

Meeting Minutes

Subject: Retailer Advisory Call

Date: July 19, 2018

Time: 10:00 AM

The conference call was held on July 19, 2018 and began at 10:00 AM. Organizations in attendance via telephone or in person were: Defense Commissary Agency, Food Lion, Giant, Ingles, Todo's, Wal-Mart, and the Virginia WIC Office (Paula Garrett, Alex Acharya, Al Astley, Ephraim Ewing, Amy Romero, Jennifer Trower & Brian Tun).

Paula Garrett (WIC Program Manager, and Acting Director, Division of Community Nutrition) provided the Division and WIC Program Updates:

1. Dr. Mandeep Virk-Baker has left VDH to explore other opportunities. Her vacant position is currently being advertised with applications being accepted until July 24, 2018.
2. Participant Satisfaction Survey: The data entry for more than 30,000 responses is ongoing. We will be working with the Division of Policy and Evaluation to analyze the response and determine trends and forecasts. We also hope to work with the WIC Retailer community as well as the local Health Departments to build better relationships with the WIC participants.
3. WIC Participation: Virginia currently has about 140,000 enrollees (individuals who have been approved for WIC) but only 120,000 participants (Individuals approved for WIC who have used at least some of their benefits). Because WIC funding from USDA is determined by Participation, we are asking the WIC Retailer community to help us brainstorm ideas of how to encourage the 20,000 enrollees to begin using their benefits.
4. WIC on Wheels: This effort is fully staffed now after some turnover, and is procuring a vehicle to be used to perform WIC Certifications in participating WIC retailers' parking lots. We expect to see the new vehicle in operation in Tidewater (Chesapeake, Portsmouth, Suffolk, Hampton and Newport News) by November 2018.

Alex Acharya (WIC Vendor Compliance Manager) provided an update of the Vendor Compliance Team:

1. Annual Training: Annual training is a mandatory requirement of USDA, and is being satisfied this year via the Retailer eBulletin that was distributed last Friday. There are separate processes for "Independent" (stores without a Corporate Contact and/or Corporate Trainer), and "Corporate" stores (stores with a Corporate Contact and/or Corporate Trainer). Please contact Alex if you are a Corporate Contact, Corporate Trainer, or Independent Store Manager and have not received the July Edition of the Retailer eBulletin. The eBulletin is also available from our website at: <http://www.vdh.virginia.gov/content/uploads/sites/44/2018/07/Virginia-WIC-Retailer-Bulletin-1.pdf>. All acknowledgements are due to the State WIC Office no later than **Friday August 24, 2018**.
2. Cashier Training Video: The existing video is being updated to reflect the changes relating to the new Food List that went into effect on April 1, 2018. Once the video has been updated, we will begin effort to support a Spanish version of the video.
3. RSMS Replacement: We are having to retire the RSMS system used to accept new WIC applications by the end of July 2018; however its replacement (Crossroads Vendor Portal) isn't expected to be available until sometime next year. A webform has been developed as an

interim measure for new store applications. The “Submit an Application” link on our “Become a Retailer” webpage (<http://www.vdh.virginia.gov/wic-retailers/become-a-retailer/>) that currently goes to RSMS will be changed when the webform is in place, and an eAnnouncement will be sent out; however if you have a bookmark or other reference to RSMS, you should use our webpage to access the new link.

The meeting ended at 10:25 AM

Required Actions: Retailers who haven’t received the July edition of the Retailer eBulletin should contact Alex at alex.acharya@vdh.virginia.gov.

Next meeting: Thursday October 18, 2018 at 10:00 AM (alternate date October 25, 2018). Minutes of this meeting will be distributed with the “Save the Date” email for our next meeting.