



Georgia Department of Public Health

UPDATED Georgia WIC Program Vendor Handbook & Addendum No. 16-01

Presentation to: Georgia WIC Authorized Vendors

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Date: December 8, 2015



We Protect Lives.

Critical elements of the Georgia WIC Program Vendor Handbook have been updated effective November 15, 2015

GEORGIA WIC PROGRAM VENDOR HANDBOOK



Effective November 15, 2015

Addendum No. 16-01

All vendors were **required** to sign and submit Verification Checklist no later than November 13, 2015



Georgia Special Supplemental Nutrition Program for Women, Infants and Children (Georgia WIC)



Verification Checklist Addendum 16-01 For All WIC Vendors Effective November 15, 2015

Attach additional pages as needed.

STORE NAME(S): _____

VENDOR NUMBER(S): _____

FULL LEGAL NAME OF CORPORATION (if Applicable): _____

1. I have reviewed the Georgia WIC Program's Notice of Change in WIC Requirements, Addendum No. 16-01 online at <http://dph.georgia.gov/vendor-information>.
2. I have reviewed Georgia WIC Program's Notice of Change in WIC Vendor Requirements, Addendum No. 16-01.
3. I understand that Addendum 16-01 serves as an addendum to my current Vendor Agreement, and will go into effect on November 15, 2015.
4. I understand that the Georgia WIC Program Vendor Handbook (effective November 15, 2015) supersedes all prior versions of the Vendor Handbook.
5. I understand that, per the terms of my Vendor Agreement with the Georgia WIC Program, that I am required to meet all requirements as described in the most recent version of the Georgia WIC Vendor Handbook and all addendums.

I ACKNOWLEDGE THAT I AGREE TO THE ITEMS LISTED ABOVE AND HAVE RECEIVED A COPY OF THE CURRENT GEORGIA WIC PROGRAM VENDOR HANDBOOK (EFFECTIVE NOVEMBER 15, 2015).

Signature of Authorized Representative _____ Date _____

First Name _____ Last Name _____ Title/Position _____
(Type or print name)

VM-ADDENDUM16-01-111515

Major Highlights

- ✓ Assessment of Market Saturation
- ✓ Selection Criteria
- ✓ Open application period
- ✓ Use of **black** ink only
- ✓ Conflicts of Interest
- ✓ Complaint Process
- ✓ Sanction System
- ✓ Non-Discrimination Statement/Civil Rights
- ✓ Limited English Proficiency



Assessment of Market Saturation

Securing a sufficient number and distribution of vendors

- Assure adequate for participants



Establish criteria to limit the number of authorized store based on vendor-to-participant ratio

Selection Criteria



- **Exception to WIC Limiting and Selection Criteria**
 - Limiting selection criteria may be waived to address inadequate participant access
- **Inadequate Participant Access (IPA)**
 - When lack of access could cause hardship to participants
 - Despite IPA designations applicants must fully comply with program terms
- **Authorization Training**
 - Participation in training cannot occur until an application has been submitted and training registration completed
 - Attendees must pass post evaluation with a minimum score of 80% or better
 - Language assistance or special accommodations are available upon request
- **Suitable Store Location**
 - 3,000 square feet of continuous retail food space open to public (not including administrative and storage space)
 - Ineligible space **will not** be considered as part of minimum square footage

Open Application Period

Old

October 1st to December 31st & March 1st to
June 30th

New

October 1st to December 31st & March 1st to
May 31st

Use of black ink only

Use **black** ink only when writing value in 'pay exactly' box and obtaining participant signature

Signature



Conflicts of Interest

STRICTLY PROHIBITED!!!

- Exists when there are pecuniary (pertaining to money) relationships between a vendor and the Program
- Relatives serving WIC participants are classified as a conflicts of interest
- Employees of the Office of Vendor Management and the Department of Public Health Office of Inspector General must assure no undeclared or appearance of conflicts of interest

If conflicts of interest are identified, vendor agreement(s) will be terminated

Complaint Process

PARTICIPANT AND VENDOR

Participants are not allowed to verbally abuse vendors nor are vendors allowed to mistreat participants

- **Georgia WIC must account for all complaints**
 - Applicants, participants, parents or caretaker(s) of infants and children, proxies, retailer/vendors, staff and general public
- **Authorized vendors are encouraged to report all participant complaints to the Georgia WIC State Office**
 - Adverse treatment, use of altered WIC food instruments, purchases or attempted purchase of unauthorized foods with food instrument, transaction of WIC food instruments by a person not listed on the Georgia WIC ID card
- **Vendor complaints are filed by the WIC participant against the vendor**
 - Adverse treatment, charging more to WIC participants than other customers, providing outdated food items
- **Civil Rights complaints are resolved in accordance with Federal Law and USDA Policy**

Sanction System

State Agency Sanctions—Category I

New Program Violation (Item #1) Stocking or selling out of date and/or inconsumable WIC food commodities to WIC participants.

New Program Violation (Item #6) Claiming reimbursement for a food item for which there has been no submitted shelf price.

State Agency Sanctions—Category III

New Program Violation (Item #17) Tampering with the manufacturer dates on any food item.

Civil Money Penalty (CMP)

Issuance of a CMP does not relieve a vendor of financial liability for timely payment of claims assessed.

CMP Methodology for Mandatory Sanctions

For State Agency Sanctions, the first CMP can be reduced by 50% if the vendor presents documented proof that they have a sustainable training program

- Training must meet criteria of being based on cashier operation

Non-Discrimination/Civil Rights

Discrimination is **STRICTLY** prohibited

- Authorized Retail Stores must offer WIC Participants the same courtesies as other customers.
- Avoid practices that may isolate the participant
 - Maintaining list of participants
 - Having participants sign cash register receipts
 - Designating WIC only register lines
- Civil Rights complaints of discrimination must be files with the USDA on a Program Discrimination Complaint Form

Limited English Proficiency

Any individual who applies to or participates in the WIC program who is not proficient in English must be provided with an interpreter.

- Limited English Proficiency (LEP) resources are available to assure effective access to WIC participants
- Services are available to both applicants and vendors



QUESTIONS?

