

# Welcome to WIC



Shopping With  
Your California WIC Card



# Welcome to WIC

WIC is a Nutrition Program that serves people who are pregnant, who have recently been pregnant, infants, and children up to their 5th birthday.

Moms, dads, grandparents, foster parents, other caregivers, and guardians may apply for the children they are raising. Many working families, including military and migrant workers, as well as families that have private health insurance, are surprised to learn that they qualify for WIC.

WIC provides a variety of nutritious foods, nutrition education, support for breastfeeding, and referrals to other services in your community.





# About Your WIC Appointment

When enrolling in WIC or recertifying for WIC benefits, WIC staff will ask for information to make sure you are eligible.

WIC staff may ask you to bring your infant or child to the WIC office. They may also ask you to provide:

- Identification
- Proof of your address
- Proof of your family's household income
- Proof of pregnancy
- Medical forms filled out by your health care provider

At your WIC appointment you will participate in a group or individual nutrition education class. You will receive WIC food benefits each month. Many WIC offices offer video appointments and online education as well.



# What if I Cannot Keep My WIC Appointment?

Call your local WIC office to reschedule.

You also can choose a person to do your WIC appointments for you. This person is called a caretaker. WIC staff will need to know the name of your caretaker to put in your WIC file.

## **Your WIC caretaker:**

- Must show identification to the WIC office staff
- Can complete recertification or follow-up appointments for you
- Can shop for you



# Using Your California WIC Card

You will receive a reusable California WIC Card from your WIC office. All your family's WIC food benefits are together on one WIC Card. The WIC Card is like a debit card and makes shopping easy. Keep your WIC Card safe. Never throw it away. Always bring your WIC Card to the grocery store when shopping for WIC foods.



**Always bring your WIC Card to the grocery store when shopping for WIC foods.**

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## Your Personal Identification Number (PIN)

When you get your California WIC Card, you need to choose a 4-digit Personal Identification Number or PIN. Use your PIN with your WIC Card every time you shop for your WIC foods. Choose a PIN that is easy for you to remember and hard for others to guess.



## Keep your PIN safe:

- Do not write your PIN on your WIC Card or anything you keep with your WIC Card.
- Do not share your PIN with others. If you have someone shop for you, share your PIN only with a person that you trust.
- Do not share your PIN with any store staff.
- Carefully enter your PIN at the store. You have 4 chances to enter it correctly. After 4 tries, your WIC Card will be locked and you will not be able to get your WIC foods. Call the toll-free customer service number 1-844-4MY-FAMILY (1-844-469-3264) on the back of your WIC Card to reset your PIN.



**When someone learns your PIN without your approval, you will need to change your PIN. If someone takes your WIC Card and knows your PIN, they could get your WIC foods.**

**4**  
—

**1**  
—

**8**  
—

**2**  
—

# Your WIC Food Balance



Your WIC Food Balance shows the foods and the amounts available to your family every month. As you shop and use your WIC foods, your Food Balance will change. Be sure to shop for all of the foods in your WIC Food Balance before they expire.

## There are many ways to find your WIC Food Balance:



Use the free California WIC App on your smart phone.



Get a printout at your WIC office.



Look at your store receipt from your last shopping trip.



Ask the cashier or customer service desk at the store to print out your WIC Food Balance.



Call the toll-free customer service number on the back of your WIC Card, 1-844-4MY-FAMILY or 1-844-469-3264.



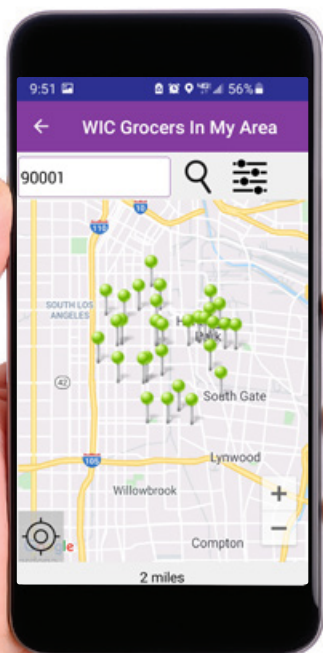
**Pay close attention to the start and end dates of your family's food benefits. Your WIC food benefits are good for about 30 days and expire at midnight on the end date. Benefits do not carry over to the next month.**



## Finding a WIC Authorized Store

Use your WIC Card only at stores authorized to accept WIC. To find a WIC authorized grocery store:

- Use the free California WIC App on your smart phone.
- Go online to [www.MyFamily.WIC.ca.gov](http://www.MyFamily.WIC.ca.gov).
- Look for the WIC Card sign near the front door or window of the store.





## At the Store

You can use your WIC Card to get just what you need at each shopping trip. There are several ways to check the brands, sizes, and types of WIC foods you can get:

- Use the free California WIC App to scan the barcode and see if the food is available in your benefit balance.
- Look at your WIC Shopping Guide.
- Ask a store employee for help.



**Separate your WIC foods from your non-WIC items as you shop. Keeping your WIC foods separate will make checking out easier. Some stores may have to scan your WIC foods first.**

# Checking Out at the Grocery Store

Stores have slightly different checkout systems. Follow the instructions from the cashier at your store.

## Start your checkout:



Separate your WIC foods from your non-WIC items. Some stores may need to scan your WIC items first.



Ask the cashier when to swipe your WIC Card and enter your PIN.



Always swipe your WIC Card first before using other forms of payment, such as CalFresh, debit card or cash.



Pay close attention as the cashier scans each WIC item.

## After the cashier scans all your items:



Wait for the cashier to give you a receipt or show you a screen to review. You will see a list of all items that will be paid for with your WIC benefits.



Tell the cashier if you want to put back any items not listed or if you want to use a different type of payment.



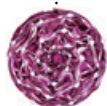
Confirm the WIC purchases using the keypad on the card machine.



Give the cashier your store loyalty card and any coupons you have.



Pay for any non-WIC items using another form of payment.



Wait for the cashier to complete the sale and give you a final receipt. Save your receipt in a safe place, such as your wallet.

# Reading Your Receipt

SAMPLE STORE  
123 ANY STREET ADDRESS  
ANYTOWN, CA, 99999

TERMINAL ID: 123  
MERCHANT TERM ID: NEW123456  
CLERK ID: 999  
DATE & TIME: 4/12/2024 11:05AM  
SEQ NUMBER: 005  
CARD: \*\*\*\*\*1234  
AUTH CODE: 123456

## WIC PURCHASE

QTY	UNITS	DESCRIPTION	PRICE
16.00	OZ	CHEESE, REGULAR	
		1 @ \$4.99	4.99
16.00	OZ	WHOLE WHEAT TORTILLA	
		1 @ \$2.99	2.99
1.00	DOZ	EGGS	
		1 @ \$2.79	2.79
2.97	\$\$\$	FRUITS & VEGGIES CVB	
=====			
PURCHASE SUBTOTAL			13.74
DISCOUNTS APPLIED			0.50
=====			
APPROVED PURCHASE TOTAL			13.24

BALANCE DUE — \$0.00

BENEFITS EXPIRE ON 04-27-2024

## \*\*\*REMAINING WIC BENEFITS\*\*\*

QTY	UNITS	DESCRIPTION
16.00	OZ	WW BREAD OR GRAINS
36.00	OZ	BREAKFAST CEREAL
3.00	GAL	LOWFAT MILK (1% FAT)
32.00	OZ	YOGURT
1.00	CTR	PB OR BEANS
128.00	OZ	JUICE—ALL CATEGORIES
6.03	\$\$\$	FRUITS & VEGGIES CVB

\*\*\*CARDHOLDER COPY\*\*\*

\*\*\*PLEASE SAVE THIS RECEIPT\*\*\*



**WIC Purchase** is the WIC foods you buy.

**Discounts Applied** is any discount for coupons or store loyalty card.

**Benefits Expire** is the last day you can get the rest of your WIC foods. Your food benefits will expire at midnight on that day.

**Remaining WIC Benefits** is the WIC Food Balance for your family.

**Fruits and Veggies CVB** is the dollar amount of cash benefit fruits and vegetables for your family.



**Your receipt may look different.**



## Protect Your WIC Card

- Keep your WIC Card in a safe place, such as your wallet.
- Do not bend your WIC Card.





# Getting Help With Your WIC Card and PIN

Call the toll-free customer service number on the back of your WIC Card, 1-844-4MY-FAMILY (1-844-469-3264), to:

- Report your card lost, stolen, or damaged, and then call your WIC office to get a new card.
- Unlock your WIC Card after 4 wrong PIN tries. Or, you can wait until after midnight for the PIN to reset.
- Get your WIC Food Balance.
- Change your PIN.

The customer service number is available to help you 24 hours a day, 7 days a week. Keep this number somewhere separate from your WIC Card.



# Call Your WIC Office

- To answer specific questions about your WIC benefits and the WIC Card.
- To replace your WIC Card if it has been lost, stolen, or damaged.
- To report WIC foods you thought were authorized, but did not go through. You can also call 1-800-852-5770.

## Contact Information and Resources



### Free California WIC App

WIC Card toll-free customer service number to reset PIN, report lost, stolen, or damaged cards:  
**1-844-4MY-FAMILY** or **1-844-469-3264**



General WIC Card questions:  
**1-800-852-5770**

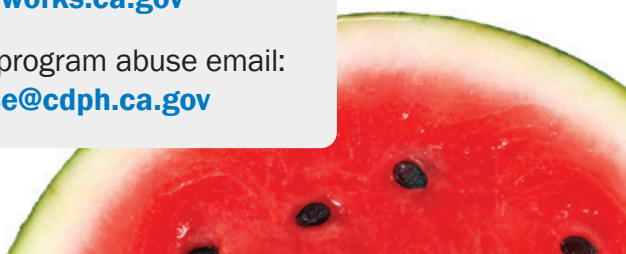
Local WIC office: check the WIC App or  
[www.MyFamily.WIC.ca.gov](http://www.MyFamily.WIC.ca.gov) for the phone number.



California WIC Family Website:  
[www.MyFamily.WIC.ca.gov](http://www.MyFamily.WIC.ca.gov)

General WIC Information:  
[www.wicworks.ca.gov](http://www.wicworks.ca.gov)

Fraud or program abuse email:  
[WICabuse@cdph.ca.gov](mailto:WICabuse@cdph.ca.gov)



# Easy Cheesy Burritos

*Makes 2*

## Ingredients:

- 2 eggs
- 2 tablespoons water
- salt and pepper to taste
- 1 tablespoon oil
- 2 small whole wheat tortillas
- $\frac{1}{4}$  cup shredded cheese
- $\frac{1}{2}$  cup prepared salsa

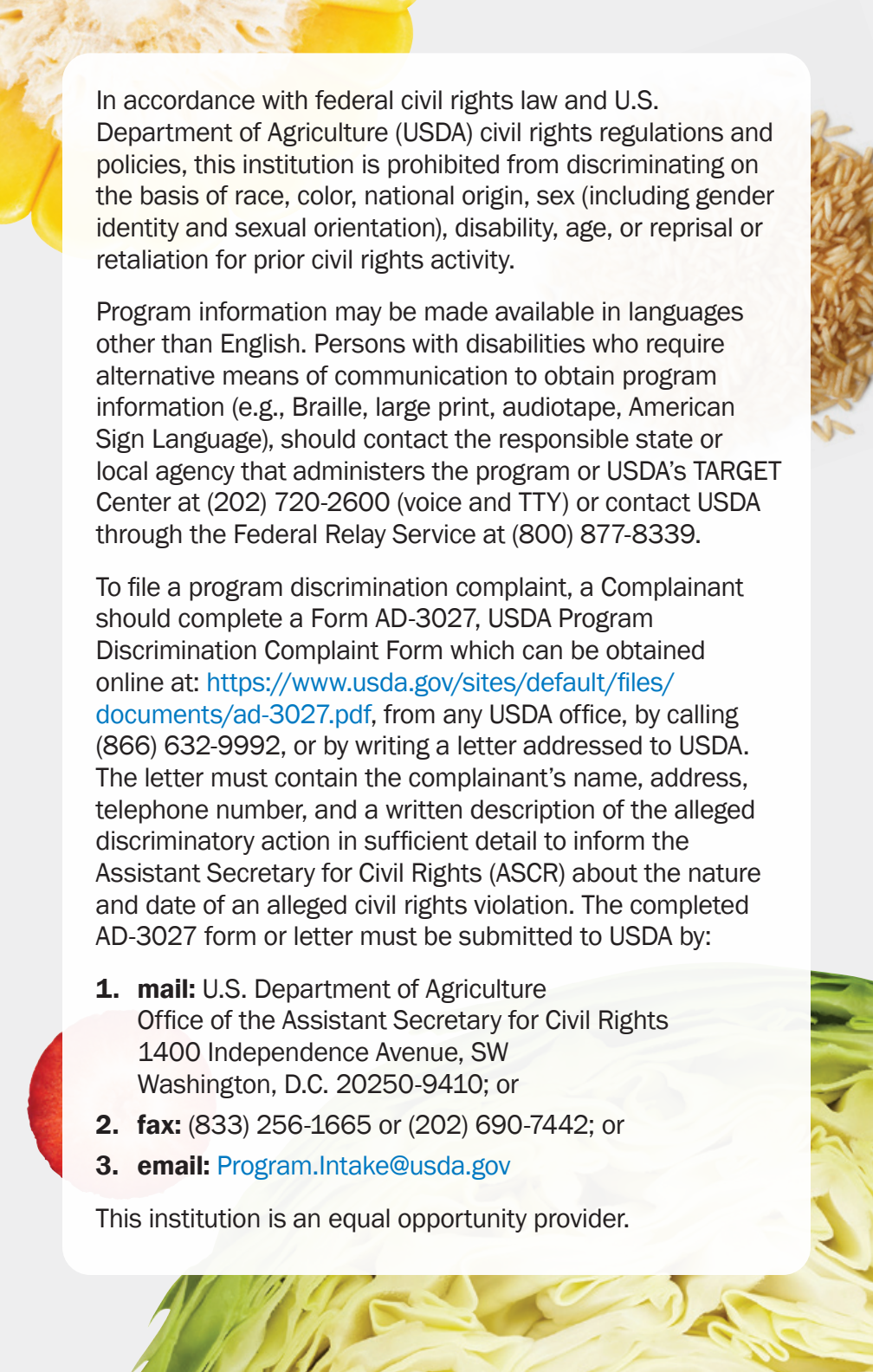


## Directions:

1. In a small bowl, stir together eggs, water, salt, and pepper. Set aside.
2. Sprinkle each tortilla with  $\frac{1}{2}$  of the cheese.
3. In a pan, warm oil over medium-high heat. Pour in egg mixture. Stir gently until cooked through and no liquid egg remains.
4. Spoon eggs onto tortillas, dividing equally between the two tortillas. Roll up like a burrito.
5. In a clean pan over medium-high heat, lightly brown egg burritos to melt the cheese and toast tortillas.
6. Serve burritos with salsa.

Adapted from Health eKitchen on [wichealth.org](http://wichealth.org)

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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](mailto:Program.Intake@usda.gov)

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**California Department of Public Health, California WIC program**  
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**1-800-852-5770 | [MyFamily.WIC.ca.gov](https://www.MyFamily.WIC.ca.gov)**

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