



LOUISIANA
**DEPARTMENT OF
HEALTH**

Public Health
Bureau of Nutrition Services

LA WIC ANNUAL VENDOR TRAINING 2022

Annual Vendor Training is a requirement for all Authorized WIC Vendors



House Keeping

- ▶ Throughout this Annual Vendor Training:
 - Please stay muted, and
 - Utilize the “Raise Hand” or “Chat” feature for any questions.
- ▶ LA WC will utilize your information provided from your registration form to account for attendance. If you are representing a store(s) that you failed to identify in the registration form, please type the following information into the chat for each additional store you are representing:
 - Your name,
 - Store name,
 - Store LA WIC Vendor ID number, and
 - Store address and city

Disclosure

The Louisiana Department of Health Office of Public Health - Bureau of Nutrition Services employees, contractors, affiliates, etc. have no actual or potential conflict of interest in relation to this program / presentation.



Bureau of Nutrition Services

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Purpose of WIC Vendor Training

Enhance the Bureau of Nutrition Services relationship with Authorized WIC Vendors by providing:

- An overview of WIC and to convey important information relative to Vendor Operations,
- Information to prevent program errors and noncompliance and improve program service, and
- Specific and clear information about State and Federal policies that affect Authorized WIC Vendor Operations.

Learning Objectives

- This session serves as training in each area of WIC Vendor responsibilities.
- Vendors will have the opportunity to increase their knowledge and understanding of the purpose and requirements of the WIC program.
- Vendors will use the learned knowledge to provide excellent customer service to WIC Participants.
- Participation in this training will count toward the mandatory annual WIC Vendor training requirement.

Annual Training Overview

- ▶ Purpose and Mission of WIC
- ▶ Changes in Program Requirements
- ▶ Rules and Regulations Governing LA WIC
- ▶ Authorization
- ▶ Vendor Selection Criteria
- ▶ Cost Containment
- ▶ In-Store Policies
- ▶ Complaints
- ▶ Investigations and Monitoring
- ▶ Records Retention and Confidentiality
- ▶ Sanctions
- ▶ Participant Access
- ▶ Termination
- ▶ Disqualification
- ▶ Civil Money Penalties
- ▶ Administrative Hearings /Appeals
- ▶ Transaction Procedures (WIC-33)
- ▶ EBT Transactions, Mapping and Claim Files
- ▶ Additional Vendor Information
- ▶ Vendor Education and Resources



Purpose and Mission of WIC

About WIC

- WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children.
- Funded by the United States Department of Agriculture.
- Administered in Louisiana by the Department of Health (LDH), Office of Public Health (OPH) - Bureau of Nutrition Services (BONS).
- Provides WIC Approved Food Items, promotes good health and nutrition during critical times of growth and development.
- WIC Applicants must meet certain income guidelines.

Our WIC Participants are:

Women

- Pregnant
- Post-partum
- Breastfeeding

Infants

- Up to one year old

Children

- One year and up to five years old



Mission of BONS & LA WIC

The mission of the Bureau of Nutrition Services is to improve health outcomes and reduce health disparities for eligible women, infants, children, and seniors by providing access to supplemental foods, nutritional education, breastfeeding support, and referrals to social and health services.



Purpose of WIC

WIC provides its Participants with:

- Breastfeeding Support,
- Nutritional Assessments,
- Nutrition Education,
- Referrals to Other Health Services, and
- EBT Cards to buy nutritious, approved foods through Authorized WIC Vendors.



Benefits of WIC

WIC's role is important to giving kids a healthy start, increasing the likelihood of:

- School readiness.
- Intellectual development.
- Getting a fair start in life.

Women enrolled in WIC have longer pregnancies and fewer low birth weight infants which results in cost savings to the public.

WIC encourages and teaches healthy eating habits at a young age through adulthood by providing target nutrients (e.g. iron, fiber, calcium, protein, vitamins A, D, and C).

Our Authorized WIC Vendors



Play an important role
in the health of their
community and
especially to our
WIC Participants!



Annually, account for
over \$66 million in
nutritious food
delivered to over
92,000 WIC
Participants.



Help with cost
containment through
competitive pricing
on all WIC Approved
Food Items!



Changes to Program Requirements and Upcoming Improvements

Changes to LA WIC Policy

Changes that occurred since last Annual Vendor Training - 06.2021

- Minimum Stock Requirements (MSR)
 - Temporary MSR effective 2/16/2022 - 9/30/2022
- Competitive Price
- Maximum Allowable Reimbursement Level
- Vendor In-Store Protocols
- Routine Monitoring Reviews
- Compliance Buys
- Inventory Audits
- Sanctions
- Civil Money Penalties
- Confidentiality
- Peer Group
- Records Retention





Rules and Regulations Governing LA WIC

Vendor Rules and Regulations



- [Code of Federal Regulations \(CFR\)](#)
- [Louisiana Administrative Code \(LAC\)](#)
- [LA WIC Policy Manual](#)
- [LA WIC Vendor Guide](#)
- [LA WIC Vendor Agreement](#)

Essential Documents and Forms can be found on the [LA WIC Authorized Vendor Hub](#)



Authorization

Initial Authorization

- ▶ Stores interested in transacting WIC Benefits must apply for WIC Authorization.
- ▶ Stores who are approved for initial authorization enter into an agreement with LA WIC for a length of time that corresponds to their location.
 - Each Vendor's term or length of authorization is identified in their Vendor Agreement.
- ▶ Between June 1 - October 1 of every year, applications for WIC Authorization will not be processed unless the store:
 - Is needed to satisfy a participant access issue, and
 - Is not located in a reauthorization trade area for that fiscal year.

Maintaining WIC Authorization

- ▶ In order to maintain WIC Authorization, Vendors shall continue to meet all LA WIC Vendor Rules and Regulations, and any changes thereto, at all times.
- ▶ LA WIC Vendor Rules and Regulations include:
 - The CFR,
 - The LAC,
 - LA WIC Vendor Guide,
 - LA WIC Vendor Agreement,
 - LA WIC Policy Manual, and
 - LA WIC Memos, policies, procedures, formal instructions, and terms of participation
- ▶ A Vendor found to be out of compliance at any time during the agreement period, is subject to sanction.

Reauthorization

- ▶ Vendors whose Vendor Agreements expire in the current calendar year must undergo Reauthorization to maintain WIC Authorization.
 - Notification will be sent out on July 1, 2022 which advises Vendors in Trade Area 3 (Regions 1, 3 and 9) to submit reauthorization documentation.
 - Vendors in Regions 1, 3 and 9 who submit a complete application and who are in compliance, will be notified of their eligibility status prior to October 1, 2022.
 - Submission of false or incomplete information will result in a delay or denial of reauthorization (or sanction if the false or incomplete information is discovered after authorization).
- ▶ All Vendor Agreements in Trade Area 3 will expire on September 30, 2022. In order to continue to transact WIC Benefits after September 30, Vendors in Trade Area 3 must apply for Reauthorization in July.



Vendor Selection Criteria

Vendor Selection Criteria

- ▶ Federal Regulations mandate that LA WIC develop and implement vendor selection criteria to *select only qualified Vendors* to provide WIC Approved Food Items to WIC Participants.
 - After authorization, all Vendors shall continue to meet vendor selection criteria and any changes thereto, at all times. A Vendor found to be out of compliance with LA WIC Vendor Rules and Regulations, at any time during the authorization period, may be subject to sanction.
 - LA WIC may reassess any Vendor at any time during the Vendor's agreement period using the vendor selection criteria in effect at the time of the reassessment and may sanction Vendors that fail to meet them.

Vendor Selection Criteria

- Complete Vendor Application
- SNAP Authorization
- Grocery Class Permit
- Store Condition
- Hours of Operation
- Competitive Prices
- Shelf Prices
- Minimum Stock Requirements
- Infant Formula Supplier
- Denial or Termination
- Business Integrity: USDA Program Disqualification
- Business Integrity: Felony
- Business Integrity: Taxes
- Business Integrity: Conviction or Civil Judgement
- Good Standing
- Truthful and Accurate
- Technology Access
- Cash Register System
- WIC Transactions
- A50: Prohibited
- A50: Reimbursement Agreement
- A50: Incentives
- Full-Line Grocery



Selection Criteria - Minimum Stock Requirements (MSR)

- ▶ Vendors must maintain specific WIC Approved Food Items in the store at all times.
 - These WIC Approved Food Items can be on the store shelves or in storage areas within the physical structure of the store.
 - Most, but not all, WIC Approved Food Items have a MSR.
 - MSR can be found in the [LA WIC Approved Food List \(WIC-23\)](#) and the [LA WIC Vendor Guide](#).
 - Additional information regarding authorized brands, flavors, varieties and sizes for WIC Approved Food Items can be found in the [LA WIC Food List Brochure \(Program Guide\)](#), found on the [LA WIC Authorized Vendor Hub](#).

Selection Criteria - Minimum Stock Requirements (MSR) Updates



- ▶ For FFY22, LA WIC now:
 - Requires Vendors to have the WIC-23, effective 1/1/2022, available for review in each store rather than at each register.
 - ▶ Additional information regarding authorized brands, flavors, varieties and sizes for WIC Approved Food Items can be found in the [LA WIC Food List Brochure \(Program Guide\)](#), found on the [LA WIC Authorized Vendor Hub](#). This Program Guide shall also be made available for review in each store.
 - No longer requires Least Expensive Brand (LEB) for any WIC Approved Food item
 - Permits Half-Gallon sizes of milk
 - Requires Infant Formula MSR to be 12 cans for each type of formula regardless of Peer Group.



LA WIC Approved Food List (WIC-23): MSR



Louisiana WIC Program WIC Approved Food List (WIC-23) January 1, 2022 Updates



All Vendors must meet LA WIC's Full-Line Grocery Requirements and maintain minimum stock of the WIC Approved Food Item(s) listed below. Please reference the [LA WIC Food List Brochure \(Program Guide\)](#) for information on authorized brands, flavors, varieties and sizes. All Vendors shall regularly review the Authorized Product List (APL), found on the [LA WIC Authorized Vendor Hub](#), and the WICShopper App.

Minimum Stock Requirements (MSR)

Food Category	Size	Min Stock	Food Category	Size	Min Stock
Cold Breakfast Cereal	12oz. box and 18oz. box	15 boxes (with at least 1 box of each size), 3 varieties (1 variety must be whole grain)	Whole Grains (rice, bread, tortillas, pasta)	16oz. package	10 - 16oz. packages, any variety
Beans/Lentils/Peas (dried and canned)	16oz. bag 15-16 oz. can	6 bags, any variety 6 cans, any authorized variety	Peanut Butter	16 - 18oz. jar	5 jars
Infant Cereal	8oz. container	10 containers	Canned Fish (Tuna, Salmon, Sardines)	All eligible sizes	10 cans
Infant Fruits	4oz. container	32 containers, 2 varieties	Fresh Fruit	N/A	20 units, 3 varieties
Infant Vegetables	4oz. container	32 containers, 2 varieties	Fresh Vegetables	N/A	20 units, 3 varieties
Infant Meats	2.5oz. container	16 containers, 2 varieties	Cheese	8oz. package 16oz. package	5 - 8oz. packages 5 - 16oz. packages
Infant Formula	12.4 - 12.6oz. can	See page 2	Eggs	Dozen -lg, white	5 dozen
Single Strength Juice	64oz. container	6 containers, 2 flavors	Whole Milk	Gallon Half-Gallon Quart	5 gallons total (any combination of approved sizes)
Single Strength Juice	48oz. container and/or 11.5-12oz. frozen concentrate	6 containers, 2 flavors	Low Fat Milk: Low-Fat (1%) Milk and/or Skim Milk	Gallon Half-Gallon Quart	10 gallons total (any combination of approved low-fat milk and/or skim milk in any approved size)

Infant Formula Minimum Stock Requirements (MSR)

Infant Formula	Size	MSR	
Similac Advance Powder	12.4oz. can	12 cans	
Similac Soy Isomil Powder	12.4oz. can	12 cans	
Similac Total Comfort Powder	12.6oz. can	12 cans	
Similac For Spit-Up Powder	12.5oz. can	12 cans	
Similac Sensitive Powder	12.5oz. can	12 cans	



LA WIC Approved Food List (WIC-23): Temporary MSR



- ▶ Effective 2/16/2022 - 9/30/2022
- ▶ In response to supply chain issues due to the ongoing COVID-19 public health emergency.



Louisiana WIC Program
Temporary Minimum Stock Requirements
Effective 2/16/2022 – 9/30/2022



LA WIC has established temporary alternative Minimum Stock Requirements (MSR) in response to supply chain issues due to the ongoing COVID-19 public health emergency. The temporary MSR will remain in effect through September 30, 2022. Reference pages 2-3 for normal LA WIC MSR.

Vendors must meet LA WIC's Full-Line Grocery Requirements and maintain minimum stock of the WIC Approved Food Item(s) listed below. Please reference the [LA WIC Food List Brochure \(Program Guide\)](#) for information on authorized brands, flavors, varieties and sizes. All Vendors shall regularly review the Authorized Product List (APL), found on the [LA WIC Authorized Vendor Hub](#), and the WICShopper App.

Temporary Minimum Stock Requirements (MSR)					
Food Category	Size	Min Stock	Food Category	Size	Min Stock
Cold Breakfast Cereal	12oz., 18oz., 24oz. and/or 36oz. boxes	15 boxes (any combination of approved sizes; 1 must be an approved whole grain cereal)	Whole Grains (rice, bread, tortillas, pasta)	16oz. package	5 - 16oz. packages (any combination of approved whole grains)
Beans/Lentils/Peas (dried and canned)	16oz. bag and/or 15-16 oz. can	5 bags/cans (any combination of approved bags/cans)	Infant Fruits/Vegetables	4oz. container	16 containers (any combination of approved containers)
Cheese	8oz. and/or 16oz. package	5 packages (any combination of approved packages)	Eggs	Dozen - lg, white	5 dozen
Fresh Vegetables	N/A	20 units 4 varieties	Fresh Fruit	N/A	20 units 4 varieties
Whole Milk	Gallon Half-Gallon Quart	5 gallons total (any combination of approved sizes)	Low Fat Milk: Low-Fat (1%) Milk and/or Skim Milk	Gallon Half-Gallon Quart	5 gallons total (any combination of approved low-fat milk and/or skim milk in any approved size)





LA WIC Food List Brochure (Program Guide)

NEW



 **LOUISIANA**
DEPARTMENT OF
HEALTH
Public Health

WIC
LOUISIANA

Selection Criteria - Above 50 Vendors (A50)

- ▶ An A50 Vendor is a Vendor who derives more than 50 percent (50%) of their annual food sales revenue from WIC Transactions.
- ▶ A50 Vendors will only be authorized if the store is needed for participant access.
- ▶ If Authorized, A50 Vendors must agree to:
 - Be placed in their own peer group, and
 - Not use incentives to entice WIC Participants to shop at their store.
 - ▶ A complete list of prohibited incentive items can be found in the [LA WIC Policy Manual](#). Please see Policy 7.11- In Store Promotions.

Selection Criteria - Infant Formula

- ▶ Vendors must purchase infant formula from a source that appears on the LA WIC Infant Formula Supplier List (“Supplier List”) and must keep approved invoices to document their purchases.
- ▶ The following Information can be found on the [LA WIC Authorized Vendor Hub](#):
 - The [Supplier List](#),
 - A list of [invoice requirements](#), and
 - [Infant Formula Supplier Request Form](#).



Louisiana WIC Program Infant Formula Supplier List



Authorized WIC Vendors (Vendors) must purchase infant formula only from a source that appears on the LA WIC Infant Formula Supplier List (“Supplier List”) below, and must retain [approved invoices](#) to document their purchases. A Vendor found to be out of compliance with this vendor selection criteria, at any time, may be subject to sanction.

Vendors may submit a request to add a supplier to the Supplier List by completing the [Infant Formula Supplier Request Form \(7.27_VF1\)](#) and returning it to LAWICVendor@la.gov.

Infant Formula Manufacturers Registered with the FDA				
Name	Address	City	State	Zip
Abbott Laboratories (Abbott Nutrition)	300 Stelzer Road	Columbus	OH	43219
Mead Johnson (Mead Johnson Nutritionals)	2400 West Lloyd Expressway	Evansville	IN	47721
Nestle, USA (Nestle Infant Nutrition)	1812 North Moore Street	Arlington	VA	22209
Nutricia North America	9900 Belward Campus Drive, Ste. 100	Rockville	MD	20850
PBM Nutritionals, LLC	652 Peter Jefferson Pkwy, Ste. 300	Charlottesville	VA	22911
Prolacta Bioscience	757 Baldwin Park Blvd	City of Industry	CA	91746
Infant Formula Suppliers Approved by LA WIC*				
Name	Address	City	State	Zip
Advantage Logistics SE Inc.	1450 Commerce Blvd	Anniston	AL	36207
Albertson's LLC Distribution Center	2500 Industrial Blvd	Ponca	OK	74601
Associated Grocers, Inc.	8600 Anselmo Ln	Baton Rouge	LA	70810
	9393 Perkins Rd	Baton Rouge	LA	70810

Selection Criteria - Full-Line Grocery Requirements

Full-Line Grocery Requirements

Food Category	Full-Line Grocery Requirement
Cold Breakfast Cereal	Min - 5 Units of each Variety; 5 Varieties
Bread or Tortillas	Min - 5 Units of each Variety; 3 Varieties
Rice	Min - 6 Units of each Variety; 2 Varieties
Fresh Fruits	Min - 5 Units of each Variety; 4 Varieties
Fresh Vegetables	Min- 5 Units of each Variety; 4 Varieties
Fresh or Frozen Meat, Poultry, or Fish	Min - 5 Units of each Variety; 4 Varieties

Selection Criteria - Shelf Prices

- ▶ Vendors must display shelf prices on WIC Approved Food Items or on the shelves/display area in immediate proximity to the WIC Approved Food Items.
- ▶ A Vendor with concerns about infant formula theft:
 - May keep infant formula in a secure area (behind the customer service counter, for example).
 - Must post notice of the location and prices of infant formula in the area where shoppers would expect to find infant formula (on the baby food aisle, for example).
- ▶ Vendors may charge WIC Participants prices that are lower than the shelf prices for WIC Approved Food Items.
- ▶ Vendors may **NOT** charge WIC Participants prices that are higher than the shelf prices for WIC Approved Food Items (this would be considered a Vendor Overcharge, which is a Federal Mandatory Vendor Sanction Violation).



Cost Containment

Federal Regulations at 7 C.F.R. Section 246.12(h)(3)(viii) require LA WIC to establish and apply limits on the amount of reimbursement allowed for WIC Approved Food Items based on a Vendor's peer group, LA WIC's competitive price criteria (CPC) and Maximum Allowable Reimbursement Levels (MARLs).



Competitive Price Criteria (CPC) and Maximum Allowable Reimbursement Levels (MARLs)



▶ What is CPC?

- The prices a Vendor or vendor applicant charges for a selection of WIC Approved Food Items as compared to the prices charged by other Vendors within the vendor peer group.
- All Vendors are subject to CPC at all times in order to ensure cost containment.

▶ What is a MARL?

- A MARL is the reimbursement amount above which LA WIC will make price adjustments on WIC Transactions at the subcategory level to ensure no WIC Approved Food Item is paid above a reasonable level.



Vendor Peer Groups

- ▶ Vendors are organized by peer group

Peer Group	Business Model	Description
1	Independent or Local Grocery	Vendor that operates only within Louisiana and primarily purchases from 3rd party suppliers.
2	Regional Grocery	Vendor that operates within Louisiana and one or more additional states and primarily purchases from 3rd party suppliers. Plus military commissaries.
3	National Grocery	Vendor that operates within Louisiana and one or more additional states, primarily sells groceries, and primarily purchases from its own corporate supplier.
4	Mass Merchandiser	Vendor that operates within Louisiana and most or all states, sells a wide variety of merchandise in addition to groceries, and primarily purchases from its own corporate supplier.
5		Reserved
6	A50	Vendor that derives more than fifty percent (50%) of their annual food sales revenue from WIC Transactions and new Vendor applicants expected to meet this criterion under guidelines approved by FNS





In-Store Policies

- ▶ Shelf Talkers
- ▶ Equitable Treatment and Courtesies
- ▶ In-Store Promotions

Shelf Talkers

- ▶ Vendors may use shelf talkers to help WIC Participants identify WIC Approved Food Items.
- ▶ The use of shelf talkers is optional.
 - If a Vendor elects to use shelf talkers, the Vendor must use only the shelf talker image(s) provided by LA WIC.
 - The approved LA WIC shelf talker images can be found on the [LA WIC Authorized Vendor Hub](#).
- ▶ NOTE: The WIC logo and acronym are not permitted to be attached or affixed to any products, including those placed in the store by a distributor.



Equitable Treatment

- ▶ Vendors must treat WIC Participants and non-WIC customers the same.
- ▶ Vendors may not treat WIC Participants differently from other customers by:
 - Excluding WIC Participants from in-store promotions - this includes not allowing WIC Participants to use coupons or other store discounts that are allowed in non-WIC transactions, and/or
 - Offering WIC Participants incentive items, Vendor discounts, coupons or other promotions that are not offered to other customers.



Courtesies



- ▶ Vendors must offer WIC Participants the same courtesies that are offered to other (non-WIC) customers with respect to:
 - WIC Approved Food Item prices, and
 - Services.
- ▶ Vendors must treat WIC Participants and non-WIC customers the same by:
 - Helping the customer to obtain an item from a shelf or from behind a counter,
 - Bagging food for the customer, and/or
 - Assisting the customer with loading the food into a vehicle
- ▶ Vendors may NOT treat WIC Participants differently from other customers by:
 - Conducting the WIC Transaction indiscreetly (i.e., yelling or loudly announcing “WIC”),
 - Commenting negatively or offering opinions relative to the WIC Participants use of WIC Benefits, and/or
 - Engaging in verbal abuse of any kind.

In-Store Promotions

- ▶ Vendors must adhere to the handling of in-store promotions following LA WIC Vendor Rules and Regulations.
- ▶ Allowable discounts by type for all Vendors include:
 - Buy One, Get One Free (BOGO),
 - Buy One, Get One at a Reduced Price,
 - Bonus Size Items (Free Ounces Added to Food Item by Manufacturer),
 - Transaction Discounts,
 - Store Loyalty or Rewards Cards, and
 - Manufacturer's Cents-off Coupons.
- ▶ No Cash back. All discounts must be applied to the Transaction.





Complaints

Complaints

- ▶ Types of Complaints:
 1. Vendor Complaints
 2. Participant Complaints
 3. Civil Rights Complaints



Complaints

- ▶ **Non-Discrimination:** The United States Department of Agriculture (USDA) its agencies, offices, employees, and institutions participating in or administering USDA Programs are prohibited from acting in a discriminatory manner. (See CFR §246.8(a)). The USDA is an equal opportunity provider.
- ▶ **Louisiana WIC Non-Discrimination:** LA WIC must ensure that no persons be excluded from participation, denied benefits, or be otherwise subjected to discrimination under the Program based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any Program or activity conducted or funded by the USDA.
- ▶ **Unfair Treatment:** LA WIC also discourages intentional or unintentional acts of unfair treatment towards Authorized WIC Vendors (Vendors), vendor applicants, WIC Participants and participant applicants.



Complaints

- ▶ **Vendor Complaints** (Complaints about Vendors) include:
 - Negative treatment of a WIC Participant by a Vendor's owner, manager or employee,
 - Charging more to WIC Participants than other customers,
 - Providing outdated or spoiled food items,
 - Refusal to accept manufacturers' coupons, or other store discounts,
 - Inadequate variety and/or quantity of WIC Approved Food Item(s), and
 - Failure to distribute WIC Approved Food Item(s) to intended WIC Participants.
- ▶ The [LA WIC Complaint Form](#) can be found on the [LA WIC Authorized Vendor Hub](#).

Louisiana WIC Complaint Form

LOUISIANA DEPARTMENT OF HEALTH Public Health

Date of Report: _____

Complaint Against: Vendor Participant Clinic

Instructions: Fully complete as much of this form with as much specific information as possible to assist with the complaint investigation.

SECTION I – General Complaint Information

Staff Taking Report (Name):	Phone Number:	
WIC Clinic:	Clinic City/Parish:	
Person Reporting the Complaint:	Phone Number:	
<input type="checkbox"/> Caregiver <input type="checkbox"/> Proxy <input type="checkbox"/> Family Member <input type="checkbox"/> Staff Member <input type="checkbox"/> Vendor <input type="checkbox"/> Other: _____		
Participant Name:	Participant DOB:	
Family ID#:	PAN:	
Date of Incident:	Time of Incident:	Previous Complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown

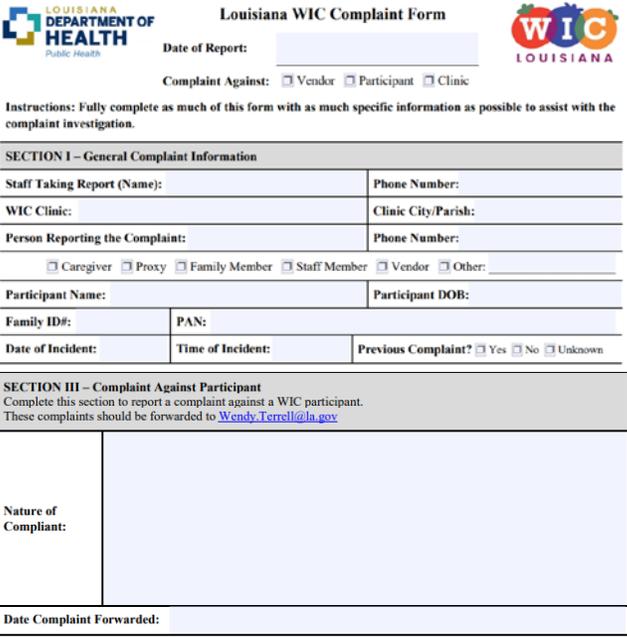
SECTION II – Complaint Against Vendor
Complete this section to report a complaint against a WIC vendor. Include copies of receipts, if applicable. These complaints should be forwarded to LaWICVendor@la.gov.

Vendor Name:	Vendor Number:
Nature of Complaint:	
Corrective Action Taken	<input type="checkbox"/> Phone Call to Vendor <input type="checkbox"/> Correspondence (attach) <input type="checkbox"/> Store Visit
Date:	

WIC-19 Rev 01/20

Complaints

- ▶ Participant Complaints (Complaints about WIC Participants) include:
 - Negative treatment of a Vendor's owner, manager or employees,
 - Deliberate attempts to purchase unauthorized foods items, and
 - Deliberate attempts to purchase larger quantities of WIC Approved Food Item(s) than what is prescribed on a WIC Participant's EBT Card.
- ▶ The [LA WIC Complaint Form](#) can be found on the [LA WIC Authorized Vendor Hub](#).



The image shows a screenshot of the Louisiana WIC Complaint Form. At the top left is the Louisiana Department of Health logo, and at the top right is the WIC Louisiana logo. The form title is "Louisiana WIC Complaint Form". Below the title are fields for "Date of Report:" and "Complaint Against:" with checkboxes for "Vendor", "Participant", and "Clinic". A set of instructions follows: "Instructions: Fully complete as much of this form with as much specific information as possible to assist with the complaint investigation." The form is divided into sections. "SECTION I - General Complaint Information" includes fields for "Staff Taking Report (Name)", "Phone Number", "WIC Clinic", "Clinic City/Parish", "Person Reporting the Complaint", and "Phone Number". Below these are checkboxes for "Caregiver", "Proxy", "Family Member", "Staff Member", "Vendor", and "Other". "SECTION II" includes fields for "Participant Name", "Participant DOB", "Family ID#", "PAN", "Date of Incident", "Time of Incident", and "Previous Complaint?" with checkboxes for "Yes", "No", and "Unknown". "SECTION III - Complaint Against Participant" includes a large text area for "Nature of Complaint:" and a field for "Date Complaint Forwarded:". A note at the top of this section says "Complete this section to report a complaint against a WIC participant. These complaints should be forwarded to Wendy.Terrell@la.gov."

Complaints

- ▶ **Civil Rights Complaints** are complaints submitted by an individual who believes and indicates they were treated differently based on their race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any Program or activity conducted or funded by the USDA.
 - Complaints should be submitted via mail to the U.S. Department of Agriculture - Office of the Assistant Secretary for Civil Rights at 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or via email at program.intake@usda.gov.
 - Individuals who are hearing impaired or have speech disabilities may contact the USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (Spanish).
- ▶ Civil Rights Complaints can be submitted to USDA using the form found [here](#).

 OMB Control Number 0508-0002

UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)
Office of the Assistant Secretary for Civil Rights
Program Discrimination Complaint Form

First Name: Middle Initial: Last Name:

Mailing Address:

City: State: Zip code:

E-mail address (if you have one):

Telephone Number starting with area code:

Alternate Telephone Number starting with area code:

Best Time of the Day to Reach You



Investigations & Monitoring

- ▶ Routine Monitoring Reviews (RM)
- ▶ Compliance Investigations- Inventory Audits (IA)
- ▶ Compliance Investigations- Compliance Buys (CB)

Investigations & Monitoring

What Vendors are selected for Investigation or Monitoring?

- ▶ **Compliance Investigation: Compliance Buys & Inventory Audits**
 - At least 5% of Vendors
- ▶ **Routine Monitoring Reviews**
 - At least 5% of Vendors
- ▶ **Any Vendor, any Time!**
 - LA WIC may complete a Routine Monitoring Review and/or a Compliance Investigation on any Vendor at any time.



Routine Monitoring

Routine Monitoring Review: What is it?

- ▶ A Routine Monitoring Review is an overt on-site Monitoring Review, during which LA WIC program representatives identify themselves to Vendor personnel, that examines compliance with LA WIC Vendor Rules and Regulations.



Routine Monitoring

Routine Monitoring Review: How To?

- ▶ A Routine Monitoring Review will examine vendor selection criteria and other LA WIC Vendor Rules and Regulations to determine compliance via:

Vendor Monitoring Form (7.15_VF1 or RM WIC-9)

- Documents the Vendors inventory for WIC Approved Food Items, including Infant Formula, against MSR, and
- Documents additional vendor selection criteria and other Program requirements.



Routine Monitoring

FFY21 Routine Monitoring Results: Overview

FFY21 RM Visit Results

Visit Result	#	%
No Violation Found (Clean)	36	58%
Violation(s) Found	26	42%
Total Visits	62	

- ▶ Of the 62 RM visits conducted in FFY21, 36 (58%) were “clean visits” with no violations found and 26 (42%) had one or more violation found.

Routine Monitoring

FFY21 Routine Monitoring Results: Violations Found

FFY21 RM Visit Results

Violation Found	#	%
Minimum Stock	25	66%
Shelf Price	6	16%
WIC-33	4	11%
WIC-23	2	5%
Window Cling	1	3%
Total Violations	38	

- ▶ Two-thirds (66%) of all FFY21 RM violations found were for failing to meet Minimum Stock Requirements (MSR).
- ▶ Missing Shelf Price (16%) and missing WIC-33 (11%) were the next most common violations.

Routine Monitoring

FFY21 Routine Monitoring Results: MSR Violations

FFY21 RM Visit Results

MSR Violation Item	#	%
Infant Formula	23	64%
Milk	8	22%
Infant Food	4	11%
Cheese	1	3%
Total MSR Violations	36	

- ▶ Infant Formula was the most common item that failed to meet MSR (64%), with Milk (22%) and Infant Food (11%) being the next most common items.

Routine Monitoring

FFY21 Routine Monitoring Results: Preventative Actions

▶ Preventative Actions Include:

1. Maintain Minimum Stock Requirements found on the [WIC-23](#) at all times.
2. Ensure correct prices for WIC Approved Food Items are displayed on the foods or on the shelves/display area in immediate proximity to the foods.
3. Maintain a copy of the most recent [WIC-23](#) and [WIC-33](#) in the store.
4. New for FFY22:
 - If shelf talkers are utilized, ensure that they only use the images provided by LA WIC, and
 - Maintain a copy of the most recent [Food List Brochure \(Program Guide\)](#) in the store.
5. Vendors are required to comply with all LA WIC Rules and Regulations at all times, only some of which are reflected in this presentation.

Inventory Audit

Inventory Audit: What is it?

- ▶ LA WIC examines food invoices to determine if a Vendor has claimed reimbursement for the sale of an amount of a WIC Approved Food Item(s), at the category level, that exceeds the store's documented inventory of that WIC Approved Food Item(s) for a specific period of time.



Inventory Audit

Inventory Audit: How To?

- ▶ LA WIC is essentially looking to see “did the Vendor have the items to sell at the time the sale occurred?”
- ▶ Inventory Audits examine three key components:
 1. The Inventory Monitoring Review Form (Beginning inventory count),
 2. Invoices from Vendor (Additional inventory count), and
 3. EBT Redemption Data (Inventory Sold)



Inventory Audit

Inventory Audit: Invoices

- ▶ LA WIC will review invoices received during an Inventory Audit to determine that the dates of the invoices are within the period requested, the invoices are for the Vendor being investigated and the invoices are from an inventory record showing all WIC purchases from permitted wholesalers, that contains the following information:
 1. The Vendor's name,
 2. The date of purchase,
 3. The wholesaler's name,
 4. Invoice number, and
 5. The WIC item size, quantity and brand of each specific WIC Approved Food purchased.
- ▶ In addition to #1-#5 above, invoices for infant formula must only be from an LA WIC approved Supplier who appears on the [Infant Formula Supplier List](#).
- ▶ Any invoices submitted by the Vendor not meeting these criteria shall be excluded from the audit calculation and could lead to required recoupment from the Vendor and/or sanction. LA WIC may refer Vendors that submit invoices from improper Suppliers without an LDH permit to operate, to Sanitarian Services.

3. Fresh Wholesale Grocers

1. Vendor

2. DATE 03/15/2020 SLIP # 2 PAGE # 1 INVOICE # 4. 101112

Deliver to: 6 Bill to: COD / CHECK O.K. ROUTE STOP NOET 6

SPECIAL INSTRUCTIONS CHECK US OUT ONLINE GO TO WWW.GGWSG.COM 24 / 7 USE OUR LINK TO ACCESS W.I.C

LINE #	ORD#	SHR#	UPC #	PACKSIZE	DESCRIPTION	ITEM #	SRP	PRICE	AMOUNT
01	1	1	15662	6 45 OZ	SUNNYLAND MARGARINE - TUB	F 114207	2.85	12.13	12.13
02	2	2	2108	12 16 OZ	GREAT LAKE SLICED AMERICAN CHEESE	F 149849	3.79	32.50	65.00
03	1	1	28328	12 8 OZ.	PARADE SHREDDED CHEDDAR CHEESE	F 120584	2.25	19.32	19.32
04	15	15		6 5#	INTERSTATE STRAIGHT CUT FRENCH-FRIES	F 169250	4.35	18.59	218.85
05	5	5	36502	6 12.50	ENFAMIL PREMIUM INFANT POWDER	F 130518	22.35	95.85	479.25
06	1	1	00002	24 6 OZ.	CRYSTAL HGT SAUCE	F 113076	1.05	17.45	17.45
07	1	1	00005	12 17 OZ	TONY CHACH CREOLE SEASONING	F 183954	3.45	29.49	29.49
08	1	1	01169	12 1 OZ.	ZATARAINS PARSLEY FLAKE - PLASTIC	F 141267	1.95	16.44	16.44
09	1	1	00091	12 8.5 O	VIGO OLIVE OIL	F 112532	3.35	28.35	28.35
10	1	1	01573	12 16 OZ	ZATARAINS CRAB BOIL - PRESEASONED - BAG	F 192203	2.05	17.48	17.48
11	1	1	25162	9 32 OZ	CRISCO VEGETABLE OIL	F 271841	4.88	31.27	31.27
12	2	2	07657	8 2 PK	GERBER 2ND FOODS APPLESAUCE	F 113845	1.69	9.59	19.18
13	2	2	07640	8 2 PK	GERBER 2ND FOODS PEACHES	F 113779	1.69	9.59	19.18
14	2	2	07334	8 2 PK	GERBER 2ND FOODS PEARS	F 113753	1.69	9.59	19.18
15	2	2	07650	8 2 PK	GERBER 2ND FOODS CARROTS	F 113811	1.69	9.59	19.18
16	2	2	07654	8 2 PK	GERBER 2ND FOODS SWEET POTATO	F 113803	1.69	9.59	19.18
17	2	2	07655	8 2 PK	GERBER 2ND FOODS BANANAS	F 113787	1.69	9.59	19.18
18	10	10	22135	1 5 GAL	CLEAR FRY OIL	F 307546	24.99	17.85	178.50
19	1	1	39108	16 12.5	KELLOGG CORN POPS CEREAL	F 111732	5.65	87.99	45.97
20	1	1	17634	12 18 OZ	GENERAL MI DORA EXPLORER	F 103440	4.99	42.56	42.56
21	5	5	69353	6 12.4	ENFAMIL GENTLEASE POWDER	F 139790	23.35	100.05	500.25
22	1	1	89108	12 15 OZ	PROGRESSO BREAD CRUMB - PLAIN	F 162180	2.55	21.68	21.68

Taxable by State: Food/ Non Food \$.00 / \$.00 @ .02 / .02
 Taxable by City: Food/ Non Food \$.00 / \$.00 @ .02 / .02
 F/CHK- 3.20

CHECK GOODS CAREFULLY BEFORE SIGNING. NOT RESPONSIBLE AFTER [No Title] TX.

TOTALS: OSHP 60 SUB TOTAL 1,840.25
 WGT 1079.10 TAX 0.00
 CUB 71.1 INVOICE TOTAL 1,840.25

A FINANCE CHARGE OF 1 1/2% per month will be added to all balances due over 30 days.

PLEASE PAY FROM THIS ORIGINAL INVOICE - CUSTOMER COPY

DRIVER CASH CHECK AMOUNT
 LILIAN ARMST

Acceptable Purchase Invoices

1. The Vendor being investigated
2. The date of purchase
3. The wholesaler's name,
4. Invoice Number
5. For each specific WIC Approved Food Item
 - a. Size
 - b. Quantity
 - c. Brand

KEY:
 Acceptable= Red Boxes
 Kellogg Corn Pops- Not on WIC-23= Not acceptable
 Enfamil- Not on WIC-23 = Not acceptable



3. Big Easy Food Sales Distributors

2 ORDER DATE 01/10/2018 1. Vendor CUSTOMER NO. SLM.# 6 PAGE 1 INVOICE NO. 4. 56789

TERMS C.O.D. CHECK OK TELEPHONE TRIP STOP 5 2 MEMO- 00

SPECIAL INSTRUCTIONS REMIT TO CHECK PRODUCT BEFORE TRUCK LEAVES/NO CREDITS WILL BE GIVEN AFTER! - THANK YOU

5b 5c

ITEM #	ORDERED	SHIPPED	UNIT	DESCRIPTION	PACK	SIZE	ST	WEIGHT	COST	AMOUNT
10138	2	2		EGGS, LARGE CARTON AA GRADE	15	Dozen	T	30.00	.9500	28.50
11208	10	10		CHICKEN WINGS, SMILED 88200 NO USR	2	48 LB	T	400.00	1.4900	596.00
13049	2	2		CHEESE 120 SLICED AMERICAN CF GRT LAKES	1	5 LB	T	40.00	2.2900	91.60
14121	1	1		BACON, FIELDSTONE SLAB BACON PRODUCT OF USA, CANADA, MEXICO	1	10 LB	T	65.90	2.1900	144.32
14641	1	1		PORK LOINS FROZEN COV PRODUCT OF USA, CANADA, MEXICO	1	80 LB	T	89.80	1.2900	115.84
15066	1	1		HAMS, CHISESI VIP HAMS 5/13 LB	5	12 LB	T	51.52	3.6900	190.11
15099	1	1		HAM MORRELL 01982 DELI	2	13 LB	T	26.00	1.7900	46.54
15270	1	1		SAUSAGE, SMOKED D.D.	8	3 LB	T	24.00	3.0900	74.16
15408	2	2		SAUSAGE, SMOKED - D.D. PKG MILD	10	1 LB	T	20.00	3.0900	61.80
17248	2	2		SHRIMP 70/90 PEELED USA	1	50 LB	T	100.00	3.2500	325.00
19148	5	5		PATTIES HOT SAUSAGE PATTON 4 OZ	1	10 lb	T	50.00	2.2900	114.50
19200	1	1		ROAST BEEF DRY BARRON BEEF INTERNATIONAL	2	9 LB	T	15.35	3.7900	58.18
22034	1	1		BEEF CHUCK SEMI-BNLS COV SEL PRODUCT OF USA, CANADA, MEXICO	1	50 LB	T	60.70	2.4900	151.14
22441	1	1		BEEF GROUND, FINE 73/27 IBP	8	10 LB	T	80.80	1.8900	152.71

DRIVER CASH CHECK AMOUNT

CUSTOMER SIGNATURE

YOU MUST CHECK YOUR MERCHANDISE BEFORE SIGNING

ST = STATUS CODE
O = OUT
S = SUB
P = PARTIAL

SUBTOTAL TAX INVOICE TOTAL CONTINUE

A FINANCE CHARGE of 1.5% per month will be added to all Accounts 30 days old, which is an ANNUAL PERCENTAGE RATE of 18% applied to the PREVIOUS BALANCE.

Unacceptable Purchase Invoices

Missing:

1. The Vendor being investigated
2. The Date of purchase
3. The wholesaler's name
4. Invoice Number
5. For each **specific WIC Approved Food Item**
 - a. Size
 - b. Quantity
 - c. Brand

KEY:

Eggs - Don't indicate their "white" or have a brand
Cheese - Doesn't have a size indication of ounces



3. Big Easy

INVOICE#	Bakery Distribution
Closed to Cash Purchase	
DATE/TIME:	8/31/2015 1:41:11 PM
CASHIER:	Donna
STATION:	01
5b.	5c.
10 FS BUNNY 16" SAND 2*	\$9.90
6 FS ROMAN MEAL 100% *	\$5.94
15 FS BUNNY RTOP 24 OZ*	\$14.85
Subtotal	\$30.69
Tax	\$1.53
GRAND TOTAL	\$32.22
Cash	\$32.22
Amt Tendered	\$40.00
Change	\$7.78

Unacceptable Purchase Invoices

Missing:

1. The Vendor being investigated
2. The Date of purchase
3. The wholesaler's name
4. Invoice Number
5. For each specific WIC Approved Food Item
 - a. Size
 - b. Quantity
 - c. Brand

This is also NOT an invoice- this is a Receipt

Inventory Audit

- ▶ Vendors will not be provided notice of and given an opportunity to correct violation(s) identified through an Inventory Audit.
- ▶ If an Inventory Audit reveals Deficiencies, LA WIC shall establish a claim against the Vendor by the end of the Investigation. The claim against the Vendor will be the total amount of all Deficiencies identified over the course of the Investigation.
- ▶ Vendors must maintain, during and after any WIC Authorization, for a period of four (4) full Federal Fiscal years after the date the record was created and upon request provide to LA WIC, paper or electronic records used for State or Federal tax reporting purposes and other WIC Program records.

Compliance Buy

Compliance Buy: What is it?

- ▶ A Compliance Buy is a covert, on-site Investigation in which a representative of LA WIC poses as a WIC Participant or proxy, conducts one or more WIC Transactions, and does not reveal during the visit that he or she is an LA WIC representative.



Compliance Buy

Compliance Buy: How To?



1. Conduct a covert Compliance Buy at the Authorized WIC Vendor's store and complete the Compliance Buy Report Form
2. Obtain EBT redemption data
3. Determine if there were any violations

Compliance Investigations

FFY21 Compliance Investigations (CI) Results: Overview

FFY21 Investigation Results

Visit Result	#	%
No Violation Found (Clean)	11	55%
Warning (Violations Found, No Pattern)	6	30%
Sanction (Pattern)	2	10%
Other	1	5%

- ▶ Of the 20 Investigations initiated in FFY21, 11 (55%) were “clean” with no violations found, 6 (30%) included violations (but no pattern), 2 (10%) resulted in sanction (pattern).

Compliance Investigations

FFY21 Compliance Investigations (CI) Results: Violations Found

FFY21 Investigation Results

Violation Found	%
Transaction Procedures	61%
Vendor Overcharge (FMS)	11%
Audit Deficiency (FMS)	11%
Other Violations	17%

- ▶ Over 60% of violations found in FFY21 Compliance Investigations were for failing to meet Transaction Procedures outlined on the WIC-33.
- ▶ 22% were Federal Mandatory Sanction (FMS) violations for overcharging LA WIC and/or an identified audit deficiency
- ▶ 17 % were for failing to adhere to any other requirements of the Vendor Agreement or Vendor Guide.

Compliance Investigations

FFY21 Compliance Buy Investigations (CB) Results: Specific Issues Found During CBs

FFY21 Compliance Buy Violations

SA - Transaction	#	%
Receipt(s) Not Provided	8	50%
Accepted Benefits	2	12.5%
Did NOT Trans WIC 1st	1	6.25%
SA - Other		
APL every 48 hrs	2	12.5%
Produce Mapping	1	6.25%
FMS		
Vendor Overcharge	2	12.5%

- ▶ Half of all violations found in FFY21 Compliance Buys were for failing to provide one or more required receipt(s).
- ▶ ~19% were related to a procedural error made by the cashier.

Compliance Investigations

FFY21 Compliance Investigations (CI) Results: Preventative Actions

▶ Preventative Actions Include:

1. Ensure all staff who conduct WIC transactions are trained on the [LA WIC Transaction Procedures](#) (WIC-33). In particular, Vendors should ensure staff are trained to:
 - Provide copies of ALL receipts to WIC Participants
 - NOT accept benefits on behalf of WIC Participants
2. Ensure the price charged at the register is equal to or less than the shelf price for that WIC Approved Food Item.
3. Ensure all purchase invoices meet [LA WIC's invoice requirements](#).
4. Vendors are required to comply with all LA WIC Rules and Regulations at all times, only some of which are reflected in this presentation.



Records Retention and Confidentiality

Records Retention

- ▶ LA WIC must maintain full and complete records concerning Program operations.
- ▶ Vendors must retain certain records and make them available to LA WIC, FNS, and the Comptroller General of the United States, upon request. These records include but are not limited to the following:
 - Inventory records used for federal tax reporting purposes,
 - All Program-related records,
 - Any other records specified in the Vendor Agreement, and
 - Food instrument issuance and redemption.



Confidentiality

- ▶ Maintaining confidentiality means refraining from using or disclosing any confidential vendor applicant, WIC Participant or Vendor information gathered as a result of participation in LA WIC.
- ▶ Vendors must maintain the confidentiality of any WIC Participant information gathered as a result of WIC Authorization.
- ▶ Confidential Vendor information is any information about a Vendor (whether it is obtained from the Vendor or another source) that individually identifies the Vendor, except for a Vendor's name, address, telephone number, website/ e-mail address, store type, and authorization status.
- ▶ Confidential Vendor information includes, but is not limited to, the following:
 - Bank account information,
 - Peer group assignments,
 - Pricing information, and
 - WIC redemption information.





Sanctions

Sanctions

- ▶ Vendors must adhere to all LA WIC Vendor Rules and Regulations.
- ▶ LA WIC may pursue adverse action (sanction) against a Vendor that fails to meet vendor selection criteria, commits a Federal Mandatory Vendor Sanction Violation(s) and/or commits a State Agency Vendor Sanction Violation(s).
- ▶ Some Federal Mandatory Vendor Sanctions and all State Agency Vendor Sanctions must be based on a pattern of violations.
- ▶ LA WIC defines a pattern for each violation as indicated in the Sanction Schedule found in the [LA WIC Policy Manual](#). The definition of a pattern of violations may be different for different types of violations (e.g., to account for severity).
- ▶ **Unaddressed violations will carry from one agreement period to the next.**
- ▶ Any violation identified through any means will count toward the establishment of a pattern for purposes of sanction (for those sanctions that require a pattern of violations) as long as the violation(s) occurs within a twenty-four (24) consecutive month period.



Sanction Types

- ▶ Generally, there are three types of sanctions LA WIC may impose on a Vendor including:
 1. Termination,
 2. Disqualification, and
 3. Issuance of a Civil Money Penalty (CMP).
- ▶ Imposing the appropriate sanction usually depends on facts and circumstances.

When to Impose each Sanction

- ▶ Sanction via **Termination** is generally imposed based on a Vendor's failure to meet vendor selection criteria.

- ▶ Sanction via **Disqualification** is generally imposed based on the Vendor:
 1. Committing a single violation which does not require a pattern, or
 2. Establishing a pattern of violations.

- ▶ Sanction via **Civil Money Penalties (CMPs)** may only be issued when LA WIC has determined:
 1. That a Vendor should be disqualified, and
 2. Imposing Disqualification would result in a participant access issue for WIC Participants.

FY22 Sanction Schedule: At A Glance

Sanction Schedule: Federal Mandatory Vendor Sanction Violation(s)



Federal Mandatory Vendor Sanction Violation (See LAC §4509.A.-A.4.b)	Pattern of Violations Required?	Number of incidences required to establish a pattern	Federal Sanction - Disqualification on Period	SNAP Notification Required?
Conviction of trafficking in Food Instruments (FIs) or Cash-Value Vouchers (CVVs) or selling firearms, ammunition, explosives, or controlled substances (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)) in exchange for FIs or CVVs.	No	1	Permanent	Yes
One incidence of buying or selling a WIC FI or CVV for cash (trafficking).	No	1	6 years	Yes
One incidence of selling firearms, ammunition, explosives, or controlled substances as defined in 21 U.S.C. 802, as amended, in exchange for a WIC FI or CVV.	No	1	6 years	Yes
One incidence of the sale of alcohol, alcoholic beverages, or tobacco products in exchange for a WIC FI or CVV.	No	1	3 years	Yes

FY22 Sanction Schedule: At A Glance

Sanction Schedule: State Agency Vendor Sanction Violation(s)



State Agency Vendor Sanction Violation (See LAC §4509.D.-D.9)	Pattern of Violations Required?	Number of incidences to establish a pattern	State Agency Sanction - Disqualification on Period	SNAP Notification Required?
Providing cash for returned WIC Approved Food Items purchased with WIC FIs/ CVVs.	Yes	3	1 year	No
Failing to comply with FI and CVV processing and redemption procedures, as described in the Vendor Agreement (also outlined in this WIC Vendor Guide).	Yes	3	1 year	No
Stocking or selling WIC Approved Food Items that are expired or otherwise not fresh, as determined by LA WIC.	Yes	3	1 year	No
Failing to participate in and complete training, as scheduled and required by LA WIC.	Yes	2	1 year	No

FY22 Sanction Schedule: At A Glance

Sanction Schedule: Vendor Selection Criteria



Vendor Selection Criteria (See LAC§4503.B.-B.23)

- **Vendors must meet all Vendor Selection Criteria at all times**
- **Vendors who fail to meet any Selection Criteria at any time may have their Vendor Agreement with LA WIC terminated**
- **A pattern of non-compliance is NOT required prior to Sanction (termination)**
- **Vendors who are terminated for failing to meet Vendor Selection Criteria may not reapply for LA WIC Vendor Authorization for a year**
- **Each of the following constitutes cause for termination of the Vendor Agreement:**

	Failure to be currently authorized and participating in the USDA Supplemental Nutrition Assistance Program (SNAP) and cannot have received a SNAP Civil Money Penalty (CMP) for which the disqualification period, if it had been imposed, would not yet have expired.
	Failure to have a grocery class permit to operate issued for the current state fiscal year (the Louisiana state fiscal year runs from July 1 – June 30).
	Failure to maintain the establishment in a clean, orderly and safe condition and comply with applicable health protection laws and ordinances as defined by Louisiana Department of Health's Office of Public Health, located at http://ldh.louisiana.gov/index.cfm/page/448 .



Participant Access

Participant Access Determination

What is Participant Access?

- ▶ Method used to determine whether the removal of a Vendor from LA WIC would create an issue for Participants to access to WIC Approved Food Items.
- ▶ Inadequate participant access is determined at the sole discretion of LA WIC and is not subject to Administrative Review.



Participant Access Determination

- ▶ LA WIC can recruit a new Vendor in an area to “replace” a Vendor that’s only on the program due to a PA issue.
- ▶ Prior to or after WIC Authorization or Reauthorization, if the Vendor fails to meet all vendor selection criteria, LA WIC can recruit another Vendor in the area.
 - If another Vendor in an area is recruited, the PA issue would then be alleviated.
- ▶ Once reassessed, if the Vendor still fails to meet vendor selection criteria, LA WIC will terminate its Vendor Agreement.



*Look for another
Vendor in the area*



Termination

Reasons for Termination

- ▶ LA WIC may terminate a Vendor Agreement based on any of the following:
 - A Vendor's failure to meet vendor selection criteria,
 - A Vendor's change of ownership,
 - A Vendor's change in availability or location,
 - After Identifying a Conflict of Interest,
 - Based on Disqualification of a Vendor,
 - At the Vendor's request to terminate, and/or
 - At LA WIC's discretion.

Termination - Voluntary Withdrawal

- ▶ Voluntary withdrawal of a Vendor and non-renewal of the Vendor Agreement as an alternative to Termination is not allowed.
- ▶ LA WIC will not accept a Vendor request to terminate the Vendor Agreement in lieu of a Disqualification or a Civil Money Penalty (CMP).
- ▶ LA WIC will not administer a Civil Money Penalty (CMP) in lieu of termination.



Termination - Effective Date

- ▶ The termination of a Vendor Agreement will be effective fifteen (15) calendar days after the date of the notice of adverse action, with the exception of termination due to:
 - Permanent disqualification at 7 CFR § 246.12(I)(1)(i), which is effective on the date of receipt of the notice of adverse action,
 - Change in Availability or Location, which is effective as of the date of the change in availability or location,
 - Change of Ownership, which is effective as of the date of the change in ownership, and/or
 - Providing false information, on the date of the notice of adverse action.



Termination

- ▶ A Vendor whose Vendor Agreement is terminated for reasons other than expiration of the Vendor Agreement, change of ownership, store closing or store relocation cannot reapply to become an Authorized WIC Vendor until one (1) year from the date of Termination.
 - A Vendor that has been terminated shall not transact WIC Benefits during the Termination period.
 - WIC Transactions that take place after the effective date of the Termination and that have resulted in payment to the Vendor are subject to recoupment.

Termination- Obligations for Repayments

- ▶ Termination of a Vendor does not relieve the Vendor of obligations to repay money claimed by and owed to LA WIC.
- ▶ Examples include:
 - Inventory Audit Deficiencies,
 - Recoupment amounts based on WIC Transaction for Foods Not Received,
 - Recoupment amounts based on Vendor Overcharge, and/or
 - Recoupment amounts based on the purchase of an Unauthorized Food Item, etc.

DISQUALIFIED

Disqualification

Disqualification

- ▶ LA WIC may Disqualify a Vendor that commits a Federal Mandatory Vendor Sanction Violation(s) or State Agency Vendor Sanction Violation(s).
- ▶ If a Vendor is Disqualified, LA WIC will also terminate the Vendor's Agreement.



Disqualification - FMS

- ▶ After all administrative review/appeal rights have been exhausted, LA WIC will notify the appropriate FNS office, including SNAP, with a copy of the notice of adverse action and information on Vendor(s) it has either Disqualified or imposed a CMP in lieu of Disqualification for any Federal Mandatory Vendor Sanction Violation(s).
- ▶ Disqualification from LA WIC for any Federal Mandatory Vendor Sanction violation(s) may result in Disqualification from SNAP. See the Sanction Schedule in the [LA WIC Policy Manual](#).
 - SNAP Disqualification is not subject to administrative or judicial review under SNAP.



Disqualification - Voluntary Withdrawal

- ▶ The voluntary withdrawal of a Vendor from LA WIC or non-renewal of the Vendor Agreement as an alternative to Disqualification is not allowed.



Disqualification- Obligations for Repayments

- ▶ Disqualification of a Vendor does not relieve the Vendor of obligations to repay money claimed by and owed to LA WIC.
- ▶ Examples include:
 - Inventory Audit Deficiencies,
 - Recoupment amounts based on WIC Transaction for Foods Not Received,
 - Recoupment amounts based on Vendor Overcharge, and/or
 - Recoupment amounts based on the purchase of an Unauthorized Food Item, etc.



Civil Money Penalties (CMPs)

Civil Money Penalties (CMPs)

- ▶ If LA WIC determines that Disqualification of a Vendor would result in inadequate participant access, LA WIC will impose a Civil Money Penalty (CMP) in lieu of Disqualification.
- ▶ Exceptions to this general rule occur when Disqualification results from:
 1. A conviction for trafficking or conviction for illegal sales or from a third or subsequent sanction for a Federal Mandatory Vendor Sanction Violation(s),
 2. A SNAP CMP for hardship, and/or
 3. Another WIC State agency's issuance of a CMP in lieu of Disqualification for a Federal Mandatory Vendor Sanction.
- ▶ For each violation subject to sanction, LA WIC will calculate the CMP using EBT redemption data.

Civil Money Penalties (CMPs)

- ▶ LA WIC requires the Vendor to provide full payment of the CMP (partial payments may not be accepted).
 - If for any reason the CMP is not paid, LA WIC will impose the full-length of the Disqualification corresponding to the violation for which the CMP was assessed.
 - If the Vendor attempts to voluntarily withdraw or ceases to conduct WIC Transactions, LA WIC will impose the full-length of the Disqualification corresponding to the violation for which the CMP was assessed.
- ▶ FY22: For EACH State Agency Vendor Sanction Violation(s), the maximum CMP amount was lowered to \$2500.00. For Federal Mandatory Vendor Sanction Violation(s), the maximum CMP amount will not exceed the amount(s) specified in the CFR.



Civil Money Penalties (CMPs)- FMS

- ▶ After all administrative review/appeal rights have been exhausted, LA WIC will notify the appropriate FNS office, including SNAP, with a copy of the notice of adverse action and information on Vendor(s) it has either Disqualified or imposed a CMP in lieu of Disqualification for any Federal Mandatory Vendor Sanction Violation(s).
- ▶ Disqualification from LA WIC for any Federal Mandatory Vendor Sanction violation(s) may result in Disqualification from SNAP. See the Sanction Schedule in the [LA WIC Policy Manual](#).
 - SNAP Disqualification is not subject to administrative or judicial review under SNAP.



Administrative Hearings / Appeals

Administrative Hearings / Appeals

- ▶ Adverse actions taken by LA WIC that affect Vendors or vendor applicants may be subject to administrative review, if appealed.
- ▶ Some adverse actions are appealable, and some are not.
 - See the “Administrative Review of State Agency Adverse Actions” portion of the [LA WIC Vendor Guide](#).
- ▶ Use the [Vendor Request for Appeal Form](#) available on the [LA WIC Authorized Vendor Hub](#).



Louisiana WIC Vendor Request for Appeal
Louisiana Department of Health
Office of Public Health
Bureau of Nutrition Services



Instructions: Fully complete all sections of this form and return to Louisiana WIC using the mailing address below.

SECTION I – Store and Notice Information

Complete all information below. Include a copy of the original notice leading to this appeal with this form.





LA WIC Transaction Procedures (WIC-33)

LA WIC Transaction Procedures (WIC-33)

- ▶ Vendors must allow the sale of any WIC Approved Food Item(s) the Vendor maintains in inventory to WIC Participants, if the item is authorized on the Participant's EBT card regardless of whether the WIC Approved Food Item(s) is a required Minimum Stock item.
 - If there is an instance where a WIC Approved Food Item is on the Participant's EBT card but is not registering as a WIC Approved Food Item at the register, please contact LA WIC.
- ▶ LA WIC requires Vendors to have the WIC-33, effective 1/1/2022, available for review in each store, rather than at each register.

LA WIC Transaction Procedures (WIC-33)

- ▶ Vendors must comply with the following WIC Transaction Processing procedures including but not limited to:
 1. A Benefit Balance receipt must be provided, upon request, prior to the WIC Transaction,
 2. The WIC Participant must enter the EBT Card PIN,
 3. The Cashier must not request any additional form of ID,
 4. The Cashier must scan all items in the Transaction,
 5. The Cashier must deduct coupons and in-store promotions,
 6. The WIC Participant must accept/update WIC Benefits to approve the WIC Transaction,
 7. The Cashier must provide the WIC Participant copies of all receipts printed during the WIC Transaction,
 8. The Cashier must provide all items deducted from the WIC Participant's WIC Benefits (EBT card) to the WIC Participant, and
 9. The Cashier must allow other forms of payment.



LA WIC Transaction Procedures (WIC-33)



Louisiana WIC Program Transaction Procedures (WIC-33)



Understanding your EBT System

It is important for cashiers to know how to properly conduct a WIC Transaction using EBT. Each Vendor's POS system is different, so please review any and all training materials provided to you by your POS provider to best understand how your system operates. Once you understand your system, you'll be able to help WIC Participants have a smooth checkout and avoid delays at the register.

Transaction Processing Procedures using an LA WIC EBT Card (EBT Card)

Vendors must comply with WIC Transaction Processing procedures as outlined in the LA WIC Transaction Procedures (WIC-33), the LA WIC Vendor Agreement, and the LA WIC Vendor Guide.

- 1. Balance Inquiry.** Vendors must provide WIC Participants with a Benefit Balance (Benefit Inquiry) receipt prior to making a purchase if requested by the WIC Participant. Vendors cannot require a minimum purchase in order to process a balance inquiry and provide the Benefit Balance receipt.
- 2. The WIC Participant must enter the EBT Card PIN.** The WIC Participant must enter their PIN to authorize the WIC Transaction. Accept WIC Transactions only from WIC Participants or proxies as indicated by entry of a valid PIN. If the WIC Participant or proxy does not remember their PIN, refer them to their WIC clinic for assistance. Cashiers may NOT enter the PIN for the WIC Participant.
- 3. The Cashier must not request any additional form of ID.** The PIN authorizes the WIC Transaction. WIC Participants are not required to produce any additional form of identification to complete the WIC Transaction.



LA WIC Transaction Procedures (WIC-33)



Self-Checkout Terminals

- ▶ WIC Participants may use self-checkout terminals provided the Vendor meets the additional requirements below:
 - **Certified Terminals** - Self-checkout terminals must be certified as WIC-EBT capable by LA WIC prior to use by WIC Participants.
 - NOTE: Self-checkout terminals must be certified in addition to and separately from a Vendor's regular check-out terminals.
 - **Attendants must be Present** - A self-checkout attendant must be present in the self-checkout area during the occurrence of a WIC Transaction.
 - **Recoupment based on Failure to Certify** - LA WIC will recoup the costs of any WIC Transaction(s) conducted at self-checkout terminals if the terminal(s) were not certified by LA WIC prior to the occurrence of the Transaction(s).

LA WIC Transaction Procedures (WIC-33)



LA WIC Transaction Reminders

1. **Accountability for Employee Actions** - LA WIC will hold the Vendor accountable for the actions of its employees in the WIC Transaction and processing of EBT Cards and the provision of WIC Approved Food Items.
 2. **Return any lost EBT Card(s)** - Vendors must return any lost EBT Card(s) found in the store and unclaimed for 24 hours to LA WIC.
- ▶ For additional Transaction Reminders, please review the WIC-33 on the [LA WIC Authorized Vendor Hub](#).



LA WIC Transaction Procedures Training Log

(WIC-33L)

- ▶ Vendors must train employees who process WIC Transactions, and all other staff who may handle or account for WIC Transactions, on LA WIC requirements, including LA WIC Transaction Procedures.
- ▶ All existing store personnel and future hires responsible for handling WIC Transactions MUST:
 - Read the LA WIC Transaction Procedures (WIC-33), and
 - Sign the LA WIC Transaction Procedures Training Log (WIC-33L) form to indicate that the information has been read and understood.
- ▶ The Vendor must maintain in the store and make available for inspection a copy of the LA WIC Approved Foods List (WIC-23), the LA WIC Food List Brochure (Program Guide), the LA WIC Transaction Procedures (WIC-33), and a copy of the completed LA WIC Transaction Procedures Training Log (WIC-33L).

LA WIC Transaction Procedures Training Log

(WIC-33L)

- ▶ LA WIC requires Vendors to have the WIC-33L, effective 1/1/2022, available for review in each store.

Page Starting Date (First signature date): _____



Louisiana WIC Program
Transactions Procedures Training Log
(WIC-33L)



Vendor Number: _____ Vendor/Store Name: _____
 Vendor Address: _____

Vendors are fully responsible for violation(s) of LA WIC Vendor Rules and Regulations committed by its owners, officers, managers, employees, agents, representatives or other individuals who directly or indirectly participate in the Vendor's operations.

Vendors are required to ensure that employees who process WIC Transactions, and all other relevant staff who may handle or account for WIC Transactions, are trained in LA WIC requirements, including WIC Transaction Procedures. All existing store personnel and future hires responsible for handling WIC Transactions MUST:

1. Read the [LA WIC Transaction Procedures \(WIC-33\)](#).
2. Sign the [LA WIC Transaction Procedures Training Log \(WIC-33L\)](#) form to indicate that the information has been read and understood.

By signing this document, I acknowledge that I have discussed the contents of the **LA WIC Transaction Procedures (WIC-33)** with my employer and/or their representative, and that I clearly understand the LA WIC Vendor Rules and Regulations therein.

	Name of Employee	Signature of Employee	Date Signed by Employee
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

LA WIC Transaction Procedures Training Log_FY22
 Eff. 01.2022





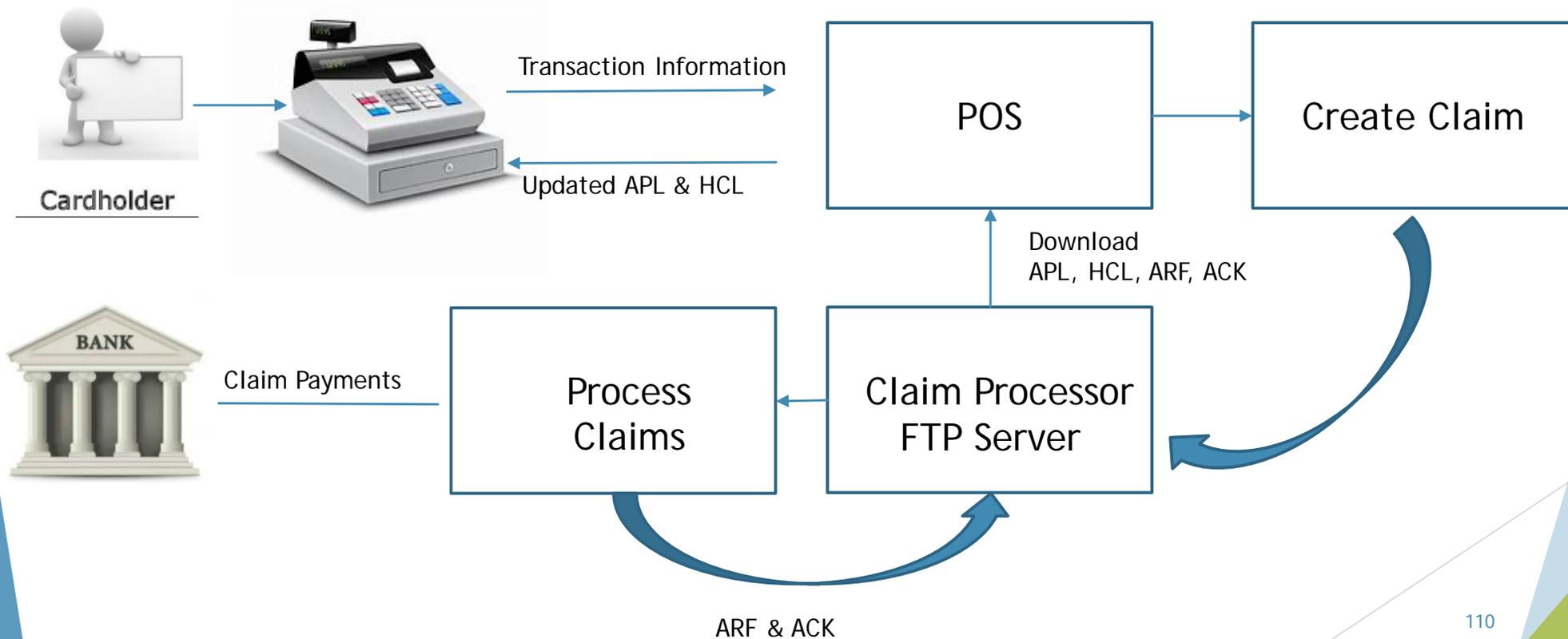
POS System and Claim Process

L3 Certification and POS Changes

- ▶ **L3 Certification:** All Vendors' EBT systems must be Level 3 (L3) Certified.
 - NOTE: Self-checkout terminals must be certified in addition to and separately from a Vendor's regular checkout terminals prior to Participant use.
- ▶ **POS Changes:** Vendors must notify LA WIC of any planned POS system or provider change via email at LAWICVendor@la.gov or LouisianaWICEBT@la.gov. Changes to the POS system or changes in POS providers may require additional in-store certification.

EBT Claims Process - Vendor Payments

- ▶ Vendors must submit WIC Transaction batch files no more often than once every 24 hours nor less frequently than the 15th day of the month following the month in which the WIC Transaction occurred. Vendors must accept financial liability for any WIC Transaction submitted for payment after the 15th day following the month during which the WIC Transaction occurred.



System Download Requirements

- ▶ Vendors must connect their POS system to LA WIC's EBT processor/banking system at least once every 48 hours to download the Approved Product List (APL), the current Invalid Primary Account Number (PAN) Hot Card List file, Error file, and Auto-Reconciliation (settlement) file.
- ▶ Vendors must accept financial liability for WIC EBT benefit redemptions resulting from hot card transactions if the Vendor has NOT connected to the Program's EBT System within a contiguous forty-eight (48) hour period of time and updated the Hot Card List file information.

Produce Mapping Requirements

- ▶ All fresh fruits and vegetables must be identified and mapped by a Price Look-Up Code (PLU).
 - Vendors must map fresh fruit/veggies to the PLU.
 - Only fresh fruit and vegetable PLUs listed on the APL are eligible for WIC redemption.
- ▶ For additional [Fresh Fruit and Vegetable Mapping Requirements](#) and examples of items that require mapping, please visit the [LA WIC Authorized Vendor Hub](#).
- ▶ A Vendor who fails to properly map WIC Approved Food Items may be subject to sanction. See the Sanction Schedule within the [LA WIC Policy Manual](#)



Louisiana WIC Vendor
Fresh Fruit and Vegetable Mapping Requirement



Requirements for WIC Vendor APL Mapping

Louisiana WIC-eligible foods are listed on the Louisiana WIC Approved Product List (LA WIC APL). All fresh fruit and vegetables must be identified by a PLU (Price Look-Up Code). Only fresh fruit and vegetable PLUs listed on the APL are eligible for WIC redemption. Frozen and canned fruits and vegetables are identified by their UPC and must **not** be mapped. LA WIC will not map fresh fruit and vegetables for vendors and will not process UPC Request Forms for fresh fruit and vegetables.

Definitions

- **UPC** – Universal Product Codes are unique product identification numbers assigned by the manufacturer for tracking trade items.
- **PLU** – Price Look-Up Codes are standardized four or five digit codes assigned by the International Federation for Produce Standards (IFPS) and are used to identify produce.

Background

Mapping refers to matching the WIC Vendor's product identification numbers used in store to those on the WIC State Agency's APL file to identify authorized WIC food items. The [FNS WIC EBT Operating Rules](#) Section 11.3 defines produce mapping requirements.

Examples of Items that Require Mapping

- Produce with a UPC bar code (prepackaged loose fruits such as blueberries or strawberries)
- Produce processed and packaged at your store (cut pineapple or cantaloupe)

****Frozen and canned fruits and vegetables must NOT be mapped.****

Store Responsibilities

- Vendors must map fresh fruit and vegetable UPCs to a PLU on the Louisiana WIC Approved Product List.
 - The LA WIC APL is available on the [LA WIC Vendor Hub](#) website.
 - Please contact your POS provider if you need additional instructions on mapping UPCs to a PLU as POS systems will vary in their instructions for the mapping process.
- If an item contains mixed fruit or vegetables, the item should be mapped to the PLU of the first ingredient listed on the label.
- If an item contains similar (or the same) amounts of mixed fruit or vegetables (ex. a bag of fruit containing 3 apples and 3 oranges), the item can be mapped to the PLU for either fruit or vegetable.
- Vendors must train store personnel on addressing any mapping issues that may occur.

Questions about LA WIC?

The [LA WIC Vendor Hub](#) website includes links to LA WIC Vendor resources such as the [LA WIC Vendor Guide](#) as well as the WIC Food List Brochure, Authorized Vendor Essential Documents and Links, Smart Card Certified System information, APL/UPC information, and LA WIC Authorization Documents. You can also contact us at LAWICVendor@la.gov with any questions.



WIC Transaction Disputes

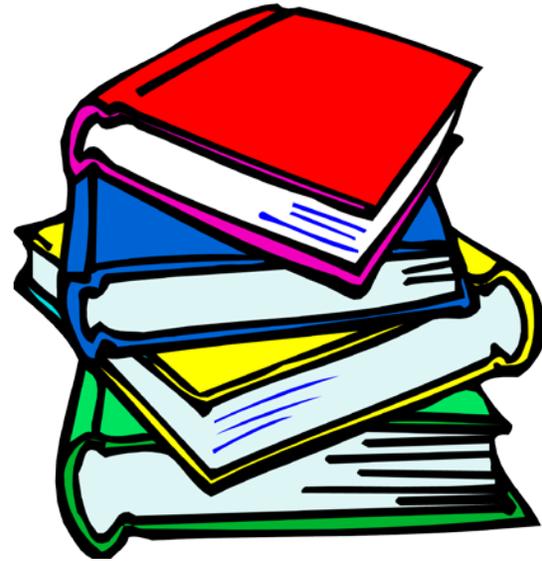
- ▶ A Vendor may dispute the payment for WIC Transactions (“Dispute”) resulting from late submission of WIC Transaction batch files and/or submission of malformed Transactions.
- ▶ Each Dispute will be evaluated based on its merit. The burden of proof rests with the Vendor and there is no guarantee that the Dispute will be resolved in favor of the Vendor. LA WIC’s assessment and determination of the Dispute are final and not subject to further review.
- ▶ Solely at its discretion, LA WIC reserves the right to consider reimbursements for circumstances other than those identified above, and/or make adjustments to Vendor payments in the Vendor’s favor when it comes to LA WIC’s attention that a Vendor(s) has been underpaid.



Additional Vendor Information

Vendor Changes

- ▶ Notify LA WIC in writing, at least 15 days prior to or immediately upon knowledge of (whichever comes first):
 - Loss or relinquishment of SNAP Authorization,
 - Cessation of Vendor Operations (WIC Authorized Store Closes),
 - Change of ownership, management, corporate officers or majority stakeholders, merger, acquisition or change in form of business, legal standing, or authority to do business in Louisiana,
 - Change in location, store name (including d/b/a), and/or
 - Change in mailing address, email address, and telephone number.



Vendor Education and Resources

LA WIC Authorized Vendor Hub

- ▶ Official web page of LA WIC Vendor Operations Unit.
- ▶ Found at ldh.la.gov/wicvendor and contains:
 - Official documents and forms,
 - Helpful educational materials and resources,
 - Copies of memos and newsletters, and
 - Contact info.
- ▶ Suggestions?
 - Send an email to LAWICVendor@la.gov

Secretary
DR. COURTNEY N. PHILLIPS
[← BACK TO LDH](#)

COMMUNITY & PREVENTIVE HEALTH

Louisiana.gov > LDH > Community and Preventive Health

OPH HOME

ABOUT COMMUNITY AND PREVENTIVE HEALTH

FOR SPECIAL HEALTH NEEDS

FOR WOMEN & CHILDREN

FOR PUBLIC HEALTH PROFESSIONALS

LABORATORY SERVICES

REPORTING INFECTIOUS DISEASES

WIC LOUISIANA LA WIC Authorized Vendor Hub

Welcome to the Louisiana WIC Program (LA WIC) Authorized Vendor Hub! Here you will be able to find the information which is the most requested by WIC Vendors or anyone interested in becoming a WIC Vendor. To easily find this page, visit ldh.la.gov/wicvendor, or press CTRL+D on your keyboard to bookmark this page on your internet browser. We hope you find this site helpful.

Contact Us

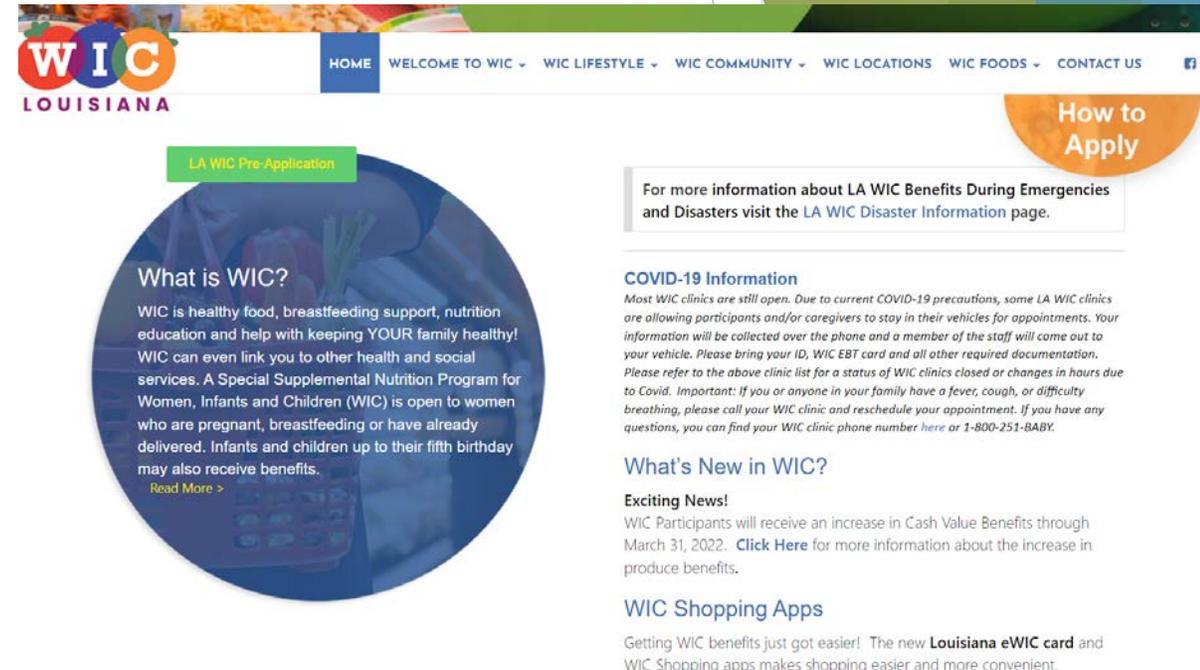
If you have any questions or need additional assistance, please contact the LA WIC Vendor Operations Unit by:

Phone: (225) 342-0725 Mail: LDH/OPH/Bureau of Nutrition Services
Fax: (225) 376-4674 Vendor Operations Unit
Email: LAWICVendor@la.gov 628 North 4th St., Bin #4
Baton Rouge, LA 70802

WIC Program and WIC Vendor Partnership

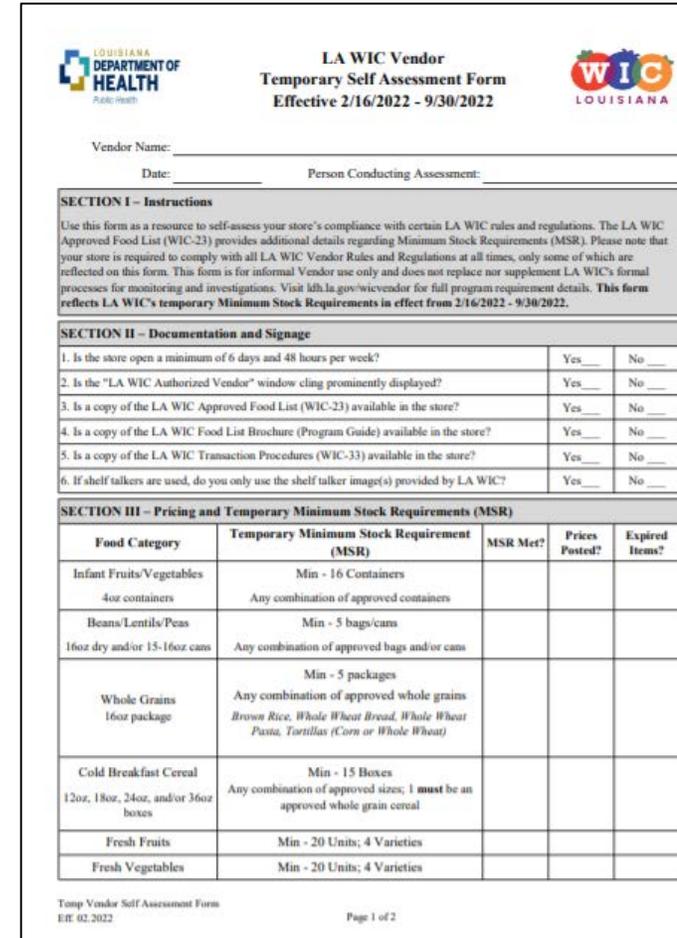
LouisianaWIC.org

- ▶ Official web page for LA WIC Participants to get WIC information.
- ▶ Found at louisianawic.org and contains:
 - Eligibility requirements,
 - Application process,
 - Benefits explanation,
 - Clinic info, and
 - Recipes, breastfeeding support, healthy lifestyle resources.



Vendor Self Assessment Form

- ▶ Allows Vendors to self-assess their compliance with certain LA WIC Vendor Rules and Regulations.
 - Does not include all LA WIC Rules and Regulations
- ▶ Can be downloaded from the [LA WIC Authorized Vendor Hub](#).
- ▶ For informal Vendor use only, and does not replace nor supplement LA WIC's formal processes for monitoring and investigations.



The form is titled "LA WIC Vendor Temporary Self Assessment Form Effective 2/16/2022 - 9/30/2022". It includes the Louisiana Department of Health logo and the WIC Louisiana logo. The form is divided into three sections: Section I - Instructions, Section II - Documentation and Signage, and Section III - Pricing and Temporary Minimum Stock Requirements (MSR). Section I provides instructions on how to use the form. Section II contains six questions regarding store operations and signage. Section III is a table with columns for Food Category, Temporary Minimum Stock Requirement (MSR), MSR Met?, Prices Posted?, and Expired Items?.

Vendor Name: _____
Date: _____ Person Conducting Assessment: _____

SECTION I – Instructions
Use this form as a resource to self-assess your store's compliance with certain LA WIC rules and regulations. The LA WIC Approved Food List (WIC-23) provides additional details regarding Minimum Stock Requirements (MSR). Please note that your store is required to comply with all LA WIC Vendor Rules and Regulations at all times, only some of which are reflected on this form. This form is for informal Vendor use only and does not replace nor supplement LA WIC's formal processes for monitoring and investigations. Visit ldh.la.gov/wicvendor for full program requirement details. **This form reflects LA WIC's temporary Minimum Stock Requirements in effect from 2/16/2022 - 9/30/2022.**

SECTION II – Documentation and Signage

1. Is the store open a minimum of 6 days and 48 hours per week?	Yes ___ No ___
2. Is the "LA WIC Authorized Vendor" window cling prominently displayed?	Yes ___ No ___
3. Is a copy of the LA WIC Approved Food List (WIC-23) available in the store?	Yes ___ No ___
4. Is a copy of the LA WIC Food List Brochure (Program Guide) available in the store?	Yes ___ No ___
5. Is a copy of the LA WIC Transaction Procedures (WIC-33) available in the store?	Yes ___ No ___
6. If shelf talkers are used, do you only use the shelf talker image(s) provided by LA WIC?	Yes ___ No ___

SECTION III – Pricing and Temporary Minimum Stock Requirements (MSR)

Food Category	Temporary Minimum Stock Requirement (MSR)	MSR Met?	Prices Posted?	Expired Items?
Infant Fruits/Vegetables 4oz containers	Min - 16 Containers Any combination of approved containers			
Beans/Lentils/Peas 16oz dry and/or 15-16oz cans	Min - 5 bags/cans Any combination of approved bags and/or cans			
Whole Grains 16oz package	Min - 5 packages Any combination of approved whole grains <i>Brown Rice, Whole Wheat Bread, Whole Wheat Pasta, Tortillas (Corn or Whole Wheat)</i>			
Cold Breakfast Cereal 12oz, 18oz, 24oz, and/or 36oz boxes	Min - 15 Boxes Any combination of approved sizes; 1 must be an approved whole grain cereal			
Fresh Fruits	Min - 20 Units; 4 Varieties			
Fresh Vegetables	Min - 20 Units; 4 Varieties			

Temp Vendor Self Assessment Form
EH 02.2022 Page 1 of 2

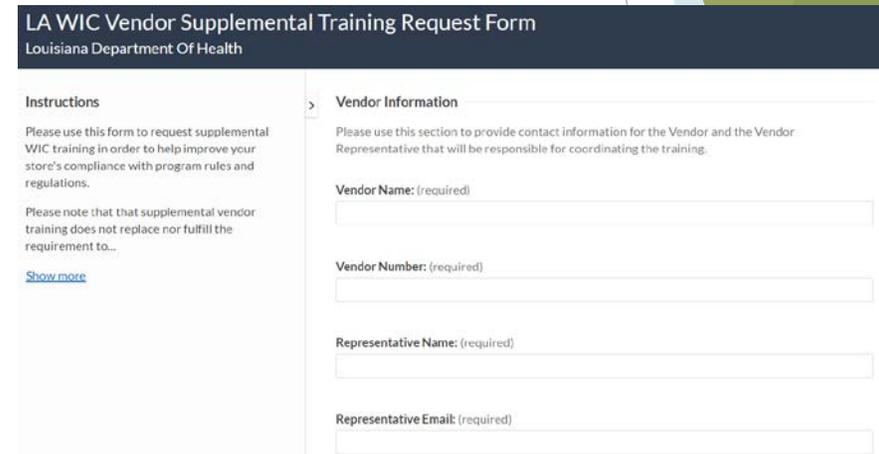
Vendor Views Newsletter

- ▶ Vendor Operations Unit's bi-monthly email newsletter.
- ▶ These Newsletters generally contain:
 - Updates to policies and procedures,
 - Best practices to avoid common problems, and
 - Upcoming events and trainings
- ▶ Automatically emailed to Vendor emails we have on file, but additional emails can be added to the mailing list by visiting the [LA WIC Authorized Vendor Hub](#).
- ▶ Past issues are archived on the [LA WIC Authorized Vendor Hub](#).



Vendor Supplemental Training

- ▶ Available upon request.
- ▶ Customizable to fit your topic of interest, target audience, and format.
 - Can be targeted to management, customer service staff, cashiers or anyone else.
 - Can be for Individual store or a group of stores.
- ▶ Submit a request by visiting the [LA WIC Authorized Vendor Hub](#)
- ▶ Please note: Supplemental vendor training does not fulfill the requirement to participate in mandatory Annual Vendor Training



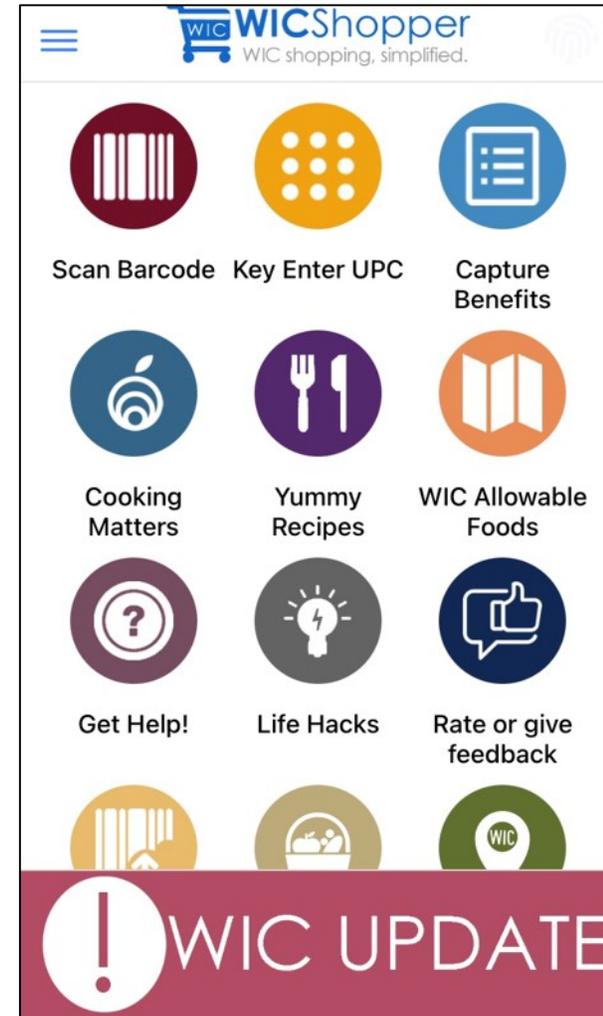
The screenshot shows a web form titled "LA WIC Vendor Supplemental Training Request Form" from the Louisiana Department of Health. The form is divided into two main sections: "Instructions" and "Vendor Information".

Instructions: This section contains two paragraphs of text. The first paragraph states: "Please use this form to request supplemental WIC training in order to help improve your store's compliance with program rules and regulations." The second paragraph states: "Please note that that supplemental vendor training does not replace nor fulfill the requirement to..." followed by a blue link labeled "Show more".

Vendor Information: This section contains four input fields, each with a label and a "(required)" note. The fields are: "Vendor Name: (required)", "Vendor Number: (required)", "Representative Name: (required)", and "Representative Email: (required)". Each field is currently empty.

WICShopper App

- ▶ The app's barcode scanner can be used by store employees to help identify WIC Approved Food Items in the store.
- ▶ This could be useful when helping a WIC Participant shop for WIC Food Items, conducting minimum stock checks on WIC Food Items, or in a number of other scenarios.
- ▶ Download for free on [Google Play](#) and [Apple App Store](#).



LA WIC Vendor Operations Contacts

Vendor Operations Unit Main Line

- Phone - (225) 342-0725
- Fax - (225) 376-4674
- LAWICVendor@la.gov

Natalie Istre, Program Manager 3

- Vendor Operations Unit Manager
- Natalie.Istre@la.gov

Deborah Fortner, Program Monitor

- Service Area - LDH Regions 2, 6, and 9
- Deborah.Fortner@la.gov

Alicia King, Program Monitor

- Service Area - LDH Regions 3, 4, and 8
- Alicia.King@la.gov

Lavonselle Longmyle, Program Monitor

- Service Area - LDH Regions 1, 5, and 7
- Lavonselle.Longmyle@la.gov

Timothy Messa, Program Manager 2

- Vendor Authorization and Monitoring
- Timothy.Messa@la.gov

Monique Phillips, Program Manager 1A

- Fraud and Investigations
- Monique.Phillips@la.gov

Dana Hills, Auditor 2

- Fraud and Investigations
- Dana.Hills@la.gov

Joetta Ferrell, Program Manager 1B

- WIC EBT
- LouisianaWICEBT@la.gov

Carolina Bailey, Business Analytics Specialist

- WIC EBT
- LouisianaWICEBT@la.gov

LA WIC Vendor Operations Regions



Final Steps

- ▶ Vendors are now responsible for the following:
 1. Disseminate what you have learned today to appropriate staff including but not limited to store owners/operators, managers, cashiers, customer service representatives,
 2. Ensure all staff responsible for handling WIC Transactions have read and understand the [LA WIC Transaction Procedures](#) (WIC-33, effective 01.2022) and sign a new [LA WIC Transaction Procedures Training Log](#) (WIC-33L, effective 01.2022), and
 3. Prepare and submit a copy of your store's signed WIC Transaction Procedures Training Log (WIC-33L).
 - Please note: Each signature signifies and confirms that the Vendor representative, as well as appropriate staff, understand the LA WIC Transaction Procedures.
 - Your store is required to keep the original WIC-33L in the store.



Questions?

thank
you!

Thank You!