

## **Section 7**

# **TRAINING**

## Mandatory Regional and Initial Training

Federal regulations require that the Department provide mandatory regional/initial Vendor training to all applicants. An “applicant” is a new or current Vendor who is applying for the new Vendor contract cycle. Vendors who have a large employee turnover and/or have a large volume of Arizona WIC Program business are encouraged to have as many employees as possible attend the Mandatory Regional/Initial training. Training is designed so that WIC authorized Vendors and their employees have minimal program violations and to improve service through communication. Training can also reduce food instrument redemption errors made by cashiers and bookkeepers and improve the integrity of the WIC program so that participants receive only those foods intended to meet their nutritional needs. Mandatory regional and initial training is established by the Department. The Department or contractor will provide training to the owner or manager of each Vendor Applicant.

All new Vendor Applicants, including those who are currently or have previously participated in the Arizona WIC Program, **must** attend the regional or initial training before the Vendor Applicant will be accepted as an authorized Arizona WIC Program Vendor. Any Applicant, who fails to participate in the regional or initial training, as scheduled, will have its WIC Vendor application denied.

A representative from **each** store location is required to attend the regional training as scheduled. In the case of a chain store or Applicants with more than one outlet, the manager or their designee of each outlet wishing to be authorized as a WIC Vendor must attend the mandatory regional or initial training before the outlet will be authorized to become a WIC Vendor. **All** attendees are expected to be on time for training sessions. Each Applicant/current Vendor representative will be expected to sign an attendance sheet at the beginning of the training session (only during the regional training) and will be provided a signed Training Acknowledgement form at the completion of training as proof of attendance. The mandatory training session will include:

- Explanation of the WIC Program
- Use of the Vendor Manual
- The Vendor’s Role
- Approved and Non-Approved Foods
- Arizona WIC Food Instruments
- Arizona WIC ID Folder/Transfer Card
- Proxy Certification Form
- Use of Manufacturer, Store Specials or Discount Cards
- Correction of the Dollar Amount
- Alterations of a Food instrument
- Service Mark Compliance
- “X” Signatures
- WIC Redemption Procedures
- WIC Deposit Procedures
- WIC Payment Criteria
- Reimbursement of Rejected Food Instruments
- Complaint Process
- Minimum Stock Requirements
- WIC Price/Stock Survey
- Vendor Monitoring
- Violations and Sanctions
- Vendor Rights and Responsibilities
- Incentive Item Prohibition

When appropriate, the Department will provide the Vendor representative with a Vendor Manual and training materials that address WIC procedures and serves as a guide for Vendors to follow when presented with a problem concerning the Arizona WIC Program.

➔ **NOTE:** The recipient of the training will be responsible to ensure that its store or outlet operates in compliance with its WIC Vendor Contract, Federal regulations and this Manual. The recipient of the training will also be responsible for training and oversight of its cashiers and other personnel who are responsible for handling WIC transactions.

☞ **Special Note:** Any person(s) that arrive fifteen (15) minutes or more after the start time of any training session will not be allowed to enter the session.

## Annual Training

The Department shall be responsible for providing Vendor training annually. At least one Vendor representative for each outlet must participate in the annual training. The Department shall have sole discretion to designate the date, time and location of all interactive training. The Department shall provide at least one alternative date on which to attend such training. The annual training will:

1. Include instruction on the purpose of the WIC program
2. Review approved and non-approved foods, including minimum stock requirements
3. Review requirement that Vendors obtain infant formula only from sources included on the Arizona WIC Program Infant Formula Suppliers List
4. Review the procedures for redeeming and depositing food instruments
5. Review policies and procedures regarding the use of incentive items
6. Review the Vendor sanction system
7. Review the complaint process
8. Review the claims procedures
9. Discuss any changes to program requirements since the last training
10. Provide the Vendor with a name of a contact person for questions regarding the Arizona WIC Program

## Documentation of Training

Training Acknowledgement form. The owner, manager or their designee will be required to sign a Training Acknowledgement form for the following types of training:

- Scheduled regional training
- Scheduled initial on-site training
- Requested on-site training
- Other scheduled training

Vendor Site Review form. The owner, manager or their designee will be required to sign the Vendor Site Review form to acknowledge receipt of training on deficiencies found.

The Department shall maintain a copy of the Training Acknowledgement and Vendor Site Review forms in their respective individual Vendor files.

The Vendor will receive a copy of the Training Acknowledgement and Vendor Site Review forms at the time of the training and a copy will be mailed to a chain store's corporate office or to the headquarters' office of the store outlet, when more than one outlet is covered by the Contract.

## Technical Assistance/Request for Training

If there are any questions regarding the Arizona WIC Program or you would like to schedule a training session, contact the Vendor Management Team at 1(866) 737-3935.