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Vendor Management and Stakeholder Communications		

POLICY

1. Vendor management agencies must establish and maintain a positive working relationship with WIC vendors and stakeholders to provide information on WIC program requirements.
2. Vendor management agencies must establish and maintain a cooperative working relationship with WIC local agencies to ensure participant access to supplemental foods and formula.

REGULATIONS

Program referral and access, Food Delivery Methods [246.12\(g\)](#) requires State agencies using a retail food delivery system must authorize an appropriate number and distribution of vendors in order to ensure the lowest practicable food prices consistent with adequate participant access to supplemental foods and ensure the effective state management, oversight and review of its authorized vendors.

DEFINITIONS

Refer to Acronyms and Definitions located in Section 1011.


PROCEDURE

LA/VMA Policy Required Yes No

1. Vendor management agencies must respond to vendor questions and requests for information within three days of receipt of the request.
2. Vendor management agencies must provide vendors the opportunity to communicate face to face with staff during annual vendor training.
3. Vendor management agencies must respond to local agency staff questions and requests for information within a three days of receipt of the request.
4. Vendor management agencies must collaborate with local agency staff and vendors to facilitate arrangements for special formula required by participants.
5. Vendor management agency staff must attend or participate in WIC coordinator meetings as scheduled to answer questions and provide feedback regarding vendor related issues.

GUIDANCE

Policy Supplement Available Yes No

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In addition to annual vendor training, vendor management staff should utilize vendor monitoring opportunities to provide technical assistance, clarification, education and reinforcement of program obligations with WIC vendors.

Vendor management staff should offer local agency staff the opportunity to attend annual vendor trainings held in their area so they can better understand the complexities of the vendor management program and vendor expectations.

A list of active vendors, which is updated weekly is available on the New York State Vendor's website at <https://nyswicvendors.com/find-a-wic-store/> so participants and local agency staff can easily identify authorized WIC vendors. Additional vendor communications can also be found on the NYS WIC Vendor website at nyswicvendors.com.

RESOURCES

WIC Program Manual Sections:

- #2004 Vendor Training
- #2005 Vendor Monitoring

Other Resources:

- www.health.ny.gov
- nyswicvendors.com
- Vendor Handbook