



ITCA WIC ALERT

Volume 12, Issue 4

September 2013

This WIC Alert covers the following changes effective October 1, 2013:

- ✓ New Logo
- ✓ New Minimum Stock Requirements
- ✓ New Window Decal
- ✓ Sanction Schedule
- ✓ Updated WIC Approved Shelf Labels
- ✓ New ID Folder
- ✓ Updated Vendor Manual

New Logo

The ITCA WIC Program would like to introduce you to our new logo! You will begin to see our new logo on the window decal, WIC approved shelf labels and ID Folders, as early as October 1, 2013. Please refer to the enclosed handouts for the updated look for each of these materials.



New Minimum Stock Requirements

Effective October 1, 2013, vendors will no longer be required to carry quarts of milk as part of their minimum stock. Quarts of milk will no longer be routinely issued to ITCA WIC clients so the minimum stock requirement has been eliminated. You may still see checks with quarts of milk occasionally. The new Minimum Stock Requirements are enclosed.

Window Decal

The window decal was updated with our new logo. Effective October 1, 2013, all ITCA authorized vendors will need to use the new decal. Please replace the old decal with the enclosed new decal.



Sanction Schedule

The Sanction Schedule has been updated to include fines in addition to the sanction points. Please see the updated Sanction Schedule enclosed. All changes are highlighted in yellow.

WIC Approved Shelf Labels

The WIC Approved Shelf labels have been updated with our new logo. Effective October 1, 2013, all *ITCA authorized vendors will be required to use the updated WIC Approved Shelf Labels. If you need additional labels, please contact the Vendor Coordinator. Enclosed is a handout on the WIC approved shelf labels.



*Note: If you are a vendor who is also authorized with the Arizona WIC Program, you may use their WIC Approved shelf labels as your primary shelf label to label authorized food items in your store.

New ID Folder

Starting October 1, 2013, ITCA WIC will be transitioning to an exciting new ID Folder! During the months of October, November and December 2013, cashiers will see ITCA WIC clients with either the old ID Folder or the new ID Folder. The new ID Folder has the client's signature that cashiers will use to verify the signature on the check on the back of the ID Folder. Please notify all your store employees who handle WIC transactions of this new ID Folder with the signatures on the back. We hope to have all our clients have the new ID Folder by the end of January 2014. Enclosed is a handout on the New ID Folder.



Vendor Manual

The Vendor Manual was updated to reflect the following changes:

- New Minimum Stock Requirements
- New Window Decal
- Updated WIC Approved Shelf Labels
- New ID Folder
- Updated Vendor Site Review Form
- Updated Semi-Annual Price Stock Report
- Updated Vendor Sanction Schedule
- Updated Selection Criteria

Cashier Education

Please educate your cashiers on the new and updated changes.

Questions?

If you have any further questions or concerns regarding this WIC Alert, please contact the Vendor Coordinator at 602-258-4822 or by email at crystalina.corona@itcaonline.com

Inter Tribal Council of Arizona, Inc. WIC Program
FY 2013-2015 Minimum Stock Criteria
Effective October 1, 2013-September 30, 2015

The Vendor shall have in stock at all times WIC authorized food items. WIC authorized items shall be only those listed on the Arizona WIC Programs approved Food List. Vendor will adequately stock contracted infant formulas.

FOOD ITEM	BRAND/TYPE	QUANTITIES REQUIRED TO STOCK	SIZE	# OF VARIETIES	NOT ALLOWED
Milk	Store/house (declared) brand only of refrigerated milk	12 gallons and 4 half gallons	Gallon containers Half gallon containers	Must carry 6 gallons and 2 half gallons of whole milk. and Must carry 6 gallons and 2 half gallons of 1% or skim milk.	No chocolate milk, flavored milk, buttermilk, acidophilus milk, half and half, rice milk, raw milk, sweetened condensed milk, creamers, filled milk or organic milk.
Cheese	Store/house (declared) brand only plain domestic prepackaged Only these types: <ul style="list-style-type: none"> • Cheddar (includes longhorn) • Colby (includes longhorn) • Monterey Jack • Mozzarella, including string cheese Blended cheeses of the above are allowed (i.e. Colby jack).	4 pounds	16 ounces	(2) two varieties	No diced, grated, shredded or sliced cheese, cheese from deli counter, random weight cheese, cheese with added peppers or ingredients, imported cheese, processed American cheese, processed cheese food, cheese product or cheese spread, cream cheese and no cheese sticks or swirls and no organic cheese. No packages less than 16 ounces.
Eggs	Store/house (declared) brand only, fresh, raw, white chicken eggs	4 dozen	Medium or large in one dozen cartons	N/A	No specialty eggs, low cholesterol, DHA, organic, free range, cage free, nest and fertile, extra-large or jumbo size eggs, brown eggs, eggs in six pack cartons or egg substitutes.
Beans	Any brand and type of dry beans, peas or lentils in one pound packages or bulk	4 pounds	16 ounce package or bulk	(1) one variety of beans, peas or lentils	No green, yellow, or wax beans, fresh or frozen beans, refried beans, bean soup mixes with flavoring packets/spices, snap beans and no gourmet or organic beans.
Canned Beans	Only these brands for canned beans: - Bush's : Pinto, Black, Garbanzo, Cannellini White Kidney, Great Northern, Dark Red Kidney	8 cans	Up to 16 ounce cans	Must carry 2 varieties and 1 must be Pinto beans	No beans in brands and varieties not listed, no beans with added fat, oil, seasoning, spices or meat, no pork and beans, baked beans or refried beans.

	<ul style="list-style-type: none"> - Valu Time: Pinto - El Mexicano: Garbanzo and Pinto - Shurfine: Premium Great Northern, Premium Pinto, Premium Black, Premium Garbanzo, Premium Light Red Kidney, Premium Dark Red Kidney - Springfield: Fancy Black , Black-eyed Peas and Fancy Pinto - Western Family: Premium Great Northern, Premium Black, Premium Garbanzo, Premium Light Red Kidney and Pinto - Albertson's: Cannellini , Garbanzo, Great Northern, Red and Whole Pinto - Food Club: Garbanzo , Great Northern, Pinto and Dark Red Kidney - Fry's/Kroger: Black, Black-eyed Peas, Cannellini Kidney, Garbanzo, Great Northern, Pinto, Red, Light Red Kidney and Dark Red Kidney - Safeway: Black, Light Red Kidney, Garbanzo, Red, Lima and Pinto - Great Value: Black , Great Northern, Red and Pinto 				
Peanut Butter	Any brand of plain, smooth, chunky, natural, low sodium or low sugar peanut butter	2 jars	16 to 18 ounce jars	N/A	No peanut butter spread, peanut butter with added jams, jellies, chocolate, DHA, omega-3 or honey, peanut butter in tubes or organic peanut butter.
Canned Fish	Any brand of water packed chunk light tuna	6 cans of tuna	5 ounce cans	N/A	Tuna: No solid white or Albacore tuna, tuna with soy protein added, oil packed tuna, prime fillet, lunch kit tuna mix, tuna packed in pouches, tuna with added ingredients, flavored or seasoned tuna.
	Any brand of water packed pink salmon	6 cans of salmon	5 ounce cans	N/A	
	Any brand and any type of sardines	8 cans of sardines	3.75 ounce cans	N/A	
					Salmon: No salmon with added ingredients, red salmon, salmon in pouches, flavored or seasoned salmon, Atlantic salmon or fillets.

					Sardines: No Brisling or Norwegian sardines.
Cereal	<p>Only these brands for Cold Cereal: Any store brand: Crispy Rice or *Toasted Oats</p> <p>General Mills: *Total, Kix (plain), *Cheerios (plain and Multigrain), and Chex (Corn and *Wheat)</p> <p>Kellogg's: Corn Flakes, Special K, *All-Bran Wheat Flakes, *Frost Mini Wheats (Bite Size), and Rice Krispies</p> <p>Malt-O-Meal: *Frosted Mini Spooners, Crispy Rice</p> <p>Post: Banana Nut Crunch, Honey Bunches of Oats (Honey Roasted, Almond, and Vanilla Bunches), *Grape Nuts, Grape Nut Flakes</p> <p>Quaker: Life (Original), *Oatmeal Squares (Brown Sugar and Cinnamon)</p> <p>Only these brands for hot cereal: Cream of Wheat: Instant Original Flavor individual packets Malt O' Meal: Original Quaker Instant Oatmeal *Original individual packets</p> <p>(*) Indicates Whole Grain</p>	<p>12 boxes of cold cereal</p> <p>and</p> <p>2 boxes of hot cereal</p>	<p>14 ounces or larger of cold cereal in bags or boxes</p> <p>and</p> <p>11.8 ounces or larger of hot cereal in boxes</p>	<p>Must carry (3) three varieties of cold cereal and (2) two must be whole grain (*) and (1) one variety of hot cereal</p>	<p>Cold Cereal</p> <ul style="list-style-type: none"> • Cold cereals less than 14 ounces • Variety packs • Frosted cereals except for Kellogg's Frost Mini Wheats and Malt O Meal Frosted Mini Spooners • Organic <p>Hot Cereal</p> <ul style="list-style-type: none"> • Hot cereals less than 11.8 ounces • Added raisins, fruit or nuts • Variety packs • Organic
Juice	<p>Only these brands of 100% juice : 64 oz. shelf stable juice:</p> <ul style="list-style-type: none"> • Seneca Apple • Treetop Apple • Welch's Grape and White Grape • Langers Apple, Grape, White Grape and Pineapple • Western Family Apple and Grape • Shurfine Apple and Grape • Campbell's Tomato 	<p>4 shelf stable or refrigerated</p> <p>and</p> <p>6 frozen</p>	<p>64 ounce containers</p> <p>and</p> <p>11.5-12 ounce frozen containers</p>	<p>Shelf stable or refrigerated: (3) varieties and (1) one must be orange juice</p> <p>Frozen concentrate: (2) varieties</p>	No added sugar or sweetener or organic juice.

	<ul style="list-style-type: none"> Any brand Orange and Grapefruit <p>Only these brands of 100% juice: 64 oz. refrigerated juice:</p> <ul style="list-style-type: none"> Any brand Orange or Grapefruit <p>Only these brands of 100% juice: 11.5-12 oz. frozen concentrate:</p> <ul style="list-style-type: none"> Seneca Apple Dole Pineapple Dole Pineapple-Orange Old Orchard Apple, Grape, and Pineapple Treetop Apple Welch's Grape and White Grape Langers Apple Western Family Apple and Grape Shurfine Apple Any Brand Orange and Grapefruit 				No Odwalla or Naked brands.
Infant Formula	<p>Similac Advance with Iron (with Early Shield)</p> <p>Enfamil ProSobee</p>	<p>27 cans and 9 cans</p>	<p>12.4 ounce cans</p> <p>12.9 ounce cans</p>	<p>N/A</p> <p>N/A</p>	
Infant Cereal	Gerber or Beech Nut brands only, plain single grain without fruit	<p>12 or 6</p>	<p>8 ounce containers or 16 ounce containers</p>	(2) two varieties and (1) one must be rice cereal	No infant cereal with added fruit, sugar, yogurt, formula or DHA/ARA, jars, cans or single serving cups, high protein, mixed cereals or organic infant cereal.
Infant Fruits and Vegetables	Any brand, Stage 2, any single variety or combination of plain fruits or vegetables in 3.5 oz. or 4 oz. containers	<p>64 and 8</p>	<p>3.5 ounce containers</p> <p>and</p> <p>4 ounce containers</p>	(4) four varieties of fruits and (4) varieties of vegetables	No infant foods fruits and vegetables with added salt, sugar or starches, desserts, dinners and food combinations, added formula, cereal or DHA/ARA, smoothies or organic infant foods.
Infant Meats	Any brand, single ingredient infant meats with added broth or gravy.	31	2.5 ounce containers	2 varieties	No infant food meats with added salt or sugar, dinners or food combinations, meat sticks or organic infant meats.
Whole Wheat Bread	<p>Only these brands for 100% Whole Wheat Loaves of bread:</p> <ul style="list-style-type: none"> Any store brand labeled 100% Whole Wheat bread (including bakery) 	6	16 ounces	Loaves only	<ul style="list-style-type: none"> Gluten Free Diet, light or low carb Mini loaves Pita or flat bread English muffins Sandwich thins or rounds Bagels

	<ul style="list-style-type: none"> • Bimbo 100% Whole Wheat Bread • Roman Meal Sun Grain 100% Whole Wheat Bread • Sara Lee Classic 100% Whole Wheat Bread • Wonder Soft 100% Whole Wheat Bread 				<ul style="list-style-type: none"> • Buns • Rolls • Organic
Fresh fruit and vegetables	Any variety of fresh fruit and vegetables. Fruit: Vegetables:	15 and 15	Pounds Pounds	Fruits: Must carry 3 varieties of fresh fruit. Vegetables: Must carry 5 varieties of fresh vegetables.	Fruit: No dried fruit, fruit-nut mixtures, fruit with dipping sauces, fruit for purchase on salad bars, ornamental fruits, fruit baskets, party trays, items such as blueberry muffins, fruit with added sugar, fat, oil or salt. Vegetables: No potatoes, except sweet potatoes or yams, kits with dressings or dipping sauce, herbs and spices, edible blossoms such as squash blossoms, creamed or sauced vegetables, vegetable-grain mixtures, breaded vegetables, vegetables for purchase on salad bars, salad kits, ornamental vegetables, such as chilies on a string, painted pumpkins, party trays, vegetables with added sugar, fat, oil or salt.
Soy Milk	Pacific Natural Foods Ultra Soy Or 8 th Continent Soymilk	None but if client has check for soy milk, vendor must order soy milk and have for the client within (5) five calendar days.	32 ounces shelf stable ½ gallons	Plain and Vanilla Original and Vanilla	Any other flavors other than plain, original, or vanilla. <ul style="list-style-type: none">• Soy milk with added DHA/ARA.• Pacific Ultra Soy chocolate or organic. 8th Continent chocolate, light, fat-free, organic or complete vanilla.
Tofu	Any brand, up to 16 ounces, water packed any texture calcium-set tofu	None but if client has check for tofu, vendor must order tofu and have for the client within (5) five calendar days.	Packages up to 16 ounces	N/A	No organic tofu. No tofu with added fats, sugar, oils or sodium.

New Window Decal



INTER TRIBAL COUNCIL OF ARIZONA, INC.

Effective October 1, 2013, all ITCA authorized vendors will be required to use the updated ITCA window decal.



Please replace the old decal with the new decal by October 1, 2013. A new decal is included with this packet.

If you have any questions or concerns regarding the updated ITCA window decal, please contact Crystalina Corona, Vendor Coordinator, at (602) 258-4822.

Inter Tribal Council of Arizona, Inc. WIC Program
2214 N. Central Avenue Suite 100
Phoenix, AZ 85004
Phone: 602.258.4822
Website: <http://itcaonline.com>

Vendor Sanctions Schedule

ITCA WIC PROGRAM

FY 2013-2015

Effective October 1, 2013

A. MANDATORY DISQUALIFICATION FOR FIRST (1ST) TIME VIOLATION

Violation:	Consequence:
1. Conviction for trafficking in checks/FVCs (fruit and vegetable checks) or selling firearms, ammunition, explosives, or controlled substances in exchange for checks/FVCs.	Permanent disqualification (DQ)
2. Trafficking: <u>One incident</u> of buying or selling checks/FVCs for cash (trafficking).	6 year disqualification (DQ)*
3. Trafficking or Illegal Sales: <u>One incidence</u> of selling firearms, ammunition, explosives or controlled substances as defined in 21 USC 802, in exchange for checks/FVCs.	6 year disqualification (DQ)*
4. Sale of Alcohol or Tobacco: <u>One incidence</u> of the sale of alcohol or alcoholic beverages or tobacco products in exchange for checks/FVC.	3 year disqualification (DQ)*

B. MANDATORY SANCTIONS

Violation:	1 st Investigation	2 nd Investigation and Final Outcome
1. Overcharging: A pattern** of vendor overcharges.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and 3 year disqualification * ***
2. Receiving, Transacting and Redeeming FI Outside of Authorized Channels: A pattern** of receiving, transacting and/or redeeming checks/FVCs outside of authorized channels, including the use of an unauthorized vendor and/or unauthorized person.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and 3 year disqualification * ***
3. Charging for Food Not Received: A pattern** of charging for supplemental foods not received by the client.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and 3 year disqualification * ***
4. Credit or Non-food items: A pattern** of providing credit or non-food items other than alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives, or controlled substances in exchange for checks/FVCs.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and 3 year disqualification * ***
5. Substitution: A pattern** of providing unauthorized food items in exchange for checks/FVCs, including charging for supplemental foods provided in excess of those listed on the check.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and 1 year disqualification * ***

Violation:	1 st Investigation	2 nd Investigation and Final Outcome
6. A-50 Vendor Provided Prohibited Incentives: A pattern ** of an A-50 vendor that provided prohibited incentive items to clients.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and 1 year disqualification * ***
7. No Access to Inventory Records: The Vendor has failed to provide access to inventory records upon request by authorized WIC personnel.	Warning Letter and 15 Sanction Points Assigned	15 Sanction Points Assigned and Up to 1 year disqualification
8. Reimbursement: A pattern** of claiming reimbursement for the sale of an amount of a specific supplemental food item which exceeds the store's documented inventory of that supplemental food item for a specific period of time.	30 Sanction Points Assigned and 3 year disqualification ***	N/A

*ITCA may impose a civil monetary penalty in lieu of disqualification for the first or second violation if ITCA determines that disqualification would result in inadequate client access. Civil monetary penalties will be assessed according to the formula set forth at 7 CFR 246.12(j)(x).

** A pattern of violations is defined as 2 occurrences of the same violation.

*** A civil money penalty may be applied in place of disqualification due to inadequate client access, however, if a vendor is sanctioned for a third mandatory violation, the vendor will be disqualified and assigned 60 sanction points and a civil money penalty may be imposed.

C. DISQUALIFICATION FROM OTHER PROGRAMS

1. SNAP (Supplemental Nutrition Assistance Program) Disqualification: Vendors who have been disqualified from SNAP shall be disqualified from the WIC Program. The disqualification shall be for the same length of time as the SNAP disqualification and may begin at a later date than the SNAP disqualification. The disqualification is not subject to administrative or judicial review under the WIC Program.
2. Disqualification from another WIC Program: Vendors who have been disqualified by another WIC Program will be disqualified from the ITCA WIC Program. The length of the disqualification will be for the same length of time as the disqualification by the other WIC Program and may begin at a later date.

D. MODERATE ADMINISTRATIVE SANCTIONS

30 Sanction Points accumulated within your Contract Period for Moderate Administrative Sanctions will result in a 6 Month Disqualification.		
Violation:	1st Incidence	2nd and Additional Incidences
<p>1. Inadequate Stock: The Vendor failed to stock minimum requirements of WIC approved foods.</p>	Warning Letter	15 Sanction Points and \$200 Fine
<p>2. Prevented Payment- Fruit & Vegetable Check Only: The vendor did not allow the client to pay the difference between the value of the check and the actual cost of the fruit & vegetables when using the fruit & vegetable check.</p>	Warning Letter	10 Sanction Points and \$200 Fine
<p>3. Equal Treatment: Vendor personnel did not treat WIC clients with the same courtesies as other customers, including offering incentive items to WIC clients that are not offered to non-WIC customers.</p>	Warning Letter	10 Sanction Points and \$200 Fine
<p>4. Shelf labels not used for store/house (declared) brand of Milk, Eggs, and Cheese: Vendor failed to use WIC approved shelf labels for store/house (declared) brand of milk, eggs and cheese.</p>	Warning Letter	10 Sanction Points and \$200 Fine
<p>5. Failed to permit on-site visit: The Vendor failed to provide access to Vendor premises and/or in any manner hinder or impede authorized WIC personnel in the act of conducting an on-site education, monitoring, inventory, audit or investigation visit.</p>	Warning Letter	15 Sanction Points and \$200 Fine
<p>6. Failed to Report Changes: The Vendor failed to report any changes in the Vendor's operation; (i.e., store name, address) This includes changes in management, which affect the program.</p>	Warning Letter	15 Sanction Points and \$200 Fine
<p>7. Did Not Attend Training: The Vendor failed to attend mandatory vendor training.</p>	Warning Letter	15 Sanction Points and \$200 Fine
<p>8. Required Payment: The Vendor sought restitution from WIC customers for checks/FVCs rejected for payment, damaged checks/FVCs, or the difference in value of the cost of foods, which exceeds the maximum value of the check. WIC customers may pay the difference between the actual purchase price and the maximum value of the fruit & vegetable check with another form of payment the vendor accepts.</p>	Warning Letter	15 Sanction Points and \$200 Fine
<p>9. Post/Back Dating Date of Use: The Vendor personnel postdated or backdated the used date on the WIC checks/FVCs.</p>	Warning Letter	15 Sanction Points and \$200 Fine

30 Sanction Points accumulated within your Contract Period for Moderate Administrative Sanctions will result in a 6 Month Disqualification.		
Violation:	1st Incidence	2nd and Additional Incidences
10. Discrimination: The vendor personnel discriminated WIC customer on the basis of race, color, disability, age, national origin, or gender, sexual orientation.	Warning Letter	15 Sanction Points and \$200 Fine
11. Incentive Items (A-50 vendors): Vendors identified as A-50 vendors that have more than 50% of their annual food revenue from WIC transactions are not allowed to provide incentive items or other free merchandise.	Warning Letter	15 Sanction Points and \$200 Fine
12. Wholesaler List: Vendors who purchase infant formula from a source that is not on the ITCA WIC Program list of infant formula manufacturers, wholesalers or distributors. Failure to provide invoices that show where infant formulas were purchased.	Warning Letter	15 Sanction Points and \$200 Fine
13. Store/house (declared) brand of Milk, Eggs and Cheese: The vendor sold milk, eggs and cheese not identified on their Food Item Declaration Form when stock was available to WIC customers or sold the replacement at higher prices than their declared milk, eggs and cheese when the declared items were unavailable. (WIC customers must purchase the store/house (declared) brand of milk, eggs and cheese. If the store is out of the store/house (declared) brand the vendor must charge the same price or less for the replacement food item.)	Warning Letter	15 Sanction Points and \$200 Fine
14. Shelf labels not used for store/house (declared) brand of Milk, Eggs, and Cheese: Vendor failed to use WIC approved shelf labels for store/house (declared) brand of milk, eggs and cheese.	Warning Letter	10 Sanction Points and \$200 Fine
15. Failed to Submit Tax forms for A-50% Assessment: Vendors who are potentially meeting the A-50% criteria failed to submit requested tax forms to ITCA.	15 Sanction Points ****	
<p>**** Please note that ITCA may also terminate the vendor’s contract if further data is not provided to demonstrate that the vendor is a “regular” vendor in accordance with the selection criterion precluding the authorization of Above-50% vendors unless needed for participant access.</p> <p>NOTE#1: In accordance with the Vendor Agreement and Selection Criteria, a vendor may be terminated for violations of the Incentive Item and Wholesaler List contract requirements.</p> <p>NOTE#2: Vendors who fail to pay fines as required will be terminated and disqualified for 6 months.</p> <p><i>Warnings and violations of the WIC Program that occur in previous years, and past contract periods, may be used toward denial of application for a WIC Vendor contract, sanctions, termination, disqualification, civil money penalties or monetary claims.</i></p>		

E. MINOR ADMINISTRATIVE SANCTIONS

30 Sanction Points accumulated within your Contract Period for Minor Administrative Sanctions will result in a 3 Month Disqualification.		
Violation:	1st Incidence	2nd and Additional Incidences
1. ID Folder or Proxy Form: The cashier failed to require a WIC ID folder or proxy form when checks/FVCs were redeemed.	Warning Letter	02 Sanction Points and \$100 Fine
2. Signatures Not Verified: The cashier did not check the signature on the checks/FVC against the ID folder or Proxy Form	Warning Letter	02 Sanction Points and \$100 Fine
3. Missing Signature: The cashier failed to obtain the WIC customer's signature.	Warning Letter	02 Sanction Points and \$100 Fine
4. Recorded After the WIC Signature: The cashier failed to enter the date of use and dollar amount prior to obtaining the WIC customer's signature.	Warning Letter	02 Sanction Points and \$100 Fine
5. Redeemed Early: The checks/FVC was accepted prior to its first date to use.	Warning Letter	02 Sanction Points and \$100 Fine
6. Redeemed Late: The checks/FVC was accepted after its last date to use.	Warning Letter	02 Sanction Points and \$100 Fine
7. Prices Not Displayed: The Vendor failed to clearly display the prices for all WIC approved food items on the shelf.	Warning Letter	02 Sanction Points and \$100 Fine
8. Required/Prevented All Items: The cashier required the purchase of all items listed on a check/FVC or prevented the purchase of all foods listed on the check/fruit & vegetable check.	Warning Letter	02 Sanction Points and \$100 Fine
9. Denied Coupons Specials: The cashier denied the WIC customer the usage of coupons or other promotional specials for WIC purchases. (Except for infant formula)	Warning Letter	02 Sanction Points and \$100 Fine
10. Refused Authorized Food: The cashier refused to allow the WIC customer to purchase authorized food.	Warning Letter	04 Sanction Points and \$100 Fine
11. Combined WIC Checks (Excludes FVCs): The cashier combined the total purchase amount of multiple checks on one WIC checks. (Excludes FVCs)	Warning Letter	04 Sanction Points and \$100 Fine
12. Misuse of Shelf Talkers and Channel Strips: Vendors used shelf talkers and channel strips not provided by ITCA.	Warning Letter	04 Sanction Points and \$100 Fine
13. Invalid Vendor Number: The Vendor repeatedly (more than 2 times per month) failed to use the correct vendor ID stamp on WIC checks/FVCs. (I.e., they used Navajo Nation's vendor stamp on ITCA's WIC checks/FVCs.)	Warning Letter	04 Sanction Points and \$100 Fine

30 Sanction Points accumulated within your Contract Period for Minor Administrative Sanctions will result in a 3 Month Disqualification.

Violation:	1st Incidence	2nd and Additional Incidences
14. Vendor Number Missing: The Vendor has repeatedly (more than 2 times per month) processed WIC checks/FVCs, which have unreadable stamp or vendor ID numbers missing.	Warning Letter	04 Sanction Points and \$100 Fine
15. Failed to Submit Information: The Vendor failed to submit requested forms or other information to ITCA (i.e. corrective action plan, WIC Price Stock Report, food sales, etc.)	Warning Letter	06 Sanction Points and \$100 Fine
16. Added Taxes: The cashier added taxes to the WIC approved food items being purchased with WIC checks. (Excluded if client uses a fruit & vegetable check and paid the difference, the difference the client pays with his/her own funds may be subject to sales tax)	Warning Letter	06 Sanction Points and \$100 Fine
17. Unacceptable Storage of Foods: Foods are stored at unacceptable temperature and/or in violation of health code.	Warning Letter	06 Sanction Points and \$100 Fine
18. Expired WIC Foods: The Vendor stocked expired WIC foods on the store's shelves.	Warning Letter	06 Sanction Points and \$100 Fine
19. Accepted Altered Check/FVC: The cashier accepted a check/FVC for payment that had an overwritten signature, and/or altered amount or type of food(s).	Warning Letter	06 Sanction Points and \$100 Fine
20. Infant Formula: The cashier allowed WIC customer to purchase less formula than written on check. (WIC customers must purchase all formula written on check)	Warning Letter	06 Sanction Points and \$100 Fine
21. Store Personnel Not Trained: Cashiers or store personnel have not been trained on processing a WIC transaction.	Warning Letter	06 Sanction Points and \$100 Fine
22. Discourteous/Threatened/Verbally Abused: The cashier or store personnel treated WIC customer discourteously, threatened or were verbally abusive to the WIC customer and/or program staff.	Warning Letter	06 Sanction Points and \$100 Fine

NOTE#2: Vendors who fail to pay fines as required will be terminated and disqualified for 6 months.

Warnings and violations of the WIC Program that occur in previous years, and past contract periods, may be used toward denial of application for a WIC Vendor contract, sanctions, termination, disqualification, civil money penalties or monetary claims.

Updated WIC Approved Shelf Labels



INTER TRIBAL COUNCIL OF ARIZONA, INC.

Effective October 1, 2013, all *ITCA authorized vendors will be required to use the updated WIC Approved Labels.



It is mandatory for all ITCA authorized vendors to use the WIC Approved Shelf Labels for their store/house (declared) brand of milk, cheese and eggs.

***Note:** If you are a vendor who is also authorized with the Arizona WIC Program, you may use their WIC Approved shelf labels as your primary shelf label to label authorized food items in your store.

If you choose to use the WIC Approved Shelf Labels for other food categories, you must place a WIC approved label on all WIC authorized food items in the same category.

For example: In the category of WIC Approved juices: If you place a WIC Approved shelf label on Langers 64 ounce shelf stable apple juice, you must place a WIC Approved shelf label on all other WIC approved juices.

If you have any questions or concerns regarding the updated WIC Approved shelf labels, please contact Crystalina Corona, Vendor Coordinator, at (602) 258-4822.

Inter Tribal Council of Arizona, Inc. WIC Program
2214 N. Central Avenue Suite 100 Phoenix, AZ 85004
Phone: 602.258.4822 **Website:** <http://itcaonline.com/wic>

New ID Folder



INTER TRIBAL COUNCIL OF ARIZONA, INC.

Starting **October 1, 2013**, ITCA WIC will be transitioning to a new ID Folder! During the months of October, November and December 2013, stores will see ITCA WIC clients with the old ID Folder or the new ID Folder. Below is the new ITCA ID Folder:



← Front of ID Folder

<p>Client Names</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<p>Caregiver Signature</p> <hr/> <p>Caregiver Signature</p> <hr/> <p>Local Agency Staff</p> <hr/> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
	<p><i>Not valid without local WIC clinic stamp.</i></p> <p>Buying, selling or otherwise misusing WIC benefits is a crime. To report suspected abuse, call 800-424-9121 or visit www.usda.gov/oig/hotline.htm.</p>

← Back of ID Folder

The new ID Folder has the client's signature that cashiers will use to verify the signature on the check on the back of the ID Folder. Please notify all your store employees who handle WIC transactions of this new ID Folder with the signatures on the back.

If you have any questions regarding this transition or the procedures to follow, please contact Crystalina Corona, Vendor Coordinator at 602-258-4822.

Inter Tribal Council of Arizona, Inc. WIC Program
2214 N. Central Avenue Suite 100 Phoenix, AZ 85004
Phone: 602.258.4822 Website: <http://itcaonline.com/wic>