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WIC Farmers Market Nutrition Program

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Section 1: Participant Eligibility and Farmers Market Nutrition Program Check Issuance

POLICY: Local Agency FMNP Policy

Local agencies must develop a written WIC Farmers Market Nutrition Program (FMNP) benefit issuance policy prior to each season. Food and Nutrition Service (FNS) requires a new policy each season. Review the local agency policy annually, update as needed.

This policy must:

- Follow WIC civil rights practices for FMNP benefits issuance and activities. Issue FMNP benefits to all eligible participants consistently and equitably.
  - Refer to Volume 1, Chapter 20 - Notification, Fair Hearings and Civil Rights.
- Ensure staff issue FMNP benefits in compliance with state and federal confidentiality laws.
  - Refer to Volume 1, Chapter 25 – Legal Considerations and Confidentiality.
- Follow separation of duties requirements.
  - Refer to Volume 1, Chapter 18 - Certification.
- Ensure staff don’t issue FMNP benefits to themselves, family members, or friends.
  - Refer to Volume 1, Chapter 2 – Program Compliance.
- Ensure all staff involved in FMNP staff complete the Local Agency FMNP training for the current season. Include:
  - Specific details on when staff will issue FMNP benefits, i.e. what days.
  - Where staff will issue the FMNP benefits, i.e. at the clinic as well as at authorized markets or farm stores.
    - Procedures must include how to ensure the security of FMNP benefits when issuing at the market or farm store.
    - The number of packs each family group can receive, must not exceed the maximum. Refer to “2020 FMNP Benefits Details and Issuance Maximum” in the appendix.
- Be reviewed annually by staff who issue FMNP benefits.
- Be accessible to all staff for reference.
- Be accessible to participants upon request.
- Kept on file for four years.
PROCEDURE:

Staff:

A. Develop a local agency FMNP policy that includes details required by state policy.
   • Refer to “Guide to Writing a FMNP Policy for Benefit Issuance” in the appendix.

B. Keep the current FMNP policy and staff training log on file for four years.
POLICY: Participant Eligibility for FMNP Benefits

Staff must offer FMNP benefits to all eligible participants in active status.

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

Participants eligible for FMNP benefits include:

1. Pregnant participants, including those presumed eligible.

2. Breastfeeding participants with active eligibility, including those past 6 months postpartum who receive breastfeeding support without food benefits.
   
   a. Staff must not issue FMNP benefits to a breastfeeding participant on or after her child’s first birthday regardless of active eligibility.

3. Non-breastfeeding postpartum participants.

4. Children with current eligibility who are in active status through the end of their eligibility.
   
   a. Infants before their first birthday aren’t eligible to participate in FMNP.
   
   b. Staff can issue FMNP benefits to eligible children on or after the first birthday.

**PROCEDURE:**

Staff:

A. Assess participants’ eligibility for FMNP benefits.

B. Issue FMNP benefits.
   
   • See the “Issue FMNP Benefits” policy in this chapter for more information.
POLICY: Issue FMNP Benefits

Staff must offer FMNP benefits to all eligible participants in active status. Staff must:

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

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

2. Issue one pack of FMNP benefits to each eligible participant.

3. Provide information about how and where to use FMNP benefits.

   - The FMNP benefits envelope provides guidance about how to use FMNP benefits and keeps them protected.

4. Offer information about seasonal produce, (i.e., purchasing, storing and using fresh fruits and vegetables).

   **Note:** Staff can also offer a fruit and vegetable nutrition education contact at the time of FMNP benefit issuance. See the “Nutrition Education” policy in this chapter for more information.

PROCEDURE:

Staff:

1. Assess participant eligibility, interest, and ability to use FMNP benefits.

2. Issue benefits to participants in the amount determined by policy. Refer to the “2020 FMNP Benefits Details and Issuance Maximum” in the appendix.

3. Issue FMNP benefits in numerical order on each check register.

4. Begin issuing FMNP benefits June 1.

5. Issue all FMNP benefits by September 30 of the current year.
1. Participants have until October 31 of the current year to use FMNP benefits at authorized farmers markets and farm stores.

2. Contact the state WIC staff if your agency can’t issue all FMNP benefits by August 1. State WIC staff can redistribute un-issued benefits.

6. Complete the FMNP registers using black or blue ink ballpoint pen. Enter only the information required on the register. Complete registers legibly. These are used to track issuance and assure FMNP funds for future seasons.

   1. Write the date staff issued the FMNP benefits.
   
   2. Write the participant identification (individual ID) number.
      
      • Staff should not print the participant’s names on the registry.
   
   3. Circle the category for the participant. Only one category for each participant.
   
   4. Write staff initials.
   
   5. Have the participant or caregiver sign the FMNP register for the specific benefits received.
   
   6. If issuing more than one pack to a family group, have the caregiver sign each line on the register.
   
   7. On the rare occasion a participant forgets to sign the register, document “forgot to sign” (FTS) and write staff initials on the signature box of the register.
   
   8. If there’s an error, draw a single line through the error and initial, then write the correct information on the same line. Don’t use whiteout or scribble out the errors on the register.

   **Note:** Completing registers legibly ensure the bank can process them for payment. If the registers are incomplete, incorrect, or unreadable they won’t be processed and the program won’t be reimbursed for those benefit values. Potentially decreasing our FMNP funds in the future.

7. Document the following in the participant’s file. Refer to Staff Tools: Document FMNP Benefits.

   1. Date staff issued FMNP benefits.
2. Participant name(s) who received FMNP benefits, if issued more than one pack to family not to exceed the maximum.

3. Staff initials who issued the FMNP benefits.

4. Document fruit and vegetable nutrition education was provided in the Cascades Care Plan. Refer to “Offer Participant Education on Using FMNP Benefits” and “Nutrition Education” policy in this chapter for more information.

- If participants transfer out, document FMNP benefit issuance on the transfer card to prevent over issuance of FMNP benefits. Refer to Volume 1, Chapter 21 Transfer Verification of Certification.
POLICY: Issue FMNP Benefits at the Market

Staff may issue FMNP benefits at the local farmers market or farm store during market hours. When this option is used:

1. The local agency must include farmers market or farm store procedures in the local agency FMNP policy.

2. When more than one authorized farmers market or farm store is in the agency service area, the agency should consider issuing FMNP benefits at different authorized market locations and farm stores in the service area.

3. The State WIC staff will provide a current list of active participants prior to the beginning of the FMNP season. Staff must use the same active participant list throughout the entire FMNP season. It’s important to hand-write in any new eligible participants.

4. Staff must not use public WIFI to access Cascades.
   • Use of farmers market or farm store public WIFI is not permitted.
   • Refer to Volume 2, Chapter 10.

5. Staff must not issue FMNP benefits at the clinic on the same day as issuing at the market to prevent over issuance of FMNP benefits to participants or dual participation of FMNP.

6. Local agency issuing FMNP benefits at the market must also have FMNP benefits available at the clinic for participants unable to attend designated market days. This ensures staff issue FMNP benefits to all eligible participants consistently and equitably.
   • Refer to Volume 1, Chapter 20 - Notification, Fair Hearings and Civil Rights.

7. Staff must enter all FMNP benefits issued at the market into Cascades within seven days of the issuance day to prevent dual issuance of FMNP benefits.

Prior to issuing benefits at the market staff must:

1. Review the local agency FMNP policy, including information about issuing at the market.

2. Complete the FMNP training for all staff working with FMNP benefits.

While at the market staff must:

1. Follow the “Issue FMNP Benefits” policy in this chapter.
Document FMNP issuance for each participant receiving benefits on the register legibly.

2. Offer education to participants on how to use FMNP benefits, including how to shop for, store, and use fresh produce.
   - See the “Offer Participant Education on Using FMNP Benefits” policy in this chapter for more information.

3. Securely store FMNP benefits, registers, and active participant lists at all times. Never leave FMNP benefits, registers, or active participant lists unattended while at the market or transporting to and from the market.

4. Ensure participant confidentiality when issuing FMNP benefits at the market.


   **Note:** Staff must complete documentation within seven days if issued at the market.
   - Refer to Staff Tools: Document FMNP Benefits.

6. If a fruit and vegetable nutrition education contact is completed at the time of issuance, document the required information in the Care Plan.
   - Refer to Staff Tools: Document FMNP Benefits.

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

**PROCEDURE:**

Staff:

A. Contact the farmers market manager to get approval for issuing FMNP benefits at the market. For market manager contact information, email FMNPteam@doh.wa.gov.

   1. Talk with the market manager about the type of space needed and what time would work best for the market.
   2. Consider distributing FMNP benefits at different authorized farmer markets and farm stores in the area the agency serves. By varying the markets where FMNP benefits are issued, this helps support different markets and increases availability to participants.
B. Let participants know the location, time, and days you’ll be at the market.
   1. Remind participants they’re required to have either their WIC ID and Card Folder or another form of ID to pick up FMNP benefits.
   2. Staff must not issue FMNP benefits at the clinic on the same day as issuing at the market to prevent over issuance of FMNP benefits to participants.

C. Offer education on how to use FMNP benefits.
   • You can offer education on how to use FMNP benefits to several participants at one time, while they’re standing in line.
   • It may be helpful to have some staff issuing benefits while others are sharing benefit use education.
   • Staff can provide benefits use education at the clinic and it can be part of a nutrition education contact.

D. Prepare FMNP benefits and registers to take to the market.
   • Bundle together the packs of FMNP benefits for each register page to help staff issue benefits and document participant information.

E. Document FMNP benefits issued at the market.
   1. Use the register and active participants list:
      a. Use the same list for all FMNP benefit issuance at the market. Don’t print a new list for each market visit to prevent over issuance of benefits.
      b. Highlight participant names on the active participant list who received benefits. It may be helpful to use a different highlighter color for each market visit.
      c. Complete all the information on the register. Make sure this information corresponds to the number range of the check pack before having the participant sign.
         Note: It’s important to document the participant information on the register clearly and legibly.
      d. Keep the active participant list with clinic copies of the FMNP registers for four years.
2. Document benefit issuance in the participant’s file no more than seven days after returning to the market day. Refer to Staff Tools: Document FMNP Benefits.
Section 2: Offer Participant Education on Using FMNP Benefits

**POLICY:** Offer Participant Education on Using FMNP Benefits

Staff must offer participants, parent guardians caretakers and proxies information about how to use FMNP benefits.

The [Washington State WIC Rights and Responsibilities form](#) participants sign at their certification appointment also applies to 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. Provide all participants or parent guardians receiving FMNP benefits:

1. An FMNP benefits envelope. Refer to the “[2020 FMNP Benefits Details and Issuance Maximum](#)” in the appendix.

2. A “[WIC and Senior Farmers Market Nutrition Program](#)” brochure. Offer a printed copy or the website with the electronic copy of the brochure. The brochure has information about how to use WIC FMNP benefits, ideas for safe storage, and tips for eating more fresh produce.

   **Note:** Staff can order the printed copies of the brochure in 11 language from myPrint.

3. 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 Matching Program).

4. Notice that they have the right to report complaints and instructions on the process. This information is also included on the brochure.

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

1. The dollar value of each benefit.
2. Use FMNP benefits to buy locally grown produce (fresh fruits and vegetables, and fresh, cut edible herbs) only at authorized markets and farm stores. See “Eligible Produce" list in the Appendix.

3. Use FMNP benefits only at FMNP authorized farmers markets and farm stores.
   - Refer participants to the market and farm store list showing location and hours of operation.
   - Participants can’t use FMNP benefits at grocery stores or wholesale stores.

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

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

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

6. WIC participants can’t exchange FMNP benefits for cash.

7. WIC participants won’t get change back, even if the food items total less than the maximum value on the benefit.
   - Participants may use a combination of FMNP benefits and cash, EBT card, debit card, or other forms of payment acceptable to the grower for purchases greater than the value of the FMNP benefits.

8. Produce purchased with FMNP benefits are for the WIC participant only.

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

   **Note:** Highlight the lost benefits reported by the participant on the register. Refer to “Lost or Stolen FMNP Benefits” policy in this chapter for more information.
Section 3: Nutrition Education

**POLICY: Nutrition Education**

Staff must offer nutrition education about fresh fruits and vegetables to all 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 benefits as a second contact when the contact:
  - Includes information about fresh fruits and vegetables beyond how to use FMNP benefits.
  - Meets the requirements of a second contact, (i.e., includes the topic discussed, how the participant or caregiver feels about the topic, next steps or goals, and any additional supporting information).
  - When staff provide the fruit and vegetable education in a group session, document that education was in a group. 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.

**PROCEDURE:**

Staff:

A. Talk with FMNP participants 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 benefits at least one time within the current FMNP season.

  3. Use the FMNP benefits to open a discussion about selecting, storing, preparing, and/or eating fresh fruits and vegetables.
B. Document the fruit and vegetable nutrition education contact in the Care Plan. Refer to Staff Tools: Document FMNP Benefits.

**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. Have a facilitated group discussion about using fresh fruits and vegetables prior to offering FMNP benefit education to the group.
Section 4: Accountability and Security of Farmers Market Nutrition Program Benefits

**POLICY: Accountability of WIC Farmers Market Nutrition Program Benefits**

The local agency must account for all packs of FMNP benefits and registers received from the WIC contracted banking information services provider.

- The State WIC Office allocates FMNP benefits based on agency caseload.
- Agencies are responsible for distributing FMNP benefits at all the clinic sites.

Local agencies can transfer FMNP benefits from one clinic site to another clinic site within the agency.

Agencies must get approval from the state staff before transferring any unused FMNP benefits to another WIC agency.

**PROCEDURES:**

Staff:

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

1. Verify the benefits received.

2. Match all the benefit serial numbers with the numbers listed on the transmittal form and the registers.
   - Bundle the packs with each appropriate register page to make benefit issuance more accurate.
   - Issue the benefits in **numerical order for each check register**.

3. Both staff initial and date the transmittal form.

4. Contact state FMNP staff right away if your shipment is incorrect.

5. Keep the transmittal form on file for four years.

B. Complete a physical inventory of all FMNP benefits and registers at a minimum twice a month to ensure benefit security and program integrity.
1. Two staff must complete the inventory with date and staff initials on the Benefit Inventory Log. Refer to the “FMNP Benefit Inventory Log” in the appendix.

2. Review FMNP benefits and registers at the end of each market day to catch and correct any errors the same day.

3. Complete inventory by comparing the serial numbers of remaining FMNP benefits with the register to make sure:
   a. Staff account for all undistributed FMNP benefits.
   b. All information on the register is complete and legible for issued FMNP benefits. Follow the “Issue FMNP Benefits” policy in this chapter.

4. The coordinator or site supervisor assures all benefits and registers are accounted for at the end of the season.

**Note:** Unaccounted for benefits and registers can’t be processed and the program will not be reimbursed for those benefit values. Potentially decreasing our FMNP funds in the future.

**Best Practice:** Complete a weekly inventory of FMNP benefits and registers when:

- Staff distribute FMNP benefits at more than one location during the season, (i.e. at the clinic and at the market(s)).
- Staff issue a large number of benefits in a short period of time. This helps to ensure security and program integrity.

C. If any FMNP benefits are missing, staff need to determine if they were lost or stolen. Refer to the “Lost or Stolen FMNP Benefits” policy in this chapter for more information.

D. Contact state FMNP staff:

1. For approval before transferring undistributed FMNP benefits to a different agency. Packs of FMNP benefits are assigned to the agency.

2. If a participant returns benefits because they changed their mind and can’t use them. The state FMNP staff can help you if you want to reissue the benefits to another participant.
POLICY: Managing FMNP Benefits and Registers

Staff must:

1. Account for every pack of FMNP benefits on the register when staff issue or void a pack of FMNP benefit or when a participant reports a pack of FMNP benefit as lost or stolen.

2. Assure all FMNP registers are complete and legible.
   a. Coordinators review all completed registers prior to submitting them to the State WIC Office and fix any errors and complete any missing information.
   b. Shred all returned, expired, or destroyed benefits after October 15th and all the registers have been submitted to the state office.
      • A destroyed benefit has unreadable key features, such as valid dates, benefit ID, or value.
      • Document the date you shred the benefits on the register, next to the benefit numbers. If you shred all packs of benefits listed on one register, document “shredded” and date on the top line of the participant ID column and draw a line down the column of the entire register page.

3. Submit completed copies of all registers to the state WIC office by October 15th of the current year.

4. Keep original registers on file for 4 years.

PROCEDURE:

Staff:

A. Document FMNP benefit issuance on the register. Refer the “Issue FMNP Benefits” policy in this chapter for more information.

B. The coordinator reviews all registers to assure they’re complete and legible prior to submitting to the State WIC Office.
   1. The coordinator doesn’t have to be the one to submit the registers to the State WIC office. The coordinator can assign another staff person to email, mail, or fax copies of the registers once the coordinator has reviewed them.
C. Submit completed FMNP register to the State WIC office as soon as all packs of FMNP benefits on that register are distributed.

1. Send copies of completed FMNP registers to FMNPTeam@doh.wa.gov or fax to (360) 236-2345.

2. If mailing photocopies of completed registers to the state WIC office. You may ask the state for mailing labels. Use the following address:

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

D. Submit copies of FMNP registers not previously submitted to the State WIC Office no later than October 15th.

E. Shred all undistributed, returned, expired and destroyed benefits after October 15th.

   • For undistributed packs of FMNP benefits. Document “shredded” and the date on the register, next to the benefit numbers.

   • If you shred all packs of benefits listed on one register, document “shredded” and the date on the top line of the participant ID column and draw a line down the column of the entire register page.

F. Keep completed FMNP original registers on file at the clinic for four years.
POLICY: Lost or Stolen FMNP Benefits

Staff must not replace lost or stolen FMNP benefits.

Staff must document all participant reports of lost or stolen FMNP benefits on the FMNP lost and stolen benefit report. Submit completed report to the State WIC office by October 15th of the current year. Refer to Farmers Market Nutrition Program Lost and Stolen Benefit Report in the appendix.

PROCEDURE:

Staff:

A. Let participants know lost or stolen FMNP benefits can’t be replaced.

B. Record the lost or stolen FMNP benefit numbers, participant name, issuance date, and date on the WIC Farmers Markets Nutrition Program Lost or Stolen Benefit Report.

1. Determine the issue dates of the lost or stolen FMNP benefits. The issuance date should be located in a Sticky Note in Care Plan or Family Alert before the end of the season.

2. Identify the FMNP benefit numbers for the lost or stolen benefits. You will find the benefit numbers on the FMNP registers by locating the benefit issuance date.

C. Have the participant sign the log to document lost or stolen benefits.

D. Document details of reported lost or stolen FMNP benefits in the participant’s file.

E. Submit the complete FMNP Lost or Stolen Benefits Report to the State WIC office by October 15th of the current year.

F. Keep the WIC Farmers Market Nutrition Program Lost or Stolen Benefit Report on file at the clinic for four years.
POLICY: Security of FMNP Benefits

All FMNP benefits must be kept in a secure location and be accessible only to authorized WIC staff.

This policy applies whether staff issue benefits in the clinic or at a farmers market.

PROCEDURE:

Staff:

A. Keep FMNP benefits and registers in a secure locked area at all times.

B. Secure FMNP benefits and registers while transporting them to and from the farmers market. Never leave benefits, registers, and active participant list unattended at the farmers market.

C. Ensure a control system is in place when several staff issue FMNP benefits at the same time.

   1. Establish a control or inventory list for assigning a register page(s) to each staff person.

   2. Keep the list on file for four years.

Information:

If you keep the FMNP benefits in a fireproof lock box, place the box in a secure area.
Section 5: WIC Farmers Market Nutrition Program Complaints

POLICY: FMNP Complaints

FMNP participants, managers at authorized markets and farm stores, and authorized growers have the option to file complaints using the Farmers Market Nutrition Program Complaint Form 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 for four years 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. Inform the participant, market manager, or grower they have the right to file a complaint.
   - The Farmers Market Nutrition Program brochure has this information printed on the back cover.

B. Complete the Farmers Market Nutrition Program Complaint Form in the appendix. You can:
   - Copy the form from the manual.
   - Download it from our website. 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.
Section 6: Appendix
Guide to Writing a FMNP Policy for Benefit Issuance

What is it?
- It is a brief written policy about how your agency will fairly and equitably distribute FMNP benefits to your participants.
  - Include staff requirements to review FMNP state and local policy and current training for issuing benefits.
  - Include farmers market or farm store procedures if issuing FMNP benefits at the market.
  - Include FMNP and participant information security plan.
  - 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 for approval.
  - Keep the policy on file for four (4) years.
  - State WIC monitor staff review the policy during on-site WIC monitors.

What does it include? Consider the following at a minimum:
- When you will issue FMNP benefits (every day starting June 1st or only on Tuesdays).
- Where you will issue benefits (at the clinic and market, if issuing at the 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 benefit recipient:
  - Instructions on how to use FMNP benefits.
  - Location of authorized markets and farm stores.
  - Nutrition education on using fresh fruits and vegetables (sometime during the current FMNP season).
- Provide staff examples to ask participants about their interest and ability to use FMNP benefits in a participant centered and consistent way.
  - Examples of how staff can begin this conversation:
    - We have benefits 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 FMNP benefits before October 31?
On a scale of 0-10 how likely are you to visit a farmers market or farm store to use these benefits this season?

What questions or concerns do you have about being able to use FMNP benefits for fresh produce at local farmers markets or farm stores?

See Sample Policy on next page.
Sample Policy

Left Coast WIC will issue Farmers Market Nutrition Program (FMNP) benefits to women and children beginning June 1, 2020.

- Clinic staff will ask about a participant’s interest to receive FMNP benefits.
- Clinic staff will give benefits to interested participants on Tuesdays and Wednesdays during regular clinic hours on a first come first serves basis.
- Clinic staff will give benefits to interested participants at Summer Sun farmers market on June 15 and July 1 from 10am -2 pm.
- Each eligible participant will receive $28 per FMNP season (or one time per year).

A person is eligible for FMNP if:

- They currently receive WIC services at Left Coast WIC, and
- The participant is either a child, pregnant, breastfeeding, or non-breastfeeding postpartum participant.

WIC staff will:

- Review current state and local agency policy and complete training.
- Provide participants with instructions on how to use FMNP benefits 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.
- Complete register with all required information legibly.
- Follow security procedures when issuing FMNP benefits.
- Complete management of FMNP benefits and registers.
- Submit all completed registers and FMNP Lost or Stolen Benefits Report, if applicable, to the state office by October 15th.
Eligible WIC FMNP Foods

**CAN purchase with FMNP benefits**

<table>
<thead>
<tr>
<th>Fruits</th>
<th>Vegetables</th>
<th>Cut Herbs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Apples</td>
<td>• Alfalfa sprouts</td>
<td>• Basil</td>
</tr>
<tr>
<td>• Apricots</td>
<td>• Amaranth greens</td>
<td>• Cilantro</td>
</tr>
<tr>
<td>• Asian pears</td>
<td>• Artichoke</td>
<td>• Chives</td>
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<tr>
<td>• Blackberries</td>
<td>• Arugula</td>
<td>• Dill</td>
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<tr>
<td>• Blueberries</td>
<td>• Asparagus</td>
<td>• Fennel</td>
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<td>• Red and black figs</td>
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<td>• Other edible sprouts</td>
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**Sell to Senior only**

- Honey
Foods not Eligible at Farmers Markets

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

- 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

* Participants using Senior FMNP benefits can purchase unprocessed honey. Participants using WIC FMNP benefits can’t purchase honey.
2020 FMNP Benefit Details and Issuance Maximum

This year’s benefit packs are orange.

The approved value of the benefits packs is $28.

- One pack is the maximum amount an eligible participant can receive.
- Three packs is the maximum amount a family with three or more eligible participants can receive.
- Foster children are a household of one and must be issued their own pack and aren’t included in the family group.
- Breastfeeding infants can receive FMNP benefits only on or after their first birthday even if the breastfeeding participant had previously received FMNP benefits, not to exceed the maximum.

Staff should provide a FMNP benefit envelope when distributing FMNP benefits.
How to Screen Participant’s Interest and Ability to use FMNP Benefits

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

1. Examples of ways to talk with participants about their interest and ability to use FMNP benefits:
   a. If participants seem hesitant to take FMNP benefits, let them know they don’t have to take them.
      • Focus groups of WIC participants told us that even though participants may not want FMNP benefits and have no intention of using them, they took them 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 benefits to see if they would like to buy fruits and vegetables there. Keep some of the FMNP benefits 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 benefits in the past. If they didn’t use them, 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 benefits this year.

2. Examples of how to issue FMNP benefits and offer participants FMNP benefit use education:
   a. Issue FMNP benefits and education at the same time, group sessions are allowed.
   b. Offer FMNP benefit use 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 benefits.
   d. Issue FMNP benefits at the farmers market during market hours.
   e. Have a designated FMNP benefit pick up day, so participants who aren’t scheduled for WIC benefits can come in to pick up FMNP benefits only.

3. Inform caregiver or participant how to use FMNP benefits at authorized Farmers Market Nutrition Program markets or farm stores.
4. Provide nutrition education.

- See the “Offer Participant Education on Using FMNP Benefits” policy for more information.

- See the “Nutrition Education” policy for more information.
Lost or Stolen Benefits Report

**WIC FARMERS MARKET NUTRITION PROGRAM (FMNP)
LOST OR STOLEN BENEFITS REPORT**

<table>
<thead>
<tr>
<th>BENEFIT 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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Farmers 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.
Spanish Farmers Market Complaint Form

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? ☐ Sí ☐ 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 Benefit Inventory Log

<table>
<thead>
<tr>
<th>Receipt Date</th>
<th>Register Page #</th>
<th>Beginning/ending benefit 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)</th>
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Rev. 2/2020