Vendor Management

Vendor Training 2010

Local WIC Contact Information

- Local Agency Contact
- Number of Participants
- Local Agency Serves
- Name of Clinic
- Mailing Address of Clinic
- Local Agency Contact Name
- Days Available
- Phone Number
- Hours Available

State WIC Contact Information

State Agency Contact

ISDH – WIC

2 N. Meridian St., 8B

Indianapolis, IN 46204

Phone: 800-522-0874 or E-mail: **inwic@isdh.in.gov**

General Vendor Information: http://www.in.gov/isdh/24780.htm

Vendor Team

- Doug Cooper 317-234-2258 dcooper@isdh.in.gov
- Phil Grebe 317-233-5587 pgrebe@isdh.in.gov
- Fred James 317-233-7938 fjames@isdh.in.gov
- Dan Labus 317-233-5586 dlabus@isdh.in.gov
- Doug Wray 317-234-7250 dowray@isdh.in.gov

Training site: **www.wictraining.com**

What is WIC?

- WIC stands for Women, Infants, and Children nutrition.
- WIC is a partnership between the United States Dept. of Agriculture (USDA), the Indiana State Dept. of Health (ISDH), and local sponsoring agencies to provide nutrition supplement to pregnant women, breastfeeding women, postpartum women, infants, and children up to the age of 5.
- Indiana WIC spends approximately $120 million in food purchased through authorized vendors.
- Indiana WIC will be Electronic Benefit Transfer (EBT) ready by 2015. Statewide EBT transactions should occur by 2020.

WIC Food Card

- Updated once a year.
- Products selected meet USDA nutrition standards.
- Selection criteria:
  - Participant Survey
  - Price
  - Availability
  - Distribution

Shelf Tags and Food Cards

2011 Food Card and Shelf Tags will be blue.

- The 2011 year begins October 1, 2010.

- WIC Participants will receive English or Spanish Food Cards.
- The Food Card provides a description of approved foods, maximum quantities, brand images, and not included information.
- Only foods listed on the Food Card may be purchased with WIC checks.

Shelf Tags and Food Cards, Cont'd.

- Vendors may not require WIC participants to purchase specific brand.
- WIC participants must purchase from the variety of brands listed on the Food Card.
- Food images on the Food Card may not always be accurate if the manufacturer changes packaging or brand image.
  - Reminder: Every product sold in a food category is not covered by WIC. Sometimes only a narrow range of sizes or ounces are allowed. Please train cashiers to check food items against the 2011 Food Card.

Shelf Tags

- Shelf tags are provided to identify authorized food for the vendor and WIC participant.
- The WIC acronym is registered with the U.S. Patent and Trademark Office. Vendors are not permitted to use any other shelf tag for WIC approved foods.
- New shelf tags should be on shelves beginning October 1, 2010.
- Shelf tags must be displayed at all times on stocked food items. Replacements are available from your local WIC agency.

WIC Food Groups

- Cereal
- Juice
- Dairy
- Eggs
- Dry and Canned Beans
- Peanut Butter
- Bread, Tortillas, and Brown Rice
- Fresh and Frozen Fruits and Vegetables
- Tuna, Salmon, and Sardines
- Infant Cereal
- Baby Food
- Formula

Food Card Changes FY 2011

- Changes are effective October 1, 2010, through September 30, 2011.
- Note: Food Card changes will affect some check messages.
- Foods Added:
  - Canned Beans
    - Black
    - Great Northern
- Frozen Fruits and Vegetables (Organic fresh or frozen fruits and vegetables are the only organic products allowed.)
    - Fruit (without added sugar)
    - Vegetables
      - without added sugars, fats, or oils
      - no white potatoes
    - Purchased with CVV

Food Card Changes FY 2011, Contd .

New Foods:

- Bread
  - Schnuck's 100% whole wheat
  - Best Choice 100% whole wheat
- Soft Tortillas
  - Best Choice whole wheat and corn
  - Don Pancho whole wheat and white corn
  - LaBurrita yellow corn
  - Ortega whole wheat
  - Mission whole wheat
- Baby Food
  - Beech-Nut only

Food Card Changes FY 2011, Cont'd.

Food Changes:

- Brown Rice
  - Any brand up to 16 oz., box or bag
  - instant, quick, or regular
- Fish: Can or pouch, any size
- Cheese: Purchase any combination 8 oz. to 16 oz.
- Eggs: Any size, white or brown
- Milk: Any brand milk (no longer least expensive)
- Beans, Peas, & Lentils (cans, any combination not to exceed 64 oz.): Fat-free Refried Beans

Foods Deleted FY 2011

- Formula: LIPIL (removed from Enfamil products) and LIPIL with Iron
- Cereal: Dora
- Juice: 64-oz. pineapple juice
- Tortilla: Santa Fe

Cheese

Cheese purchased from 8-ounce up to a 16-ounce package and may be sliced, blocked, shredded, cubed, string, stick, crumbled, or individually wrapped.

NOT INCLUDED:

Cheese food, cheese product, spreads, substitutes, or unapproved cheeses.

Redeeming WIC checks and CVVs

1. Ask to see the WIC ID folder.
   a. Don't redeem checks without an ID folder. It lists everyone who is authorized to redeem checks.
   b. No other ID is needed.

2. Redeem one check at a time.
   a. Participants are instructed to separate WIC foods from other purchases & also by individual WIC check. If they don't separate foods, ask them to do so.

Redeeming WIC checks and CVVs, Cont'd.

3. Look at the check.
   a. If today's date is not within the dates of use on the check, or the check has been altered, tell the participant that you cannot redeem the check.
   b. Compare the foods listed on the check with the foods grouped with the check. They must match the check.
   c. If they match, scan the foods and complete the transaction by writing in the dollar amount of the purchase, today's date, and your initials or ID number. Then go to the next check.
   d. If a food is not WIC approved and the scanner rejects it, then work with the participant to get the correct food, or the participant may choose to do without the item.
   e. If the food is allowed by the WIC Approved Food Card, but the scanner rejects it, override the scanner to allow the food for WIC purchase. Report the scanner programming error for correction.

Redeeming WIC checks and CVVs, Cont'd.

4. Have the participant sign each check to complete the transaction.
   a. Must use dark ink and be in the signature block on the check.
   b. Verify that the signature matches one of the signatures on the ID folder.

5. Provide a customer receipt that has been marked "WIC".

   Note:

   On Cash Value Vouchers (CVV), never write in a dollar amount higher than the maximum dollar amount listed on the check. Participants may pay any dollar amount over the maximum listed on the check.

Redeeming WIC Checks and CVVs, Cont'd.

- WIC Checks may include a specialized food such as a prescription formula.
- Only the food listed on a check is allowed. Nothing may be substituted for that food.
- All WIC approved infant formula has iron. The label and check may no longer include the message "with iron."

Cash Value Voucher

- **Cash value voucher (CVV)** is a check with a fixed dollar amount used by WIC participants to purchase fruits and vegetables.
- Redemption rules for CVVs are the same as checks.
  - Fresh and frozen are allowed.
  - CVV values will be $6, $10, or $15 in the quantity box.
  - CVVs may not be cashed for more than the dollar amount printed.
    - WIC participants may pay the over amount.
    - Cash back or gift certificates are not allowed.

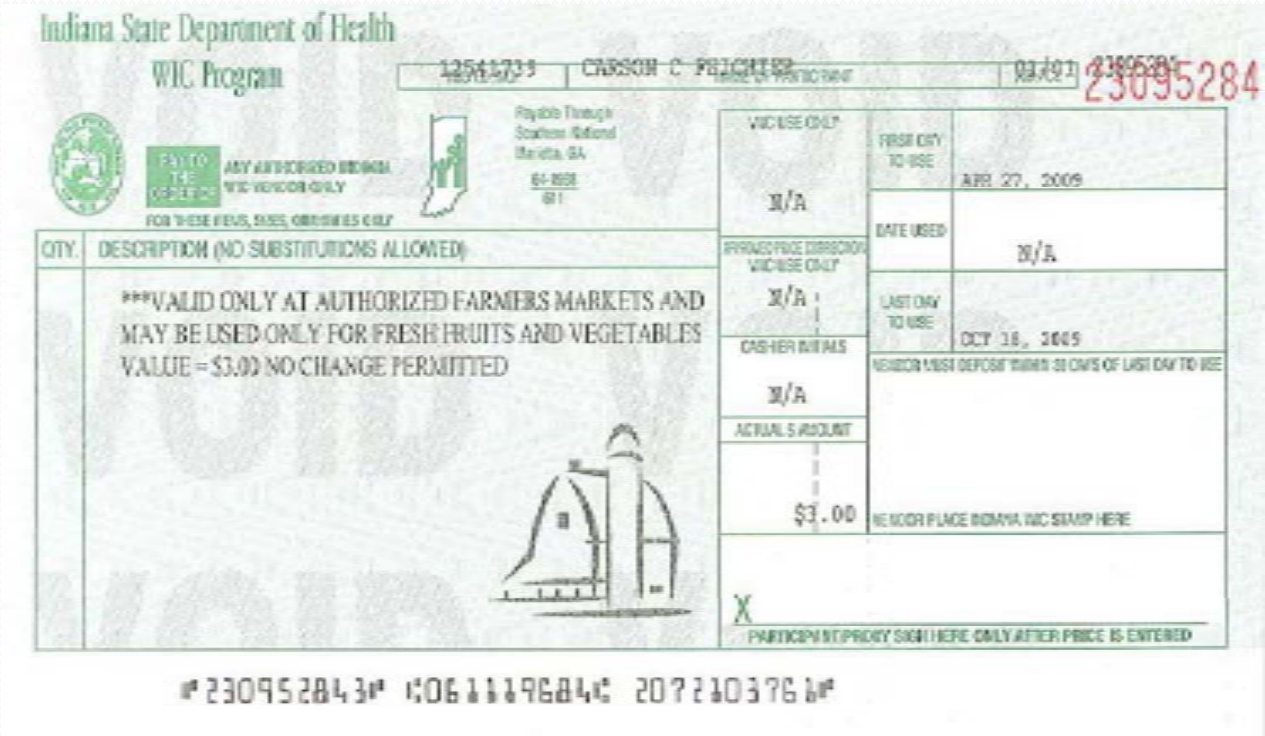
Farmers Market Checks

Below is a copy of a Farmers' Market Check.

a. These are only valid at Farmers' Markets.

b. Grocery stores may not redeem these checks.

c. The dollar amount is $3.00.


Indiana State Department of Health
WIC Program
23095284
QTY.
DESCRIPTION (NO SUBSTITUTIONS ALLOWED)
***VALID ONLY AT AUTHORIZED FARMERS MARKETS AND MAY BE USED ONLY FOR FRESH FRUITS AND VEGETABLES VALUE = $3.00 NO CHANGE PERMITTED
FIRST DAY TO USE
APR 27, 2005
DATE USED
N/A
LAST DAY TO USE
OCT 18, 2005
N/A
$3.00
X
PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED

Redeeming WIC checks and CVVs, Cont'd.

- Vendor must stamp the check with the vendor I.D. stamp provided by the State.

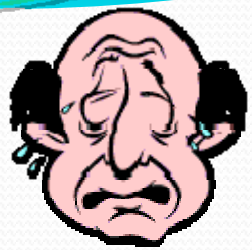
- Deposit the check in the local bank. The check image is routed to the Federal Reserve bank in Atlanta, Ga. They image each check.

Redeeming WIC checks and CVVs, Cont'd.

- Our banking agent (CSC) edits each check for dates, signature, stamp, alterations, and price.

- If a check is rejected only an image of the check is returned, but is treated as the original. Rejected checks are sent to the coordinator, vendor liaison, or the State for override and redeposit for payment.

BLUNDERS!

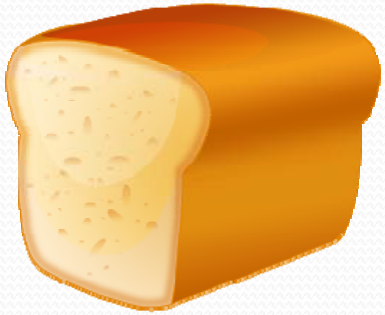


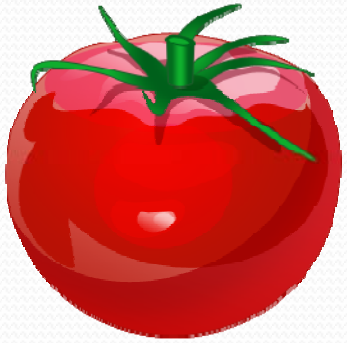
The most common mistakes:

1. Not separating WIC purchases from other items or *other WIC purchases.*
2. ***Cashiers not looking at what is on the checks.***
3. Participants not signing check.
4. Post-dated checks.

QUESTIONS & FOODS SAMPLES' TEST

- WIC approved?
- See WIC Approved Foods test.





WIC Approved Foods Test

WIC approved foods?

1. Quaker Oatmeal Squares, 24 oz.
2. Traditional Refried beans (with lard on ingredients label), 16 oz.
3. Northland Cranberry juice, 46 oz.
4. Wheaties Fuel, 17.1 oz.
5. Campbell's Tomato Juice, 46 oz. can
6. Kellogg's Special K Red Berries, 16.7 oz.
7. Kraft Shredded Pizza Cheese (Mozzarella and Colby), 8 oz.
8. Mozzarella string cheese, individually wrapped ,12 oz.
9. Pink Salmon, 6.2 oz. pouch
10. Welch's Red Grape juice, 64 oz.
11. Gerber baby food carrots, 4 oz. glass jar
12. Frozen pink grapefruit juice, 12 oz. can
13. Peter Pan Reduced Fat Peanut Spread, 16.3 oz. jar
14. Aunt Millie's Whole Grain White Bread, 16 oz.

WIC Approved Foods Test , Cont'd.

15. Kraft American Deli Deluxe Cheese, 16 oz.
16. Frozen red-skin potatoes (with cash value voucher for $6.00)
17. Cut melon (with cash value voucher for $10.00)
18. Malt-O-Meal Frosted Mini Spooners cereal, 18 oz.
19. Gerber Oatmeal with Bananas infant cereal, 8 oz. box
20. Whole wheat buns 16.0 oz.
21. Honey Bunches of Oats Almonds cereal, 14.5 oz.
22. Extra large brown eggs, carton of 1 dozen
23. Gerber infant cereal with DHA, 8 oz. canister
24. Banana Nut Crunch cereal, 15.5 oz.
25. Old Orchard frozen grape juice with green pull tab, 11.5 oz.

Stocking Requirements

1.) Mead Johnson infant formula as follows:

a. (16) 13-ounce cans of Enfamil Premium concentrate.

b. (20) 12.5-ounce cans of Enfamil Premium powder.

c. (10) 12.9-ounce cans of Enfamil ProSobee powder.

d. (10) 12-ounce cans Gentlease powder.

Stocking Requirements

2.) Milk (Total of 12 gallons):

Whole, reduced fat, low fat, and skim milk in gallons.

3.) Cheese:

a. 2 kinds.

b. 3 pounds of domestic pre-packaged block or sliced cheese.

4.) Eggs: 3 dozen any size eggs in 1 dozen containers.

5.) 100% juice and 120% Vitamin C:

a. (15) 64-ounce containers, at least 3 kinds

b. (5) cans of 11.5 or 12-ounce frozen juice or shelf stable concentrate, at least 2 kinds.

Stocking Requirements

6.) Cereal:

   a. 6 kinds of dry.

   b. 1 kind of cooked cereal, for a total of 20 boxes. Vendor must also stock at least one whole grain cereal.

7.) Peanut butter: five (5) 18-ounce jars.

8.) Dried beans, peas, and lentils:

   2 kinds for a total of 3 pounds in 1-pound bags, or 128 ounces of canned beans. The canned beans include only navy, kidney, garbanzo, or refried.

Stocking Requirements

9.) Infant cereal: Gerber Infant Cereal

a. 8 boxes.

b. 2 kinds of 8-ounce dry infant cereal without fruit.

10.) Beech-Nut Baby Food:

a. 96 (4-ounce) glass jars of 2 varieties each of fruits and vegetables.

b. 31 (2.5-ounce) glass jars meat only; may include broth or gravy.

11.) Bread: 10 loaves,16-ounce whole grain bread.

12.) Fruits and vegetables:

$30 worth of fresh fruits and vegetables; 2 varieties of each.

Don’t run out!

- All vendors must have a minimum amount of WIC items in stock (p. 6 of vendor manual).
- If someone asks you about a special formula that you do not have and your store has a pharmacy, please refer them to the pharmacy to order.
- Pharmacies MUST have the ordered formula available within 2 BUSINESS DAYS-please remember: this is the infant’s only source of food.

Vendor Complaint Form

- Yes, as a vendor, you do have the right to file a complaint against a participant.
- Please fill out the form with as much information as possible about the particular participant.
- Description: height, weight, age, race, name-WIC HOUSEHOLD ID location, who else witnessed it, & time date.
- Then, send it to your local agency and we will take the appropriate action against the participant.