

**NEW JERSEY DEPARTMENT OF HEALTH
WIC PROGRAM**

STATE POLICY

Policy & Procedure Number: 1.43

Effective Date: April 22, 2019

Functional Area: I. VENDOR MANAGEMENT

Subject: Vendor Training

A. POLICY:

1. Vendor training describes the State Agency (SA) and Local Agency (LA) procedures for training WIC program Vendors and for documenting all relevant training in accordance with 7 CFR §246.4 (a) (14) (xi).

The State Agency (SA) shall provide two annual trainings during the three-year vendor authorization period to at least one representative of each Vendor. Each authorized WIC vendor is required to attend one interactive face-to-face training during the three-year vendor authorization period.

2. The SA will have sole discretion to designate the date, time, and location of all interactive and annual training.
3. All vendor training shall be designed to prevent program errors, address noncompliance issues, and improve program services. Both interactive (face-to-face) and annual training shall include instructions on:
 - a. Purpose of the WIC Program
 - Check WIC OUT! brochure
 - b. Transactions & Redemption Procedures
 - How to Accept Food Instruments (WIC Checks)
 - How to Accept Cash-Value Vouchers (CVV)
 - c. Minimum varieties and quantities of Authorized Supplemental Foods
 - Supplemental foods authorized by the State Agency: Food List
 - Minimum Stock Requirements
 - Commodity Price List Survey (CPL)
 - Online CPL Survey
 - Submission of Price Changes
 - d. Infant Formula Manufacturers, Wholesalers and Distributors:
 - Designation of Infant Formula Manufacturer, Retailer, Wholesaler and Distributor Form
 - List of Infant Formula Manufacturers, Wholesalers and Distributors
 - New Jersey WIC Authorized Retail Vendor List
 - e. Vendor Sanction System
 - Mandatory Sanctions

- State Sanctions
 - f. Program Integrity
 - Vendor Monitoring
 - Compliance Buys
 - Technical Assistance
 - g. Vendor Claims and Use of Incentive Items
 - Overcharges or errors in Food Instrument (FI) or Cash Value Voucher (CVV) payment or redemption.
 - State Agency approval for Incentive Items
 - h. Filing a Complaint Report
 - Participants, Vendors and Farmers can file a complaint at their local agency or call the NJ State WIC office directly and file a complaint
 - i. Miscellaneous
 - Changes in program services requirements since the last training
 - Reauthorization
 - Reporting changes of ownership, location, or cessation of operations
 - Procedures for appeal/administrative review
 - Training employees
4. The SA shall maintain documentation of vendor participation and content of all training sessions.
 5. Vendors or vendor representative must sign the Vendor Annual or Interactive Training Agenda Signature Form (Attachment 1.43C) when they have received interactive and annual training.
 6. Vendor representatives who attend training are responsible for informing and training cashiers and other staff on program requirements. The vendor is accountable for its owners, officers, managers, agents, and employees who commit vendor violations.
 7. Vendors will be required to attend additional training after a failed compliance buy or two consecutive failed monitoring visits (see P&P 1.38 Compliance Investigations). This training will not count towards the annual requirement.
 8. The SA will use evaluation forms or informal feedback—from vendors to evaluate the effectiveness of vendor training.

B. PROCEDURE:

1. Interactive Training
 - a. Interactive (face-to-face) vendor training will be provided exclusively by the SA in a SA conference room.
 - b. New applicant vendors and currently authorized vendors will be provided an Interactive Training Notification Letter (Attachment 1.43A) which will designate the

date and time of the Interactive Training.

- c. The SA will provide vendor applicants and current active vendors with one alternate date on which to attend such training in emergent situations.
- d. All vendors must attend an interactive training at:
 - i. The time of the vendor's initial authorization.
 - ii. Once during the vendor's three-year authorization contract period.
- e. Completion of the Interactive Training will result in the applicant vendors becoming a New Jersey Authorized WIC vendor.

2. Annual Training

- a. Annual vendor training will be provided by the SA.
- b. New applicant vendors and currently active vendors will be provided an Annual Training Notification Letter (Attachment 1.43B).
- c. All currently authorized vendors must attend an annual vendor training during the second and third year of the vendor's three-year authorization period.

3. Additional Opportunities for Training

- a. Vendors or vendor representatives may also receive training during routine monitoring visits, when special technical assistance is requested, through written materials, through audiotapes or videotapes, and/or through the NJ WIC website. These instances will **not** be counted toward the interactive or annual training requirements.

4. Failure to Attend Training

- a. Failure of an applicant vendor to attend a scheduled training will result in the new vendor not being awarded a Vendor Agreement to act as a new authorized New Jersey WIC vendor.
- b. Failure of a currently authorized vendor to attend a scheduled training shall result in the vendor not being awarded a new Vendor Agreement to act as an authorized vendor at the end of their current authorization period.

Attachment(s):

1.43A Interactive Training Notification Letter

1.43B Annual Training Notification Letter

1.43C Vendor Annual Training Agenda Signature Form

