

WASHINGTON STATE WIC

POLICY AND PROCEDURE MANUAL



VOLUME 1, CHAPTER 8

Farmers Market Nutrition Program

WIC does not discriminate

The U.S. Department of Agriculture WIC program prohibits discrimination against its customers on the bases of race, color, national origin, age, disability, and sex. See full USDA non-discrimination statement at:

[http://www.usda.gov/wps/portal/usda/usdahome?navtype=FT&navid=NON DISCRIMINATION](http://www.usda.gov/wps/portal/usda/usdahome?navtype=FT&navid=NON_DISCRIMINATION)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON



TABLE OF CONTENTS

Section 1 - Client Eligibility and Farmers Market Nutrition Program Check Issuance.....1

 Client Eligibility for FMNP Checks1

 Issue FMNP Checks.....3

 Issue FMNP Checks at the Market7

Section 2 - Provide Client Education on Using FMNP Checks10

 Provide Client Education on Using FMNP Checks10

Section 3 - Nutrition Education12

 Nutrition Education.....12

Section 4 – Accountability and Security of FMNP Checks14

 Accountability of WIC Farmers Market Nutrition Program Checks14

 Managing FMNP Checks and Check Registers16

 Lost or Stolen FMNP Checks18

 Security of WIC Farmers Market Nutrition Program Checks19

Section 5 - WIC Farmers Market Nutrition Program Complaints.....20

 WIC Farmers Market Nutrition Program Complaints20

Appendix.....21

 Appendix.....21

 Eligible WIC FMNP Foods22

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

POLICY: Client Eligibility for FMNP Checks

Staff in local WIC agencies participating in the WIC Farmers Market Nutrition Program (FMNP) must offer FMNP checks to all clients who are eligible.

FMNP eligible clients include:

- Women who are pregnant, breastfeeding, or postpartum.
- Children on or after their first birthday through the month of their fifth birthday.

Note: Infants before their first birthday are not eligible to participate in FMNP.

1. Staff issue FMNP checks to an eligible child only on or after his or her first birthday, regardless of the category.
 - For example, a fourteen month old child may receive FMNP checks, even when the WIC category is still “Infant.”
2. Staff issue FMNP checks to all eligible breastfeeding women, including women assigned the food package “Some BF 7 to 12 Months.”
 - For example, when a woman is still breastfeeding her 9 month old part-time and the infant receives a full formula food package, staff issue FMNP checks to the breastfeeding mother.
3. Staff may not issue FMNP checks to a breastfeeding mother on or after her infant’s first birthday. On or after the first birthday, the child is eligible to receive FMNP checks.
 - For example, an infant who has just turned one year has a breastfeeding mother whose status is still “active” until staff terminate her file. The child receives FMNP checks, but the mother doesn’t.
4. Let the client or caregiver know how to use FMNP checks. Follow the policy and procedures in the “Providing Client Education on Using FMNP Checks” policy in this chapter.

PROCEDURE:

Staff:

- A. Issue FMNP checks to a child on or after his or her first birthday, regardless of the child’s category. Infants less than one year of age don’t receive FMNP checks.

Example: A caregiver receives FMNP checks for her child at 14 months old, even though the child hasn’t been recertified from “infant” to “child.”

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

Example: An infant has just turned 1 year old and receives FMNP checks. His breastfeeding mother, though her status may be “active” until staff terminate her file, is not eligible for either WIC checks or FMNP checks. In all cases of breastfeeding pairs, only one participant is eligible for FMNP checks, not both.

- B. Issue FMNP checks to women receiving Some BF 7-12 Months Food Package, which doesn’t include WIC foods but includes breastfeeding support and nutrition education. The breastfeeding infant doesn’t receive FMNP.

Example: A woman is still breastfeeding her 9 month old part of the time and receives a full formula package. WIC counts the woman as an “active” participant. She receives breastfeeding support and nutrition education, but she doesn’t get WIC checks. She **is** eligible for and receives FMNP checks and nutrition education on fresh fruits and vegetables.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

POLICY: Issue FMNP Checks

Local agencies must develop a written FMNP check issuance policy prior to each season. This ensures that clinic staff issue FMNP checks to all clients in a consistent manner. This policy must be available for all staff and clients and kept on file for 4 years.

- FNS requires a new policy each season because the number of checks available may change.
- If appropriate, an agency may just update the same policy as the previous year.
- Guidance for writing the agency FMNP check issuance policy is in this section and the Appendix of this chapter.

Staff must:

1. Screen eligible clients for their interest and ability to use the checks.

Note: Limited FMNP funding doesn't allow all eligible clients in Washington State to receive checks. Therefore, it's important to screen clients for their interest and ability to use the checks at authorized farmers markets and farm stores.

2. Issue one pack of FMNP checks to eligible clients.
3. Comply with the "Separation of Duties" policy. The same staff person can't determine WIC eligibility and issue FMNP checks. See Volume 1, Chapter 22 – WIC Checks for more information.
4. Ensure all FMNP check issuance and activities comply with civil rights requirements. See Volume 1, Chapter 20 - Notification, Fair Hearings and Civil Rights.
5. Develop procedures that ensure staff issue FMNP checks in compliance with state and federal confidentiality laws. For more information on assuring client confidentiality, see Volume 1, Chapter 25 – Legal Considerations and Confidentiality.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

PROCEDURE:

Staff:

- A. Write an FMNP check issuance policy to screen and offer clients FMNP checks in a consistent way. When developing policies for issuing FMNP checks, consider the following:
 - 1. Develop a set of questions staff can use to determine interest and ability of the client to use the checks.
 - 2. How checks are issued to eligible clients and in what amount:
 - a. All eligible clients receive one pack of FMNP checks at the beginning of the season. This is the maximum amount a client can receive.
 - 3. Keep the current FMNP check issuance policy and procedures on file in the clinic and train staff on them.
 - a. Make sure staff apply them fairly and equally.
- B. Issue FMNP checks in numerical order until all checks are given out.
- C. Ensure all FMNP check issuance and activities comply with civil rights requirements. See Volume 1, Chapter 20 - Notification, Fair Hearings and Civil Rights.
- D. Issue all FMNP checks by September 30 of the current year. Clients have until October 31 of each year to use their FMNP checks at authorized farmers markets and farm stores.
 - 1. Contact the state WIC office if your agency can't issue all FMNP checks by August 31. The State WIC Nutrition Program can redistribute un-issued checks to other agencies so the most clients receive FMNP benefits.
- E. Issue one pack of FMNP checks to eligible clients depending interest and ability of the client or caregiver to use FMNP checks.
- F. Complete the FMNP check register:
 - 1. Enter the date the FMNP checks were issued.
 - 2. Enter the client identification number.
 - 3. Circle the category of the client.
 - 4. Enter staff initials.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

5. Have the client or caregiver sign the FMNP check register for the specific checks received.
 6. Document “forgot to sign” (FTS) and write staff initials on the check register if the client or caregiver forgets to sign.
- G. Consistently document the following in the client’s file, for example in the Flow Sheet or Notes tab in Client Services.
- Note:** State WIC staff must approve other documenting methods. See the “Issuing FMNP Checks at the Market” policy in this chapter for instructions when giving checks at the market.
1. The date FMNP checks were issued.
 2. The name of the client who received FMNP checks.
 3. The amount of checks the client received.
 4. The initials of staff who issued the FMNP checks.
- H. Follow the “Separation of Duties” policy for issuing WIC checks. The same staff person can’t determine WIC eligibility and issue FMNP checks. See Volume 1, Chapter 22 – WIC Checks for more information.
- I. Ensure that staff don’t issue FMNP checks to themselves, family members, or friends.

Information:

Here are examples of how to screen and issue FMNP checks. These are examples only.

1. Examples of ways to talk with clients about their interest and ability to use FMNP checks:
 - a. If clients seem hesitant to take FMNP checks, let them know they don’t have to take the checks. Focus groups of WIC clients told us that even though clients may not want FMNP checks and have no intention of using them, they took the checks because they didn’t want to say “no” to WIC staff.
 - b. Suggest that clients visit their local approved farmers market or farm store before receiving FMNP checks to see if they would like to buy fruits and vegetables. Keep some of the FMNP checks for clients who may become interested in shopping at farmers markets or farm stores.
 - c. Ask clients if they are familiar with farmers markets or farm stores.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

- d. Ask clients if they used the checks they were issued last year. If they didn't use the checks, ask if they have visited a market, or are they interested in learning how to cook with fresh fruits or vegetables to help determine if they will use the checks this year.
2. Examples of how to issue FMNP checks and give clients FMNP check education:
- a. When possible, issue FMNP checks and educate clients at group contacts or classes.
 - b. Offer FMNP check education to several people in the waiting room at one time.
 - c. Post FMNP information on a bulletin board, white board, or other display-area. Clients need to know the market or farm store location and hours, and how long they have to use their checks.
 - d. Issue FMNP checks at the farmers market during market hours. Please read the guidance in this chapter when considering this option.
 - e. Have a designated FMNP check pick up day, so clients who aren't scheduled for WIC checks can come in to pick up FMNP checks only.

RECOMMENDATION: Issue FMNP Checks at the Market

Staff may choose to issue FMNP checks at the local farmers market during market hours. Clients may use the checks immediately. Staff considering this option must ask for approval from the local farmers market manager and arrange for space, times, etc.

Note: Staff who issue FMNP checks at the market report that it takes more effort. The following may help staff prepare should they choose to distribute FMNP checks at the market.

Staff who issue checks at the farmers market must:

1. Provide education to new clients on how to use FMNP checks. See the policy “Providing Education on Using FMNP Checks” in this chapter for more information.
 - a. Besides providing education on how to use FMNP checks, staff may choose to provide nutrition education to clients at the market. This can count as a WIC second nutrition education contact.
2. Provide all clients receiving FMNP checks nutrition education about fresh fruits and vegetables.
 - a. If staff don’t provide nutrition education on fresh fruits and vegetables to clients who get FMNP checks at the market, they must provide it at a different appointment within the client’s current certification period.
3. Complete the FMNP check registers and have clients sign on the lines corresponding to the checks they received. See the “Issuing FMNP Checks” section in this chapter.
4. Securely store FMNP checks at all times. Never leave FMNP checks unattended while staff are at the market or while transporting checks to and from the market.
5. Document FMNP check issuance and nutrition education either in Client Services or using a paper system as outlined below.

GUIDELINES:

Staff:

- A. Contact the farmers market manager to get approval for issuing FMNP checks at the market.
 1. Talk with the market manager about the type of space you need.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 1 Client Eligibility and Farmers Market Nutrition Program Check Issuance**

2. If you plan to bring a laptop, ask to sit near an electrical outlet (if the market has one). Laptop batteries may not last long enough for your market visit.
- B. Check-in/Check-out sites may take the laptop with client information to the market site. Never leave a laptop unattended.
- C. Let FMNP clients know the location, time, and days you'll be at the market.
1. Remind clients they are required to have either their WIC Appointment and ID Folder or another form of ID to pick up FMNP checks.
- D. Provide education on how to use FMNP checks. You can offer check education to several clients at one time, while they are standing in line. It's helpful to have some staff issuing checks while others are giving check education.
- E. Don't issue FMNP checks at the clinic at the same time as issuing at the market. It's difficult to prevent clients from getting two sets of checks..
- F. Use a consistent, and approved, method for documenting FMNP checks issued at the market.
1. Use the check register and active clients list:
 - a. Print a copy of active clients using the Find Client screen in Client Services. Use the list for all future FMNP check issuance at the market (Don't print out a new report for each market visit).
 - b. Highlight client names on the active client list who receive checks.
 - c. Complete all the fields listed below on the check register. Make sure this information corresponds to the number range of the check pack before having the client sign.
 - Date issued,
 - Client ID number,
 - Client category (circle the correct category),
 - Initials of the staff who issued the checks,
 - Client signature.
- Note:** Highlighting active client list helps you see who has received FMNP checks. You can use a different color for each market visit.
- d. Handwrite the names of eligible clients who aren't on the active client list and document FMNP check issuance.

- e. Keep the active client list with clinic copies of the FMNP check registers for four years.
2. Document check issuance in Client Services after returning to the clinic:
 - a. Enter FMNP check issuance into Client Services soon after returning from the market using information from the check registers.
 - It helps to have clear information on the check register.
 - Write the client's name and client ID clearly and legibly.
 - b. Document the FMNP check issuance in the client's file in a consistent manner, for example, in the Flow Sheet or Notes Tab in Client Services.
 - Document the date FMNP checks were issued, the name of the client, the amount of checks and the initials of the staff who issued the checks.
 - c. Document if nutrition education is provided at the farmers market. Select the fresh fruits and vegetables topic for the second nutrition education contact in the client's file.

Information:

Other helpful tips and information for issuing FMNP checks at the farmers market include:

1. Bring nutrition education materials, pens, chairs, tables, umbrella or other shade or rain covering, if needed.
2. Allow time for set up and take down. Have a specific time you will stop issuing checks. Let clients and the market manager know the time you will stop issuing checks.

POLICY: Provide Client Education on Using FMNP Checks

Staff must provide clients, caregivers, and alternate endorsers with the information they need to use Farmers Market Nutrition Program checks the right way.

The Washington State WIC Rights and Responsibilities form clients sign at their certification appointment also applies to WIC clients participating in the FMNP. All statements related to WIC retailer staff apply to farmers market staff, farm stores, and growers (for example clients will treat growers and farmers market staff with courtesy and respect). Refer to Volume 1, Chapter 7 - Rights and Responsibilities.

PROCEDURE:

Staff:

- A. Clients who get FMNP checks should also get:
1. “WIC and Senior Farmers Market Nutrition Program” brochure, which tells the client how to use WIC FMNP checks and,
 2. A list of the approved farmers markets and farm stores that provides the location, days and hours of operation and,
 3. Notice that they have the right to complain as well as instructions on the complaint process.
- B. Explain to clients how to use the checks including the following:
1. The value of each check (for example \$4).
 2. Use FMNP checks to buy only Washington grown produce including fresh fruits and vegetables, and fresh, cut edible herbs. (See Eligible Produce list in the Appendix of this chapter).
 3. Use FMNP checks only at WA FMNP authorized farmers markets and farm stores. You can’t use WA FMNP checks at grocery stores, wholesale stores, out of state, etc. Refer clients to the market and farm store list showing location and hours of operation.
- Note:** To help clients, you may want to circle or highlight nearby markets and farm stores and note their locations, days, and times of operation on the current FMNP market list.
4. Only authorized growers can accept FMNP checks.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 2 Provide Client Education on Using FMNP Checks**

- Tell clients to look for **WIC and Senior Farmers Market Checks Welcome Here** signs to locate growers and farm stores who accept FMNP checks. Post a sign at the clinic. There's a picture of the sign in the FMNP client brochure.

Note: If clinics want an FMNP sign to post, contact state FMNP staff.

5. Use FMNP checks by October 31 of the current year.
6. Farmers markets and farm stores don't tax the produce bought with FMNP checks.
7. WIC clients can't exchange FMNP checks for cash.
8. WIC clients won't get change, even if the food items total less than the maximum value (\$4.00) on the check. Clients may use a combination of FMNP checks and cash, EBT card, debit card or other forms of payment acceptable to the grower for purchases greater than the value of the FMNP checks.
9. Food purchased with FMNP checks are for the WIC client only.
10. Staff can't replace lost or stolen FMNP checks. Ask clients to report lost or stolen FMNP checks to clinic staff for record keeping.

Note: Highlight the lost checks (reported by the client) on the check register and send an email to state WIC staff with the lost check number range. State staff will void the checks.

POLICY: Nutrition Education

Staff must share nutrition education about fresh fruits and vegetables to all Farmers Market Nutrition Program (FMNP) clients.

For clients who aren't high risk, staff can use the fruit and vegetable nutrition education when the client receives FMNP checks as a Second Contact (2C). When staff provide the fruit and vegetable education in a class, record a Class (CL) contact.

For clients who are high risk, the registered dietitian can give high risk nutrition counseling and nutrition education on the use of fresh fruits and vegetables. If the dietitian completes fruit and vegetable education during the high risk visit, document it as part of the High Risk Care Plan (HRCP).

PROCEDURE:

Staff:

- A. Talk with FMNP recipients at their initial, second or high risk nutrition education visit(s) about their intake of fresh fruits and vegetables.
 1. Encourage clients to increase their daily servings of fresh fruits and vegetables by buying and using foods from their local farmers market.
 2. Provide information about buying, using and storing fresh fruits and vegetables when issuing FMNP checks or at least one time within the client's current eligibility period.
- B. Use the FMNP checks as a way to talk about eating more fresh fruits and vegetables.
 1. It's a good idea to discuss buying, using and storing produce from authorized farmers markets or farm stores at **all** WIC visits. Talk about the types of produce the client or caregiver has tried.
- C. Document the nutrition education topics in the client's file.
 1. Document the type of contact that staff provided using the appropriate Client Services wizard (for example if a 2C was provided, the topic discussed was "How to purchase seasonal fruits and vegetables").
- D. Document the fruit and vegetable topic as part of the HRCP when the dietitian talks about the use of fresh fruits and vegetables during the high risk visit.
- E. Document in the client's file when the client doesn't show for nutrition education contact, whether individual second contact (2C) or group session, and try to schedule another time for the fruit and vegetable second contact, or group session, when possible.

Information:

Below are examples of how clinic staff might provide nutrition education on fresh fruits and vegetables to FMNP clients. See Volume 1, Chapter 16 – Nutrition Education for more information.

1. Coordinate with Washington State University Extension, or other community organizations, to have speakers present nutrition education on how to purchase, store, and prepare fresh fruits and vegetables.
2. At other WIC appointments, like certifications, talk about how families can increase the amount of fruits and vegetables they eat.
3. Talk about using fresh fruits and vegetables while giving several people FMNP check education.

POLICY: Accountability of WIC Farmers Market Nutrition Program Checks

The local agency must account for all Farmers Market Nutrition Program (FMNP) checks received from the WIC contracted banking information services provider (CSC).

Local agencies must get approval from the state WIC staff before transferring any unused FMNP checks to another site or another WIC agency.

PROCEDURES:

- A. Upon receiving a shipment of FMNP checks, two clinic staff:
1. Verify the checks received were sent to the correct location.
 2. Match all the check serial numbers with:
 - a. The check serial numbers listed on the transmittal form and,
 - b. The check registers. Bundle the check packets with each appropriate check register page to make check issuance more accurate.
 3. Email or call state FMNP staff right away if your shipment is incorrect (for example, you didn't receive the correct number of check packs, or you didn't receive your check registers).
 4. Initial and date the transmittal form. Both staff initial and date the form.
 5. Keep-the transmittal form on file for four years.
 6. Complete a physical inventory of all FMNP checks and check registers twice a month to ensure check security and program integrity.

Note: It's best to complete a weekly inventory of FMNP checks and check registers if staff issue them at more than one location during the season (at the clinic and at the market) to ensure security and program integrity. Staff should also review FMNP checks and check registers at the end of each market day to catch any errors right away.

 - a. Two staff must complete the inventory. Use the FMNP Check Inventory Log in the Appendix or create a check log inventory form.
 - b. Do the inventory by comparing the serial numbers of remaining FMNP checks with the check register to make sure that 1) there are no missing FMNP checks and 2) all issued FMNP checks have client signatures on the check registers.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 4 Accountability and Security of FMNP Checks**

- c. Document on the Check Inventory Log the date and staff initials of who completed the inventory.

- B. Refer to the “Lost or Stolen FMNP Checks” section in this chapter if any FMNP checks are missing.

- C. Contact state FMNP staff to get approval prior to transferring FMNP checks to a site in another WIC agency. Each check number is assigned to a specific local WIC agency.

POLICY: Managing FMNP Checks and Check Registers

Staff must:

1. Account for every FMNP check by documenting on the check register when staff issue or void a FMNP check or when a client reports a FMNP check as lost or stolen.
2. Shred all returned, expired or damaged checks.
 - A damaged check is one that is disfigured so that key features of the check, such as valid dates, check ID, or amount are unreadable.
 - If you haven't sent in your check register to CSC, document the date you shred the checks on the check register, next to the check numbers. Or if you shred all checks listed on one page of the check register, cross a line through the entire check register page and document "shredded".
3. Send completed FMNP check registers to CSC Covansys weekly. Ask the state for mailing labels.
4. Send your last completed check registers to CSC at the end of the farmers market season.
 - Make a copy of completed check registers and mail to CSC by October 15th.
Note: Check register copies must be readable for CSC to process.
 - Keep original check registers on file for 4 years.

PROCEDURE:

Staff:

- A. Document FMNP check issuance on the check register. See the "Issuing FMNP Checks" policy for more information.
- B. Document "void" on the FMNP check register by specific check numbers.
- C. Shred returned or damaged FMNP checks upon receipt.
- D. Keep completed FMNP original check registers on file at the clinic for four years.

CHAPTER 8 WIC FARMERS MARKET NUTRITION PROGRAM**Section 4 Accountability and Security of FMNP Checks**

- E. Mail copies of the completed FMNP check registers to CSC weekly to the following address:

CSC Mail Desk
13401 West 98th Street
Lenexa, Kansas 66215

- F. Complete FMNP “Season End” procedures including:

1. Mail all FMNP check register copies to CSC no later than October 15th.
 - a. Mail the copies of the check registers for checks not issued to clients. Write “VOID” in each line of check serial numbers or across and entire page of none of the checks were issued.
 - b. If checks were returned, expired or damaged, no documentation on the check register is required. CSC will automatically void all returned, expired or damaged checks.
2. Shred all returned, expired and damaged checks by October 31st.

POLICY: Lost or Stolen FMNP Checks

Staff must not replace lost or stolen Farmers Market Nutrition Program (FMNP) checks.

Staff must document all reports of lost or stolen FMNP checks from clients on the Farmers Market Nutrition Program Lost and Stolen Check log located in the Appendix of this chapter.

PROCEDURE:

Staff:

- A. Let clients know they can't have replacements for lost or stolen FMNP checks.
- B. Determine the issue dates of the lost or stolen FMNP checks.
 1. You can find this in Client Services on the client's flow sheet or Notes tab, or from the printed list of active clients used at the market.
- C. Identify the FMNP check numbers for the lost or stolen checks. You will find the check numbers on the FMNP check registers by locating the date the checks were issued.
- D. Record the lost or stolen FMNP check numbers, client name, issuance date, and date on the WIC Farmers Markets Nutrition Program Lost or Stolen Check Report form located in Appendix.
- E. Have the client sign the log to document lost or stolen checks.
- F. Document in Client Services that the checks were lost or stolen along with any comments. For example: "Client reported that she lost 2 checks but can't identify specific check numbers."
- G. Keep the WIC Farmers Market Nutrition Program Lost or Stolen Check Report on file at the clinic for four years.

POLICY: Security of FMNP Checks

All Farmers Market Nutrition Program (FMNP) checks must be kept in a secure location and be accessible only to WIC staff with authorization. This policy applies whether staff issue checks in the clinic or at a farmers market.

PROCEDURE:

Staff:

- A. Keep FMNP checks and check registers locked in a safe location during normal clinic hours.
- B. Secure FMNP checks and check registers while transporting them to and from the farmers market. Never leave checks and check registers unattended at the farmers market.
- C. Always store FMNP checks in a locked area such as a file cabinet, desk drawer, vault with combination lock, etc. during non-clinic hours and when unattended by authorized WIC staff during clinic hours.
- D. Ensure a control system is in place when several staff issue FMNP checks. Establish a control or inventory list for assigning a check number series to each staff person. Keep the list on file for four years.

Information:

If you keep the FMNP checks in a fireproof lock box, place the box in a secure area.

POLICY: FMNP Complaints

Farmers Market Nutrition Program (FMNP) clients, managers at authorized markets and farm stores, and authorized growers have the option to file complaints with the local WIC agency. Clinic staff must forward the complaint to the State WIC office and keep a copy on file at the local agency.

For civil rights complaints, staff must follow policies and procedures outlined in Volume 1, Chapter 20 – Notification, Fair Hearings and Civil Rights.

PROCEDURE:

Staff:

- A. Tell the client, market manager, or grower they have the right to file a complaint.
- B. Complete the Farmers Market Nutrition Program Complaint Form located in the Appendix of this chapter. You can copy the form from the manual.
- C. Send the Farmers Market Nutrition Program Complaint Form to the State WIC Nutrition Program within five business days from the date staff received the complaint.
- D. Keep a copy of the Farmers Market Nutrition Program Complaint Form on file at the local agency for four years.
- E. Follow state WIC office staff guidance to follow-up on the complaint.

Appendix

Guide to Writing an FMNP Policy for Check Issuance

What is it?

- It is a brief written policy about how your agency or site will fairly and equitably distribute FMNP checks to your clients.
 - You don't have to post the policy, but you must provide it to clients if they ask.
 - You must write a policy for each FMNP season; but it can be the same as the previous year. You must review and list the new date on the document.
 - You don't have to send it to the state WIC office.
 - Keep the policy on file for four (4) years.
 - The policy is on the list of FMNP items your monitor will review.

What does it include? Consider the following at a minimum:

- When you will issue FMNP checks (every day starting June 1st or only on Tuesdays).
- Where you will issue checks (at the clinic or market).
- Who is eligible (see this chapter for details).
- The number of benefits each family group can receive (limit to one, two, three or more).

These are required FMNP activities that you might also include in your policy statement:

- The following are always offered to each FMNP check recipient:
 - Nutrition education on using fresh fruits and vegetables (sometime during the current certification period).
 - Instructions on how to use FMNP checks.
 - Location of authorized markets and farm stores.

SAMPLE POLICY

Wintergarden WIC will issue Farmers Market Nutrition Program (FMNP) checks to women and children beginning June 1, 20___. FMNP funding isn't sufficient to provide checks to all eligible clients. We will give checks to clients on Tuesdays and Wednesdays during regular clinic hours while the supply lasts. Each eligible client will receive \$20 per year.

You are eligible for FMNP if you are currently receiving services at Wintergarden WIC and are either a child on or after the first birthday, or are a pregnant, post-partum, or breastfeeding woman. Please talk with clinic staff if you have questions.

Eligible WIC FMNP Foods

Fruits:

- Apples
- Apricots
- Asian Pears
- Blackberries
- Blueberries
- Boysenberries
- Cantaloupes
- Cherries
- Currants
- Red and Black Figs
- Gooseberries
- Grapes
- Ground Cherries
- Huckleberries
- Kiwi
- Loganberries
- Marion Berries
- Melons
- Muskmelon
- Nectarines
- Peaches
- Pears
- Plums
- Raspberries
- Sea Berries
- Strawberries
- Tayberries
- Watermelons

Vegetables:

- Alfalfa Sprouts
- Amaranth Greens
- Artichoke
- Arugula
- Asparagus
- Beets

- Bok Choy
- Broccoli
- Brussel Sprouts
- Cabbage
- Carrots
- Cauliflower
- Celery
- Chinese Cabbage
- Collard Greens
- Corn
- Cucumber
- Eggplant
- Garlic
- Green Beans
- Green Onions
- Kale
- Kohlrabi
- Leeks
- Lettuce
- Mizuna
- Mushrooms
- Mustard Greens
- Onions
- Parsnips
- Peas
- Peppers
- Potatoes
- Pumpkins
- Radishes
- Rhubarb
- Rutabagas
- Shallots
- Spinach
- Squash
- Swiss Chard
- Tatsoi
- Tomatillos
- Tomatoes
- Turnips

- Watercress
- Yellow Waxed Beans
- Yu Choy
- Zucchini
- Other Eligible Greens
- Other Eligible Sprouts

Cut Herbs:

- Basil
- Cilantro
- Chives
- Dill
- Fennel
- Parsley
- Other Eligible Herbs

Senior:

- Honey



WIC Farmers Market Nutrition Program (FMNP)

Important information about foods that can't be purchased with FMNP checks

Foods not eligible at farmers markets



- Dried fruits, vegetables or herbs
- Honey* or syrup
- Jams or jellies
- Fruit juice or cider
- Nuts or seeds
- Eggs
- Baked goods, e.g., bread, cookies, pastries, etc.
- Seafood or meats
- Milk or cheese
- Potted herbs or other plants
- Flowers

***Clients using Senior FMNP checks can purchase unprocessed honey.
Clients using WIC FMNP checks can't purchase honey.**

Farmers Market Nutrition Program (FMNP) Complaint Form

Complete as much information in each section as possible. If mailing or faxing the form, use a pen with black or blue ink.

Section 1 – Person reporting the complaint

Name of person reporting the complaint: _____

Phone #: _____ Email: _____

Person reporting is: WIC client Caregiver Alternate endorser
 Market manager Grower Other: _____

Does this person wish to remain anonymous? Yes No

Section 2 – Compliant

- | | |
|--|--|
| <input type="checkbox"/> Discourteous or disruptive behavior | <input type="checkbox"/> Client doesn't know how to use FMNP checks |
| <input type="checkbox"/> Used profanity or rude gestures | <input type="checkbox"/> Grower charged tax |
| <input type="checkbox"/> Threatened harm or physical abuse | <input type="checkbox"/> Grower didn't give full value of the FMNP check |
| <input type="checkbox"/> Market out of produce | <input type="checkbox"/> Other: _____ |

Describe the incident in detail. Use back page or attach additional pages as needed.

Date & time of complaint: _____

Section 3 – Person, market, or clinic that the complaint is about:

Person's name: _____ if client, client ID #: _____

Market or clinic name: _____

Address: _____

Phone #: _____

Other: _____

Section 4 – Person recording the complaint

Name: _____ Date & time: _____

You may call in your report to the Washington State WIC Program. Dial 1-800-841-1410, press zero and ask for the Farmers Market Nutrition Program staff.

Email, mail or fax the form to:

WIC FMNP Coordinator
Washington State WIC Nutrition Program
PO Box 47886
Olympia, WA 98504-7886
Fax: 360-236-2345
Email: FMNPTeam@doh.wa.gov

FMNP Check Inventory Log

Receipt Date	Check Out Date	Inventory Date	Added to Inventory	Removed from Inventory	Balance On Hand	Print Staff Names (Two required)	Signatures (Two required)	Notes (location, purpose)