



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Public Health
Office of Nutrition Services

Bill J. Crouch
Cabinet Secretary

June 30, 2021

Vendor #
Vendor Name
Vendor Address
City, State, Zip

Dear Authorized WIC Vendor:

The West Virginia WIC Program completed a compliance buy investigation at your store on **Date of Compliance Buy (Long Format)**. The purpose of this investigation was to verify compliance with Federal WIC Regulations, Program Policies and Procedures, and the terms of the WIC Vendor Agreement.

Compliance buy investigations are covert, onsite visits in order to ensure program integrity of vendor practices including conducting WIC transactions and customer service. During the compliance buys at your store, the following violations were noted with regard to the exchange of WIC benefits for the prescribed foods:

• **Substitutions**

- Per Federal Regulations 7 C.F.R. §246.12(h)(3)(ii) the vendor may provide only the authorized supplemental foods listed on the food benefits. This means the exact brand and size as included in the WIC Approved Food List, as well as, exclusion of “not included” items.
- On our visit, the store allowed two (2) ½ gallons of milk to be substituted for a gallon.

• **Lack of Offering a Sales Receipt**

- Per the vendor handbook checkout procedures:
 - “The cashier is to ring up the amount for each individual item that will be charged against the eWIC benefit card, and is required to offer the WIC participant a sales receipt” (page 9).
 - “The register tape or adding machine tape must be offered to the participant” (page 11).
- On our visit, the cashier disposed of the first receipt which printed from the integrated system without offering the receipt to the customer. This receipt is intended to advise the WIC participant what will be deducted from the benefit

Warning Letter
Page 2
June 30, 2021

balance prior to their authorization of the purchase. Ultimately, all sales receipts which print during a WIC transaction must be offered to the customer in addition to the final receipt.

This letter serves as a written warning of non-compliance with Federal WIC Regulations, Program Policies and Procedures, and/or the terms of the WIC Vendor Agreement. A representative from the State WIC Office will perform another unannounced, covert compliance buy investigation at your store.

Any additional covert buys which result in further non-compliance violation(s), will be grounds for the West Virginia WIC Program to issue sanction points. The amount of points assessed is relative to the violation per the sanction schedule located in the vendor handbook. Any sanction points which are assessed require in-person training at our Charleston office. If you choose not to attend training, the Vendor Agreement will be terminated resulting in the store no longer being an Authorized WIC Vendor; the store will be unable to accept WIC benefits.

Please contact us if you would like technical assistance, in-store training, or an educational buy to assist in providing accurate, reliable transactions between WIC participants and your store.

If you have any questions or concerns regarding the rules and regulations of the West Virginia WIC Program, please feel free to contact the West Virginia WIC Program's Vendor Management Unit by telephone at (304) 558-1115 or by email at dhhrwicvu@wv.gov.

We appreciate your continued interest and support of the West Virginia WIC Program.

Sincerely,

Cindy Tanner, Vendor Manager
Office of Nutrition Services



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Dear Authorized WIC Vendor:

The West Virginia WIC Program completed a compliance buy investigation at your store on **Date of Compliance Buy (Long Format)** and **Date of Second Compliance Buy (Long Format)**. The purpose of this investigation was to verify compliance with Federal WIC Regulations, Program Policies and Procedures, and the terms of the WIC Vendor Agreement.

Compliance buy investigations are covert, onsite visits in order to ensure program integrity of vendor practices including conducting WIC transactions and customer service. During the compliance buys at your store, the following violations were noted with regard to the exchange of WIC benefits for the prescribed foods:

- **Insufficient Cashier Training**

- Our visit was the **third** compliance buy in your store revealing a pattern of not providing the first receipt which printed from the integrated system PRIOR to the WIC customer approval of the transaction. This receipt should be provided as soon as printed from the integrated system to advise the WIC participant what will be deducted from the benefit balance prior to their authorization of the purchase.
- Article 14 (page 2) of the Vendor Agreement states: "Vendor shall inform and train cashiers and other staff regarding WV WIC Program requirements."

A prior warning was issued on **Date (Long Format)** for violations during a compliance buy investigation involving two previous covert buys. The above noted discrepancies have now resulted in the requirement for mandatory training within 30 days of this notice. Please notify the Vendor Management Unit within 14 days of this letter to commit to a preferred date for this training.

If you choose not to attend the required training, or do not comply within the timeframes, the West Virginia WIC Program Probationary Vendor Agreement will be terminated, and the store will be unable to serve as a Probationary Authorized WIC Vendor during the remaining term of the Vendor Agreement Period.

2nd Warning Letter (Probation) Training

Page 2

June 30, 2021

Please note the West Virginia WIC Program may perform covert compliance buy investigations at any time during the Vendor Agreement period. A written warning of non-compliance may be issued at the discretion of the State WIC Office. Once a warning has been issued to the vendor, any additional covert buys which result in further non-compliance violation(s), will be grounds for the West Virginia WIC Program to issue sanction points relative to the violation per the sanction schedule located in the vendor handbook.

If you have any questions or concerns regarding the rules and regulations of the West Virginia WIC Program, please feel free to contact the West Virginia WIC Program's Vendor Management Unit by telephone at (304) 558-1115 or by email at dhhrwicvu@wv.gov.

We appreciate your continued interest and support of the West Virginia WIC Program.

Sincerely,

Cindy Tanner, Vendor Manager
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Compliance buy investigations are covert, onsite visits in order to ensure program integrity of vendor practices including conducting WIC transactions and customer service. During the compliance buys at your store, no violations were noted with regard to the exchange of WIC benefits for the prescribed foods.

Please note the West Virginia WIC Program may perform covert compliance buy investigations at any time during the Vendor Agreement period. A written warning of non-compliance may be issued at the discretion of the State WIC Office.

If you have any questions or concerns regarding the rules and regulations of the West Virginia WIC Program, please feel free to contact the West Virginia WIC Program's Vendor Management Unit by telephone at (304) 558-1115 or by email at dhrwicvu@wv.gov.

We appreciate your continued interest and support of the West Virginia WIC Program. Thank you for continuing to provide accurate and reliable transactions between a WIC participant and a WIC vendor. Having the support of WIC Vendors is essential to a successful nutrition intervention which is the mission of the West Virginia WIC Program.

Sincerely,

Cindy Tanner, Vendor Manager
Office of Nutrition Services