



SPIRIT WIC System

Direct Distribution
Training Manual

SPIRIT WIC SYSTEM

Direct Distribution Training Manual

Version 1.0

© CSC Covansys
7701 College Boulevard
Overland Park, Kansas 66210-1850
Phone 913.469.8700 • Fax 913.469.5814

Table Of Contents

Introduction	1
Direct Distribution Training Manual Overview	1
Working with Food Package Lists	5
Redeem Food Package List	7
Distribute Brand Food Items.....	8
View Distribution History	9
View Details.....	10
Training Scenarios	11
Searching for Food Package Lists.....	11
Distributing Brand Food Items	12
Windows XP Basics	15
Windows XP Basics	15
The Windows Desktop	16
Icons.....	17
Taskbar	18
Start Menu.....	19
Files and Folders.....	20
Windows.....	21
Control Panel.....	22
Ending Your Session.....	23
Hardware Troubleshooting Tips	25
Hardware Troubleshooting Tips	25
Glossary	27
Index	43

Introduction

Direct Distribution Training Manual Overview

This manual will aid WIC personnel in learning about the function and use of the Direct Distribution component of the SPIRIT WIC System. The Direct Distribution application is a comprehensive solution to help WIC personnel search for and access the food package lists for the Direct Distribution Redemption system. Major functions of the Clinic application include the following:

- **Food Package List Search** – Used to search for and access a list of food package lists in the system.
- **Redeem Food Package Lists** – Used to view the distribution items issued for a food package list, and to record and distribute to the participant the selected brand food items for each distribution item on the food package list
- **Distribute Brand Food Items** – Used to record the brand food items that are distributed to a participant

Manual Content

This manual includes the following components organized in the order indicated:

- **Table of Contents** – Lists every functional screen in the application and every training scenario available. The TOC is organized in roughly the same way as the application, with content grouped together by application area. Use the TOC to look up topics that cover application screens and common scenarios, and browse by application area.
- **Training Manual Overview** – Outlines the content of this manual and explains how this manual can be used. It includes information about the general structure of this manual and tips to help you get the most out of it.
- **Main Body** – Covers the screens available within the application and describes the screen elements available on those screens. The Main Body of this manual functions as a software manual and user reference. If you need to know the purpose of a specific screen or screen element, what screen to use for a specific task, or how a specific screen element is used, reference the main body of this manual.
- **Training Scenarios** – Covers situations that one might encounter in an average day at a clinic. Each scenario walks you through an entire process. Scenarios connect the individual tasks necessary to complete a process. The scenarios were written and organized to facilitate an instructor-led training session, but the scenarios can be used as reference guides after your training is complete.
- **Glossary** – Lists particularly difficult or specialized words used in this help file along with their definitions. If you are unsure about the meaning of a word used within this help file, you can look up its definition in the Glossary.
- **Index** – Lists every functional screen in the application and every training scenario available. In many cases, the Index lists topics more than once, with several alternate entries for each topic. These alternate entries make the Index a powerful tool for finding information quickly and easily.

Conventions and Features

This manual follows certain conventions that make it easy for you to use the materials presented and includes the following features that make it easy for you to identify similar information from one topic to another:

- Each chapter groups topics together by application area, so you'll know what you can expect to see.
- Each screen topic and training scenario begins by explaining what it covers, so you'll know from the start what you'll be learning.

- Each screen element (an object or control displayed on an application screen) is referenced with bold, blue lettering to help it stand out on the page, so that you can identify it more easily.

Pictures of application screens are included throughout this manual. The pictures are included for your reference, to help familiarize you with the screens. Any data displayed in the pictures is irrelevant and can be ignored.

Navigational icons are displayed in the left-hand margin of the manual to help you find specific types of information quickly. The icons and their definitions are displayed below:

Screen Access Icons



The application-screen-and-green-arrow icon displays to the left of paragraphs that provide information about how to access a specific application screen. These paragraphs inform you where you can access the application screen and what steps must be taken to display it. This type of information is included immediately after the introduction in topics that cover a specific application screen.

NOTE ICONS



The notepad-and-pencil icon displays to the left of paragraphs that provide additional, and usually more detailed, information about the application. Sometimes the notes give you additional information about the screen you're working with, and sometimes the notes inform you where to find additional information elsewhere within this manual. Either way, it is well worth your time to watch for these helpful icons.

Pay attention to the navigational icons as you read through this manual, and they'll help you locate important details that you might otherwise overlook. What's more, after you've completed the training, the icons will serve as signposts, quickly guiding you to the information you need.

Using This Manual

This manual can be used as a reference guide for the software or as a training manual. If you need a training scenario to guide you through a system processes, step-by-step, simply reference the **Training Scenarios** chapter. If you need help with a specific application screen, screen element, or task, you will find those topics in the main body of this manual. You can use either of the following methods to find the topic you're looking for:

- **The Table of Contents** – Use the table of contents (TOC) to find a specific topic by browsing for it. The TOC organizes topics in roughly the same way that you might encounter them while navigating through the application. This method allows you to get a better feel for the application since it shows you related topics found in the same area of the application. However, for this method to be effective, you need to have some idea of where the application screen you're looking for is located within the application.
- **The Index** – Use the Index to find a specific topic by looking up the name of the screen or a task that can be performed on the screen. This method of finding a topic tends to be quicker and more effective since you can lookup a screen name in the Index and quickly jump to the appropriate topic without having any idea where the screen is located within the application.

Once you've located the topic for an application screen, you'll need to know how to get to that screen from your current location within the application. This is when the Screen Access information, located after each topic's introduction, is most helpful. In the case of the **Distribute Brand Food Items** screen, you would see the following Screen Access text displayed immediately after the introductory paragraph:



To access this screen:

- Display the **Redeem Food Package List** screen > Click **Distribute Foods**.

As you can see, the text explains exactly how to display the screen. If you were familiar with the **Redeem Food Package List** screen, you could navigate directly to it and continue from there. But, if you weren't familiar with the **Redeem Food Package List** screen, you would need to reference it by looking it up in the Index. Once the topic was displayed, you would see the following Screen Access text immediately after the introductory paragraph:



To access this screen:

- Display the **Food Package List Search** screen > Select a record in the **Redeem Food Package List** table > Click the **Redeem Food Package List Dialog** toolbar button (pictured below).



Now, if you were familiar with the application, you would know that the **Food Package List Search** screen is the first screen displayed after the Login process is complete, and would be comfortable starting the task of changing searching for food package lists from that screen. It would be as simple as putting the steps outlined in the Screen Access text together:

1. Display the **Food Package List Search** screen.
2. Select a record in the **Redeem Food Package List** table.
3. Click the **Redeem Food Package List Dialog** toolbar button (pictured below). The **Redeem Food Package List** screen would display.



4. Click **Distribute Foods**. The **Distribute Brand Food Items** screen would display.

Once the **Distribute Brand Food Items** screen was displayed, you would simply use the information included in the **Distribute Brand Food Items** topic to follow the task through to completion.



NOTE: The majority of the information included in this manual is also included in the help file for the application. You can access any online training scenarios and help topics for application screens that are included in the manual using the help file instead. The TOC and Index included in the help file are automated, so all references link back to the appropriate topics like the links on a Web page. In the previous example, if you were using the help file, you would do the following:

- Press the **F1** key to display the help topic for the current application screen.
- Click the **Index** tab.
- Lookup **Distribute Brand Food Items** in the index.
- Select the **Distribute Brand Food Items** index entry.
- Click **Display** to display the **Distribute Brand Food Items** topic.
- Click the **Redeem Food Package List** link within the Screen Access text to display the **Redeem Food Package List** topic.
- Follow the Screen Access instructions to display the **Food Package List Search** screen.
- Click the **Back** toolbar button on the Help screen to display the previous help topic (**Distribute Brand Food Items**).
- Follow the Screen Access instructions to display the **Distribute Brand Food Items** screen.

Once the **Distribute Brand Food Items** screen was displayed, you would use the information included in the **Distribute Brand Food Items** topic to complete the task.

Working with Food Package Lists

The **Food Package List Search** screen is used to search for and access the food package lists for the Direct Distribution Redemption system.

Household ID	State WIC ID	Last Name	First Name	MI	Food Package List ID	First Date to Use	Last Date to Use
123456789	123456789	Smith	John	S	123456789	12/31/2008	12/31/2008
123456789	123456789	Smith	John	S	123456789	12/31/2008	12/31/2008
123456789	123456789	Smith	John	S	123456789	12/31/2008	12/31/2008

Food Package List Search Screen



To access this screen:

- This screen is displayed upon the completion of the Login process.

A **Menu Bar** and a **Toolbar** are displayed at the top of the screen. The menu bar provides access to functions that are available. Click a menu to display the list of available commands, and then click a command to activate its functionality. The toolbar provides access to frequently used functions, usually with a single click. Click a toolbar button to activate its functionality. For more information about the menu bar, see the **Food Package List Menu Bar** topic, and for more information about the toolbar, see the **Food Package List Toolbar** topic.

Screen Elements:

Search By – Select one or more of the following options in this group box and enter information in the appropriate fields, as necessary:

- **Household ID** – Select this option and enter a full household identification number for which to search.
- **Food Package List ID** – Select this option and enter a food package list identification number for which to search.
- **State WIC ID** – Select this option and enter a full State WIC identification number for which to search.
- **Participant Name** – Select this option and enter search criteria in one or more of the following fields:

- **Last Name** – Enter a full or partial last name for which to search.
- **First Name** – Enter a full or partial first name for which to search.
- **MI** – Enter a middle initial for which to search.

Search – Click this button to apply the specified search criteria to the **Food Package List Search** table. The content of the **Food Package List Search** table is refreshed to display participants whose information matches the specified search criteria.

Clear – Click this button to clear and reset the search criteria.

Food Package List Search – Click a participant record in this table to select it. This table displays vendors as determined by the search criteria applied using the **Search** button.

Redeem Food Package List

The **Redeem Food Package List** screen is used to view the distribution items issued for a food package list, and to record and distribute to the participant the selected brand food items for each distribution item on the food package list.

Distribution Item	Issued	Distributed	Available
3 GALLON CONTAINER(S) WHOLE MILK	3	2	1
2 46-OZ CONTAINER(S) JUICE	2	2	0
1 DOZEN LARGE WHITE EGGS	1	1	0
1 18 OZ JAR PEANUT BUTTER	1	1	0
36 OUNCES OR LESS WIC APPROVED CEREAL	36	24	12

Today's Redemption \$17.17
 Previously Redeemed \$6.29
 Total Redemption Value \$23.46

Redeem Food Package List Screen



To access this screen:

- Display the **Food Package List Search** screen > Select a record in the **Redeem Food Package List** table > Click the **Redeem Food Package List Dialog** toolbar button (pictured below).



Screen Elements:

Redeem Food Package List – Displays the distribution items issued for a food package list.

View Details – Click this button to view the details of the food package list.

Print Receipt – Click this button to save the food package list transaction data and print a food package receipt for the food package list.

Distribute Foods – Click this button to specify or change the brand food items that are distributed to a participant for redemption of the distribution item.

Cancel – Click this button to dismiss the screen without processing it.

Distribute Brand Food Items

The **Distribute Brand Food Items** screen is used to record the brand food items that are distributed to a participant.

Brand Food Item	Units	Unit Price	Total Price
12 oz Kellogg Corn Flakes			
12 oz Kellogg Raisin Mini Wheats			
12 oz Kellogg Bran Flakes			
12 oz Kellogg Special K			
12 oz Post Banana Nut Crunch			
			Total \$2.59

Distribute Brand Food Items Screen



To access this screen:

- Display the **Redeem Food Package List** screen > Click **Distribute Foods**.

Screen Elements:

Distribute Brand Food Items – This table displays all brand food items that are associated with the base food category of the selected distribution item. Enter the number of units and the unit price for each of the brand food items selected by the participant in the following columns of the table:

- **Units** – Enter the number of units of brand food items.
- **Unit Price** – Enter the price of each unit.

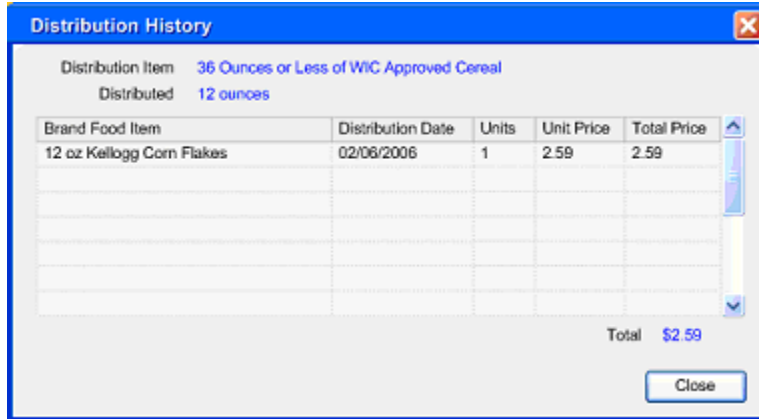
View Distribution History – Click this button to view the brand food distribution history for a distribution item.

OK – Click this button to dismiss the screen without processing it.

Cancel – Click this button to dismiss the screen without processing it.

View Distribution History

The **View Distribution History** screen is used to view the brand food distribution history for a distribution item.



Brand Food Item	Distribution Date	Units	Unit Price	Total Price
12 oz Kellogg Corn Flakes	02/06/2006	1	2.59	2.59
				Total \$2.59

View Distribution History Screen



To access this screen:

- Display the **Distribute Brand Food Items** screen > Click **View Distribution History**.

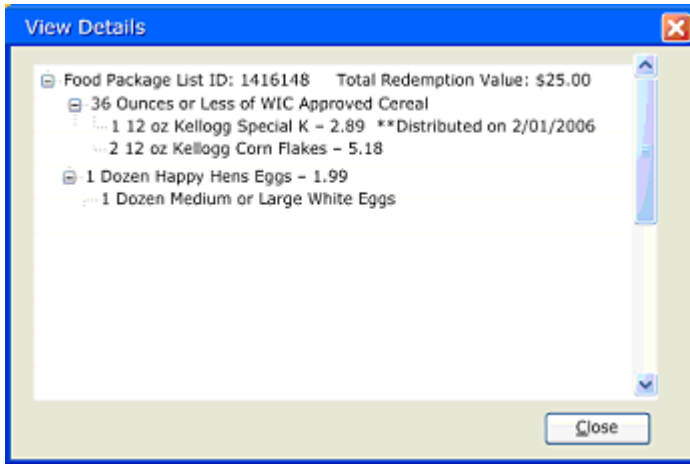
Screen Elements:

Distribute Brand Food Items – This table displays a history of all brand food items that have been distributed to a participant.

Close – Click this button to dismiss the screen.

View Details

The **View Details** screen is used to view the details of a food package list.




View Details Screen



To access this screen:

- Display the **Redeem Food Package List** screen > Click **View Details**.

Screen Elements:

Distribute Brand Food Items – Click an item in this tree list to select it. Click the plus sign  next to an item to display its details. This tree list displays the food package list detail for the current food package list.

Close – Click this button to dismiss the screen.

Training Scenarios

Searching for Food Package Lists

In this scenario, you will use the **Food Package List Search** screen to search for redeemed and partially redeemed food package lists.



NOTE: Press the **F1** key at any time to access help for the current application screen. Each screen's help topic explains the screen's function and describes its content.

Complete the Following Steps to Search for Food Package Lists:

1. Display the **Food Package List Search** screen.



NOTE: The **Food Package List Search** screen displays upon the completion of the Login process.

2. Select from the following options and complete the associated information:

- **Household ID** – Enter the household ID number.
- **Food Package List ID** – Enter the Food Package List ID number.
- **State WIC ID** – Enter the State WIC ID number.
- **Last Name** – Enter a complete or partial last name.
- **First Name** – Enter a complete or partial first name.
- **MI** – Enter a middle initial.

3. Click **Search**. The **Food Package List** table is refreshed to display results that match search criteria.



NOTE: When searching by name, you may see records listed in the **Food Package List Search** table that do not exactly match the name entered for the search. The system utilizes a Soundex search when searching for records by name. A Soundex search identifies and displays records that match entered search criteria and displays records that "sound like" the name entered for the search.



NOTE: Click **Clear** and enter new search criteria if no results are displayed in the table after a search is conducted.

Congratulations! You have successfully searched for food package lists.

Distributing Brand Food Items

In this scenario, you will use the **Redeem Food Package List** screen to record and distribute brand food items to participants.



NOTE: Press the **F1** key at any time to access help for the current application screen. Each screen's help topic explains the screen's function and describes its content.

Complete the Following Steps to Distribute Brand Food Items:

1. Display the **Food Package List Search** screen.



NOTE: The **Food Package List Search** screen displays upon the completion of the Login process.

2. Select from the following options and complete the associated information:

- **Household ID** – Enter the household ID number.
- **Food Package List ID** – Enter the Food Package List ID number.
- **State WIC ID** – Enter the State WIC ID number.
- **Last Name** – Enter a complete or partial last name.
- **First Name** – Enter a complete or partial first name.
- **MI** – Enter a middle initial.

3. Click **Search**. The **Food Package List** table is refreshed to display results that match search criteria.



NOTE: When searching by name, you may see records listed in the **Food Package List Search** table that do not exactly match the name entered for the search. The system utilizes a Soundex search when searching for records by name. A Soundex search identifies and displays records that match entered search criteria and displays records that "sound like" the name entered for the search.



NOTE: Click **Clear** and enter new search criteria if no results are displayed in the table after a search is conducted.

4. Select a record from the **Food Package List Search** table.
5. Click the **Redeem Food Package List** toolbar button. The **Redeem Food Package List** screen displays.
6. Select a brand item from the **Redeem Food Package List** table.
7. Click the **Distribute Foods** button. The **Distribute Brand Food Items** screen displays.
8. Select a brand in the **Distribute Brand Food Items** table.
9. Enter the **Units** to be given to the participant.
10. Enter the **Unit Price** of the selected food item.



NOTE: Each brand item has a maximum number of units allowed for distribution. The system displays and updates the following information on the **Distribute Brand Food Items** screen as food items are selected for distribution:

- **Issued** – The quantity issued for distribution.
- **Distributed** – The quantity distributed.
- **Available** – The quantity available for distribution.

Repeat steps 9-10 as necessary or until the maximum number of units is distributed.



NOTE: Click **View Distribution History** to view previously distributed information for the selected food item. The **View Distribution History** screen displays. Click **Close** when you are finished viewing the distribution history and to return to the **Distribute Brand Food Items** screen.

11. Click **OK**. The **Redeem Food Package List** screen displays.



NOTE: Repeat steps 6-11 until desired brand food items are distributed.

12. Click the **View Details** button. The **View Details** screen displays. View screen information and click **Close** when you are finished.



NOTE: The **View Details** screen provides a detailed look at the food package list prior to printing a receipt for the participant. It is a useful tool for reducing staff member data entry errors and is a recommended step before a receipt is produced. If an error has been made, close the **View Details** screen and repeat steps 6-11 to correct items as necessary.

13. Click **Print Receipt**. A receipt is printed by the default printer and the **Food Package List Search** screen displays.

Congratulations! You have successfully distributed brand food items.

Windows XP Basics

Windows XP Basics

To begin using the SPIRIT WIC System, you must first learn how to work within the Windows XP operating system. To help you learn the basics of Windows XP, the following information is available:

- **The Windows Desktop**
- **Icons**
- **Taskbar**
- **Start Menu**
- **Files and Folders**
- **Windows**
- **Control Panel**
- **Ending Your Session**

To find out more about Windows XP, begin by learning about the **Windows Desktop**.

The Windows Desktop

Using Windows XP is simple. First, you'll notice the large area on the screen, called the **Windows Desktop**, and the narrow band at the bottom, called the **Taskbar**. Everything you can do on your computer appears inside frames that are called **windows**.



You can open as many **windows** at one time as you like—and resize them, move them around, or stack them in any order.

Icons

The small pictures on the **Windows Desktop** are called icons. Think of them as doorways to the files and programs stored on your computer. Place your mouse over an icon. Text appears identifying its name or contents. To open the file or program, double-click the icon.



One of the most common icons that you will find on your **Windows Desktop** is the **Recycle Bin**, which is where you can send files you wish to delete from your computer.

Shortcut icons are identified by the small arrow on the lower left corner of the image. These let you access:

- Programs
- **Files**
- **Folders**
- Disk drives
- Web pages
- Printers
- Other computers

Taskbar

Every time you open a **window**, a button representing it appears on the **Taskbar**. The button disappears when you close a **window**.

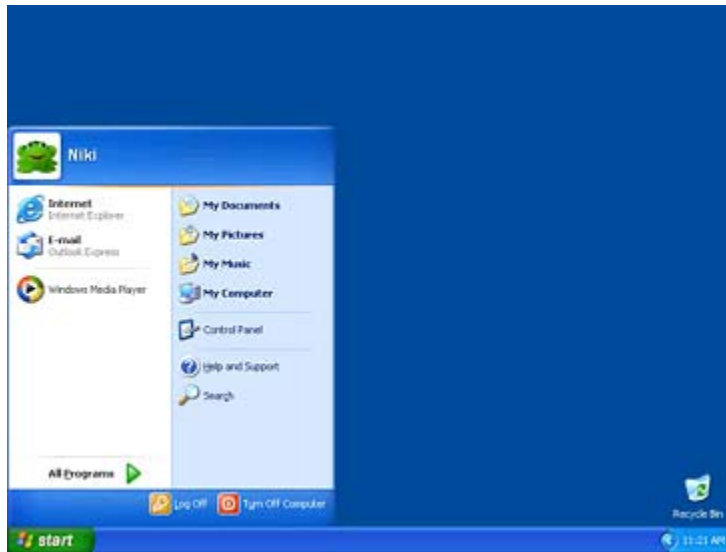


The **Taskbar** also contains the **Start Menu** and notification area, where you'll see the clock. Other **icons** in the notification area can appear temporarily, showing the status of ongoing activities. For instance, the printer **icon** appears when you send a **file** to the printer, and disappears when printing is complete. You'll also be reminded in the notification area when new Windows XP updates are available to download from the Microsoft Web site.

Windows XP keeps the **Taskbar** tidy by consolidating buttons when too many accumulate. For example, buttons representing individual email messages are automatically grouped under a single email button. Clicking the button lets you select a specific mail message from a convenient menu.

Start Menu

The **Start Menu** contains everything you need to begin using Windows XP.



You can return to the **Start Menu** anytime by clicking the **Start** button on the **Taskbar**. From the **Start Menu**, you can do the following:

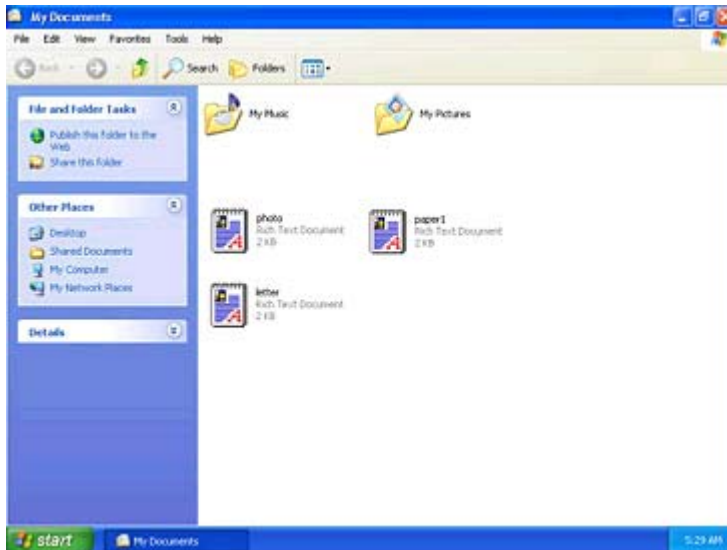
- Start programs.
- Open **files**.
- Customize your system with the **Control Panel**.
- Get help by clicking **Help and Support**.
- Search for items on your computer or the Internet by clicking **Search**.
- And more!

Some commands on the **Start Menu** have a right-facing arrow, which means additional choices are available on a secondary menu. Place your pointer over an item with an arrow and another menu appears.

The left side of the **Start Menu** updates with links to the programs you use most frequently. At the top left are fixed or "pinned" items—shortcuts to things like your Internet browser and email program.

Files and Folders

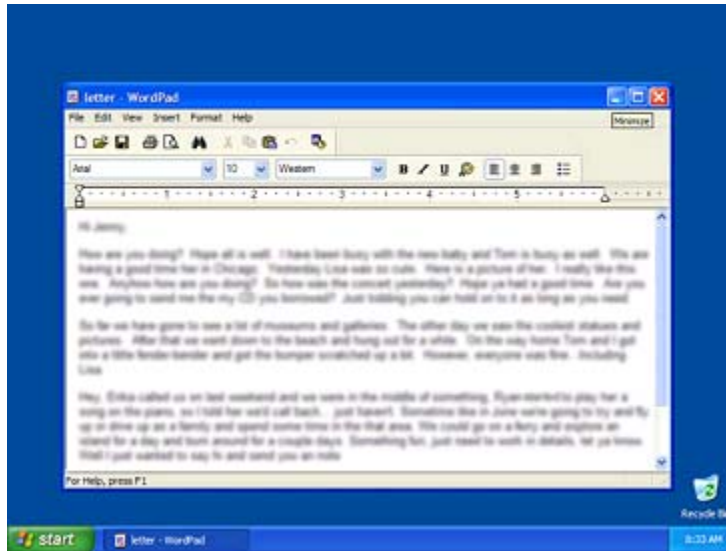
Each piece of work, or file, can be stored in a folder.



Windows XP makes it easy to store files in the places that make the most sense. Place text, image, and music files in the folders titled **My Documents**, **My Pictures**, and **My Music**. Those folders are all easy to find on the right side of the **Start Menu**, and they offer convenient links to the tasks you'll perform most often.

Windows

Windows—frames within the **Windows Desktop**—display the contents of **files** and programs. Working with windows is easy when you know the basics.



The name of each window appears at the top, in a title bar.

Move a window by dragging it. Click the title bar and, while holding down the mouse button, move the mouse pointer across the computer screen.

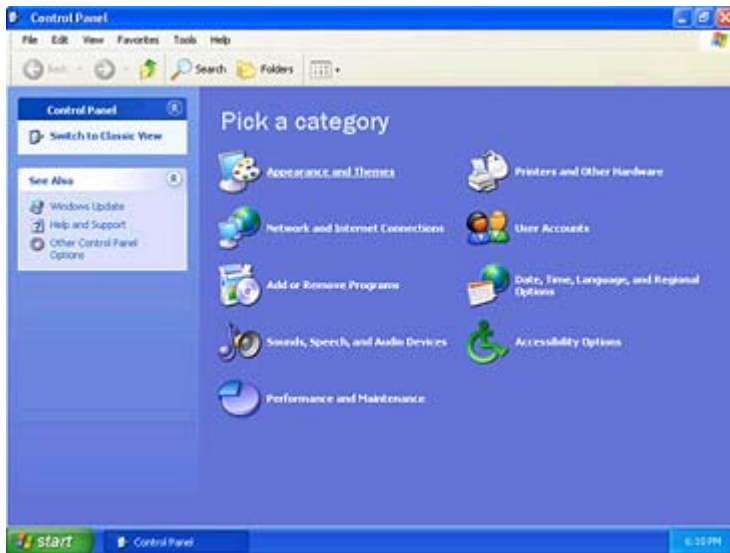
Shrink a window by clicking the **Minimize** button, located at the right-hand side of the title bar. This reduces the window to a button on the **Taskbar**.

Maximize a window by clicking the **Maximize** button, located to the right of the **Minimize** button. This enlarges the window to fill the desktop. Click the button again to restore the window to its original size.

Inside a window, browse the menus to see the different commands and tools you can use. When you find the command you want, just click it.

Control Panel

Customizing your computer settings in Windows XP is simple with the **Control Panel**. Open it by clicking **Control Panel** on the **Start Menu**.



From the **Control Panel** you can complete the following:

- Change the way Windows XP looks and acts.
- Add and remove programs or hardware devices.
- Set up network connections and user accounts.
- And more!

Ending Your Session

When you want to interrupt your Windows XP session and let someone else use the computer, go to the **Start Menu**. Click **Log Off** and then **Switch User**. Windows XP then will be ready to welcome a different user.



When everyone's finished, go to the **Start Menu** and click **Turn Off Computer**. The next time you log on, the **Welcome** screen will be the first thing you'll see. Just click your name, type your password, and you'll be back at the **Windows Desktop**.

Hardware Troubleshooting Tips

Hardware Troubleshooting Tips

At times you may encounter a piece of hardware that is not functioning properly. For such instances, the following troubleshooting tips are available:

- **Keyboard Malfunction**
- **Mouse Malfunction**
- **Monitor Malfunction**
- **Printer Paper Jam**

Complete the Following Steps to Troubleshoot a Malfunctioning Keyboard:

If your keyboard is not functioning properly, complete the following instructions to correct the issue.

1. Shutdown your computer.
2. Unplug and reconnect the keyboard cable.
3. Verify that all other cables connected to the back of the computer and secure.
4. Reboot your computer.
5. If the keyboard is still not functioning properly, contact your technical support group.

Complete the Following Steps to Troubleshoot a Malfunctioning Mouse:

If your mouse is not functioning properly, complete the following instructions to correct the issue.

1. Shutdown your computer.
2. Unplug and reconnect the mouse cable.
3. Verify that all other cables connected to the back of the computer and secure.
4. Reboot your computer.
5. If the mouse is still not functioning properly, contact your technical support group.

Complete the Following Steps to Troubleshoot a Malfunctioning Monitor:

If your monitor is not functioning properly, complete the following instructions to correct the issue.

1. Verify that the power light on the front of the monitor is lit.
2. If the power light on the front of the monitor is not lit, press the button to turn on the monitor.
3. If the power light on the front of the monitor is lit and the monitor is still not working, shutdown your computer.
4. Unplug and reconnect the monitor cable to the back of the computer.
5. Unplug and reconnect the monitor cable to the back of the monitor.
6. Verify that all other cables connected to the back of the computer are secure.
7. Reboot your computer.
8. If the monitor is still not functioning properly, contact your technical support group.

Complete the Following Steps to Troubleshoot a Printer Paper Jam:

If paper is jammed in the printer, complete the following instructions to correct the issue.

1. If you can see paper partially printed in the paper tray on top of the printer, carefully remove it from the roller.
2. Remove the paper tray(s) and remove any paper that has become lodged in the printer or that has become crumpled in the paper trays. You may need to run your hand along the top of the tray area to feel for any paper that has become lodged.
3. Open the front cover of the printer and remove the toner cartridge. If you find any paper here, carefully remove it from this area. Carefully replace the toner cartridge and close the cover.
4. Open the back cover of the printer (if applicable to your printer type) and remove any paper found in this area. Close the cover when complete.
5. Replace the paper tray(s). If you have removed more than one tray, ensure that you replace all of the trays that were removed back in their proper location. Once all of the paper trays are replaced, the printer will perform a self-test to verify that all paper has been removed.
6. If the printer is still not functioning properly, contact your technical support group.

Glossary

A

- Account:** n., A statement of monetary activities over a time period; a record of debit and credit entries to cover transactions involving a particular item, person, or concern.
- Accounting Period:** n., The time period reflected by a set of financial statements, usually twelve consecutive months.
- Action Date:** n., A time limit assigned to an event or activity. An event or activity that has not been completed by its assigned action date is considered overdue.
- Adjunct Income Eligibility:** n., Eligibility granted to persons who document participation in a Gateway Program and certain members of their families.
- Adjusted Gross Income:** n., Gross income from taxable sources minus the maximum allowable adjustments.
- Administer:** v., To have charge of; to manage.
- Administrate:** v., To administer.
- Administrative Appeal:** n., An appeal through which a local WIC Agency, potential local WIC Agency, authorized WIC vendor, or potential authorized WIC vendor may appeal an adverse action of the local WIC Program.
- Administrator:** n., A person having administrative or managerial authority in an organization.
- AFDC:** See "Aid to Families with Dependent Children."
- Affidavit:** n., A written declaration made under oath before a notary public or other authorized officer; A form that allows certain persons who are exempt from documentation requirements by federal regulations to self-declare income, identification, and/or residency.
- Agency:** (1) n., An administrative division of a government or international body; a tribal, state, or local Agency. (2) See "WIC Agency."
- Agent:** n., A person or concern authorized to act for another; an agent or substitute.
- AGI:** See "Adjusted Gross Income."
- Aid to Families with Dependent Children:** n., A social welfare program that is now referred to as the Temporary Assistance to Needy Families (TANF) program.
- Alt key:** See "Alternate Key."
- Alternate key:** n., A key on a computer keyboard that, when depressed, changes the effect of a concurrently depressed key to execute an alternate operation, or changes the effect of pressing a button on a pointing device (clicking).
- American Indian or Alaskan Native:** n., A person having origins in any of the original peoples of North America who maintains cultural identification through tribal affiliation or community recognition (includes Aleuts and Eskimos).
- Antibody:** n., A protein found in blood that is produced by the body in response to specific antigens.
- Antigen:** n., A substance that when introduced into the body stimulates the production of an antibody. Antigens include toxins, bacteria, foreign blood cells, and the cells of transplanted organs.
- Apgar Score:** n., A system of assessing the general physical condition of a newborn infant. The Apgar Score rates the baby's heart rate, respiration, muscle tone, skin color, and response to stimuli immediately after birth and again five minutes later. Each time the infant is assessed, the five criteria are evaluated and assigned a value of 0, 1, or 2. The five scores are then added together to produce the final score, with a perfect score being 10.
- Appeal:** (1) n., An earnest or urgent request, entreaty, or supplication. (2) n., An application to a higher authority, as for sanction or a decision. (3) v., To make application to a higher authority, as for a case review when approval for participation in the local WIC program has been denied.

Applicant: n., A person or concern that is applying for participation in the local WIC program.

Application: (1) n., A request, as for assistance, employment, or admission to a school or program. (2) n., A computer program with a user interface.

Application Date: n., The date on which an applicant contacts a local Agency to make an oral or written request for WIC benefits; The date on which an applicant is referred to the local WIC program.

Appointed Representative: n., A person or concern authorized to act for another; an agent or substitute.

Approved Foods: n., Those specific foods which WIC program administrators, using USDA standards, have approved for the current year for participants to receive in exchange for WIC vouchers (food instruments or checks).

Asian or Pacific Islander: n., A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Indonesia, Japan, Korea, the Philippine Islands, Samoa, and Vietnam.

Audit: n., A formal examination of a person or a concern's business practices, records, or financial accounts to check their correctness.

Authentication: n., The process of identifying a person and verifying his or her eligibility to access information or specific areas of a physical or logical structure.

Authorization: n., The approving of an action, especially when done by one in authority.

Authorized Agent: n., A person or concern authorized to act for another; an agent or substitute.

Authorized Representative: n., A person or concern authorized to act for another; an agent or substitute.

Authorized Store Representative: n., An owner, manager, assistant manager, head cashier, or chief fiscal officer; A person to act for the store; an agent.

Authorized WIC Vendor: n., A food retailer or freestanding pharmacy that has executed a currently effective WIC Vendor Agreement.

B

Backspace key: v., A key on a computer keyboard that is used to delete the character immediately to the left of the cursor's position, moving all following characters one position to the left.

Bar Code: n., A parallel series of vertical bars of varying widths, in which each of the digits zero through nine are represented by a different pattern of bars that can be read by a laser scanner. The bars are commonly found on consumer products and are used especially for inventory control.

Base Participant: n., The member of a WIC household around whom the household's food instrument issuance and pick-up cycle is based. The WIC participant who has participated in the WIC program for the longest continuous period is the default base participant. If the period of participation cannot be determined for any household member, the oldest child or infant is the default base participant.

Basic Food Package: See "Default Food Package."

BF Notes: n., Breastfeeding Notes.

Black (not of Hispanic origin): n., A person having origins in any of the original dark-complected racial groups of Africa.

BMI: See "Body Mass Index."

Body Mass Index: n., A measure of body fat based on height and weight that applies to both adult men and women.

Boot: v., To start a computer by loading an operating system. A set of built-in instructions, often referred to as a bootstrap loader, is automatically processed when the computer is turned on. These instructions direct the computer to search for an operating system, load it into memory, and pass control to it. The term, "boot," is derived from the word, "bootstrap." Just as bootstraps help you pull your boots on so that you can go for a hike, a bootstrap loader helps a computer load its operating system so that it can process user software.

Breastfeeding: (1) n., The practice of feeding (a baby) mother's milk from the breast. (2) n., A WIC category; a postpartum woman who is breastfeeding her infant(s) up to one year after birth.

Browser: See "Web Browser."

C

C-section: See "Cesarean Section."

Caretaker: n., A person who is legally responsible for the person or property of another considered by law to be incompetent to manage his or her affairs. For example, in the case of a child, the caretaker is the person who is the legal guardian of the child or the child's mother.

Case Manager: n., A person who manages and coordinates client needs.

Caseload: n., The number of WIC applicants and participants assigned to a Local Agency/Clinic.

Categorical Eligibility: n., The state of being eligible for participation in the WIC program based on categorical guidelines. To be considered Categorically Eligible, a WIC applicant must be: a pregnant woman, a non-breastfeeding woman up to six months postpartum, a breastfeeding woman up to one year postpartum, an infant under one year of age, or a child up to his or her fifth birthday.

CBT: See "Computer Based Training."

CDC: See "Centers for Disease Control and Prevention."

Census Tract: n., A particular community defined for the purpose of taking a census. Most often, these coincide with the limits of cities, towns, and townships. In unincorporated areas these are often arbitrary, except for coinciding with county lines. Also known as a census area or a census district.

Centers for Disease Control and Prevention: n., The federal Agency responsible for administering national programs for the prevention and control of communicable and vector-borne diseases and for developing and implementing programs for dealing with environmental health problems. It also directs quarantine activities and conducts epidemiological research, and it provides consultation on an international basis for the control of preventable diseases.

Central Processing Site: n., A location that collects, maintains, summarizes, and reports on local WIC program data for a state or tribal Agency.

Certification: n., The process by which applicants are determined by a CPA to be eligible to receive WIC benefits. The applicant is checked for category, residence, income, and nutritional need. The first time an applicant is certified is known as the Initial Certification. The re-certification of participants at regular intervals is known as a Subsequent Certification or "sub-cert."

Certification Date: n., The date on which a WIC applicant or participant is certified for participation in the WIC program. From the date of Certification, the WIC participant is eligible to receive checks, nutrition education, and food instruments.

Certification End Date: n., The last day of a WIC participant's Certification period.

Certification Expiration Date: See "Certification End Date."

Certification Period: n., The amount of time during which a WIC participant has been approved to receive benefits.

Cesarean Section: n., Childbirth by surgical removal of the fetus through an incision made in the wall of the abdomen and in the uterus.

Chain Store: n., A store that is owned or operated by a corporation, partnership, cooperative association, or other business entity that has 20 or more stores owned or operated by the business entity.

Check: See "Food Instrument."

Check Box: n., A GUI control; A square box that is selected or cleared to turn an option on or off. More than one check box in a group can be selected.

Child: (1) n., A person between birth and puberty. (2) n., A WIC category; a person who has reached his or her first birthday but has not yet reached his or her fifth birthday.

Children with Special Health Care Needs: n., A social welfare program that provides and promotes family-centered, community-based, culturally-competent, coordinated care for children with special health care needs and their

families. Children with special health care needs may have many professionals invested in their physical and emotional well-being. A function of the program is to coordinate the care of these children to assure communication and planning amongst team members, including family, primary health care practitioners, specialists, community programs and insurance plans.

Chronic: adj., marked by long duration or frequent recurrence.

Click: v., To press down and release the left (or only) button on a pointing device, such as a mouse, while the pointer is positioned over an object in a GUI environment. The left (or only) button on a pointing device is used for a primary function, while a right mouse button is typically assigned an ancillary function. For example, clicking selects an object or activates a command or a function.

Client: n., A WIC applicant or participant.

Client Machine: n., A user's workstation that is attached to a network.

Clinic: (1) n., A meeting for diagnosis of problems, and instruction or remedial work in a particular activity. (2) n., A healthcare facility or medical establishment run by a group of medical specialists. (3) See "WIC Clinic."

Clinic of Operation: n., The WIC Clinic at which a user is currently working, or the WIC Clinic to which WIC Clients currently being served by a user are assigned.

Commodity: (1) n., A product or products bought and sold in commerce. (2) n., A base food category; a collection of food items in specified quantities.

Commodity Supplemental Food Program: n., A U.S. Department of Agriculture supplemental food program for low income pregnant, breastfeeding, and postpartum non-breastfeeding women (up to one year after the birth of the child), their infants and children (up to age six), and senior citizens sixty years of age and older.

Competent Professional Authority: n., A professional WIC staff member who provides final approval for WIC eligibility. For example, a CPA may be a Physician (M.D. or D.O.), a Registered Dietitian (R.D.), a Licensed Dietitian (L.D.), a Nutritionist, a dietetic technician registered (DTR), a registered nurse (RN); a licensed vocational nurse (LVN); a physician's assistant (PA), or other degreed professional with a background in food and nutrition.

Compliance Buy: n., A covert, on-site investigation in which a WIC program representative poses as a WIC participant and redeems one or more food vouchers or checks. The purpose of such an investigation is to ensure that WIC vendors comply with the vendor agreement and/or policies. The investigation may last for several days and concludes after three separate visits to the vendor have been completed or after sufficient cause has been found to disqualify the vendor.

Compliance Monitoring: n., The investigation of WIC vendors to ensure that they adhere to WIC regulations. Compliance monitoring may include compliance buys, routine monitoring visits, and vendor record reviews.

Computer: n., A general-purpose machine that processes data according to a set of instructions that are stored internally either temporarily or permanently.

Computer Based Training: n., Training program (computer program) that individual users can access from their workstations to provide remedial or advanced instruction in certain tasks and areas of knowledge.

Concern: n., A business establishment or enterprise; a firm.

Confidential: adj., Of or being information available only to authorized persons.

Contact: (1) n., A person who might be of use; a connection. (2) n., A person who can be contacted for matters related to the WIC program.

Contract Formula: n., Infant formula products that are listed in a current rebate contract.

Control key: n., A key on a computer keyboard that, when depressed, changes the effect of a concurrently depressed key to activate a command, or changes the effect of pushing a button on a pointing device (clicking).

Cooperative: n., A concern that is owned or managed jointly by those who use its facilities or services.

Corporation: n., A concern that is granted a charter recognizing it as a separate legal entity having its own rights, privileges, and liabilities distinct from those of its members.

CPA: See "Competent Professional Authority."

Criterion: n., pl. Criteria, A standard on which a judgment can be based.

CSFP: See "Commodity Supplemental Food Program."

CSHCN: See "Children with Special Health Care Needs."

Ctrl key: See "Control Key."

Cursor: n., A symbol used in a GUI to point to on-screen elements. On DOS and other character-based screens, it is a blinking rectangle or underline. On Windows and other graphics-based screens, it is also called a "pointer," and it changes shape as it is moved into different windows. For example, it may turn into an I-beam for editing text, an arrow for selecting menus or a pen for drawing. Also See "Pointer."

Cursor keys: n., The keys on a computer keyboard that are used to move the pointer (or cursor) on screen. They include the Up-arrow, Down-arrow, Left-arrow, Right-arrow, Home, End, Page Up and Page Down keys.

Custody: n., The function of watching, guarding, or overseeing, as in the guardianship of a child.

D

Day: n., A calendar day. All references to a, "day," or "days," in the WIC documentation refer to calendar days, unless otherwise indicated, not working days.

Default: n., A particular setting or value for a user interface control that is assigned by the computer program and remains in effect unless canceled or overridden by the user.

Default Food Package: n., A food package specific to a participant's WIC category and nutritional needs (nutritional risk factors).

Default Printer: n., A printer that has been specified through the application's System Tools as the output device for a particular type of print job (checks, reports, or documents).

Delete key: n., A key on a computer keyboard that is used to delete the character immediately to the right of the cursor's position, moving all following characters one position to the left.

Dietary Intake: n., A person's food consumption over a given period. Usually stated in terms of nutritional units and broken down into food groups or categories.

Disqualify: (1) v., To render unqualified or unfit. (2) v., To declare unqualified or ineligible. A WIC vendor may be disqualified for participation in the local WIC program if the vendor accumulates enough unresolved violations or commits a major violation for which disqualification is the required action.

Double-click: v., To press down and release a button on a pointing device, such as a mouse, twice in rapid succession while the pointer is positioned over an object in a GUI environment. Double-clicking activates a command or a function.

Dual Participation: n., A WIC program abuse; The act of receiving more WIC benefits than one is entitled to through dual enrollment and dual Certification in the WIC program.

E

E.P.: n., The abbreviation of, "Erythrocyte Protoporphyrin," which is measured in blood tests as an indicator of iron deficiency.

EBT: See "Electronic Benefit Transfer."

EBT Card: n., Electronic Benefit Transfer (EBT) card; a debit card used to distribute government benefits nationwide. Welfare program participants (especially food stamp recipients) use an EBT card to shop for eligible food items at stores authorized by the U.S. Department of Agriculture (USDA). Participants swipe their EBT card through a Point-of-Sale (POS) card reader and enter a Personal Identification Number (PIN) to secure the transaction. The system deducts the exact amount of the purchase from the participant's EBT Account and deposits it into the retailer's bank Account.

Electronic Benefit Transfer: n., An electronic system that allows a recipient to authorize transfer of their government benefits from a Federal Account to a retailer Account to pay for products received. EBT systems are currently

being used in many States to issue Food Stamps and other benefits. Over 95 percent of food stamp benefits are currently being issued by EBT.

Eligibility: n., The state of being eligible.

Eligible: adj., Satisfying certain requirements, as for selection; Qualified for or allowed or worthy of being chosen.

Enter key: n., A key on a computer keyboard that is used to signal the end of a line of data or the end of a command. In word processing, it ends a paragraph or a line of text. In data processing, it signals the end of input for a field.

Esc key: See "Escape Key."

Escape key: n., A key on a computer keyboard that is used to exit a mode or cancel a function.

Expedite: v., To speed up the progress of; to accelerate.

F

Fair Hearing: n., A hearing that is granted in extraordinary situations where the normal judicial process would be inadequate to secure due process because a person or concern would be harmed or denied their rights before a judicial remedy became available (as in loss of welfare benefits); the informal dispute resolution process through which a person or concern may appeal a tribal, state, or local Agency action that would result in the person or concern's denial of participation or disqualification from participation in the WIC program.

Farmers Market: n., A public market at which farmers and often other vendors sell produce directly to consumers; an open-air marketplace for farm products

FDPIR: See "Food Distribution Program on Indian Reservations."

Fetal Growth Restriction: n., A birth weight that is below the tenth percentile for the weight for gestational age.

FGR: n., See "Fetal Growth Restriction."

File Server: n., A computer that processes requests for HTML and other documents that are components of web pages.

Filter: (1) n., A computer program or routine that blocks or allows access to data based on a particular criterion or set of criteria. Filters use masks against which all data are compared and only matching data are passed through or blocked, hence the concept of a filter. (2) v., To use a filter to block or allow access to data. (3) v., To select data.

Financial: adj., Of, relating to, or involving finance, finances, or financiers.

Fiscal Year: n., A twelve-month period for which an a person or concern plans the use of its funds; An Accounting Period of twelve months.

FNS: See "Food and Nutrition Service."

Food and Nutrition Service: n., An Agency of the United States Department of Agriculture (USDA) that administers food security programs, such as the Food Stamp and WIC programs.

Food Category: n., A general class of food with no specification of brand/type or quantity/size. For example, milk, juice, eggs, cheese, cereal, infant cereal, beans, peanut butter, tuna, and carrots are all WIC food categories.

Food Distribution Item: See "Food Item."

Food Distribution Program on Indian Reservations: n., A social welfare program that provides commodity foods to low-income households, including the elderly, living on Indian reservations, and to Native American families residing in designated areas near reservations.

Food Instrument: (1) n., A voucher, check, electronic benefits transfer card (EBT), coupon, or other document that is used to obtain government benefits, as from the WIC program. (2) n., A sub-set of a food package. A grouping of food items as they are displayed on a voucher, check, coupon, or other document that is used to obtain government benefits

Food Item: n., A food of a specified brand/type in a specified quantity/size that has been approved for purchase with WIC food instruments. Some food items also include special restrictions. For example, Peanut Butter (Brand/Type: any brand. Quantity/Size: 18 oz. Jar only. Restrictions: No added marshmallow, chocolate, honey, jelly, etc.; No other size or quantity.)

Food Package: n., A specific group of WIC approved food items prescribed for the dietary needs of a WIC participant. Food packages vary according to a participant's WIC category and nutritional needs (nutritional risk factors).

Food Prescription: See "Food Package."

Food Product: n., A food product is a group of identical food items that share the same UPC code. For example, all one-gallon cartons of milk of a particular brand are considered a single food product.

Food Stamp: n., A voucher, issued by the government to persons with low incomes, that can be redeemed for food at stores.

Food Stamp Program: n., A program that provides food to low income people living in the United States. Benefits are distributed by the individual states but the program is administered through the U.S. Department of Agriculture. Most food stamp benefits are now distributed using Electronic Benefit Transfer (EBT) cards but for most of its history, the program has used paper vouchers (food stamps) of some kind.

Food Voucher: n., Documentation showing the "prescribed" food package issued to each WIC participant. These vouchers are traded by the client at authorized stores in exchange for the approved foods specified on the vouchers.

Formula: n., A liquid food for infants, containing most of the nutrients in human milk.

Fraud: n., A deception deliberately practiced in order to secure unfair or unlawful gain.

Freestanding Pharmacy: n., A pharmacy that does not operate within another retail store. Freestanding pharmacy includes freestanding pharmacies that are chain stores and freestanding pharmacies participating under a WIC corporate agreement.

FSP: See "Food Stamp Program."

Function keys: n., The keys on a computer keyboard that are used to command the computer (F1, F2, etc.), activating a function within a given application when pressed, either alone or in combination with the Alt, Shift, and Control keys. F1 is commonly used as the help key, but the purpose of any function key is determined by the software application that is active.

FY: See "Fiscal Year."

G

Gateway Program: n., A program, such as Food Stamps, Medicaid, and Temporary Assistance to Needy Families (TANF), that serves applicants with income levels that are equal to or lower than WIC eligibility guidelines for income. Thus, any WIC applicant who is already in a gateway program automatically meets income eligibility for WIC.

Gestation: (1) n., The period of fetal development in the uterus from conception until birth; pregnancy. (2) n., The condition of carrying a developing fetus within the uterus; gravidity, gravidness, pregnancy.

Graphical User Interface: n., A user interface for a computer based on graphics (icons and pictures and menus) instead of text; uses a pointing device as well as a keyboard for user input. Typical "objects" or "controls" found in a graphical user interface (GUI) are menus, buttons, check boxes, list boxes, text boxes, and so on. Users can interact with or select most objects in a GUI environment through the use of a pointing device.

Gravid: adj., Carrying a developing fetus within the uterus.

Gravidity: n., The condition of carrying a developing fetus within the uterus.

Gravidness: See "Gravidity."

Growth Grid: n., A line chart used to plot a person's growth. For example, a growth grid may plot a person's height or weight over a period, or it may plot a person's height against the person's weight. Regardless of what a growth grid tracks, every grid includes a plot line, allowing the comparison of the person's growth statistics with the current standards for growth, set by the CDC.

Guardian: n., One who is legally responsible for the care and management of the person or property of an incompetent or a minor.

GUI: See "Graphical User Interface."

H

Hardware: n., A computer and all equipment attached to it.

Health District: n., A grouping of cities and / or counties that provide public health services in a geographic location.

Hematocrit: n., The proportion, by volume, of the blood that consists of red blood cells. The hematocrit (hct) is expressed as a percentage. For example, a hematocrit of 25% means that there are 25 milliliters of red blood cells in 100 milliliters of blood.

Hemoglobin: n., The protein molecule in red blood cells which carries oxygen from the lungs to the body's tissues and returns carbon dioxide from the tissues to the lungs. The hemoglobin level is expressed as the amount of hemoglobin in grams (gm) per deciliter (dl) of whole blood, a deciliter being 100 milliliters.

High-risk: adj., (1) Of, relating to, or characterized by risk. (2) Being subject to a potential danger or hazard, especially due to nutritional or health issues.

Hispanic: n., A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race.

Homeless: (1) adj., Having no home. (2) n., People without homes considered as a group.

Homeless Facility: n., A publicly or privately supervised shelter designed to provide a temporary residence (not more than 365 days); a temporary residence facility for individuals intended to be institutionalized; or a public / private place not designed for, or normally used as, a regular sleeping accommodation for humans.

Household: n., A group of related or non-related individuals, who usually, although not necessarily, are living together and share income. A WIC household is a logical grouping of WIC participants who live at the same address.

HTML: See "Hypertext Markup Language."

HTTP: See "Hypertext Transport Protocol."

Hyperlink: n., A segment of text or a graphical item in a hypertext document that serves as a cross-reference between parts of the same document or between that document and another hypertext document.

Hypertext: n., A computer-based text retrieval system that enables a user to access specified locations within web pages or other electronic documents by clicking hyperlinks within other web pages or electronic documents.

Hypertext Markup Language: n., A markup language used to format text and multimedia objects (as in a web page) for display in a web browser, best known for its use of hypertext to link information internally within the same document or externally to other documents.

Hypertext Transport Protocol: n., The communications protocol used to connect to servers on the World Wide Web. Its primary function is to establish a connection between a client computer and a Web server and transmit web pages from the server to a web browser or other HTTP application on the client computer.

I

Immunity: n., Resistance to infection by a specific pathogen.

Immunization: n., The process of inducing immunity, usually through inoculation or vaccination.

Income: n., The amount of money received during a period of time in exchange for labor or services, from the sale of goods or property, or as a profit from financial investments.

Income Eligibility: n., The state of being eligible for participation in the WIC program based on income guidelines. To be considered Income Eligible, the household income of a WIC applicant must be at or below 185 percent of the Poverty Income Guidelines. An applicant who participates or who has certain family members who participate in a gateway program are adjunctively income eligible, that is, they are deemed to meet the income eligibility criteria automatically.

Indigent: adj., Experiencing want or need; Having little or no money or wealth.

Ineligible: adj., (1) Disqualified by law, rule, or provision. (2) Unworthy of being chosen.

Infant: n., (1) A child in the earliest period of life. (2) A WIC category; a person who has been born but has not reached his or her first birthday.

Inoculation: n., The introduction of an antigen into the body, usually by injection, in order to stimulate the production of antibodies to produce immunity to an infectious disease.

Internet: n., An interconnected system of networks connecting computers around the world through the TCP/IP protocol.

Intrauterine Growth Restriction: n., Also known as Intrauterine Growth Retardation, both terms are now obsolete and have been replaced with the term Fetal Growth Restriction.

IUGR: See "Intrauterine Growth Restriction."

K

Keyboard: n., A set of input keys attached to computer. It resembles a standard typewriter with the addition of following specialized keys: Alternate, Backspace, Control, Cursor, Delete, Enter, Escape, Function, Shift, and Tab. NOTE: Most computer keys repeat when held down, a phenomenon first-time computer users must get used to. If you hold a key down that is used to command the computer, you'll be entering the command several times.

Kosher: adj., Conforming to Jewish dietary laws; ritually pure

Kosher Food: n., Food that conforms to strict Jewish biblical laws pertaining not only to the type of food that may be eaten, but to the kinds of food that can be combined at one meal (for example, meat and dairy products may not be mixed). In order to meet kosher standards and receive the kosher seal, food must be prepared under a rabbi's supervision. In addition to the kinds of animals considered kosher, the laws also decree that animals be fed organically grown food and killed in the most humane manner possible. The word kosher is a derivation of the Hebrew kasher, meaning proper or pure.

L

Legal Guardian: n., A person who has been appointed by a court of law or Department of Social Services, or other legal means, to have primary, physical custody of a minor. A legal guardian shall be authorized to provide eligibility information for an applicant, consent to medical treatment of the applicant, and shall be held legally bound if sanctions are imposed.

Licensed Health Care Professional: n., Someone authorized to write medical prescriptions under in accordance with State Law.

List Box: n., A GUI control; Any type of box that contains a list of items that can be selected. Text cannot be typed into a list box.

LMP: n., Last Menstrual Period

Local: (1) adj., Relating to or applicable to or concerned with the administration of a small geographic region--town, city, or district--rather than a larger area. (2) adj., Of or belonging to or characteristic of a particular locality or neighborhood.

Local Agency: n., The agency in which one is located.

Local Clinic: n., The clinic in which one is located.

M

Mandate: v., To make mandatory or required, especially by law.

Medicaid: n., A joint federal and state program that helps low-income individuals or families pay for the costs associated with long-term medical and custodial care, provided they qualify. Although largely funded by the federal government, Medicaid is run by the state where coverage may vary.

Medical Home: n., Not just a building, house, or hospital, but a team approach to providing health care. A Medical Home originates in a primary health care setting that is family-centered and compassionate. A partnership develops between the family and the primary health care practitioner. Together they access all medical and non-

medical services needed by the child and family to achieve maximum potential. The Medical Home maintains a centralized, comprehensive record of all health related services to promote continuity of care.

Medicare: n., A program of health insurance for the elderly and disabled. Medicare has two parts: Part A (Hospital Insurance), and Part B (Medicare Insurance, helps cover doctors' services, outpatient hospital care, and some other medical services that Part A does not cover). Part A is paid from the U.S. Government's general fund. Part B is paid for by the general fund and by contributions from the covered persons by way of a deduction from their monthly social security check.

Migrant Farm Worker: n., A person whose primary employment is in agriculture on a seasonal basis, who has been so employed within the last 24 months, and who establishes, for the purpose of such employment, a temporary residence.

Monitor: n., A display screen used to present output from a computer or other video device.

N

Neonatal: adj., Of or relating to the first 28 days of an infant's life.

Net: See "Network."

Net Income: n., A person or concern's total earnings, reflecting revenues adjusted for costs of doing business, depreciation, interest, taxes, and other expenses.

Network: n., A system of computers interconnected by telephone wires or other means in order to share information.

No-show: n., A person who fails to appear for a scheduled appointment, pick-up his or her WIC food instrument checks, or attend a nutrition education class.

Non-breastfeeding: n., A WIC category; a postpartum woman who is not breastfeeding her infant(s) up to six months after birth.

Non-contract Formula: n., Infant formula products that are listed in a current rebate contract.

Nutrition: n., The science or study that deals with food and nourishment, especially in humans.

Nutrition Education: n., Individual or group education classes, nutrition information, and educational materials designed to improve health status, achieve positive change in dietary and physical activity habits, and emphasize relationships between nutrition, physical activity, and health, all in keeping with the personal and cultural preferences of the individual.

Nutrition Risk Eligibility: n., The state of being eligible for participation in the WIC program based on nutrition risk guidelines. To be considered Nutrition Risk Eligible, a WIC applicant must be at nutrition risk, as determined by a health professional. Federal regulations recognize five major types of nutrition risk for WIC eligibility: Type 1- anthropometric risk (e.g., underweight or overweight); Type 2- biochemical risk (e.g., low hemoglobin or low hematocrit); Type 3- medical risk (e.g., diabetes mellitus); Type 4- dietary risk (e.g., failure to heed Dietary Guidelines for Americans recommendations); and Type 5- predisposing factors (e.g., homelessness).

Nutritional Risk: (1) n., Detrimental / abnormal nutritional conditions detectable by bio-chemical or anthropometric measurements. (2) n., Other documented nutritionally related medical conditions. (3) n., Dietary deficiencies that impair or endanger health. (4) n., Conditions that predispose persons to inadequate nutritional patterns or nutritionally related medical conditions.

Nutritionist: n., One who is trained or an expert in the field of nutrition.

O

Operating System: n., The master control program that runs a computer. The operating system (OS) is the first software loaded when a computer is turned on. The core of the OS, the "kernel," resides in memory at all times while the computer is operational. The OS allows access to and control of all software applications available on the computer. Software applications "talk to" the operating system for all user and hardware interface operations.

OS: See "Operating System."

P

PAN: See "Primary Account Number."

Participant: n., A client or customer of the WIC program; one who participates in the WIC program; one who receives WIC benefits.

Participant Termination: n., The act of terminating a participant. When a participant is terminated, the participant can no longer receive WIC benefits. The following is a list of some of the reasons for which a participant may be terminated: a data entry error; categorical ineligibility; income ineligibility; residence ineligibility; nutritional risk ineligibility; Certification period expired; participant no longer wants benefits; he or she is placed on the waiting list; he or she abuses the program; he or she is deceased; he or she fails to pick up food instrument checks for two consecutive months; he or she has a priority for which there is a freeze on enrollment; he or she is in a category for which there is a freeze on enrollment. A participant must be recertified for participation after being terminated.

Partnership: n., A legal contract entered into by two or more persons in which each agrees to furnish a part of the capital and labor for a business enterprise, and by which each shares a fixed proportion of profits and losses.

Password: (1) n., A secret word or phrase that one uses to gain admittance or access to information. (2) n., A sequence of characters that one must type to gain access to a file, an application, or a computer system.

PC Card: n., Portable Computer Cards (PC cards) are credit-card sized, removable peripherals for portable computers. Portable computers have always been limited in features due to their size, and the PC card provided a means to expand their functionality. PC cards were introduced and standardized in 1990 by PCMCIA, which is why PC cards are sometimes referred to as "PCMCIA cards." The functionality available through such cards includes flash memory, hard disk, network, modem, sound, and SCSI disk control.

PCMCIA: See "Personal Computer Memory Card Industry Association."

PDF: See "Portable Document Format."

Peer Group: (1) n., A group of people or concerns that share certain characteristics. (2) n., A group of vendors that share a similar size, location, or client population.

Personal Computer Memory Card Industry Association: n., An international standards body and trade association that was founded in 1989 to establish a standard for connecting peripherals to portable computers. PCMCIA created the PC card which is also referred to as a "PCMCIA card". The organization changed its name to PC Card Industry Association in March 1995 to reflect the wide range of peripheral devices (modems, software, games) that can be used in slots on computers. The smart card industry refers to PC Cards as machine cards and smart cards as people cards.

Personal Identification Number: n., A number chosen and reserved by a user to access EBT or EFT programs. A PIN is usually associated with card-based technology use. Once a card has been swiped at a point-of-sale, the user enters a PIN on the terminal in order to verify his/ her use.

PIN: See "Personal Identification Number."

Point-Of-Sale: n., A business or concern at which a product or service can be obtained. The systems used to capture transaction data at a points of sale are complex. Point of sale systems use computers or specialized terminals that incorporate cash registers, bar code readers, optical scanners, and magnetic stripe readers to accurately capture all pertinent data associated with the transaction instantaneously.

Pointer: n., A symbol used in a GUI to point to on-screen elements. Also See "Cursor."

Pointing Device: n., A computer input device used to move a pointer (or cursor) around in a GUI environment. The movement of a pointer observed on a computer monitor is relative to the movement of the pointing device that controls it. Pointing devices used today include the mouse, touchpad, pointing stick, joystick, trackball, and tablet. The main pointing device for desktop computers is the mouse, while the main pointing devices for laptop computers are the pointing stick and the touchpad.

Portable Document Format: n., The file format used in Adobe's Acrobat document exchange technology. Acrobat/PDF is used for document exchange and publishing on the Web. Documents of this type can be downloaded and read independently of web pages.

POS: See "Point-of-Sale."

- POS Terminal:** n., An electronic transaction terminal used in an electronic Point-Of-Sale (POS) system. The terminal interacts with databases to approve transactions and transmits sales information for posting against customer accounts. There are two basic types of POS terminals: electronic cash registers that are used by high volume merchants, such as department stores, and dial-up terminals that automatically dial a special telephone number, often a toll-free number, to obtain authorization.
- Postpartum:** (1) adj., Of or occurring in the period shortly after childbirth. (2) n., A woman whose pregnancy has ended within the last six to twelve months, categorized as Non-breastfeeding or Breastfeeding for the purposes of the WIC program.
- Pregnancy:** (1) n., The condition of carrying a developing fetus within the uterus. (2) n., An instance of carrying a developing fetus within the uterus. (3) n., The period during which one carries a developing fetus within the uterus.
- Pregnant:** (1) adj., Carrying developing offspring within the body. (2) n., A WIC category: A woman carrying one or more embryos or fetuses in her womb.
- Premature:** adj., (1) Developing, occurring, or existing before the usual, correct, or expected time. (2) (of childbirth) born before the end of the normal period of gestation, especially, in human infants, before a period of 37 weeks.
- Prenatal:** adj., Existing or occurring before birth; The period between conception and birth.
- Prescreening:** (1) v., To examine or interview before further selection processes occur. (2) n., The process of gathering basic information about a WIC program applicant to determine whether he or she satisfies Categorical and Income Eligibility requirements.
- Prescription:** n., A written order, especially by a physician, for the preparation and administration of a treatment for a health condition.
- Presumptive Eligibility:** n., The state of being eligible pending proof of participation in a qualifying Gateway Program or proof of income that falls within Income Eligibility guidelines.
- Presumptive Income Eligibility:** n., Temporary eligibility granted to persons who have claimed participation in a Gateway Program or claimed income that falls within Income Eligibility guidelines without presenting proof of such participation or income. Such eligibility is also extended to certain members of the persons' families.
- Primary Account Number:** n., A number used to identify an account into which funds are electronically deposited.
- Printer:** n., A device that converts computer output into printed images, usually on paper.
- Priority System:** n., A system that ranks WIC participants from the greatest need to receive WIC benefits to the lowest need. Once a local WIC Agency has reached its maximum caseload, vacancies are filled in the order of the following priority levels: Level 1- pregnant women, breastfeeding women, and infants determined to be at nutrition risk because of a nutrition-related medical condition; Level 2- infants up to six months of age whose mothers participated in WIC or could have participated and had a serious medical problem; Level 3- children at nutrition risk because of a nutrition-related medical problem; Level 4- pregnant or breastfeeding women and infants at nutrition risk because of an inadequate dietary pattern; Level 4- children at nutrition risk because of an inadequate dietary pattern; Level 5- Non-breastfeeding, postpartum women with any nutrition risk; Level 6- individuals at nutrition risk only because they are homeless or migrants, and current participants who, without WIC foods, could continue to have medical and/or dietary problems.
- Processing Standards:** n., The time-frames for certifying applicants For example, local agencies shall notify applicants of their eligibility status no later than 20 calendar days from the date of application or, in cases of applicants at special nutritional risk (women eligible as Priority 1 participants and migrant farm workers and their family members), not later than 10 calendar days following the date of application.
- Program:** (1) n., A system of services, opportunities, or projects, usually designed to meet a social need. (For example, the WIC program.) (2) n., A set of coded instructions that enable a machine, especially a computer, to perform a desired task.
- Proxy:** (1) n., A person or concern authorized to act for another; an agent or substitute. (2) n., A person designated by a participant or the participant's parent or legal guardian to act on their behalf for all WIC program functions except the Certification process. The proxy is responsible for compliance with WIC program requirements for all activities that he or she may perform on behalf of the participant, parent, or legal guardian. Up to two proxies may be designated for a participant. A person shall not serve as a proxy for more than three WIC participants to

obtain and transact food instruments or to obtain supplemental foods on behalf of a participant. Parents, caretakers, or legal guardians applying on behalf of a child or an infant are not proxies.

R

Rebate: (1) n., A deduction from an amount to be paid or a return of part of an amount given in payment. (2) n., A discounted amount of the purchase price of a WIC item that is returned to the State or Tribal Agency on each item for which there is a rebate contract in place with a given manufacturer. The State or Tribal Agency bills the manufacturer either for the estimated or actual amount of rebated products purchased (usually monthly), depending on the capabilities of the WIC information system.

Refer: v., To direct to a source for help or information.

Referral: n., The act or an instance of referring; A recommendation to consult the person or concern referred to.

Residence: n., The place in which one lives; a dwelling; a home.

Return Merchandise Authorization: n., A Return Merchandise Authorization (RMA) is a transaction by which a consumer arranges to return a defective product to the product supplier to have the product repaired or replaced, or to receive a refund or a credit. This process is generally used to return products that are damaged in shipping or that become defective while still under warranty. The consumer generally calls a customer service telephone number, describes the issue with the product, and receives an RMA number or identifier which is written on the bill of lading or the packaging itself before it is shipped back to the supplier. This identifier alerts the supplier's shipping and receiving department of the situation and informs the handlers how to route the returned product. Specifics of the process may vary from supplier to supplier and from industry to industry. For example, the supplier may send the consumer RMA forms and packing labels, or even specialized packaging for return shipment. However, the process is referred to as an RMA, and the unique identifier that confirms the process is an RMA number.

Right-click: v., To press down and release the right button on a pointing device, such as a mouse, while the pointer is positioned over an object in a GUI environment. The right mouse button, on a pointing device with more than one button, is typically assigned an ancillary function, while the left mouse button is assigned a primary function. For example, right-clicking is commonly used to display a menu for the GUI object clicked.

RMA: See "Return Merchandise Authorization."

S

Sanction: n., A coercive measure, a penalty, that acts to ensure compliance or conformity.

Semi-annual: adj., Occurring twice each year at regular intervals.

Server: See "File Server."

Service Site: n., A site designated by a local Agency as the location where WIC program services are offered. (Also known as a "WIC Clinic.")

Shift key: n., A key on a computer keyboard that, when depressed, changes letters from lowercase to uppercase, changes the effect of a concurrently depressed function key in an application, or changes the effect of pushing a button on a pointing device (clicking).

SOAP: n., Subjective, Objective, Assessment, and Plan; the sections that form the basic structure of a progress note. The Subjective section includes information gathered from the client. The Objective section includes information that can be measured. The Assessment section clarifies the basis for risk factor assignment and plans for intervention. The Plan section includes recommendations for treatment and any changes the client has agreed to make.

Social Security Number: n., A federal identification number issued by the Social Security Administration of the United States government to participants of the Social Security program (a social welfare program).

Software: n., A set of coded instructions that enable a machine, especially a computer, to perform a desired task.

Special Formula: n., Exempt infant formula and medical foods. Special Formula may be prescribed for the following medical reasons: metabolic disorders, inborn errors of amino acid metabolism, gastrointestinal disorders,

malabsorption syndrome, allergies / formula tolerance, nutritional / medical disorders, and medical conditions which contraindicate the use of iron fortified formulas.

SSN: See "Social Security Number."

State Agency: n., A group of workers that are responsible for the local WIC program statewide.

Statement: (A) n., A document showing credits and debits. (2) n., A statement of a person or concern's status with regard to money or wealth.

Store: n., A physical building located at a permanent and fixed site that operates as a food retailer or freestanding pharmacy.

Supplemental Foods: n., Foods that promote the health of individuals served by the WIC program as indicated by relevant nutrition science, public health concerns, and cultural eating patterns, including those foods containing nutrients determined by nutritional research to be lacking in the diets of pregnant women, breastfeeding women, postpartum women, infants, and children.

System Tools: n., A collection of utilities used to manage system settings for the following WIC applications: Financial Management, Vendor Management, and Client Management (a suite of applications that includes the Clinic, State Office, and Central Administrative Site applications). System Tools are accessible through the applications' toolbars and through the File menu.

T

Tab key: n., A key on a computer keyboard that is used to advance the cursor to the next tab stop.

TAFDC: See "Transitional Aid to Families with Dependent Children."

TANF: See "Temporary Assistance to Needy Families."

Temporary Assistance to Needy Families: n., A social welfare program (formerly AFDC or TAFDC) that provides temporary financial assistance to families with needy children who are deprived of support because of the absence or disability of one or both parents.

Termination: n., The act of terminating or the condition of being terminated. Also See "Vendor Termination" and "Participant Termination."

TIP Report: n., The Integrity Profile Report; an annual report about WIC vendors required by FNS that includes vendor characteristics, training, compliance activities, and sanctions.

Transitional Aid to Families with Dependent Children: See "Aid to Families with Dependent Children."

U

Universal Product Code: n., The standard bar code printed on retail merchandise. It contains the vendor's identification number and the product number, which is read by passing the bar code over a scanner.

UPC: See "Universal Product Code."

USDA: n., The United States Department of Agriculture, which funds and oversees the WIC program through the Food and Nutrition Service.

User ID: n., User Identification. Also see "User Name."

User Name: n., A sequence of characters, different from a password, that is used as identification and is required when logging on to a secure computer system or network.

V

Vaccination: n., Inoculation with a vaccine in order to protect against a particular disease.

Vaccine: n., A substance prepared from dead or living microorganisms that is introduced into the body through inoculation. The vaccine causes the development of antibodies, which produce immunity to the disease caused by the microorganism.

- Value Enhanced Nutrition Assessment:** n., An initiative, developed jointly by the Food and Nutrition Service (FNS) and the National WIC Association (NWA), to improve nutrition services in the WIC Program by establishing standards for the assessment process used to determine WIC eligibility and to individualize nutrition education, referrals, and food package tailoring. VENA is part of the larger process known as Revitalizing Quality Nutrition Services (RQNS) in WIC.
- VENA:** n., See "Value Enhanced Nutrition Assessment."
- Vendor:** n., A concern, such as a grocery store, where WIC food instrument checks or vouchers are redeemed; a grocery retailer authorized to accept WIC food instrument checks in exchange for WIC approved food items.
- Vendor Disqualification:** n., The act of disqualifying a WIC vendor. A vendor may be disqualified for violating the terms of the vendor agreement. When a vendor is disqualified, the vendor is suspended from participation and the vendor's agreement may be terminated in due course.
- Vendor Investigation:** n., A process to identify and investigate high-risk vendors. It includes the analysis of a vendor's redemption data and a review of complaints about the vendor. Compliance Buys and inventory audits are two primary means of investigation.
- Vendor Termination:** n., The act of terminating a WIC vendor. When a vendor is terminated, the vendor can no longer accept WIC food instrument checks in exchange for WIC approved food items. A vendor may be terminated for violating the terms of the vendor agreement. The following is a list of some of the reasons for which a vendor may be terminated: the actual or attempted sale or transfer of the vendor agreement, the WIC authorization, or WIC vendor number; the death of the vendor (if an individual); the voluntary or involuntary dissolution of a vendor Corporation, partnership, limited partnership, unincorporated association or firm; or being disqualified from participation in the WIC program. A vendor must reapply for participation after being terminated.
- Verification of Certification:** n., The document that is used to verify a WIC participant's Certification status. The document allows its bearer to continue receiving WIC benefits until the end of his or her Certification period when the participant transfers out of the local Agency.
- VOC:** See "Verification of Certification."
- Voucher:** See "Food Instrument."

W

- Waiting List:** n., A list used to track participants of low priority. Once a local WIC Agency has reached its maximum caseload, a freeze is placed on enrollment, and participants of low priority are placed on a waiting list. As program vacancies open up, participants are provided WIC benefits in the order of their priority level.
- Waiver:** n., An exemption or release from an obligation, rule, or penalty.
- Web:** See "World Wide Web."
- Web Browser:** n., A computer program that serves as a front end to the World Wide Web on the Internet. A computer program used to view HTML documents. For example, Internet Explorer, Navigator, Firefox, and Opera are widely used web browsers.
- Web Page:** n., A document consisting of an HTML file and any related files, located on the World Wide Web, and often hyperlinked to other documents on the Web.
- White (not of Hispanic origin):** n., A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.
- WIC Agency:** n., A public or private, nonprofit health or human service Agency or tribal health Agency which provides WIC health services, either directly, through contract, or through referral to a health provider.
- WIC Category:** n., WIC categories are used to categorize WIC participant's according to their needs. The WIC program serves the following five categories of participants: Infant, Child, Pregnant, Breastfeeding, and Non-breastfeeding.
- WIC Clinic:** n., A site designated by a WIC Agency as a location where WIC program services are offered. (Also known as a "Service Site.")

WIC Program: n., The Special Supplemental Food Program for Women, Infants and Children (WIC) [authorized by Section 17 of the Child Nutrition Act of 1966, as amended]; a federally funded program established under the Child Nutrition Act of 1966, amended, to provide supplemental foods, nutrition education, and access to health care for low-income pregnant, postpartum and lactating women, and infants and children up to five years of age. To qualify for WIC, applicants must meet categorical, income, and nutrition risk eligibility requirements.

Workstation: n., A desktop or laptop computer, sometimes attached to a network. A generic term for a user's machine (client machine).

World Wide Web: n., The complete set of documents (web pages) residing on all Internet servers that use the HTTP protocol, accessible to users through a simple point-and-click hypertext system.

Index

D	
Direct Distribution Training Manual Overview	1
Distribute Brand Food Items	8
Distributing Brand Food Items.....	12
F	
Food Package List Search	5
H	
Hardware Troubleshooting Tips.....	25
Keyboard Malfunction.....	25
Monitor Malfunction.....	25
Mouse Malfunction.....	25
Printer Paper Jam.....	26
How Do I...	
Distribute Brand Food Items.....	8
Redeem a Food Package List	7
Search for Food Package Lists.....	5
View the Details of a Food Package List.....	10
View the Distribution History of a Food Package List.....	9
M	
Manual Overview	1
O	
Overview	1
R	
Redeem Food Package List.....	7
S	
Searching for Food Package Lists.....	11
T	
Training Manual Overview	1
Training Scenarios	
Distributing Brand Food Items	12
Searching for Food Package Lists	11
Troubleshooting Tips (Hardware)	25
Keyboard Malfunction.....	25
Monitor Malfunction.....	25
Mouse Malfunction	25
Printer Paper Jam.....	26
V	
View Details.....	10
View Distribution History	9
W	
Windows XP Basics.....	15
01 - The Windows Desktop.....	16
02 - Icons	17
03 - Taskbar.....	18
04 - Start Menu	19
05 - Files and Folders.....	20
06 - Windows	21
07 - Control Panel	22
08 - Ending Your Session.....	23

