

Meeting Minutes

Subject: Retailer Advisory Call

Date: October 18, 2018

Time: 10:00 AM

The conference call was held on November 18, 2018 and began at 10:00 AM. Organizations in attendance via telephone or in person were: Bestway, Defense Commissary Agency, Food City, Food Lion, Harris-Teeter, Ingles, Kroger, Megamart, Tempus Nova, Wal-Mart, and the Virginia WIC Office (Paula Garrett, Alex Acharya, Al Astley, Freda Bolling, Amy Romero, Jennifer Trower & Brian Tun).

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

1. Paula has recently been promoted to Division Director, and now has responsibility for the other VDH Food Programs as well as WIC.
2. The WIC Program is currently operating under a Continuing Resolution Amendment through December 7, 2018. A final budget won't be passed until after the November elections. WIC funding may be impacted, in part due to the decreasing number of participants.
3. Due to the budget constraints, the Virginia WIC Program has undertaken a Process Improvement initiation to streamline its operation and to become more efficient and effective. Efforts will include representatives of the Local WIC Agencies, WIC Participants, WIC Retailers, and State WIC Office Staff.

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

1. Continuing on the Process Improvement theme, if any Retailer is aware of another state's practice, or has any ideas of their own, please provide them to Alex. All ideas for improving the operation of Virginia WIC will be considered.
2. Cashier Training Video: The individual video modules have been updated to reflect changes due to the newest Food List. These videos are available on YouTube, as well as via DVD or flash drive. Direct links to the YouTube videos are available from the WIC Retailer "Resources" page, and the DVD and flash drive versions can be ordered through your Vendor Liaison, or from the Retailer Supply Request Webform available from WIC Retailer "Resources" page.
3. RSMS Replacement: The application formerly used for new store applications has been shut down and replaced by a Webform. While far less than perfect, the Webform is an interim solution until the Crossroads Vendor Portal is available sometime in 2019. The Webform is available from the WIC Retailer "Become a Retailer" webpage.

The meeting ended at 10:15 AM, just ahead of the Great SouthEastern ShakeOut earthquake drill.

Required Actions:

1. Retailers should submit any ideas for improving the Virginia WIC Program to Alex or their assigned Vendor Liaison.
2. Bestway will contact their Vendor Liaison (Al Astley) for additional web information.

Next meeting: **Thursday January 17, 2019 at 2:00 PM** (alternate date January 24 at 2:00 PM). **Please note the time change** to avoid the conflict with Tennessee and West Virginia WIC meetings. Minutes of this meeting will be distributed with the “Save the Date” email for our next meeting.