



DC WIC Training Newsletter

Q1 2020



Hello and Happy New Year! This newsletter is the first of many to come this year. Please do let us know if you have any questions and be on the look out for future ongoing communications.



Gallons of Buttermilk

Do you sometimes receive checks from participants who have a gallon of buttermilk listed on their check?

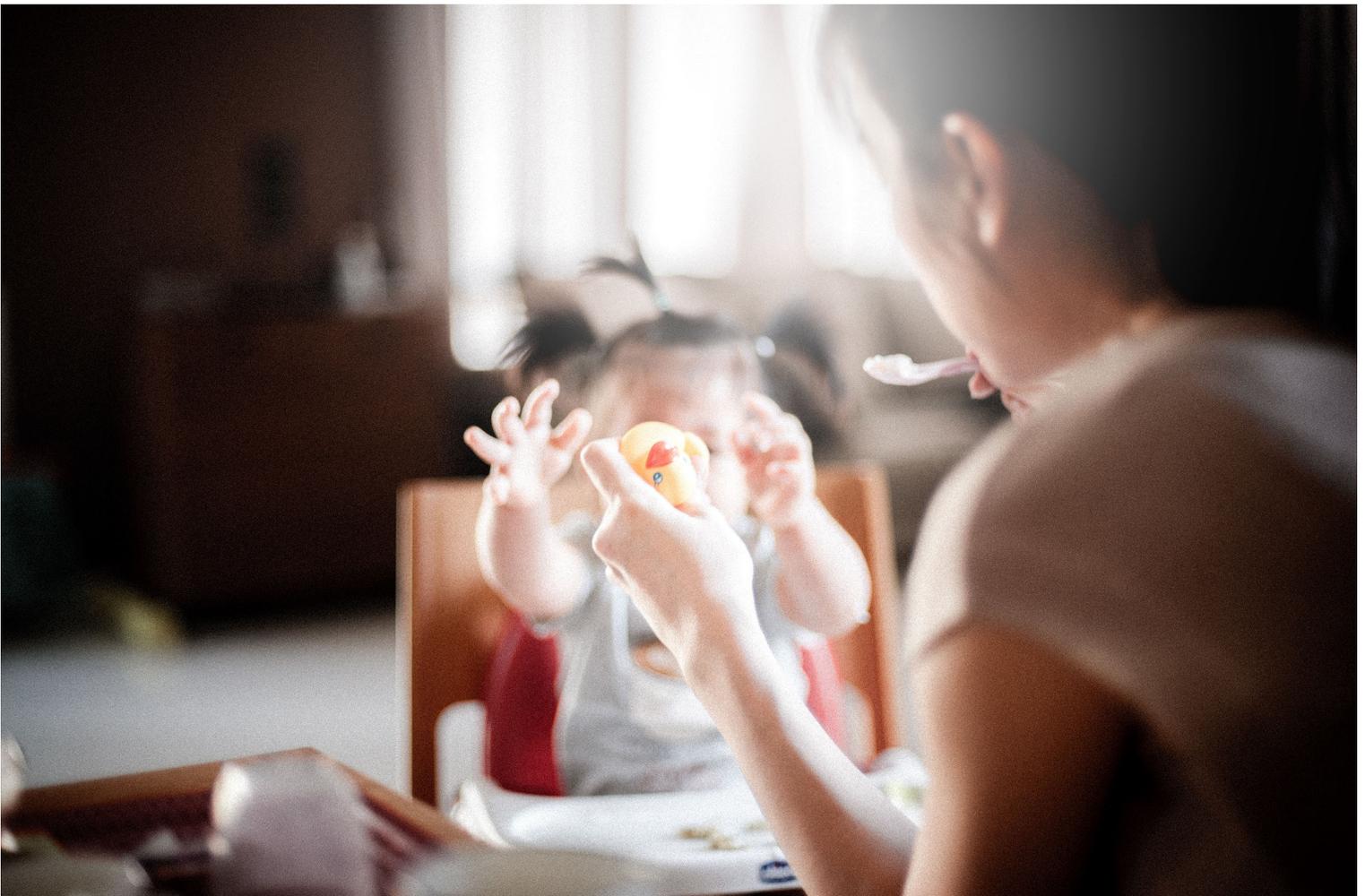
Gallon buttermilk is hard to supply, therefore if you are not able to carry it in your store, please substitute two half gallons or 4 quarts for a gallon of buttermilk.

A Note on Shelf Labels

Ensure that approved foods continue to be labeled during and after previous store resets. It is mandatory that all WIC approved products are labeled with the provided DC WIC labels, as covered in your Vendor Agreement.

Fresh produce does not need to be labeled.

Please contact us if you need additional WIC labels for your stores.



Product Updates

The below items are the following forms of Enfamil NeuroPro Enfacare being offered. The **8 oz.** (6 pack) RTU has transitioned to the **32 oz.** RTU container.

- 12.8 oz. powdered cans
- 2.2 oz. bottles RTU (6-pack)
- 32 oz. RTU container



Beech-Nut “Classics” 4 oz. jar line has undergone an ingredient and name change. The company has removed both ascorbic and citric acid from their ingredient lists and eliminated the “Classics” name from their jars. New packaging and labeling will be seen on shelves between now and April 2020.

48 Hour Special Formula Ordering

Authorized pharmacies are required to place an order for special formula for delivery within 48 hours of a participant request per program policy. Delayed ordering negatively impacts a participant's access to needed formula.



Dos and Don'ts of WIC Transactions

Don't...

- Do not ask the WIC participant or a proxy for personal identification; the WIC ID folder is sufficient for verifying identity.

- Do not limit the amount of WIC benefits allowed to be purchased or require all benefits to be purchased.
- Do not provide cash refunds.
- Do not allow exchanges (unless there is spoilage).

Do...

- Do allow the use of coupons, purchase of items on sale and promotional specials.
- Do allow WIC participants to pay for groceries that are non-WIC with a different form of payment.



e-WIC Update

We are in the final planning stages of implementing e-WIC Districtwide. Stay tuned for more information in future quarterly newsletters.

Tips

Treat WIC participants with the same courtesy as other customers. We urge everyone to be kind and gracious toward WIC participants.

Print and share this document with your store.

Cashiers should be asking WIC participants to see the WIC ID folder upon checking out. This is a mandatory state requirement to verify identity.

High Risk Vendor Monitoring visits will begin in February.



QUICK LINKS

[Retailer Bulletins/Newsletters/Training](#)

[Approved Food List, Vendor Folder](#)

[Vendor and Cashier Training](#)

[Approved Formula Suppliers List](#)

[Formula Flyer](#)

[Minimum Stocking Requirement](#)

[Retailer Complaint and Incident Form](#)

[Authorized Infant Formula Wholesale, Retail and
Distributor List](#)

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