

RAM MINUTES

Thursday, 1/20/22 @ 2pm

Amy Romero – Facilitator

Agenda approval

The agenda was approved after removal of transactions decline topic. Notes will be taken by Jennifer Trower.

Director update – Paula Garrett

- New VA Governor has appointed Dr. Colin Greene as new Health Commissioner effective Tuesday, 1/18.
- VA WIC has increased in growth the past 2 years to top 10% of US. VA is #7
- VDH has planned Food Security campaign for late spring early summer. More information will follow.
- Local agency resolution for ends on 4/15/22. In person visits will resume on 7/15/22.
- Increased CVB is scheduled to end on 3/31/22.

Program Manager – Megan Nason

- Public Health Emergency Declaration:
 - Egg/Milk waivers in place until 7/14/22.
- Working with Abbott with formula shortages - mostly Similac Total Comfort and Spit up. Other states has says they have seen an increase in supplies in the last 2 weeks.
- Our team is busy at work creating the next food list which we anticipate will be available in the spring of this year. There will be new additions to the food list with expanded options for our participants to include Greek yogurt, string cheese, organic infant foods, natural peanut butter and grits. The 2022 food list will include these options and will be available in print and electronic copies.
- We would like feedback from the retailers regarding the format of the food list and preference for paper vs. electronic copies. If you have any feedback please send those to Megan.Nason@vdh.virginia.gov.
- Participant mobile app will be released in the spring to assist participants in shopping.
- Local agencies are working on compiling results from participant surveys. Results will be shared.

Vendor Team Manager – Alex Acharya

- Declined transactions research still in progress.
- Vendor team is seeing a rise in complaints regarding formula and milk shortages. Retailers were asked for input. Retailers stated chain supplies have been affected and milk supply has been decreased.
- No compliance visits at this time. Vendor team may visit stores and do unofficial visits.
- Complaints have been investigated. Some have been human error (participant, cashier), SWO (load cards incorrectly).
- Please inform store staff that if WIC transaction is declined, attempt the transaction a second time.
- Please designate IT contact for stores. Corporate stores one contact and each independent store should have a contact assigned and send email address to WIC_retailer@vdh.virginia.gov

Miscellaneous

- Retailer Manual has been updated and on VA WIC retailer website. Printed copies will be mailed at a later date.
- Walmart would like copies of unofficial visits to see what is going on in the stores.

Next Meeting

Thursday 4/21/22 @ 2:00pm

Call 866-845-1266 x76976587