

# Idaho WIC Vendor Training

August 2016



IDAHO DEPARTMENT OF HEALTH & WELFARE  
DIVISION OF PUBLIC HEALTH



# Welcome!

The purpose of this webinar is to train you so you can train your store staff.

- Read through this presentation and the Webinar Q&A on the website
- Review additional materials
- Take what you've learned back to your store
- Submit training verification form along with any additional feedback

# Our Purpose

- WIC provides nutritious foods high in iron, protein, calcium, and vitamins A, C and D to moms, babies, and children up to age 5.
- Also provide nutrition education, breastfeeding support, healthcare referrals and more.
- See the Idaho WIC Training Newsletter or the Vendor Guide for more information.

# Fresh & Healthy

Idaho WIC authorized  
food list



Effective October 1, 2016

- The new Idaho WIC authorized food list is effective October 1, 2016.
- New food lists will be mailed to stores by September.
- Food lists should be at each register and cashiers should be familiar with WIC food items.

# Fruits and Vegetables

- All fresh fruits and vegetables are allowed including bagged produce, pre-cut fruits and veggies, and any type of fresh potatoes, including white potatoes.
- Fruit and vegetable checks come in the following amounts: \$4, \$8, \$11, \$16 and \$17

## Fruits and vegetables



### Buy

*Any variety whole or cut fresh fruit and vegetables, including organic.*

### Do Not Buy

*Items from the salad bar, party trays, fruit gift baskets, decorative vegetables and fruits, herbs, spices, nuts. Jarred, frozen, canned, dried. Added ingredients, non fruit/vegetable items.*

# Cereal

Buy

Only the cereals pictured here in the amount printed on check.



Plain flavor only\*



Plain flavor only



Plain flavor only\*



Original only



Original only\*



Plain flavor only\*



Plain flavor only\*



Plain flavor only\*



Plain flavor only



Plain flavor only



Plain flavor only



Plain flavor only\*



Cinnamon only\*



Honey Roasted only\*



Plain flavor only\*



Banana Nut Crunch\*



Plain flavor only\*

\* Whole grains

- Packaging changes frequently and may not match the food list picture exactly.

Only sell the brands, names, and flavors listed.

Do Not Buy

Hot cereal: less than 11.8 oz packages

Cold cereal: less than 12 oz packages

# Whole Grains

32 OUNCE

OR LESS WHOLEWHEAT BREAD/OTHER GRAINS-SEEFOODLIST

## Whole grains

### Whole wheat bread

**Buy**

Any brand 16 oz loaf, 100% whole wheat, must say "100% whole wheat" on the label.

**Do Not Buy**

Specialty, organic, light or "lite."



### Brown rice

**Buy**

Any brand brown rice. Plain, short, medium, long grain. 14 to 16 oz bag. Bulk allowed.

**Do Not Buy**

Added seasonings, ingredients, flavors, boxed, organic.



## Whole grains

### Whole wheat and soft corn tortillas

**Buy**

Only the brands of tortillas pictured below. 12 to 16 oz.



Don Pancho  
Whole Wheat



Mission  
Whole Wheat



Ortega  
Whole Wheat



Casa Valdez  
Soft Corn



Guerrero  
White Corn



La Burríta  
Soft Corn



Mission Yellow Corn  
Extra Thin



## Whole grains

### Whole wheat pasta

**Buy**

Only the brands listed in 12 to 16 oz box or bag, dry, 100% whole wheat or whole durum wheat flour only. Any shape - spaghetti, penne, fettuccine, rotini, etc.



Barilla



DaVinci



Gia Russa



Golden Grain



Great Value



Heartland



Hodgson Mill



Italian Chef



Kroger



Racconto



Ronzoni  
Healthy Harvest



Signature Kitchens



Western Family



**Do Not Buy**

Organic, added ingredients, seasonings or flavors, refrigerated, frozen, bulk.

# Bread and Rice

## Whole wheat bread

**Buy**

*Any brand 16 oz loaf, 100% whole wheat, must say "100% whole wheat" on the label.*

**Do Not Buy**

*Specialty, organic, light or "lite."*



## Brown rice

**Buy**

*Any brand brown rice. Plain, short, medium, long grain. 14 to 16 oz bag. Bulk allowed.*

**Do Not Buy**

*Added seasonings, ingredients, flavors, boxed, organic.*



- Your store is required to carry 16 oz 100% whole wheat bread.

Larger sizes cannot be substituted.

- Brown rice is not required but alternatives to limited bread options are encouraged.

# Tortillas

- Tortillas are a popular option instead of bread.

Stores are not required to carry WIC approved tortillas but we encourage you to have at least one option.

## Whole wheat and soft corn tortillas

Buy

Only the brands of tortillas pictured below. 12 to 16 oz.



Don Pancho  
Whole Wheat



Mission  
Whole Wheat



Ortega  
Whole Wheat



Casa Valdez  
Soft Corn



Querrero  
White Corn



La Burreta  
Soft Corn



Mission Yellow Corn  
Extra Thin



# 100% Whole Wheat Pasta

- Whole wheat pasta is no longer any brand. Only the brands listed are authorized.
- Whole wheat pasta is a newer addition. Make sure that you add the UPC's to your POS system.

## Whole wheat pasta

### Buy

Only the brands listed in 12 to 16 oz box or bag, dry, 100% whole wheat or whole durum wheat flour only.

Any shape - spaghetti, penne, fettuccine, rotini, etc.



Barilla



DaVinci



Gia Russa



Golden Grain



Great Value



Heartland



Hodgson Mill



Italian Chef



Kroger



Racconto



Ronzoni  
Healthy Harvest



Signature Kitchens



Western Family



### Do Not Buy

Organic, added ingredients, seasonings or flavors, refrigerated, frozen, bulk.

# Milk

## Milk

### Buy

Any brand pasteurized, unflavored cow's milk in type and container size printed on check. Buy lactose free/reduced, powdered, or evaporated only if printed on check.



## Soy milk beverage

### Buy

Only these brands, in the container size printed on check.



Silk 1/2 gallon  
original plain only



8th Continent 1/2 gallon  
plain or vanilla



Pacific Ultra 32oz  
plain or vanilla

### Do Not Buy

Organic, unpasteurized, specialty, rice, almond, coconut, powdered goat's milk.

- Half gallons and quarts are only allowed if printed on the check.
- Soymilk is now broken up into two check types:
  - "quarts, Pacific Ultra soymilk plain or vanilla" shelf stable
  - "soymilk, 1/2 gallon refrigerated, see food list" can choose between Silk or 8<sup>th</sup> Continent at the store

# Reduced Fat Yogurt

- Plain yogurt is no longer any brand. Only the brands and flavors listed are authorized.
- Only 32 oz containers are allowed. Smaller containers cannot be substituted.

## Reduced fat, low fat, or fat free yogurt

Buy

32 oz containers, only the brands and flavors listed.



Brown Cow Plain



Dannon All Natural Plain or Vanilla



Fred Meyer Plain



Great Value Plain



Lucerne Plain



Mountain High Plain or Vanilla



Nancy's (non-organic) Plain or Vanilla



Tillamook Plain



Western Family Plain



Yoplait Original Plain, Vanilla, Strawberry, Peach, or Strawberry Banana

Do Not Buy

Organic, Greek, single serving containers.

# Whole Yogurt

- Only the brands and flavors listed are authorized.

## Whole yogurt

Buy

*32 oz containers, only the brands and flavors listed.*

**Whole yogurt options:**



Dannon All Natural Plain



Mountain High Plain or Vanilla



Nancy's (non-organic) Plain Honey

Do Not Buy

*Organic, Greek, single serving containers.*

- Stores are not required to carry WIC approved yogurt but it is a very popular option and may determine where the customer shops.

# Cheese

## Cheese

### Buy

*Any brand of 16 oz (1 lb) pasteurized domestic natural, regular or low-fat, unsliced vacuum-packed cheese. Blends of single cheeses allowed.*



Cheddar  
(mild, medium or sharp)



Colby-Jack



Swiss



Monterey Jack



Mozzarella String Cheese  
(16 oz multi-stick bag  
of Mozzarella only)



Mozzarella

### Do Not Buy

*Extra sharp or white cheddar, unpasteurized, shredded, cubed, deli, organic, cream, flavored, cheese foods or spreads, added ingredients, 8 oz, 32 oz.*

- Mozzarella string cheese is a popular choice. Stores are not required to carry it but we encourage you to have a 16 oz option.

# Peanut Butter and Beans

## Peanut butter

Buy

*Any brand of 16 to 18 oz smooth to super crunchy.*



Do Not Buy

*Spreads, honey roasted nut, bulk, organic, powdered, reduced fat, omega-3 added.*

## Dry beans, peas, lentils

Buy

*Any brand bagged or bulk plain dried beans, peas, or lentils to total 16 oz or less. Canned beans only if printed on check.*



Do Not Buy

*Added grains, flavoring, organic, soup mix.*

- Peanut spreads have less peanuts and are not allowed for WIC purchase. Watch for the word “spread” on the label.
- Occasionally there are checks printed for canned beans. As long as you follow what’s printed on the check, you won’t have any problems.

# Juice

## Buy

### Juice for women

100% juice listed below in 11.5 oz or 12 oz frozen concentrate.



All flavors



All flavors



All flavors with dark green lids



Apple Juice



Orange Juice

Any brand

### Juice for children

100% juice listed below in 64 oz plastic bottles.



Original and low sodium



Purple and white grape



All flavors



Any brand



Langer's apple and pineapple



All flavors with green lid

## Do Not Buy

Cider, organic, refrigerated, added fiber, reduced sugar.

- 64 oz. plastic bottles of juice cannot be substituted for frozen juice.

# Infant Foods

## Infant meats

Buy

2.5 oz Gerber or Beech-Nut. Any variety of meat.  
Added broth/gravy allowed.

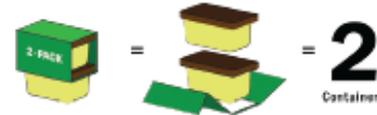


Do Not Buy

Dinners. Added fruit, vegetables, or noodles.  
DHA/ARA, organic, sticks.

Buy

Any plain or mixed fruits and vegetables in 3.5 to 4 oz Gerber or Beech-Nut Classics containers.



Do Not Buy

Added ingredients, organic, DHA/ARA, desserts, pouches.

- Only Beech-Nut Classics or Gerber are authorized. Beech-Nut Naturals are not approved.
- Mixed fruits and vegetables are allowed. (ie. squash with apples)

# Infant Cereal

Buy

8 or 16 oz Gerber or  
Beech-Nut cereal,  
any grain.



$$\begin{array}{|c|} \hline 8 \\ \hline \text{oz} \\ \hline \end{array} + \begin{array}{|c|} \hline 16 \\ \hline \text{oz} \\ \hline \end{array} = 24$$

$$\begin{array}{|c|} \hline 8 \\ \hline \text{oz} \\ \hline \end{array} + \begin{array}{|c|} \hline 8 \\ \hline \text{oz} \\ \hline \end{array} + \begin{array}{|c|} \hline 8 \\ \hline \text{oz} \\ \hline \end{array} = 24$$

Do Not Buy

Added fruits, formula, organic, cans, jars, DHA/ARA.

- Checks for infant cereal may be printed for 8, 16, or 24 ounces.
- WIC shoppers may choose any size combination to total the ounces printed on the check.

# Tuna/Salmon

- Participants can choose between 6 cans of tuna, 6 cans of pink salmon, or a combination of each. Some checks are printed for fewer cans.

For 100% breastfeeding mothers and babies

**Tuna/Salmon**

**Buy**

*Tuna: any brand 5 oz chunk or light, canned in water or oil.*

*Salmon: any brand 5 oz pink, canned.*



**Do Not Buy**

*Tuna: fresh, smoked, albacore, white, fancy white, snack packs, gourmet, organic, flavored, pouches.*

*Salmon: fresh, Atlantic salmon, red Atlantic sockeye salmon, snack packs, organic, flavored, pouches.*

# Overview:

## What's New This Year?

- Plain yogurt and whole wheat pasta are no longer “any brand” – allowed brands are listed in the food list.
- Soymilk is now pictured in the food list, and the check description has changed.
- New CVV amounts.
- New infant cereal amounts.

# Soymilk Descriptions

For Purchase Of Authorized WIC Foods Only

**2 HALF GALLON SOYMILK, 1/2 GALLON REFRIGERATED, SEE FOOD LIST**



Silk 1/2 gallon  
original plain only



8th Continent 1/2 gallon  
plain or vanilla

For Purchase Of Authorized WIC Foods Only

**4 QUART PACIFIC ULTRA SOYMILK PLAIN OR VANILLA**



Pacific Ultra 32oz  
plain or vanilla

# New \$4 CVV

1	1658641	PARTICIPANT, WIC	00024762
	STATE OF IDAHO Department of Health and Welfare	Account: 804201 75-1248 919	Void if Vendor Does Not Have a Valid Idaho WIC Contract
			First Day To Use <b>10-01-16</b>
For Purchase Of Authorized WIC Foods Only <b>4 DOLLARS</b> <b>FRESH FRUITS AND/OR FRESH VEGETABLES-SEE FOOD LIST</b>		Pay Exactly \$	
NOT TO EXCEED \$4.00 NO CHANGE GIVEN		Pay To The Order Of:	
SECURITY STATE BANK HOWARD LAKE MN 55349		VENDOR MUST DEPOSIT WITHIN 60 DAYS OF FIRST DAY TO USE DATE. IDAHO WIC VENDOR NO.	
Improper Use Of This Check is Subject to Federal and State Prosecution		AUTHORIZED SIGNATURE (MUST BE SIGNED AT VENDOR COUNTER) <b>VOID VOID VOID</b> SIGNATURE MUST MATCH SIGNATURE ON ID FOLDER	
⑈000 24762⑈ ⑆091912482⑆ 804201⑈			

# New Infant Cereal Check

1		1658641	PARTICIPANT, WIC		00024761	
 <p>WIC GROWING HEALTHY FAMILIES SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS &amp; CHILDREN</p>		<p>STATE OF IDAHO Department of Health and Welfare</p>		<p>Account: 804201 75-1248 919</p>		<p>Void if Vendor Does Not Have a Valid Idaho WIC Contract</p>
<p>For Purchase Of Authorized WIC Foods Only</p> <p><b>24 OUNCE OR LESS INFANT CEREAL - SEE FOOD LIST</b></p> <p><b>16 CONTAINER 3.5- 4 OZ INFANT FRUITS/VEGETABLES - SEE FOOD LIST</b></p>			<p>Pay Exactly</p> <p>\$</p>		<p>First Day To Use <b>10-01-16</b></p> <p>Last Day To Use <b>10-31-16</b></p>	
<p>SECURITY STATE BANK HOWARD LAKE MN 55349</p>			<p>Improper Use Of This Check is Subject to Federal and State Prosecution</p>		<p>Pay To The Order Of:</p> <p>IDAHO WIC VENDOR NO.</p>	
			<p>AUTHORIZED SIGNATURE (MUST BE SIGNED AT VENDOR COUNTER)</p> <p><b>VOID VOID VOID</b></p> <p>SIGNATURE MUST MATCH SIGNATURE ON ID FOLDER</p>			
<p>⑈00024761⑈ ⑆091912482⑆ 804201⑈</p>						

# Cashier Training

- WIC procedures should be reviewed with cashiers at least once per year, as well as any time you have a returned check or violation.
- Tools for reviewing check cashing procedures include:
  - ✓ “8 Easy Steps” Laminated Guide
  - ✓ The Cashier Information section of the Vendor Guide starting on page 5
  - ✓ The Training Newsletter , see page 3
  - ✓ Cashier Practice

# Check Cashing Procedures

**Don't be overwhelmed by the WIC check cashing process. Just follow the check - always remember to:**

- Check the dates
- Sell only the items printed on the check and rely on the food list
- Get a signature and compare it the ID folder
- Call if you have questions

# Common Errors

- Selling too much baby food.
- Writing CVV's for more than is printed on the check.
- Not verifying signatures.
- Allowing substitutions.
- Not stamping the vendor ID on checks before deposit.

# Error: Selling too much baby food

- A 2-pack of baby food is one UPC but counts as 2 containers.
- There should never be more than eight 2-packs during a single transaction.
- Customers are allowed to mix two packs with single container jars.

16 CONTAINER

3.5- 4 OZ INFANT FRUITS/VEGETABLES - SEE FOOD LIST



# Error: Fruit and vegetable checks (CVVs) written for too much

- CVVs should NEVER be written for more than the amount printed on the check.



- WIC Shoppers must be allowed to either put something back or pay the remaining balance.
- Never give cash back when the amount is less than what is printed on the check.

# Error: Not verifying signatures

- Comparing signatures is how WIC ensures that the correct person is cashing that check.
- Check signatures every time – even if you know the shopper.



Signatures do not need to be a perfect match. If it is not a reasonable match, have the customer cross it out and try again. If the signature is still not a match cancel the transaction, give them back the check and ask them to call their local WIC clinic.

# Error: Substitutions

- It is important that you follow what is printed on the check.
- Half gallons or quarts cannot be substituted for gallons of milk.

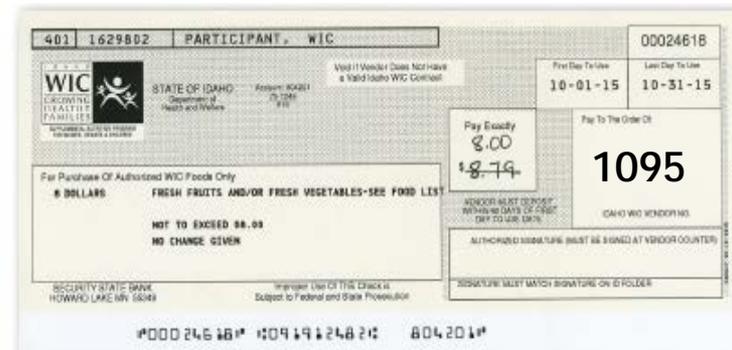
For Purchase Of Authorized WIC Foods Only  
**2 GALLON                      MILK, 1% OR FAT FREE/SKIM ONLY**

For Purchase Of Authorized WIC Foods Only  
**1 HALF GALLON              MILK, 1% OR FAT FREE/SKIM ONLY**  
**1 QUART                      MILK, 1% OR FAT FREE/SKIM ONLY**

- This error causes checks to be returned and the store to lose money.

# Error: Depositing checks without a vendor stamp

- The vendor ID stamp is the only way the bank can identify you as an authorized vendor.
- Before every deposit, make sure that:
  - ✓ Each check has a vendor stamp
  - ✓ There are no CVV's written for more than what is printed on the check



# Bookkeepers

- Bookkeepers should review WIC check policies and procedures at least once per year.
- Tools include:
  - ✓ “Bookkeeping Information” starting on page 16 of the Vendor Guide
  - ✓ “Bookkeeping Tips” on page 6 of the Training Newsletter

# Manager Training

- Store managers should review the following Idaho WIC policies annually:
  - \* Minimum Stock requirements
  - \* Infant Formula policies
  - \* Vendor sanction schedule and Claims process
  - \* Incentive Items policy
  - \* Complaint procedures

# Minimum Stock Requirements

- Stores are required to carry a minimum stock of the following items:

cereal	fresh fruits/veggies	infant formula
milk	eggs	infant meats
cheese	tuna/salmon	infant cereal
bread/whole grains	peanut butter	infant fruits/veggies
juice – frozen & shelf stable	dried beans or peas	

- For more information and quantities, please see the minimum stocking requirements on the WIC website.

# Formula

- Vendors are required to purchase infant formula from WIC approved wholesalers.
- For a list of WIC approved wholesalers please see the WIC website.



# Vendor Claims and Sanctions

- Vendor claims and sanctions are tools used to monitor and enforce WIC policies and regulations.
- For more information please see the Manager's Information section of the Vendor Guide starting on page 18 or your copy of the Idaho WIC Vendor Agreement.

# Incentive Items, Coupons, and Rain Checks

- Incentive items offered only to WIC shoppers are not allowed. WIC customers should be treated the same as any other customer. For more information see page 20 of the Vendor Guide
- Coupons are allowed. Rain checks are not. For more information on these please see:
  - ✓ page 4 of the WIC Training newsletter
  - ✓ page 12-13 of the Vendor Guide.

# Complaint Procedures

- We take complaints seriously and view them as an opportunity to improve the program.
- When filing a complaint, provide as much information as possible.
  - ✓ Be specific
  - ✓ What was printed on the check? Provide a copy of the check if possible
  - ✓ What did the participant attempt to purchase? (brand, size, flavor, packaging, etc)
- See page 5 of the WIC Training Newsletter for how and where to file a complaint.

# UPCs

- We are in the process of collecting UPCs for all Idaho WIC Authorized Foods.
- A complete list of UPCs will be posted to our website this fall and you will be notified via email or vendor bulletin.
- If a product is allowed but the UPC does not scan as approved, it is important that your store have a system in place to add that UPC to your approved product list.

# Vendor Challenges

- We want to hear from you and your staff about challenges you face as a WIC vendor.
- Please take the time to talk to your staff and fill out the survey on the back of the training verification form.

# Next Steps

- Train store staff by September 30, 2016.

How?

- Use whatever training setting works best for you
  - Use the Training Newsletter (contains all required topics)
  - And any of the optional materials
- File a record of the training at your store.
  - Sign and return training verification form.
  - Submit feedback from staff.
  - When they arrive, place a new food list at each register.

# Training Tools

All Idaho WIC Training Materials are available online at [www.wic.dhw.idaho.gov](http://www.wic.dhw.idaho.gov) under the Vendor tab.

- Training Newsletter – includes all required information
- “8 Easy Steps” Laminated Guide – should be at each register. Call or email the State office for more.
- Cashier Practice
- Vendor Guide
- FAQ's



If you have questions that were not addressed during this webinar, please call us at **208-334-4933** or email [wicvendor@dhw.idaho.gov](mailto:wicvendor@dhw.idaho.gov)



Thank you for partnering with  
the Idaho WIC program!  
We appreciate what you do  
to help make WIC work.