



Policy and Procedure Manual

Volume 1, Chapter 8

WIC Farmers Market

Nutrition Program

Washington State WIC Nutrition Program

DOH 960-367 April 2023

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WIC Farmers Market Nutrition Program

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

POLICY: Local Agency FMNP Policy

Local agencies must:

1. 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.

Note: Staff can review the previous year's FMNP policy and update as needed to meet this requirement.

This policy must:

- Describe how the local agency plans to distribute electronic FMNP (eFMNP) benefits equitably, securely, and by the state set deadline.
- Follow WIC civil rights practices for FMNP benefits issuance and activities. Ensure that staff 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](#).
- 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 complete the FMNP training for the current season.
- Be reviewed annually by staff who issue FMNP benefits.
- Be accessible to all staff for reference.
- Be accessible to participants upon request.
- Be 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.

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.
 - 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.
 - Non-breastfeeding postpartum participants are eligible to receive FMNP benefits through the end of the month in which the infant turns 6 months of age.
4. Children ages 1 - 5 with current eligibility who have current eligibility.
 - Infants before their first birthday **aren't** eligible to participate in FMNP.
 - 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.
 - Participants, Parent Guardians, Caretakers, and Proxies must show personal identification (ID) to receive FMNP benefits.
 - See [Volume 1, Chapter 22 – Issue WIC Food Benefits](#), Identification to Receive WIC Food Benefits for a list of acceptable proof of ID.

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. Provide QR codes to participants.
 - a. Participants use QR codes for redeeming benefits at authorized farmers markets and farm stores.
 - b. State WIC staff create QR codes and send them to clinics prior to the launch of electronic benefits on June 1, 2023. Clinic staff distribute the QR codes to participants in person, electronically, or by mail depending on participant's preference. When mailing a QR code staff:
 - Verify the participant's address.
 - Include the Mailed QR Code Letter and the QR code sticker.
 - Use an opaque (security) envelope when possible. If using a regular or window envelope, wrap the Mailed QR Code Letter around the QR code sticker.
 - Write or stamp on the envelope, "DO NOT FORWARD, RETURN TO SENDER."
 - Write or stamp the return address of the WIC clinic on the envelope.

- c. After June 1, 2023, state staff will generate and provide the QR codes to participants electronically or by mail depending on participant preference.
3. Issue FMNP benefits to each eligible participant, up to the maximum for the family.
 - a. Issue FMNP benefits in Cascades on the Issue FM Food Instruments screen.
 - Cascades will only allow staff to issue the amount of FMNP benefits allowed by federal regulations.
 - Cascades documents issuance in the participant's file.
 4. Provide information about how and where to use FMNP benefits, including directing them to the closest eligible farmer's markets, what market items can be purchased, and detailing efficient use of the benefits at the market.
 5. 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:

- A. Assess participant eligibility, interest, and ability to use FMNP benefits during the appointments before the FMNP season begins, usually in February or March and document in the participant's Individual Care Plan for follow up at the next appointment during the FMNP season.
- B. View the ID of the participant, parent guardian, caretaker, or proxy before issuing food benefits.
- C. Issue benefits to participants in the amount determined by policy.
- D. Begin issuing FMNP benefits June 1st.
- E. Issue all FMNP benefits by September 30th of the current year.
 1. Participants have until October 31st 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 1st. State WIC staff can redistribute un-issued benefits.
- F. Best Practice- Document a Family Alert that eFMNP benefits were issued. Set the end date to 10/31 of the current year for the alert to dismiss at the end of the season.
- G. Document nutrition education provided around using FMNP benefits and seasonal fruit and vegetables in the participant's Individual Care Plan within the FMNP season. Refer to "[Offer Participant Education on Using FMNP Benefits](#)" and "[Nutrition Education](#)" policy in this chapter for more information.
1. If participants transfer out of state, 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 Farmers Market

Staff may issue FMNP benefits and provide fruit and vegetable nutrition education at the local farmers market during market hours.

When this option is used staff must:

1. Assure participant confidentiality at the farmers market.
 - See [Volume 1, Chapter 25 - Legal Considerations and Confidentiality](#) for more information.
2. Follow the “Use a Secure Network to Access Cascades” policy in [Volume 2, Chapter 8 – Electronic Devices, Security and Service Interruption Plan](#).
 - Staff must not use public Wi-Fi to access Cascades.
3. Follow the requirements in the “[Issue FMNP Benefits](#)” policy in this chapter.
4. Only issue FMNP benefits and provide fruit and vegetable nutrition education at the farmers market and not complete certifications or other services.
 - Staff may collect the name and phone number of potential applicants to call when back in the clinic.
 - Issuing FMNP benefits and providing a fruit and vegetable nutrition education contact at the farmers market doesn’t make the market a “clinic.”
 - See [Volume 2, Chapter 8 – Electronic Devices, Security and Service Interruption Plan](#) for more information about providing WIC services only at state-approved clinics.
5. Include procedures for issuing FMNP benefits at the farmers market in the Local Agency Farmers Market policy.
 - See the “[Local Agency FMNP Policy](#)” in this chapter.

Information:

Contact your Local Program Consultant for options if you need MiFi to issue FMNP benefits at the farmers market.

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 and where to use FMNP benefits and follow up on their redemption at subsequent appointments within the FMNP season

The [Washington WIC Rights and Responsibilities form](#) that the 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. 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 languages from myPrint.
 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 Matching Program).
- B. Explain to participants how to use the benefits including:
1. The dollar value of their benefit.
 2. Which locally grown produce can be bought using FMNP benefits (fresh fruits and vegetables, and fresh, cut edible herbs) See "[Eligible Produce](#)" list in the Appendix.

3. Which farmers markets and farm stores near them are authorized to accept FMNP benefits.
 - Refer participants to the market and farm store list showing location and hours of operation. Indicate which are closest to them.
 - Participants **can't** use FMNP benefits at grocery stores or wholesale stores.
4. How to find authorized growers at the markets that 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 at FMNPteam@doh.wa.gov.
5. After selecting locally grown produce, show the farmer the QR code, confirm the cost of the purchase, and enter the PIN into the farmer's mobile device.
 - See the [How to Use Your WIC QR Code at Authorized Farmers Markets and Farm Stores](#).
6. The deadline to use FMNP benefits is October 31st of the current year.
7. WIC participants can't exchange FMNP benefits for cash.
8. 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.
9. Produce purchased with FMNP benefits are for the WIC participant only.
10. Lost or stolen QR codes can be replaced and should be reported to clinic staff.
 - Clinic staff contact state WIC support staff at cascades.support@doh.wa.gov to replace the QR code.

- Once the QR code is replaced, the original QR code is deactivated and can't be used for transactions. A deactivated QR code can't be used even if the original PIN is known.

Section 3: Nutrition Education

POLICY: Nutrition Education

Staff must offer nutrition education about fresh fruits and vegetables to all FMNP participants within the FMNP season.

Staff must document the nutrition education in each participant's Individual Care Plan.

For participants who aren't high risk:

- Staff can use nutrition education materials about fruits and vegetables 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 and 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 next appointment about fresh fruit and vegetable intake.
 1. Encourage participants to increase their intake and variety of fresh fruits and vegetables by buying and using foods from their local farmers market or farm store.
 2. Provide information about buying, storing, and using 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 each participant's Individual Care Plan. Refer to [Staff Tools: Document FMNP Benefits](#).
 - C. Document the nutrition education topic(s) discussed and mark as "Complete" in the Care Plan – Nutrition Education.

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.
4. Encourage participants to take a fruit and vegetable online lesson through WIC Health.

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 FMNP QR codes 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 to their clinic sites.

Local agencies can transfer FMNP benefit allocation 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 QR Codes.
 1. Verify the QR codes received by sending an email to the FMNP team at FMNPteam@doh.wa.gov.
 2. Contact state FMNP staff right away at FMNPteam@doh.wa.gov regarding problems with QR codes
- B. Keep QR codes in a secure, locked location when not being issued to participants.
- C. Contact state FMNP staff:
 1. For approval before transferring undistributed FMNP benefits to a different agency.
 2. If a participant returns benefits because they changed their mind and can't use them, contact state FMNP staff for help reissuing the benefits to another participant.

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. <https://doh.wa.gov/you-and-your-family/wic/farmers-market/wic-fmnp>
 - 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 procedures if issuing FMNP benefits at the market.
 - Include FMNP and participant information security plan.
 - Share and have easily accessible to staff
 - 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 (i.e. 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).

These are required FMNP activities to include in your policy statement:

- The following are required:
 - Participants must provide ID to receive FMNP benefits.
 - Staff share instructions with participants on how to use FMNP benefits.
 - Staff share the location of authorized markets and farm stores.
 - Staff provide nutrition education on using fresh fruits and vegetables (sometime during the current FMNP season) and proper documentation of this nutrition education.
- 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?

- Do you know where your nearest farmers market or farm store is? Have you ever visited a farmer's market before?
- 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?

Sample Policy

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

- Clinic staff will ask about a participant's interest to receive FMNP benefits and view the ID of the participant, parent guardian, caretaker, or proxy before issuing food 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.

A person is eligible for FMNP if:

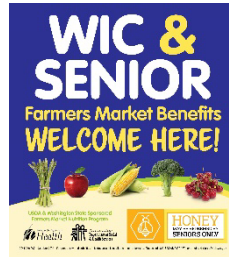
- They currently receive WIC services at Left Coast WIC, and
- The participant is either a child, pregnant, breastfeeding, or non-breastfeeding postpartum participant.

WIC staff will:


- Review current state and local agency policy and complete training.
- Confirm the amounts received match allocation for the agency.
- Keep all FMNP QR codes in a secure location to ensure benefit security and program integrity.
- Provide participants with instructions on how to use FMNP benefits, names, and the locations of authorized markets and farm stores, a description of eligible foods and the prohibition against cash change, their right to submit complaints about improper farmer/farmers market practices. To comply with CFR [248.10\(i\)](#) .

- Offer nutrition education about how to use fresh produce as an important part of WIC FMNP benefits.
- Document FMNP services and related nutrition education details in the participant's Individual Care Plan Summary - Nutrition Assessment.
- Encourage participants to talk with clinic staff if they have questions.
- Follow security procedures when issuing FMNP benefits.

Eligible WIC FMNP Foods

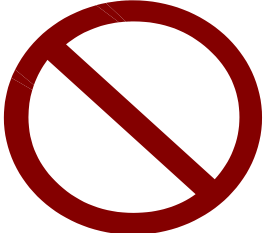


CAN purchase with FMNP benefits

Fruits	Vegetables	Cut Herbs
<ul style="list-style-type: none"> • Apples • Apricots • Asian pears • Blackberries • Blueberries • Boysenberries • Cantaloupes • Cherries • Currants • Red and black figs • Gooseberries • Grapes • Ground cherries • Huckleberries • Kiwi • Loganberries • Marionberries • Melons • Muskmelon • Nectarines • Peaches • Pears • Plums • Raspberries • Seaberries • Strawberries • Tayberries • Watermelons 	<ul style="list-style-type: none"> • Alfalfa sprouts • Amaranth greens • Artichoke • Arugula • Asparagus • Beets • Bok Choy • Broccoli • Brussels 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 edible greens • Other edible sprouts 	<ul style="list-style-type: none"> • Basil • Cilantro • Chives • Dill • Fennel • Parsley • Microgreens • Other edible cut herbs <p>Sell to Senior only</p> <ul style="list-style-type: none"> • Honey <div style="text-align: center;">  </div>

Foods not Eligible at Farmers Markets

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

Foods not eligible at farmers markets
 <ul style="list-style-type: none">▪ 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.

Farmers Market Nutrition Program (FMNP) Benefits

Use your Benefits:
June 1st to October 31st

Visit: doh.wa.gov/WIC/FarmersMarket

Look for the sign at authorized
Farmers Markets and Farm stores

WIC & SENIOR
Farmers Market Benefits
WELCOME HERE!

USDA & Washington State Sponsored
Farmers Market Nutrition Program

Washington State Department of Social & Health Services

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How to Screen Participants' Interest and Ability to use FMNP Benefits & Issue Benefits

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

1. Talking with participants about their interest and ability to use FMNP benefits:
 - a. Assess the participant's interest in increasing fresh produce intake or access to fresh produce via the regular nutrition assessment techniques.
 - b. Ask the participant if they have heard of the FMNP. 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.
 - c. Ask participants if they're familiar with or shop at farmers markets or farm stores.
 - d. 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.
 - e. If participants seem hesitant to take FMNP benefits, let them know they don't have to take them and their WIC benefits will not be impacted if they do not want to participate in FMNP.
2. How to issue FMNP benefits and offer participants FMNP benefit use education:
 - a. Distribute FMNP QR codes and education at the same time, group sessions are allowed.
 - b. 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 last date to use their benefits.
 - c. Issue FMNP benefits at the farmers market during market hours.
3. Inform parent guardian, caregiver, or participant how to use FMNP benefits at authorized Farmers Market Nutrition Program markets or farm stores.
 - See the "[Offer Participant Education on Using FMNP Benefits](#)" policy for more information.
4. Provide and document nutrition education.
 - See the "[Nutrition Education](#)" policy for more information.

Farmers Market Complaint Form**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**

- | | |
|--|--|
| <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 \$4 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 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? Si No

Sección 2 – Queja

- | | |
|--|--|
| <input type="checkbox"/> Comportamiento descortés o prejudicial | <input type="checkbox"/> Cliente no sabe cómo utilizar los cheques FMNP |
| <input type="checkbox"/> Utilizo gestos groseros o fue irreverente | <input type="checkbox"/> Productor le cobro taxes (impuestos) |
| <input type="checkbox"/> Fue amenazado o físicamente abusado | <input type="checkbox"/> Productor no le dio el valor total de \$4 del cheque FMNP |
| <input type="checkbox"/> Mercado no tenía productos agrícolas | <input type="checkbox"/> Otros: _____ |

Describe 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.