

WIC AND SENIOR FARMERS MARKET NUTRITION PROGRAM (FMNP)



DRAFT



DOH 964-001 May 2024

Market Manager & Grower Information and Training Manual



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Welcome to FMNP

WIC Farmers Market Nutrition Program and Senior Farmers Market Nutrition Program!

The WIC and Senior Farmers Market Nutrition Program is dedicated to promoting community wellness, local agriculture, and sustainable food practices across Washington State. The U.S. Department of Agriculture (USDA) created the WIC and Senior Farmers Market Nutrition Programs (FMNP) to:

- Improve participants' health by providing access to fresh, nutritious, unprocessed, locally grown fruits and vegetables.
- Raise awareness and increase the use of farmer's markets and farm stores.

Washington State has joined both programs. Together, we make an important difference by helping people in our communities eat healthier.

I am passionate about opportunities to support local economies through the Farmers Market Nutrition Program, markets, growers, and farm stores around the state to provide healthy food to our WIC and Senior participants.

This Manual is meant to help you understand your role, responsibilities, and FMNP transaction processes to ensure your success in the program. As a market manager or grower, please read this manual carefully as all program requirements must be met to avoid fines or disqualification.

We try to help growers who have trouble following the rules, but it's essential to understand that major or repeated problems may result in fines or disqualification.

As participants are issued FMNP benefits at WIC clinics, Areas Agencies on Aging, locally designated sites, or by mail, they learn how and where to use the benefits. By assisting participants, you may also consider sharing recipe ideas, your blogs, social media pages, and websites, or talk to them about how you grow your produce. It is an opportunity for both of you.

We appreciate your participation in this valuable nutrition program. If you have any questions or comments about FMNP, please call 1-800-841-1410 Monday through Friday, 8:00 a.m. - 5:00 p.m., or email FMNPteam@doh.wa.gov.

Sincerely,

Brittany Tybo, MHA, ALC
Director, Office of Nutrition Services
Washington State Department of Health

Washington State Contacts

For all questions about being a market manager or grower

WIC FMNP and Senior FMNP

Office of Nutrition Services, Department of Health (DOH)

Phone: 1-800-841-1410

Email: FMNPTeam@doh.wa.gov

Important Dates

- January 1** Complete Market Application/Contract due to DOH for returning markets.
- April 1** Application to all returning growers in a contract year (Every 2 years).
- May 1** Complete Market Application/Contract due to DOH for **New** markets.
- June 1** WIC FMNP and SFMNP season starts.
- October 31** Last day to accept WIC & SFMNP benefits.
- Year-round** CVB (monthly fruit and vegetable benefits) accepted year-round, at authorized farmers markets or farm stores available.

2024 Updates

- FMNP Signs for authorized markets, growers, and farm stores are available by request only.
- NEW sign during non-FMNP season available for authorized growers selling at authorized markets or farm stores November 1 – May 31.
 - All WIC participants receive monthly fruit and vegetable benefits that can be used at authorized retailers, markets, or farm stores year-round.
 - Transactions happen the same way as the FMNP transaction.
 - Only fruit and vegetable benefits are going to be available via QR Codes.
 - Eligible foods for the monthly fruit and vegetable benefits are the same as the FMNP eligible foods (See list of Eligible and Ineligible Foods on page 11).
 - Post the WIC Farmers Market sign any time you are selling at an authorized market or farm store from November 1 – May 31
- WIC CVB, WIC FMNP, and SFMNP electronic benefits via QR Code are available in different formats:
 - [WICShopper App](#)  or [SFMNP App](#) 
 - QR Code on their WIC or Senior card, mobile device, or printed copy.
- WIC FMNP benefits for WIC participants will increase from \$28.00 to **\$30.00** per eligible participant for the season.
- SFMNP participants will keep receiving \$80.00 for the season.



Overview of Program

Purpose

- Improve the health of participants by providing access to fresh, nutritious, unprocessed, locally grown fruits and vegetables.
- Raise awareness and increase the use of farmers markets and farm stores.

Benefits

- Reinforces the message that eating more fruits and vegetables can improve health.
- Educates WIC families and seniors on nutrition and prevention of chronic disease.
- Promotes Washington-grown produce.
- Increases sales for Washington growers.

Participant Information

In addition to receiving and learning how to use WIC CVB, WIC FMNP, and SFMNP benefits, participants in both programs also receive:

- Nutrition information.
- Helpful tips about how to eat more fruits and vegetables.
- Information on how to store and prepare fruits and vegetables bought at farmers markets.

WIC Participants can contact WIC FMNP

<https://www.doh.wa.gov/YouandYourFamily/WIC/FarmersMarket> or call the FMNP Team at 1-800-841-1410.

Senior Participants can contact SFMNP

<https://www.dshs.wa.gov/altsa/home-and-community-services/senior-farmers-market-nutrition-program> or call at 1-800-422-3263 or contact one of the Local Area on Aging Contacts coordinators listed on the DSHS website.

Comparing WIC CVB, WIC FMNP, and Senior FMNP

Both programs help low-income participants get fresh fruits, vegetables and cut herbs. They raise awareness and increase sales at farmers markets. The programs are similar but have some important differences displayed below.

	WIC CVB (Fruits and vegetables monthly benefit)	WIC FMNP	Senior FMNP
Managing agency in Washington State	Department of Health (DOH)	Department of Health (DOH)	Department of Social and Health Services (DSHS)
Who is eligible?	Women and children certified to receive WIC Program benefits	Women and children certified to receive WIC Program benefits	Low-income seniors, at least 60 years old, or 55+ if you are Native American/ Alaska Native; with household incomes less than 185% of Federal poverty guidelines
Where participants receive benefits	At local WIC clinics, via mail, or designated location sites,	At local WIC clinics, via mail, or designated location sites,	At designated sites or by mail
Benefit Value per program	<p>\$26 per child (age 1–5 years)</p> <p>\$47 per pregnant or non-breastfeeding participant</p> <p>\$52 per breastfeeding participant</p> <p>\$78 per participant fully breastfeeding twins or triplets</p> <p>Infants 9–11 months can receive from \$4-\$8 in benefits for fresh fruits and vegetables each month in exchange for jarred baby food fruits and vegetables.</p>	\$30.00	\$80.00
Ways participants receive their Benefits (QR code)	WIC card, WICShopper App, Printed QR code, or QR code photo	WIC card, WICShopper App, Printed QR code, or QR code photo	Senior Card, SFMNP App, Printed QR code, or QR code photo
How to use your QR Code	How to Use your WIC QR Code	How to Use your WIC QR Code	
When benefits can be spent	Year-round	June 1 – October 31	June 1 – October 31
Where benefits can be used	Authorized farmers markets, farm stores and retailers	Authorized farmers markets and farm stores	Authorized farmers markets and farm stores
What sign to use and when	<p>From November 1– May 31</p> 	<p>From June 1 – October 31</p> 	<p>From June 1 – October 31</p>   <p>Exclusively honey vendors.</p>
Foods participants can buy with their benefits	Local, fresh, and unprocessed: Fruits, vegetables, and cut herbs	Local, fresh, and unprocessed: Fruits, vegetables, and cut herbs	Local, fresh, and unprocessed: Fruits, vegetables, cut herbs, and Honey
Foods and products participants can't	Honey	Honey	Dried or preserved fruits, vegetables, and herbs

buy with their benefits	Dried or preserved fruits, vegetables, and herbs Juices Nuts and seeds Baked goods Eggs, seafood, meat, milk, cheese Potted plants or cut flowers Nonfood items	Dried or preserved fruits, vegetables, and herbs Juices Nuts and seeds Baked goods Eggs, seafood, meat, milk, cheese Potted plants or cut flowers Nonfood items	Juices Nuts and seeds Baked goods Eggs, seafood, meat, milk, cheese Potted plants or cut flowers Nonfood items
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Roles and Responsibilities of the Department of Health

- Farmers markets, farm stores, and growers’ contracts
- Train market managers and provide access to materials before the season starts
- Assign identification numbers to authorized farmers markets, farm stores, and growers
- Provide market managers with market reports listing authorized growers
- Provide market managers and growers with professional consultation
- Monitor markets, farm stores, and growers to make sure they comply with program requirements
- Ensure authorized growers are paid
- Ensure that market managers have a Test QR code to train growers

Visual Comparison of the Cards and Apps where Participants get their Benefits

WIC Card and App



WICShopper App



Senior Card and App



Senior App



How to download the App

1. Search for [WICShopper](#) or [SFMNP app](#) in your app store or tap the image below.



2. Install the [WICShopper](#) app or [SFMNP app](#) from your app store.



3. Select **Washington**.
4. Register your Card:
 - o If you don't have a card, select Do Not Register. You can still use most of the app features.
 - o If you have a card, enter in the card number on both lines and select **[Register Card \(PDF\)](#)**. (*Sample for WIC Card, but works the same for the WIC and Senior app.*)

5. Start using the app features.

HOW TO INSTALL THE APP:

Download **WICShopper** from your app store.






WASHINGTON
wic Select **Washington**.

Eligible and Ineligible Foods

CAN purchase with WIC CVB, FMNP, and SFMNP benefits:

Fruits	Vegetables		Cut Herbs
Apples	Alfalfa sprouts	Mushrooms	Basil
Apricots	Amaranth	Mustard greens	Cilantro
Asian pears	Artichoke	Onions	Chives
Blackberries	Arugula	Parsnips	Dill
Blueberries	Asparagus	Peas	Fennel
Boysenberries	Beets	Peppers	Parsley
Cantaloupes	Bok Choy	Potatoes	Microgreens
Cherries	Broccoli	Pumpkins	Other edible cut herbs
Currants	Brussels sprouts	Radishes	
Red and black figs	Cabbage	Rhubarb	
Gooseberries	Carrots	Rutabagas	Sell to Senior Only:
Grapes	Cauliflower	Shallots	<i>Honey</i>
Ground cherries	Celery	Spinach	
Huckleberries	Chinese cabbage	Squash	
Kiwi	Collard greens	Swiss chard	
Loganberries	Corn	Tatsoi	
Marionberries	Cucumber	Tomatillos	
Melons	Eggplant	Tomatoes	
Muskmelon	Garlic	Turnips	
Nectarines	Green beans	Watercress	
Peaches	Green onions	Yellow waxed beans	
Pears	Kale	Yu Choy	
Plums	Kohlrabi	Zucchini	
Raspberries	Leeks	Other edible greens	
Seaberries	Lettuce	Other edible sprouts	
Strawberries	Mizuna		
Tayberries			
Watermelons			

CANNOT purchase with WIC CVB, FMNP, or SFMNP benefits:

- Dried fruits, vegetables, or herbs
- Jams or jellies
- Fruit juice or cider
- Nuts or seeds
- Eggs
- Baked goods (for example: bread, cookies, and pastries)
- Seafood or meats
- Milk or cheese
- Potted herbs, starters, or other plants
- Flowers

Honey (Seniors Only)

Senior FMNP checks can be used to buy unprocessed, locally produced honey. Locally produced refers to farmers in Washington, and bordering counties of Oregon and Idaho.

Honey producers must comply with the Washington State Department of Agriculture rules for producing and selling honey. For more information about producing and selling local honey, please use the link:

https://cms.agr.wa.gov/WSDAKentico/Documents/DO/RM/RM/40_SellingHoney.pdf

Allowed:

- **Comb honey:** Honey that comes exactly as it was produced in the hive.
- **Cut comb honey:** Liquid honey that may have added honeycomb chunk in the jar.
- **Liquid honey:** 100% pure honey, free of visible crystals, extracted directly from the honeycomb.
- **Naturally crystalized honey:** Honey spontaneously crystallized.
- **Kosher/ wild/ organic honey:** 100% pure, conventionally produced honey free of chemicals, drugs, and antibiotics.
- **Honey Sticks:** Liquid, unflavored honey in a straw

Not Allowed:

- **Whipped/sugared/creamed honey:** Honey whipped into a crystallized state.
- **Dried honey:** Honey dehydrated and mixed with other ingredients.
- **Flavored/ fruit honey:** Honey with fruit, coloring, or flavoring added.
- **Pasteurized honey:** Liquid honey heated to a very high temperature.
- **Infused honey:** honey flavored with herbs, spices, or peels.

Training Materials

Displaying the Program Sign

Growers: Display the “WIC & Senior Farmers Market Benefits Welcome Here” or “Senior Farmers Market Benefits Welcome Here” sign, each day you sell at the market or farm store, depending on what you sell.

- To request signs, call the 1-800-841-4110 or email FMNPTeam@doh.wa.gov and indicate how many you need of which sign.
- Post signs every day you participate at the market or farm store where participants can see it to **stay in compliance** with your Program Agreement.

1. Use this sign if you sell fresh fruits, vegetables, culinary herbs, and honey.

You can accept WIC CVB, WIC FMNP, and SFMNP Benefits.



2. Use this sign if you sell exclusive honey and no produce. You can accept Senior (SFMNP) Benefits only.



Signing up as a grower

Growers apply for approval by submitting a signed [Grower Application](#) to state staff, agreeing to adhere to the [Grower Agreement](#). Agreements are on a **two-year cycle**. The grower authorization process is two-part. Once the grower application is received and reviewed, state staff will send the grower a Custom Data Processing, Inc. (CDP) Merchant Application and Agreement for electronic benefits redemption. This form is signed by the grower and submitted to state staff with a voided check to confirm a valid bank account for direct deposit.

Signing up as a market

Markets must apply to state staff by filling out the [Market Application](#). Market agreements are on a **three-year cycle**. Markets must have obtained at least five FMNP-approved growers and be in operation for at least one year prior to approval. ([WAC 246-780-020](#)).

Logging into the Vendor Portal

Upon receiving approval from the state, growers are given a 5-digit Vendor Number. Visit <https://vendors.cdpehs.com/> to register. Click on “Don’t have an account? Register here!” and select “Washington”. Enter the Vendor Number and the farm’s physical zip code. From there, create a username and password.



Login

Enter your local login credentials.
Logging in to: WIC Direct Vendor Portal

Username *

Password *

Remember my login

[Forgot password?](#)

[Don't have an account? Register here!](#)



WIC DIRECT Vendor Portal

The WIC Solution

Registration: Step 1

Program *

Washington

Vendor number *

Zip code *

WIC DIRECT Vendor Portal

The WIC Solution

Registration: Step 2

Username *

Farmer3

Email *

Password *

Confirm password *

First name

Cathy

Last name

Cash

Phone number

4052383773

Growers will receive an email to confirm the account to log into the portal in order to accept transactions, void transactions, and view transaction history.

Hello,

We received a user registration request for CDP Identity. Please finalize this request here:

[Confirm Email](#)

This confirm email link is only valid for the next 24 hours. The username associated with this request is |

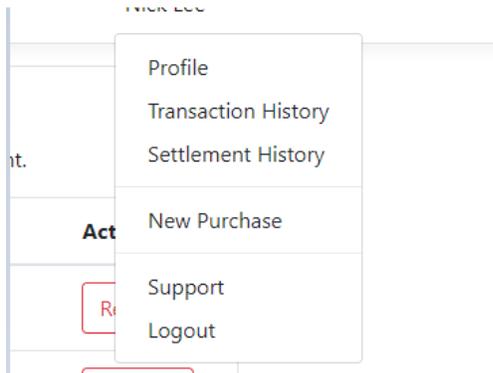
If you did not submit this request, please ignore this email.

If you have questions or run into issues, please [contact support](#).

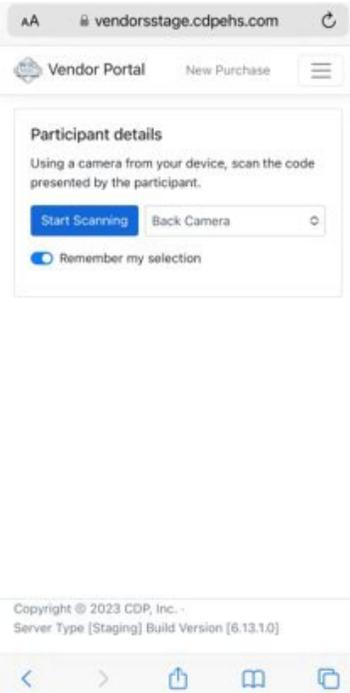
Thanks,
CDP, Inc.

Accepting Transactions

After registering in the portal with a Vendor Number, growers can now accept FMNP transactions. On the top of the portal, there is a drop-down menu in the right corner. Select “New Purchase.”

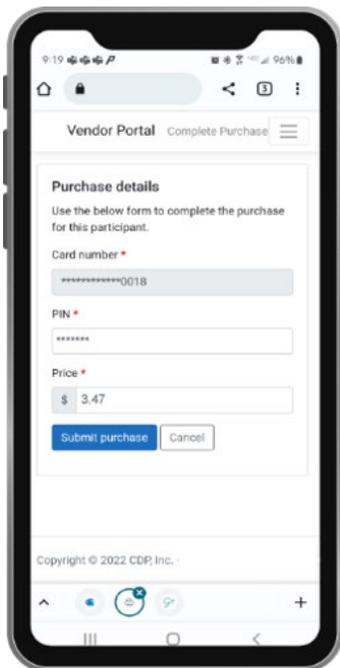


Grant the site permission to use camera and click “Start Scanning”.

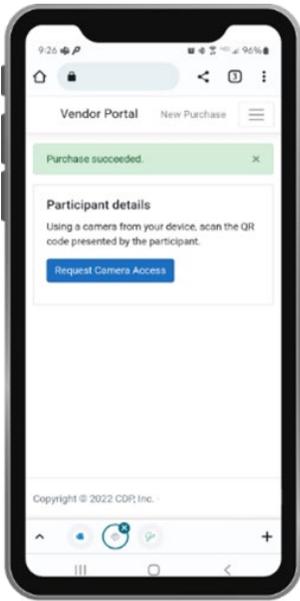


The camera will open, and the grower must scan the QR code provided by the participant. The QR code can come either attached to the participant’s WIC/Senior card, on the mobile app, as a photo, or on a printed piece of paper.

Once the QR code is scanned and read by the device, the screen below appears.



The grower enters the price and gives their device to the participant for them to enter their PIN. Click “Submit Purchase.”



If successful, a green banner will appear saying “Purchase succeeded.” The device is ready for another transaction.

Voiding Transactions

If there is an error made during the transaction, it can be voided afterwards by clicking on the “Transaction History” in the top right hand corner drop-down menu. Keep in mind that the **entire** transaction must be voided, even if only part of the transaction was in error. The transaction must be completely voided and re-done if necessary.

Number	Type	Settled	Paid (\$)	Actions
8573299	Purchase Request	Nov 15, 2022	+12.00	Void

Number	Type	Settled	Paid (\$)	Actions
8573318	Purchase Void	Nov 15, 2022	-12.00	

Click the red “Void” box to void the transaction. It will appear in the transaction history as “Purchase Void.”

Payment/Settlement

Growers will receive funds from their FMNP transactions weekly. The settlement occurs Tuesday nights after business hours. Growers will receive payment from transactions completed between Tuesday night and the week prior to Tuesday afternoon that same day.

The same drop-down menu has an option for “Settlement History.” Growers can view the amount of each settlement week.



Settled	Effective	Paid (\$)
10/03/2023	10/04/2023	+160.50
09/26/2023	09/27/2023	+252.03
09/19/2023	09/20/2023	+182.00
09/12/2023	09/13/2023	+179.00

For Market Managers

Roles and Responsibilities

Market Managers are to provide in-person training to authorized growers, market employees, and volunteers on WIC CVB, FMNP, and SFMNP requirements, eligible foods, benefit redemption procedures, civil rights requirements, and the complaint process.

While state staff strives to provide as much info to growers as possible, it ultimately falls to the market manager on site to help them in real time on market day. They must receive and provide training regarding WIC and Senior FMNP, and WIC CVB to their growers and employees.

Managers must also agree to be monitored for compliance as well as ensuring the market meets the requirements of FMNP. Managers also must see to it that growers are complying with program requirements as well.

Market managers must follow the guidelines above as well as any other requirements listed in [7 CFR §§ 248.10](#).

Market Manager Checklist

- Accept training and technical assistance on WIC CVB, FMNP, and SFMNP requirements and procedures from Department staff.
- Provide training to authorized growers, market employees, and volunteers on FMNP requirements.
- Have a list of all approved FMNP growers at the market.
- Ensure all FMNP-approved growers display the WIC & Senior FMNP Benefit signs.
- Ensure the grower is able to take transactions (registered in the Vendor Portal).
- Ensure that growers correctly process split tender transactions.

Sanction Table (see Appendix 4)

For Growers

Roles and Responsibilities

All growers must first follow the application process to become approved. Growers submit a Grower Application and be approved by state staff. They must sign a Custom Data Processing, Inc. (CDP) Merchant Application and Agreement for electronic benefits redemption. They must grow a portion of the eligible foods and sell only to WIC CVB, FMNP, and SFMNP participants.

Growers must display the “WIC & Senior Farmers Market Benefits Welcome Here” sign in a place clearly visible and accept FMNP and SFMNP benefits only between June 1- October 31 and accept WIC CVBs year-round at approved markets and/or farm stores. Ensure WIC and Senior participants are treated the same as other customers.

Growers are also required to receive training from state staff and market managers regarding FMNP. Growers agree to be monitored (both covert and overt monitoring). Please contact the state FMNP staff with any changes to name, address, change in hours (farm store) or a stop in service.

Growers must follow the guidelines above as well as any other requirements listed in [7 CFR §§ 248.10](#).

Grower Checklist

- Follow the steps to be authorized with FMNP.
- Grow at least a portion of what they sell.
- Participate in training from Market Manager and State Staff.
- Display the “WIC & Senior Farmers Market Benefits Welcome Here” sign.
- Smart device with reliable cell service or Wi-Fi.
- Registered in Vendor Portal.
- Accept FMNP benefits for eligible foods only.
- Do not give cash, change, or tokens in exchange for program benefits.
- Train your staff and volunteers

Sanction Table (See Appendix 5)

Monitor

Market managers and growers agree to be monitored by state staff per federal regulations ([7CFR § 248](#)).

The monitor typically begins with state staff meeting with the market manager to establish expectations and answer any questions or concerns. Both growers and markets are required to accept monitoring from state staff. Monitors include ensuring that growers have the FMNP signs displayed clearly at their booths. Also, it is an opportunity for state staff and market managers to make sure the list of approved FMNP growers at that market is up to date.

The monitoring process may include covert and overt monitoring for compliance with WIC CVB, FMNP and SFMNP requirements.

There are 3 monitoring forms state staff will use: for markets, growers, and farm stores. See Appendix 3.

Frequently Asked Questions (FAQs) for Managers

Q: Do all market managers need to be trained or just new managers?

A: All managers should review the FMNP training annually for any new information. New FMNP managers should schedule training with DOH, or the previous manager can provide training using WIC CVB, WIC FMNP, and SFMNP materials.

Q: Do market managers train anyone else?

A: Yes, managers must train authorized growers selling at their market, as well as employees and volunteers. Use this manual or Power Point presentation by DOH per request.

Q: How do I know who my growers are?

A: DOH sends “Authorized Growers List” for each market the week before the WIC FMNP and SFMNP season starts, then thereafter if the list changes. Each market day, you are responsible for checking growers and reporting discrepancies to DOH at FMNPTeam@doh.wa.gov.

Q: How do I promote my market?

A: You can work with local WIC clinics, Area Agencies on Aging, and Senior FMNP Coordinators to provide information on what is fresh at the market each week.

Q: Can anyone buy honey?

A: No. Only seniors can purchase unprocessed, locally produced honey with Senior FMNP benefits.

Q: What is Cash Value Benefit or CVB?

A: CVB is a dollar amount benefit WIC participants receive to buy fruits and vegetables at grocery stores and now can be redeemed year-round at approved farmer markets and farm stores. Seniors do not receive CVB benefits. Call the number on the back of the card to check benefit balances. WIC participants may also use the WICShopper App.

Q: Can I give change or exchange money for WIC CVB, WIC FMNP, or SFMNP benefits?

A: No. Exchange for cash, change, or token cannot be given.

Q: Can a participant use other means to pay for produce when it's more than the value of their benefits?

A: Yes, depending on what forms of payment the grower accepts, such as cash, EBT, debit/credit, or tokens.

Q: How do I receive email updates and contact FMNP staff?

A: Send an email to: FMNPteam@doh.wa.gov.

Q: How does the Department of Health monitor my market?

A: FMNP staff visit your market to verify market managers and growers comply with program requirements, address issues, provide professional consultation and training, and follow-up on complaints or violations.

Frequently Asked Questions (FAQs) for Growers

Q: Can my market manager sign me up for WIC CVB, WIC FMNP, and SFMNP?

A: No. Growers must complete and sign their own application/contract. Sign and email (preferred method) or mail to the DOH address listed on the application. Ask the market manager how to get a copy or download the application from the DOH Website:

<http://www.doh.wa.gov/YouandYourFamily/WIC/FarmersMarket> look under Information for Growers, Markets and Farm stores.

Q: Do all growers need to sign a new agreement and get trained?

A: Yes. Growers need to apply for a new agreement every two years when their current agreement expires and need to review the new information for the coming season.

Q: What does locally grown mean?

A: Foods grown in Washington, and in bordering counties of Idaho and Oregon.

Q: Do growers train anyone else?

A: Yes, growers must train their employees and volunteers.

Q: Are transactions still required to be in \$4 increments?

A: No minimum purchase amount or increment is needed with the new electronic payment system.

Q: How much money do participants have to spend?

A: Seniors get \$80 per season and WIC FMNP participants get \$30 (up to \$90 per family) in FMNP benefits. WIC families also receive CVB issued monthly (\$25 to \$73 per participant).

Q: What if the QR code sticker is lost or damaged?

A: Cameras can read a QR code printed on paper or photo. Participants can now use the WICShopper App or SFMNP App on any mobile device to access their QR code. As a last resource, we can text, email, or mail a QR code to the participant. Swiping the card's magnetic strip or entering the numbers manually, like a credit/debit card, will not work.

Q: I sent in my application, CDP agreement, and W-9. What's next?

A: CDP will perform an electronic verification of your Federal Tax ID (EIN) or SSN and bank account information. Once verified, the FMNP team will send you a welcome letter & new grower ID number.

Q: What should I do if I have a question not answered in this manual?

A: Call the FMNP at: 1-800-841-1410 or email FMNPTeam@doh.wa.gov.

Online Resources

[Info for growers, markets, and farm stores](#)

[FMNP's electronic process FAQ](#)

[Electronic transaction walkthrough](#)

[Program complaint form](#)

Appendices

Appendix 1. [Vendor Portal Reference Guide](#)

Appendix 2. For additional WIC/Senior FMNP Signs or Senior FMNP signs (for Exclusive Honey producer vendors) to post at the booth, please contact the state staff at FMNPTeam@doh.wa.gov to order (free) and state how many signs you need.



COMING SOON: Signs for acceptance of WIC CVB outside of the FMNP calendar (November 1-May 31). WIC FMNP-approved growers may accept WIC Cash Value Benefits (CVB) for fresh fruits and vegetables year-round provided it is at an approved market or farm store.

Appendix 3.

1. Growers Monitor Form.
2. Farm Store Monitor Form.
3. Market Monitor Form.

Appendix 3. Monitor Forms

2023 FMNP – Grower Monitoring Form

Farmers Market where monitored _____ Monitor Date: ____/____/2023.

Farm Name: _____ Grower ID: _____

Is the *WIC and Senior Farmers Market Benefits Welcome Here* sign displayed? Yes No

Are the produce/honey prices clearly posted? Yes No

Did staff receive WIC CVB, FMNP and SFMNP training this year? Yes No

How is training provided? Information Manual Face-to-face with Market Manager Virtual

Other, describe: _____

Does the Grower sell eligible produce/honey? Yes No Does the Grower grow a portion of produce sold? Yes No

TRANSACTION OBSERVATIONS– Record your observations below:

WIC CVB, FMNP and SFMNP customers are treated the same as other customers Yes No
 N/A

Full amounts of produce/honey are provided for the full value of the benefits Yes No N/A

Change or tokens was given to the WIC CVB, FMNP and SFMNP customer buying less than the full value of the benefits
 Yes No N/A

The grower showed the participant the purchase amount after entering and asked the participant to enter their PIN/DOB on their mobile device. Yes No N/A

The grower was courteous and polite to the participant during the transaction Yes No N/A

WIC and Senior participants are served timely and not asked to wait for other transactions to be completed. Yes No N/A

Grower asked for tax on the transaction Yes No N/A

Grower understands their WIC CVB, FMNP and SFMNP roles and responsibilities Yes No N/A

Program Violation	Technical Assistance	Violation
Grower did not have <i>WIC and Senior Farmers Market Benefits Welcome Here</i> sign posted	<input type="checkbox"/>	<input type="checkbox"/>
Grower accepting benefits at a market where not authorized to sell	<input type="checkbox"/>	<input type="checkbox"/>
Grower accepting benefits for ineligible foods	<input type="checkbox"/>	<input type="checkbox"/>
Staff (employees or volunteers) were not trained	<input type="checkbox"/>	<input type="checkbox"/>
No staff was available at the stand to do the monitor	<input type="checkbox"/>	<input type="checkbox"/>
Grower refused to participate in monitor	<input type="checkbox"/>	<input type="checkbox"/>
Grower allowed WIC CVB, FMNP and SFMNP customer to purchase items other than fruits/vegetables/honey	<input type="checkbox"/>	<input type="checkbox"/>
Grower exchanged WIC CVB, FMNP and SFMNP benefits for cash or tokens with another grower, vendor or market manager	<input type="checkbox"/>	<input type="checkbox"/>
Grower did not have prices clearly posted	<input type="checkbox"/>	<input type="checkbox"/>
Grower has a complaint filed against them with the State Office	<input type="checkbox"/>	<input type="checkbox"/>
Grower is <u>closed down</u> and did not notify program staff	<input type="checkbox"/>	<input type="checkbox"/>

Grower is in compliance with all program requirements Yes No

Notes: _____

- I am a/an (Grower, Employee, Volunteer or Grower legal representative). I was monitored by program staff.
- I am a/an (Grower, Employee, Volunteer or Grower legal representative). I was advised of a program violation(s) by program staff.

Grower/Staff Name: _____ State Staff Name: _____
 Grower/Staff Signature: _____ State Staff Signature: _____

2023 FMNP – Farm Store (FS) Monitoring Form

Farm Store name: _____

Monitor Date: ____ / ____ / 2023

Grower Name: _____

Farm Store ID: _____

Is the *WIC and Senior Farmers Market Benefits Welcome Here* sign displayed? Yes No

Is the FS located in the property where they grow their produce? Yes No

Does the FS sell eligible produce/honey? Yes No

Are the produce/honey prices clearly posted? Yes No

Does the Grower grow a portion of produce sold? Yes No

Did staff receive WIC CVB, FMNP and SFMNP training this year? Yes No

How is training provided? Information Manual Face-to-face with Market Manager Virtual

Other, describe: _____

TRANSACTION OBSERVATIONS– Record your observations below:

- FMNP customers are treated the same as other customers Yes No N/A
- Full amounts of produce/honey are provided for the full value of the benefits Yes No N/A
- Change or tokens was given to the WIC CVB, FMNP and SFMNP customer buying less than the full value of the benefits Yes No N/A
- The grower showed the participant the purchase amount after entering and asked the participant to enter their PIN/DOB on their mobile device. Yes No N/A
- The grower was courteous and polite to the participant during the transaction Yes No N/A
- WIC and Senior participants are served timely and not asked to wait for other transactions to be completed. Yes No N/A
- FS asked for tax on the transaction Yes No N/A
- Grower, employee, volunteer understands their FMNP roles and responsibilities Yes No N/A

Program Violation	Technical Assistance	Violation
FS did not have <i>WIC and Senior Farmers Market Benefits Welcome Here</i> sign posted	<input type="checkbox"/>	<input type="checkbox"/>
Staff (employees or volunteers) were not trained	<input type="checkbox"/>	<input type="checkbox"/>
No staff was available at the stand to do the monitor	<input type="checkbox"/>	<input type="checkbox"/>
FS refused to participate in monitor	<input type="checkbox"/>	<input type="checkbox"/>
Grower allowed WIC CVB, FMNP and SFMNP customer to purchase items other than fruits/vegetables/honey	<input type="checkbox"/>	<input type="checkbox"/>
FS exchanged WIC CVB, FMNP and SFMNP benefits for cash or tokens with another grower, vendor, or market manager	<input type="checkbox"/>	<input type="checkbox"/>
FS did not have prices clearly posted	<input type="checkbox"/>	<input type="checkbox"/>
FS has a complaint filed against them with the State Office	<input type="checkbox"/>	<input type="checkbox"/>
FS is closed down and did not notify program staff	<input type="checkbox"/>	<input type="checkbox"/>
FS has a Self-service, honor system FS type	<input type="checkbox"/>	<input type="checkbox"/>

Farm store is in compliance with all program requirements Yes No

Notes: _____

- I am a/an (Grower, Employee, Volunteer or Grower legal representative). I was monitored by program staff.
- I am a/an (Grower, Employee, Volunteer or Grower legal representative). I was advised of a program violation(s) by program staff.

Grower/Staff Name: _____ State Staff Name: _____

Grower/Staff Signature: _____ State Staff Signature: _____

2023 FMNP – Farmers Market Monitoring Form

Farmers Market Name: _____ Monitor Date: ____/____/2023

Name of staff on-site at visit: _____ Farmers Market ID: _____

of **authorized** Growers on-site the day of the visit: _____ # of **non-authorized** growers with eligible produce: _____

Are all **authorized** Growers displaying the **WIC and Senior Farmers Market Benefits Welcome Here** sign? Yes No

Are any **Non-authorized** Growers displaying the **WIC and Senior Farmers Market Benefits Welcome Here** sign? Yes No

If yes, who (Grower Farm name)? _____

Do all authorized Growers sell eligible produce/honey? Yes No

Do all authorized Growers grow a portion of produce sold? Yes No

Are all produce/honey prices clearly posted? Yes No

Did staff receive WIC CVB, FMNP and SFMNP training this year? Yes No

If yes, how is training provided to the market staff? Information Manual Face-to-face Virtual

Other Describe: _____

How does the FM staff provide training to Grower/Staff? Information Manual Face-to-face Other

Describe: _____

Does the FM manager have the most current "FMNP Farmers Market Authorized Grower list"? Yes No

Does the FM manager have a copy of the most current FMNP materials? Yes No

Does the FM have Wi-Fi available for growers to use Yes No Public Password Protected

Program Violation	Technical Assistance	Violation
Not all Growers had WIC and Senior Farmers Market Benefits Welcome Here sign posted	<input type="checkbox"/>	<input type="checkbox"/>
FM don't have the most current "Program Market Report" with the list of authorized growers for the market	<input type="checkbox"/>	<input type="checkbox"/>
FM allowed non-authorized Grower(s) to accept WIC CVB, FMNP and SFMNP benefits	<input type="checkbox"/>	<input type="checkbox"/>
Not all FM or Grower Staff (employees or volunteers) were trained	<input type="checkbox"/>	<input type="checkbox"/>
No market staff was available at the FM to do the monitor	<input type="checkbox"/>	<input type="checkbox"/>
FM staff refused to participate in monitor	<input type="checkbox"/>	<input type="checkbox"/>
Grower allowed WIC CVB, FMNP and SFMNP customer to purchase items other than fruits/vegetables/honey	<input type="checkbox"/>	<input type="checkbox"/>
Grower(s) exchanged FMNP benefits for cash or tokens with another grower, vendor, or FM manager	<input type="checkbox"/>	<input type="checkbox"/>
Grower(s) did not have prices clearly posted	<input type="checkbox"/>	<input type="checkbox"/>
FM has a complaint filed against them with the State office	<input type="checkbox"/>	<input type="checkbox"/>
FM is <u>closed down</u> and did not notify program staff	<input type="checkbox"/>	<input type="checkbox"/>

Market is in compliance with all program requirements Yes No

Notes: _____

I am a/on (Market manager, Employee, Volunteer or Market legal representative). Our market was monitored by program staff.

I am a/on (Market manager, Employee, Volunteer or Market legal representative). I was advised of a program violation(s) by program staff.

Manager/Staff Name: _____ State Staff Name: _____

Manager/Staff Signature: _____ State Staff Signature: _____

Appendix 4. Sanction Table for Market Managers

Sanction Table	
Class 1 Violation	Actions
1. Failure to ensure that all authorized growers display the "WIC & Senior Farmers Market Benefits Welcome Here" sign.	Verbal warning and provide technical assistance.
2. Failure to have a current Market Report on market day.	Verbal warning and provide technical assistance.
3. Allowing unauthorized growers to accept CVB's, FMNP and SFMNP benefits.	Verbal warning and provide technical assistance.
4. Failure to notify the Department of a change in the market manager, the location of the market, or if the market ceases operation prior to the end of the authorization period.	Verbal warning and provide technical assistance.
5. Failure to train site manager on WIC CVB, FMNP and SFMNP regulations.	Verbal warning and provide technical assistance.
6. Failure to identify growers selling non-eligible foods.	Verbal warning and provide technical assistance.
7. Failing to provide documentation requested by the Department.	Verbal warning and provide technical assistance.
8. Refusing to validate or assist growers with validating WIC CVB, FMNP and SFMNP benefits.	Verbal warning and provide technical assistance.
Class 2 Violation	Sanction
1. A second failure to correct a Class 1 violation.	Written notice of noncompliance for Class 2 violation and provide technical assistance
2. Failure to report a grower's violation of program customer's civil rights.	Written notice of noncompliance for Class 2 violation and provide technical assistance
Class 3 Violation	Sanction
1. Failure to correct, or a second incidence of, a Class 2 violation.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.
2. A second failure to correct, or a third incidence of, a Class 1 violation.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.
3. Discriminating against an WIC CVB, FMNP or SFMNP participant based on race, color, national origin, age, gender, or disability.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP, and SFMNP.
4. Abusive or hostile treatment of a WIC CVB, FMNP or SFMNP participant.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.
5. Failing to allow, comply with, or cooperate in the Department's inspections and monitoring.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.
6. Failing to provide documentation requested by the Department.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.
7. Continuing participation in WIC CVB, FMNP or SFMNP during a period of suspension or disqualification.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.
8. Assisting an unauthorized grower in accepting CVB's, FMNP or SFMNP benefits.	Suspension or termination of Agreement. The Department may also disqualify the Market from participation in WIC CVB, FMNP and SFMNP.

Appendix 5. Sanction Table for Growers

Sanction Table	
Class 1 Violation	Actions
1. Failure to properly display the authorized grower identification sign.	The Department shall give a verbal warning and provide technical assistance.
2. Failure to clearly post produce prices during market or farm store hours.	The Department shall give a verbal warning and provide technical assistance.
3. Conducting WIC CVB , FMNP or SFMNP transaction in a market where the Grower is not authorized to transact WIC CVB , FMNP and SFMNP Benefits.	The Department shall give a verbal warning and provide technical assistance.
4. Failure to contact the FMNP office before accepts WIC CVB , FMNP and SFMNP benefits at other authorized markets that were not listed on the original application.	The Department shall give a verbal warning and provide technical assistance.
Class 2 Violation	Sanction
1. Reporting sales from a market where Grower was never a vendor	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
2. Failure to correct or a second incidence of a Class 1 violation.	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
3. Accepting FMNP and SFMNP Benefits outside valid dates.	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
4. Not operating as represented on the Grower Application.	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
5. Any noncompliance with the Program Requirements not specifically identified as a Class 1 or 3 violations.	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
Class 3 Violation	Sanction
1. A second failure to correct or a third incidence of a Class 1 violation.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
2. Failure to correct or a second incidence of a Class 2 violation.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
3. Accepting WIC CVB, FMNP and SFMNP Benefits for anything other than eligible foods.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
4. Exchanging WIC CVB, FMNP and SFMNP Benefits for cash; also known as trafficking.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
5. Refusal to accept a valid WIC CVB, FMNP and SFMNP benefits for eligible products.	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
6. Discriminating against a WIC CVB, FMNP and SFMNP participants on the basis of race, color, national origin, age, gender, or disability.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.

7. Abusive or hostile treatment of an WIC CVB, FMNP or SFMNP participant.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
8. Cashing a WIC CVB, FMNP or SFMNP benefits for a grower who is not authorized; or otherwise bartering for any WIC CVB, FMNP or SFMNP Benefits the non-authorized grower has accepted.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
9. Failing to allow, comply with, or cooperate in the Department's inspections and monitoring.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
10. Failing to provide documentation requested by the Department.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
11. Selling only produce grown by other than the authorized growers during the Agreement year.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
12. Operating the authorized farm store, if any, on the self-service or honor system, i.e., not staffing the farm store.	The Department shall issue a written notice of noncompliance for Class 2 violations and provide technical assistance.
13. Providing false information on the Grower Application about the location and operation of the Grower's farm store.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
14. Charging an WIC CVB, FMNP or SFMNP customer an amount greater than the Grower charges other customers.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
15. Charging an FMNP participant for items the FMNP participant does not receive.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
16. Continuing to participate in WIC CVB, FMNP or SFMNP during a period of suspension or disqualification, which participation may include, but is not limited to, accepting WIC CVB, FMNP or SFMNP Benefits, continuing to display the FMNP signs, or other evidence of intent to accept WIC CVB, FMNP or SFMNP Benefits.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
17. Selling unauthorized food, nonfood items, drugs, alcohol or other items to FMNP or SFMNP participants in lieu of or in addition to eligible foods.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.
18. Seeking restitution from WIC CVB, FMNP and SFMNP participants for benefits not paid by the Department.	The Department may suspend or terminate this Agreement and may additionally disqualify the Grower from participation in WIC FMNP, FMNP and SFMNP.

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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

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