Notice of 2020 Annual WIC Retailer Training

September 17, 2020

In compliance with federal regulation 7 CFR 246.12(h)(7)(i), the Missouri Department of Health and Senior Services, WIC and Nutrition Services (WICNS) must provide annual training regarding the WIC program to Missouri authorized WIC retailers. The regulation states: At least one (1) representative of the retailer must participate in training annually. The state agency will have sole discretion to designate the date, time, and location of all interactive training.

Certain topics must be covered with retailers annually during training to meet the above federal regulation. Some of the topics are eWIC card procedures, WIC check procedures, minimum varieties and quantities of approved foods that must be stocked, retailer monitoring, and WIC customer complaints.

The 2020 Annual WIC Retailer Newsletter is available on the WIC website by clicking on “Annual Training” at https://health.mo.gov/living/families/wic/wicretailer/training/. In order to fulfill WICNS’ obligation to conduct annual training and verify at least one (1) representative has participated, there is a short quiz on the last page of the newsletter that must be completed and submitted to WICNS.

Instructions for how to submit the completed quiz are also on the last page of the newsletter. A score of 75% or higher must be obtained to pass the training quiz. WICNS will be in contact with retailers who do not achieve this passing percentage.

Annual training is a requirement for continued authorization as a retailer in the Missouri’s WIC program. Failure to respond to the quiz will result in the termination of the WIC Retailer Agreement effective September 30, 2020. No additional notices will be provided and no appeals of this decision will be allowed. If you have any questions, please do not hesitate to contact the Retailer Unit at 573-751-6204 or by email at MOWICVendorGroup@health.mo.gov.

Sincerely,

Brandi Drummond
WIC Retailer Agreement and Training Coordinator
WIC and Nutrition Services

Enclosure