North Carolina WIC Program Manual
Glossary and Abbreviations

The purpose of this glossary is to serve as a quick reference for terms, topics, or abbreviations and acronyms found within the North Carolina WIC Program Manual.

applicant	pregnant women, breastfeeding women, postpartum women, infants, and children who are applying to receive WIC benefits; applicants include individuals who are currently participating in the program but are re-applying because their certification period is about to expire
authorized product list	the list of universal product codes (UPCs) and product look-up (PLU) codes for WIC supplemental foods, fruits and vegetables that are authorized for purchase by WIC customers; often abbreviated as APL
breastfeeding	the practice of feeding a mother's breastmilk to her infant(s) on the average of at least once a day
breastfeeding woman	*(WIC category)* a woman up to one year postpartum who is breastfeeding her infant(s)
breastfeeding peer counseling program	an adjunct program to WIC program services that provides peer to peer breastfeeding education and support.
cardholder	the individual whose information is linked to the eWIC card; the Participant/ Parent/Guardian/Caretaker, or foster child can be designated as the cardholder
cash-value benefits	a fixed-dollar amount or electronic benefit transfer card or other document which is used by a participant to obtain authorized fruits and vegetables; often abbreviated as CVB
categorical eligibility	an individual who meet the definitions of pregnant women, breastfeeding women, postpartum women, or infants or children
certification	the process in which implementation of criteria and procedures is used to assess and document each applicant's eligibility for the Program
certification period	a period of WIC enrollment lasting up to one year from the date of certification dependent on WIC category
child	*(WIC category)* an individual one year of age up to their fifth birthday
competent professional authority	an individual on the staff of the local agency authorized to determine nutritional risk of and prescribe supplemental foods to a WIC participant; often abbreviated as CPA

contact	direct communication between WIC staff and participant, parent/guardian, or caretaker; methods may include phone calls, home visits, hospital visits, group classes; excludes automated communications e.g. text messages
contract brand infant formula	approved infant formulas produced by the manufacturer awarded the infant formula cost containment contract
Crossroads	proprietary, web-based management information system (MIS) designed and used for WIC operations including client services and vendor management
day	calendar day as opposed to operational business day
documentation	the presentation of proof which may be used for verification of statements made by an applicant or participant or a person applying on behalf of an applicant
dual participation	simultaneous participation in the WIC program in one or more than one WIC clinic(s), or participation in the WIC Program and in the Commodity Supplemental Food Program during the same period of time
electronic benefit transfer	a method that permits electronic access to WIC food benefits using a plastic card with a magnetic strip, abbreviated as EBT; in North Carolina this system is called eWIC
exempt infant formula	an infant formula not included in the infant formula cost containment contract which requires medical documentation for issuance
family / economic unit	a group of related or unrelated persons sharing financial and other resources living in the same household; except residents at a homeless shelter or institution
federal fiscal year	a period of twelve consecutive calendar months beginning October 1 of any calendar year and ending September 30 of the following year
food benefits	the supplemental foods issued to a WIC participant from the WIC program for a selected month
food benefit balance	unspent food benefits for the current month that are available to purchase by the cardholder
redeemed food benefits	the benefits that have been exchanged by the WIC customer after the First Date to Spend and before the Last Date to Spend
food instrument	a check or electronic benefits transfer card used by a participant to obtain supplemental foods

food package	a standardized grouping of supplemental foods designated by a participant's category that is prescribed and modified as warranted by the CPA
fully breastfeeding	status of a breastfeeding woman and infant whose infant receives no formula from WIC; this designation drives the WIC food packages for the breastfeeding dyad
health care provider	a licensed/certified practitioner with prescriptive authority within the state of North Carolina (physician, physician extender such as physician assistant or nurse practitioner, or certified nurse midwife)
health services	ongoing, routine pediatric and/or obstetric care (such as infant and child care and prenatal and postpartum examinations) or referral for treatment
homeless individual	a woman, infant or child who lacks a fixed and regular nighttime residence or whose residence is limited to a temporary living accommodation
human milk	milk sourced directly from the breast
infant	*(WIC category)* an individual under one year of age
local agency	a public or private, nonprofit health or human service agency which provides health services
maximum monthly allowance	the maximum quantities of supplemental foods allowed each month; maximum quantities differ per food item depending on the participant's age and food package; often abbreviated as MMA
mid-certification assessment	the follow-up nutrition assessment and plan of nutrition care conducted five to seven months following the initial or subsequent certification
migrant farmworker	an individual whose principal employment is in agriculture on a seasonal basis, who has been so employed within the last twenty-four months, and who establishes, for the purposes of such employment, a temporary abode
mobile site	see *satellite operation*
non-contract brand infant formula	milk-based or soy-based formula not covered by an infant formula cost containment contract awarded by that State agency and therefore is unable to be issued to participants
nutrition education	individual and group sessions and the provision of information and materials that are designed to improve health status and achieve positive change in dietary and physical activity habits, and that emphasize the relationship between nutrition, physical activity, and health, all in keeping with the personal and cultural preferences of the individual

nutritional risk	nutritionally related medical condition, diet deficiency, environmental situation, or other condition that directly affects the nutritional health of an individual
nutrition risk criteria / code	a sequenced list of nutritional risks, published by the USDA and adopted by the NC WIC Program, used to adequately assign nutrition risk eligibility for the WIC Program based on findings during the nutrition assessment; nutrition risk codes may be added at any time as they arise and are not limited to the certification nutrition assessment
nutrition services and administration costs	direct and indirect costs, except of food costs, which state and local agencies determine to be necessary to support program operations; often abbreviated as NSA
partially breastfeeding	status of a breastfeeding woman and infant whose infant receives some WIC infant formula, but less than the maximum monthly allowance (MMA); this designation drives the WIC food packages for the breastfeeding dyad
participant	pregnant women, breastfeeding women, postpartum women, infants and children who receive food benefits; infants who do not receive food benefits but whose breastfeeding mother receives food benefits; breastfeeding women who do not receive food benefits but whose infant receives food benefits
participant violation	any deliberate action of a participant, parent or caretaker of an infant or child participant, or proxy that violates federal or state statutes, regulations, policies, or procedures governing the WIC program
participation	the sum of WIC participants (*see above)* during a reporting period
peer counselor	mothers who have personal experience with breastfeeding and are trained to provide counseling and assistance to other mothers with whom they share various characteristics, such as language, race/ethnicity, and socioeconomic status.
postpartum woman	*(WIC category)* an individual up to six months after the end of a pregnancy who is not breastfeeding
pregnant woman	(*WIC category*) an individual determined to have one or more fetuses in utero
priority levels	participant categories arranged by assumed level of nutritional risk
proxy	any person designated by a participant, parent/guardian or caretaker of an infant or child participant, who is authorized to obtain and redeem food

	benefits on behalf of the participant
referrals	the process of identifying a participant's needs and directing the participant to corresponding services or programs
telehealth	the use of two-way real-time interactive audio and video to provide and support health care services when participants are in different physical locations
satellite operation	a local agency facility which routinely operates in the same location two days per week or fewer
signature	a handwritten (wet) signature on paper or an electronic signature
state fiscal year	a period of twelve consecutive calendar months beginning July 1 of any calendar year and ending June 30 of the following year
subsequent certification	the process for assessing the eligibility of an applicant who is currently or has previously participated in the WIC Program
vendor	a business entity operating one or more stores authorized by the State agency to provide authorized supplemental foods to participants under a retail food delivery system
vendor violation	any intentional or unintentional action of a vendor's current owners, officers, managers, agents, or employees (with or without the knowledge of management) that violates the vendor agreement or Federal or State statutes, regulations, policies, or procedures governing the Program
verification	a process whereby the validity of the documents presented is checked through another source; e.g. employer verification of wages, or local DSS office verification
WIC customer	participant, parent/guardian or caretaker of an infant or child participant, proxy for the eligible participant, or a compliance investigator who transacts food benefits at a vendor in exchange for WIC supplemental food
WIC staff	employees whose time worked is allocated to the WIC budget; staff may include WIC directors, nutritionists, breastfeeding coordinators, administrative staff, lab technicians, translators, etc.
WIC-eligible nutritionals	products specifically formulated to provide nutritional support for individuals with a medical condition when the use of conventional foods is precluded, restricted, or inadequate; these products require medical documentation for issuance

AAP	American Academy of Pediatrics
APL	Approved Product List
BFPC	Breastfeeding Peer Counseling
CACFP	Child and Adult Care Food Program
CNSS	Community Nutrition Services Section
CPA	Competent Professional Authority
CSD	Customer Service Desk
CVB	Cash-Value Benefits
DBE	WIC Designated Breastfeeding Expert
DCFW	Division of Child and Family Well-Being
DHHS	United States Department of Health and Human Services
EBT	Electronic Benefit Transfer
FMNP	Farmer's Market Nutrition Program
FNA (formerly FNS)	Food and Nutrition Administration (effective 6/1/2026); formerly Food and Nutrition Service
GAO	General Accounting Office
HIPAA	Health Insurance Portability and Accountability Act
IBCLC	International Board Certified Lactation Consultant
IHS	Indian Health Service (of the US Department of Health and Human Services)
LA	Local Agency
LATCH	WIC Lactation Area Training Center for Health
LEP	Limited English Proficiency
MIS	Management Information Systems (Crossroads in North Carolina)
MMA	Maximum Monthly Allowance
NCAC	North Carolina Administrative Code

NSA	Nutrition Services and Administration
NVRA	National Voter Registration Act (of 1993)
OIG	Office of the Inspector General (of the USDA)
PC	Peer Counselor
PCPM	Peer Counselor Program Manager
PLU	Product Look Up (code)
RLT	Regional Lactation Trainer
RNC	Regional Nutrition Consultant
SNAP	Supplemental Nutrition Assistance Program; formerly known as the Food Stamp Program
UPC	Universal Product Code
USDA	United States Department of Agriculture
WCHS	Women's and Children's Health Section
WEN	WIC-Eligible Nutritionals
WHO	World Health Organization
WIC	Special Supplemental Nutrition Program for Women, Infants, and Children
WPM	WIC Program Manual

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