1. Overview
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Periodic Monitoring

• WIC periodically monitors authorized retailers to ensure compliance with federal laws and state agreement, including:
  • Unannounced store visits and “compliance buys”
  • Investigate complaints
  • Closer monitoring of High Risk stores
  • Secret shoppers
  • Training and/or follow-up contacts
  • Educational buys
2. Violations and Sanctions
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Violation and Sanctions Overview

• Violations of the WIC agreement are assigned points by degree of severity.
  • Stores can be suspended or disqualified
  • Penalties affect both WIC and SNAP participation
• Store has appeal rights if state applies sanctions
  • See Grocer Handbook
2. Violations and Sanctions

Common Violation Examples

- Failure to provide promotional specials or accept manufacturer coupons or store coupons for WIC purchases
- Failure to make staff available for training in program rules and procedures
- Allowing untrained personnel to accept and process WIC transactions
- Failure to clearly indicate the retail price of all WIC approved items
- Use of the Quantity key in eWIC transactions
- Allowing exchange of infant formula or any other food for another brand or kind of food
3. Report Changes
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You Must Notify WIC When:

• Ownership changes or store closes
  • Notify WIC at least 30 days in advance

• Name or address changes
  • Notify WIC at least 30 days in advance

• Store Manager or WIC contact changes

Contact Information
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