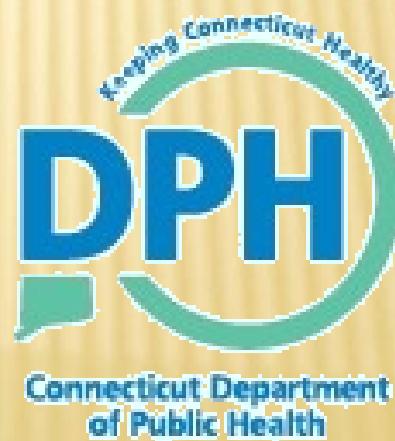


State of Connecticut  
Department of Public Health  
Special Supplemental Nutrition Program for Women,  
Infants, and Children

Open Enrollment WIC Vendor Training



# THE WIC PROGRAM SERVES



Women who are pregnant,  
breastfeeding or have had a baby within  
the last 6 months



Infants



Children up to the age of 5 years old

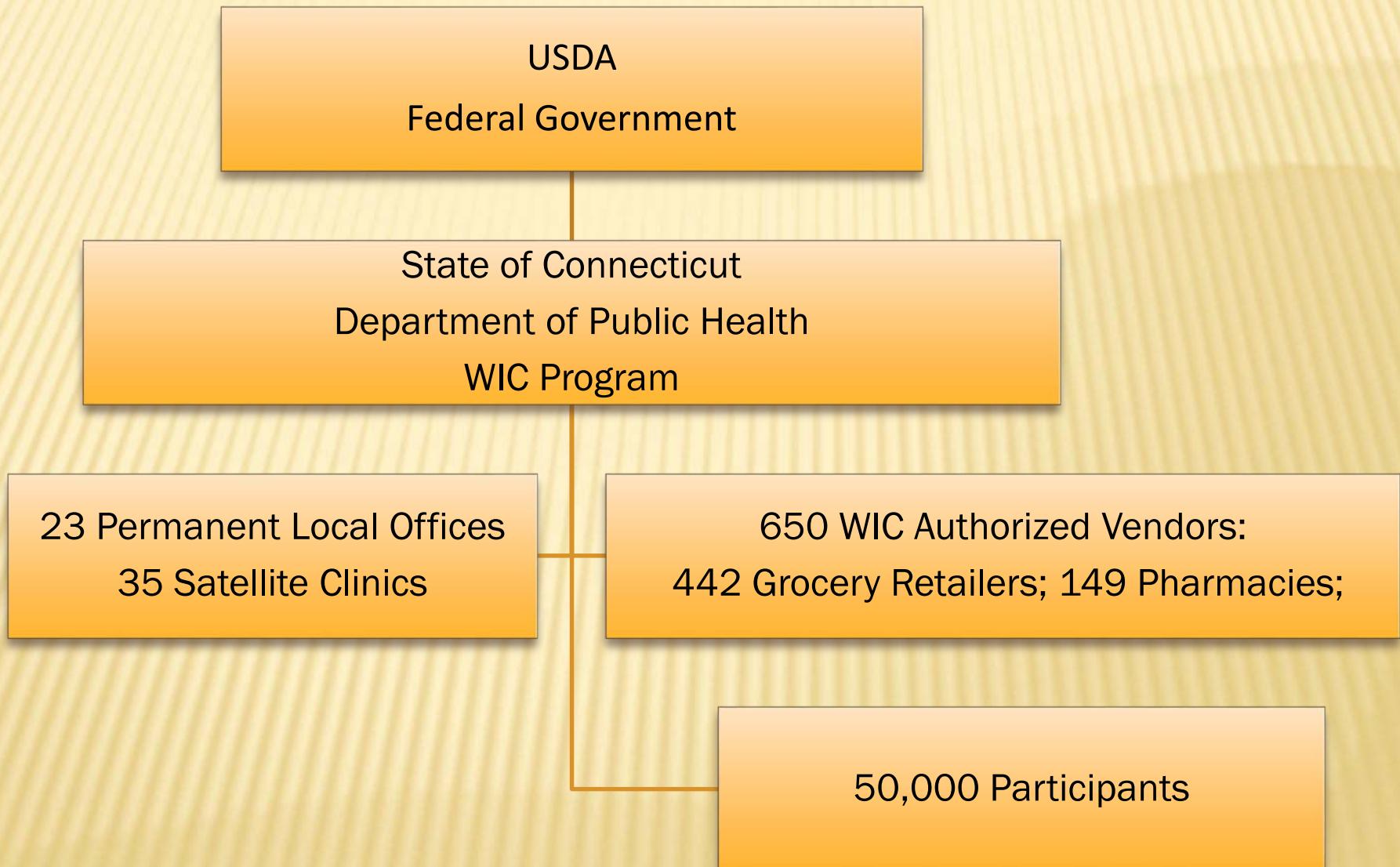
WIC customers are protected under WIC Civil Rights Discrimination Regulations. WIC participants who are unfairly denied services, delayed from receiving services, or treated differently from others, may have a claim of discrimination.

# **PURPOSE OF THE PROGRAM**

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- **To serve nutritionally at-risk pregnant, postpartum, and breastfeeding women, infants, and children up to age 5.**
- **To show participants that good nutrition leads better health**
- **To provide nutrition education and referrals for health care and other services**
- **For vendors to make the WIC-approved foods available for good health and nutrition during critical times of growth and development.**

# WHO IS INVOLVED IN THE WIC PROGRAM?



# Participant's eWIC Benefit

- After visiting a WIC Local Agency (office), participants are issued:
  - eWIC (electronic benefit card) and brochure
  - A Family Benefits List that details the WIC-approved foods issued for the family on the card
  - CT WIC-approved Food Guide
  - Authorized vendor list
- A PIN is required for all WIC transactions
- eWIC card are the only identification needed
- Participants must be able to check their benefit balance at your store's register(s) – without making a purchase
- A receipt must be give to the participant listing the remaining balance and date benefits expire

# CONNECTICUT WIC APPROVED FOOD GUIDE



**The Connecticut WIC Program offers the WIC-Approved Food Guide in the following languages.**

Albanian  
Arabic  
Chinese  
English  
Haitian Creole  
Polish  
Portuguese  
Spanish  
Urdu

**Food Guide-January 2016 can be accessed through the WIC website: [www.ct.gov/dph/wic](http://www.ct.gov/dph/wic)**

# ROLE OF THE WIC VENDOR

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Comply with the WIC Vendor Agreement and Federal and State statutes, regulations, policies, and procedures that govern the WIC Program, including any changes or amendments made during the agreement period.

XXXX

Providing WIC-approved foods to participants to:

- Ensure that participants receive the prescribed nutritious foods that are necessary for a child's development
- Safeguard the health of women, infants, and children up to the age of 5 who are considered at a nutritional risk
- Many vendors are located in neighborhoods that are conveniently accessible for participants; especially those with limited transportation
- Provide a partnership between the vendor, participant, and WIC Program that insures the proper administration of the Program

# Owner's Responsibility for Training

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- You are responsible for training cashiers and all store workers before transacting WIC benefits
- Provide existing employees regular review of WIC policy changes and/or WIC communications
- Owners are accountable for the actions of store workers who handle WIC transactions

# Vendor Selection Criteria - Appendix A

Authorized vendors must meet the selection criteria at all times throughout the authorization period

# Minimum Inventory Requirements



# Milk Minimum Inventory

## 1%, or Skim Milk

### TOTAL of 6 Gallons

- gallons and/or half gallons - any combination that total 6 gallons

Examples of gallons and/or half gallons totallying 6 gallons:

- \* 6 gallons
- \* 3 gallons and 6 half gallons
- \* 5 gallons and 2 half gallons
- \* 12 half gallons



\*Participants' benefits will specify the type and forms of milk that they are allowed to purchase.

# Milk Minimum Inventory

## Whole Milk

TOTAL 3 Gallons of whole milk

[gallons and/or half gallons - any combination that total 6 gallons]

Examples of gallons and/or half gallons totaling 3 gallons:

- \* 3 gallons
- \* 6 half gallons
- \* 2 gallons and 2 half gallons



\*Participants' benefits will specify the type and forms of milk that they are allowed to purchase.

# Evaporated Milk Minimum Inventory

## 12 CANS OF EVAPORATED MILK

- 12 oz cans only
- Any variety or combination of  
Whole (Homogenized, Vitamin D added), 2%, Lowfat or Fat  
Free (Skim)



# Cheese Minimum Inventory

- Minimum: 2 varieties, 2 pounds each variety – any brand
- Manufacturer's Pre-packaged block - 8 or 16 ounce packages only

American



Cheddar



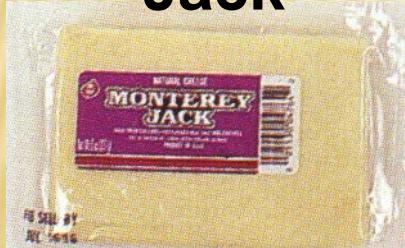
Colby



Mozzarella



Monterey Jack



Muenster



# Large Eggs Minimum Inventory

- 4, one dozen cartons
- Large only
- White OR Brown eggs



No organic eggs

# Concentrated Juice Minimum Inventory

- 12 cans of frozen or non-frozen/shelf-stable concentrate
- 11.5 - 12 oz cans

**Frozen Juice**



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Fluid Juice Minimum Inventory

- 12 plastic bottles
- 64 oz containers only
- 3 different variety
- Fluid Orange Juice is considered as one variety



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Fruits Minimum Inventory

- \$25 total of fruits (at retail prices)
- 2 different varieties of fruits must be fresh



## Fresh Fruits

- Any variety
- May be sold by the piece, package or by the pound
- May be sold whole or cut

## Frozen Fruits (any variety)

- Without added sugars, sweeteners, or syrup
- May be sold as “mixed” fruit

## Canned Fruits (any variety)

- Without added sugars, sweeteners, syrup, fats, oils, or salt
- Must be packed in juice or water

# Vegetables Minimum Inventory

- \$25 total of vegetables (at retail prices)
- 2 different varieties of vegetables must be fresh



## Fresh Vegetables

- Any variety
- May be sold by the piece, package, or by the pound
- Can be sold whole or cut

## Frozen Vegetables

- Any variety
- No added sugars, sweeteners, fats, oils, or syrup
- May be “mixed vegetables”

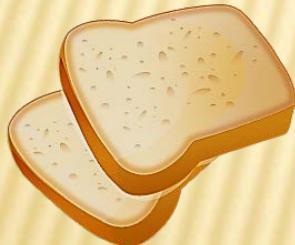
## Canned Vegetables

- Any variety
- No added sugars, sweeteners, syrup, fats, or oils
- May be regular or lower in sodium
- Tomato sauce – plain, canned, tomato sauce or spaghetti sauce

# Whole Grains Minimum Inventory

TOTAL OF 6 UNITS  
any combination

- 16 oz loaves Whole Wheat/Whole Grain Bread
- 16 oz bags Soft Tortilla
- 16 oz boxes Whole Wheat Pasta
- 14-16 oz Bags/Boxes Brown Rice



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Legumes Minimum Inventory

Dry Beans, Peas, and Lentils-Any variety

- 2 variety (1 pound bags)
- 2 bags of each variety



- Must have 2 different varieties of dry beans, peas or lentils.

# Legumes Minimum Inventory

Canned Beans, Peas, and Lentils - Any variety

- Total 8 cans (15-16 oz. cans) any variety



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

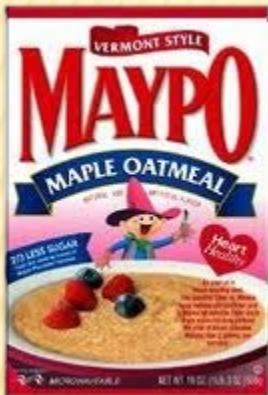
# Canned Fish Minimum Inventory

- Total of 6 cans of: [any combination]
  - Light tuna – 5 ounce cans
  - Salmon – 6 to 15 oz cans
  - Sardines – 3.75 oz cans
- May be packed in water or oil
- Added sauces or flavorings are allowed



# Hot Cereal Minimum Inventory

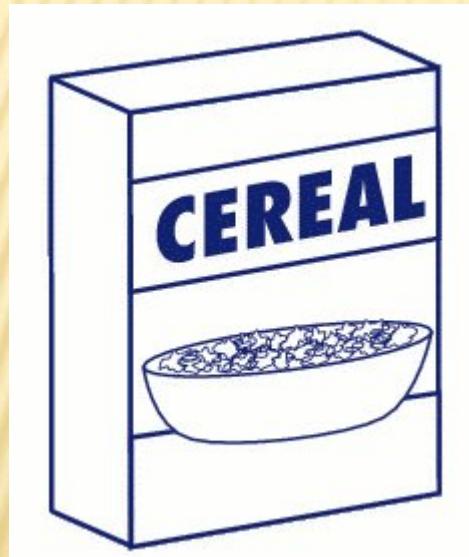
- 2 boxes
- 14 ounce box or larger



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Cold Cereal Minimum Inventory

- 3 varieties, 3 boxes of each variety
- Bags or Boxes, 14 ounces or larger



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Peanut Butter Minimum Inventory

- 3 jars
- 16-18 ounce jars **only**
- Smooth, creamy, or crunchy
- Unflavored
- Natural



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Beech Nut Classics Baby Food Minimum Inventory

- 4 ounce glass jars only

## Fruits –

- Stage 2
- at least 2 varieties
- at least 36 jars total



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Beech Nut Classics Baby Food Minimum Inventory

- 4 ounce glass jars only

## Vegetables –

- Stage 2
- at least 2 varieties
- at least 36 jars total



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Infant Cereal Minimum Inventory

## BEECH NUT BRAND ONLY

- 8 ounce boxes (plain)
- 2 varieties
- 3 boxes of each variety
- Rice, Oatmeal, and Multigrain



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Infant Formula Minimum Inventory

## Similac Advance-TOTAL OF 24 UNITS

Any combination of 12.4 ounce powder and/or 13 oz cans  
totaling 24 unit

Examples Similac 12.4 oz powder and 13 oz cans totaling 24 units:

- \* 24 cans of 12.4 oz powder
- \* 24 cans of 13 oz concentrate
- \* 12 cans of 12.4 oz powder and 12 cans of 13 oz concentrate
- \* 16 cans of 12.4 oz powder and 8 cans of 13 oz concentrate



12.4 ounce powder



13 ounce concentrate cans

Page 7 WVA

All infant formula must be purchased from a manufacturer, wholesaler, distributor, or retailer that is on the CT WIC Program's list. Formula may not be purchased from unauthorized locations. Click here for the infant formula distributors list (Retailers/Food Package Information, [www.ct.gov/dph/lib/dph/wic/vendors/infant\\_formula\\_distributor\\_list\\_2016.pdf](http://www.ct.gov/dph/lib/dph/wic/vendors/infant_formula_distributor_list_2016.pdf)).



**THE FOLLOWING ITEMS ARE NOT REQUIRED FOR  
MINIMUM INVENTORY, BUT WIC DOES PROVIDE THEM.**

**If a WIC check lists any of the following items,  
they must be provided to the WIC customer  
within 48 hours of the request.**

## Lactose Free and Lactose Reduced Milk

- Whole, 2%/Reduced Fat, 1%/Low fat, and/or Skim/Fat Free
- Sold in half gallons only



## UHT Milk

- Whole or 2%

## Soy Milk

8<sup>th</sup> Continent or Silk brand only (half gallon cartons)

Pacific Ultra Soy-Non Dairy Beverage (shelf stable-32 oz box)

- Regular and unflavored only

## Yogurt

- Whole fat/whole milk - Plain or Vanilla
- Non-fat/Low fat - Plain or Vanilla
- 32 oz. containers only

**(11,000 units redeemed per month)**



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Tofu

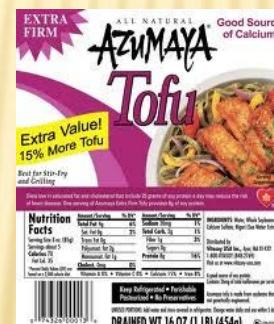
Tofu: “A protein-rich food made from soybeans”  
Plain, 14- 16 oz packages

- Nasoya brand
- Cubed, super firm, firm, lite firm, lite silken, silken, soft

- Azumaya brand
- 16 oz packages
- Firm, extra firm

- Nature's Promise brand
- Firm, extra firm

**(400 packages redeemed per month)**



See the Connecticut WIC-Approved Food Guide for types and brands allowed.

# Beech Nut Baby Food – Meat

Beech Nut Brand **only**

- 2.5 ounce jars, Stage 1 only
- Beef & Beef Broth
- Chicken & Chicken Broth
- Turkey & Turkey Broth



**(4,000 jars redeemed per month)**

# **Kosher Milk and Cheese (if regularly stocked)**

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## **Kosher Milk-Half Gallons Only**

Whole, 2%, 1%, or Skim

**ANY BRAND OF KOSHER MILK MAY BE SOLD**

## **Kosher Cheese**

8-16 oz. packages of cheese

American, Cheddar, Muenster, Colby, Monterey Jack, Mozzarella

**ANY BRAND OF KOSHER CHEESE MAY BE SOLD**

# Posting Prices of WIC Foods - Required



- The price must be on the shelf that the item sits on.



- The price must be on the item itself.

- Chilled or frozen items - the price must be in front of the food item in the cooler or freezer (sign must be on door or inside cooler/freezer)

# Requirements for Pricing – Appendix D

- Charge prices that are fair and competitive for your store type.
- Prices charged by a vendor that are higher than the peer group average will be reduced to the not-to-exceed (NTE) amount during the WIC transaction.
- The State WIC Office collects prices through vendor redemptions.
  - Retailers must allow the use of store savings cards for every WIC purchase.
  - Vendors must offer WIC customers the same courtesies that are extended to non-WIC customers



## **Approved Product List (APL)**

- All Connecticut WIC-approved foods and their assigned UPC numbers must be registered with the CT WIC Program.
- Once registered, these foods may be redeemed at WIC authorized vendors.
- A list of WIC-approved foods and their assigned UPC numbers can be found on the Approved Product List (APL)
- The Approved Product List can be accessed through the WIC webpage at: [www.ct.gov/dph/wic](http://www.ct.gov/dph/wic) or **APL**

# If you believe a product is WIC approved, but not on the Approved Product List:

## Contact the State WIC Office

- Send this information:
  - The entire UPC number or a photo of UPC bar code
  - Product Name or photo of product displaying the product's name
  - Size of container or photo of size of container
- Send it to:
  - [ctwic@ct.gov](mailto:ctwic@ct.gov) [email]
  - (860) 509-8391 [facsimile]
- Once approved, products should appear in the Approved Product List within 48 hours. The Approved Product List can be found on our website: [www.ct.gov/dph/wic](http://www.ct.gov/dph/wic)



# **Vendor Monitoring**

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- New applicant vendors will be monitored (inspected) for minimum inventory requirements
- Upon arrival, monitors will announce their presence
- At the completion of the monitoring, the monitor will review the results of the visit
- Vendors are required to sign the report

# MONITORING REPORT

MONITORING REPORT

# **Cash Register Systems:**

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## **Stand Beside vs. Integrated**

- Stand Beside uses devices that are separate from the store's cash register systems to process WIC transactions
  - (separate) Point of Sale device
  - Hand-held scanner
  - One (WIC) device per register
  - Each device processes WIC transactions independently
  - No communication between devices within the same store
    - (example: when a price is changed in one device, it must be changed in all devices)
- Integrated Systems use the store's cash registers to process eWIC, SNAP, credit cards, debit cards, and other forms of payment
  - Registers systems will communicate with other registers within the same store
- Once authorized, vendors will receive additional training information on processing WIC transactions

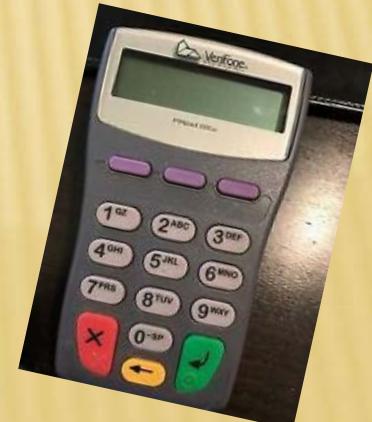
# **Xerox Involvement**

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- Xerox is the Processor for stand beside devices. Vendors with integrated systems use a third party processor.
- Xerox will record sales, adjust and reconcile transactions, and pay your store for WIC purchases through your bank
- Review your contract for details

# The Stand Beside Device

- **Xerox will send this equipment to the store**
  - **Stand beside device**
  - **Hand held scanner**
  - **Pin pad**
  - **Telephone number to contact Xerox**
- **Call Xerox for an appointment for training on equipment set-up and operations**
- **Training will be conducted via telephone**
- **Training will last 45 minutes to 1 hour**
- **Training is available in English and Spanish**



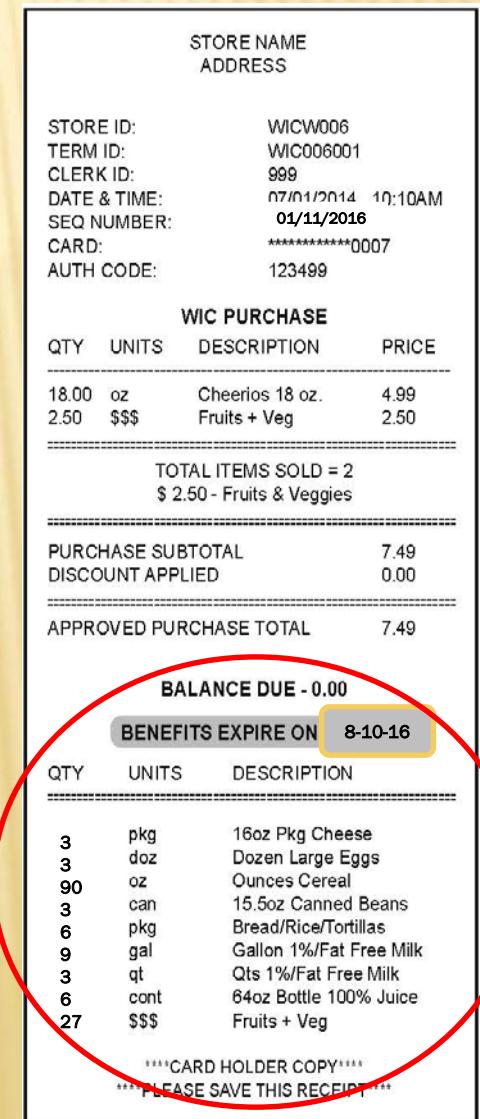
# Processing Purchases with the eWIC Card

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- An eWIC card should be swiped, but the card number can be manually entered.
- All WIC items must be scanned or the UPC must be manually entered at the time of purchase.
- Scan the exact item that is purchased, not a bar code from a list.
- Only Connecticut issued WIC cards can be accepted.
- Cards that are found in stores should be destroyed.

# Register Transactions

- Participant swipes eWIC card
- Cashier scans all items
- WIC must be the first type of payment
- Participant enters PIN number
- Cashier will collect additional payments for the purchase (if any)
- Receipt will print the participant's remaining balance
- Give receipt to the participant



# Vendor Compliance

- Vendors must comply with the WIC Vendor Agreement and Federal and State statutes, regulations, policies, and procedures that govern the WIC Program, including any changes or amendments made during the agreement period.
- Failure to comply with the established policies will result in:
  - Monetary Claims – Appendix E, Page 10
  - Disqualifications, Civil Money Penalties and Fines – Appendix F, Page 11-13
  - Administrative Review – Appendix G, Page 14

# Monetary Claims

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The Connecticut WIC Program may make monetary claims against vendors that have committed certain types of redemption abuse *in addition to any other sanctions applied against such vendors*. Those include but are not limited to:

- **Inventory audit** - the examination of food invoices or other proofs of purchase to determine whether a vendor has purchased sufficient quantities of WIC food items to provide participants the quantities specified on WIC benefits that have been redeemed by the vendor during a given period of time.
- **Compliance buy** - a covert, on-site investigation in which a representative of the Program poses as a WIC customer and transacts one or more WIC benefits, and does not reveal during the visit that he or she is a Program representative.
- **Transaction audit** - a review of a vendor's redemptions to determine if the vendor has overcharged the WIC Program.

# **Disqualification, Civil Money Penalties and Fines**

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- WIC Program violations shall be determined by investigation, which includes on-site monitoring, transaction audits, inventory audits and undercover compliance buys conducted by the WIC Program, USDA staff, or their designees.
- The intent to commit a violation versus inadvertent human error is not a distinction that the WIC Program must establish in order to impose sanctions.
- Sanctions are imposed in order to protect the integrity and the nutritional goals of the WIC Program.
- Two types of sanctions:
  - Federal Mandatory Sanctions
  - State Agency Established Sanctions

# Administrative Review

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## Actions subject to an Administrative Review:

- Denial of authorization based on vendor selection criteria or on a determination that the vendor is attempting to circumvent a sanction.
- Termination of the WIC Vendor Agreement.
- Disqualification of the vendor except when it is based on a SNAP disqualification.
- Imposition of a fine or civil money penalty in lieu of disqualification.

# **FEDERAL MANDATORY SANCTIONS**

**YOUR STORE WILL BE PERMANENTLY DISQUALIFIED  
IF YOU, OR YOUR EMPLOYEES:**

**Are convicted in court for:**

- **Trafficking WIC benefits**
- **Selling guns, ammunition, explosives or illegal drugs/controlled substances**

**in exchange for WIC benefits**



# **YOUR STORE WILL BE DISQUALIFIED FOR 6 YEARS IF YOU OR YOUR EMPLOYEES:**

Are administratively found to have bought or sold WIC benefits for:

- Cash (trafficking)
- Guns
- Ammunition
- Explosives
- Illegal drugs/controlled substances



# **YOUR STORE WILL BE DISQUALIFIED FOR 3 YEARS IF YOU OR YOUR EMPLOYEES:**

- Give alcohol, alcoholic beverages or tobacco products
- Has sales of a WIC food item based on WIC redemptions, that are greater than the store's purchases of the same item
- Charge the WIC Program more than other customers for WIC foods
- Charge the WIC Program for foods that were not received
- Give credit
- Give non-food items other than those previously mentioned

# **YOUR STORE WILL BE DISQUALIFIED FOR 1 YEAR IF YOU OR YOUR EMPLOYEES:**

- Give non-WIC approved food items instead of WIC approved food items



# **S N A P: YOUR STORE WILL BE DISQUALIFIED FROM THE WIC PROGRAM FOR THE SAME AMOUNT OF TIME IF:**

- Your store has been disqualified from SNAP
- Your store has received a Civil Money Penalty in lieu of a SNAP disqualification when adequate WIC participant access exists



# **STATE ESTABLISHED SANCTIONS**

<u>Sanctions</u>	<u>Procedures/results</u>
• Class A -	one year disqualification
• Class B -	warning/fine/after 5 violations w/i 12 mos, 1 year disqualification
• Class C -	warning/fine/after 5 violations w/i 1 year, disqualification
• Class D -	warning/fine/after 5 violations w/i 1 year, 6 month disqualification

# Vendor Complaint Process

- Retailers may file a complaint against WIC participants who abuse Program rules by contacting a local office
- Retailers may file a complaint against other retailers who suspect that WIC program rules are not being followed by contacting the State WIC Office below.

Email: [ctwic@ct.gov](mailto:ctwic@ct.gov)

Phone: 860-509-8084 or 800-741-2142 (in Connecticut only)

Mail: State of Connecticut  
Department of Public Health WIC Program  
410 Capitol Avenue, MS #11WIC  
Hartford, CT 06106

# Requirements for authorization

- Must meet all of the selection criteria in the vendor agreement.
- Must only purchase infant formula from a manufacturer, wholesaler, distributor, or retailer that is on the WIC Program's list.
  - List distributed at inter-active training
  - Available on WIC website:  
[www.ct.gov/dph/lib/dph/wic/vendors/infant formula distributor list 2016.pdf](http://www.ct.gov/dph/lib/dph/wic/vendors/infant_formula_distributor_list_2016.pdf)
- Must meet and maintain the minimum inventory
- Must meet competitive pricing criteria within peer group

**Unannounced monitoring visits to verify minimum inventory requirements and posted prices of WIC foods, will occur**

**between \_\_\_\_\_ and \_\_\_\_\_**

# CIVIL RIGHTS

To ensure that WIC authorized vendors are in compliance at all times with the State of Connecticut, Department of Public Health, WIC State Plan Policy 104-03 Civil Rights Discrimination Complaints procedure, Post conspicuously in your work areas so staff (in addition to new employees) are made aware of this WIC Civil Rights protection information.

## **Discrimination/Civil Rights Notice**

Complaints from WIC participants about authorized stores may be written or oral and filed anonymously. Understanding program requirements will help you stay in compliance with the terms of your signed WIC Vendor Agreement in which the store agrees to:

- Comply with all the procedures for accepting and transacting WIC benefits
- Comply with all procedures for pricing and redeeming WIC benefits
- Provide regular review of WIC policies and procedures with all persons involved in WIC transactions
- Comply with WIC customer confidentiality and treat a person using WIC benefits courteously.
- Comply with nondiscrimination provisions of USDA regulations (7 CFR Parts 15, 15a and 15b of this title) including but not limited to;

## **WIC PARTICIPANTS BEING UNFAIRLY DENIED SERVICES, DELAYED FROM RECEIVING SERVICES, OR TREATED DIFFERENTLY FROM OTHERS, AS THEY MAY HAVE A CLAIM OF DISCRIMINATION**

Please make sure that employees are not violating the civil rights of customers receiving federal financial assistance by refusing to serve them and providing inferior customer service. This includes, but is not limited to, not accepting valid WIC benefits from participants/customers, infant formula not being made available within 48 hours of the request and customers paying with WIC being identified and discriminated against due to their payment type.

# Completed training certificate-Today is: \_\_\_\_\_

 <p>Nutrition is just the beginning <b>WIC</b> CONNECTICUT</p>	<p>State of Connecticut Department of Public Health Special Supplemental Nutrition Program for Women, Infants and Children</p>	 <p>DPH Connecticut Department of Public Health</p>
<p><b>Vendor Training Certificate</b> This certificate has been awarded to</p>  <p>Name of Store and Vendor ID</p>  <p>Store Location (#, Street, City)</p>  <p>Awarded on</p> <p>As the owner or authorized representative of the vendor named above, I have attended training and agree to instruct all store personnel who handle WIC checks.</p>  <p>Print name of attendee</p> <p>Signature of attendee</p> <p>Title</p> 		