



Rhode Island WIC Vendor Training



This Institution is an Equal Opportunity Provider.

Overview



- What is WIC?
- Civil Rights
- WIC-Approved foods
- Minimum inventory
- eWIC & WIC Shopper App
- Prices
- Monitoring/Compliance
- Training
- Policy and Procedures
- Updates/Bulletins
- Question and answers

What is WIC?



WIC is:

- Special Supplemental Nutrition Education Program for Women, Infants and Children
- Funded by the federal government

Available to:

- Women who are pregnant, post-partum up to 6 months, and breastfeeding up to 1 year
- Infants and children up to 5 years of age

WIC provides:

- Health screening and program referrals
- Nutrition education on healthy eating habits, breastfeeding support and active lifestyle
- Supplemental healthy food options that are low in sugar, and encourage consumption of fruits, vegetables and whole grains

Civil Rights and Complaint Process



- This institution is an equal opportunity provider
- If you have a complaint against any participant or local agency, contact the State WIC office at (401)222-5960
- If you have a complaint against the State WIC Office, contact USDA directly:

US Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, DC 20250-9410

(866) 632-9992

http://www.ascr.usda.gov/complaint_filing_cust.html

Email: program.intake@usda.gov



- Everyone must comply with the federal regulations for non-discrimination

Customer Service



- Treat participants like a regular customer. Don't draw special attention.
- Provide assistance if the participant needs help finding WIC items. WIC shelf tags are highly recommended, and are available at the State WIC Office, free of charge.
- Participants are eligible for any promotions (such as buy one/get one free). **Free items do not count towards total balance.**
- Coupons may be used on the WIC transaction. Free items do not count towards total balance.
- If you have any questions during a WIC transaction, contact the State WIC Office at (401)222-5960.

Food Guide



- Food guide provides:
 - Types
 - Sizes
 - Brands
 - Restrictions
- Helps cashiers understand which items are WIC approved
- Every participant's benefits will be based on their family's needs



WIC Approved Foods List



- Fruits and Vegetables
- Juices
- Dry/Canned Beans
- Peanut Butter
- Tofu
- Eggs
- Canned Fish
- Infant Formula
- Infant Cereal
- Infant Food
- Breakfast Cereals
- Milk/Soy Milk
- Cheese
- Yogurt
- Whole Grains

Minimum Inventory



- Please refer to the handout for Minimum Inventory Guidelines
- WIC-approved foods must be available on the shelves at all times
- Any damaged or expired foods will not count towards the minimum inventory
- If formula is not found in an aisle, consider posting a sign indicating where formula can be found
 - **Example:** Formula found at Customer Service Desk.
- If participant needs a formula not currently in stock, the formula must be ordered and received within 48 hours of the request. This includes any formula not included in the minimum inventory. If a smaller store is unable to order a formula which is not required for them, they may refer the participant to a larger store in the area.

Fruits and Vegetables



Any brand or variety – organic is allowed

Fresh

- Any fresh fruits or vegetables
- Salad/mixed greens

Not allowed: Salad bar, salad kits, party tray, herbs, spices, dried fruits/vegetables, pre-cut



Frozen

- Any frozen fruits or vegetables
- Vegetables mixes are allowed

Not allowed: Added fats, oil, butter, cheese, or other sauces



Canned

- Any canned or plastic-jarred fruits or vegetables
- Low salt/sodium is allowed

Not allowed: Light/heavy syrup, pie fillings, soups, cranberry sauce, relishes, olives, flavorings or seasonings, glass jars, added fats, oil or butter, pickles, multi-packs

Minimum Inventory: Total of 10 pounds; Two fruits and two vegetables - fresh, frozen and/or cans

100% Juice



Liquid Concentrate: 11.5-12oz

- Welch's – Any flavor

Not allowed: Juice fruit drink, organic, added fiber, refrigerated cartons, or calcium (unless shown on your WIC Family Benefit List)

Frozen Concentrate: 11.5-12oz

- Apple – IGA, Seneca, Great Value, Shop Rite, Stop & Shop, Signature Select, Food Club, Old Orchard, Market Basket
- Grape/White Grape – Stop & Shop, Signature Select, Food Club, Old Orchard, Welch's
- Orange, Grapefruit, Pineapple – Any brand
- Dole – Pineapple Orange, Pineapple Orange Banana



Shelf-stable Bottle: 64oz

- Juicy Juice – Any flavor
- Old Orchard – Any flavor
- Apple & Eve – Any flavor
- Langer's – Any flavor
- Mott's – Apple, Apple Cranberry, Apple Mango
- Libby's – Pineapple
- Welch's – Concord Grape, White Grape, White Grape Peach, Red Grape, Concord Grape with Calcium
- Krasdale – Apple
- Freedom's Choice – Apple, Grape
- Stop & Shop – Apple, Tomato, Vegetable
- Signature Select - Orange
- Great Value – Apple, White Grape, White Grape and peach, Tomato, Vegetable, Vegetable low sodium
- V8 – Original, Low sodium, Spicy hot
- Campbell's – Tomato, Regular or Low sodium
- IGA – Apple, Grape, White grape
- That's Smart – Grape
- Market Basket – Cranberry, Cranberry Grape, White Grape, Grape, Apple, White Grape Peach, Grapefruit
- Ocean Spray – Apple, Concord Grape, Cranberry, Cranberry Blackberry, Cranberry Cherry, Cranberry Concord Grape, Cranberry Mango, Cranberry Pineapple, Cranberry Pomegranate, Cranberry Raspberry, Cranberry Watermelon, Cranberry Elderberry

Minimum Inventory: Total of two types, two bottles each of 64-ounce AND two types, 6 cans total of 11.5 – 12-ounce frozen and/or liquid concentrate

Beans – Canned or Dry



Low salt/low sodium allowed

Canned beans, peas, or lentils: 15-16 oz

- Baked beans allowed (only if specified on the family benefit list)

Dried beans, peas, or lentils: 1lb bag

- Mixed beans allowed

Not allowed: Refried beans or added seasonings



Minimum Inventory: Dried - Two types, two pounds each AND Canned - Two types, four cans each

Peanut Butter



Peanut Butter: 16-18 oz

- Low salt and low sodium allowed
- Any texture is allowed



Not allowed: Added flavors (honey, jelly, or marshmallow)

Minimum Inventory: 5 containers

Tofu



Tofu: 16 oz

- Azumaya
- Nasoya
- Soy Boy
- House Foods
- Franklin Farms



Minimum Inventory: Required for 4+ registers only – 6 pounds

Eggs



Eggs

- Brown or White
- Grade A Large
- Hard-boiled (peeled) allowed (only if specified on the family benefit list)

Not allowed: Half dozens or organic



Minimum Inventory: 5 one-dozen packages

Canned Fish



Tuna Fish: 5 oz

- Chunk light in water or oil

Salmon: 5-15 oz

- Pink in water or oil

Sardines: 3.75 oz

- Water, oil, added sauces or flavorings allowed

Not allowed: Organic and pouches



Minimum Inventory: Total of 30 ounces of any combination

Infant Formula



Similac by Abbot

- Similac Advance 12.4oz powder
- Similac Advance 13oz concentrate
- Similac Sensitive 12oz powder
- Similac Soy Isomil 12.4oz powder
- Similac Total Comfort 12oz powder

Other contract formulas

- Other contract formulas may be assigned to participants

Minimum Inventory: Small stores – 18 cans minimum of any combination of Similac Advance powder and/or concentrate

For all other contract formulas, stock is not required, but should be made available to participant, upon request, within 48 hours

Required for 4+ registers

- **20 cans Similac Advance 13-ounce concentrate AND**
- **36 cans Similac Advance 12.4-ounce powder AND**
- **14 cans Similac Soy Isomil 12.4-ounce powder AND**
- **12 cans total; any combination of Similac Sensitive 12-ounce powder, and Similac Total Comfort 12-ounce powder**

For all other contract formulas, stock should be made available to participant, upon request, within 48 hours.

Interactive Questions



- **How many dozens of eggs do stores need to have to meet minimum inventory?**
- **Are organic vegetables allowed for purchase with Rhode Island WIC benefits?**
- **What does having items in “Any Combination” mean?**

Infant Cereal



Beechnut: 8 oz

- Oatmeal
- Golden Corn



Gerber: 8 oz & 16 oz

- Supported Sitter – Single Grain: Oatmeal, Rice
- Sitter – Multigrain, Whole Wheat



Not allowed: Added fruit, DHA & ARA, or probiotics

Minimum Inventory: Total of 48 ounces of any combination

Infant Meats, Fruits and Vegetables

Beechnut Meats: 2.5 oz

- Beef and beef broth
- Chicken and chicken broth
- Turkey and turkey broth



Gerber Meats: 2.5 oz

- Beef and gravy
- Chicken and gravy
- Turkey and gravy
- Ham and gravy



Beechnut: 4 oz

- Beechnut “Nothing Artificial Added”
- Beechnut “Naturals”



Gerber: 4 oz

- Sitter: Fruits and Vegetables (2-pack = 2 jars)



See handout for list of approved fruit and vegetable flavors.

Minimum Inventory: Small stores – Total of 128 ounces (32 jars); Two different fruits and two different vegetables.

Infant food meats should be available within 48 hours, upon request.

Required for 4+ registers – Total of 128 ounces (32 jars); Two different fruits and two different vegetables AND Total of 80 ounces (32 jars) of infant food meats.

Breakfast Cereals



Breakfast Cereal

- 12-36 oz
- Brand and type specific
- Whole grain options will be listed with (WG) in the guide

See guide for list of approved brands and types.



Minimum Inventory: Four types, four packages of each; of those, two types must be whole grain

Milk/Soy Milk



Size and type as listed in Family Benefit List

Milk

- Whole, 1%, or non-fat
- Evaporated
- Powdered
- Lactose Reduced/Free
- Goat's
- UHT (Ultra High Temperature)
- Kosher

Not allowed: 2%, buttermilk, organic, flavors, or unpasteurized



Minimum Inventory:

Whole: 2 gallons, 2 half gallons

Non-fat/1%: 2 gallons, 2 half gallons

Required for 4+ registers only:

Evaporated – Twelve 12 oz cans

Powdered – Total of 75 oz of any combination

Lactose Reduced/Free – 6 half gallons

Soy Milk: 32 oz & 64 oz (Brand Specific)

- Pacific Foods Ultra Soy Plain 32 oz
- 8th Continent Plain and Vanilla 64 oz
- Silk Plain 32 oz & 64 oz



Minimum Inventory: Required for 4+ registers only:

Total of 256 oz of any combination

Cheese



Cheese: 16 oz

- Any brand
- Pre-packaged regular, low fat, or low sodium
- Sliced, shredded and block
- American, cheddar, Colby, Monterey jack, mozzarella, muenster, swiss, and provolone
- Kosher

Not allowed: Individually wrapped slices, blends, deli cheese, organic, gourmet, or imported.



Minimum Inventory: Total of 6 pounds; Two types: Three pounds of each type

Yogurt



Yogurt: 32 oz

- Axelrod – Plain, Vanilla
- Best Yet – Plain, Vanilla
- Bowl & Basket – Plain, Strawberry, Vanilla
- Cabot – Plain
- Coburn Farms – Plain, Vanilla
- Food Club – Plain, Vanilla
- Dannon – Plain, Vanilla
- Great Value – Plain, Vanilla, Strawberry
- La Yogurt – Plain, Vanilla, Banana
- Lucerne – Plain, Vanilla, Strawberry
- Market Basket – Plain, Peach, Strawberry, Vanilla
- Stop & Shop – Plain, Vanilla
- Yoplait – Plain, Vanilla, Harvest Peach, Strawberry, Strawberry Banana

Not allowed: Organic or Greek yogurt



Minimum Inventory: Required for 4+ registers only – Total of six 32 oz containers; four containers of 1% or non-fat AND two containers of whole

Whole Grains – Bread/Tortillas



Sliced loaves and rolls: 16 oz

- Arnold – Stone ground 100% whole wheat bread, 100% whole wheat sandwich buns
- Bimbo – 100% whole wheat bread
- Bowl & Basket – 100% whole wheat bread
- Gold Medal Bakery – 100% whole wheat bread
- Market Basket – 100% whole wheat bread
- Pepperidge Farm – Stone ground 100% whole wheat bread
- Signature Select – 100% whole wheat bread, 100% whole wheat bread low/no salt
- Stop & Shop – 100% whole wheat bread, 100% whole wheat bread low/no salt
- Wonder – 100% whole wheat bread



Tortillas and wraps: 16 oz

- Mayan Farm – Whole wheat
- Bowl & Basket – Whole wheat
- Don Pancho – Whole wheat, Corn
- Mission – Whole wheat, Corn
- La Banderita – Whole wheat, Corn
- Market Basket – Whole wheat, Corn
- Chi-Chi's – Whole wheat, Corn
- Ortega – Whole wheat
- Stop & Shop – Whole wheat, Corn
- Signature Select – Whole Wheat
- Food Club – Whole Wheat, Corn



Minimum Inventory: Total of 6 lb: Any combination of whole-wheat bread, rolls, tortillas, brown rice, and/or pasta

Whole Grains – Brown Rice/Pasta



Brown Rice: 14-16 oz

- Can be box, bag, instant, and boil-in-bag
- Any Brand



Whole Wheat/Whole Grain Pasta: 16 oz

- Can be box and bag
- Can be any form of pasta (spaghetti, ziti, elbows, etc.)
- Brand Specific
 - Barilla
 - Great Value
 - Nature's Promise
 - Ronzoni Healthy Harvest
 - Signature Select
 - Bowl & Basket



Minimum Inventory: Total of 6 lb: Any combination of whole-wheat bread, rolls, tortillas, brown rice, and/or pasta

Interactive Questions



- **What does a large store need to have in stock for yogurt to meet minimum inventory requirements?**
- **Besides bread, which other WIC approved foods are considered whole grains?**
- **What is the approved size for cheese?**

Promotions/Coupons/Incentives



- WIC participants are eligible for any promotions currently available to other customers
Example: Buy 1 box of 18 oz Cheerios, get 1 box of any General Mills cereal free.
- The “free” item in any promotion does not count towards the participant’s WIC benefits. This item does not have to meet WIC guidelines
Example: Participant can choose Lucky Charms as their free cereal.
- WIC participants are allowed to use money off coupons with their WIC purchase
- Vendors may not offer incentives to WIC participants which are not available to all other customers
- Vendors may not offer gifts and/or enticements to any state officials or local agency staff

Online Vendor Portal



- Applications and reauthorizations are available online ONLY
(<https://riwic.xr-wic.com/VendorPortal>)
- Vendor must provide a valid, working email.
- Vendor can access price surveys and training information
- Passwords can be reset for existing vendors by the WIC State Office. (Contact Vendor Program)

A screenshot of the WIC Vendor Management System website. The page has a blue header with the text "WIC Vendor Management System" and a "Help" link. Below the header, it says "Welcome to the WIC Vendor Management System". There are two images of fresh produce: one showing a variety of fruits and vegetables, and another showing a basket of green leafy vegetables. The main content area is divided into two columns. The left column has a section titled "WIC at a Glance" with a sub-section "What is WIC?" containing a paragraph and a bulleted list of beneficiaries. Below that is a "Benefits" section with a paragraph and a bulleted list. The right column has a "New Vendors:" section with a "Sign Up" button and an "Existing Vendors:" section with input fields for "User Name" and "Password", a "Forgot your password?" link, and a "Log On" button. The footer contains copyright information and links for "Privacy Policy", "Terms of Use", "Non-Discrimination Statement", and "Vendor Portal Guidance".

WIC Connect



- Access WIC Connect at: www.wicconnect.com
- The WIC Connect Vendor Portal application gives a retailer the ability to view:
 - Transactions
 - ACH payment information
 - Adjustments
 - Authorized Product List (APL) information specific to the retailer's vendor number
 - 1099 Reports
 - Special Formula order
- WIC vendors, both integrated and stand-beside use this web-based application

WIC Connect - continued



- Select the appropriate State (**Rhode Island**) and select the **Submit** button to proceed to the WIC Connect vendor portal
- After selecting a state WIC program under the vendors area on the landing page, WIC Connect displays the Vendor Login Page

There are three steps to creating a new WIC Connect account.

1. Enter required account set up information (**Create New Account Screen**)
 - Vendor Number
 - City
 - Physical Zip Code
 - Vendor Contact's Last Name
2. Select a Password
3. Complete Security Setup



Before performing any WIC Transactions...



- For an integrated system, contact your third-party processor to begin setting up your WIC tender.
- For a stand beside system, fill out a CDE agreement and submit it to contracts@goEBT.com and CC the vendor unit team member that has been working with you throughout your application process, ex: CC: michelle.freites@health.ri.gov
- For a stand beside system, once you receive your POS device, please call CDE at (800) 277-5165 for technical training.
- Once all training and initial set up is completed, call the WIC Vendor Unit to schedule a Level 3 Certification.
- You **CANNOT** start performing any WIC transactions until you have successfully completed a Level 3 certification as well as a WIC Vendor Participation Agreement.
- If you are planning to sell your business (**change of ownership**), you must notify the WIC office and terminate all WIC activity before the new owner takes over and if you have a POS device, it must be returned to CDE.
- **You are responsible for paying back any unauthorized transactions.**

eWIC Transactions



- The WIC participant **MUST** use their eWIC card as their first form of payment
- If an item is not being approved during the eWIC transaction, there is no work around for an immediate approval/override
- If the participant has an item that they believe is WIC eligible, but it does not show up on the benefits utilized, there are 2 possible reasons as to why they do not show:
 - The item is not in the WIC authorized APL
 - The participant does not have this item as a benefit on their card
- If it is determined that the item is a valid WIC item and the participant has benefits to purchase it, the store should submit the item to the State WIC Office to have it added to the APL
- The POS device will only accept items that are available on the participant's benefits and items that are included in the APL file

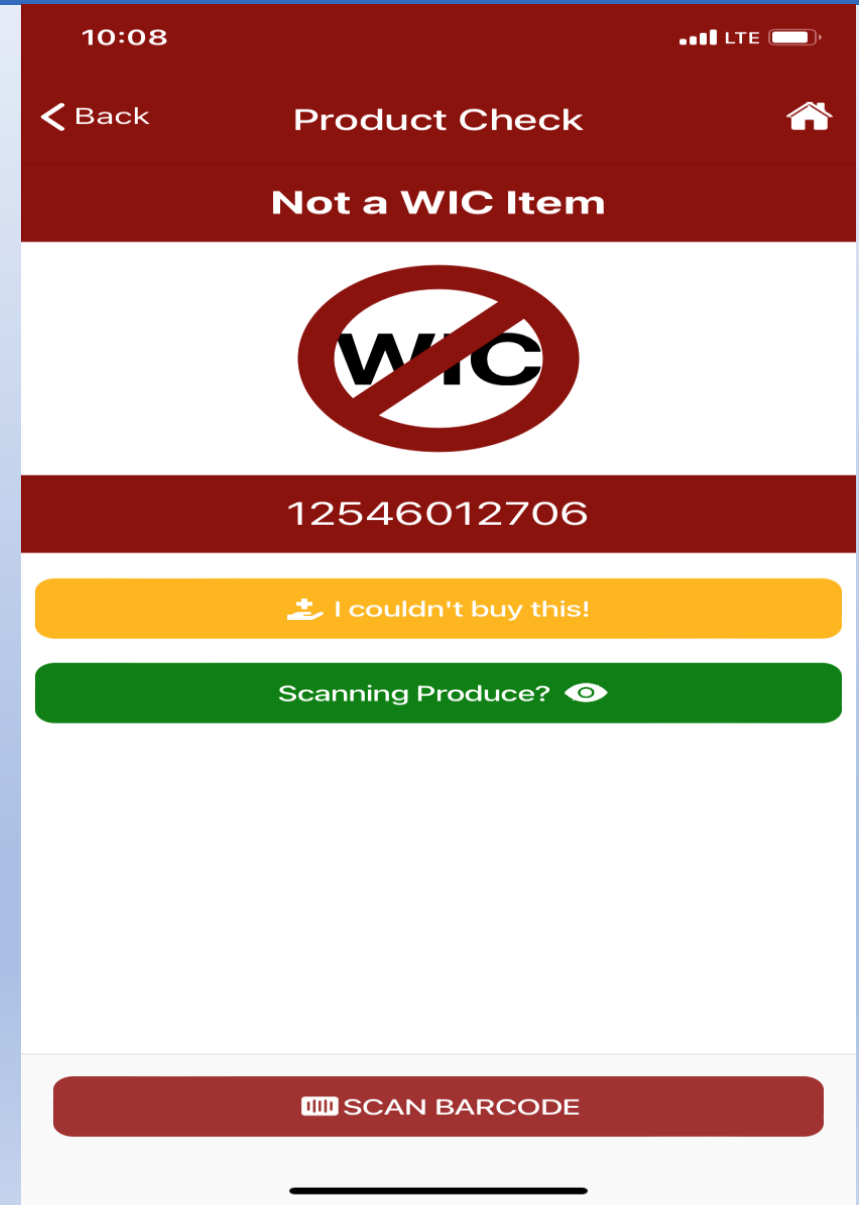
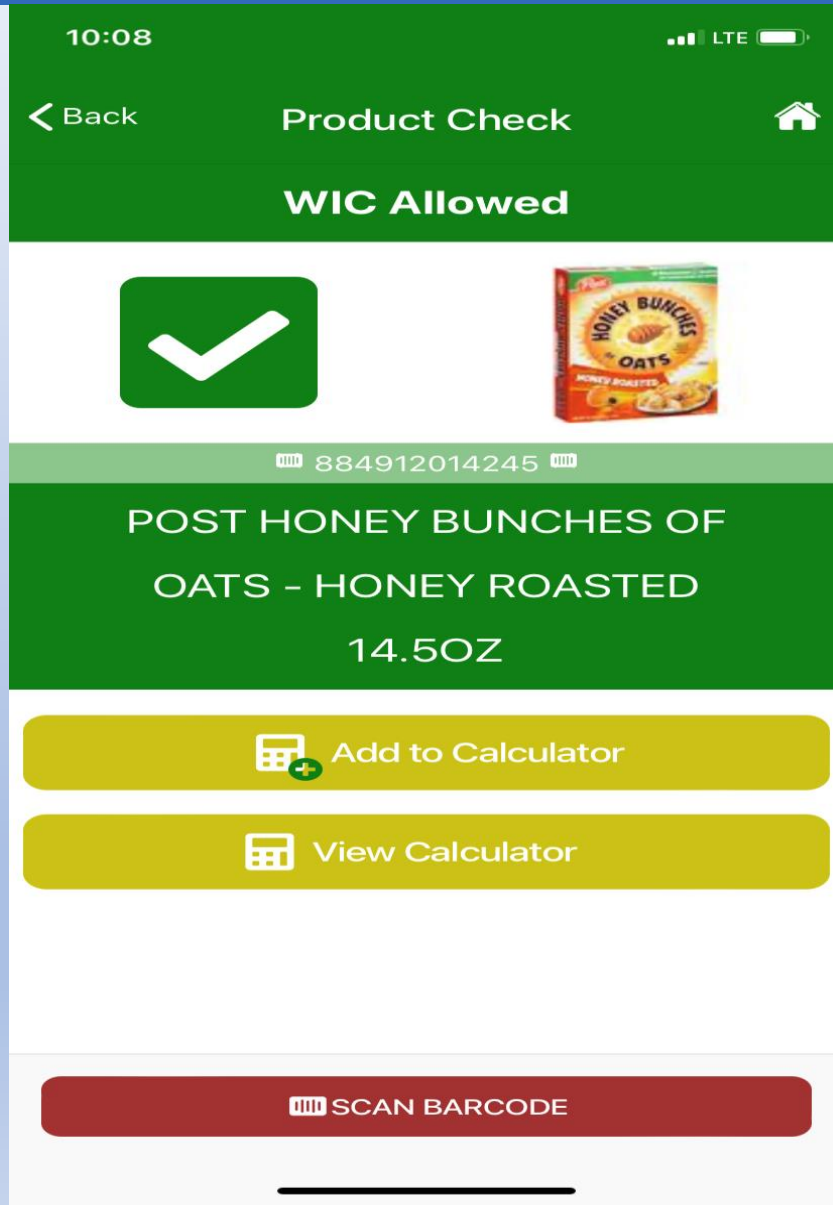
WIC Shopper App



- The Rhode Island Department of Health (RIDOH), WIC Program would like to inform WIC Vendors about the WICShopper App that can provide tools to make WIC shopping easy for participants as well as vendors.
- As a vendor, the WICShopper App allows you to do the following:
 - You can check whether a food item is WIC approved.
 - This can help you with your WIC minimum inventory requirements and when completing your price survey.
 - You can better assist WIC participants who are shopping in your store.
 - When someone asks for help identifying which foods are WIC approved, you can use the bar code scanning tool to check whether a food item is on the approved product list.
- The WICShopper App can be installed on a smart phone from the app store, or by visiting the link below and tapping on the images provided on the website.
- For more information about the WICShopper App, visit <https://health.ri.gov/programs/wic/shopper/>



WIC Shopper App - continued



WIC Shopper App - continued



Purchase History



Get Help!



Developmental Milestones



WIC Allowable Foods



Yummy Recipes



WICSmart



Cooking Matters



Dr. Yum Project



Life Hacks



Rate or give feedback



I couldn't buy this!



WIC Stores

Click here to scan the product/s you believe should be added to the APL

Complete the information requested and click on send



About You

What is your name?

What is your email? *

Ph# (optional)

Store name?

Store number or location

I am a...

About the Product

Product brand (i.e. Kroger) *

Type of Product (i.e. Black Beans) *

Package Size (i.e. 15.5 Ounces) *

Scan barcode or key in all 12 c

Additional information



Apply for New Foods/Updates to APL



Rhode Island WIC Program

WIC Vendor Product Approval Form

Complete all sections of this form to add a product to the WIC-approved UPC list and include the following:

1. A copy of the **product label**. The label must include the product name, size, nutrition facts, and ingredient list.
2. A copy of the product's **UPC barcode**. All 12 digits must be listed and legible.
3. Submit this completed form, copy of the label, and copy of the barcode via fax (401-222-1442) or email DOH.WicVendorSupport@health.ri.gov to the State WIC Office.

Vendor Information	
Store/Distributor/Manufacturer Name	Contact Person Name
Address (Street, City, ZIP)	Contact Phone Number
Email	Fax Number
Product Information	
Food Item Name and Type	Item Price
	Package Size
UPC Code MUST INCLUDE ALL 12 DIGITS	
Authorized Signature	
Print Name	Date
State Office Use Only	
Date Received	Approved <input type="checkbox"/> Not Approved <input type="checkbox"/> Date of Decision _____
Notes	
APL File #	Staff Initials

***Incomplete forms and requests that do not include all the required documents and information will not be processed.**

- This form will be available on the website at www.health.ri.gov/WIC
- For new foods, a copy of the product label must be attached, including the product name, size, nutrition facts, and ingredient list, as well as the UPC barcode
- Products not containing this information will not be approved
- For changes to packaging, nutrition facts, ingredients, or UPC barcodes, this form must be completed, and the product label attached with the changes in question
- Once the form is completed, the form and all additional information can be emailed or mailed to the Vendor Unit, where it will be reviewed by our staff to determine if the product can be approved
- If a product is approved, it will be added to the Approved Product List (APL)
- If a product does not meet our requirements, it will not be added to the APL

Prices



- Price surveys must be submitted for all new vendors, during application renewals, and as needed or requested
- WIC prices must be competitive
- WIC prices cannot exceed in-store retail prices
- Approved prices will be based on:
 - Prices at stores similar to your store
 - Wholesale cost you are paying
 - Statewide average cost of food
- Before you change any prices for WIC items, call or email the Vendor Unit for approval

CVB Code for Fresh Fruits & Vegetables



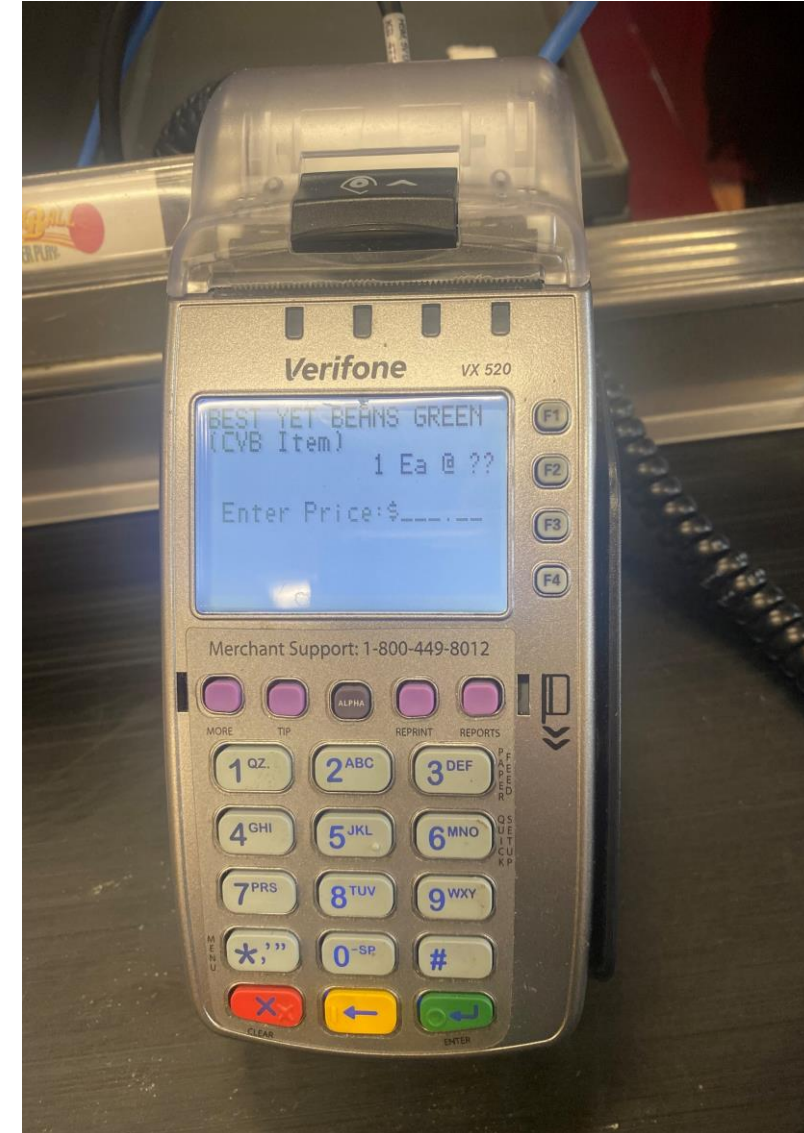
- The code for fresh Fruits & Vegetables is **“44691”**
- Weigh your fresh fruits and/or vegetables
- Enter the CVB code **“44691”** on your POS device
- Enter the total price for the F&V



Scanning Frozen/Canned Fruits & Vegetables



- Scan the barcode on every Frozen/Canned fruit and vegetable
- Enter the price \$ for the item just scanned
 - Price needs to be entered each time you scan a frozen/canned fruit or vegetable during a transaction
- Prices can not be loaded in your POS device for Frozen/Canned Fruits and Vegetables



Monitoring



Monitoring is a federal requirement for the State WIC Office to be in compliance.

- **Monitoring of stores can be due to:**
 - A complaint
 - Changes in prices
 - Increase in WIC redemptions
 - Federally mandated random visits
- **Monitoring includes:**
 - Checking minimum inventory
 - Verifying posted prices and WIC acceptance sign
 - Customer service performance
 - May include inventory audits

Secret Shopping



- Secret shopping is a federal requirement for the State WIC Office to be in compliance
- Secret shoppers will purchase WIC-allowed foods
- Secret shoppers will observe physical conditions of the store and cashier, customer service, prices, WIC acceptance sign, and transaction procedures
- If violations occur, an investigation may begin which may result in probation or termination from the WIC Program

Compliance Investigations



- Compliance investigations are a federal requirement for the State WIC Office to be in compliance
- Vendors are chosen to be investigated based on high-risk reports, complaints, monitoring violations, and other factors
- Compliance investigators will purchase WIC-allowed and not allowed food
- Investigators will observe physical conditions of the store, appearance and behavior of the cashier, and an overall summary of the compliance visit
- In the past 3 years, approximately 20 vendor agreements were terminated as a result of investigations that were initiated with a secret shopping visit
 - In the past 2 years, over \$200,000 was collected in monetary claims due to non-compliance
- Failure to comply with WIC Program rules may result in the termination of WIC and SNAP participation

Rhode Island WIC Violations



Violation: Infraction of program regulations, policies, or agreements

- **Federal:**

- Federally mandated
- Cannot be amended by State

Example: Charging WIC for foods not received by the participant

- **State:**

- State mandated
- Varies from state to state

Example: Not meeting the minimum inventory requirement

- **Other:**

- Store conditions
- Food storage and/or conditions

Sanctions



- **Sanction:** Administrative action taken as a result of a violation.
- **Sanction points:** Points ranging from 1 to 20 are assigned to each violation of the WIC Vendor Agreements. More serious violations have a higher point value.
- Sanction points are retained for 3 to 72 months depending upon the severity of the violation
- Different methods are utilized to determine if a violation has occurred:
 - Inventory audit
 - Compliance buys
 - Monitoring
 - SNAP reports
 - Additional methods as determined by the State WIC Office

Violation Notification Process



- Initial Warning
- Warning/Training
- Disqualification/Termination
- Vendors have the right to appeal any decisions made by the State WIC Office
- Exceptions (when a warning is not required):
 - Trafficking violation
 - Warning would compromise an investigation
 - SNAP disqualification (cannot appeal)

Training



- The vendor is responsible for training **ALL** employees regarding WIC transactions
- All vendors must attend training at the request of the Rhode Island WIC Vendor Unit
- Vendors can request additional training from the Rhode Island WIC Vendor Unit
- Online training is available to new and existing vendors
- Vendors can register for training using the Vendor Portal
- On-site at RIDOH trainings are available every three months for new and existing vendors (Zoom until further notice)

State of Emergency Policy



ONLY if the Governor declares a State of Emergency

- **Examples of exchanges or substitutions allowed:**

- 2 quarts of milk for a half gallon
- 4 quarts of milk for one gallon
- 2 half dozen cartons of eggs for one dozen
- Two 8 oz packages of cheese for a 16 oz package

Not Allowed: Substituting for any other WIC item.

(example: Whole milk for 1% or non-fat, or evaporated for powdered)

Bulletins



- Vendor bulletins describe important changes and updates to the WIC Vendor Program
- Vendor bulletins are emailed to retailers with any news or program changes
- Vendors are responsible for:
 - Reviewing the information included in the bulletins
 - Sharing the information with staff
 - Making necessary changes to their procedures

Updates



- **Federal regulations – American Rescue Plan Act (up to \$26, \$47, \$52 and/or \$78 in CVB)**
- **State regulations**
- **Others:**
 - Check email for all WIC information/updates
 - We will be scheduling quarterly retail meetings; More details to come.
 - Continued authorization annual documents request will be sent out in June 2024

Vendor Support



- **State WIC Office, Vendor Unit**

Sherrie Blanchette (401) 222 – 4630 (Spanish)

Stephanie Pontes (401) 222 – 4637 (Spanish, Portuguese)

Michelle Freites (401) 222 – 5939 (Spanish)

Preet Kaur (401) 222 – 4633

- **Email:** DOH.WicVendorSupport@health.ri.gov

- **Website:** www.health.ri.gov/wic

- **Conduent Help Desk: 855-765-7872** (Conduent contract issued stand beside systems only)

- **CDE Help Desk: 800-277-5165** (CDE contract issued stand beside systems only)

Questions and Answers

