

# Maine Center for Disease Control and Prevention WIC Nutrition Program

## Department of Health and Human Services

Effective: October 1, 2011

Revised: August 1, 2014

Policy No. FMNP-2

### Farmer Training

#### Authority

7 CFR §248.4(a)(10)(ii) and §248.10(d)

22 MRSA §255 and §1951

#### Policy

1. Farmer training shall include training on the following:
  - 1.1 Purpose of the FMNP Program
  - 1.2 Terms of the Farmer Agreement
  - 1.3 Eligible foods
  - 1.4 Procedures for transacting and redeeming FMNP Coupons
  - 1.5 Farmer sanction system
  - 1.6 Farmer complaint process
  - 1.7 Claims procedures
  - 1.8 Changes in program requirements since the last training
  - 1.9 Recordkeeping requirements
  - 1.10 Guidelines for storing FMNP Coupons safely
  - 1.11 Guidelines for canceling FMNP Coupons
  - 1.12 Equitable treatment of FMNP Coupon recipients and recipient complaints
  - 1.13 Farmer requests for technical assistance
  - 1.14 Reauthorization
  - 1.15 Reporting changes of ownership, location, or cessation of operations

- 1.16 Procedures for appeal/administrative review
  - 1.17 Training employees
  - 1.18 Civil rights compliance
  - 1.19 WIC/FMNP/SNAP sanction reciprocity and information sharing
2. Each authorized farmer shall be required to participate in or to designate a representative such as the manager and /or other authorized employee(s), to participate in all required training programs or sessions at which WIC/FMNP procedures and requirements are taught. This includes, but is not limited to, WIC vendor training sessions scheduled by the Maine WIC Program. If the farmer fails to attend the WIC vendor training session the Farmer Agreement shall become null and void.
  3. The farmer shall accept training on WIC/FMNP policies and procedures whenever deemed necessary by the State Agency.
  4. The State Agency shall provide training at the request of the farmer.
  5. Farmers are responsible for training all staff who handle FMNP Coupons/CVV's regarding correct WIC/FMNP procedures and requirements.
  6. Farmers shall be held liable for the actions of all owners, officers, managers, agents, employees and personnel, paid or unpaid, who may be involved in WIC/FMNP transactions at the farmer's place(s) of business.

## **Procedures**

1. Farmers or farmer representatives shall receive training through one or more of the following:
  - 1.1 On-site meetings/conferences
  - 1.2 Off-site meetings/conferences
  - 1.3 During routine monitoring visits (e.g., educational buys)
  - 1.4 When specialized technical assistance is requested
  - 1.5 Written materials (e.g., newsletters)
  - 1.6 State Agency website
2. Interactive farmer training (such as face-to-face meetings, video conferences and web cams) shall be conducted at or before initial authorization and at least every three (3) years following authorization.

3. Annually, the State Agency shall provide training through media contacts such as, but not limited to, a newsletter, fax messages, a video or the farmer handbook; and will document the content of its training.
4. The State Agency shall provide a farmer handbook to each authorized farmer.
5. Farmer education and training visits may be utilized to ensure farmer compliance with Program rules and regulations. Training may be conducted at the farmer's location or by any other method deemed appropriate by the State Agency.
6. Farmers or farmer representatives shall be required to sign an acknowledgment of training when they have received monitoring visits.
7. The following methods shall be used to evaluate the effectiveness of farmer training:
  - 7.1 Evaluation forms provided with training materials
  - 7.2 Educational buys
  - 7.3 Informal feedback from vendors and/or participants