Nebraska WIC Vendor Retailer Training

Fall 2009

Welcome

- Introduction
- Goals of this training
- Vendor Handbook

NEBRASKA WIC Nutrition Program

What is WIC?

- Women, infants, and children
- Public health nutrition program
  - Regulated federally by USDA and in state by Nebraska Department of Health and Human Services (DHHS)
  - Food packages significantly updated in 2009

Purposes of WIC

- Help women eat better, have healthier babies and receive early prenatal care
- Help infants grow and develop better through the promotion of breastfeeding
- Help children eat more nutritious foods, visit doctors regularly and receive immunizations

NEBRASKA WIC Nutrition Program

How WIC Works

Participant is assessed at WIC clinic

Receives training, WIC checks and Approved Foods List

654321 TAYLOR, JALANI 000/00

NO. 12345678

FIRST DATE TO USE OCT 5, 2009

NEBRASKA WIC PROGRAM

12345678

PURCHASE DATE / /

LAST DATE TO USE NOV 4, 2009

FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY

TOD

1 BOT 64 oz Juice
36 OZ (OR LESS) Cereal
1 LB Whole Wheat Brd OR 14-16 oz Brown Rice
2 GAL Whole Milk
1 DOZ Medium OR Large Eggs
**** *** *****
**** *** *****
**** *** *****
**** *** *****

PAY TO THE ORDER OF

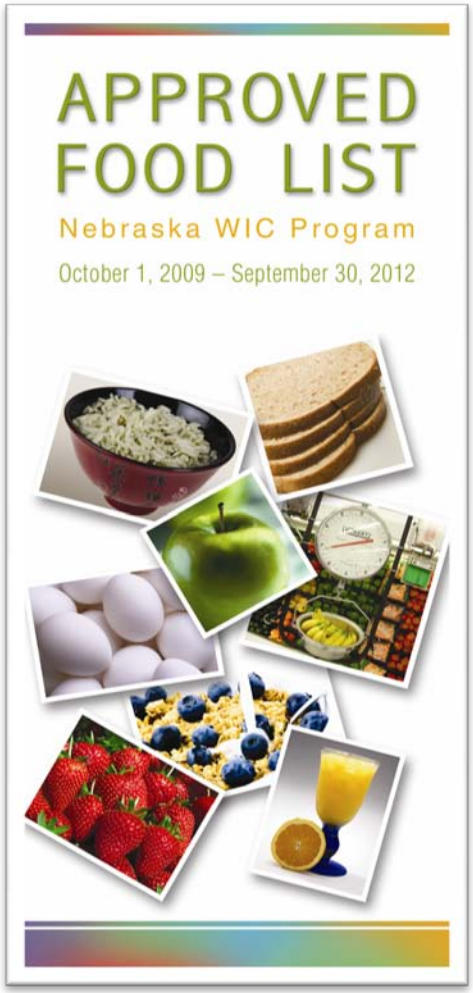
PURCHASE AMOUNT

DOLLARS CENTS

$

AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE



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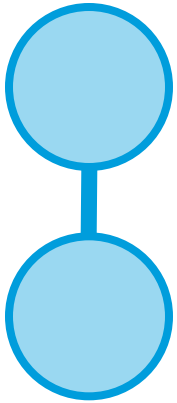
How WIC Works



Participant is assessed at WIC clinic

Receives training, WIC checks and Approved Foods List

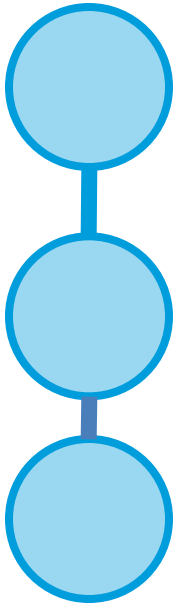
Participant finds authorized retailer

Selects approved foods according to WIC check

Can shop at ANY authorized retailer in the state

- Grocery stores: food and formula
- Special purchase stores (pharmacies): prescription formula only

How WIC Works



Participant is assessed at WIC clinic

Receives training, WIC checks and Approved Foods List

Participant finds authorized retailer

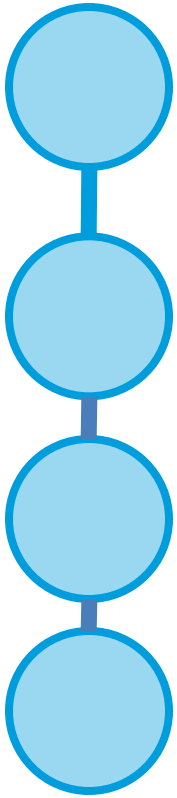
Selects approved foods according to WIC check

Cashier ensures transaction is accurate and successful

Cashier training required in stores; training toolkit provided

NEBRASKA WIC Nutrition Program

How WIC Works



Participant is assessed at WIC clinic

Receives training, WIC checks and Approved Foods List

Participant finds authorized retailer

Selects approved foods according to WIC check

Cashier ensures transaction is accurate and successful

Participant consumes nutritious food provided by WIC

Food not intended for use by entire family – only those eligible for WIC

How WIC Works

Participant is assessed at WIC clinic

Receives training, WIC checks and Approved Foods List

Participant finds authorized retailer

Selects approved foods according to WIC check

Cashier ensures transaction is accurate and successful

Participant consumes nutritious food provided by WIC

Retailer deposits processed WIC check for reimbursement

NEBRASKA WIC Nutrition Program

Roles

State WIC Program Office	Vendor Manager	WIC Vendor/ Retailer	WIC Participant

- Policies and guidelines
- Contracts
- Support
- Enforcement

Roles

State WIC Program Office	Vendor Manager	WIC Vendor/ Retailer	WIC Participant

- Education
- Resource to vendors
- Monitoring

Roles

State WIC Program Office	Vendor Manager	WIC Vendor/ Retailer	WIC Participant

- Inventories
- Transactions
- Customer service
- Training

Roles

State WIC Program Office	Vendor Manager	WIC Vendor/ Retailer	WIC Participant

- Planning
- Compliance
- Consumption

Take a minute to review the "WIC Basics" section of the Vendor Handbook. What questions do you have?

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WIC Foods

- Significant changes starting October 2009
- Generally, more sources of low-fat protein, whole grains, fruits and vegetables
- Initially identified in Vendor Application Packet

WIC Foods

- Cereals (cold and hot)
- Whole wheat bread
- Brown rice
- Milk
- Soy beverage
- Eggs
- Cheese
- Canned beans
- Dry beans/peas
- Peanut butter
- Juice
- Infant foods
- Infant cereal
- Infant formula
- Canned fish
- Fresh fruits and vegetables

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WIC Foods

- Listings found in Vendor Handbook and Approved Foods List
  - Handbook listing is part of contract
- Any future changes to list will be sent as Vendor Handbook updates (Section 7)

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Use the Approved Foods List or the Vendor Handbook to determine if the foods on the activity sheet are approved.

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Roles of WIC Vendor

Customer Service	WIC Transactions
Inventory	Employee Training

Customer Service

- WIC customers appreciate:
  - Equity
  - Respect
  - Discretion
  - Assistance
  - Coaching

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Inventory

- Must carry minimum inventories of WIC foods
- Listed in Section 3 of Vendor Handbook
- Quarterly Food Price Reporting List is critical for statewide data generation

Inventory

- If you run out of a WIC food:
  - No substitutions
    - Except half-gallons of milk for a gallon
  - No rain checks
    - Might suggest WIC customer return with WIC check after shipment
  - Do NOT charge for these items
    - Violation of agreement

Take a minute to complete the WIC Inventory Activity Sheet and prepare your questions.

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WIC Transactions

- WIC checks and checkout procedures

WIC Transactions

- Common transaction issues

Invalid date	Check cannot be used
Incorrect food item (not on approved list)	Item cannot be purchased; no exceptions
Incorrect size/weight	Item must be replaced with correct size/weight
Returning infant formula	Cannot accept; direct to WIC clinic
Proxy/alternate shopper using WIC checks	No issue; only need signature

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WIC Transactions

- Common transaction issues, cont.

Buy non-approved food item with WIC check by offering to pay difference in cost	Never allowed
Use coupons for WIC items	Allowed, but customer does not receive discount as change
Use WIC checks to buy items on store special (i.e., buy 1 get 1 free)	Allowed

WIC Transactions

- Common transaction issues, cont.

Combine use of two fruit and vegetable WIC checks for single transaction	Not allowed; checks must be used in separate transactions
Refund for unused portion of fruit and vegetable WIC check	Never allowed
Use of WIC check for home delivery of food items	Not allowed if transaction completed at point of delivery; must be in store

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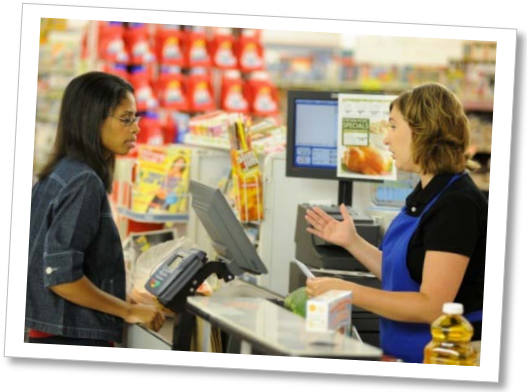
WIC Transactions

- Additional notes for store managers
  - Maintain register receipts or electronic journal entries for all WIC transactions
  - Remember, starting October 2009:
    - WIC ID folder is not required; signature does NOT need to be checked
    - Two types of checks – regular and fruit/vegetable (cash value voucher)



Process WIC Checks

1. Ensure you are using correct stamp
2. Ensure stamp works well
3. Stamp each WIC check with your Nebraska WIC Authorized Vendor Number Stamp
4. Endorse back of each check
5. Deposit checks for payment

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Process WIC Checks

- Check processing issues

Missing purchase date	Verify purchase date, enter and redeposit
Missing or unreadable vendor ID stamp	Stamp clearly and redeposit
• Invalid vendor stamp • Missing or altered purchase amount • Missing signature • Previously presented at bank • Invalid date	**"Problem checks"** 1. Find transaction 2.Locate receipt 3.Send check and receipt to vendor manager 4.Answer questions 5.Take action as directed

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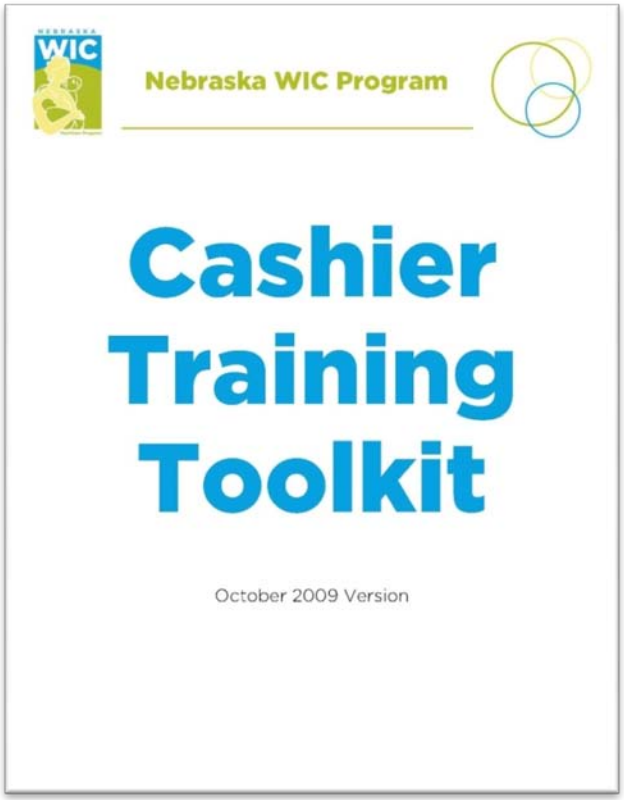
Employee Training

- Required by vendors
  - Cashiers
  - Bookkeepers
- Toolkit provided for cashier training
- Must keep a training log

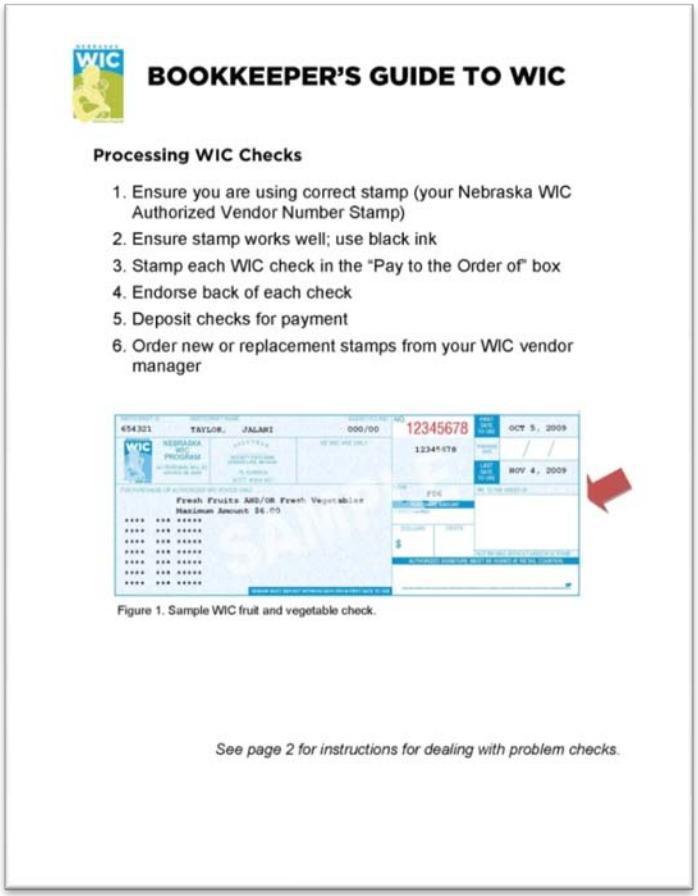

Nebraska WIC Program

Cashier Training Toolkit

October 2009 Version

Employee Training

- Bookkeeper training
  - Likely one-on-one
  - 15-20 minutes
  - Resources:
    - Slides from this presentation
    - "Bookkeeper's Guide to WIC"



BOOKKEEPER'S GUIDE TO WIC

Processing WIC Checks

1. Ensure you are using correct stamp (your Nebraska WIC Authorized Vendor Number Stamp)
2. Ensure stamp works well; use black ink
3. Stamp each WIC check in the "Pay to the Order of" box
4. Endorse back of each check
5. Deposit checks for payment
6. Order new or replacement stamps from your WIC vendor manager

Figure 1. Sample WIC fruit and vegetable check.

See page 2 for instructions for dealing with problem checks.

Employee Training

- Cashier training planning
  - Ideas for use as single training session, as self-paced study or with extended hands-on exercises

Training Components	**Training Activities Available in Toolkit** Select at least one activity for each training component		
1. Overview	**1. Cashier Training Video**		
2. Selecting WIC Foods	**2a. Selection Worksheet**	**2b. Flashcards Activity**	**2c. In-store Exercise**
3. Evaluating WIC Shopping Carts	**3a. Evaluation Worksheet**	**3b. Flashcards Activity**	**3c. In-store Exercise**
4. Calculating Fruits and Vegetable Costs	**4a. Calculation Worksheet**	**4b. Rehearsal at checkout**	
5. WIC Transaction Process	**5a. Mnemonic Worksheet**	**5b. Rehearsal**	
6. WIC Transaction Issues	**6a. Scenarios Worksheet**	**6b. Role Play Scenarios**	
7. Approach to WIC Customers	**7a. Matching Worksheet**	**7b. Role Play at Checkout**	
8. Assessment	**8. Post-training test – 25 questions**		

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Employee Training

- Training completion certificate
  - Optional
  - Available online in Microsoft Word® – can complete name, location and date

Certificate of Training Completion

Cindy Sample

has successfully completed the
Nebraska WIC training program at

Our Grocery Store #1234

Signature of trainer/manager

Date of completion

Employee Training

- Training log
  - Required – available for review upon request
  - Available online in Microsoft Excel®

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WIC Training Log

For the period October 1, 2009-September 30, 2012

This log is to be kept updated and made available for inspection by vendor manager upon request.

Store Name/Location _____

Employee Name	Date Training Completed	Certificate Awarded?	Notes

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Review the Cashier Training Toolkit and complete the Initial Survey for Cashier Training.

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Vendor Requirements

- **Contract**
- Responsibilities
- Notice
- Visits
- Violations
- Sanctions
- Appeals

- Lists all requirements
- Vendor Handbook is part of contract
- Terms:
  - 3 years
  - Renewal requires new application
  - May be terminated with 30 day's notice

NEBRASKA WIC Nutrition Program

Vendor Requirements

- Contract
- **Responsibilities**
- Notice
- Visits
- Violations
- Sanctions
- Appeals

- Listed in detail in Section 1 of agreement
- Summarized in Section 6 of Vendor Handbook

NEBRASKA WIC Nutrition Program

Vendor Requirements

Contract

Responsibilities

Notice

Visits

Violations

Sanctions

Appeals

- Provide notice to vendor manager when:
  - Store ownership change
  - Store closure
  - Store name change
  - Store address change
  - Manager or WIC contact change

NEBRASKA WIC Nutrition Program

Vendor Requirements

Contract

Responsibilities

Notice

Visits

Violations

Sanctions

Appeals

- Types of store visits:
  - Routine
  - Training
  - Educational buy
  - Compliance

NEBRASKA WIC Nutrition Program

Vendor Requirements

- Contract
- Responsibilities
- Notice
- Visits
- **Violations**
- Sanctions
- Appeals

- Listed in Section 5 of Vendor Handbook
- Additional violations added in 2009
- Result in sanctions for a period of time

NEBRASKA WIC Nutrition Program

Vendor Requirements

- Contract
- Responsibilities
- Notice
- Visits
- Violations
- **Sanctions**
- Appeals

- Penalty points assigned by state WIC office
- At 6+ points, certified letter announces required training
- At 16 points, store is disqualified

NEBRASKA WIC Nutrition Program

Vendor Requirements

- Contract
- Responsibilities
- Notice
- Visits
- Violations
- Sanctions
- **Appeals**

- Notice of adverse action given in writing by DHHS
- Some adverse actions cannot be appealed
- Vendor has 15 days to appeal decision (in writing)
- Process outlined in Section 5 of Vendor Handbook

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Take a couple of minutes to review Sections 5 and 6 of the Vendor Handbook. What questions do you have?

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Resources Available

- Vendor Handbook
  - Bookkeeper's Guide to WIC
- Cashier Training Toolkit
  - Including training video
- WIC Approved Foods List
- WIC Shelf Labels
- Nebraska WIC Vendor Poster
- WIC Information Card

Contract Review and Signing

- Complete evaluation form and record of attendance sheet
- Review WIC agreement
- Sign and date
  - Provide to vendor manager for signing
- Keep your copy in Vendor Handbook

THANK YOU FOR YOUR TIME!

NEBRASKA WIC Nutrition Program