

## Oregon WIC Vendor Advisory Council Meeting Minutes

April 24, 2014

Portland State Office Building, Room 1D

10:00 a.m. – 11:45 a.m.

### Attendees

**In-person:** Lindsey Campbell (Western Family), Gina Fleschner (New Seasons Market), Jose Gonzalez (Su Casa Imports), Peggy Hagaman (Safeway), Anne Harmon (New Seasons Market), Claudia Knotek (New Seasons Market), Ronnie Nault (Safeway)

**Conference call:** Maria Delacruz (Safeway Inc.), Terry Ficklin (IT Retail), Emily Haase (Supervalu & Save-a-lot), Kris Hsu-Woerner (Safeway Inc.), Anne Hubele (Daymon Worldwide Co.), Lori Jurek (AMPM Systems NW), Pauline Lasister (Wal-Mart), Liz Micheletti (Supervalu), Denise Palmer (Logan’s Market), Joan Rice (Haggens Grocery), Jennifer Simpson (Fred Meyer Inc.), Ann Stoccum (Albertsons), Michelle Vandiver (Walgreens), Mark Vela (Albertsons)

**WIC staff:** Michelle Aarhus, Gina Carter, Diana Garcia, Jazette Johnson, Colette LaDue, Sierra Lessel, Maria Menor, Sarah Rosenberg, Nhu To-Haynes, Pi Winslow, Sue Woodbury

Agenda Item/Topic/Who	Discussion Points	Decisions/To-Dos
<p><b>Welcome and introductions, Review minutes and agenda</b> Michelle Aarhus, Vendor Training Coordinator</p>	<ul style="list-style-type: none"> <li>• Michelle Aarhus introduced all VAC members, including everyone attending by phone.</li> <li>• Michelle asked everyone to review the agenda and 10/24/13 VAC minutes. No changes or additions.</li> </ul>	
<p><b>eWIC update</b> Sue Woodbury, State WIC Director</p>	<ul style="list-style-type: none"> <li>• In January, JP Morgan announced that they would be withdrawing from their pre-paid card business- affecting SNAP and WIC.</li> <li>• Currently, Oregon is in the procurement process and should receive a response from contractors May 29.</li> <li>• It is estimated that the eWIC project should resume in early July, but there may be a delay.</li> <li>• Pilot dates are TBD.</li> <li>• New store moratorium will move with the new project timeline. Currently, WIC is accepting new store applications.</li> </ul>	
<p><b>Compliance Summary</b> Jazette Johnson, WIC Compliance Coordinator</p>	<ul style="list-style-type: none"> <li>• Jazette Johnson provided a compliance summary covering the results for investigations for the current federal fiscal year.</li> <li>• Most compliance investigations have resulted in minor/no violations but disqualification notices have been sent to five stores for a pattern of 3 or more substitutions, failing to meet minimum stock, or overcharging.</li> <li>• Training materials are free to vendors. Contact the State WIC office via phone, fax, or email to order materials for a store.</li> <li>• The training tools can also be found on the WIC website at: <a href="http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/vendor_materials.aspx">http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/vendor_materials.aspx</a></li> <li>• <b>Contact the State Vendor Answer Line 1-877-807-0889 with any questions regarding food list clarifications, check-out procedures, or to order training materials.</b></li> </ul>	<p><b>Spread the word to managers and cashiers:</b></p> <ul style="list-style-type: none"> <li>• <b>The upper half of WIC ID cards may be typed or handwritten. Both are OK to accept.</b></li> <li>• <b>Oregon vouchers come in slightly different shades of blue; all shades are OK to accept.</b></li> </ul>

<p><b>Formula update</b> Maria Menor, Vendor Team Coordinator</p>	<ul style="list-style-type: none"> <li>• The 2<sup>nd</sup> notice reminding vendors of infant formula changes went out on April 21 addressing changes to WIC Similac formula issuance and revision to the minimum stocking requirements that become effective June 1.</li> <li>• Diana Garcia presented can issuance data for Similac Advance powder and Similac Fussiness &amp; Gas powder. Data shows an increase in Similac Advance issuance and a decrease in Fussiness &amp; Gas issuance. Expect similar results for Similac concentrate and ready-to-feed.</li> <li>• By June, no more vouchers will be issued for Similac Fussiness &amp; Gas and Total Comfort.</li> <li>• Similac Advance and Enfamil Prosobee are the most common formulas that are expected to be issued but vendors may see an increase in specialty formula with the change.</li> <li>• Feedback from vendor representatives regarding Formula Reference Guide usage in the store and among cashiers include: <ul style="list-style-type: none"> <li>○ Preference to print FRG online.</li> <li>○ Provide a smaller brochure with pictures to assist with making formula determinations.</li> <li>○ For ordering formula, providing the UPCs has been useful.</li> </ul> </li> <li>• Changes of formula issuance on the voucher should be taken care of at the clinic. Continue to only allow purchase of formula stated on the voucher.</li> </ul>	<p><b>Reminder to update register systems and shelf tags for WIC that Similac Sensitive Fussiness &amp; Gas and Total Comfort will no longer be issued formulas effective July 1.</b></p> <p><b>Any store personnel facing issues regarding redemptions and rejections should call the Vendor Answer Line.</b></p>
<p><b>Final food package rule</b> Michelle Aarhus, Vendor Training Coordinator</p>	<ul style="list-style-type: none"> <li>• Final Food Package Rule changes include: <ul style="list-style-type: none"> <li>○ No white potatoes</li> <li>○ Increase to \$8 CVV for children <ul style="list-style-type: none"> <li>- Vendors will see both \$6 and \$8 CVVs beginning May 5; all children are expected to be transitioned over to \$8 CVVs by October 1<sup>st</sup>.</li> <li>-Women will continue to be issued \$10 CVVs.</li> <li>-A memo was sent on April 28<sup>th</sup> notifying vendors of this change.</li> </ul> </li> <li>○ 1%/fat-free milk will become standard issuance for participants. 2% milk will only be issued for special cases. Whole milk continues to be issued to children under age 2. <ul style="list-style-type: none"> <li>- Fat-free and 1% will become minimum required stock and 2% will be removed from the list.</li> <li>-Changes to minimum required stock for milk will primarily impact small vendors. A mailing will be sent to such vendors informing them of this change.</li> <li>-Vendors should expect to see new vouchers and voucher messages for milk beginning July 5<sup>th</sup>.</li> </ul> </li> </ul> </li> <li>• WIC is in the process of determining the voucher message to ensure clarity for shoppers and cashiers.</li> <li>• According to vendor representatives attending the meeting, the term “Fat-free (non-fat/skim) or 1%” was a preferable message. For vouchers including 2% issuance, “2%, 1% or fat-free (non-fat/skim)” was the preferable message. There will be some</li> </ul>	

	<p>vouchers that will say “2% only.”</p> <ul style="list-style-type: none"> <li>• Vendors will be notified of finalized verbiage for milk vouchers.</li> <li>• WIC’s revised Food List is expected to be released on October 1, 2014. Changes will include clarifications and updated graphics only; no new foods or brands will be added until 2015.</li> <li>• A new \$4 CVV will come out as an option for mothers who want to feed their children fruits/vegetables in replacement of some baby food. The rule stipulates that infants receive only fresh fruits and vegetables. This will be discussed further in July’s VAC meeting.</li> </ul>	
<p><b>Trainings- Regional and WIC Wise</b> Pi Winslow, Vendor Trainer</p>	<ul style="list-style-type: none"> <li>• Announcement to vendors that regional trainings will soon be held. The schedule for trainings is TBD but will coincide with the release of Oregon’s new Food List.</li> <li>• Stores that have renewed their contracts within the last year must attend the training. Vendors that missed regional training the last year or two are required to attend and will receive notices of non-compliance. All stores are welcome to receive training.</li> <li>• The WIC Wise Training newsletter will be going out to vendors in May via email.</li> </ul>	<p><b>Ensure that all employees including managers, cashiers, and bookkeepers read the WIC Wise Training newsletter. Corporate contacts must distribute to individual stores.</b></p>
<p><b>WIC 40<sup>th</sup> anniversary</b> Sue Woodbury, WIC Program Director</p>	<ul style="list-style-type: none"> <li>• Due to time restraints, the WIC 40<sup>th</sup> anniversary celebration will occur in July’s VAC.</li> </ul>	<p><b>A survey will be sent to vendors enquiring interest in promoting WIC in stores to recruit participants for the program.</b></p>
<p><b>Q &amp; A</b> All</p>	<p>None.</p>	

**Next Vendor Advisory Council meeting:  
July 24, 2014  
10:00 a.m. – 12:00 p.m.  
Room 1D**