



Get Fresh!

NUTRITION PROGRAMS

FARMERS' GUIDE BOOK 2016





	DC WIC and Senior Farmers' Market Nutrition Programs and WIC Cash-Value Check	
	Subject: Overview of WIC and Senior FMNP	
	Date: Effective March 1, 2016	Section: <u>100</u>

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INTRODUCTION

The WIC Farmers' Market Nutrition Program Act (Public Law 102-314) was established on July 2, 1992. The Senior Farmers' Market Nutrition Program (SFMNP) began as a grant program in 2001 and was established as a permanent program in 2007 (Public Law 107-171). The purpose of the WIC Farmers' Market Nutrition Program (FMNP) and the Senior Farmers' Market Nutrition Program (SFMNP) is to provide fresh fruits and vegetables to women, children and seniors who are nutritionally at risk and to expand the awareness and use of farmers' markets.

The WIC Cash Value Check

Starting October 1, 2016 the Cash Value check dollar amount increased for all participants. Children receive \$8.00, pregnant, breastfeeding and post-partum women up to six months receive \$11.00 and women breastfeeding multiples receive \$15.00 once a month as a part of the food package.

Funding

WIC FMNP


The Food and Nutrition Service (FNS), part of the United States Department of Agriculture, and the District of Columbia have provided funds for the operation of the FMNP. The FMNP operates on a matching grant basis. Usually, 70% of the funding comes from the Federal Government and 30% from local funding. Of the total budget, 81% of the money is used for food benefits with no more than 19% used for administrative costs. This means 81% of the funding is distributed to women and children participating in the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).

Senior FMNP

Senior FMNP is funded through USDA, with over 90% of funds spent for food benefits and the remainder for administrative costs.

WIC Cash Value Check (CVC)

WIC Cash Value check is funded through USDA. The Cash Value Check is a part of the regular WIC food package. The checks are issued monthly to each eligible participant.

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In the District, the FMNP is branded as **Get Fresh**. Seniors participating in the Grocery Plus/Commodity Supplemental Food Program and each pregnant, breastfeeding and postpartum woman and child (1 year to 5 years of age) participating in WIC, are eligible to receive \$25.00 worth of Get Fresh checks to purchase fresh fruits and vegetables from approved farmers. Farmers who sell their produce in the District of Columbia may be eligible to become an approved Get Fresh farmer.

WHO QUALIFIES FOR THE PROGRAM?

Farmers' selling at farmers' markets or stands can be approved to participate in the FMNP by providing locally-grown produce that's grown within the District's boundaries, or in close proximity (in this case, in Maryland, Virginia, West Virginia, New Jersey, Pennsylvania and North Carolina). Preference will be given to non-profit entities that have experience in promoting the sale of locally grown produce at urban farm stands and with the FMNP.

WHO DOES NOT QUALIFY?


1. A wholesale or retail farmer who does not grow his/her own produce.
2. A farmer who sells only at non-approved farmers' markets, such as:
 - a. flea markets
 - b. through Community Supported Agriculture (CSA)
 - c. Owners and managers of grocery stores or supermarkets.
3. A farmer who has been suspended or disqualified from the program within the last 2 years by the WIC State Agency

AUTHORIZATION PROCESS

In the District, farmers' must follow the prescribed authorization process and complete the application for participation in order to be approved to accept program benefits. Note: The District of Columbia FMNP does not authorize farmers' markets, only farmers.

Application Contents:

- Farmer Application (all applications must be signed by a county extension agent)
- FT NP Vendor Agreement & Authorization Criteria
- FMNP Season Timeline
- Authorized Food List
- Community Request for Farmers

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How to Apply:

- A. Complete an Application Packet. The packet includes the FMNP vendor agreement, farmer application, authorization criteria and authorization process/time line. The application packet is available in February of each year.
- B. All applications must be signed by your designated county extension agent in order to become valid.
- C. Submit your completed and signed application packet to the State Agency for approval by postal mail to the following address:

**WIC State Agency | FMNP
DC Department of Health
899 North Capitol Street, NE | 3rd Floor, Washington, DC 20002**


State Agency Process:

- A. The State Agency will schedule a site visit as part of the authorization process.
- B. The State Agency will provide details of all required trainings.
- C. Final approval will be given once the application and trainings are completed.
- D. Authorized farmers will receive program materials including posters and check stamps before the start of the FMNP season

TRAINING

The training requirement differs for farmers in the first year of application or those who are new to the program and for returning farmers.

- a. **First-time farmers** must attend and complete a 2-3 hour interactive training, which may be conducted via an in-person session or via conferencing by a State Agency staff person.
- b. **Returning farmers** who have previously been authorized to participate in the program may fulfill the annual training requirements by reviewing the guidebook, newsletters and announcements made available through the State Agency website, emails and other printed materials.

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How to Accept Get Fresh Checks

Each qualified WIC and /CSFP Senior FMNP participant will receive (5) five checks with a value of \$5.00 each. These checks will be valid for the period of June 1st through November 30th. The WIC checks for 2016 are green and the Senior FMNP checks are blue. Only locally sourced fresh vegetables and fruits with a value of \$5.00 can be used at an authorized location during the valid period. **FMNP customers are encouraged to spend the entire \$5.00 amount as no change will be given.**

A list of approved vendors will be provided to the WIC and CSFP locations so that customers using **Get Fresh** checks will know where they may purchase fruits and vegetables. The customers will present their checks to you, along with their WIC I.D. folder, when making their purchases. They will also receive instructions on how to use the **Get Fresh** checks.


Point of Service

Display Signage

Only approved farmers will receive payment for Cash Value Checks and **Get Fresh** checks. Farmers that are not approved take these checks, they will not be paid. Put up your "Approved FMNP and Cash Value Check Farmer" sign in a highly visible location so WIC Cash Value Check and Senior and WIC FMNP participants can see it. Be sure to inform your staff about the program, so they will know how to handle the Cash Value Checks and "Get Fresh" checks.

Approved Food Items

Farmers should only sell fresh, uncut, unprepared, locally grown FMNP approved fruits and vegetables that can be purchased with the Farmers' Market Nutrition Programs check. Under no circumstance can produce grown outside of the United States and its territories be considered eligible.

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FMNP Approved Fruit and Vegetables

Fruit

Apples – (all)
 Apricots
 Berries – (all)
 Cherries
 Grapes – (all)
 Melons – (all)
 Nectarines
 Peaches – (all)
 Pears – (all)

Vegetables

Beans – (all)
 Beets
 Broccoli
 Brussel sprouts
 Cabbage – (all)
 Carrots
 Cauliflower
 Corn

Cucumbers
 Eggplants (all)
 Greens – (Collards, Kale, Mustard, Spinach, Swiss chard and Turnip)
 Leeks
 Lettuce – (all)
 Okra
 Onions – (all)
 Peas – edible pods (shelled and unshelled), (all)
 Peppers – (all)
 Potatoes – (all)
 Radishes – (all)
 Squash – (all)
 Tomatoes – (all)
 Turnip roots and Rutabagas

Herbs


Cilantro, Parsley, Thyme, Garlic, Chives, Basil, Rosemary and Sage

FMNP Charges

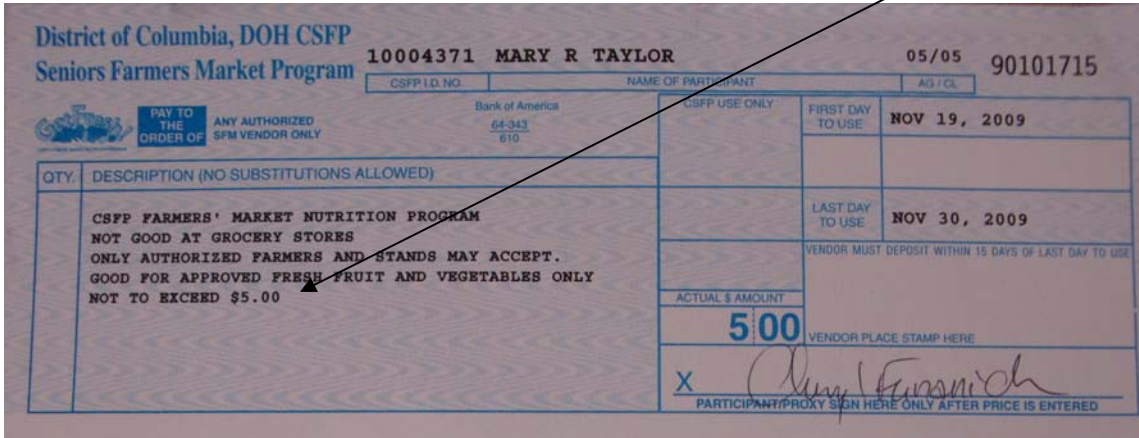
FMNP participants must receive the same courtesy you offer to other customers and charged the same prices. The State Agency highly suggest that you pre-package popular items and have your prices clearly posted near the packages. This will make it easier for FMNP customers to get the exact amount of products with their checks. You may not charge higher prices to FMNP customers. No tax may be charged on purchases made with Get Fresh checks.

The Pay Exactly Box

After the FMNP participant has presented their purchases and you have verified that they are correct, ensure that the customer purchases the designated dollar amount of produce. If the customer purchases less than the value printed in the description box, then the customer may have an opportunity to receive additional produce to make up the difference.

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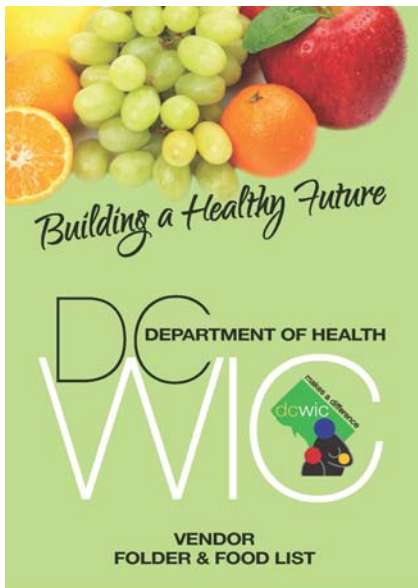
If the customer purchases more than the designated dollar amount, they must pay the additional cost with cash, credit or use of their SNAP benefits. The banking institution will only pay you up to the value as shown below on the check.



Sample. Seniors Farmers' Market Check

Customer Signage

Make sure the signature on the check matches one of the signature (s) on the I.D. card.




WIC I.D. Folder or Senior I. D. Card

The WIC I.D. Folder is the participant's official WIC identification. The WIC I.D. Folder provides a unique WIC I.D. number for each WIC participant. Participants, authorized representatives, alternate authorized representatives and proxies will use the WIC Folder to pick up WIC checks at the clinic and redeem the WIC checks at the authorized WIC store and FMNP checks at authorized farmers' markets.

CSFP Identification Card



GOVERNMENT OF THE DISTRICT OF COLUMBIA Department of Human Services Commodity Supplemental Food Program for Seniors Identification Card	CSPF-S No. No 433907 ISSUE DATE
RECIPIENT NAME _____	
SOCIAL SECURITY NUMBER _____	
SIGNATURE OF RECIPIENT _____	D.O.B. _____

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Authorized Farmer Number

A special stamp is provided to farmers' after receiving written approval from the State Agency. This stamp will contain your farmer authorized number. If you need additional stamps, they can be purchased for a small fee from the WIC State Agency by sending a money order to the **D.C Treasurer**. To request additional stamps, call (202) 442-9397.



District of Columbia, DOH
Farmer's Market WIC Program

WIC I.D. NO. **10046334** NAME OF PARTICIPANT **SHANTE JOHNSON** 09/01 AG / CL **80156873**

PAY TO THE ORDER OF ANY AUTHORIZED WIC FARMERS MARKET VENDOR ONLY FOR THESE ITEMS, SIZES, QUANTITIES ONLY

Bank of America 64-343 610

WIC USE ONLY

FIRST DAY TO USE **NOV 19, 2009**

LAST DAY TO USE **NOV 30, 2009**

VENDOR MUST DEPOSIT WITHIN 15 DAYS OF LAST DAY TO USE

ACTUAL \$ AMOUNT **5.00**

VENDOR PLACE DC WIC STAMP HERE

917

x *Bernice Brooks*

PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED


⑈801568737⑈ ⑆061003131⑆ 2080107287⑈

Sample. Get Fresh Check Stamp

Use the stamp to enter your vendor number on the check. Failure to stamp the vendor's number on the check will result in the check being returned to you unpaid under the banking process.

Valid Dates

- Checks are valid between: June 1st - November 30th.
- Checks must be deposited in your bank within 8 days of acceptance.
- Checks redeemed in November must be deposited no later than 10 days after the preceding month (example. Due [] before December 10th).

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WIC CASH VALUE CHECK (CVC)
(Fruits and Vegetables Only)

The DC WIC Cash Value Check (CVC) is a check with a fixed dollar amount that the participant will use to obtain WIC approved fruits and vegetables. They will use the DC WIC Farmers' Market Buyer's Guide as the official resource to identify approved farmers at their market location and present their checks along with their WIC I.D folder when making their purchases.

In WIC approved grocery stores, participants have the option to purchase fresh, canned and/or frozen vegetables and fruit. This includes any type or variety of potatoes, vegetables and fruits.


- ✓ Fresh herbs cannot be purchased with CVC
- ✓ Locally grown produce can be purchased at participating farmers' markets for WIC and the SFMNP

Eligibility

Category	Amount
Children (1 – 5 yrs.)	\$8.00 per month
Pregnant, Postpartum, Breastfeeding Woman	\$11.00 per month
Breastfeeding Woman w/multiples	\$16.50 per month

PROCESSING CVC CHECKS

1. Request the WIC I.D. family folder following the sale tabulation. A completed Identification page in the ID folder is the only identification needed by the WIC participant, parents or caretakers of infants and child participants or proxies to redeem WIC checks.
2. Verify that today's date is between the First Day and Last Day to spend the WIC check.
3. Check the foods (quantity and type) presented by the WIC participant against the items listed in the description box on the check. If there are questions on the food items selected, refer to the farmer's market poster for the approved food list.
4. Allow the participant to insert the cost at or below the not to exceed amount under each check.
5. Verify that the correct price was inserted.

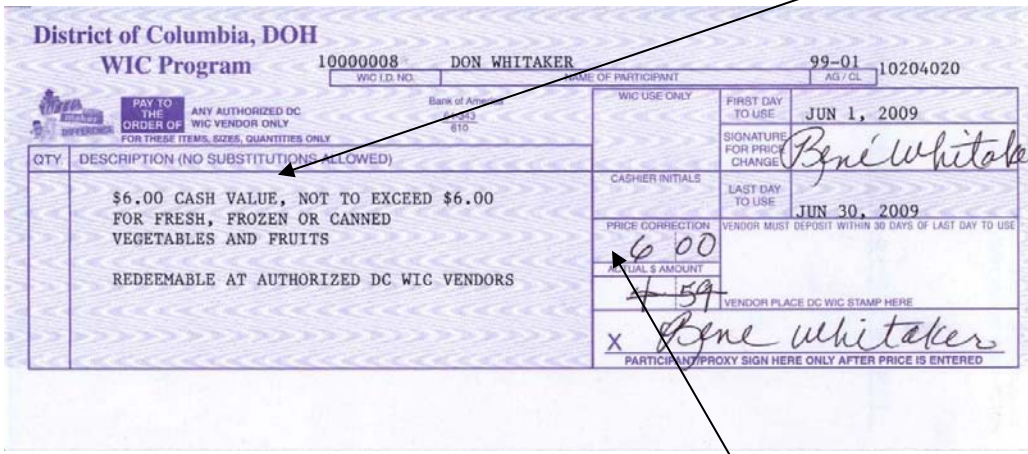
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- Match the signature on the check to one of the signatures listed on the WIC I.D. family folder.
- Deposit the CVC checks within 30 days of the Last Day to Use Date printed on the check.

PAY EXACTLY BOX


After the WIC participant has presented their purchases and you have verified that they are correct, ensure that the customer purchases the designated dollar amount of produce. If the customer purchases less than the value printed in the description box, then the customer may have an opportunity to receive additional produce to make up the difference. Do not provide change if the purchase amount is less than the face value of the check.

If the customer purchases more than the designated dollar amount, they must pay the additional cost with cash, credit or use of their SNAP benefits. The banking institution will only pay you up to the value as shown below on the check.



Price Corrections

- If the participant writes the incorrect dollar amount, draw a single line through and write the amount above it in the **Price Correction** box.
- The participant will sign their full name on the line directly above the Last Day to Use box in the signature for price correction box
- The participant will also sign their full name in the Participant/ Proxy Sign Her Only After Price is Entered box

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MONITORING


The State Agency regularly monitors authorized farmers' who participate in the Senior and WIC FMNP by verifying compliance with the requirements of the program. Monitoring also helps insure that civil rights compliance, equitable treatment of program recipients, fair and competitive pricing, and good customer service standards are being followed. Regular monitoring helps to maintain program integrity, reduce banking errors and can be the impetus for technical support to farmers and their staff.

Any violation of WIC regulations is noted on a monitoring form. The person monitoring the farmer will discuss the findings with the farmer or representative who will be asked to sign the monitoring form. A copy of the form will be left with the farmer or the farmer's representative. Warning notices are also mailed when violations are found. A follow-up visit will be conducted following the violation notice to see if corrective action has been taken. The three types of monitoring visit used to access a vendor to include on-site monitoring, education, and compliance buy visits.

On-Site Visit Monitoring

On site monitoring visit is when a State Agency representative surveys types and levels of abuse and errors among participating food vendors. On-site monitoring visits may be announced or unannounced and will include:

- ✓ Approved **Get Fresh and Vegetables and Fruit Cash Value Check** poster posted in a highly visible place
- ✓ Prices of food items are posted
- ✓ Conditions in and around the stand are sanitary
- ✓ A minimum variety of three vegetables or fruit
- ✓ Permitting the participant to write in the price of the check
- ✓ Unsigned WIC participant checks.
- ✓ Accepting WIC checks either before or after the validation period
- ✓ Not offering participants the same courtesies as offered to other customers.
- ✓ Accepting altered checks.
- ✓ Failed to check the WIC I.D. Folder
- ✓ Not at specified location(s).
- ✓ Provides change to the participant
- ✓ Customer Complaints

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Education Buy

The education buy is the type of buy originates as an announced or unannounced compliance buy, but ends with the WIC State Agency's and/or the Grocery Plus/CSFP representative shares the results of the buy with the manager in order to educate the farmer regarding FNMP monitoring and policy and procedures.


Compliance Buy Investigations

A farmer may also be the subject of compliance investigations. Compliance investigations are conducted by a contractor or a designated person who poses as a WIC participant. The undercover investigator will follow specific instructions provided by the Program. The purpose of compliance investigations is to verify compliance with WIC Program rules, federal regulations, and any other established procedures. The farmer will not know he/she is under investigation, nor will he/she be notified of any violations uncovered until the investigation is finished. The undercover investigators look for violations including but not limited to substitution of non-WIC FMNP items, overcharges, charging for food not received and trafficking FMNP or WIC CVCs. These violations may result in disqualification.

Check Redemption and Deposits

The FMNP check processor monitors all Get Fresh FMNP, SFMNP and Cash Value Checks that are deposited by the farmers. The bank will monitor Get Fresh and Cash Value Checks for the following errors:

1. No customer signature
2. Invalid farmer, invalid authorization number or no authorization number
3. Altered dates
4. Altered dollar amount
5. Late deposit
6. No vendor stamp (The only check error that you can correct and redeposit)
7. Rejected over the maximum price
Note: Cash Value Checks should be sent to the WIC State Agency for review and payment
8. Encoding error

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Sanctions


The WIC State Agency has established a sanction system as a means to deter vendor abuses or violations. According to the Code of Federal Regulations, a vendor violation is defined as any intentional or unintentional action of a vendor's current owners, officers, managers, agents or employees (with or without knowledge of management) that violates the FMNP agreement or Federal or State statues, regulations, polices or procedures screening the Program.

Farmers who fail to comply with Federal and State requirements are subject to fiscal claims, suspension, temporary and permanent disqualification in accordance with the FMNP violations and sanctions table listed below.

Violations and Sanctions

Sanction Points

1.	Exchanges FMNP or CVC check for money, credit and/non-food items	25
2.	Disqualified from any other USDA Program(s) (example. SNAP)	25
3.	Terminates the agreement without required advanced notice to The State Agency	25
4.	Charges the FMNP Program for more food than other customers who purchase the same food items.	15
5.	Charges the FMNP Program for foods not received by the participant	15
6.	Submits false information on FMNP application	15
7.	Accepts FMNP or CVC checks at non-approved location or site not listed under the FMNP application.	15
8.	Discriminates against FMNP participant	10
9.	Redeems FMNP or CVC checks for non-approved foods	5
10.	Fails to attend training	5
11.	Fails to maintain minimum selection of vegetables and fruits	5
12.	Provides a rain check for FMNP approved foods	5
13.	Not present on the day or time stated on the approved application	2
14.	Labels non-authorized foods as FMNP approved	2

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Violations and Sanctions

Sanction Points

15.	Fails to train market personnel on FMNP and CVC procedures	2
16.	Fails to submit a list of the FMNP authorized foods for sale at the market	2
17.	Refuses to honor a valid FMNP check or attempts to limit number of FMNP checks redeemed.	1
18.	FMNP material not available on-site (FMNP Signage, Authorized food list, Farmers guide)	1
19.	Prices of produce not posted	1

Findings

The vendor will be notified after the first instance of a program abuse/violation has been observed by the State Agency. A sanction will be applied once a pattern of violations is established. The established pattern of State Agency violations will be applied as such:

1-10 points Warning Letter

11-20 points Mandatory attendance at a special scheduled training session conducted by the State Agency and submission of written documentation of corrective action taken to resolve the problems, which led to the sanction.


21+points One to three year disqualification.

Corrective Action

The State Agency will notify a farmer in writing indicating a pattern of violation(s). If the violation(s) occurs more than twice in a growing season the farmer will be sanctioned and/or assessed fine based on the violations cited. Farmers will receive feedback regarding the findings of the visit and written notification within two weeks. A follow-up visit will be conducted following the violation notice to see if corrective action had been taken.

Disqualification

Disqualifications shall follow the accrual of 21 points or more. The disqualified vendor is required to return the approved farmer sign and stamp within 15 days of receiving a disqualification notice. Failure to comply with the stamp and the sign requirement will compromise future FMNP participation.

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Farmer will be reinstated following a 30-day disqualification and satisfactory resolution of the problem(s) that led to the disqualification. At the conclusion of a one-year disqualification period, the farmer may reapply for authorization. Upon reauthorization, the farmer will serve in a probationary status for up to four months and/or one full season, whichever is longer. Any single substantiated violation of fifteen (15) or more sanction points for one year during the probationary period will serve as grounds for automatic disqualification.

Permanent Disqualification

The State Agency shall permanently disqualify a vendor convicted for:

- ✓ providing credit for non-food items, such as alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives, or controlled substances as defined in 21 U.S.C. 802, in exchange for food instruments.
- ✓ buying or selling food instruments of case (trafficking); or
- ✓ buying or selling firearms, ammunition, explosives, or controlled substances, as defined in U.S.C. 802, in exchange for food instruments.


The farmer shall not be entitled to receive any compensation for revenues lost because of such a violation.

CLAIMS

Payment will not be made for Cash Value Checks and Get Fresh checks that do not comply with these procedures. When incorrect checks are not paid, farmers may not seek restitution from CVC and FMNP customers. Approved FMNP farmers must ensure that all employees working at the stand are knowledgeable of the FMNP requirements.

Checks that are not correct will be returned unpaid. If any of the necessary information is not on the check, the check will be returned. Do not attempt to put the check through your account again after you have corrected the omission.

Once the checks have been returned to you from the bank, they cannot be reprocessed. If you think the bank has made an error in returning the checks, complete the **Request of Payment Authorization Form (see Appendix A)** and send it to the State Agency. The State Agency is not responsible for checks returned to you, or any charges for checks returned to you, due to failure on your part to follow the correct procedures. All checks will be honored, if the proper procedures outlined in the Check Reference section are followed.

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FAIR HEARING


You have the right to appeal any adverse decisions including: denial of initial application for participation or qualification from the Program and other adverse actions affecting your participation during the course of the agreement period.

Notices

1. You will be provided with at least 15 days advance written notice of an adverse action (e.g., or disqualification) and its cause. During this period you may make your appeal. If you appeal an action, you must still comply with the terms of any written agreement.
2. Expiration of a contract is not subject to appeal. However, if you reapply, and your reauthorization is denied, you have the right to appeal the denial.

Appeal Procedures and Guidelines


1. Request for a fair hearing must be submitted in writing to the State Agency Within 15 days of receipt of the notice of initial denial of application, disqualification of participation, or other adverse actions. Two opportunities to schedule a hearing will be provided: one original date and one rescheduled.
2. Your fair hearing shall be held and a decision rendered within 60 days from the date of receipt of the request for a hearing.
3. A written notice of the hearing shall be sent to you and other parties involved at least 10 days prior to the schedule date of the hearing. This notice shall:
 - a. Specify the date, time and place of the hearing;
 - b. State briefly the issues, which are to be the subject of the hearing;
 - c. Explain the manner in which the fair hearing will be conducted; and

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- d. Inform you of your right to be represented, to verify and present documented evidence, produce witnesses, question adverse witnesses, and to examine (prior to and during the hearing) the documents and records supporting the action under appeal.
4. The fair hearing shall be conducted by an impartial official who does not have any personal stake or involvement in the decision and who was not directly involved in the initial determination of the action being contested.

If a State-level decision is upheld against the vendor and the vendor expresses an interest in pursuing a higher review of the decision, the State Agency shall explain the available state-level review of the decision. If further reviews are unavailable and have been exhausted, the vendor has the right to pursue judicial review of the decision. Complaints may be filed with:

Office of Administrative Hearings
441 Fourth Street, NW, Suite 540 South
Washington, DC 20001
(202) 727-8280

	DC WIC and Senior Farmers' Market Nutrition Programs and WIC Cash Value Check	
	Subject: Civil Rights	
	Date: Effective March 1, 2016	Section: <u>700</u>

CIVIL RIGHTS

The State Agency requires that all approved FMNP farmers attend a civil rights training session prior to the FMNP season. Authorized FMNP farmers cannot charge FMNP customers more for their fruits, vegetables, and fresh cut herbs than they charge other customers. FMNP customers must be shown the same courtesies as all other customers and FMNP authorized farmers agree not to discriminate against any FMNP customer on the basis of race, color, national origin, age, sex, handicap or disability.

USDA Nondiscrimination Statement


In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

	DC WIC and Senior Farmers' Market Nutrition Programs and WIC-Cash Value Check	
	Subject: Procedures for Handling FMNP Complaints	
	Date: Effective March 1, 2016	Section: <u>800</u>

FARMER COMPLAINTS


WIC participants are not permitted to cause a disturbance, abuse your employees, or violate the procedures for redeeming CVCs. Complaints and unusual incidents related to the FMNP shall be directed in writing to the State Agency within 24 hours or the next business day.

If you have a complaint against a WIC participant, make a copy of the blank Farmers' Market Nutrition Program complaint form under Appendix A, complete the form and email to info.wic@dc.gov or send it via postal mail to the State Agency for investigation and follow-up. You should provide as much detail as you can about the complaint (who, what, when, where, etc.).

Complaint process will include:

1. An investigation that may include in-person or telephone interviews to determine appropriate redress.
2. A site visit if applicable.

The complaint will be investigated and the appropriate action taken. The issuer of the complaint shall receive a written findings and determination response within 48 hours of the completion of the investigation. For reasons of confidentiality, we may not disclose actions taken against WIC participants.

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FARMER STAMP

The WIC and CSFP State Agencies will issue an assigned number and symbol to each farmer participating in the DC WIC and Senior FMNP and WIC Cash-Value Check CVC Programs. Farmers must apply to the programs each year in order to keep the farmer stamp number valid. Farmers may begin redeeming checks after receiving a confirmation letter for the season via e-mail and or postal mail.

Stamping Hints

- ✓ The stamp must be clear and legible. If the stamp looks faint the computer will not be able to read it. If this occurs, re-stamp the check in the "DESCRIPTIONS" box.
- ✓ Use only black ink to re-fill the stamp.

Stamp Duplication

Farmers are responsible for initiating requests for replacement of vendor stamps. The process is outlined below:

1. Submit a written request form (see Appendix section) for the replacement of the stamp and send it to the WIC State Agency. The State Agency will provide the farmer with the suggested retail price quoted by the contractor.
2. The farmer should allow four to six weeks for the replacement stamp to be delivered to the State Agency.
3. The State Agency will contact the farmer so that the farmer may pick up or have the stamp delivered as soon as possible.
4. The farmer should make the check or money order payable to DC Treasurer.

Check Revalidation

Revalidation is the process whereby the State Agency reviews and approves payments by the WIC bank, of a previously rejected CVC or FMNP check at the request of the farmer.

Reasons for Revalidation

- ✓ The bank rejected a check that was processed correctly
- ✓ The WIC State Agency has agreed to revalidate the CVCs that have no other check error
- ✓ The WIC State Agency has placed a "stop payment" on the check.
- ✓ Checks with no vendor stamp
- ✓ CVCs that have been rejected for over the maximum allowable amount. WIC will readjust the payment to reflect the maximum allowable amounts per check.




DC WIC and Senior Farmers' Market Nutrition
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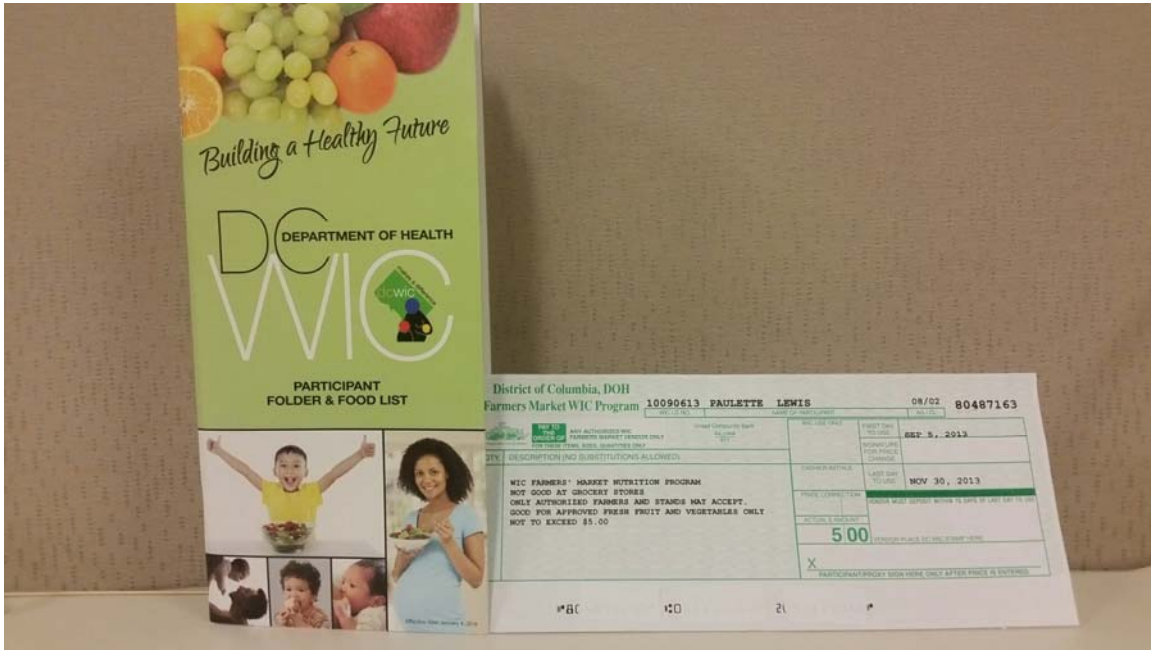
	DC WIC and Senior Farmers' Market Nutrition Programs and WIC Cash-Value Check	
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APPENDICES

**Check Reference
Complaint Form**

 <p>Get Fresh! FARMERS' MARKET NUTRITION PROGRAM</p>	DC WIC and Senior Farmers' Market Nutrition Programs and WIC Cash-Value Check	
	Subject: Check Reference	
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WIC I.D. Folder and Get Fresh Check



Senior FMNP Get Fresh check & Commodity Supplemental Foods I.D cards





DC WIC and Senior Farmers' Market Nutrition Programs and WIC Cash-Value Check

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Senior Farmers' Market Check

District of Columbia, DOH CSFP
Seniors Farmers Market Program

10004371 MARY R TAYLOR 05/05 90101715

CSFP I.D. NO. NAME OF PARTICIPANT AG / CL

Bank of America 64-343 610

PAY TO THE ORDER OF ANY AUTHORIZED SFM VENDOR ONLY

CSFP USE ONLY	FIRST DAY TO USE	NOV 19, 2009
	LAST DAY TO USE	NOV 30, 2009
VENDOR MUST DEPOSIT WITHIN 15 DAYS OF LAST DAY TO USE		
ACTUAL \$ AMOUNT	5.00	
VENDOR PLACE STAMP HERE		
X <i>Mary R Taylor</i> PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED		

QTY. DESCRIPTION (NO SUBSTITUTIONS ALLOWED)

CSFP FARMERS' MARKET NUTRITION PROGRAM
NOT GOOD AT GROCERY STORES
ONLY AUTHORIZED FARMERS AND STANDS MAY ACCEPT.
GOOD FOR APPROVED FRESH FRUIT AND VEGETABLES ONLY
NOT TO EXCEED \$5.00

⑈901017153⑈ ⑆061003431⑆ 1921083590⑈

WIC Farmers' Market Check

District of Columbia, DOH
Farmer's Market WIC Program

10046334 SHANTE JOHNSON 09/01 80156873

WIC I.D. NO. NAME OF PARTICIPANT AG / CL

Bank of America 64-343 610


PAY TO THE ORDER OF ANY AUTHORIZED WIC FARMERS MARKET VENDOR ONLY FOR THESE ITEMS, SIZES, QUANTITIES ONLY

WIC USE ONLY	FIRST DAY TO USE	NOV 19, 2009
	LAST DAY TO USE	NOV 30, 2009
VENDOR MUST DEPOSIT WITHIN 15 DAYS OF LAST DAY TO USE		
ACTUAL \$ AMOUNT	5.00	
VENDOR PLACE DC WIC STAMP HERE		
x <i>Bernice Brooks</i> PARTICIPANT/PROXY SIGN HERE ONLY AFTER PRICE IS ENTERED		

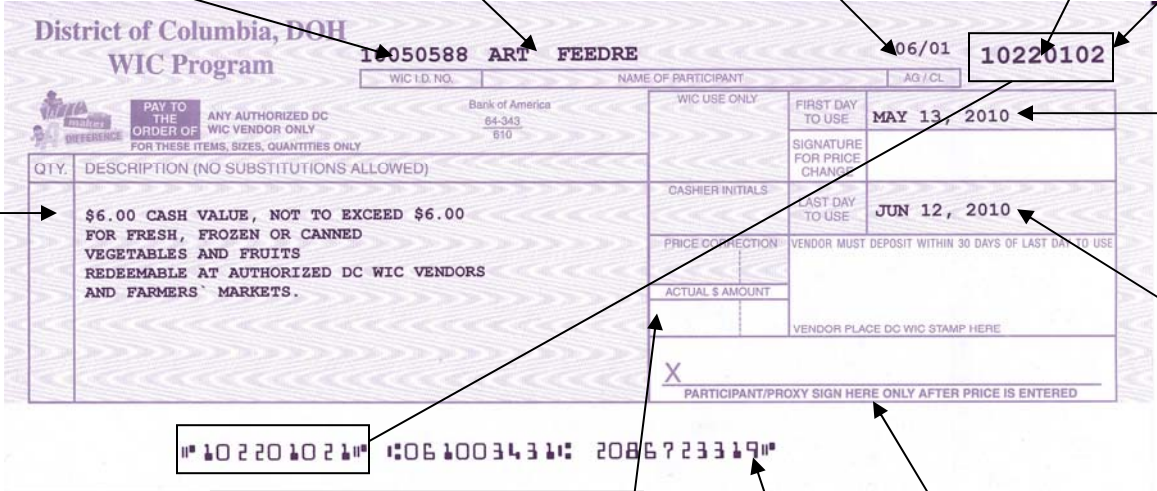
QTY. DESCRIPTION (NO SUBSTITUTIONS ALLOWED)

WIC FARMERS' MARKET NUTRITION PROGRAM
NOT GOOD AT GROCERY STORES
ONLY AUTHORIZED FARMERS AND STANDS MAY ACCEPT.
GOOD FOR APPROVED FRESH FRUIT AND VEGETABLES ONLY
NOT TO EXCEED \$5.00

⑈801568737⑈ ⑆061003431⑆ 2080107287⑈

	DC WIC and Senior Farmers' Market Nutrition Programs and WIC Cash-Value Check	
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WIC Cash-Value Check



WIC I.D. Number **Participant Name** **Clinic Location Number** **Check Number** **Check numbers must match**

Indicates the maximum \$ amount the bank will pay →

“FIRST DAY TO USE”-Do not accept check before this date.


“LAST DAY TO USE”-Do not accept check after this date.

Written- Value must not exceed the “Description box”


Participant or proxy must sign check in front of you.

Micr-Line Bank Routing Number

Vendor must deposit within 30 days which is specified in the Last Day to use box.
 * Do not add any addition information to the checks.*

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WIC and Senior Get Fresh Check



WIC I.D. Number (10046334)

Participant Name (SHANTE JOHNSON)

Clinic Location Number (09/01)

Check Number (80156873)

Check numbers must match

First day to use-Do not accept check before this date. (NOV 19, 2009)

Last day to use-Do not accept check after this date. (NOV 30, 2009)

Indicates the maximum \$ amount the bank will pay (5.00)

Actual \$ amount cannot be altered.

Participant of proxy must sign check in front (Bernice Brooks)

DC WIC Stamp

Micr-Line Bank Routing Number (80156873 06100343 2080107287)

Vendor must deposit Get Fresh Check before December 9, 2016
 * Do not add any addition information to the checks

WIC & SENIOR



FARMERS' MARKET NUTRITION PROGRAM



COMPLAINT FORM

Today's Date

Email Address

Telephone

First Name

Last Name

Street Address

City, State, Zip Code

Date and Time of Incident

Location /Address of Incident

Tell us about yourself:

- WIC Participant
- Senior Participant
- Market Manager
- Farmer/Vendor
- WIC Staff
- Other

Who/What is this complaint regarding?

- Farmers' Market
- WIC Local Agency/Clinic
- DC Department on Aging
- WIC or FMNP Staff
- Other

Please describe the complaint. Use additional sheets of paper if needed.

What is your desired outcome of this complaint?

How to submit this form:

By mail:

**DC Department of Health
Women, Infants & Children
Nutrition and Physical Fitness Bureau
899 North Capitol Street, NE Third Floor
Washington, DC 20002**

By phone: (202) 442-9397

By FAX: (202) 535-1710

By email: info.wic@dc.gov

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