



## Formula Updates

Temporary formulas added to the Approved Product List (APL) will be ending January 31, 2023. This is the most current information, but information on formula can change rapidly, so please check the website frequently for the most up to date information.

<https://www.nevadawic.org/>

Abbott has stated that Similac formula production has increased to meet demand. Please reach out if you are still facing challenges ordering/receiving Similac brand contract formulas.

## Cash Value Benefit

The temporary increase in the Cash Value Benefit (CVB) has been extended through December 31, 2022.

- \$24 a month for children
- \$43 a month for pregnant and postpartum participants
- \$47 a month for breastfeeding participants



## Expired Product Returns

Although WIC foods purchased are typically non-returnable, the exception is for expired or damaged products. Expired or damaged products may be returned for exchange of the identical item with an expiration date in the future.

## INSIDE THIS ISSUE

Page 2: Store Monitoring

Page 3: Vendor Care Package

New Benefit Cards

New Cashier Cards

Approved Product List

Page 4: Staying up to date

Page 5: Contact Nevada WIC

## Compliance Buys

As part of the federal requirement for WIC, Nevada WIC must monitor stores for compliance with the WIC vendor agreement. WIC staff visit stores unannounced and check for 'WIC Accepted Here' signs at main entrances, check WIC foods for appropriate stocking levels and expiration dates, make purchases using a WIC benefits card, and gauge customer service and courtesy. This investigative visit will be followed up with a letter describing the visit. If deficiencies are found, the corrective action will be explained. Vendors are given thirty days to correct deficiencies. The visit will be followed by a second visit during the year, regardless of the status of deficiencies. The food purchased on compliance buys is always donated to a food bank.

## Store Monitoring

Store Monitoring is a formal visit. The store manager will receive an email from the state WIC Vendor Coordinator at least two weeks in advance of the visit, informing them of the date of the monitor. Store monitoring involves checking that the 'WIC Accepted Here' decals are prominently displayed on each entrance door, checking that current health permits are posted, ensuring the store environment is clean, and that the inventory of WIC foods is appropriate. A manager or other store staff is welcome to accompany the Nevada WIC representative conducting the store monitor, but it is not required. Deficiencies found during a formal monitor will be addressed in the same manner as deficiencies found during a compliance buy. Corrective action is explained, and vendors are given thirty days to correct the deficiency or violation.

## Educational Buys

An educational buy is either covert or announced, and is for the purpose of training, testing equipment, or following up on a participant complaint. Food purchased is donated to a food bank.

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## Vendor Care Package

Nevada WIC is getting a new look! New door signs, shelf tags, and benefit cards are being rolled out! You will be receiving a package including updated door decals, shelf tags and new cashier cards.

Cashier cards are to be kept at the cash register for quick and easy reference for allowable products. The cashier card is for reference only, and all transactions should be scanned for approval through the Point of Sale (POS) system.



The new EBT cards look like this and the door sign will reflect the same fresh food design.

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## Approved Product List

There are hundreds of items on the WIC Approved Product List (APL) and there is no expectation for anyone to learn and know the entire list. The list is downloaded by your store's IT staff into your Point of Sale system regularly to ensure the latest additions and changes are incorporated. Please scan every item brought to the cash register. The system will determine if it is an approved product. If the system rejects the product, and it is an item that has scanned previously, it may have been removed from the APL due to a size or an ingredient that is no longer approved. Encourage the participant to use the WICShopper App to help determine the allowability of any food item. Be kind to WIC participants experiencing confusion over allowed products. If you are unable to complete their transaction, please have them contact the state WIC office through the WICShopper App or by calling 1-800-863-8942, which is on the back of their WIC card.

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## Stay up to date

The Nevada WIC website has resources to keep you up to date! The annual training video is available there as well as the complete APL, news about changes, current and past newsletters, and a form to request replacement door decals, cashier cards, and shelf tags for your store. Please remember, the WIC logo may not be used in any advertising or promotional materials. Nevada WIC supplies door decals and shelf tags at no expense to your store. Door decals are a requirement of your vendor agreement, and must be easily seen on your main entrance doors. Missing door decals are the most common deficiency found during store monitoring and compliance buys. Many stores have a list of accepted cards (debit, credit, etc.) often including SNAP. SNAP and WIC are distinctly different nutrition supplement programs with different expectations. WIC Accepted Here decals are required on the entrance doors.

The WIC Approved shelf tags are optional, but are a very good tool for helping shoppers identify hard to find WIC approved foods. If your store utilizes the shelf tags, please make sure they are removed if a product is no longer approved, or if items are moved on the shelves. The WICShopper App is a great way to determine if a shelf tag needs removed or needs to move.



## WE WANT TO HEAR FROM YOU!

Send your questions to:

Nevada State WIC Program  
400 W King St, Ste 300  
Carson City, NV 89703

**WIC Main Line Phone:** 775-684-5942

**Fax:** 775-684-4246



**Evelyn Dryer**  
Vendor Coordinator  
State of Nevada WIC  
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You can find helpful information about the Nevada WIC program requirements at:

<http://nevadawic.org/vendors>

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To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **Mail:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
2. **Fax:** (833) 256-1665 or (202) 690-7442; or
3. **Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

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