

<p style="text-align: center;">Texas WIC Program Texas Department of Health</p>

Effective October 1, 2001

Policy No. QA:02.0

Review of Vendors by Local Agencies

Purpose

To ensure that vendors comply with and comprehend federal, state and local regulations, policies, and guidelines of the WIC program.

Authority

7 CFR Part 246.12

Policy

The WIC local agency (LA) shall conduct on-site reviews on area vendors at the LA's discretion or at the request of the state agency (SA), participants, and/or interested vendors.

Procedures

- I. The LA shall conduct an on-site review of a vendor when:
 - A. the LA receives a request from the SA for an evaluation or reevaluation on a particular vendor;
 - B. a vendor has contacted the LA requesting an evaluation or stating that they wish to participate in the Program;
 - C. the LA would like to have a particular store participate in the Program because of ideal location, good stocks, and prices, etc;
or
 - D. the LA has a policy of reevaluating vendors on a regular basis.

- II. The LA shall contact a vendor when the LA has received complaints from participants pertaining to the vendor. The contact (on-site, phone call, letter) shall be documented for review and audit. The LA shall inform the SA Vendor Relations Section of all vendor complaints.

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- III. The LA shall contact the vendor to make an appointment for the evaluation and to arrange for a translator, if one is needed.
- IV. The evaluation form, including price information, shall be filled out by LA personnel, and shall be reviewed by the LA WIC Director or his/her designee. The evaluation forms sent to the SA for processing shall not be filled in by the vendor.
- V. If the LA does not recommend approval of an applicant vendor, the LA shall include the reason(s) for its decision in the comments section of the Evaluation Form. Reasons for disapproval may include:
 - A. store cleanliness;
 - B. freshness of merchandise (No expired food items);
 - C. an apparent conflict of interest (See [Policy GA:10.0](#));
 - D. lack of either a Retail Food Operations Permit or a Food Manufacturer's Permit from the city, county, district or State health authority;
 - E. noncompetitive prices for the area;
 - F. insufficient stock of WIC food items; or
 - G. other - shall be specified (See 25 T.A.C. §31.32.).
- VI. The evaluation form shall be signed by the owner/manager of the store.
- VII. If appropriate, the vendor shall be counseled regarding the purpose of the Program, providing the proper foods to WIC participants, and/or recurring problems/misunderstandings. The LA shall also notify the SA Training Section of training which has been performed or is needed.
- VIII. The evaluation form shall be distributed as follows:
 - A. SA (mail or fax);
 - B. LA; and
 - C. vendor.

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- IX. LAs shall submit a written report to the SA detailing any information obtained during the re-evaluation of an existing vendor which would indicate the vendor needs further training and/or compliance review by SA staff.