

Section II: Local Agency Procedure Manual

I. Local Vendor and Farmer Management

B. Retailer Monitoring Visits

Purpose

Retailer monitoring visits allow the WIC Program to ensure authorized retailers follow all program requirements. These visits help the WIC Program detect possible fraud and/or abuse, discuss with the retailer staff any problems/solutions, and the opportunity to provide interactive training.

Policy

A minimum of 5 percent of retailers will be monitored every fiscal year and authorized retailers will receive a minimum of one monitoring visit per contract period.

1. Routine Monitoring Visits

- Retailers may be selected for monitoring every other year. Monitoring visits are performed in accordance with federal and state regulations.
- Monitoring visits will be conducted by local agency and/or State WIC staff.
- At each monitoring visit, staff will:
 - Verify that the “We Accept WIC Benefits” signs are posted.
 - Verify that food prices are clearly posted, either on the shelves, or on the individual food items.
 - If the retailer is using WIC shelf tags, verify that they are being used consistently and accurately on all WIC approved food items.
 - Examine minimum stocking requirements, including:
 - If the retailer has a stocking exemption, verify that an exemption sign is clearly posted where WIC participants can view it.
 - If a store does not meet the minimum stocking requirements, a follow up visit must be scheduled and completed within 30 days of the initial store visit to ensure the items have been stocked. Retail staff may provide a photograph of the items in-stock in lieu of a subsequent store visit.
 - Complete the mandatory interactive training and ensure the store managers have initialed each topic of interactive training.
 - Discuss any problems the retailer has experienced and provide assistance on site.
 - Determine if fraud or abuse is suspected.
 - Record the printed name and signature of the retailer and LARC present at the monitoring visit.