



Georgia Department of Public Health

WIC Office of Vendor Management Vendor Relations & Administration Vendor Performance Review

Presentation to: Nutrition Services Directors

Presented by: Yvonne Rodgers, Deputy Director

Date: December 13, 2016



We Protect Lives.

WIC Office of Vendor Management Vendor Relations & Adm. Unit

Oversee the Contract Relationship with **WIC Food Delivery Channels**



Grocers/Commissaries



Pharmacies

We Protect Lives.

Total # Locations: 1418

2 Year Agreement Holders

145 Total Stores

- 30 Pharmacies
- 115 Grocers

3 Year Agreement Holders

1273 Total Stores

- 323 Pharmacies
- 941 Grocers
- 9 Commissaries

FFY2017 Application Period 1

of Applications Received in October: 12

October New Authorizations: 4 stores

- Publix Super Market #636 (VN 6599)
- Publix Super Market #1542 (VN 6600)
- Food Depot #60 (VN 6601)
- Walmart Supercenter #1227 (VN 6602)

Total # of Disqualifications: 3 stores

- Little Giant Farmers Market #1 (VN 3711)
- Food Depot #41 (VN 5266)
- Food Depot #55 (VN 6414)

Total # of Terminations: 2 store closures

- Ellijay Piggly Wiggly #316 (VN 5598)
- Harveys Supermarket #1638 (VN 6431)

FFY2017 Application Period 1

of Applications Received in November: 4

November New Authorizations: 8 stores

- Kroger #626 (VN 6603) 11/8/16 PG C
- Food Depot #63 (VN 6604) 11/10/16 PG C
- Walmart Neighborhood Market #6732 (VN 6605) 11/14/16 PG C
- Publix Super Market #1540 (VN 6606) 11/14/16 PG C
- Greenville Piggly Wiggly (VN 6607) 11/15/16 PG D
- City Food Market (VN 6608) 11/16/2016 PG A
- Shoppers Value Foods (VN 6609) 11/22/16 PG D
- Total Care Pharmacy (VN 6610) 11/30/16 PG F

Total # of Disqualifications: 1 store

- The Market (VN 6216)

Total # of Terminations: 4 stores

- Tienda Y Carniceria La Unica #2 (VN 5719)/ voluntary withdrawal
- Wayfield Foods #2 (VN 1698)/ store closed
- Kroger #295 (VN 1708)/ store closed
- Carniceria Y Tienda Progreso #2/ voluntary withdrawal

Total Active Vendors by Peer Group

Peer Group A (Small Grocers): 69

Peer Group B (Medium Grocers): 40

Peer Group C (Chains): 840

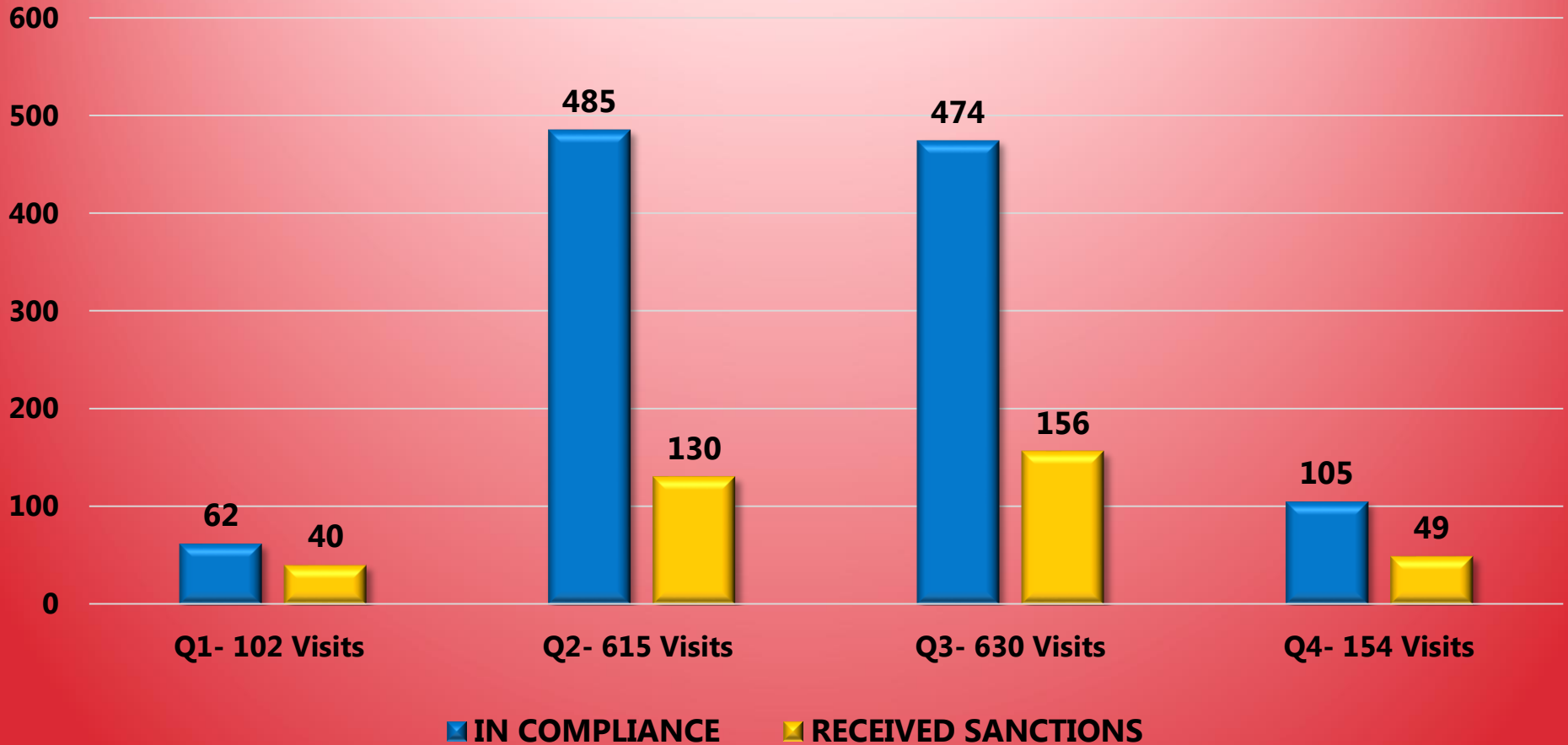
Peer Group D (Large Indep.): 107

Peer Group E (Commissaries): 9

Peer Group F (Pharmacies): 353

Peer Group G (Above 50%): 0

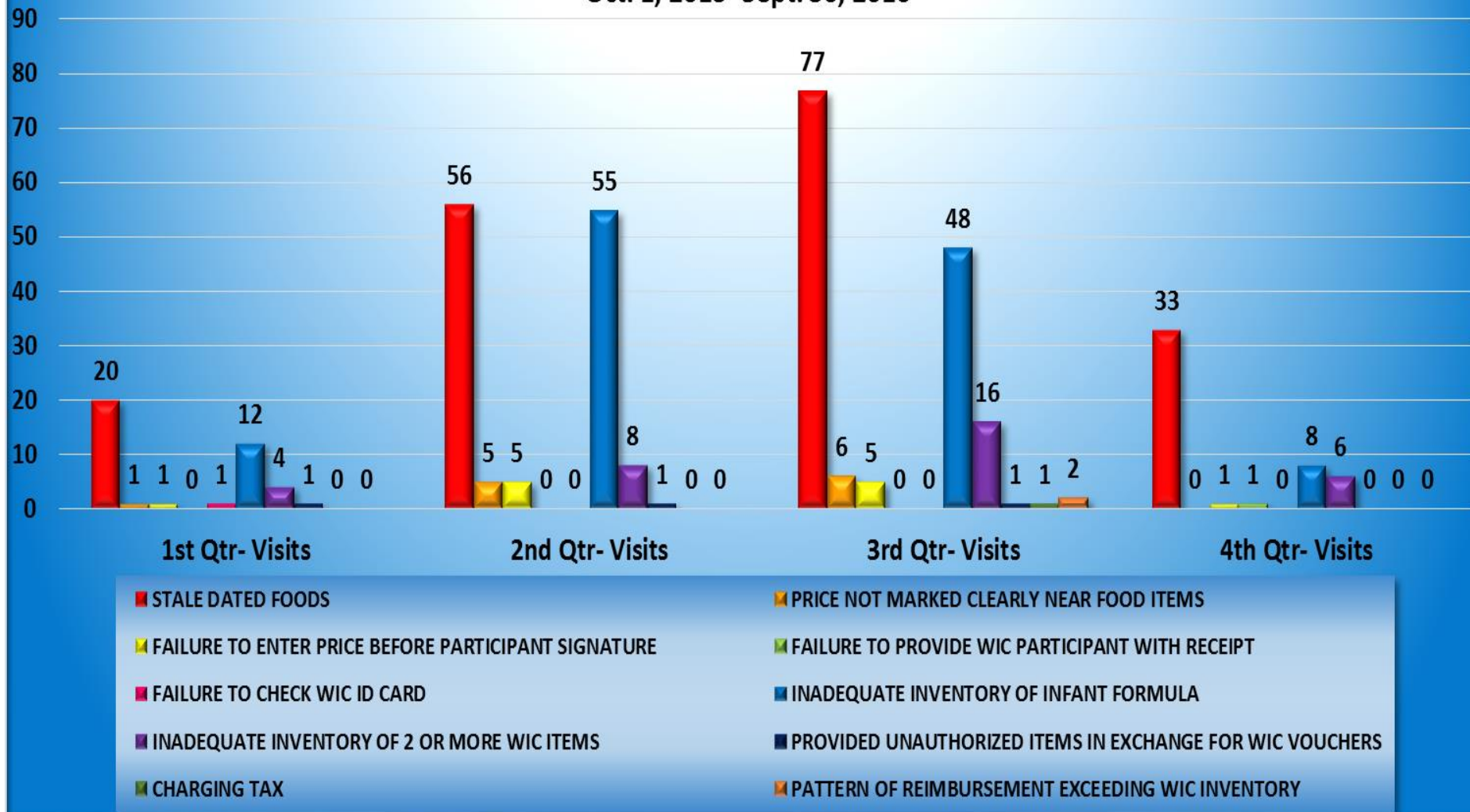
Monitoring Visits Outcomes FFY2016 By Quarter Oct. 1, 2015- Sept. 30, 2016



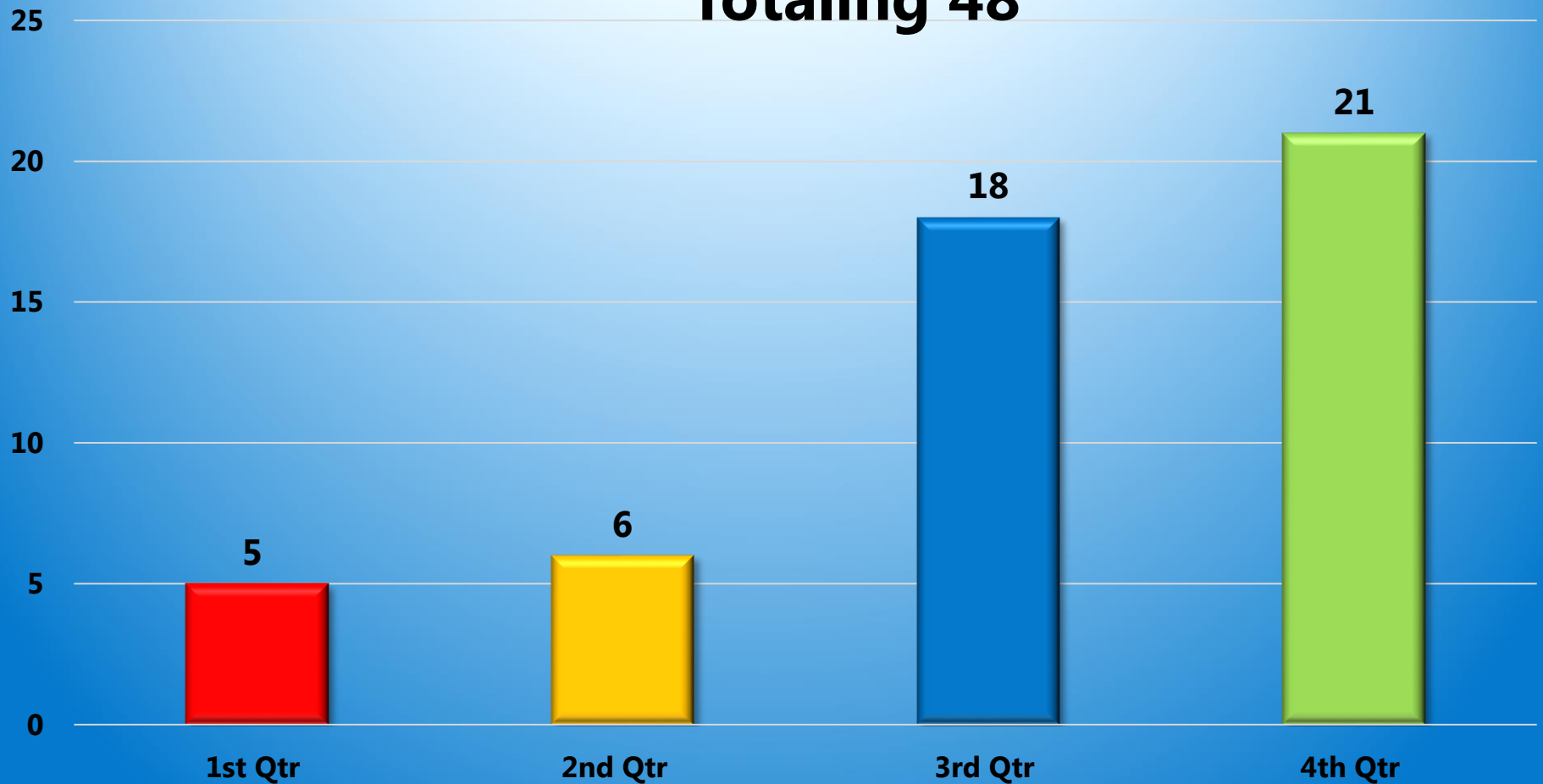
Sanction Outcomes

FFY2016 By Quarter

Oct. 1, 2015- Sept. 30, 2016



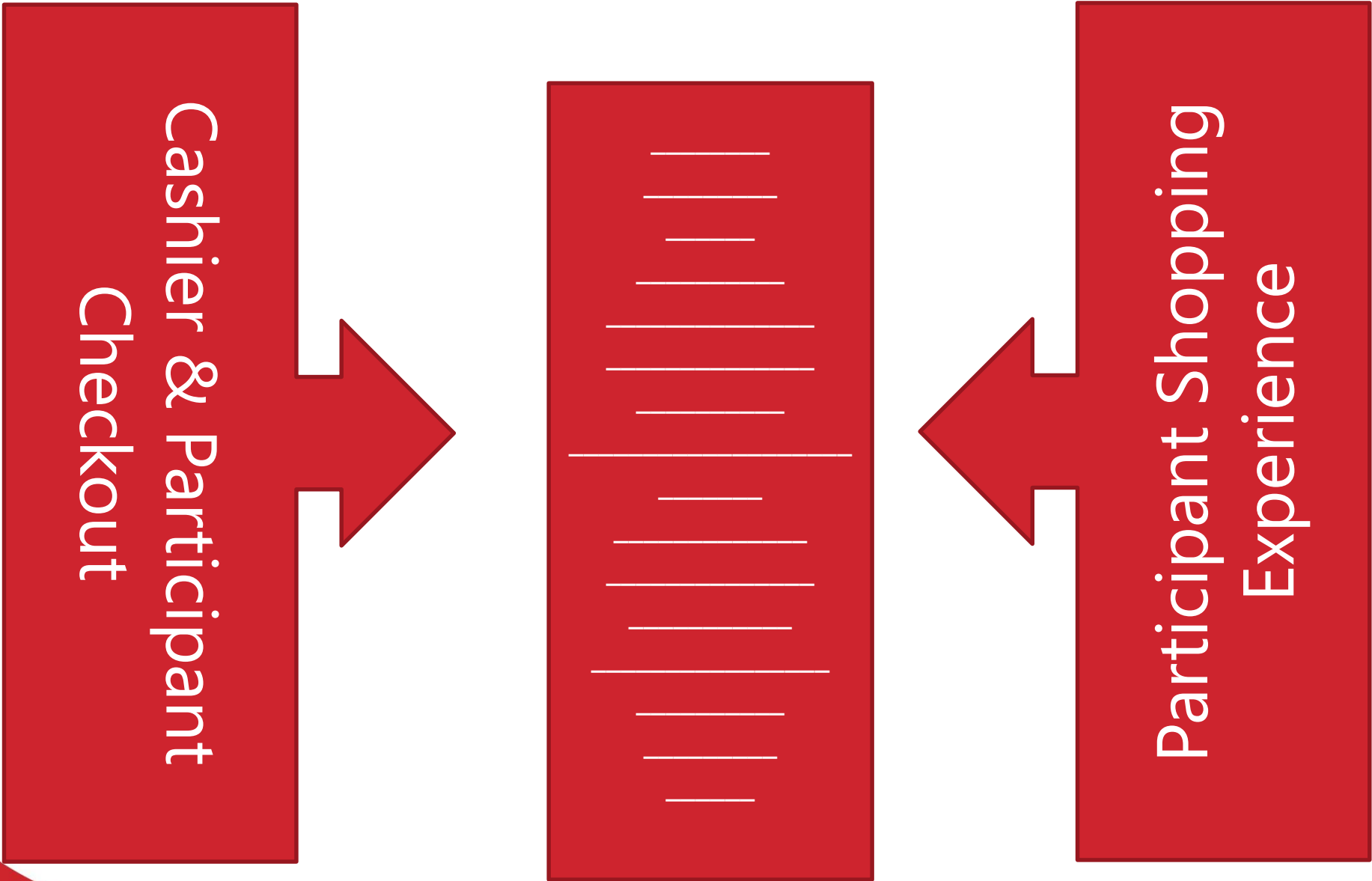
Total Number of Complaints FFY2016 By Quarter Totaling 48



Number of Complaints Received Quarterly For FFY2016

Type of Complaint	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
Returned Vouchers	1	0	0	0
Issues Redeeming for WIC Approved Foods	2	2	9	8
Issues with Register Not Scanning WIC Approved Food Items	1	0	0	2
Issues Redeeming for Contract Formula	0	2	3	6
Substituting WIC Approved Food Items	0	1	0	0
Minimum Inventory Not Met	0	1	0	0
In Store Promotions (e.g. Buy One, Get One; Coupons)	0	0	1	1
Rude Participants/Store Personnel	0	0	1	0
Customer Service	0	0	2	0
Charging for WIC Food Items Not Received	0	0	1	0
Issues Redeeming for WIC Approved Foods Using CVVs	0	0	0	1
WIC Approved Foods Not Labeled on Shelves in the Store	0	0	0	1
Signature on Vouchers	0	0	0	1
USDA Referral	0	0	0	1
Voucher Wording Confusing to Cashier	1	0	0	0
Issues with Freshness of Contract Formula	0	0	1	0

Complaints



Current Vendor Complaints Protocol

Process

- ❖ Research Facts
- ❖ Establish Accountability
- ❖ Provide Situational Technical Assistance
- ❖ Require a Corrective Action Plan
- ❖ Follow up for Implementation
- ❖ Document

2017 Shift to Proactive Engagement

Partnership

- ❖ Analyze Trends
- ❖ Report Out
- ❖ Identify Strategies to Strengthen the Touchpoints
- ❖ Implement
- ❖ Measure
- ❖ Celebrate

Introductions

New

Vendor Relations & Administration Manager !

ROXANNE CADE

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Questions ???

HAPPY HOLIDAYS

WELCOME

TO

FFY 2017