

Questions & Answers from the 4-25-2023 FMNP Training

#	Topic	Question	Answer
Issuing FM Benefits			
1	Issuing to child over one	If a child turns 1 year old during last two months of FMNP season – could they participate?	Yes, provided the family hasn't reached the maximum benefits. Note: This answer is a change from the answer in the webinar.
2	Issuing to child over one	If child turns 1 in July but Farmers Market (FM) benefits were issued for the BF participant in June. Can staff then issue FM benefits for 1 year old in July.	Yes. Note: This answer is a change from the answer in the webinar.
3	Issuing to child over one	Did you say babies are NOT eligible for FM benefits on or after their 1st birthday if the BF mom already received benefits?	The child is eligible to receive FM benefits on the <u>day they turn one year old</u> and after that day, even if the BF adult already received FM benefits. As long as the family hasn't reached their maximum of \$84, the "now" child can receive benefits. Note: this answer is a change from answer in the webinar.
4	Issuing to family with foster child	In the last example you provided, the family would have received over \$56 of FM benefits?	Yes, that's correct. The PG adult was a family of one and the foster child is an economic unit of one. This family unit is considered two separate family units. Each family receives \$28.00.
5	Issuing to child turning 5	If a child turns 5 in July, can they use FMNP benefits through Oct? Example: If a child turns 5 years old after receiving FMNP benefits, but before using all FMNP benefits, do benefits go away or do they stay available until 10/31/23?	Yes, if the participant stays as Expired. Status. If the participant is terminated the benefits are removed including the FM benefits.
Cascades			
6	Cascades	When will we see the new screens in Cascades?	The FMNP screens will be visible for staff in Cascades on May 9, however, staff aren't able to issue benefits until June 1 st . Staff won't be able to practice with FM screens in the Sandbox because the state staff must add

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			allocations for each clinic. We don't have staff to do this.
7	Cascades	If 4 participants in the family were eligible, would Cascades prevent you from issuing to all four?	Yes. Cascades will only allow you to issue FM benefits to 3 participants or a total of \$84.00..
8	Cascades	When a participant has Cash Value Benefits (CVB) and FM benefits to use and they are at a market, do the FM benefits get used up first? Also, is there a way if they spend more than the FM amount, can they pay the different with cash or will it automatically be taken from CVB?	FM benefits get used first before the CVBs. If the person spends more than the FM benefits, the additional amount will automatically be taken from the CVB
Transfer			
9	Transfer	If a child transfers into a family that's received the max FMNP benefits, the child's FMNP benefits won't transfer with the child?	Correct, if the child transfers into a family that already received the maximum FM benefits, then the transferring child's benefits won't go with them. The benefits would go back to the issuing clinic of the transferring child. However, if the child is a foster child, a foster child is considered their own family so even if the family received the maximum amount, the foster child's benefits would still go with them.
10	Transfer	When an entire family (all participants) transfers out of state will FMNP benefits be automatically voided or should we return them before they transfer out?	The benefits won't automatically be voided. You either <ul style="list-style-type: none"> • Document on the transfer card that they received FM benefits. This decreases the chance the person will receive FM benefits twice (once from WA and once from another state) or <ul style="list-style-type: none"> • You void the benefits before they leave. This allows the participants to possibly receive benefits in another state. If the

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			benefits are voided, the amount goes back to the issuing clinic.
		Foster	
11	Transfer	What if a foster child transferred to a family who isn't interested in using FMNP benefits?	<p>All clinics, whether they are participating in FM or not, will have the screens available to void the FM benefits. Staff can void the FMNP benefits if the new family isn't interested in using them. The benefits would go back to the issuing clinic.</p> <p>Note: This answer changed from what was shared in the webinar (we've learned more).</p>
		Return Remaining Benefits	
12	Return remaining benefits	If participants don't use FMNP benefits within the eligibility period, should they be returned?	<p>Only if the participant told you they want to return the benefits.</p> <p>When talking with participants during the FM season, ask them if they have used their benefits and try to address any barriers.</p>
13	Return remaining benefits	What happens if a participant is termed after no response? Do they cancel the FMNP benefits before terming?	<p>The FMNP QR code isn't usable if the participant is termed.</p> <p>The benefits are no longer available when the participant is termed. To allow participants to use their benefits, leave the participant active until the end of the FM season.</p>
14	Return remaining benefits	What happens if a termed participant returns within the certification period, and they are reinstated? Will the system allow farmers market funds? And if they used some prior, will they get the balance they once had?	<p>There are many caveats to the Termed/Expired participant.</p> <p>The <u>termed</u> participant:</p> <ul style="list-style-type: none"> Has access to their FM benefits till October 31st if there is another active participant in the family.

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			<ul style="list-style-type: none"> • Won't have access to their FM benefits if there are no other active participants in the family. <p>If the termed participant was within their certification period and was reinstated:</p> <ul style="list-style-type: none"> • The FM benefit (full or partial amount) would be available to use if they hadn't been returned. <p>If the participant wasn't terminated and stayed in Expired status</p> <ul style="list-style-type: none"> • They could use the FM benefits till October 31st. <p>If the participant's <u>full</u> \$28.00 of benefits was voided before terming the participant, the benefits would be <u>available to reissue</u> if you reinstated the participant (as long as the clinic still had funds to issue).</p> <p>If remaining benefits had been returned, and the participant was reinstated, FM benefits would <u>not</u> be available to re-issue again. This is true for all participants; if you return remaining benefits, they can't be reissued.</p> <p>Best practice when considering terminating a participant, especially if you believe there is a chance they might come back is to:</p> <ul style="list-style-type: none"> • Keep the participant in expired status. • Don't VOID partial or full FM benefits.

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			<ul style="list-style-type: none"> Don't deactivate the WIC Card or QR code.
15	Return remaining benefits	Once benefits are returned, they can't be reissued if FM benefits have been partially used. Is this true?	True, you won't be able to issue benefits again if the participant has partially used the benefits and you "Returned Remaining Benefits."
16	Return remaining benefits	Did you say participants can return partial benefits?	Yes, using the Return Remaining Benefits screen in Cascades.
17	Return remaining benefits	If there are any benefits left over at the end of the year because of returned benefits that equal less than \$28, are we able to issue a lesser amount rather than letting the partial benefits go to waste.	No, you can only issue increments of \$28.00.
18	Return remaining benefits	If partial benefits are returned how does that affect how much benefits are left in the pot for future participants? Will some participants receive partial benefits like towards the end of season?	<p>No, you can only issue increments of \$28.00.</p> <p>If you had returned benefits that equal \$28.00 or over, you would be able to issue \$28.00 or in increments of \$28.00.</p>
19	Return remaining benefits	How late can returned benefits be accepted and reissued?	Per policy, September 30 is the last day staff can issue benefits. So, you could VOID one participant's benefits up till September 30th and reissue to another participant up to September 30 th .
		QR Code	
20	QR Code	Can you clarify the process for new participants getting QR code stickers from state and for FMNP being issued.	<p>The state runs a report daily. It identifies new participants and participants that have lost their WIC card (and therefore need a new QR code).</p> <p>The report shares the participant's Preferred Method of Contact. That Preferred Method is what Cascades Support will use for sending out the QR code (by email, text or hard copy).</p>

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			Any new participant after April 1, 11:59 PM, will not get a QR code sticker. They will receive a picture of QR code by email, text or the picture on a piece of paper mailed. The QR code by itself doesn't do anything. The clinic staff need to issue FM benefits in Cascades.
21	QR Code	If the state is sending out QR codes for new participants & lost/replaced/deactivated WIC cards, when will that stop? After FMNP period?	When we have WIC Cards with QR codes or the QR codes are no longer needed. The QR codes will be used at the farmers market or farm stores for monthly fruit and vegetable benefits beginning June 1 and will continue after the FMNP season.
22	QR Code	If a participant is returning after being terminated for not participating and they are still eligible for WIC, will Cascades Support send them their QR code?	If the terminated participant requires a new card, then they will also receive a new QR code. Whenever a new card is issued, a QR code must be generated to be linked to the card.
23	QR Code	Follow up question regarding Cascades Support sending the QR code to the participant (via text, email, or mail). Is the new participant or clinic staff responsible for reaching out to Cascades Support and facilitating that?	No, neither the participant or clinic staff need to contact Cascades Support because they will identify these participants on the state run report., It may be necessary with homeless participants or participants that select "No Contact" as their Preferred Method of Contact.
24	QR Code	Will the QR code be able to tell the difference between local and other produce when using QC code at FM?	No.
25	QR Code	For participants who are enrolled after April 1st, how are new and existing cardholders going to receive their benefits? Do you plan on sending to their homes on file and if so, what are your plans for homeless/incorrect address' on file?	Please see answer 23 above for the "how" and for the homeless. If a hard copy is sent, it will be sent to the home address on file, unless there is a mailing address documented in Cascades. The envelope will have stamped "Return to Sender" if the address is incorrect.

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26	QR Code	If you opt out of FM, can you use the WIC Card for monthly fruit and vegetable benefits at the farm store or farm market?	No, the WIC Card can't be used at the farmers market or farm stores. However, the card will be used at the grocery store to purchase their monthly fruit and vegetables. Even if the clinic opts out of FMNP, all families will get a QR code and they can use the QR code at the market to purchase their monthly fruit and vegetable benefits.
28	QR Code	Is the state looking into having QR codes printed on WIC cards for the future?	Yes, but it won't happen during this FM season.
29	QR Code	So, participants will always have a QR code once they get a WIC Card if participant needs a replacement benefits card but has a picture of QR code, is the QR code still good or will new QR need to be issued?	If a WIC Card is replaced or deactivated for any reason, a new QR code will need to be issued. The picture of their QR code from the past will no longer work at the market.
30	QR Code	So, all participants are receiving a QR code, whether receiving FMNP issued?	Yes.
31	QR Code	For participants who are enrolled after April 1st how are they going to receive their benefits? Also are you going to be sending based off of address in Cascades file? If so, what are your plans for the homeless people or for those who address' are incorrect??	See answers 20 and 23.
32	QR Code	After Farmers Market season is over, how will new participants get QR codes so that they can use monthly F/V benefits at the FM if they desire?	The state office will continue to run the daily report and send out the QR codes.
33	QR Code	So, who will receive the actual sticker QR codes? Is it just the original batch that is being sent out to clinics?	Only the individuals on WIC as of April 1 st will get the stickers. After April 1, 11:59 PM, the participants will get a QR code sent by text, email, or a hard copy.
Monthly Fruits and Vegetables			
34	Monthly fruit and vegetable benefits	The regular fruit and veggie benefits (CVB \$) can be used throughout the year at farmers market and farm stores, but FMNP benefits can only be used till 10/31?	Yes, that is correct.

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35	Monthly fruit and vegetable benefits	If they use their benefits to buy produce that isn't local, can they use their monthly benefits?	Participants can't buy produce that isn't locally grown. WIC only authorizes farmers markets, farm stores and growers who have locally grown produce. They can use their WIC Card at the store to buy produce that isn't locally grown.
36	Monthly fruit and vegetable benefits	Participants can purchase fresh cut herbs with their farmers market benefits but unable to purchase fresh cut herbs in the grocery store. If participants are using their CVB at the farmers market and wanting to purchase fresh cut herbs like cilantro will the system stop the purchase since fresh cut herbs are not approved with monthly CVB?	Using the QR code at the market will not stop a participant from buying fresh cut herbs. However, we encourage participants to use their FM benefits to buy the herbs and use their monthly fruit and vegetable benefits for fresh fruit and vegetables at the market.
37	Monthly fruit and vegetable benefits	Will participants still be able to use the Cash Value Benefits at the store without a QR code?	Yes. They will not be able to use the QR code at the store. They use their WIC Card.
38	Monthly fruit and vegetable benefits	What's the start date that monthly Fruit and Veggie benefits can be used at a farmers market?	June 1, 2023.
39	Monthly fruit and vegetable benefits	Is there a way to just use the FMNP benefits only without tapping into the CVB?	This would take some effort by the participant, but it can be done. They would look on the Shopping List, WICShopper App or store receipt, to see how much FMNP benefits they have to spend. At the FM they would need to tell the grower that they don't want to go over that amount.
Nutrition Education			
40	Nutrition Education	Does Nutrition Education need to be provided actually at the same time we issue the FMNP benefits, or can it be done at any time during the FMNP season?	It doesn't need to happen at the time of issuance. It must occur within the participant's certification period in which the participant received their FM benefits.

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Materials			
41	Materials	Are there any Spanish/ Mam instructions for participants?	Only Spanish and 16 other languages, however, we didn't translate into Mam. Go here to see the translations available: Farmers Market Training Materials Washington State Department of Health
42	Materials	There was no handout on how to use your WIC QR code available from the fulfillment center when I checked yesterday.	They are still in the process of being printed. We'll let you know when they are at the Fulfillment Center. In the meantime, they are on the web site. See link in #41 above.
43	Materials	The Authorized Farmers Markets list on the DOH website still has 2022. Do we know when the updated list will be available?	We will post the list of authorized markets the third week in May.
Allocations			
44	Allocations	How do we know if our agency has reached its allocation limit? In the past when we issued all the checks we knew. What tells us this now?	Staff will be able to view their clinic's allocation by viewing a specific screen in Cascades. We'll provide a tool to help staff with this process.
45	Allocations	Will there be a report that shows local agencies the balance of FMNP benefits for the agency?	No there isn't a report. See answer to #44 above.
Other			
46	Time Study	How should we code this training for the Time Study?	Count your time as: Nutrition Education – 10 minutes, Client Services - 80 minutes.
47	Training	Will we be getting a certificate for this training?	No, we won't be providing certificates. You can check your transcript in the Learning Center if you need documentation.
48	Internet connection	Please clearly state what kind of internet connection is needed in order issue FMNP benefits at the Farmers Market.	MiFi or secure network, not the public Wi-Fi. See Volume 2, Chapter 8 for more information about secure internet connections.
49	FMNP funding	In the past I thought FNMP funds could only be spent on staff time, but it sounds like those funds can be spent on other	Yes, FMMP funds can be spent on supplies like envelopes, postage, etc.

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		things, is that correct? And what kind of things would be allowable?	
		WICShopper App	
50	WICShopper app	Can will the WICShopper app track FMNP? Any staff issue the FMNP?	<p>The WICShopper App shows the FM benefits available.</p> <p>As long as a staff person has received training, reviewed WIC Manual, Vol. 1, Chapter 8 and their local agency policy for issuing benefits, they can issue the benefits.</p>