



WELCOME

To Michigan WIC



What is WIC?

- * WIC is a nutrition program that helps pregnant and postpartum people, infants and children through an important time of growth and development.
 - * WIC provides nutritious foods, nutrition education, breastfeeding and chestfeeding support and referrals to other community programs to improve and support clients' health and well-being.
 - * Clients receive support and education to have healthy pregnancies and get breastfeeding and chestfeeding off to a good start.
 - * Parents and caregivers learn about feeding and caring for their infants and young children.
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What can you expect from WIC?

NUTRITION EDUCATION

WIC offers support and guidance to help you feed and care for your family in a healthy way. Our nutrition staff and registered dietitians will work with you to meet your family's needs. We also offer online nutrition education at wichealth.org.

BREASTFEEDING AND CHESTFEEDING EDUCATION AND SUPPORT

WIC peer counselors, lactation specialists, classes and parent groups provide education and support. WIC can also help with using a breast pump and returning to work.

REFERRALS

WIC connects you with health care, immunizations and other community programs.

WIC FOODS

WIC provides healthy foods you and your family need.

EQUAL TREATMENT

WIC treats you with respect no matter your race, color, age, national origin, disability or sex.

TRANSLATION SERVICES

WIC can provide translation services if needed.

Who is eligible for WIC?

- * People who are pregnant, were recently pregnant, or are breastfeeding or chestfeeding. If you are lactating (feeding human milk), you can stay on WIC for one year after your baby is born. If you are not lactating, you can stay on WIC for six months.
- * Infants from birth to one year of age.
- * Children from one year of age to their fifth birthday.
- * Clients must live in Michigan and meet income guidelines.

What happens at your WIC appointment?

You and/or your child will need:

- * Proof of identity.
- * Proof of address.
- * Proof of income (Medicaid card, pay stub, W-2).

WIC will check to see if you and/or your child is eligible.

If eligible, you will:

- * Be measured for weight, height and hemoglobin.
- * Talk to nutrition staff about healthy eating for you and your family.
- * Receive an EBT card to purchase WIC-approved foods.
- * Make an in-person or online appointment every three months to continue receiving WIC foods and nutrition education.



What will you learn at WIC about nutrition?

PREGNANT AND POSTPARTUM PEOPLE

- * How to eat healthy during and after pregnancy.
- * How to breastfeed or chestfeed and why it is important.

INFANTS

- * How to feed and keep your baby healthy.
- * How to protect your baby's teeth.

CHILDREN

- * How to feed your child.
- * How to teach your child about healthy eating and physical activity.

Smoking, Alcohol and Drugs

People can be affected by substance use at any time. Smoking, alcohol and drugs can harm your baby and affect everyone in the family.

While Pregnant

Smoking, drinking alcohol or using drugs while you are pregnant can hurt you and your unborn baby. Using prescription and over-the-counter medicines incorrectly can also harm your baby. This includes medicines your doctor prescribed before you were pregnant, nonprescription drugs such as aspirin and cold or cough medicine. Check with your doctor before you take any medicines. Some of these problems can last a lifetime for you and your baby.

After Baby Comes

After your baby is born, stay drug-free. Your baby depends on you for love and care. Smoking, using alcohol or drugs or misusing prescription medicines can affect your parenting skills.

Need Help?

Talk to someone in the WIC office, a doctor or other health care or social service worker if you need help quitting smoking, alcohol or other drugs. They will know where to go for help.

Human Milk - The Perfect Food

Breastfeeding or chestfeeding helps your baby grow healthy and happy! Your milk is made just for your baby. It is all your baby needs for the first six months. Your milk changes to meet your baby's needs as they grow. It helps protect your baby from ear infections, colds and allergies. It can even reduce the chances of cancer, diabetes and sudden infant death syndrome (SIDS).

Breastfeeding and chestfeeding parents see health benefits too! It releases hormones in your body that:

- * Help you relax and bond with your baby.
- * Help you recover from labor more quickly.
- * Lower your risk for some cancers, type 2 diabetes and heart disease later in life.



What foods might I get with my Michigan WIC EBT Card?



MILK, CHEESE AND EGGS



PEANUT BUTTER AND DRY AND CANNED BEANS OR PEAS



YOGURT



WHOLE WHEAT PASTA



FISH



JUICE



SOY BEVERAGE



CEREAL



INFANT FOODS:
FRUITS, VEGETABLES,
MEATS AND CEREAL



FRESH FRUITS AND
VEGETABLES



SOFT CORN AND
WHOLE WHEAT
TORTILLAS



WHOLE WHEAT/WHOLE GRAIN
BREAD AND BUNS, BROWN RICE
AND OATMEAL



FROZEN AND CANNED
FRUITS AND
VEGETABLES

What WIC expects of you:

KEEP APPOINTMENTS

Please call your WIC clinic if you need to reschedule.

COMMON COURTESY

Treat WIC staff with respect and courtesy.

HONESTY

Always provide accurate information to WIC staff. If information provided is not true, you may be taken off the program, have to pay back money for food you should not have received or face legal charges.

USE THE MICHIGAN WIC EBT CARD CORRECTLY

- * Shop at WIC-approved stores.
- * Buy only the foods listed on your WIC Shopping List.
- * Use the WIC EBT Card between the dates listed on your WIC Shopping List.
- * Do not return WIC foods for cash or credit, sell the WIC EBT Card or sell WIC foods.
- * Keep your WIC EBT Card safe. If your WIC EBT Card is lost or stolen, contact Customer Service at **888-678-8914**.

Children Who Stay on WIC Until Age 5:

- 1.** Receive fruits and vegetables, milk and other healthy foods.
- 2.** Have better growth and development.
- 3.** Are well-prepared for school.
- 4.** Develop healthy eating habits.
- 5.** Have more links to health care and other helpful services.



How do I use my Michigan WIC EBT Card at the grocery store?

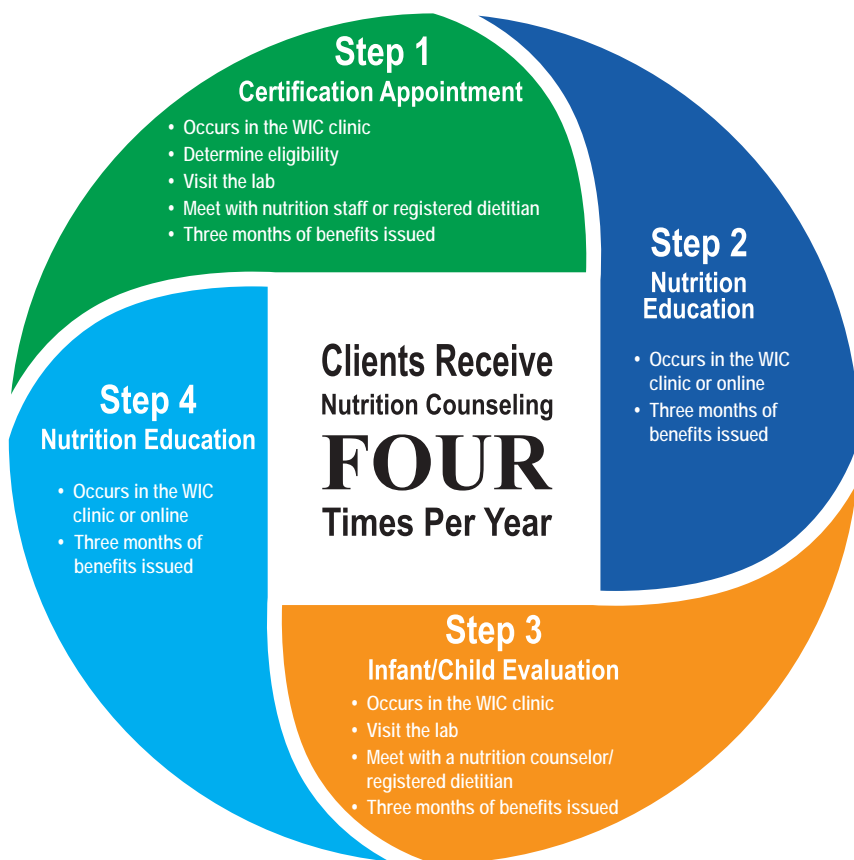




- ① Use your WIC Shopping List and Food Guide when shopping with your WIC EBT Card. See the section “What is my current food balance?” on page 11 for more information.
- ② Select the WIC food items you want to buy. Pay close attention to the approved brands, products and sizes.
- ③ In some stores you may have to look for a designated WIC EBT checkout lane.
- ④ It can be helpful to separate your WIC-approved food items from your other groceries at checkout.
- ⑤ Tell the cashier you are using your WIC EBT Card.
- ⑥ You or the cashier will swipe your card.
- ⑦ Enter your 4-digit PIN.
- ⑧ Give the cashier any manufacturer or store coupons.
- ⑨ The cashier will scan each item to make sure it is available for purchase with your benefits.
- ⑩ If your fruit and vegetable purchase total is more than your cash value benefit amount, you can pay the difference with another form of payment such as cash, credit, debit or SNAP.
- ⑪ The cashier will give you a WIC EBT receipt. Make sure you have your card and receipt when you leave the store.

✱ *Remember, WIC food items and infant formula cannot be returned or exchanged for cash or other products.*

One Year of WIC



You will need to renew your WIC certification yearly, as applicable.

What happens if you move?

Please contact your WIC clinic staff if you plan to move or change your address. To find the nearest Michigan WIC clinic download the free WIC Connect app, visit Michigan.gov/WIC or call 211.

When do I call Customer Service?

888-678-8914 (TTY 711)

- * Call if your card is lost or stolen. Always call as soon as you notice that your card is gone.
 - * Call if your card is damaged or will not work.
 - * Call if someone is using your card without your permission.
 - * Call if you forget your PIN or would like to change your PIN.
 - * Call if you have questions or need help with your card.
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What is my current food balance?

You can find your WIC food balance by:

- * Using the WIC Connect app.
 - * Checking your last store receipt.
 - * Running a balance inquiry at the store checkout.
 - * Visiting www.ebtEDGE.com.
 - * Calling Customer Service at **888-678-8914**.
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What if I forget my PIN?

If you forget your PIN, call Customer Service at **888-678-8914** or visit www.ebtEDGE.com to choose a new PIN. You should choose four numbers that are easy for you to remember, but hard for someone else to guess.

What if I enter the wrong PIN?

If you enter the wrong PIN, you have three more chances to enter the correct number. If the correct PIN is not entered on the fourth try, your card will lock. You may reset your PIN or the card will unlock automatically at 12:01 a.m. EST the next day.

What if the store doesn't have my WIC foods?

Grocers are not allowed to give rain checks for WIC foods. If a grocery store is often out of the foods listed on your WIC Shopping List, speak with the store manager. If you still have concerns, call your local WIC clinic.

Call your WIC clinic:

- * If you have questions about nutrition or breastfeeding.
- * If you can't keep your next appointment.
- * If your name, address or phone number changes.
- * If you have questions about your WIC EBT Card.

** Your feedback is important to us. Please contact us with comments or concerns.*

Find a WIC clinic:

To find the nearest Michigan WIC clinic download the free WIC Connect app, visit Michigan.gov/WIC or call 211.



Questions about WIC fraud:

Please let us know if you think someone is committing fraud or abusing the Michigan WIC program by calling **800-CALL-WIC (800-225-5942)** or emailing wicfraudinvestigations@michigan.gov.

WIC EBT Card Customer Service:

888-678-8914 (TTY 711)

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
- (2) fax: (833) 256-1665 or (202) 690-7442; or
- (3) email: Program.Intake@usda.gov

This institution is an equal opportunity provider.

DCH-1200 12/24