

Section II: Local Agency Procedure Manual

I. Local Vendor and Farmer Management

A. Retailer Education/Training

Purpose

This section describes retailer training activities to ensure retailers meet all requirements of the Montana WIC Program, so that WIC participants can access WIC foods.

Policy

It is the policy of the Montana WIC Program to offer retailer training annually to ensure retailers are knowledgeable about changes in the Montana WIC Program, and to verify that those changes are being implemented.

1. Description of Retailer Education or Training

- Retailer education and training is designed to help reduce errors, prevent abuse, and improve program services. Education/training may be conducted by the Local Agency Retail Coordinator (LARC) or State Agency staff.
- The WIC Program is required to provide education and training for the following reasons:
 - Retailer is newly authorized
 - Annually, which may be interactive, and provided as either an on-site cashier training, off-site manager training, a training video, or a training newsletter
 - Required education/training as directed by the Montana WIC Program as part of a Corrective Action Plan (CAP)
 - Non-compliance with the Montana DPHHS/WIC Retailer Agreement.
- The WIC Program may choose to provide education/training for the following reasons:
 - Retailer requests education/training
 - Retailer is identified as high-risk
- Interactive training is an opportunity for questions and answers and must be provided at least once every three years. The LARC will conduct interactive training as part of a retailer monitoring visits. Failure to attend interactive training is a program violation.

2. Training Content

- Both annual and interactive training will include all the following topics:
 - Purpose of the WIC Program
 - Supplemental foods authorized by the Montana WIC Program
 - Minimum stocking requirements
 - Procedures for eWIC transactions
 - Montana WIC Program retailer sanction system

- Method by which retailers may submit a program complaint
- The claims procedure
- Requirement that infant formula must be purchased from an approved distributor
- The use of incentive items
- Any changes since the last education/training effecting retailers