

## 8.02 Local Agency Responsibilities

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### **POLICY:**

Local Agency personnel play an important role in the WIC participant to Vendor relationship.

### **PROCEDURE:**

#### **A. Local Agency Vendor Liaison**

A Local Agency Vendor Liaison will be assigned for the Local Agency.

#### **B. Local Agency Vendor Liaison Training Meetings**

Training meetings for Local Agency Vendor Liaisons are scheduled as needed by the State Agency Vendor Management Coordinator. The meetings are usually scheduled during the State WIC Meeting, but may be required at other times.

#### **C. Vendor Handbook**

The Local Agency Vendor Liaison will keep a copy of the Vendor Handbook and other Vendor information sent by the State Agency for reference to Program information that is supplied to the Vendors.

#### **D. Authorized Vendor List**

The State Agency will send a revised list of authorized Vendors electronically to the Local Agency Vendor Liaison monthly. An electronic list of authorized vendors will be made available to all WIC clinic sites. The State Agency will provide the Local Vendor Liaison any changes to the monthly vendor listing. The State Agency will provide the Local Agency Directors a memorandum confirming that an updated vendor listing has been sent electronically to the Liaison. Each month, the State Agency will provide the Local Agency Vendor Liaison with notification of new vendor additions and /or deletions that have occurred. The Local Vendor Liaison will advise each Local Agency WIC clinic of any changes in the monthly vendor listing. The vendor lists will be distributed to WIC participants, as necessary. The participant may receive a list of vendors by region or the entire state regional listing.

#### **E. Education of WIC Participants**

Educated participants and proxies may be less likely to make mistakes or intentional errors when they are informed that Program abuse committed by them or their proxy(ies) may result in the termination of their benefits (**see Policy 3.12, Proxy Authorization**).

1. WIC personnel will verbally instruct the payee/proxy during each certification appointment of the correct use of food benefits, the **WIC-Approved Food List (FD-09)** and the **eWIC benefit card**. If the proxy is not present or instructions, it is the responsibility of the payee to inform the proxy of proper use.

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2. WIC personnel will provide the form, **What is a Proxy? (WIC-14)**, as an instruction guide for the proxy.

### F. **Questions and Comments/Complaints**

1. Vendor questions must be directed to the State Agency unless the question can be easily answered by WIC personnel (i.e., whether a certain cheese is allowed).
2. Comments and complaints by Vendors about WIC participants must be written on the Vendor complaint form and sent to the State Agency. If the vendor contacts the local agency to make the complaint the local WIC personnel should encourage the vendor to complete this form and send it to the State Office. In the event the local agency finds it necessary to forward the comment or complaint for the vendor this form should be used.
3. Comments by WIC participants about Vendors may be written by the WIC participant or WIC personnel on a **Comment Form (WIC-16)** and sent to the State Agency (**see Policy 1.15, Comment Form Policy**).
4. Complaints by WIC participants about Vendors may be written by the WIC participant or WIC personnel on a **Comment Form (WIC-16)** or, preferably, on the Vendor complaint form and sent to the State Agency.
5. When the Local Agency Vendor Liaison finds it necessary to manage a Vendor problem because of the inability to reach the State Agency or a situation is of an immediate and sensitive nature, the State Agency Vendor Coordinator must be informed of the situation at the earliest opportunity.

### G. **WIC Farmers' Market**

WIC personnel shall advise WIC participants in the proper use of WIC Farmers' Market drafts and distribute WIC Farmers' Market drafts as instructed by the State Agency in counties that have authorized WIC Farmers' Markets.

### H. **Vendor Training and Advisory Committee Meetings**

WIC personnel may be asked to assist, if possible, with Vendor training and Advisory Committee meetings. Duties could include arranging a training location, assisting State Agency personnel in Vendor processing and verifying Vendor paperwork.

### I. **Vendor Site Visits**

The Vendor Liaison may be requested to conduct site visits to obtain information for the State Agency Vendor personnel.