



# Alaska Farmers' Market Nutrition Program (FMNP), Senior Farmers' Market Nutrition Program (SFMNP), and WIC Program Training Manual

State of Alaska Department of Health and Social Services  
Farmers' Market Nutrition Program  
Division of Public Assistance  
130 Seward Street, Room 508  
Juneau, AK 99801  
(907) 465-3100  
Email: [wic@alaska.gov](mailto:wic@alaska.gov)

## Alaska Farmers’ Market Nutrition Program (FMNP), Senior Farmers’ Market Nutrition Program (SFMNP), and WIC Program Training Manual

### Table of Contents

A. Definitions.....	3
B. What is the WIC Farmers’ Market Nutrition Program? .....	5
C. What the WIC Farmers’ Market Nutrition Program Can Do For You. ....	6
D. How You Can Participate. ....	7
E. What are the General Requirements for Farmers’ Markets, Farmstands and Farmers? .....	9
<i>Farmers’ Markets</i> .....	9
<i>Farmers’ Markets and Farmstands</i> .....	9
<i>Farmers</i> .....	9
F. When Can I Begin to Accept WIC FMNP/SFMNP Coupons and FVVs? .....	11
G. Eligible and Non-Eligible Foods.....	11
H. How to Accept a WIC FMNP or SFMNP Coupon .....	13
I. How to Accept a Fruit and Vegetable Voucher (FVV).....	15
J. How to Correct an Error on a Fruit and Vegetable Voucher (FVV) .....	17
K. How to Get Paid .....	18
<i>FMNP Coupons and FVVs</i> .....	18
<i>SFMNP Coupons</i> .....	21
L. Monitoring Visits.....	22
M. Sanctions for Program Violations.....	22
N. Fair Hearing/Administrative Appeals.....	22
O. Terminations .....	24
P. Civil Rights Violations .....	25
Q. Program Violation Complaints .....	25
R. Discrimination Complaints.....	25
S. Other Resources .....	25
T. Any Other Problems, Questions or Suggestions .....	25
Appendix A: FMNP/SFMNP Coupon and Fruit & Vegetable Voucher (FVV) Comparison.....	26

## A. Definitions

**AK DHSS** stands for Alaska Department of Health and Social Services. This is also sometimes referred to as the State Agency throughout this document.

**Compliance Buy** means a covert, on-site investigation in which a representative of the WIC Program, FMNP and/or SFMNP poses as a participant, parent or caretaker of an infant or child participant, or proxy, transacts one or more food instruments (FIs) or FVVs, and does not reveal during the visit that he or she is a WIC Program, FMNP and/or SFMNP representative.

**Coupon** means a coupon, food instrument (FI), warrant, voucher, or other negotiable financial instrument by which benefits under the WIC Program, FMNP, and SFMNP are transferred to recipients.

**Days** means calendar days.

**Eligible Foods (FMNP and SFMNP)** means fresh, nutritious, unprepared, **locally grown**, WIC approved fruits, berries, vegetables and herbs for human consumption. Eligible foods **may not be processed** or prepared beyond their natural state except for usual harvesting and cleaning processes. Dried fruits and vegetables, honey, maple syrup, cider, juices, nuts, seeds, eggs, meat, cheese and seafood are examples of foods not eligible for purposes of the FMNP and SFMNP.

**Eligible Foods (FVVs)** means any combination of WIC approved fresh fruits and vegetables. **They do not have to be grown in Alaska.** This includes whole or cut varieties. They may not have any added sugars, fats or oils. Edible blossoms or flowers, **herbs or spices**, fruit leathers or fruit roll-ups, **white potatoes**, vegetable-grain or fruit-nut mixtures, dried fruits and vegetables, canned or dried mature legumes, honey, maple syrup, cider, juices, nuts, seeds, eggs, meat, cheese and seafood are examples of foods not eligible for purposes of the FVV.

**Employee Fraud and Abuse** means the intentional conduct of a State, local agency or clinic employee which violates WIC Program, FMNP, or SFMNP regulations, policies, or procedures, including, but not limited to, misappropriating or altering FIs or FVVs, entering false or misleading information in case records, or creating case records for fictitious participants.

**Farmer** means an individual authorized by the State Agency to sell eligible fruits and vegetables to participants at a farmers' market or farmstand. Individuals who

exclusively sell produce grown by someone else, such as wholesale distributors, cannot be authorized to participate in the FMNP and SFMNP. This is also sometimes referred to as Farmer Vendor throughout this document. For purposes of this agreement, this includes the term “Farmer” as defined in WIC Farmers’ Market Nutrition Program (FMNP), 7 C.F.R. § 248.2, and Seniors FMNP, 7 C.F.R. § 249.2, and in Special Supplemental Nutrition Program for Women, Infants and Children (WIC), 7 C.F.R. § 246.2.

**Farmers' Market** means an association of local farmers who assemble at a defined location and scheduled time for the purpose of selling their produce directly to consumers.

**Farmstand** means a location at which a single, individual farmer sells his/her produce directly to the consumer. This is in contrast to a group or association of farmers selling their produce at a farmers’ market.

**FMNP** stands for Farmers' Market Nutrition Program.

**Fruit and Vegetable Voucher (FVV)** means a check with a specific dollar value (for example, \$6, \$10, or \$15) which can be used only to obtain authorized fruits and vegetables.

**Local Agency** means any nonprofit entity or local government agency which issues FMNP/SFMNP coupons and FVVs, and provides nutrition education and/or information on operational aspects of the FMNP, SFMNP, and FVVs to participants.

**Locally Grown** means produce grown only within Alaska borders. Under no circumstances can produce grown outside of Alaska be considered eligible for the FMNP and SFMNP.

**Participants** means pregnant women, breastfeeding women, postpartum women, infants and children who are receiving supplemental foods or FIs or FVVs under the WIC Program, FMNP and/or SFMNP, and the breastfed infants of participant breastfeeding women.

**Participant Violation** means any intentional action of a participant, parent or caretaker of an infant or child participant, or proxy that violates Federal or State statutes, regulations, policies, or procedures governing the WIC Program, FMNP and SFMNP. Participant violations include intentionally making false or

misleading statements or intentionally misrepresenting, concealing, or withholding facts to obtain benefits; exchanging FVVs, FIs or supplemental foods for cash, credit, non-food items, or unauthorized food items, including supplemental foods in excess of those listed on the participant's FI; threatening to harm or physically harming clinic, farmer or vendor staff; and dual participation.

**Proxy** means any person designated by a woman participant, or by a parent or caretaker of an infant or child participant, to obtain and transact FIs or FVVs or to obtain supplemental foods on behalf of a participant. The proxy must be designated consistent with the State agency's procedures established pursuant to § 246.12 (r) (1). Parents or caretakers applying on behalf of child and infant participants are not proxies.

**Senior Citizen Participant** means eligible low-income seniors age 60 and over.

**SFMNP** stands for Senior Farmers' Market Nutrition Program.

**USDA** stands for United States Department of Agriculture.

**WIC** stands for Special Supplemental Nutrition Program for Women, Infants and Children.

## **B. What is the WIC Farmers' Market Nutrition Program?**

The WIC Farmers' Market Nutrition Program (FMNP) was enacted July 2, 1992, as Public Law 102-314. The Healthy Meals for Healthy Americans Act of 1994 amended Public Law 102-314. In 2001 the Senior Farmers' Market Nutrition Program was created to serve eligible senior citizen participants sixty and older who meet income guidelines (SFMNP). The WIC Program added fruits and vegetables to the food package in 2008. The FMNP, SFMNP, and WIC Program are funded by federal grants from USDA, Food and Nutrition Services to state agencies that administer the programs, (for instance, the Department of Health and Social Services in Alaska). The FMNP and SFMNP provide locally grown fresh fruits, vegetables and fresh cut herbs to pregnant, breast-feeding, and post-partum women, infants and children (ages 1-5), and seniors over the age of 60, who are nutritionally at risk, meet income requirements, and live in the Alaska. While the WIC Fruit and Vegetable Voucher provides fresh fruits and vegetables to pregnant, breast-feeding, and post-partum women and children (ages 1-5) who participate in the WIC program.

The major purpose of the WIC Program, FMNP, and SFMNP is to provide a combination of nutrition education, nutritious foods, and health care oversight to eligible women, infants, children and seniors. Nutrition education is provided to all WIC, FMNP, and SFMNP participants, including parents, caregivers and guardians of infants and children (ages 1-5), seniors, and proxies to ensure that the supplemental foods provided will be used properly. Each WIC Local Agency has at least one qualified nutritionist on staff; encouraging participants to purchase and use fresh fruits, vegetables, and fresh cut herbs.

The program's goals are achieved by distributing five (5) \$5.00 FMNP coupons to participants who are already receiving other WIC Program benefits. SFMNP coupons (5-\$5) are distributed by local senior or other non-profit agencies. WIC FMNP and SFMNP benefits are in the form of coupons that are redeemed for fresh fruits, vegetables and fresh cut herbs from local authorized Farmer Vendors at designated Farmer Market sales locations.

Eligible WIC participants will also receive one FVV each month with a specific dollar value (for example, \$6, \$10, or \$15) which can be used only to obtain fruits and vegetables (no herbs) from local authorized grocery stores or authorized Farmer Vendors. Using WIC FMNP and FVV benefits provides an opportunity for WIC participants to interact with local farmers; provides a new alternative to participants for purchasing fresh produce; and helps to improve participants' diets, while improving their nutrition.

### **C. What the WIC Farmers' Market Nutrition Program Can Do For You.**

The WIC Farmers' Market Nutrition Program (FMNP) offers farmers the opportunity to help those in their community who are nutritionally at risk, while increasing direct marketing opportunities for local farmers and increase their incomes.

In addition, Farmer Vendors will receive a \$5.00 payment for each FMNP coupon deposited into their bank account and for each SFMNP coupon received by the assigned payment agency for processing. Also, Farmer Vendors will receive payment for the actual amount of fruits and vegetables purchased (up to the specified limit) on each FVV.

## **D. How You Can Participate**

WIC FMNP/SFMNP coupons and FVVs can only be accepted by authorized Farmer Vendors at designated farmers' market and farmstand locations that have been approved by Alaska WIC, FMNP, and SFMNP and display the "WIC Farmers' Market, Senior Farmers' Market Coupons and Fruit and Vegetable Vouchers (FVVs) Welcome Here!" sign. The criteria a farmer must meet to become an authorized WIC FMNP Farmer Vendor include:

1. Meet the definition of "farmer" as defined in this paragraph. Farmer means "an individual authorized to sell eligible fruits and vegetables at participating Farmers' Market or Farmstand Location(s)". Individuals who exclusively sell produce grown by someone else, such as wholesale distributors cannot be authorized to participate in WIC FMNP and SFMNP.
2. Be authorized by Alaska WIC, FMNP, and SFMNP, and the approved fruits, vegetables and fresh cut herbs sold by the farmer are Alaska self-grown or locally grown.
3. The farmer must not be in violation of other Food and Nutrition Service (FNS) programs such as Food Stamps; and
4. The farmer must not be currently disqualified, sanctioned or under investigation by the Food Stamp Program.

WIC, FMNP, and SFMNP reserve the right to waive any of these criteria.

Overview of the application process:

1. An interested farmer completes and returns a FMNP Farmer Application Form to the WIC State Agency;
2. If authorized, then a State Agency Farmers' Market/Farmstand/Farmer Agreement and other forms (i.e., WIC FMNP Banking Information form) are sent to the applicant;
3. The signed State Agency Farmers' Market/Farmstand/Farmer Agreement (signature page only) and WIC FMNP Banking Information form are returned to WIC State Agency;

4. State Agency Farmers' Market/Farmstand/Farmer Agreement is reviewed and approved by WIC State Agency. When the authorization application processes have been completed and if approved, then the WIC State Agency will mail you a start-up package. This **start-up package** distributed to all participating Farmer Vendors will include:

- a. A single self-inking stamp with a uniquely assigned Farmer Number;
- b. Alaska FMNP, SFMNP, and WIC Training Manual; and
- c. A "WIC Farmers' Market, Senior Farmers' Market Coupons and Fruit and Vegetable Vouchers (FVV) Welcome Here!" sign with current year decal attached.



WIC, FMNP, and SFMNP reserve the right to set an application deadline (currently May 15<sup>th</sup>). The State Agency Farmers' Market/Farmstand/Farmer Agreement is only valid for one market season, currently from June 1<sup>st</sup> through October 31<sup>st</sup>. This means that Farmers' Markets, Farmstands, and Farmers will need to complete the application process each year if they want to continue participating in the WIC Program, FMNP, and SFMNP.

If the farmer applicant is not authorized by the WIC State Agency, then you cannot participate in the WIC Program, FMNP, or SFMNP. All applicants that are denied authorization, after a State Agency Farmers' Market/Farmstand/Farmer Agreement has been submitted will receive written notification of their non-selection and their right to appeal.

For additional information about the authorization application process, contact:

State of Alaska Department of Health and Social Services  
Family Nutrition Programs-WIC  
Division of Public Assistance  
130 Seward Street, Room 508  
Juneau, AK 99801  
(907) 465-3100  
Email: [wic@alaska.gov](mailto:wic@alaska.gov)

## **E. What are the General Requirements for Farmers' Markets, Farmstands and Farmers?**

### *Farmers' Markets must:*

1. Provide WIC, FMNP, and SFMNP information and training to farmers requesting authorization to participate in these programs.
2. Provide the AK DHSS with the location and scheduled dates and hours of market operation.

### *Farmers' Markets and Farmstands must:*

1. Be located in an area where the WIC Local Agency and/or Local Senior Agency is able to provide the necessary services required to administer the WIC Program, FMNP, and SFMNP.
2. Be located in an area that serves enough eligible WIC, FMNP, and SFMNP participants to justify the need for the farmers' market or farmstand.
3. Be open for a minimum of four hours on at least one day a week.
4. Include enough authorized farmers participating in the market or if a farmstand, enough variety and quantity of produce to meet the demand of eligible WIC, FMNP, and SFMNP participants in the area it serves.

### *Farmers' Markets, Farmstands, and Farmers must:*

1. Accept training on WIC Program, FMNP, SFMNP procedures, and provide training to any employees with WIC Program, FMNP, and SFMNP responsibilities on such procedures.
2. Assure that WIC FMNP and SFMNP coupons and Fruit and Vegetable Vouchers (FVVs) are redeemed only after receiving a copy of this agreement, a farmer number stamp, and an annual decal to display verifying that s/he is authorized to participate in the 2010 WIC Program, FMNP, and SFMNP.

3. Accept WIC FMNP and Senior FMNP coupons and Fruit and Vegetable Vouchers (FVVs) only at this or other FMNP and Senior FMNP authorized farmers' markets or farmstands.
4. Display the "WIC Farmers' Market, Senior Farmers' Market Coupons and Fruit and Vegetable Vouchers (FVVs) Welcome Here!" sign during the market days when selling eligible produce.
5. Provide equitable treatment of Alaska State WIC, FMNP, and SFMNP customers, including the availability of produce that is of the same quality and no greater price as that sold to other customers.
6. Provide the AK DHSS with any information it has available which the Farmers' Market or AK DHSS deems necessary to track the impact of the WIC FMNP, Senior FMNP, and FVVs on the market or farmstand, including information required for annual reports to the USDA, Food and Nutrition Services.
7. Comply with applicable state and federal regulations pertaining to Civil Rights and Nondiscrimination.
8. Cooperate with AK DHSS staff in monitoring for compliance with WIC Program, FMNP, and SFMNP procedures.
9. Be accountable for actions of farmers or employees in the provision of foods and related activities.
10. Pay the AK DHSS for any WIC FMNP and Senior FMNP coupons and FVVs transacted in violation of the agreement.
11. Not seek restitution from WIC, FMNP, and SFMNP participants for coupons or FVVs not paid or partially paid by AK DHSS.
12. Safeguard WIC, FMNP, and Senior FMNP participant information.
13. Notify the AK DHSS when and if a farmers' market/farmstand/farmer ceases operation prior to the end of the authorization period.

## F. When Can I Begin to Accept WIC FMNP/SFMNP Coupons and FVVs?

Once you receive your individually assigned Farmer Number, stamp and copy of your signed State Agency Farmers' Market/Farmstand/Farmer Agreement you may begin accepting WIC FMNP coupons, FVVs and SFMNP coupons (in those areas where authorized). Please note that if you redeem any WIC FMNP/SFMNP coupon or FVV prior to receiving your stamp you will not get paid. Under no circumstances should you accept any WIC FMNP/SFMNP coupons or FVVs until you receive your "**start-up package**". If you have any questions about when to begin accepting WIC FMNP/SFMNP coupons or FVVs, you may contact the WIC State Agency at (907) 465-3100.

Participating Farmer Vendors are required to post in a conspicuous location at your selling site a **WIC Farmers' Market, Senior Farmers' Market Coupons and Fruit and Vegetable Vouchers (FVVs) Welcome Here! sign with the current year decal attached**, supplied to you by the WIC State Agency. WIC participants will look for this poster which identifies you as being an authorized Farmer Vendor that is eligible to accept WIC FMNP/SFMNP coupons and FVVs. If you need additional signs for multiple selling sites, please contact WIC State Agency.

## G. Eligible and Non-Eligible Foods

WIC approved fruits, vegetables and fresh cut herbs that are **locally grown** may be purchased with WIC FMNP/SFMNP coupons. Eligible foods **may not be processed** or prepared beyond their natural state except for usual harvesting and cleaning processes.

FMNP/SFMNP coupons cannot be used to purchase baked goods, meats, flowers, dried fruits and vegetables, ornamental corn, gourds, seafood, eggs, dairy products nuts, or processed foods, such as jams, jellies, honey, maple syrup, candies, juices, or cider.

Fruit and Vegetable Vouchers (FVVs) can be used to purchase any combination of WIC approved fresh fruits and vegetables. **They do not have to be grown in Alaska.** This includes whole or cut varieties. They may not have any added sugars, fats or oils. FVVs cannot be used to purchase edible blossoms or flowers, herbs or spices, fruit leathers or fruit roll-ups, white potatoes, baked goods, meats, vegetable-grain or fruit-nut mixtures, dried fruits and vegetables, canned or dried mature legumes, ornamental corn, gourds, seafood, eggs, dairy products, nuts or processed foods, such as jams, jellies, honey, maple syrup, candies, juices, or cider.

## List of WIC Approved Foods

### *Fruits and Berries: (FMNP, SFMNP and FVV)*

- Apples
- Blackberries
- Blueberries
- Boysenberries
- Cantaloupe
- Cherries
- Loganberries
- Marionberries
- Peaches
- Pears
- Plums
- Pumpkins \*\*
- Raspberries
- Rhubarb
- Strawberries

### *Fresh Cut Herbs: (FMNP and SFMNP only – not eligible foods for FVV) \**

- Basil
- Chives
- Cilantro
- Dill
- Mint
- Oregano
- Parsley
- Rosemary
- Sage
- Tarragon
- Thyme

### *Vegetables: (FMNP, SFMNP and FVV)*

- Artichokes
- Asparagus
- Beans (green, purple, white, string)
- Beets
- Bok Choy
- Broccoli
- Brussels Sprouts
- Cabbage
- Carrots
- Cucumbers
- **Garlic \***
- Greens
- Kale
- Kohlrabi
- Leeks
- Lettuce
- Mushrooms
- Napa Cabbage
- Peppers (hot) \*\*
- Peppers (sweet) \*\*
- **Potatoes (white) \***
- Potatoes (sweet)
- Radishes
- Rutabagas
- Snow Peas
- Spinach
- Squash \*\*

- Cauliflower
- Celery
- Chard
- Corn
- Onions (green)
- Onions (white)
- Parsnips
- Peas
- Tomatoes
- Turnips
- Yams (orange)
- Zucchini

**\* Not eligible for FVVs    \*\* Edible varieties for human consumption only**

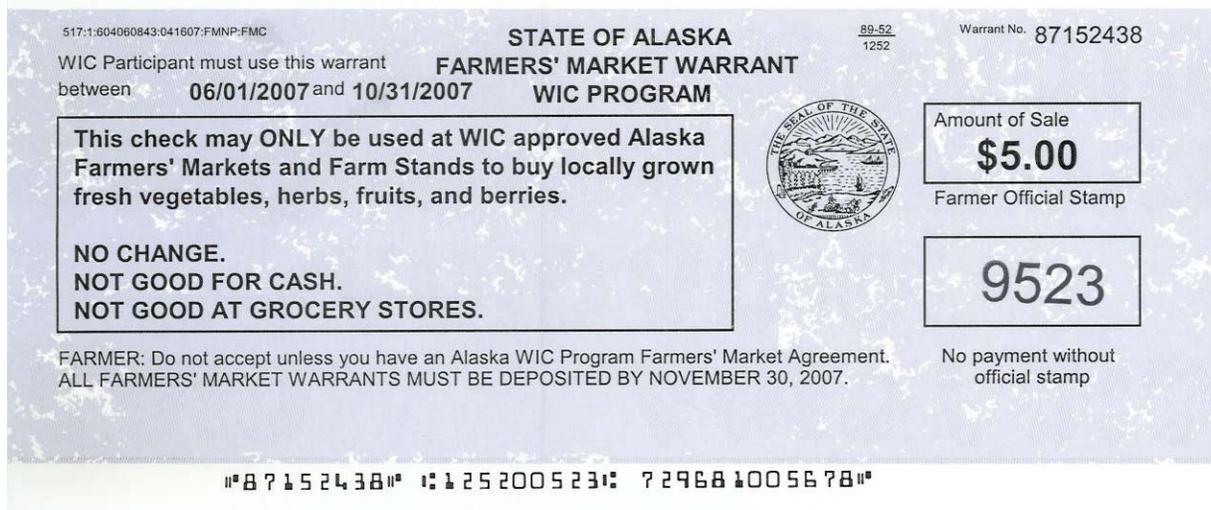
If you have a question as to the eligibility of an item you have grown or your growing location(s), please call the WIC State Agency at (907) 465-3100.

## **H. How to Accept a WIC FMNP or SFMNP Coupon**

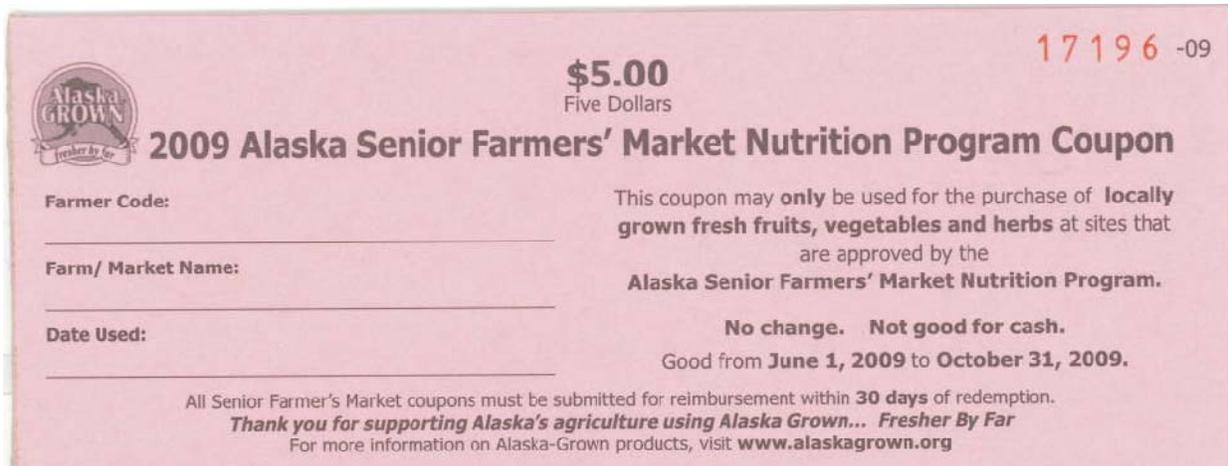
1. Only accept WIC FMNP and SFMNP coupons at FMNP and/or SFMNP authorized farmers' markets and farmstands.
2. Only accept WIC FMNP and/or SFMNP coupons for **eligible**, unprocessed, fresh, locally grown fruits, vegetables and herbs.
3. Provide customers with the full amount of produce for the value of each FMNP and/or SFMNP coupon. Each coupon is worth \$5.00. If the purchase is less than this amount, offer to add produce to the purchase to equal the \$5.00 amount. **Do not give change.**
4. Only accept WIC FMNP and/or SFMNP coupons within the valid market dates of June 1st through October 31st. WIC FMNP and/or SFMNP coupons redeemed outside of the valid market dates will not be paid.
5. Only accept WIC FMNP and/or SFMNP coupons during the year printed on the face of the coupon. WIC FMNP and/or SFMNP coupons redeemed outside of the current year will not be paid.
6. Clients may combine multiple FVVs, FMNP and/or SFMNP coupons in a single transaction.
7. Allow WIC participants to pay the difference if the total of their fruit and vegetable purchase is over the amount printed on the WIC FMNP or SFMNP coupons. Clients may use cash, check, credit or debit card, or Food Stamps EBT card (if Farmer Vendor has this ability).

8. **Do not charge nor collect sales tax** in conjunction with any WIC FMNP and/or SFMNP coupon transaction, except for any portion that exceeds the amount printed on the coupon.
9. Stamp the "Farmer Number" in the appropriate area on the WIC FMNP or SFMNP coupon before redeeming it.

### Sample Alaska WIC FMNP Coupon



### Sample Alaska WIC SFMNP Coupon



## I. How to Accept a Fruit and Vegetable Voucher (FVV)

1. Only accept FVVs at FMNP authorized farmers' markets and farmstands.
2. Only accept FVVs for **eligible**, fresh fruits and vegetables.
3. Each FVV is worth the amount printed on the face of the voucher. Currently these values are \$6, \$10, or \$15. If the purchase is less than the amount printed on the face of the FVV, offer to add produce to the purchase to equal the specified amount. **Do not give change.** See the “not to exceed” box on the sample FVV.
4. Clients may combine multiple FVVs, FMNP and/or SFMNP coupons in a single transaction.
5. Allow WIC participants to pay the difference if the total of their fruit and vegetable purchase is over the amount printed on the FVV. Clients may use cash, check, credit or debit card, or Food Stamps EBT card (if Farmer Vendor has this ability).

For example, if the participant's fruit/vegetable purchase totals \$10.50 and her FVV maximum value is \$10, the participant should be offered the option to pay the 50 cents difference using her own funds. If she chooses to pay the difference the cashier will enter \$10 on the FVV and collect the 50 cents from the participant. If the participant declines to pay the difference, she may instead decide to reduce her purchase by returning an item back to the Farmer Vendor.

6. Check the picture or signature identification (ID) of the participant/proxy. The FVV must have the word “proxy” printed on it in order for someone else other than the participant to use it. If the participant/proxy does not meet one or both of these requirements, tell them the State Agency does not allow you to accept their FVV.
7. Write in the actual amount of sale on the FVV before the participant/proxy signs it. The total purchase price amount entered on the face of the FVV must never exceed the not to exceed amount printed on the FVV. See the “actual amount of sale” and “not to exceed” boxes on the sample FVV.

8. The FVV must be signed by the participant/proxy sign in the presence of the cashier. See the “signature” box on the sample FVV.
9. **No substitutions, cash, credit, refunds or exchanges are allowed.** This is a serious violation of WIC regulations subject to fines and/or termination from WIC State Agency for both the vendor and participant. Instead, politely inform the participant that you are unable to process their request as it is against WIC Program, FMNP, and SFMNP rules. Refer them to their Local Agency/SFMNP agency and inform the Local Agency(WIC) so they can help educate the participant appropriately.
10. Only accept FVVs within the dates (30 days) printed on the face of the FVV. In addition, FVVs may only be accepted during the valid market dates of June 1st through October 31st. FVVs redeemed outside of the 30 days printed on the face of the FVV and/or the valid market dates will not be paid.
11. **Do not charge nor collect sales tax** in conjunction with the FVV portion of any transaction. Payment for the excess portion over the FVV amount is subject to any tax which applies to non-WIC purchases of fruits and vegetables.
12. Stamp the "Farmer Number" in the appropriate area on the FVV before redeeming it. See the “vendor stamp” box on the sample FVV.

### Sample Alaska WIC FVV

500 01 99999999 101607..

Not to exceed \$6  
Valid between 06/15/2010 and 07/15/2010

STATE OF ALASKA  
TREASURY WARRANT  
WIC PROGRAM

82-02  
1202

Warrant No. 83773379

W319758

Name	Signature
Mother Or Father for Baby	

Actual Amount of Sale  
\$

Vendor Stamp

Vendor must deposit by 08/15/2010  
or Warrant will be deemed paid

**\$6 (six dollars) Fruits and Vegetables: Fresh, frozen, or canned (any container allowed)**

**Participant may pay amount over value of voucher**

**No change given**

⑈83773379⑈ ⑆125200523⑆ 729681005678⑈

## J. How to Correct an Error on a Fruit and Vegetable Voucher (FVV)

If an error is made during a FVV transaction, the following procedures must be followed to correct the error. Failure to follow these procedures may cause the warrant to be rejected by the bank.

- 1) If the wrong “total amount of sale” or “transaction date” is written on a WIC warrant follow the steps below to correct the error:
  - a) Draw a single line through the incorrect amount or date to ensure that these are still readable.
  - b) Clearly write the correct amount next to it in ink.
  - c) The Farmer Vendor must initial the correction written next to the corrected amount on the warrant.

Once the FVV has been properly corrected, it may be stamped with the "Farmer Number" and deposited at the Farmer Vendor's bank.

### Sample Alaska WIC Corrected FVV

**Corrected Dates**

**Corrected Amount of Sale**

STATE OF ALASKA  
TREASURY WARRANT  
WIC PROGRAM

Not to exceed \$6  
Valid between 06/15/2010 and 07/15/2010

Warrant No. 83773379

FV 7-7-10  
7-6-10  
Mother  
Mother Or Father for Baby

Actual Amount of Sale  
\$ 6.00 FV  
~~10.63~~

1609  
Vendor Stamp

Vendor must deposit by 08/15/2010  
or Warrant will be deemed paid

\$6 (six dollars) Fruits and Vegetables: Fresh, frozen, or  
canned (any container allowed)

Participant may pay amount over value of voucher

No change given

#83773379# 1252009230 729681005678#

## K. How to Get Paid

### *FMNP coupons and FVVs*

1. All authorized Farmer Vendors must have a bank checking account, in order to deposit the WIC FMNP coupons and FVVs accepted by him/her. The Farmer Vendor may not sign WIC FMNP coupons or FVVs over to any third party.
2. **Deposit all WIC FMNP coupons at your bank no later than November 30th.** WIC FMNP coupons deposited after this date will not be paid.
3. **Deposit all FVVs within 60 days of the first valid date printed on the FVV.** The first date and last dates that FVVs can be used is printed on the face of each FVV (see section labeled “valid between these dates” on sample FVV.) FVVs deposited after this 60 day grace period will not be paid.
4. In addition to items 3 and 4 above, WIC FMNP and FVVs accepted by you after October 31st will not be paid.
5. The WIC State Agency operates a “pre-edit” system which ensures that all WIC FMNP coupons and FVVs are screened by KeyBank prior to payment. During this process, KeyBank verifies that:
  - a. WIC FMNP coupons and FVVs are error-free. WIC FMNP coupons and FVVs without any errors are paid as usual. The vendor’s account with the bank of deposit is automatically credited with the purchase price on the WIC FMNP coupon /FVV through the Automated Clearing House.
  - b. WIC FMNP coupons and FVVs are within allowable limits based on the printed dollar value.

The WIC State Agency authorizes KeyBank to return WIC FMNP coupons and FVVs unpaid to the Farmer Vendors (with the reasons stamped on the WIC FMNP coupon/FVV) if there are errors on the WIC FMNP coupon/FVV.

Some errors are “fatal” and cannot be corrected, while other error conditions may be corrected. For these amendable errors, the WIC FMNP coupon /FVV

together with a completed “Request Form for WIC FMNP coupon /FVV Electronic Reimbursement Payment” are mailed to:

Key Client Services  
 NY– 31– 17 – 0170  
 AK Reimbursement  
 17 Corporate Woods Blvd.  
 Albany, New York 12211

Detailed below is a list of the different types of errors detected through the pre-edit process; the descriptions and consequences to the Farmer Vendors:

S/N	Types of Errors	Description	Consequences to Vendors
1	Missing Authorized Vendor Stamp	WIC FMNP coupon/FVV is missing vendor stamp	Errors should be corrected and the WIC FMNP coupons/FVVs re-deposited at KeyBank
4	Illegible Vendor Stamp/Number	Vendor Stamp/Number cannot be read - is illegible	
2	Invalid Vendor Stamp/Number	Vendor stamp or number is not authorized by the State of Alaska	
18	MICR Discrepancy	The amount encoded (Magnetic Ink Characters read) by the depositing bank does not agree with the amount in the actual amount of sale box. Depositing bank should re-qualify the encoded amount with the correct amount and re-deposit the item	
9	Altered Purchase Price	Actual amount of sale has been altered or changed on the WIC FVV	
16	Void	WIC FMNP coupon/FVV should not have been issued to the participant	
3	Altered Vendor Stamp	Vendor Stamp/Number has been altered	Errors are fatal. WIC FMNP coupons/FVVs cannot be re-
5	Missing Signature	Signature of WIC participant is missing on the FVV	
6	Other Alterations	Alterations to other elements of the WIC FMNP coupon/FVV	
7	Stale Date/Expired Date	WIC FMNP coupon/FVV was deposited after the date specified on the WIC FMNP coupon/FVV	
9	Altered Purchase Price	Actual amount of sale has been altered or changed on the WIC FMNP coupon	
10	Missing Purchase Price	Actual amount of sale was not recorded in the designated box on the FVV	

11	Altered Signature	Signature of WIC participant has been altered or changed on the FVV	deposited at KeyBank
12	Altered Date	Valid dates been altered or changed on the WIC FMNP coupon or FVV	
13	Transaction Date Not Valid	Transaction date not between valid dates or is missing on the WIC FMNP coupon/FVV	
14	Future Date	Date deposited by vendor is prior to the valid first date of the WIC FMNP coupon/FVV	

**Alert: Your depository bank may charge a return check-handling fee for each improperly deposited WIC FMNP coupon/FVV. WIC State Agency cannot pay any bank handling fees that you may be charged. To avoid this unnecessary expense, it is critical that you check each WIC FMNP coupon/FVV for errors prior to depositing it:**

- a. Is the farmer number stamped in the correct box?
  - b. Is the participant signature in the correct box? (FVVs only)
  - c. Was the WIC FMNP coupon/FVV accepted during the specified dates?
  - d. Will you deposit the WIC FMNP coupon/FVV before the specified deadline?
6. The corrected WIC FMNP coupons and FVVs and, the completed “Request Form for WIC Warrant/FVV Electronic Reimbursement Payment” must be received by KeyBank **within 30 days of rejection**. WIC FMNP coupons or FVVs received after this 30 day grace period will not be paid.

KeyBank electronically sends the request for reimbursement to the WIC State Agency. The state agency reviews the electronic data and determines whether the FMNP coupons/FVV will be allowed for payment and the amount at which it would be paid. Once every week, KeyBank processes all reimbursement payments approved by the WIC State Agency by crediting the vendor’s bank of deposit through the Automated Clearing House System.

A Reimbursement Statement created by KeyBank, which details the items being reimbursed, the requested amount, the payment amount and the grand total, is mailed to the vendor's address.

7. If a purchase price goes over the "not to exceed" amount printed on the face of the FVV, the FVV is not deemed as having errors and, the bank will not return the FVV to the vendor. Rather, the vendor is paid the maximum dollar value printed on the face of the FVV. This amount is credited to the vendor's bank of deposit through the Automated Clearing House System.

### *SFMNP coupons*

1. Request reimbursement of all SFMNP coupons **within 30 days of receipt**. *Do not wait until the end of the season for coupon reimbursement.* Send a completed SFMNP Coupon Reimbursement form along with original SFMNP coupons to the assigned payment agency for processing. Farmers or Farmers' Market managers in the Kenai, Anchorage, Copper Center or Mat-Su regions currently redeem SFMNP coupons at United Way of Mat-Su in Wasilla. Farmers in the Fairbanks, Nenana Delta Junction, and Dillingham areas currently redeem SFMNP coupons at North Star Council on Aging in Fairbanks.
2. Checks will be available on the 15<sup>th</sup> of the month for approved SFMNP reimbursement requests that are **received** by the assigned payment agency before the 10<sup>th</sup> of the month. Checks will be available on the 30<sup>th</sup> of the month for approved SFMNP reimbursement requests that are **received** by the assigned payment agency before the 25<sup>th</sup> of the month. If you would like your check mailed to you, please provide the assigned payment agency with a stamped self addressed envelope. If you would like to pick up your check, please call the assigned payment agency before coming to the office to ensure that someone is available to give you your check.
3. **All reimbursements of SFMNP coupons must be processed no later than December 31<sup>st</sup> by the assigned payment agency.** In accordance with the guidelines in item 2 above, SFMNP coupons received after November 30th will not be paid.
4. The Farmer Vendor may not sign WIC FMNP coupons over to any third party.

5. In addition to items 1, 2 and 3 above, SFMNP coupons accepted by you after October 31st will not be paid.

## **L. Monitoring Visits**

The United States Department of Agriculture and Alaska WIC, FMNP and SFMNP require that visits be made to authorized Farmer Vendors to ensure that all procedures for the WIC Farmers' Market Nutrition Program, including SFMNP and FVV, are being followed. All results of these visits will be reported by Alaska WIC, FMNP and SFMNP. If you have any concerns about WIC, FMNP, or SFMNP, please inform the monitoring person at the time of their visit.

## **M. Sanctions for Program Violations**

As part of the state plan of operations for the Farmers' Market Nutrition Program, Senior Farmers' Market Nutrition Program, and WIC Program the USDA requires the Alaska Department of Health to use a procedure, called Sanctions for documenting program violations. Sanctions are required to ensure that the correct FMNP coupon, SFMNP coupon, and FVV redemption procedures are followed. Farmer Vendors may be removed from the program, based upon non-compliance documented during a Compliance Buy. Sanctions may be imposed by the WIC State Agency on a Farmer Vendor found in violation of WIC Program, FMNP, or SFMNP rules and regulations. First-time violators will be issued a warning letter, advising them of violations. Second-time violators will be required to attend mandatory training. Third-time violators will have their WIC, FMNP, and SFMNP authorizations terminated.

A pattern of violations or non-compliance is defined as two (2) or more instances that occurred during the current FMNP and SFMNP season. For the first occurrence of a pattern of violations or non-compliance, the Farmer Vendor will be disqualified for the remainder of the current season and the following FMNP and SFMNP season.

Violations that are subject to sanctions include, but are not limited to the following:

1. Selling non-eligible foods for FMNP/SFMNP coupons and/or FVVs

2. Failure to verify the WIC participant's signature at time of purchase for FVV<sub>s</sub>
3. Providing cash or change for purchases that are less than the value of the FMNP coupon, SFMNP coupon and/or FVV
4. Entering a different amount than the actual amount of sale on the FVV
5. Exchanging any FMNP coupon, SFMNP coupon and/or FVV for cash
6. Charging tax on FMNP/SFMNP/FVV purchases
7. Failure to allow monitoring or training, including the review of checks redeemed, records required for federal tax records, as well as inventory records of any produce grown by another Farmer exchanged for FMNP/SFMNP/FVV checks
8. Depositing and/or requesting reimbursement for any FMNP coupon, SFMNP coupon and/or FVV that was used by an unauthorized Farmer or at an unauthorized Farmers' Market or Farmstand
9. Accepting FMNP/SFMNP/FVV checks at a location other than an approved Farmers' Market as identified in the FMNP and SFMNP Farmer Agreement.

#### **N. Fair Hearing/Administrative Appeals**

The State agency will provide Farmer Vendors with not less than 30 days advance written notice by certified mail of adverse action to be taken during the course of the agreement performance period. Adverse action will be implemented after the 30 day advance notice period has elapsed. **No advance notice will be provided for a disqualification due to a conviction of trafficking or selling firearms or illegal substances in exchange for FMNP, SFMNP, or FVV checks.**

A Farmer Vendor may request an administrative appeal for the following:

- Denial of a Farmer Vendor's, Farmers' Market Manager's, or a Farmstand Operator's application to become an authorized WIC vendor. Termination of the Farmer's Agreement is not subject to appeal.

- Imposition of penalty points.
- Being placed on probation.
- Disqualification, (except in case of a reciprocal WIC disqualification as a result of Food Stamp Program disqualification.)
- Denial of reauthorization as a Farmer Vendor at the end of the agreement period.

If the Farmer Vendor chooses to appeal the action, the Farmer Vendor must file a written appeal within 30 days with the:

State Program Office WIC Director /Family Nutrition Programs Manager  
Department of Health and Social Services  
P.O. Box 110603, Juneau, Alaska  
99811-0603

The appeal must include a statement setting forth the State agency action which the Farmer Vendor is contending and the reasons for appealing the action. Evidence supporting the vendor's statement should be included. Requests for Appeal will be reviewed, and hearings conducted, in accordance with State of Alaska administrative hearing regulations. The Farmer Vendor may appeal the decision through the courts.

## **O. Terminations**

A Farmer Vendor may terminate his/her participation in the WIC FMNP by giving the WIC State Agency at least 30 days written advance notice. The Farmer Vendor must remove any WIC FMNP materials supplied by the program and return the stamp issued to him/her to:

State of Alaska Department of Health and Social Services  
Division of Public Assistance  
Family Nutrition Program-WIC  
130 Seward Street, Room 508  
Juneau, AK 99801

WIC, FMNP, SFMNP, and the Alaska Department of Health and Social Services maintain no obligation to reinstate any Farmers' Market/Farmstand/Farmer Agreement after termination for program violations.

## **P. Civil Rights Violations**

Any civil rights complaint filed against a Farmer Vendor will be reported to the USDA to be investigated.

Title VI of the Civil Rights Act of 1963 requires anyone receiving federal funds not to discriminate against anyone on the basis of race, color, national origin, age, sex, religion, disability, political beliefs, and marital or familial status.

## **Q. Program Violation Complaints**

To register complaints against WIC, FMNP, and SFMNP participants, please call the WIC State Agency at (907) 465-3100. If possible have the participant's name and warrant number, so that we may promptly follow up on your complaint. This information appears on the FMNP/SFMNP coupon or FVV.

## **R. Discrimination Complaints**

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age and disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

The WIC Program, FMNP, SFMNP, and the Alaska Department of Health and Social Services are Equal Opportunity Providers.

## **S. Other Resources**

This training guide must be used in conjunction with other resources that are available, e.g., the State Agency Farmers' Market/Farmstand/Farmer Agreement and Vendor Manual. Extra copies of these resources may be obtained by contacting the WIC State Agency at (907) 465-3100.

**T. Any Other Problems, Questions or Suggestions**

Any other problems, questions or suggestions you may have, should be directed to the FMNP Coordinator at the Alaska Department of Health and Social Services, WIC FMNP (907) 465-3100. Every effort has been made by the WIC Program, FMNP, and SFMNP to make your involvement in these programs as simple as possible. If you have any problems, suggestions, or questions about the WIC Program, FMNP and/ SFMNP we encourage you to contact us.

**Appendix A: FMNP/SFMNP Coupon and Fruit & Vegetable Voucher (FVV) Comparison**

Column A FMNP/SFMNP Coupon	Column B Fruit & Vegetable Voucher(FVV)
<b>Eligible and Non-Eligible Foods</b>	
Fresh, nutritious, unprepared, <i>Alaskan grown</i> fruits, vegetables and herbs	Any combination or variety of Fresh:  <u>Fruits</u> : whole or cut without added sugars  <u>Vegetables</u> : whole or cut without added sugars, fats, or oils  (Do not have to be <i>Alaskan grown</i> )
Edible blossoms and fresh cut herbs allowed	Edible blossoms, herbs or spices, fruit leathers or fruit roll-ups <u>not</u> allowed
White potatoes allowed	White potatoes <u>not</u> allowed; orange yams and sweet potatoes allowed
Participants free to choose fruits, vegetables and herbs	Participants free to choose fruits and vegetables
<b>Coupon/Voucher Facts</b>	
<i>Seasonal</i> : Coupons issued to eligible WIC participants once annually	<i>Seasonal</i> : Vouchers issued to eligible WIC participants monthly, bi-monthly or tri-monthly

<p style="text-align: center;"><b>Column A</b> <b>FMNP/SFMNP Coupon</b></p>	<p style="text-align: center;"><b>Column B</b> <b>Fruit &amp; Vegetable Voucher</b></p>
<p><i>Annual benefit:</i> Each eligible WIC FMNP and SFMNP participant receives \$25 (in \$5 increments) for the entire season</p>	<p><i>Monthly benefit:</i> \$6 child \$10 pregnant postpartum, partially breastfeeding and exclusively breastfeeding women \$15 Multiples (twins, triplets, etc.)</p>
<p>Coupons may be accepted from June 1<sup>st</sup> - October 31<sup>st</sup></p>	<p>Vouchers may be accepted during the time period printed on the face of the FVV from June 1<sup>st</sup> - October 31<sup>st</sup> only</p>
<p><b>Coupon/Voucher Administration Requirements</b></p>	
<p>Farmer <u>not</u> required to check the identification of the participant/proxy</p>	<p>Farmer required to check the identification of the participant/proxy</p>
<p>Farmer <u>not</u> required to write in the purchase price on the coupon</p>	<p>Farmer required to write in the purchase price on the FVV before participant/proxy signs it</p>
<p>A signature <u>not</u> required</p>	<p>FVV must be signed in the presence of the cashier</p>
<p>Farmer must stamp unique farmer number on front of coupon before redeeming it</p>	<p>Farmer must stamp unique farmer number on front of voucher before redeeming it</p>
<p>No substitutions, cash, credit, refunds or exchanges to participant</p>	<p>No substitutions, cash, credit, refunds or exchanges to participant</p>
<p>Participant <u>must be allowed</u> to pay the difference when the purchase exceeds the value of the coupon</p>	<p>Participant <u>must be allowed</u> to pay the difference when the purchase exceeds the value of the voucher</p>
<p>Participant <u>must be allowed</u> to combine multiple coupons/FVVs in a single transaction</p>	<p>Participant <u>must be allowed</u> to combine multiple coupons/FVVs in a single transaction</p>

<p style="text-align: center;"><b>Column A</b> <b>FMNP/SFMNP Coupon</b></p>	<p style="text-align: center;"><b>Column B</b> <b>Fruit &amp; Vegetable Voucher</b></p>
<b>Coupon/Voucher Redemption</b>	
<p>Can only redeem coupons at authorized farmers' markets, farmstands and/or farmers</p>	<p>Can redeem vouchers at WIC authorized vendors, including grocery stores, farmers' markets, farmstands and farmers</p>
<p>Farmer must deposit FMNP coupons at their bank; Farmer must send SFMNP coupons to the appropriate payment agency for payment processing</p>	<p>Farmer must deposit FVVs at their bank</p>
<p>FMNP coupons must be deposited by November 30<sup>th</sup>; SFMNP coupons must be received by the assigned payment agency by November 30<sup>th</sup></p>	<p>Vouchers must be deposited within 60 days of the first valid date printed on the FVV</p>
<b>Monitoring</b>	
<p>Must monitor annually 10% of farmers' markets, 10% of farmstands and 10% of farmers</p>	<p>Farmers may be excluded from the WIC monitoring requirements provided they are included in the sample of FMNP monitoring requirement</p>
<p>Individuals who exclusively sell produce grown by someone else, (such as wholesale distributors) <u>cannot be</u> authorized</p>	<p>Individuals who exclusively sell produce grown by someone else, (such as wholesale distributors) <u>cannot be</u> authorized</p>
<p>Authorized farmers are required to display a sign stating they are authorized to accept coupons</p>	<p>WIC authorized vendors are required to post a sign stating they are authorized to accept vouchers</p>