

Violations and Sanctions

Authorized WIC Vendors are monitored to make sure that they understand the Program's rules, regulations and policies. Monitoring activities include but are not limited to:

- ◆ Vendor Site Reviews
- ◆ Compliance Investigations
- ◆ Inventory Audits
- ◆ Rejected Food Instrument Report



It is important that Authorized Vendors become familiar with the Arizona WIC Program's Sanction Schedule (enclosed). Sanctions can range from a warning letter to termination and disqualification from the WIC Program. Any Vendor who is disqualified from the Supplemental Nutrition Assistance Program (SNAP), will be disqualified from the WIC Program. The disqualification would be for the same length of time as the SNAP disqualification and may begin at a later date than the SNAP disqualification.

Vendor Claims

When monitoring activities are conducted and an overcharge violation is found, the Arizona WIC Program may establish a claim in the amount of the full purchase price of each food instrument that contained the overcharge or other errors. The Vendor must pay any claim that is assessed by the Department. In collecting a claim, the WIC Program may offset the claim against current and subsequent amounts to be paid to the Vendor. The Vendor may also be sanctioned for overcharges or other errors in accordance with the WIC Program's sanction schedule.

Vendor Questions & Answers

Below are some commonly asked questions that the Arizona WIC Program receives from Vendors and participants.

- Q: Can WIC customers buy 59 ounce containers of **refrigerated** orange or grapefruit juice?
- A: No, the WIC Program only allows the purchase of 64 ounce containers of refrigerated orange and grapefruit.
- Q: What should we do if we run out of the lowest cost brand of milk?
- A: If you are out of the lowest cost brand of milk, you will sell the WIC customer your next available (at the time) lowest cost milk.
- Q: What if a higher cost brand of milk goes on sale at a lower price than our lowest cost brand of milk?
- A: The WIC customer can purchase either the originally lowest cost brand of milk **or** the one that is on sale.
- Q: Can WIC customers purchase infant vegetables and fruits and that are mixed?
- A: Yes, WIC customers are allowed to purchase infant fruits and vegetables that are mixed (i.e. carrots & mangos; bananas, strawberries and apples, etc.). They can have many combinations as long as they are not considered a dessert or medley, or have added sugars, fats, oils, salts or other added ingredients.
- Q: Can WIC customers use initials as their signature, even if it is on the ID folder?
- A: No, initials are not acceptable as signatures, even if it is on the ID folder. If this occurs, please refer the customer back to the clinic for assistance.

Contact Information

Arizona Department of Health Services
 Bureau of Nutrition and Physical Activity
 Arizona WIC Program
 150 N. 18th Avenue, Suite 310
 Phoenix, AZ 85007

Phone: 1(866) 737-3935
 Fax: 602-542-1890

Complaint Hotline: 1(866) 229-6561
 Complaint E-mail: azwiccomplaints@azwic.gov
 Arizona WIC Web site: <http://azwic.gov>



Leadership for a Healthy Arizona



ARIZONA
 DEPARTMENT OF
 HEALTH SERVICES

BUREAU OF
 NUTRITION AND
 PHYSICAL ACTIVITY



WIC
 BRINGING MORE
 TO THE TABLE

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Arizona WIC Alert

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Annual Training Alert

It's time once again for the Mandatory Annual Arizona WIC Vendor Training Alert.

As an authorized Arizona WIC Vendor you are required by federal regulations to accept annual Vendor training. This Training Alert will serve as your training for Federal Fiscal Year 2011. It is our hope that the information provided will assist you in handling WIC transactions and understanding the benefits of the WIC Program for you and the participants.

The information provided in this Alert contains changes to the Vendor Manual. Please read in it's entirety.

Remember, it is the responsibility of the owner, store director or manager to ensure that the information contained in the Training Alert is made available to all employees who handle WIC transactions.



Topics covered in this issue are:

- What is WIC?
- Changes for FFY 2012
- Authorized Foods
- Minimum Stock Requirements
- Cashing WIC Food Instruments
- Complaint Process
- Violations and Sanctions
- Vendor Claims



What Is WIC?

WIC is a nutrition program that is designed to improve the nutritional health of income eligible pregnant, breastfeeding and post partum women, infants and children up to five years old. WIC is a federally funded program and provides participants with nutritious foods, nutrition and breastfeeding education, and referrals to healthcare and social programs.

WIC is available to eligible participants without regard to race, color, national origin, sex, age or disability.



CHANGES FOR FEDERAL FISCAL YEAR 2012



Periodically, the Arizona WIC Program makes revisions to the Vendor Manual and/or contract to meet changing demands. The changes made in the Arizona WIC Program Vendor Manual, October 2011, will supersede any previous versions of the Manual.

Each Vendor will receive a copy of the revised Vendor Manual that is effective on **October 1, 2011**. In an effort to go green, the Vendor Manual will be provided in a CD format viewable via computer; it is also available online at <http://www.azwic.gov/vendors.htm>.

Distribution changes:

All chain corporate offices will receive and distribute or make available the revised food list and the Vendor Manual CD. Independent Vendors will receive the revised food list, the Vendor Manual on CD, and a hard copy of the Vendor Manual.

The following are revisions to the Arizona WIC Program Vendor Manual for Federal Fiscal Year 2012:

Revisions throughout the Manual include updates to:

- Food Stamp Program name change to Supplemental Nutrition Assistance Program (SNAP)
- Bureau name change from USDA Nutrition Programs to Nutrition and Physical Activity
- Graphics (WIC decal, Food list cover, ID folder, etc.)
- Fiscal Year and redemption information to the most current information available
- Term of the Vendor Contracts from one year or multi-year contracts to three Federal Fiscal Year contracts

Specific Manual revisions include:

- **Section 2 - Foods** - includes updates to the Minimum Stock and Variety Requirements. The following outlines changes in this section (see enclosed Arizona WIC Program's Food List and the Minimum Stock Requirements handout for specifics).

New Foods added to the Food List

- Whole Wheat Flour Tortillas
- Canned Fruits and Vegetables
- Frozen Fruits and Vegetables
- Langer's White Grape Juice (64 ounce shelf stable)
- Post Grape Nut Flakes
- 8th Continent Soy Milk Vanilla
- Canned Beans (Brand Specific)
- Sardines (Any Eligible Brand)

Changes made to the Food List

- Whole Grains (Bread, Rice and Tortillas)
 - 16 ounce packages only
 - Brand Specific
 - 100% Whole Wheat Bread (Loaves only)
 - Stock requirement changes (see page 7)
- Infant Fruits & Vegetables
 - Allow fruit and vegetable combinations (i.e. carrots and apples)

- **Section 5 - Cashing Food Instruments** - Procedures have been revised for redeeming regular food instruments and using multiple Cash Value Food Instruments (CVFIs) in one transaction. (See page 4-5 Cashing WIC Food Instruments)

Minimum Stock and Variety Requirements

All Authorized WIC Vendors must meet and maintain minimum stock and variety requirements for WIC approved foods. The stock must be either on the shelf or stored at the store's location. Stock requirements ensure WIC foods are available at the store when WIC customers shop.

In addition, all infant formula must be purchased only from a supplier that is listed on the Arizona WIC Program's Infant Formula Supplier's list (enclosed).

There were several changes made in the minimum stock and variety requirements. Listed below are only the items where changes occurred (see the enclosed "Arizona WIC Program Minimum Stock Requirements FFY 2012-2014" handout for the complete list).

WIC Food	Amount	Variety/Type/Brand
100% Whole Wheat Bread WIC Approved Brands only (16 ounce, loaves only)	6 packages	2 Approved Brands
Whole Grains - 16 ounce packages only		
Soft Whole Wheat Flour Tortillas WIC Approved Brands only	6 packages OR	N/A
Soft Corn Tortillas WIC Approved Brands only	6 packages OR	N/A
Brown Rice WIC Approved Brands only	6 packages OR Any combination that equals 6 packages	N/A
Canned Beans WIC Approved Brands only Up to 16 ounces	8 cans	N/A
Sardines Any Eligible Brand, 3.75 ounce Plain, flavored or seasoned	16 cans	N/A
Pink Salmon Any Eligible Brand Plain, water-packed	6 - 5 ounce cans OR 5 - 6 ounce cans OR 4 - 12 ounce cans	N/A
Milk (Gallons Only) Lowest Cost brand	28 Gallons	1 type must be whole ; and 1 type must be 1% low fat milk

Complaint Process - Arizona WIC Complaint Hotline and E-mail

There may be occasions when a WIC customer has problems while redeeming their food instruments. If this happens, you are encouraged to report any problems regarding WIC customers. You may also file a complaint regarding a WIC Vendor, a WIC clinic or their staff, or report WIC fraud and abuse.

Remember, concerns you report will assist the Arizona WIC Program in identifying WIC customers, WIC Vendors or WIC clinic staff who are in need of additional training and reduce fraud and abuse in the WIC Program. To report a complaint:

Call toll-free: 1-866-229-6561

OR

E-mail: azwiccomplaints@azdhs.gov



Reporting a complaint helps Arizona families.

Authorized WIC Foods

WIC foods are carefully selected to meet the nutritional requirements, which provide vitamins, minerals and protein for participants. Specific nutrients provided include: iron, calcium, protein, vitamins A, B and C, carbohydrates, antioxidants and fiber.

The Arizona WIC Programs Food List provides a list of food items that are authorized and provides examples of foods that cannot be purchased. The WIC food list has been revised to include a wider variety of food items.

REVISIONS INCLUDE*:

Whole Grains - Brand Specific and 16 ounce packages only

100% Whole Wheat Bread, loaves only

- Any Store Brand
- Bimbo 100% Whole Wheat Bread
- Roman Meal SunGrain 100% Whole Wheat Bread
- Sara Lee Classic 100% Whole Wheat Bread
- Wonder Soft 100% Whole Wheat Bread

Soft Corn Tortillas, white or yellow

- Any Store Brand
- Bueno
- Casa Rica
- Don Pancho
- La Banderita
- La Burrita
- Mama Lola's
- Mission
- Santa Fe Tortilla Company

Brown Rice, long or short grain

- Any store Brand
- Blue Ribbon
- Mahatma
- Shurfine
- Springfield

NEW/ADDED ITEMS*:

Whole Wheat Tortillas plain, 16 ounce packages

- Any Store Brand**
- Guerrero
- La Banderita
- Mission

**Whole Wheat flour must be listed as the first ingredient on package.

Sardines, flavored, plain or seasoned 3.75 ounce cans

- Any Brand

Cereal, 12 ounce packages (Cold)

- Grape Nut Flakes

Juice, 64 ounce shelf stable

- Langer's White Grape Juice

Soy Milk, 1/2 gallon, refrigerated

- 8th Continent Vanilla

Fruits and Vegetables Canned and Frozen

Plain or mixed, any variety, size and type of container

Canned Fruits packed in water or juice:

- Any Brand

Frozen Fruits:

- Any Brand

Canned Vegetables, regular or low sodium:

- Any Brand

Frozen Vegetables:

- Any Brand

Canned Beans, any size up to 16 ounces, only these brands and types:

Albertson's

- Cannellini
- Garbanzo
- Great Northern
- Red Beans
- Whole Pinto

Bush's Best

- Black
- Cannellini
- Garbanzo
- Great Northern
- Dark Red
- Kidney
- White Kidney
- Whole Pinto

El Mexicano

- Garbanzo
- Pinto Beans

Food Club

- Garbanzo
- Great Northern
- Dark Red Kidney
- Red Beans
- Pinto Beans

Fry's/Kroger

- Blackeye Peas
- Cannellini
- Great Northern
- Light and Dark Red Kidney
- Garbanzo
- Pinto Beans
- Red Beans

Great Value

- Black Beans
- Great Northern
- Red Beans
- Pinto Beans

Safeway

- Black
- Garbanzo
- Light Red Kidney
- Lima Beans
- Pinto Beans
- Red Beans

Shurfine Premium

- Black
- Great Northern
- Dark and Light Red Kidney
- Garbanzo
- Pinto Beans

Springfield Fancy

- Black Beans
- Blackeye Peas
- Pinto Beans

Valu Time

- Pinto Beans

Western Family Premium

- Black
- Garbanzo
- Great Northern
- Pinto Beans
- Light Red
- Kidney

*For a complete list of authorized foods, see the enclosed Arizona WIC Programs Food List, effective October 2011.

CHANGES FOR FEDERAL FISCAL YEAR 2012 (continued)



- **Section 9 - Violations and Sanction** - revision to Department Sanctions - Fraud and Abuse, Violation #6 to include licenses, permits, or certifications to operate a food store in the state where the Vendor is geographically located (if the store is not located in Arizona). The revised violation will read:

"Suspension, revocation, denial, or failure to maintain a Health Code Permit or other licenses, permits, or certifications to operate a food store in the State of Arizona or the State in which the Vendor is geographically located (i.e., Utah, Nevada, or California)."

- **Section 11 - Appendix 1 - Training Aids** - The entire section was revised to reflect current practices; and additional handouts were added, such as the Signature Procedures and Re-signing WIC food instruments.

- **Section 12 - Appendix 2 - Forms** - The following forms were removed from this section:

- Vendor Site Review Form
- Part III Statement of Application
- Part II Outlet Information
- Store Change Notification Forms

These forms are accessible on the Vendor website (<http://vendor.azwic.gov>). Vendors who are adding new outlets or changing information to their store(s) can now complete the information online and submit their request.

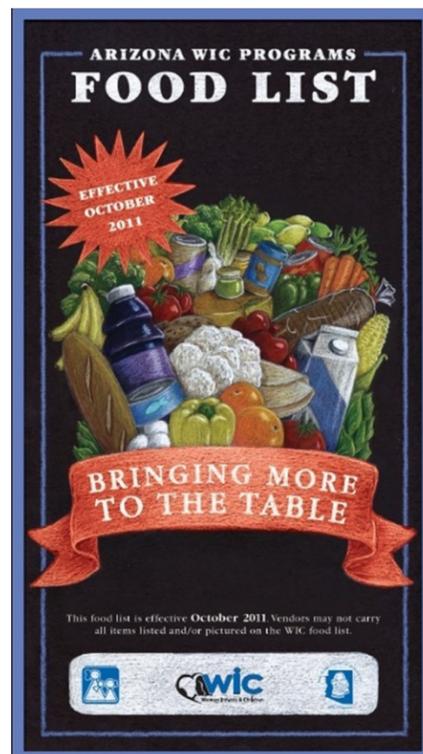
- **Section 13 - Appendix 3—Selection and Authorization Section** - Revisions were made to address the following:

- Change of ownership for a Vendor who is in the process of being disqualified or has been disqualified from the program.
- Establish a waiting period for processing a change of ownership if the previous owner's store(s) was disqualified or notified of a disqualification for non-compliance.
- Prevent the authorization of a store who the Department determines was sold in an attempt to circumvent a WIC sanction.

These changes are designed to strengthen program integrity and ensure that Vendors operate within full compliance of WIC regulations.

Please ensure that all staff who handle WIC transactions are aware of the upcoming changes and discard any previous versions of the Arizona WIC Program Vendor Manual and the Arizona WIC Programs' Food Lists you may have.

ALL changes on pages 2 and 3 go into effect on October 1, 2011.



Cashing WIC Food Instruments

When cashing the WIC food instrument, cashiers must be aware of the Program's redemption procedures for regular and Cash Value Food Instruments, handle each food instrument separately, and know what foods are authorized. Cashiers must follow the correct procedures when redeeming the WIC food instruments:

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon - Fri 8 AM - 5 PM, Call 1-800-282-5WIC		MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 29427543	75-1248 Payable Through FPMC AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 802070
AGENCY 10	CLINIC 11	PARTICIPANT ID 11100144783	PARTICIPANT NAME ARCHER, EMILY	DRAFT TYPE 002596AA	
36	OZ (UP TO 36 OZ) WIC APPROVED CEREAL (NOT INFANT)		VENDOR MUST DEPOSIT WITHIN 60 CALENDAR DAYS FROM FIRST DATE TO USE.		FIRST DATE TO USE 03/23/2009
3	CONTAINER (12 OZ FROZEN) WIC APPROVED 100% JUICE				DATE OF USE 4
3	CONTAINER (46 OZ) WIC APPROVED 100% JUICE				LAST DATE TO USE 04/21/2009
1	GAL SKIM/NONFAT OR LOWFAT (1%) MILK (GALLON CONTAINERS ONLY)		ACTUAL \$ AMOUNT		
1	HALF GAL SKIM/NONFAT OR LOWFAT (1%) MILK (HALF GALLON CONTAINERS ONLY)		\$ CORRECTION ONLY		
1	LB (UP TO 16 OZ) WIC APPROVED CHEESE		CASHIER INITIAL		
1	DOZ FRESH EGGS (12 PACK CARTONS ONLY)		VOID		
			VOID		
			PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE		
			SIGNATURE AT STORE:		
			CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.		

1. Identify the customer—Ask to see the WIC ID folder or Proxy Certification form. No other form of identification is necessary (see enclosed samples of WIC Identification).
2. Check the dates—Do not accept the food instrument before the first date to use or after the last date to use.
3. Check to ensure that the food instrument has not been reported lost or stolen.
4. Write the date in the “Date of Use” box. Cashiers may correct* the date one time only in the presence of the WIC customer by:
 - Drawing a single line through the incorrect date;
 - Write the correct date above or below the incorrect date; and
 - Initial the correction next to the correct date.
5. Verify that the selected items, quantities and units being purchased are specified on the food instrument. Remember, all infant formula must be purchased.
6. Allow the WIC customer to take advantage of coupons, store specials and other promotional specials**. Coupons are not allowed for infant formula.
7. Enter the amount in the “Actual \$ Amount” box. Do not include sales tax and correct* any mistakes by following the procedures below:
 - Draw a single line through the incorrect dollar amount;
 - Write the corrected dollar amount in the “\$ Correction Only” box; and
 - Initial the correction in the “Cashier Initial” box
8. Witness the customer’s signature and verify that the signature on the food instrument matches one of the signatures on the ID folder or proxy form. Allow the customer to re-sign the food instrument if the signatures do not match or the food instrument is pre-signed (see the enclosed handout regarding signatures).
9. Give the WIC customer a legible cash register receipt for their WIC purchases.

*See enclosed handouts for additional information on correcting food instruments (date of use, dollar amount & signatures).

**Above 50% Vendors are excluded from accepting coupons, or offering promotional specials or any other incentive item.

X Signatures:

If a person cannot sign their name, they can use an ‘X’ as their mark to sign their WIC ID and food instruments. At the clinic, the staff will witness their signature on the ID folder by writhing “For (person’s name) by (employee signature)”. The cashier will follow the same procedures when witnessing the signature at the store. They will witness the person write their ‘X’ on the food instrument, then write “For (person’s name) by (cashier signature)” (see “X” Signature Process” enclosed handout).

Cashing WIC Cash Value Food Instruments

WIC customers can purchase fruits and vegetables using a Cash Value Food Instrument (CVFI). The CVFI can be used to purchase a combination of fresh, frozen and/or canned fruits and/or vegetables. The customer may redeem one or more cash value food instruments in one transaction. Please do not write more than the maximum amount that is printed on the CVFI.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM 1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon - Fri 8 AM - 5 PM, Call 1-800-282-5WIC		MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 45553535	75-1248 Payable Through FPMC AN AFFILIATE OF SECURITY STATE BANK 919 HOWARD LAKE, MN 55349 ACCT# 802070
AGENCY 10	CLINIC 03	PARTICIPANT ID 3100189737	PARTICIPANT NAME SMITH, CHRIS	DRAFT TYPE 003776AZ	
			REDEEMABLE AT APPROVED WIC STORES OR AUTHORIZED FARMERS' MARKETS		FIRST DATE TO USE 04/22/2011
			UP TO \$6.00 ANY COMBINATION FRUITS/VEGETABLES (FRESH, FROZEN AND/OR CANNED)		DATE OF USE
			WIC CUSTOMER MAY PAY AMOUNT OVER \$6.00		LAST DATE TO USE 05/14/2011
			ACTUAL \$ AMOUNT		
			\$		
			PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE		
			SIGNATURE AT STORE:		
			CASHIER: DO NOT ACCEPT IF ALREADY SIGNED. MUST MATCH SIGNATURE ON ID FOLDER.		

Maximum Amount

Cashing One Cash Value Food Instrument

1. Follow the same procedures for cashing a regular food instrument (page 4: steps 1 - 6).
2. Weigh, scan and calculate the amount of fruits and vegetables that are being purchased.
3. Enter the amount up to the maximum amount printed on the food instrument in the “Actual \$ Amount” box.
4. Witness and verify the WIC customer’s signature.

If the amount exceeds the maximum and the WIC customer chooses to, they can pay the difference using another method of payment (i.e. SNAP benefits, cash, etc.).

For Example: If the cost of the fruit and vegetables is \$6.75, the cashier will need to ask the WIC customer if they wish to pay the difference of \$.75. If the customer agrees, the cashier will write in \$6.00 in the “Actual \$ Amount” box and the customer will pay \$.75 using another method of payment.

If the customer does not agree to pay the difference, the cashier will need to remove enough fruits and vegetables until the amount is at or below the maximum amount of the CVFI.

Remember: Cashiers must enter the actual purchase amount, excluding sales tax, and not more than the amount printed on the CVFI.

Cashing More Than One Cash Value Food Instrument in One Transaction

When cashing more than one CVFI, the same rules above apply, including the following: use the highest value CVFI first, make sure each one is within the valid dates, then tender and process each one separately.

For example:

The WIC customer hands you three CVFIs, the first two have a maximum amount of \$5.00 and the third one has the maximum amount of \$6.00, total CVFI amount equals \$16.00 for all three.

The WIC customer purchases a total amount of \$20.20 of fruits and vegetables. The amount over is \$4.20 (\$20.20 – \$16.00).

The cashier will use the highest CVFI first (\$6.00), write the date, and \$6.00 on it, witness the signature then tender the first CVFI.

Next the cashier will use one of the \$5.00 CVFIs, write the date and the amount (\$5.00) on it, witness the signature and then tender it.

Before writing on the last \$5.00 CVFI, ask the customer if they wish to pay the difference \$4.20.

If yes, write the date and \$5.00 on the CVFI, witness the signature, tender it, then collect the remaining amount (in cash, SNAP benefits, debit or credit).

If no, the cashier will need to remove enough fruits and vegetables until the amount is at or below the maximum amount of the last \$5.00 CVFI.

So, if the amount the cashier deducted is \$4.80, then the Cashier will write the date, the new amount (\$4.40), witness the signature and tender the CVFI (see handout “Arizona WIC Program - Cash Value Food Instrument”).

Rose's Market	
Fresh Fruits/Vegetables	\$ 8.45
Canned Vegetables	\$ 5.75
Frozen Fruits	\$ 6.00
Total	\$20.20
WIC Tender	-\$ 6.00
Sub -total	\$14.20
WIC Tender	-\$ 5.00
Sub-total	\$ 9.20
Returned Items	-\$ 4.80
Sub-total	\$ 4.40
WIC Tender	-\$ 4.40
Balance	0