

Task Force on Supplemental Food Delivery in the WIC Program



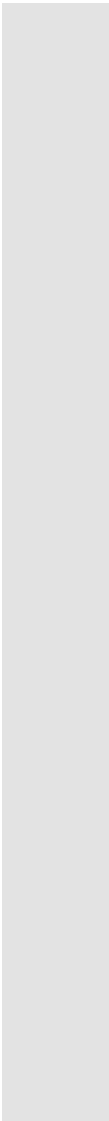
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Task Force Background

- Consolidated Appropriations Act for fiscal year 2021
 - Scope was to study measures to streamline the redemption of supplemental foods
 - Convened March 2021
 - Required to submit recommendations report by September 30, 2021
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Representatives
from WIC State
Agencies – both
geographic and tribal

Representatives of
WIC Local Agencies

Retailers of
supplemental foods

Technology
companies with WIC
MIS or EBT
experience

Manufacturers of
supplemental foods

Participants from
diverse locations

Other organizations
that have experience
with and knowledge
of the WIC Program

Task Force Members

Current
Environment
as we launched
the Task Force
Effort

Pandemic impacting shopping
experience

Expansion of SNAP online purchasing

Limited WIC online ordering and
purchasing options

Guiding Principles



Pursue the most intelligent ordering and payment approach to the extent possible.



Follow existing commercial models where possible.



Treat WIC participants equally to other retail consumers.



Focus on best practices.



Ordering

- Balance Inquiry
- Pre-Authorization/Balance Hold



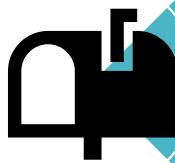
Fulfillment

- Substitutions with approval
- Substitutions must be validated



Purchase Confirmation/Receipt of Goods

- Purchase Finalization
- Fees



Post Pick Up/Post Delivery

- Refunds to address issues

Ordering Process Recommendations

Regulation Recommendations

Focuses

- Promote technology innovation and benefit delivery modernization
- Remove antiquated definitions and terminology

Regulatory Definitions

- Updated/added terms to address new and future innovations

Regulation Language Updates/Additions

- Vendor Authorization
- Vendor Management
- Transaction Processing

Funding and Waivers
During the Transitional
Period

Nationwide
Authorization of
Virtual Vendors

Considerations for
Small Vendors & A-50
Vendors

Competitive Pricing
and Minimum Stock

Ongoing Advisory
Work Group

Ensuring Infant
Formula Safety/
Quality & Exempt
Infant Formula
Vendors

Development of
Standards and
Operating Rules

Processing Fees

Future Technologies

Other
Considerations

Thank You

For WIC to maximize its proven nutrition support, the Task Force urges swift and focused USDA action to partner with WIC providers, retailers, suppliers, technology experts, processors, and all other interested stakeholders to develop and implement modern, forward-looking solutions that streamline the WIC transaction.

Recommendation Report Link

- <https://www.fns.usda.gov/wic/food-delivery-task-force-recommendations-report>

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