

## 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 to 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.

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#### 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 potential for fraud or abuse exists.
  - Record the printed name and signature of the retailer and LARC present at the monitoring visit.