

ANNUAL VENDOR TRAINING (FFY 19)

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The State Agency (SA) must provide training every year to at least one person from every authorized vendor, per 7 CFR Federal Regulation §246.12(h)(3)(B)(xii). Federal Fiscal Year (FFY 19) Annual Vendor Training will be in the form of the newsletter. This training newsletter contains programmatic information regarding the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) as it relates to authorized WIC Vendors.

Federal regulations define the topics that must be covered during a training. An Annual Vendor Training may be delivered by the SA in form of videos, newsletters and/ or a Power Point presentation. The following 10 training topics will be covered: Purpose of the Program; Authorized Foods; Minimum Stock Requirements; Approved Infant Formula Sources; Transaction and Redemption; Sanction System; Complaint Process; Claims Procedure; Incentive Requirements; and Program requirement changes.

As an authorized WIC vendor, an authorized WIC store plays an important role in helping to improve the health of Women, Infant and Children in New Jersey. When WIC checks are redeemed properly, WIC clients receive the correct nutritious foods and the WIC authorized store is reimbursed by the WIC program. Both the WIC participant the store benefit.

Read this newsletter and complete the electronic signature page.

Click on to the link below before the due date of **August 01, 2019**.

<http://healthsurveys.nj.gov/NoviSurvey/n/zz1uc.aspx>

What is WIC?

The Special Supplemental Nutrition Program for Women, Infants, and Children - better known as the WIC Program - serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating including breastfeeding promotion and support, and referrals to health care.

WIC also connects families to other local services like dental care and immunizations.

For general questions regarding eligibility, contact your local program to schedule an appointment or call 1-800-328-3838.

WIC Participants

You May Qualify for WIC Benefits, If You:

- ◆ **Live in New Jersey and are:**
 - ◆ Pregnant (or recently pregnant)
 - ◆ Breastfeeding mother (up to 1 year)
 - ◆ Infant or Child under 5 years old
- ◆ **Meet the income guideline**, even if you work or receive Disability, Social Security, Supplemental Nutrition Assistance Program (SNAP), Medicaid, or Temporary Assistance for Needy Families (TANF).

- ◆ **Have a nutritional need**

New Jersey WIC has over 100 Local WIC Agencies to serve the 141,200 participants on the program and over 900(+) Authorized Vendors.

To locate a Local WIC Agency near you click the link below:

https://www.nj.gov/health/fhs/wic/participants/find-wic/agency_map.shtml

Approved Foods / Minimum Stock Requirement

Approved Foods - Should a WIC participant decide to redeem their Food Instruments (FI) and Cash-Value Vouchers (CVV) at your store, you must be prepared to offer the minimum stock requirements of New Jersey authorized foods. Approved items are listed on the NJ WIC Program Approved Food list and CVV brochure found here:

- https://www.state.nj.us/health/fhs/wic/documents/2017_foodlist_en.pdf
- https://www.state.nj.us/health/fhs/wic/documents/2018_yogurt_insert.pdf
- <https://www.state.nj.us/health/fhs/wic/documents/cvvEng617.pdf>
- <https://www.state.nj.us/health/fhs/wic/documents/cvvSpa617.pdf>

Minimum Stock Requirements- In order to meet the needs of all WIC participants , WIC retail vendors are required to maintain minimum stock standards of all available WIC foods and have them available at all times. The table included in this link outlines the minimum stock requirements for all NJ WIC authorized vendors: https://www.state.nj.us/health/fhs/wic/documents/WIC_vendor_minimum_stock_requirements.pdf

Commodity Price List (CPL)- The SA uses the CPL as a price collection tool to determine price averages. The SA shall collect and monitor shelf prices for all vendors at a minimum of two times per FFY. The second online CPL price collection is currently underway and is due back to SA by **July 01, 2019**. It is required for each store to comply with price submissions. <http://healthsurveys.nj.gov/NoviSurvey/n/NJCPLSurveyMAY2019.aspx>

Participants are permitted to receive **any** NJ WIC food item listed on their check(s). Should your store offer food items beyond minimum stock requirements that are WIC approved, these items must be made available for participants to redeem. You must review the NJ WIC Authorized Food list for all authorized foods types, sizes and brands. Failure to do so may result in nonpayment and/ or a returned check(s).



Infant Formula Manufactures

Mead Johnson Nutritionals
2400 West Lloyd Expressway
Evansville, IN 47721

Nestle Infant Nutrition
12 Vreeland Road,
P.O. Box 697

Abbott Laboratories
3300 Stelzer Road
Columbus, OH 43219

Nutrica North America
9900 Belward Campus Drive
Suite 100

PBM Nutritionals
P.O. Box 2109
147 Industrial Park Road

Solus Products, LLC
8910 Purdue Road
Suite 230

Transactions and Redemptions

- ◆ Food Instruments (FI's) are comprised of different food packages that vary from participant to participant.
 - ◆ FI's are prescriptions given to the participants based on their nutritional needs; this is why **NO** substitutions are allowed.
- ◆ All participants should hand you their “Yellow Identification (ID) Folder” before the initiation of the WIC transaction.
- ◆ This is the only method of ID you can accept during a WIC transaction.
 - ◆ Please make sure that the ID folder is signed by the Authorized Representative.
 - ◆ If an Alternate Representative or Proxy was chosen their signature should also be on the folder and a “WIC Verified” stamp should be next to their name.
- ◆ If the ID folder is not completely filled in and signed do not process the transaction. Please refer the participant back to their local WIC Office for the completion of Identification Folder.

Food Instruments: (FI's):

- ◆ **Step 1:** Review the “**First Day to Use**” and “**Last Day to Use**” dates on the WIC check(s). Only accept check (s) within these dates.
- ◆ **Step 2:** Compare foods chosen by the WIC participants to the items listed on each WIC check. Please pay close attention to the type and amount specified on each WIC check.
- ◆ **Step 3:** Write down the price in the “**Vendor Fill in \$ Amount Below**” box on the WIC check(s) with ***black*** or ***blue*** ink.
- ◆ **Step 4:** Have the participant sign the WIC check (s) ***after*** the cashier writes the correct price on it.
- ◆ **Step 5:** Verify the signature on the WIC ID Folder to the signature on the WIC check(s) and make sure that they match.
- ◆ **Step 6:** Vendor must deposit checks in their bank ***before*** the “**Must Deposit By**” date stated on the check. Checks deposit after this day will be marked as “**Stale Date**” and will not be paid.



Transactions and Redemptions

Cash Value Vouchers (CVV's):

- ◆ Have fixed amounts which they cannot exceed. Ex. **\$9.00, \$11.00 or \$16.50**
 - ◆ If a participant buys more than the value, they may pay the difference with any other form of payment.
 - ◆ CVV's for the value of \$16.50 are for multiple births, or mother's who are pregnant and still breastfeeding.
- ◆ **Step 1:** Review the “**First Day to Use**” and “**Last Day to Use**” dates on the WIC check(s). Only accept check (s) within these dates.
- ◆ **Step 2:** Write down the price in the “**Vendor Fill in \$ Amount Below**” box on the CVV with **black** or **blue** ink. Do not record an amount over the Not To Exceed amount on the CVV. The CVV will be rejected by the bank if the amount is over. (The “Not To Exceed Amount” is printed on the CVV)
- ◆ **Step 3:** If the participant purchases more than the not to exceed amount, the participant may pay the difference with any other form of payment.
 - ◆ If the participant purchase less than the “Not to Exceed Amount” ask if they would like to get more items, if not, then enter the price of their selected items.
- ◆ **Step 4:** Have the participant sign the WIC check (s) **after** the cashier writes the correct price on it.
- ◆ **Step 5:** Verify the signature on the WIC ID Folder to the signature on the WIC check(s) and make sure that they match.
- ◆ **Step 6:** Vendor must deposit checks in their bank **before** the “**Must Deposit By**” date stated on the check. Checks deposit after this day will be marked as “**Stale Date**” and will not be paid.



wic IDENTIFICATION FOLDER
Effective January 2015

Take this WIC ID folder with you every time you go to the WIC office, WIC approved store, or WIC-approved farmers' market.

HOUSEHOLD ID NUMBER: 987654321

NAME(S) OF PARTICIPANTS	WIC ID NUMBER
1 <u>Momma Leone</u>	<u>123456789</u>
2 <u>Jimmy Strident</u>	<u>123456788</u>
3	
4	
5	
6	
7	

AUTHORIZED REPRESENTATIVE SIGNATURE
Momma Leone
Momma Leone

IF FOUND, PLEASE RETURN TO: GATEWAY WIC
10 Washington Street
Bridgeton, NJ 08302
(856) 451-5500 www.njwiconline.com

NEW JERSEY WIC SERVICES
PAYABLE THROUGH SOLITMAN CITIZENS ALLIANCE BRANCH
HOWARD LAKE BRANCH
CLARA CITY, NJ 08222
73-1248/919

WIC ID NO. 123456789 NAME OF PARTICIPANT Momma Leone FI TYPE WIC PROC DATE 17/33/01

FIRST DAY TO USE	LAST DAY TO USE
<u>March 10, 2019</u>	<u>April 10, 2019</u>

FOR PURCHASE OF APPROVED ITEMS ONLY. SEE LIST. NO SUBSTITUTIONS ALLOWED.

1 GALLON (S) MILK (1% OR SKIM/FAT FREE), STORE BRAND ONLY
1 16 OZ. PACKAGE (S) CHEESE
1 16 OZ. PACKAGE (S) TORTILLA
XXX END OF ORDER XXX

WENDOR FILL IN DOLLAR AMOUNT BELOW
\$ 15.97

Payment denied without stamp
Must Deposit By: May 10, 2019

Momma Leone
Momma Leone

⑆0070618960⑆ ⑆123456789⑆ 987654321⑆

5

2

1

3

6

4

VOID

Sanctions

The WIC program has various levels of program violations; there are those that may result in New Jersey WIC program sanctions and sanctions that may require the SA to impose federally mandated sanctions. For a list of programmatic violations, please refer to the New Jersey vendor agreement. Examples of violations may include, but are not limited to, discrimination against a WIC participant(s), failing to maintain minimum stock requirements, having stale dated food items on your food shelves for sale and / or failure to follow check cashing procedures.

WIC / SNAP Reciprocal Information sharing: The SA shall disqualify a vendor who has been disqualified from SNAP. The disqualification shall be for the same length of time as SNAP disqualification, may begin at a later date than SNAP, and shall not be subject to administrative or judicial review under the WIC Program.

The SA may issue warning letters, mandatory training requirements, termination, disqualifications or any combination of sanctions. Please review the vendor agreement sanction schedule here: <https://www.nj.gov/health/forms/wic-15a.pdf>

Complaints

The WIC programs success is based on the partnership between the State Agency, the Local Agency, the participant and you; the vendor. The program expects both the client and vendor staff treat each other with respect and dignity we each deserve. Participants may file complaints against vendors, against LA and other vendors.

Did you know that vendors have the right to submit complaints against participants, authorized vendors or if you suspect suspicious activity involving WIC? If you wish to make a complaint about a participant, please call the LA in your area. You must be as specific as possible, making sure to record the names and the details related to the incident. Helpful details include: the date and time of the incident, physical description of person(s) involved, a brief description of what you are reporting, names of personnel and / or witnesses to the incident, etc. All complaints are investigated so that corrective action can be taken. The WIC Services Complaint report can be downloaded here: www.nj.gov/health/forms/wic-32.docx

Claims

The SA must establish claims against the vendor when a vendor violation affects payment to the vendor. The SA may deny or delay payment or assess a claim for the full purchase price of a Food Instrument (FI) or Cash-Value Voucher (CVV) that contains an overcharge or other error. The SA must provide the vendor with an opportunity to justify or correct errors on an FI or CVV; partial payments may apply. Partial payments are applied via a direct deposit process. To access the Authorization Agreement for Direct Deposit (ACH) credits form, you must visit www.nj.gov/health/forms/wic-21.dot to download. Please verify your routing and account numbers with your bank branch office or your store cash office contact before you submit updates to the SA. You must attach a copy of a blank *voided* check from your account to ensure that ACH credits are correctly applied to your account.

Incentive Items

Federal WIC Regulation, §246.12 (h)(3)(iii), requires vendors to offer WIC Program participants the same courtesies and respect that are offered to non WIC customers. Vendors should make sure WIC participants are not treated differently by offering incentive items that are not offered to non-WIC customers.

No Authorized Vendor should offer incentive items intentionally to encourage WIC clients to shop at their store.

To provide or sell any incentive items to participant, a vendor must get approval from the State Agency. The Vendor shall contact the State Agency for approval for the following: Merchandise/incentive items obtained at no cost to the Vendor and provided to participants without charge, or sold to participants without charge, or sold to participants at or above cost, subject to documentation; food of nominal value and merchandise of nominal value; and food sales and specials which involve no cost or only a nominal value for the Vendor regarding the food items involved and do not result in a change to a WIC food and logo instruments for foods in excess of the foods listed on the FI and CVV.

Policies and Procedures

These are the State Policies and Procedures as they relate to vendor management, and are now available for your reference.

- ◆ Vendor Selection Process
- ◆ Vendor Peer Group System
- ◆ Above 50 Percent
- ◆ Vendor Authorization Process
- ◆ Vendor Stamp Issuance
- ◆ Vendor Violations and Administrative Reviews
- ◆ Inadequate Participant Access
- ◆ Monitoring
- ◆ Inventory Audits
- ◆ Complaint Vendor Participants
- ◆ Vendor Training

These policies can be found on the State of New Jersey Department of Health WIC Program website page:

<https://www.state.nj.us/health/fhs/wic/vendors/>

Questions and Comments

Thank you for completing the New Jersey WIC Annual Vendor Training FFY 19. If you have any questions or comments, please contact a the State Agency Vendor Unit representative at 609-292-9560.

**New Jersey Department of Health
Division of Family Health Services
WIC Program - Vendor Unit
P.O. Box 364
Trenton, New Jersey 08625-0364**