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POLICY

1. Vendor management agency staff must provide direct and interactive training to each vendor applicant during the initial contract authorization process and at least once every 12 months to authorized WIC vendors.
2. Vendor management agencies must offer two consecutive training opportunities to vendor applicants and three consecutive training opportunities to authorized Women Infants and Children (WIC) vendors.
3. Vendor management agencies must provide training to vendor applicants prior to conducting an initial monitoring of the applicant's store.
4. Vendor management agencies must provide technical assistance any time there are participant or public complaints made or when deficiencies or problems are detected by vendor monitors or local agency staff.
5. Vendor management agencies must use the curricula and standardized vendor training developed by the state for training purposes and must retain documentation relevant to the vendor training.


REGULATIONS

Retail food delivery systems: Vendor training, [7 CFR §246.12\(i\)](#) require the state agency to provide training to vendors to prevent program errors and noncompliance and to improve program service. The content of the training must include instruction on the following topics:

1. Purpose of the WIC Program
2. Vendor contract terms
3. Procedures for processing electronic WIC benefits
4. WIC-acceptable foods authorized by the state agency
5. Infant Formula Supplier List
6. Stocking requirements for WIC-acceptable foods
7. Use of incentive items, coupons/bonuses
8. Vendor complaint process
9. Claims procedures
10. Penalties and sanctions that can be imposed by the state for WIC Program abuse and violations
11. Any changes to program requirements since the last training

DEFINITIONS

Refer to Acronyms and Definitions in Section 1011.

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PROCEDURE


LA/VMA Policy Required Yes No

Methods and Types of Training

1. Vendor management agencies (VMAs) are required to train vendors to ensure compliance with program regulations.
2. Methods for vendor training may include classroom training, web-based training programs, on-site training at a vendor store, newsletters, and technical assistance including, but not limited to, letters and telephone contacts.
3. The training method used by VMAs will vary according to the specific type of training provided and includes three types of training:
 - initial training provided to vendor applicants during the authorization process.
 - routine interactive training provided to existing vendors at least once every 12 months.
 - technical assistance as needed to correct specific deficiencies or to clarify policy.
4. VMAs must train vendors using the NYS WIC Vendor Standardized Training provided by the state agency.
 - VMAs may incorporate an interactive component into the training talking points to enhance the vendor training through use of examples.
 - VMAs must not make any changes to the standardized vendor training.
5. VMAs must conduct technical assistance as needed and to correct complaints and any deficiencies noted during vendor monitoring visits.
 - technical assistance is regarded as supplemental and does not replace the routine training requirements.
 - VMAs must use miscellaneous vendor contacts as technical assistance opportunities.
 - technical assistance should focus on the initial specific problem or information request and may be expanded to educate the vendor, representative, or employee on other program requirements and provide appropriate guidance.

Scheduling Vendor Training

1. VMAs must provide training to all vendors at least once every 12 months.
2. VMAs may require vendors to attend more frequent training if deficiencies are identified.
3. VMAs must use the following procedure to schedule training for vendors and to reschedule vendors who fail to attend scheduled training sessions:
 - establish a regular schedule for conducting classroom or remote training sessions.

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- schedule group training sessions at a central location within the geographic region to minimize travel time and cost for VMA staff and vendors.
- schedule enough sessions to provide training within required timeframes.
- schedule sessions at various times to accommodate vendors' schedules.
- establish a method to track and schedule vendors due for training.
- inform vendors of scheduled and rescheduled training sessions by mail and/or electronic communication stating the place, date, and time of session.

Documentation


1. VMAs are required to maintain comprehensive documentation on training provided to vendors.
2. VMAs must maintain a central WIC vendor training file. A single file may contain training documentation for all the VMA's contracted vendors. The file must include the names of individuals who conducted the training sessions, the date of the training, the vendors invited, and the vendors in attendance.
3. The individual vendor file must include a signed copy of the "Certificate of Training." Individual vendor files and the central WIC vendor training files must be made available to state personnel for review.

An Authorized Vendor Fails to Attend Training

1. After the first missed training the VMA will schedule the vendor for next training session.
2. After the second missed training the VMA will send a notice to the vendor.
3. The VMA will advise the vendor that failure to attend the third training session will result in the vendor's termination from the WIC Program in accordance with the vendor contract.
4. If the vendor fails to attend the third training, a termination letter must be mailed to the vendor and the VMA will change the contract status in the current Management Information System (MIS) to pending termination with an explanation in the vendor file.

A Vendor Applicant Fails to Attend Training

1. After the first missed training the VMA will send a notice to the applicant advising the vendor applicant that failure to attend the second training session will result in their application being withdrawn.
2. If the vendor fails to attend the second training an Application Withdrawn Letter must be sent to the vendor applicant and the VMA will update the application status in the current MIS to withdrawn with an explanation in the vendor file.

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GUIDANCE

Policy Supplement Available Yes No

RESOURCES

[New York State Department of Health Standardized Vendor Training](#)