

June 2014

## ANNUAL TRAINING INFORMATION

The State Agency (SA) is required to offer training to WIC Authorized stores on an annual basis. The information in this newsletter covers the 10 required elements set forth in the federal regulations which are:

- \*Program Purpose
- \*Authorized Foods
- \*Minimum Stock Requirements
- \*Claims Procedures
- \*Check Procedures
- \*Sanction System
- \*Complaint Process
- \*Approved Infant Formula Sources
- \*Incentive Items
- \*Program Requirement Changes

We have included a copy of the most current Kansas WIC Vendor Manual to ensure you have one at your store. You will need the Kansas WIC Vendor Manual, this Newsletter, and the WIC Program Vendor Booklet to complete the training quiz included at the end.



The **Store Manager and/or Store Trainer must** take this quiz and share the information with store staff. The quiz can be copied and used as an in-house training resource for all staff who work with the WIC program. The quiz(es) must be returned to the Kansas WIC office **no later than July 1, 2014**.

**Quiz(es) can be faxed to 785-296-1326.**

### What is WIC?

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) was established in 1972. The WIC program was created in response to studies that showed limited income pregnant women, breastfeeding women, postpartum women, infants and children up to five years of age were at greater risk of inadequate nutrition resulting in higher infant mortalities and overall diminished physical and mental health. All WIC activities are carefully coordinated so appropriate action can be taken during critical stages of growth and development. Serious nutrition problems can thus be prevented and the overall health status of clients can be improved.

(Manual pages 3-4)

WIC vendors play an important role in the health community. WIC checks contain a food prescription designed to supplement the WIC client's nutritional needs. The vendor fills the food prescription, ensuring that the client receives what is prescribed on the check. Each check specific to that client's unique nutrition needs. The vendor agrees to comply with requirements in the Vendor Participation contract and the Kansas WIC Vendor Manual.

### Vendor Responsibilities

The WIC program works with grocery stores to ensure clients can redeem their checks by ensuring that minimum stock is available at the time the client visits the store. Stores are in the business of providing foods to their customers and frequently wish to provide their customers with specials, "Incentive Items," that allow their customers to get the maximum foods, such as Buy-One, Get-One Free. Clients who are on the WIC program, are also customers of the store who may participate in such offers.

The only thing a store may NOT do is make these types of offers specifically for WIC clients only. All offers the store has, the WIC clients may participate in, if those items that are on special are listed/prescribed on the clients' checks.



(Manual pages 5-6)

# CHECKS

Conducting WIC transactions correctly reduces check rejections, which saves you time and saves your store money! Following the steps below will help make sure your WIC transactions are done correctly and quickly.

**STEP 1** Check the dates in the “First Date to Use” and “Last Day to Use” boxes. Do not accept the WIC check before or after these dates.

**STEP 2** Ask for a **photo** identification card and compare the customer's name on the WIC check with the name on the photo ID card. (Social Security cards are not considered identification)

**STEP 3** Verify the foods the customer brings up match the foods listed on the WIC check. Use the WIC Program Booklet as a guide.

**STEP 4** Ring up the WIC items.

**STEP 5** Write in the date of the transaction, **use black ink**.

**STEP 6** Write in the amount of the WIC purchase, **use black ink**. For a regular WIC check transaction, write the amount of the purchase. For a Fruit and Vegetable Check (FVC) write in the purchase amount, up to the amount printed on the check. The WIC customer is responsible to pay the difference for items over the amount listed on the FVC.

**STEP 7** Write your initials in the “Cashier’s Initials” box, **use only black ink**.

**STEP 8** Hand the check to the WIC customer to sign and date the check.

**STEP 9** Provide the customer a **receipt** for the transaction and return the photo ID card.

WIC check form showing fields for 'Do not use before this date' (3/01/2014), 'Do not use after this date' (4/01/2014), and 'AUTHORIZED FOOD - NO SUBSTITUTIONS' with a list of items and quantities.



A list of authorized food items from a WIC booklet, including '2 gallons Fat Free, Skim, 1/2%, 1% or 2% Milk', '36 ounces Cereal', '1 64 oz container Juice (no refrigerated juices)', '1 dozen Large Eggs, grade AA or A', and '2 14 to 16 oz cans Canned Beans'.



A close-up of the cashier's initials 'JD' and the amount '\$ 25.83' written on the check.

A WIC check with the cashier's initials 'JD' and the amount '\$ 25.83' written in black ink. The check also shows the date '3/01/2014' and the vendor name 'Do. Mary'.

A WIC check with a red stamp that says 'Do not use after this date: 4/01/2014' and 'Not Negotiable Without Kansas WIC Vendor Stamp Here'.

A WIC check with a red stamp that says 'Do not use after this date: 4/01/2014' and 'Not Negotiable Without Kansas WIC Vendor Stamp Here'.

The store must ensure their unique vendor specific check stamp number is placed in the box and that the check is deposited within 30 days from the last date of use.

**The store must keep receipts for a minimum of 30 days.**

A WIC check with a red stamp that says 'Do not use after this date: 4/01/2014' and 'Not Negotiable Without Kansas WIC Vendor Stamp Here'. The unique vendor stamp number '0798-6' is circled in red.

(Manual pages 15-17)

# Claims

The vendor manual provides the information needed to understand how the store and the State Agency (SA) handle rejected checks. Please review the information presented In Appendix (F).

Checks are rejected when:

- Check Total Amount written on the check is Over the Maximum Amount allowed;
- Check was received/redeemed Before the "Do Not Use Before" date;
- Check was received/redeemed After the "Do Not Use After" date;
- Check was Not Signed by the client; or
- Check was Not Stamped with the unique Vendor's Check Stamp

For the first bullet only, a Vendor can use Appendix (G) to set up the Automated Clearing House (ACH) transactions so that ACH payments can be made for checks that reject for being “Over the Maximum Amount” allowed. A completed ACH means the system will pay the maximum allowed for that check type and peer group. However, depending on your bank’s policies, the store may get charged a rejected check fee. Appendix (H) Request for Reimbursement is used when the store would like a rejected check to be considered for total reimbursement.

(Manual page 16 and Appendixes F-H)

The WIC program's success is based on the partnership between the SA, the Local Agency (LA), the client and you, the grocery store/vendor. The program expects both clients and store staff treat each other with the respect and dignity we each deserve. Clients may file complaints against stores when staff treat them rudely or when they are denied a product that is on their check.

## Complaints

Did you know that stores have the right to complain against clients as well? If you wish to make a complaint about a client, please call your LA. All reports of abuse and/or complaints should be made within ten days after the incident. The complaint will be discussed with the client and appropriate actions taken.

(Manual pages 7, 8, & 19)

Kansas WIC vendors are informed if their store is determined to be in violation of WIC program policies and procedures, federal regulations, state statutes, the vendor participant contract or the Vendor Manual. Stores that commit violations shall be sanctioned. Vendor violations may be intentional or unintentional. The Kansas WIC program may refer vendors who commit fraud and/or abuse of the WIC program to federal, state or local authorities for prosecution under applicable statutes.

## Sanctions

The WIC program has two levels of violations: those that result in Kansas WIC program sanctions and those that result in federally mandated sanctions. The violations are listed in the manual on pages 22-23 and includes items such as using incentive items, improper shelf labeling or more severe violations such as allowing the return of food purchased with a WIC check in exchange for cash, credit or non-food items. Imposed sanctions may include warning letters, mandatory training sessions, administrative fines, monetary claims, Civil Money Penalties, suspensions, terminations, disqualifications or any combination of sanctions. Please review this information with staff.

(Manual pages 20-25)

The vendor agrees to keep shelves stocked or have products immediately available on-site to satisfy minimum stock requirements at all times during the contract period. The specific brands, package size and quantities required are listed on the Minimum Stock Requirements form. WIC approved foods must be located in areas readily accessible to WIC clients or available else where at the vendor location (e.g. back stock room.) Outdated food will not be counted in minimum stock assessments.

## Minimum Stocking Requirements

(Manual pages 9, 18, and Appendixes Ea/Eb)

Infant formula must be purchased from a reputable company and the Kansas WIC program has approved specific authorized infant formula manufacturers. The following manufacturers are approved:

## Infant Formulas

- Abbott Nutrition
- Nestlé HealthCare Nutrition, Inc.
- Bright Beginnings
- Mead Johnson Nutritional Group
- Nutricia North America
- Solace Nutrition

For a complete understanding of the Kansas WIC infant formula requirements please review the information found on the Formula Manufacturers and Products policy.

[http://www.kansaswic.org/download/Formula\\_Manufacturers\\_Products\\_rev.pdf](http://www.kansaswic.org/download/Formula_Manufacturers_Products_rev.pdf)

(Manual pages 5, 6, 10, 22 )

# Approved Supplemental Foods

The Kansas WIC program provides authorized foods to clients via a retail purchase system using

contracted grocery vendors. WIC checks may be used to purchase only the items specified either on the WIC check and/or listed in the approved foods section of the Kansas WIC Program Booklet "Information for Vendors". Clients are not required to purchase all items on their checks or the full amount of items specified. No foods or container sizes may be substituted for those specified on the checks.



Brand Specific Foods	Non-brand Specific Foods
Infant Formula	Baby Food
Breakfast Cereals	Infant Cereal
Juice	Fruits and Vegetables
Whole Wheat Breads/Tortillas	Corn Tortillas/Brown Rice
Soy Milk	Peanut Butter/Beans/Fish
STORE BRANDS: Milk, Eggs, and Cheese	

Clients' checks are very specific to what they may buy and the Vendor Program Booklet helps further define what those products may or may not be. The critical piece for the store is to ensure cashiers are looking at the items listed on the check and then using the vendor program booklet to ensure the correct brand is purchased when the item is brand specific.



AUTHORIZED FOOD - NO SUBSTITUTIONS		Child 2
Quantity	Description	
2	gallons Fat Free, Skim, 1/2%, 1% or 2% Milk	
36	ounces Cereal	
1	64 oz container Juice (no refrigerated juices)	
1	dozen Large Eggs, grade AA or A	
2	14 to 16 oz cans Canned Beans	



Please review the Vendor Program Booklet for the list of approved foods. The major changes were to the Breakfast Cereal sizes, both hot and cold, now 11 ounce (oz.) up to 36 oz. packages. And Milk, Eggs and Cheese are now Store Brand (fat content and container sizes will continue to be listed on the WIC check.) Minor changes include adding two more brands to the Soy Milk, added blends to Juices, and moved to containers on the baby food in anticipation of the manufacturers going to 4 ounce plastic containers during the next year. Only single 4 ounce glass jars or containers are allowed. NO multi-packs of 3.5 oz. sizes are allowed.

(Manual page 14 & the Kansas WIC Program Booklet "Information for Vendors")

Shelf labeling is required for all WIC eligible products. Starting June 1, it is recommend stores only use shelf labels on their Store Brands of milk, eggs, and cheese.

## Reminders

The UPCs for national brands will need to remain in the system in case your store does not have the 'store brand' available the day the client visits your store.

Please remember that the UPC listing is up-to-date and loaded on the website.

<http://www.kansaswic.org/vendors/>

This is a reminder that there are many helpful tips and reminders in the back half of the WIC Vendor Program Booklet. The booklet includes a step-by-step process for completing a WIC transaction, a great training tool for new cashiers. If you and your staff follow this information you will be less likely to have rejected WIC checks.

Stores in the following counties will be receiving monitoring visits by their LA for contract renewal: Atchison, Barber, Brown, Chase, Chautauqua, Cherokee, Clay, Cloud, Coffey, Comanche, Cowley, Doniphan, Edwards, Elk, Ellsworth, Harper, Harvey, Jackson, Jefferson, Jewell, Kingman, Kiowa, Labette, Lincoln, Lyon, Marshall, McPherson, Mitchell, Montgomery, Nemaha, Ottawa, Pottawatomie, Pratt, Reno, Republic, Riley, Saline, Sumner, Washington, and Wichita.

**\*In August the SA will send three year contracts out that will require signatures to be submitted by September 1, 2014.**

## REQUIRED QUIZ

**Please complete this quiz and either turn it in to your Local Agency Vendor Manager or Fax (both the front and the back) to 785-296-1326.**

Returning this quiz is confirmation that your store has received the annual training information. The person completing this quiz is required, by the Vendor Participation Contract your store has signed, to make sure other staff conducting WIC transactions are trained according to the information in this newsletter and the Vendor Manual..

### **Multiple Choice (circle all that apply):**

1. WIC is a Special Supplemental Nutrition Program for:
  - A. Pregnant Women and Children up to 6 years of age
  - B. Women (Pregnant, Breastfeeding and Postpartum), Infants and Children up to age 5
  - C. Senior Citizens
  
2. WIC customers may participate in the following promotions:
  - A. Buy-one, Get-one Free
  - B. Free diapers with every purchase of 10 cans of formula
  - C. \$5 free produce when you use your WIC Fruits and Vegetable Check at our store
  
3. If a check payment has not been received within one week after deposit of the check, this fact should be reported to the State Agency. The vendor should be prepared to provide the following information:
  - A. The vendor name and WIC vendor number
  - B. The number of the check
  - C. The date the check was deposited in your bank
  
4. A store should contact their Local Agency if a client attempts :
  - A. To purchase unauthorized foods
  - B. To use a check that is expired or altered
  - C. To exchange an outdated product they purchased the day before
  
5. A store should expect to include the following information for a complaint made about a client's behavior in the store:
  - A. Client's name
  - B. Date and time
  - C. A copy of the check
  - D. Details such as the physical description of the client and what was said

**Continued on the NEXT PAGE**

## REQUIRED QUIZ, cont.

### Multiple Choice (circle all that apply):

6. A store can receive sanctions for the following 'unauthorized' practices:

- A. Cashier did not allow the client to use coupons or other promotional specials
- B. Cashier collected taxes on the \$2.34 over the maximum allowed on the fruit and vegetable check
- C. Cashier rang up a gallon of milk twice

7. Circle the allowable WIC food items:

- |                               |  |
|-------------------------------|--|
| Chocolate Milk                | Minute Maid 64 oz. refrigerated orange juice |
| 100% Whole Wheat dinner rolls | Organic Peanut Butter in a 16.5 oz. jar      |
| El Presidente Tortillas       | Quaker Instant Oatmeal 18 oz. container      |
| Garlic                        | Lactose Free Milk                            |

### True or False:

- |  |          |          |
|--|----------|----------|
| 8. The vender fills the prescription (items listed on the client's check) by ensuring that the client receives what is prescribed on the check.  | <b>T</b> | <b>F</b> |
| 9. A WIC check has Canned Beans listed as the product authorized for purchase, the client may choose to get dried beans instead.                 | <b>T</b> | <b>F</b> |
| 10. Deposit all properly redeemed WIC checks prior to the "Vendor must Deposit by Date" printed on the face of the check.                        | <b>T</b> | <b>F</b> |
| 11. The WIC Program Booklet should be used as a training tool in new employee training sessions or refresher sessions for existing cashiers.     | <b>T</b> | <b>F</b> |
| 12. If a WIC customer attempts to purchase food items not listed on their WIC check, you should accept the check to keep the customer satisfied. | <b>T</b> | <b>F</b> |
| 13. WIC customers can pay the difference if they have more fruits and vegetables than the amount listed on their FVC.                            | <b>T</b> | <b>F</b> |
| 14. If a WIC customer attempts to purchase food items not listed on their WIC check, you should accept the check to keep the customer satisfied. | <b>T</b> | <b>F</b> |
| 15. WIC clients are strongly encouraged to use coupons, store specials and loyalty cards to purchase WIC foods.                                  | <b>T</b> | <b>F</b> |

Person completing this Quiz \_\_\_\_\_

VENDOR STAMP # \_\_\_\_\_

Title: \_\_\_\_\_

STORE NAME: \_\_\_\_\_

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