

WIC Vendor - Competencies

COMPETENCY AREA	COMPETENCY DESCRIPTION	COMPETENCY PERFORMANCE	NOTES/RESOURCES
A. Vendor Requirements and Check Redemption Process	Demonstrate knowledge of WIC Vendor Manual and cashier quiz.	<p>Apply information in the Vendor Manual to all vendors.</p> <p>Demonstrate understanding of vendor training DVD contents.</p> <p>Maintain communication with WIC Management Unit.</p>	<p>Policy: 7.0 Vendor Management</p> <p>Vendor training DVD</p> <p>Vendor website</p> <p>Vendor manual: http://dhs.wisconsin.gov/wic/WICPRO/Vendor_Auth/pph04537.pdf</p>
B. Knowledge of WIC Approved Foods	<p>Demonstrate knowledge of approved WIC food types, brands and sizes.</p> <p>Demonstrate knowledge of Not Allowed Foods.</p>	Maintain knowledge of current WIC Approved Foods list.	<p>WIC Approved Foods</p> <p>WIC, You and the Grocery Store DVD</p> <p>Cashier section of vendor training DVD</p> <p>Cashier quiz in vendor manual</p>
C. WIC Vendor Authorization	Conduct On-site WIC Vendor Authorization Visits.	<p>Demonstrate understanding of authorization packet from State WIC Office.</p> <p>Determine compliance with minimum WIC vendor requirements.</p> <p>Provide vendor training.</p>	<p>Policy: 7.0 Vendor Management</p> <p>ROSIE Help – ROSIE and Central Office Resources/Reference and Guidance/Vendor</p> <p>Vendor training DVD</p>
D. Authorized WIC Vendor Monitoring	Conduct Vendor Monitoring.	<p>Prepare for monitoring visit.</p> <p>Conduct compliance buy test.</p> <p>Determine compliance with minimum WIC vendor requirements.</p> <p>Complete documentation of monitoring.</p> <p>Communicate monitoring results to vendor.</p>	<p>ROSIE and Central Office Resources on ROSIE Help – Corrective Action Plan, ROSIE Guidance, Routine Monitoring Training and Guidelines, Routine Monitoring Worksheet, Vendor Selection List, and Creating Compliance Buy Families</p> <p>ROSIE User Guide on ROSIE Help – Chapter 05 Vendor Management</p>

E. Vendor Complaints	Handle Complaints from Participants, other Vendors and/or Consumers.	Document complaint. Collect complaint evidence, if provided. Communicate complaint to WIC Management Unit.	Policy: 7.0 Vendor Management ROSIE User Guide on ROSIE Help – Chapter 05 Vendor Management
F. Vendor Re-Application	Conduct Vendor Training Session(s).	Plan training session. Conduct training session to vendors. Ensure all vendors attend training.	DVD and other training materials provided by WIC Management Unit
G. ROSIE Vendor Management area	Demonstrate knowledge of Vendor Management area of ROSIE and access ROSIE Vendor Management Reports.	Search for vendor record. Demonstrate knowledge of information available. Complete data entry (monitoring, training, complaints) as allowed by State WIC Office and Project Director. Access and use reports available.	ROSIE User Guide on ROSIE Help – Chapter 05 Vendor Management ROSIE and Central Office Resources on ROSIE Help – Vendor Monitoring ROSIE Reports/Vendor