

**GEORGIA WIC PROGRAM  
NOTICE OF CHANGE IN WIC REQUIREMENTS  
Effective: July 12, 2021  
Addendum No. 21-01**

The following are amendments to requirements for authorized Georgia WIC vendors. All of these amendments will become effective July 12, 2021. All corresponding documents, including the Georgia WIC Program Vendor Handbook, will be revised to correspond with these amendments. Please complete, sign, date and return the Addendum Verification Checklist included with this notice by July 9, 2021. Please MAIL the checklist, using a TRACEABLE delivery method, to: Georgia WIC Program, Office of Vendor Management, Attn: WIC Program Addendum 21-01, 2 Peachtree Street, N.W., 10th Floor, Atlanta, Georgia 30303. Faxes and emails will not be accepted. Failure to submit a completed checklist will result in termination from the Georgia WIC Program. The chart below provides a detailed comparative analysis of content modifications made to the Georgia WIC Program Vendor Handbook, effective July 12, 2021. Content changes are highlighted in yellow & red within the right column below.

Georgia WIC Program Vendor Handbook Effective December 13, 2019	Georgia WIC Program Vendor Handbook Effective July 12, 2021																																							
Pages 26 – 33: Minimum WIC Food Inventory Requirements	Pages 26 – 33: Minimum WIC Food Inventory Requirements																																							
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<p>CHEESE Least Expensive Brand of type selected/allowed</p>	<p>One Pound Package</p>	<p>16 oz (1 Pound)</p>	<p>5 - 1 lb Packages 2 Types</p>	<input type="checkbox"/>			<p>coconut milk, pea protein plant milk, or oat milk No dried whole milk (Nido)</p>					
<p>EGGS Least Expensive Brand</p>	<p>Grade A Large</p>	<p>1 Dozen Carton</p>	<p>4 - 1 Dozen</p>	<input type="checkbox"/>			<p>CHEESE Any brand allowed Kosher allowed Part-skim is allowed</p>					
<p>PEANUT BUTTER</p> <ul style="list-style-type: none"> <li>No reduced fat or peanut butter spreads</li> <li>No added marshmallow, chocolate, honey, or jelly</li> <li>No added vitamins/minerals</li> <li>No added Omega 3</li> <li>No other size</li> </ul>	<p>Any Brand</p>	<p>16-18 oz Jar</p>	<p>4 Containers 2 Brands</p>	<input type="checkbox"/>			<p>Following forms are allowed:</p> <ul style="list-style-type: none"> <li>Block</li> <li>Slices</li> <li>String</li> <li>Shredded</li> <li>Cubed</li> <li>Stick</li> </ul>	<p>One Pound Package</p>	<p>16 oz (1 Pound)</p>	<p>5 - 1 lb Packages 2 Types</p>	<input type="checkbox"/>	
	<p>Creamy, Crunchy, Extra Crunchy, Natural or Low salt</p>											
<p>BEANS / PEAS / LENTILS</p> <ul style="list-style-type: none"> <li>No flavored beans or peas</li> <li>No other size or quantity</li> <li>No added sugar, fat, oil, or meat</li> <li>No soups</li> <li>No baked beans</li> <li>No immature varieties of legumes</li> </ul>	<p>Dried Beans/Peas/ Lentils (any variety of plain, mature dry beans, peas or lentils)</p>	<p>1 Pound Packages</p>	<p>5 Packages - 2 Types</p>	<input type="checkbox"/>			<p>EGGS Any brand allowed Any grade allowed White or Brown eggs allowed No organic No added Omega 3, DHA or ARA No low cholesterol No free range, pasture-raised, natural cage free, cage free, enriched colony or vegetarian fed</p>	<p>Any size allowed (large, extra-large, jumbo, etc.).</p>	<p>1 Dozen Carton</p>	<p>4 - 1 Dozen</p>	<input type="checkbox"/>	
							<p>PEANUT BUTTER</p> <p>No reduced fat or peanut butter spreads No added marshmallow, chocolate, honey, or jelly No added vitamins/minerals No added Omega 3</p>	<p>Any Brand</p>	<p>16-18 oz Jar</p>	<p>4 Containers 2 Brands</p>	<input type="checkbox"/>	

	such as green peas, or snap beans/green beans	Canned Beans/ Peas/ Lentils (any variety of plain, mature beans, peas, or lentils, including refried beans, low sodium is allowed)		15 - 16 oz Cans	18 Cans - 2 Types	<input type="checkbox"/>										
	TOFU Calcium set • No non-calcium set • No other size, type, or quantity	Nasoya	Silken Extra Firm Firm	14 to 16 oz package	Must be ordered upon request.	<input type="checkbox"/>										
	BROWN RICE • No white rice • No flavored rice • Not any other size or quantity	Any Brand		16 oz	Must be ordered upon request.	<input type="checkbox"/>										
	JUICE • No juice drinks • No juice with sugar added • No sports drinks	Ready to Serve Container, Non-Frozen Concentrate, Frozen Concentrate		48 oz 11.5 oz 11.5 -12 oz	8 Containers - 2 Flavors Any Combination	<input type="checkbox"/>										
		Ready to Serve Container		64 oz	8 Containers - 2 Flavors	<input type="checkbox"/>										
	WHOLE GRAIN BREAD • No hot dog rolls/buns • No other size or quantity	Whole Grain Bread		16 oz Loaf	4 Loaves	<input type="checkbox"/>										
	WHOLE GRAIN TORTILLA • No other types • No other size or quantity	Whole Wheat	Guerrero Kroger MiCasa Mission Ortega	16 oz package	Must be ordered upon request.	<input type="checkbox"/>										
		Corn	Chi Chi's Guerrero													
							No other size									
							BEANS / PEAS / LENTILS  No flavored beans or peas No other size or quantity No added sugar, fat, oil, or meat No soups No baked beans No immature varieties of legumes such as green peas, or snap beans/green beans	Dried Beans/Peas/ Lentils (any variety of plain, mature dry beans, peas or lentils)	1 Pound Packages	5 Packages - 2 Types	<input type="checkbox"/>					
												Canned Beans/ Peas/ Lentils (any variety of plain, mature beans, peas, or lentils, including refried beans, low sodium is allowed)	15 - 16 oz Cans	18 Cans - 2 Types	<input type="checkbox"/>	
	TOFU Calcium set No non-calcium set No other size, type, or quantity	Nasoya	Silken Extra Firm Firm	14 to 16 oz package	Must be ordered upon request.	<input type="checkbox"/>										
	BROWN RICE No white rice No flavored rice	Any Brand		16 oz	Must be ordered upon request.	<input type="checkbox"/>										





<ul style="list-style-type: none"> <li>No sweet potato casseroles</li> <li>No diced</li> <li>No other size or quantity</li> <li>No desserts</li> <li>No pouches</li> <li>No other combinations</li> <li>No red bananas or plantains with banana option on infant food voucher</li> </ul>				37 – 8 oz Twin Packs										
								Enfamil Gentlease (lactose reduced)	12.4 oz can powder	6 cans				
								Enfamil 24	2 fl oz RTF	Must be ordered upon request.	<input type="checkbox"/>			
								EnfaGrow Premium Toddler Transitions/Enfagrow NeuroPro Toddler Transitions	20 oz can powder	Must be ordered upon request.	<input type="checkbox"/>			
								EnfaGrow Toddler Transitions Gentlease/Enfagrow NeuroPro Gentlease Toddler Transitions	20 oz can powder	Must be ordered upon request.	<input type="checkbox"/>			
	INFANT MEATS	Meats in Gravy or Broth			2.5 oz Jars	* Make this item available for purchase, in sufficient quantity upon request within 5 business days.		INFANT CEREAL		Dry Cereal		8 oz Containers	12 Boxes - 2 Types, <b>1 must be Rice</b>	<input type="checkbox"/>
								No organic No baby cereal in jars No cereal with fruit added No cereal with formula added No DHA ARA No other size or quantity		Beech Nut	Rice Oatmeal Multigrain			
										Gerber	Rice Oatmeal Multigrain Whole Wheat			
	FRUITS & VEGETABLES	Fruits			Fresh, Frozen, Canned	Fresh: 20 Types (Combined Fruits and Vegetables)	<input type="checkbox"/>	INFANT FRUIT & VEGETABLES		Fruit and / or Vegetable	4 oz Jars or 2 - 4 oz Twin Packs	72 Jars Combined or 37 – 8 oz Twin Packs	<input type="checkbox"/>	
		Vegetables			Fresh, Frozen, Canned			No organic No diced No other brand, combination, or size No desserts No pouches No other combinations	Beech-Nut Naturals Stage 1 Beech-Nut Naturals Stage 2 Beech- Nut Stage 2 Gerber 2nd Foods					
YOGURT	Activia	Low Fat	Any Flavor	4 oz - 4 Pack	64 ounces – low or non- fat; plain or flavored; any combinati	<input type="checkbox"/>	INFANT MEATS		Meats in Gravy or Broth		2.5 oz Jars	* Make this item available for purchase, in sufficient quantity upon request	<input type="checkbox"/>	
NO Mix-in ingredients such as granola, candy pieces, honey, nuts, and similar ingredients.														

<p><b>NO</b> Drinkable yogurts</p> <p><b>NO</b> "light" yogurts or artificial sweeteners or stevia</p> <p><b>NO</b> organic</p> <p><b>NO</b> fruit fusion</p>	Dannon	Whole Milk	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> <li>Strawberry</li> </ul>	32 oz tub	on of packaging	1 - 32 oz tub, whole milk; plain or flavored	<input type="checkbox"/>	
		Low Fat	Any Flavor				<input type="checkbox"/>	
		Non-Fat	Any Flavor				<input type="checkbox"/>	
	Oikos (Greek)	Whole Milk (4%)	<ul style="list-style-type: none"> <li>Plain</li> </ul>	32 oz tub			<input type="checkbox"/>	
		Non-Fat (0%)	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>				<input type="checkbox"/>	
	Yoplait	Non-Fat	Any Flavor	32 oz tub			<input type="checkbox"/>	
		Low Fat		4 oz – 8 pack			<input type="checkbox"/>	
	GoGurts	Low Fat	Any Flavor	2 oz – 16 pack			<input type="checkbox"/>	
	GoGurts XL	Low Fat	Any Flavor	4oz – 8 pack			<input type="checkbox"/>	
	Go Big	Low Fat	Any Flavor	4oz – 8 pack			<input type="checkbox"/>	
	Great Value	Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> </ul>	32 oz tub			<input type="checkbox"/>	
		Low Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> <li>Strawberry</li> <li>Peach</li> </ul>				<input type="checkbox"/>	
			Greek Whole Milk				Plain	<input type="checkbox"/>
			Greek Non-Fat				<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> <li>Strawberry</li> </ul>	32 oz tub
		Kroger	Whole Milk				Plain Vanilla	32 oz tub
<b>FRUITS &amp; VEGETABLES</b>								
					Fruits	Fresh, Frozen, Canned	within 5 business days.	<input type="checkbox"/>
					Vegetables	Fresh, Frozen, Canned	<b>Fresh:</b> 20 Types (Combined Fruits and Vegetables)	<input type="checkbox"/>
<b>YOGURT</b>								
<p><b>NO</b> Mix-in ingredients such as granola, candy pieces, honey, nuts, and similar ingredients.</p> <p><b>NO</b> Drinkable yogurts</p> <p><b>NO</b> "light" yogurts or artificial sweeteners or stevia</p> <p><b>NO</b> organic</p> <p><b>NO</b> fruit fusion</p>								
Activia	Low Fat	Any Flavor	4 oz - 4 Pack	64 ounces – low or non-fat; plain or flavored; any combination of packaging	<input type="checkbox"/>			
Dannon	Whole Milk	Plain Vanilla Strawberry	32 oz tub		<input type="checkbox"/>			
	Low Fat	Any Flavor			<input type="checkbox"/>			
	Non-Fat	Any Flavor			<input type="checkbox"/>			
Oikos (Greek)	Whole Milk (4%)	Plain	32 oz tub		<input type="checkbox"/>			
	Non-Fat (0%)	Plain Vanilla			<input type="checkbox"/>			
Yoplait	Non-Fat	Any Flavor	32 oz tub		<input type="checkbox"/>			
	Low Fat		4 oz – 8 pack		<input type="checkbox"/>			
GoGurts	Low Fat	Any Flavor	2 oz – 16 pack		<input type="checkbox"/>			
Great Value	Non-Fat	Plain	32 oz tub		<input type="checkbox"/>			
	Low Fat	Plain Vanilla Strawberry Peach			<input type="checkbox"/>			
		Greek Whole Milk			Plain	<input type="checkbox"/>		
	Greek Non-Fat	Plain Vanilla Strawberry			32 oz tub	<input type="checkbox"/>		
Kroger	Whole Milk	Plain Vanilla	32 oz tub		<input type="checkbox"/>			

YOGURT	Kroger	Whole Milk	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
		Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
		Low Fat	<ul style="list-style-type: none"> <li>Plain</li> </ul>			<input type="checkbox"/>
	Chobani	Whole Milk	<ul style="list-style-type: none"> <li>Plain</li> </ul>	32 oz tub		<input type="checkbox"/>
		Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> <li>Strawberry</li> <li>Peach</li> </ul>	32 oz tub		<input type="checkbox"/>
		Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> </ul>	16 oz		<input type="checkbox"/>
		Low-Fat	<ul style="list-style-type: none"> <li>Strawberry</li> <li>Strawberry-Banana</li> <li>Mixed Berry</li> </ul>	2 oz – 8 pack		<input type="checkbox"/>
		Chobani Kids	Low-Fat	<ul style="list-style-type: none"> <li>Mixed Berry</li> <li>Strawberry</li> </ul>	2 oz –16 pack	
	Crowley	Non-Fat	<ul style="list-style-type: none"> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
		Low-Fat	<ul style="list-style-type: none"> <li>Plain</li> </ul>			<input type="checkbox"/>
	Noosa	Whole Milk	<ul style="list-style-type: none"> <li>Any Flavor</li> </ul>	8 oz		<input type="checkbox"/>
				4 oz- 4 Pack		<input type="checkbox"/>
				24 oz tub		<input type="checkbox"/>
	LaYogurt	Whole Milk	<ul style="list-style-type: none"> <li>Plain</li> <li>Strawberry</li> </ul>	32 oz tub		<input type="checkbox"/>
		Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
		Low-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> <li>Banana</li> <li>Passion Fruit</li> </ul>	32 oz tub		<input type="checkbox"/>
	Best Choice	Low-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
		Greek Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
	Cabot	Greek Low-Fat	<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> </ul>	32 oz tub		<input type="checkbox"/>
		Whole Fat	<ul style="list-style-type: none"> <li>Plain</li> </ul>	32 oz tub		<input type="checkbox"/>
	Essential Everyday	Non-Fat	<ul style="list-style-type: none"> <li>Plain</li> </ul>	32 oz tub		<input type="checkbox"/>
Low-Fat		<ul style="list-style-type: none"> <li>Plain</li> <li>Vanilla</li> <li>Strawberry</li> <li>Peach</li> </ul>	32 oz tub		<input type="checkbox"/>	
YOGURT	Non-Fat	Plain Vanilla	32 oz tub		<input type="checkbox"/>	
		Plain		<input type="checkbox"/>		
	Chobani	Whole Milk	Plain	32 oz tub		<input type="checkbox"/>
		Non-Fat	Plain Vanilla Strawberry Peach	32 oz tub		<input type="checkbox"/>
		Non-Fat	Plain	16 oz		<input type="checkbox"/>
	Crowley	Non-Fat	Vanilla	32 oz tub		<input type="checkbox"/>
		Low-Fat	Plain			<input type="checkbox"/>
	Noosa	Whole Milk	Any Flavor	8 oz		<input type="checkbox"/>
				4 oz- 4 Pack		<input type="checkbox"/>
				24 oz tub		<input type="checkbox"/>
LaYogurt	Whole Milk	Plain Strawberry	32 oz tub		<input type="checkbox"/>	
	Non-Fat	Plain Vanilla	32 oz tub		<input type="checkbox"/>	
	Low-Fat	Plain Vanilla Banana Passion Fruit	32 oz tub		<input type="checkbox"/>	
Best Choice	Low-Fat	Plain Vanilla	32 oz tub		<input type="checkbox"/>	
	Greek Non-Fat	Plain Vanilla	32 oz tub		<input type="checkbox"/>	
Cabot	Greek Low-Fat	Plain Vanilla	32 oz tub		<input type="checkbox"/>	
	Whole Fat	Plain	32 oz tub		<input type="checkbox"/>	
Essential Everyday	Non-Fat	Plain	32 oz tub		<input type="checkbox"/>	
	Low-Fat	Plain Vanilla Strawberry Peach	32 oz tub		<input type="checkbox"/>	





			Greek Non-Fat	<ul style="list-style-type: none"> <li>• Plain</li> <li>• Vanilla</li> </ul>				<input type="checkbox"/>
	Morning Fresh	Non-Fat	<ul style="list-style-type: none"> <li>• Plain</li> </ul>	32 oz tub			<input type="checkbox"/>	
		Low-Fat	<ul style="list-style-type: none"> <li>• Vanilla</li> </ul>				<input type="checkbox"/>	
	Food Lion	Non-Fat	<ul style="list-style-type: none"> <li>• Plain</li> </ul>	32 oz tub			<input type="checkbox"/>	
			Low-Fat		<ul style="list-style-type: none"> <li>• Vanilla</li> </ul>			<input type="checkbox"/>
<p>WHOLE WHEAT</p> <p>MACARONI PRODUCTS</p> <p><b>NO</b> added sugars, fats, oils, or salt</p> <p><b>NO</b> Organic</p> <p><b>NO</b> other sizes or quantities allowed</p>	<ul style="list-style-type: none"> <li>• Barilla (whole grain)</li> <li>• Essential Everyday (whole wheat)</li> <li>• Food Club (whole wheat)</li> <li>• Gia Russa (whole wheat)</li> <li>• Great Value (whole wheat)</li> <li>• Hodgson Mill (whole wheat)</li> <li>• Kroger (whole wheat)</li> <li>• Publix (whole wheat and whole grain)</li> <li>• Racconto (whole wheat)</li> <li>• Ronzoni Healthy Harvest (whole grain)</li> <li>• Shurfine (whole wheat)</li> </ul>		16 oz Any Shape		Must be ordered upon request.		<input type="checkbox"/>	

**PAGE 63: State Agency Sanctions Category III**

10. Prices not marked clearly on or near WIC infant formula.

**PAGE 63: State Agency Sanctions Category III**

10. For any WIC infant formula required to be stocked, failing to list, mark, or label the price on or near the location where the formula would be stocked (regardless of whether the formula is actually in stock).

**PAGES 66 – 68: CIVIL MONETARY PENALTIES**

Civil Monetary Penalties (CMP)

Prior to disqualifying a vendor for any mandatory or state agency violations, Georgia WIC must determine if disqualification of the vendor will result in inadequate participant access. Inadequate participant access occurs when there is not another authorized WIC vendor within ten miles of the vendor who has committed the violation. Only when Georgia WIC determines and documents that disqualification of the vendor would result in inadequate participant access, a civil money penalty must be imposed in lieu of disqualification. CMPs will only be assessed for both state and mandatory sanctions in the event of inadequate participant access, as determined by Georgia WIC. The CMP shall not exceed \$15,041.00 per violation, or \$60,161.00 for multiple violations occurring during a single investigation.

CMPs must be paid within thirty (30) days of the notice of approval. Installments may be considered up to a maximum of six (6) months. If a vendor does not pay, partially pays, or fails to pay a CMP assessed in lieu of disqualification on time, the Georgia WIC Program will disqualify the vendor for the length of the disqualification corresponding to the violation for which the CMP was assessed. A CMP does not relieve a vendor of the financial liability for timely payment of claims assessed for vendor violations or errors. Assessed claims must be paid in addition to the CMP.

CMP Methodology for State Agency Sanctions

A vendor may be assessed a CMP in lieu of disqualification if the disqualification will result in inadequate participant access. Upon assessment of a CMP, the disqualification period will be waived. Subsequent visits may be conducted during a waived disqualification period. If violations occur during a subsequent visit, a vendor will be assessed a warning for those violations and may be issued another CMP in lieu of disqualification if the requisite pattern of violations is met. Only two (2) CMPs may be assessed against a vendor. A vendor will be disqualified from the Georgia WIC Program for third and subsequent sanctions.

CMPs will be assessed in lieu of disqualification for State Agency sanctions based on the chart below.

Civil Money Penalty Formula for State Agency Sanctions Based on Six Month WIC Redemption		
Category	For \$0 to \$11,000 in Redemptions (CMP Base Rate)	For Redemption Amount Above \$15,041 (CMP= Base Rate + % of Total Redemption over \$15,041)
Category I	\$500	\$500 + 1% of redemption over \$15,041
Category II	\$1,000	\$1,000 + 2% of redemption over \$15,041

**PAGES 66 – 68: CIVIL MONETARY PENALTIES**

Civil Monetary Penalties (CMP)

Prior to disqualifying a vendor for any mandatory (federal) or state agency violation, Georgia WIC must determine if disqualification of the vendor will result in inadequate participant access. Inadequate participant access occurs when there is not another authorized WIC vendor within ten (10) miles of the vendor who has committed the violation. Only when Georgia WIC determines and documents that disqualification of the vendor would result in inadequate participant access, a civil money penalty (CMP) must be imposed in lieu of disqualification. CMPs will only be assessed for both state and mandatory sanctions in the event of inadequate participant access, as determined by Georgia WIC. **The CMP shall not exceed \$15,306.00 per violation, or \$62,767.00 for multiple violations occurring during a single investigation for State Agency sanctions (see below CMP Methodology for State Agency Sanctions). The mandatory or Federal CMP shall not exceed the amount stated per each category violation, or the maximum category amount for multiple violations occurring during a single investigation (see chart below, "Civil Money Penalties for Federal Sanctions (Categories IV – VII)").**

CMPs must be paid within thirty (30) days of the notice of approval. Installments may be considered up to a maximum of six (6) months. If a vendor does not pay, partially pays, or fails to pay a CMP assessed in lieu of disqualification on time, the Georgia WIC Program will disqualify the vendor for the length of the disqualification corresponding to the violation for which the CMP was assessed. A CMP does not relieve a vendor of the financial liability for timely payment of claims assessed for vendor violations or errors. Assessed claims must be paid in addition to the CMP.

CMP Methodology for State Agency Sanctions

A vendor may be assessed a CMP in lieu of disqualification if the disqualification will result in inadequate participant access. Upon assessment of a CMP, the disqualification period will be waived. Subsequent visits may be conducted during a waived disqualification period. If violations occur during a subsequent visit, a vendor will be assessed a warning for those violations and may be issued another CMP in lieu of disqualification if the requisite pattern of violations is met. Only two (2) CMPs may be assessed against a vendor. A vendor will be disqualified from the Georgia WIC Program for third and subsequent sanctions.

CMPs will be assessed in lieu of disqualification for State Agency sanctions based on the chart below.

Civil Money Penalty Formula for State Agency Sanctions Based on Six Month WIC Redemption		
Category	For \$0 to \$11,000 in Redemptions (CMP Base Rate)	For Redemption Amount Above \$15,306 (CMP = Base Rate + % of Total Redemption over \$15,306)

Category III	\$1,500	\$1,500 + 3% of redemption over \$15,041
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For State agency Sanctions, the first CMP will be reduced by fifty (50) percent if the vendor presents documented proof that they had an effective training program in place. At a minimum, the training content must be centered around cashier operations which have a direct impact on the quality of adhering to WIC policies and procedures as an authorized WIC vendor. The vendor is responsible for informing and training all of its cashiers and other staff on the most current WIC policies and procedures, at all times.

The submitted training documentation must show proof of the following:

- An outline of training content covered
- The name of the store personnel administering the training
- The signature, date of signature by the trainer next to a statement attesting to having administered the content as outlined
- A list of the names of the personnel trained
- A signature of personnel in attendance next to their listed name
- The date and location of the training

**Note:** this training *must be* held during the fiscal year and before the disqualification notification.

CMPs cannot exceed \$15,041.00 per violation or \$60,161.00 per investigation. If more than one (1) violation is detected during a compliance investigation, a CMP must be imposed for each violation (up to the \$15,041.00/\$60,161.00 limits). Only two (2) CMPs can be assessed against a vendor. CMPs cannot be imposed in lieu of disqualification for third and subsequent sanctions in these categories.

**CMP Methodology for Mandatory Sanctions**

For a violation that warrants permanent disqualification, the amount of the CMP shall be \$15,041.00 for each violation, not to exceed \$60,161.00.

For each violation subject to a mandatory sanction, the following formula will be used to calculate the amount of the CMP imposed in lieu of disqualification.

1. Determine the vendor's average monthly redemptions for at least the six (6) months ending immediately preceding the month during which the notice of the adverse action is dated.
2. Multiply the average monthly redemptions figure by ten (10) percent.
3. Multiply the amount from step 2 above by the number of months for which the store would have been disqualified. This is the amount of the civil money penalty, provided that the civil

Category I	\$500	\$500 + 1% of redemption over \$15,306
Category II	\$1,000	\$1,000 + 2% of redemption over \$15,306
Category III	\$1,500	\$1,500 + 3% of redemption over \$15,306

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- A signature of personnel in attendance next to their listed name
- The date and location of the training

**Note:** this training *must be* held during the fiscal year and before the disqualification notification.

CMPs cannot exceed \$15,306.00 per violation or \$62,767.00 per investigation. If more than one (1) violation is detected during a compliance investigation, a CMP must be imposed for each violation (up to the \$15,306.00/\$62,767.00 limits). Only two (2) CMPs can be assessed against a vendor. CMPs cannot be imposed in lieu of disqualification for third and subsequent sanctions in these categories.

**Civil Money Penalty Methodology for Federal Mandatory Sanctions**

For each violation subject to a mandatory sanction, the following formula will be used to calculate the amount of the CMP imposed in lieu of disqualification.

4. Determine the vendor's average monthly redemptions for at least the six (6) months ending immediately preceding the month during which the notice of the adverse action is dated.
5. Multiply the average monthly redemptions figure by ten (10) percent.
6. Multiply the amount from step 2 above by the number of months for which the store would have been disqualified. This is the amount of the civil money penalty, provided that the civil money penalty shall not exceed the **category amount per each violation**. The total amount of the CMP assessed for violations that occur during a single investigation may not exceed **the maximum category amount for violations occurring during a single investigation**.

money penalty shall not exceed \$15,041.00 per violation. The total amount of the CMP assessed for violations that occur during a single investigation may not exceed \$60,161.00.

If a vendor who received a Categories IV, V or VI sanction receives a second sanction in any of these categories, the second sanction must be doubled. However, CMPs can only be doubled up to the limits stated above. CMPs cannot be imposed in lieu of disqualification for third and subsequent sanctions in these categories.

<b>Civil Money Penalties for Federal Sanctions (Categories IV – VII)</b>		
<b>Category</b>	<b>Amount For Each Violation</b>	<b>Maximum Amount for Violations Occurring During Single Investigation</b>
Category IV	\$15,041 for each violation	Maximum penalty for violations occurring during a single investigation is \$60,161
Category V	\$15,041 for each violation	Maximum penalty for violations occurring during a single investigation is \$60,161
Category VI	\$15,041 for each violation	Maximum penalty for violations occurring during a single investigation is \$60,161
Category VII Civil penalty for a vendor convicted of trafficking in food instruments	\$15,692 for each violation	Maximum penalty for violations occurring during a single investigation is \$62,767
Category VII Civil penalty for a vendor convicted of selling firearms, ammunition, explosive, or controlled substances in exchange for food instruments	\$15,306 for each violation	Maximum penalty for violations occurring during a single investigation is \$62,767

For a violation that warrants permanent disqualification (Category VII), see the chart above for CMP amounts that are specific to the conviction.

	<p>If a vendor who received a Category IV, V or VI sanction receives a second sanction in any of these categories, the second sanction must be doubled. However, CMPs can only be doubled up to the limits stated in the chart above. CMPs cannot be imposed in lieu of disqualification for third and subsequent sanctions in these categories.</p>
<p><b>PAGE 74: NON-DISCRIMINATION</b></p> <p>Non-discrimination</p> <p>Authorized Retail Store locations must offer WIC Participants the same courtesies as those offered to other customers, e.g., no separate lines or hours. Any practice that singles out Participants from other customers is prohibited. Such practices include:</p> <ul style="list-style-type: none"> <li>▪ keeping lists of Participants,</li> <li>▪ having Participants sign cash register receipts,</li> <li>▪ having specific register lines Participants must use,</li> <li>▪ keeping folders for each Participant,</li> <li>▪ keeping Participants' receipts, and</li> <li>▪ the offering or denial of incentives solely to WIC participants (based on 7 CFR 246.12(h)(3)(iii) and WIC Policy Memorandum 2012-3, Vendor Incentive Items).</li> </ul> <p>In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the Georgia WIC Program and all authorized Retailers are prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.</p> <p>Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.</p> <p>To file a program complaint of discrimination, complete the <a href="http://www.ascr.usda.gov/complaint_filing_cust.html">USDA Program Discrimination Complaint Form</a>, (AD-3027) found online at: <a href="http://www.ascr.usda.gov/complaint_filing_cust.html">http://www.ascr.usda.gov/complaint_filing_cust.html</a>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:</p>	<p><b>PAGE 74: NON-DISCRIMINATION</b></p> <p>Non-discrimination</p> <p>Authorized Retail Store locations must offer WIC Participants the same courtesies as those offered to other customers, e.g., no separate lines or hours. Any practice that singles out Participants from other customers is prohibited. Such practices include:</p> <ul style="list-style-type: none"> <li>▪ keeping lists of Participants,</li> <li>▪ having Participants sign cash register receipts,</li> <li>▪ having specific register lines Participants must use,</li> <li>▪ keeping folders for each Participant,</li> <li>▪ keeping Participants' receipts, and</li> <li>▪ the offering or denial of incentives solely to WIC participants (based on 7 CFR 246.12(h)(3)(iii) and WIC Policy Memorandum 2012-3, Vendor Incentive Items).</li> </ul> <p>In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.</p> <p>Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.</p> <p>To file a program complaint of discrimination, complete the <a href="https://www.usda.gov/oascr/filing-program-discrimination-complaint-usda-customer">USDA Program Discrimination Complaint Form</a>, (AD-3027) found online at: <a href="https://www.usda.gov/oascr/filing-program-discrimination-complaint-usda-customer">https://www.usda.gov/oascr/filing-program-discrimination-complaint-usda-customer</a> and at any USDA office, or write a letter addressed to USDA and provide in the letter all of</p>

(1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

**This institution is an equal opportunity provider.**

the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

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**Page 76: CIVIL RIGHTS**

**Civil Rights**  
**Limited English Proficiency (LEP) – Other Language Services**

Title VI of the Civil Rights Act of 1964, prohibits discrimination based on language. Any individual who applies to or participates in the WIC program who is not proficient in English must be provided with an interpreter. See **Federal Regulations:** §246.8 (b), FNS Instruction 113-1, CNPP Civil Rights Policy Notice No. 2013-3

All participants must be advised at the service delivery point of the availability of other language services. As the main food delivery channel for Georgia WIC, the Program asks that each authorized vendor location uses appropriate interpreters to communicate information, where applicable. **Limited English Proficiency (LEP)** resources are available to assure meaningful access for all WIC participants. Approved interpreters are provided via a language line service. See below for instructions outlining the use of the service:

**Language Line Services Quick Reference Guide**

When receiving a call from a participant with limited-English, begin at Step 1; when managing a face-to-face service with a participant with limited-English, begin at Step 2:

1. PRESS “Conf” to place the non-English speaker on hold
2. DIAL: 1-866-874-3972
3. ENTER on your keypad or provide the representative with the Client ID and Company Name:  
*You may press 0 or stay on the line for assistance.*
  - 6-digit Client ID : 5 1 3 1 8 2
  - Company Name: WIC Branch

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**Lionbridge Interactive Voice Response Guide**  
**How to Access Telephonic Interpretation**

Step 1: Dial 800-444-6627  
Step 2: Enter WIC PIN: (2550-6713)  
Step 3: Select language

- Press 1 for Spanish
- Press 2 for Burmese
- Press 3 for Vietnamese
- Press 4 for Arabic
- Press 5 for Nepalese
- Press 6 for Korean



4. PRESS 1 for Spanish; Press 2 for all other languages (speak the name of the language when prompted)

*An Interpreter will be connected to the call.*

5. BRIEF the Interpreter. Summarize what you wish to accomplish and give any special instructions.

6. Add the non-English speaker to the line or call.

When placing a call to an individual with limited-English, begin at Step 2 above.

If you need assistance when placing a call to a non-English speaker, you may press 9 to transfer to a representative at the beginning of the call. The Interpreter will connect you with the person to whom you want to speak. Once connected, the Interpreter will translate your information and the individual's response.

- Press 7 for Mandarin
- Press 8 for Creole
- Press 9 for French
- Press "0" to connect to an operator for all other languages.

Step 4: Connect with Lionbridge interpreter.

Tips for Working with Interpreters

- Please provide a brief introduction to the call's content.
- Please eliminate any background noise.
- Please speak at a moderate rate of speed and instruct your parties to speak one at a time.
- The interpreter serves to facilitate communication; he/she will not conduct the call itself.

Please contact the Georgia WIC Vendor Relations Unit with any questions or concerns about the service.

Please ensure that all of the information you receive pertaining to Georgia WIC is official documentation. We consider official documentation to be any document you receive from Georgia WIC with the program logo, and/or the signature of the Director of the Georgia WIC program or Deputy Director of Vendor Management. If you have any questions pertaining to Georgia WIC or its processes, please contact Georgia WIC at 1-866-814-5468, or visit our website at <http://dph.georgia.gov/vendor-information>.