
- Breastfed babies are healthier. They have less risk of diarrhea, colds, and Sudden Infant Death Syndrome.
- Breastfeeding reduces mother's risk of cancer, diabetes, and postpartum depression.
- It is easier for breastfeeding mothers to lose weight gained during pregnancy.



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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](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:

- Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
- Fax: (202) 690-7442
- Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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