WASHINGTON STATE WIC

POLICY AND PROCEDURE MANUAL

VOLUME 1, CHAPTER 8

Farmers Market Nutrition Program

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POLICY: Local Agency FMNP Policy

Local agencies must develop a written WIC Farmers Market Nutrition Program (FMNP) check issuance policy prior to each season. This ensures clinic staff issue FMNP checks to all participants in a consistent manner.

The Food and Nutrition Service (FNS) requires a new policy each season because the number of checks available may change. If appropriate, an agency may just update the FMNP policy from the previous year.

This policy must:

- List when staff will issue FMNP checks (for example every day starting June 1st, every Tuesday, etc.)
- Describe where staff will issue checks (at the clinic or farmers market)
  - Include policy and procedures for issuing FMNP checks at authorized markets and farm stores if issuing checks at these locations
- List who is eligible (see the “Participant Eligibility for FMNP Checks” policy in this chapter)
- Define the number of FMNP check packs each family group can receive
- Be available to all staff
- Be available to participants who request to see the policy
- Be kept on file for four years

See Guide for Writing a FMNP Policy for Check Issuance in the Appendix of this chapter.

PROCEDURE:

Staff:

A. Write a FMNP check issuance policy to guide staff to offer participants FMNP checks in a consistent way. When developing policies for issuing FMNP checks, consider the following:

1. Provide staff examples to ask participants about their interest and ability to use FMNP checks in a client centered and consistent way.

   - See examples in the Guide for Writing a FMNP Policy for Check Issuance in the Appendix of this Chapter.

2. How checks are issued to eligible participants and in what amount:
a. The local policy determines the amount an eligible participant receives for the FMNP season, either one pack or two packs of FMNP checks per eligible household.

b. The maximum amount an eligible participant can receive is one check pack ($20.00).

c. The maximum amount a family with two or more eligible participants can receive is two check packs ($40.00).

d. Foster children are a household of one and aren’t included in the family group.
   • An example is a pregnant woman with a child and a foster child. The pregnant mom and her child receive two packs of FMNP checks or $40.00 (the maximum for her family) and the foster child can receive one pack of FMNP checks or $20.00.
   • A foster family with three eligible foster children can receive one FMNP check pack for each child ($20.00). Assess the families’ ability to use the checks for each of the children since the purchased produce is only for the child issued the FMNP checks.

3. Keep the current FMNP check issuance policy and procedures on file in the clinic and train staff on policy.

B. Align FMNP check issuance and activities with WIC’s civil rights practices. Follow WIC’s civil rights practices for FMNP check issuance and activities.

   • See Volume 1, Chapter 20 - Notification, Fair Hearings and Civil Rights.
POLICY: Participant Eligibility for FMNP Checks

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

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

Participants eligible for FMNP checks include:

1. Pregnant, breastfeeding, or postpartum women.
   a. This includes women who are Presumed Eligible.
   b. Breastfeeding women includes 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.
   c. 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.

2. Children on or after their first birthday through the month of their fifth birthday.
   a. Staff issue FMNP checks to a caregiver of an eligible child on or after the first birthday.

Note: Infants before their first birthday aren’t eligible to participate in FMNP.

See the following policies for information about how to issue and inform participants how to use FMNP checks:

- “Issue FMNP checks”
- “Offer Participant Education on Using FMNP Checks”
PROCEDURE:

Staff:

A. Assess if participant is eligible for FMNP checks according to policy above.

B. Issue FMNP checks.
   - See the “Issue FMNP Checks” policy in this chapter for more information.

C. Inform caregiver or participant how to use FMNP checks at authorized Farmers Market Nutrition Program markets or farm stores.
   - See the “Offer Participant Education on Using FMNP Checks” policy in this chapter for more information.

D. Provide nutrition education.
   - See the “Nutrition Education” policy in this chapter for more information.
POLICY: Issue FMNP Checks

Staff must:

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

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

2. Issue one pack of FMNP checks to each eligible participant with interest and ability to use checks.

3. Comply with separation of duties requirements.
   * To comply with separation of duties one staff person assesses and documents income eligibility and another staff person assesses and documents nutrition risk eligibility.
   * Either staff person can issue WIC checks and FMNP checks.

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 policy and procedures that ensure staff issue FMNP checks in compliance with state and federal confidentiality laws.
   * For more information on assuring participant confidentiality, see Volume 1, Chapter 25 – Legal Considerations and Confidentiality.

PROCEDURE:

Staff:

A. Assess participant eligibility, interest and ability to use FMNP checks.

   1. Follow the local agency policy to assess participant interest and ability to use FMNP checks.

   2. Issue checks to eligible and interested participants in the amount determined by the local agency policy.

B. Issue FMNP checks in numerical order until all checks are given out.
C. Issue all FMNP checks by September 30 of the current year.
   1. Participants have until October 31 of each year to use their FMNP checks at
      authorized farmers markets and farm stores.
   2. Contact the state WIC staff if your agency can’t issue all FMNP checks by August
      31. State WIC staff can redistribute un-issued checks to other agencies.

D. Complete the FMNP check register:
   1. Enter the date the FMNP checks were issued.
   2. Enter the participant identification (Client ID) number.
   3. Circle the category for the participant.
      - Use the “C” category for children one year or older.
      - Only circle one category for each participant.
   4. Enter staff initials.
   5. Have the participant 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 participant or caregiver forgets to sign.

E. Document the following in the participant’s file, either in the Flow Sheet or Notes tab in
   Client Services.

   Note: State WIC staff must approve other documenting methods. See the “Issue FMNP
   Checks at the Market” recommendation in this chapter for instructions when
   giving checks at the market.
   1. Date FMNP checks were issued.
   2. Participant name who received FMNP checks.
   3. Number of check packs the participant received.
   4. Staff initials who issued the FMNP checks.

F. 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 participants about their interest and ability to use FMNP checks:
   a. If participants seem hesitant to take FMNP checks, let them know they don’t have to take the checks.
      - Focus groups of WIC participants told us that even though participants 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 participants visit the local approved farmers market or farm store before receiving FMNP checks to see if they would like to buy fruits and vegetables there. Keep some of the FMNP checks for participants who may become interested in shopping at farmers markets or farm stores.
   c. Ask participants if they’re familiar with farmers markets or farm stores.
   d. Ask participants if they used FMNP checks in the past. If they didn’t use the checks, ask if they’ve visited a market, or are they interested in learning how to cook with fresh fruits or vegetables to help determine if they’ll use the checks this year.

2. Examples of how to issue FMNP checks and offer participants FMNP check education:
   a. When possible, issue FMNP checks and educate participants at group sessions
   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. Participants 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. See Issue FMNP checks at the Market guidance on next page.
   e. Have a designated FMNP check pick up day, so participants 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 issue FMNP checks at the local farmers market during market hours. This makes it easy for participants to use FMNP checks immediately. Staff considering this option must ask for approval from the local farmers market manager and arrange for space, times, etc.

Staff shouldn’t issue FMNP checks at the clinic at the same time as issuing at the market. It’s difficult to prevent participants from getting two sets of checks.

Staff who issue checks at the farmers market must:

1. Provide education to new participants on how to use FMNP checks.
   - See the policy “Offer Participant Education on Using FMNP Checks” in this chapter for more information.

2. Document FMNP issuance for each participant receiving checks at the market on the FMNP check register and have participants sign on the lines corresponding to the checks they received to verify they received checks.
   - See the “Issue FMNP Checks” policy in this chapter.
   - Assure all staff issuing checks at the market know the procedures for documenting issuance.

3. 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.

4. Document FMNP check issuance and nutrition education either in Client Services (CIMS) or using a paper system as outlined in Procedure G below.

5. Display the “And Justice For All” poster when FMNP checks are being issued at the market.

**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 needed.

   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 participant information to the market site. Never leave a laptop unattended.

C. Let FMNP participants know the location, time, and days you’ll be at the market.
   1. Remind participants they’re required to have either their WIC Appointment Folder or another form of ID to pick up FMNP checks.

D. Offer education on how to use FMNP checks.
   • You can offer check education to several participants at one time, while they’re standing in line.
   • It’s helpful to have some staff issuing checks while others are sharing 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 participants from getting two sets of checks.

F. Prepare FMNP checks and check registers to take to the market.
   • Bundle together the checks for each check register to help staff issue checks and document participant information.

G. Document 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 participant names on the active client list who received checks. It may be helpful to use a different highlighter color for each market visit.
      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 participant sign.
         • Date issued,
         • Client ID number,
         • Client category (circle the correct category),
           o Use the “C” category for infants on or after their birthday 12th month.
         • Initials of the staff who issued the checks,
• Participant/caregiver signature.
• Write “Forgot to Sign” (you can abbreviate as FTS) if the participant/caregiver forgets to sign.

Note: It’s important to have clear information on the check register by writing the participant’s name and ID number on the check register clearly and legibly.

d. Handwrite the names of eligible participants who aren’t on the active participant list and document FMNP check issuance.
e. Keep the active participant list with clinic copies of the FMNP check registers for four years.

2. Document check issuance in the participant’s file after returning to the clinic:

a. Document the FMNP check issuance in the participant’s file in in either the Flow Sheet or Notes Tab in Client Services. Include:

• Date FMNP checks were issued,
• Name of the client who received checks,
• A amount of checks received, and
• Staff initials who issued the checks.

b. Document if nutrition education was provided at the farmers market. Select the fresh fruits and vegetables topic do document the second nutrition education contact in the participant’s file.

Information:

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.

1. Bring FMNP brochures or any handouts needed for discussing how to use FMNP checks, nutrition education materials, highlighters, pens, chairs, tables, umbrella or other shade or rain covering, if needed.

2. Staff may choose to provide nutrition education to participants at the market. This can count as a WIC second nutrition education contact.

3. Assure you have the “And Justice For All” poster to display where checks are being issued.

4. Allow time for set up and take down. Have a specific time you will stop issuing checks. Let participants and the market manager know the time you will stop issuing checks.
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Section 2 Participant Education on Using FMNP Checks

POLICY: Offer Participant Education on Using FMNP Checks

Staff must offer participants, caregivers, and alternate endorsers with the information they need to use Farmers Market Nutrition Program checks.

The Washington State WIC Rights and Responsibilities form participants sign at their certification appointment also applies to WIC participants participating in the FMNP.

- All statements related to WIC retailer staff apply to farmers market staff, farm stores, and growers.
- Refer to Volume 1, Chapter 7 - Rights and Responsibilities.

PROCEDURE:

Staff:

A. Participants who get FMNP checks should also get or have access to:

1. The printed or electronic copy of the “WIC and Senior Farmers Market Nutrition Program” brochure, which tells the participant how to use WIC FMNP checks and,

2. A printed list of the approved farmers markets and farm stores or the website with information about the location, days and hours of operation, payment options (SNAP or Fresh Bucks) and,

3. Notice that they have the right to complain as well as instructions on the complaint process.

B. Explain to participants how to use the checks including the following:

1. The dollar value of each check.

2. Use FMNP checks to buy only Washington (WA) 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 farmer markets, etc.
   - Refer participants to the market and farm store list showing location and hours of operation.
Note: To help participants, 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.

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

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

5. Use FMNP checks by October 31st of the current year.

6. Farmers markets and farm stores don’t tax the produce bought with FMNP checks.

7. WIC participants can’t exchange FMNP checks for cash.

8. WIC participants won’t get change back, even if the food items total less than the maximum value ($4.00) on the check.

- Participants 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. Produce purchased with FMNP checks are for the WIC participant only.

10. Staff can’t replace lost or stolen FMNP checks. Ask participants to report lost or stolen FMNP checks to clinic staff for record keeping.

Note: Highlight the lost checks (reported by the participant) 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 offer nutrition education about fresh fruits and vegetables to all Farmers Market Nutrition Program (FMNP) participants.

For participants who aren’t high risk:

- Staff can use the nutrition education about fruits and vegetables provided when the participant receives FMNP checks as a Second Contact (2C).
- When staff provide the fruit and vegetable education in a group session, document the class in Client Services. This counts as the second contact.

For participants who are high risk:

- The registered dietitian (RD) can offer nutrition education on fresh fruits and vegetables during the high risk visit (RD – Registered Dietitian wizard)
- If the dietitian provides 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 participants to increase their daily servings of fresh fruits and vegetables by buying and using foods from their local farmers market or farm store.

   2. Provide information about buying, using and storing fresh fruits and vegetables when issuing FMNP checks or at least one time within the participant’s current eligibility period.

B. Use the FMNP checks to open a discussion about selecting, storing, preparing, and/or eating fresh fruits and vegetables.

C. Document the nutrition education topics in the participant’s file.

   1. Document the type of contact staff provided using the appropriate Client Services wizard.

      - When using the 2C wizard staff use the Topics tab if the appropriate topic is listed. For example, the topic discussed was “Selecting seasonal fruits and vegetables” and this topic was listed on the Topics tab.
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Section 3  Nutrition Education

- If the specific topic discussed isn’t listed on the Topics tab, staff choose the closest topic on the Topics tab and also use the Notes tab in the 2C wizard to write a note about what was discussed. For example, “Participant interested in trying kale, offered tips and ideas for selecting and using kale.

- Best practice is to always make a note in the Notes tab about what was discussed with the participant around fresh fruits and vegetables. This allows staff to follow-up in future visits about the use of fruits and vegetables as discussed at the 2C appointment.

- Staff document handouts given on the Handouts tab in the 2C wizard.

2. Document the fruit and vegetable topic as part of the HRCP when the dietitian discusses fresh fruits and vegetables with the client or caregiver during the high risk visit.

D. Document in the client’s file when the participant 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 offer nutrition education on fresh fruits and vegetables to FMNP participants.

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. Invite Farmers Market managers to your clinic to share information about what’s available and how to use in-season produce available in your area.

3. At other WIC appointments, like certifications, talk about how families can increase the amount of fruits and vegetables they eat.

4. Have a Talk, Listen, Connect facilitated group discussion about using fresh fruits and vegetables prior to offering FMNP check education to the group.
POLICY: Accountability of WIC Farmers Market Nutrition Program Checks

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

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

PROCEDURES:

Clinic staff:

A. Complete the following upon receiving a shipment of FMNP checks. Two clinic staff must be involved.

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.
      - Issue the checks in chronological order.

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 the right number of 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.

B. 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) or if a large number of checks are issued in a short period of time. This helps 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.
1. Two staff must complete the inventory. Use the FMNP Check Inventory Log in the Appendix or create a check log inventory form.

2. 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 participant signatures on the check registers.

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

Note: The coordinator or site supervisor assures all checks and registers are accounted for at the end of the season.

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

D. 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.

E. Contact state FMNP staff when a participant returns checks because they changed their mind and can’t use them. The state FMNP staff can help you if you want to reissue the checks to another participant.

F. Contact state FMNP staff when participants return checks to the clinic after October 31st of the current year or after the end of the current market season.
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 participant reports a FMNP check as lost or stolen.

2. Assure all FMNP check registers are complete and legible.
   a. Coordinators review all completed check registers prior to submitting them to the State WIC Office.
   b. Shred all returned, expired or destroyed checks.
      • A destroyed 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 photocopies of the check registers to the state WIC office, document the date you shredded 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. Mail photocopies or fax completed FMNP check registers to the state WIC office weekly. You may ask the state for mailing labels.

4. Mail photocopies or fax your last completed check registers to the state WIC office at the end of the farmer’s market season.
   • Make a copy of completed check registers and mail to the state WIC office by October 15th.
   • Keep original check registers on file for 4 years.

PROCEDURE:

Staff:

A. Document FMNP check issuance on the check register. See the “Issue FMNP Checks” policy for more information.

B. Document “void” on the FMNP check register by specific check numbers.

C. Shred returned or destroyed FMNP checks upon receipt.

D. Keep completed FMNP original check registers on file at the clinic for four years.
E. The coordinator reviews all check registers to assure they are legible and complete prior to submitting to the State WIC Office.

- The coordinator doesn’t have to be the one to submit the check registers to the state WIC office. Another staff person can be assigned to mail copies or fax check registers once the coordinator has reviewed them.

F. Mail copies or FAX the **completed** FMNP check registers weekly to the following address:

   WA State Department of Health/WIC FMNP  
P.O. Box 47886  
Olympia, WA 98504-7886  
FAX to: (360) 236-2345

G. Complete FMNP “Season End” procedures including:

   1. Mail all FMNP check register copies or FAX to the State WIC Office no later than October 15th.
      a. Mail the copies of the check registers for checks not issued to participants. Write “VOID” in each line of check serial numbers or across and entire page if none of the checks were issued.
      b. Checks returned, expired or destroyed are automatically voided in the reconciliation process and therefore no documentation on the check register is required.

   2. Shred all returned, expired and destroyed checks by October 31st.
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Section 4  Accountability and Security of FMNP Checks

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 participants on the Farmers Market Nutrition Program Lost and Stolen Check log located in the Appendix of this chapter.

PROCEDURE:

Staff:

A. Let participants 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 flow sheet or Notes tab, or from the printed list of active participants 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, participant name, issuance date, and date on the WIC Farmers Markets Nutrition Program Lost or Stolen Check Report form located in Appendix.

E. Have the participant sign the log to document lost or stolen checks.

F. Document in the participant’s file the checks were lost or stolen along with any comments. For example: “Participant 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.
   1. Establish a control or inventory list for assigning a check register page(s) to each staff person.
   2. 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) participants, managers at authorized markets and farm stores, and authorized growers have the option to file complaints with the local WIC agency or the state WIC office.

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 participant, 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
   - Download it from our website. [http://www.doh.wa.gov/YouandYourFamily/WIC/FarmersMarket](http://www.doh.wa.gov/YouandYourFamily/WIC/FarmersMarket)
   - The form is available in English and Spanish.

C. Send the Farmers Market Nutrition Program Complaint Form to the state WIC office 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 staff guidance to follow-up on the complaint.
Appendix
Guide to Writing a FMNP Policy for Check Issuance

What is it?

- It is a brief written policy about how your agency will fairly and equitably distribute FMNP checks to your participants.
  - You don’t have to post the policy, but you must provide it to participants 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 reviewed during on-site WIC monitors.

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 amount of FMNP benefits per eligible participant.

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.

- Provide staff examples to ask participants about their interest and ability to use FMNP checks in a client centered and consistent way.
  - Examples of how staff can begin this conversation:
    - We have checks available for you to spend on Washington grown produce at local farmers markets and farm stores. Are you interested in hearing more about this?
    - How likely will you be able to use these checks before October 31?
    - On a scale of 1-10 how likely are you to visit a farmers market or farm store to use these checks this season?
    - What questions or concerns do you have about being able to use FMNP checks for fresh produce at local farmers markets or farm stores?

See Sample Policy on next page.
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 participants.  

- Clinic staff will ask about a participant’s interest to receive FMNP checks.  
- Clinic staff will give checks to interested participants on Tuesdays and Wednesdays during regular clinic hours while the supply lasts.  
- Each eligible participant will receive $20 per FMNP season (or one time per year).  

A person is eligible for FMNP if:  

- The person currently receives WIC services at Wintergarden WIC and  
- The participant is either a child on or after the first birthday, or is a pregnant, post-partum, or breastfeeding woman.  

WIC staff will:  

- Provide participants with instructions on how to use FMNP checks and the location of authorized markets and farm stores in Washington.  
- Offer nutrition education about how to use fresh produce as an important part of WIC FMNP benefits.  
- Encourage participants to talk with clinic staff if they have questions.
<table>
<thead>
<tr>
<th>Fruits:</th>
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<tbody>
<tr>
<td>☐ Apples</td>
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<tr>
<td>☐ Apricots</td>
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<tr>
<td>☐ Asian Pears</td>
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<tr>
<td>☐ Blackberries</td>
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<td>☐ Blueberries</td>
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<tr>
<td>☐ Boysenberries</td>
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<tr>
<td>☐ Cantaloupes</td>
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<tr>
<td>☐ Cherries</td>
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<tr>
<td>☐ Currants</td>
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<tr>
<td>☐ Red and Black Figs</td>
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<tr>
<td>☐ Gooseberries</td>
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<tr>
<td>☐ Grapes</td>
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<tr>
<td>☐ Ground Cherries</td>
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<tr>
<td>☐ Huckleberries</td>
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<tr>
<td>☐ Kiwi</td>
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<td>☐ Loganberries</td>
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<tr>
<td>☐ Marion Berries</td>
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<td>☐ Melons</td>
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<td>☐ Muskmelon</td>
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<tr>
<td>☐ Nectarines</td>
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<td>☐ Peaches</td>
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<td>☐ Pears</td>
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<td>☐ Plums</td>
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<td>☐ Raspberries</td>
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<tr>
<td>☐ Strawberries</td>
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<td>☐ Tayberries</td>
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<td>☐ Watermelons</td>
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<thead>
<tr>
<th>Vegetables:</th>
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<tbody>
<tr>
<td>☐ Alfalfa Sprouts</td>
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<tr>
<td>☐ Amaranth Greens</td>
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<td>☐ Artichoke</td>
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<td>☐ Arugula</td>
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<td>☐ Asparagus</td>
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<td>☐ Beets</td>
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<td>☐ Bok Choy</td>
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<td>☐ Broccoli</td>
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<td>☐ Brussel Sprouts</td>
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<td>☐ Cabbage</td>
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<td>☐ Carrots</td>
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<td>☐ Celery</td>
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<td>☐ Chinese Cabbage</td>
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<td>☐ Collard Greens</td>
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<td>☐ Corn</td>
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<td>☐ Cucumber</td>
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<td>☐ Eggplant</td>
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<td>☐ Garlic</td>
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<td>☐ Green Beans</td>
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<td>☐ Green Onions</td>
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<td>☐ Kale</td>
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<td>☐ Kohlrabi</td>
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<td>☐ Leeks</td>
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<td>☐ Lettuce</td>
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<td>☐ Mizuna</td>
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<td>☐ Mushrooms</td>
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<td>☐ Mustard Greens</td>
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<td>☐ Onions</td>
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<td>☐ Parsnips</td>
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<td>☐ Peas</td>
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<td>☐ Peppers</td>
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<td>☐ Potatoes</td>
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<td>☐ Pumpkins</td>
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<td>☐ Shallots</td>
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<td>☐ Spinach</td>
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<td>☐ Squash</td>
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<td>☐ Swiss Chard</td>
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<td>☐ Tatsoi</td>
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<td>☐ Tomatillos</td>
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<td>☐ Tomatoes</td>
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<td>☐ Turnips</td>
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<td>☐ Watercress</td>
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<td>☐ Yellow Wax Beans</td>
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<td>☐ Yu Choy</td>
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<td>☐ Zucchini</td>
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<tr>
<td>☐ Other Eligible Greens</td>
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<td>☐ Other Eligible Sprouts</td>
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<tr>
<th>Cut Herbs:</th>
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<tbody>
<tr>
<td>☐ Basil</td>
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<td>☐ Cilantro</td>
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<td>☐ Chives</td>
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<td>☐ Dill</td>
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<td>☐ Fennel</td>
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<td>☐ Parsley</td>
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<td>☐ Other Eligible Herbs</td>
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</tbody>
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<thead>
<tr>
<th>Senior:</th>
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<tbody>
<tr>
<td>☐ Honey</td>
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</table>
WIC Farmers Market Nutrition Program (FMNP)

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

<table>
<thead>
<tr>
<th>Foods not eligible at farmers markets</th>
</tr>
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<tbody>
<tr>
<td>Dried fruits, vegetables or herbs</td>
</tr>
<tr>
<td>Honey* or syrup</td>
</tr>
<tr>
<td>Jams or jellies</td>
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<tr>
<td>Fruit juice or cider</td>
</tr>
<tr>
<td>Nuts or seeds</td>
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<tr>
<td>Eggs</td>
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<tr>
<td>Baked goods, e.g., bread, cookies, pastries, etc.</td>
</tr>
<tr>
<td>Seafood or meats</td>
</tr>
<tr>
<td>Milk or cheese</td>
</tr>
<tr>
<td>Potted herbs or other plants</td>
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<tr>
<td>Flowers</td>
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</tbody>
</table>

*Participants using Senior FMNP checks can purchase unprocessed honey. Participants using WIC FMNP checks can’t purchase honey.
<table>
<thead>
<tr>
<th>CHECK NUMBER</th>
<th>PARTICIPANT NAME</th>
<th>DATE ISSUED</th>
<th>DATE REPORTED LOST OR STOLEN</th>
<th>PARTICIPANT SIGNATURE</th>
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Farmer Market 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

□ Discourteous or disruptive behavior □ Client doesn’t know how to use FMNP checks
□ Used profanity or rude gestures □ Grower charged tax
□ Threatened harm or physical abuse □ Grower didn’t give full value of $4 FMNP check
□ Market out of produce □ Other: ___________________________

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

Date and 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 and 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

USDA is an equal opportunity provider and employer.
Washington State WIC Nutrition Program doesn’t discriminate.
Formulario de Reclamos para Mercados de Granjeros

Complete la mayor cantidad de información en cada sección como le sea posible.
Si envía el formulario por correo o fax, utilice lapicero con tinta negra o azul.

Sección 1 – Persona que reporta la queja

Nombre de la persona que reporta la queja: ________________________________
Teléfono #: ________________________________ Correo Electrónico: ________________

La persona que reporta es:  
□ Cliente de WIC □ Cuidador □ Persona Alternativa
□ Gerente de Mercado □ Productor □ Otro: ________________________________

¿Esta persona desea permanecer en el anonimato? □ Si □ No

Sección 2 – Queja

□ Comportamiento descortés o prejudicial □ Cliente no sabe cómo utilizar los cheques FMNP
□ Utilizo gestos groseros o fue irreverente □ Productor le cobro taxes (impuestos)
□ Fue amenazado o físicamente abusado □ Productor no le dio el valor total de $4 del cheque FMNP
□ Mercado no tenía productos agrícolas □ Otros: ________________________________

Describa el incidente en detalle. Utilice la parte de atrás de la hoja o añada hojas adicionales como le sea necesario.

Fecha y hora de la queja: ________________________________

Sección 3 – Persona, mercado o clínica que trata la queja

Nombre de la persona: ________________________________ si es cliente, número de identificación#: _________
Nombre del mercado o clínica: _______________________________________________ 
Dirección: _________________________________________________________________
Teléfono #: _________________________________________________________________
Otro: ________________________________

Sección 4 – Persona que llena el reclamo

Nombre: ________________________________ Fecha y hora: ________________________________

Usted puede llamar para reportar al Programa Estatal de Washington WIC. Marque 1-800-841-1410, presione cero y pregunte por el personal del programa de nutrición del Mercado de agricultores.

Envíe el formulario por correo, correo electrónico o fax a:
WIC FMNP Coordinator
Washington State WIC Nutrition Program
PO Box 47886
Olympia, WA 98504-7886
Fax: 360-236-236-2345 / Email: FMNPteam@doh.wa.gov

Esta institución es un proveedor que ofrece igualdad de oportunidades.
El Programa de Nutrición WIC del Estado de Washington no discrimina.
## FMNP Check Inventory Log

<table>
<thead>
<tr>
<th>Receipt Date</th>
<th>Register Page #</th>
<th>Beginning/ending check number</th>
<th>Check Out Date</th>
<th>Inventory Date</th>
<th>Added to Inventory</th>
<th>Removed from Inventory</th>
<th>Balance On Hand</th>
<th>Print Staff Names (Two required)</th>
<th>Signatures (Two required)</th>
<th>Notes (location, purpose)</th>
</tr>
</thead>
<tbody>
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Rev. 3/2017