
FOOD DELIVERY

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INTRODUCTION

The Food Delivery State Plan checklist is used to collect information regarding vendor and farmer / senior farmers market management as well as food delivery systems, food instruments, and electronic benefits. This checklist has combined the previous years checklists I. Vendor Management and IX. Food Delivery . There are some new questions related to EBT which were not pulled from either of the previous checklists and many questions pertaining to paper food instruments were removed. The vendor and farmer/senior farmers market management section includes all those activities associated with selecting, authorizing, training, and monitoring, vendors and farmers/senior farmers markets participating in the WIC Program. The food delivery accountability section was revised to include the management and monitoring of the Retail Food Delivery System, and the procurement and delivery of supplemental foods to participants in the Home Food and Direct Distribution Delivery Systems. The following sections provide a brief overview of the information that is required by federal regulations to be included in State Plans. The questions that follow are designed to assist the State agencies in submitting compliant State Plans for FNS approval. State agencies are encouraged to review each federal regulation in its entirety.

I. GENERAL ADMINISTRATION Indicate which of the three food delivery systems (retail, home delivery, direct distribution) the State agency operates. - 7 CFR 246. 4(a)(14)(i), 7 CFR 246. 12(b)

II. HOME FOOD DELIVERY SYSTEMS 7 CFR 246. 4(a)(14), 7 CFR 246. 4(a)(14)(viii), 7 CFR 246. 12(m): If applicable, describe how the home delivery system operates including the types of authorized home food delivery contractors, the frequency of deliveries, and the procedures for documenting deliveries. Include a description of specialty infant formula, if applicable.

III. DIRECT DISTRIBUTION FOOD DELIVERY SYSTEMS 7 CFR 246. 4(a)(14), 7 CFR 246. 12(n): If applicable, describe the methodology and procedures used in the direct distribution of supplemental foods, including types of foods distributed, warehouse and distribution centers, the verification process, and assurance of safety. Include a description of specialty infant formula, if applicable.

IV. RETAIL FOOD DELIVERY SYSTEMS: BENEFIT ISSUANCE AND FOOD INSTRUMENTS

A. Electronic Benefit Transfer (EBT) Management 7 CFR 246. 12(y)(4)(ii): Describe updates on any active EBT projects.

B. Food Instrument Overview 7 CFR 246. 4(a)(11)(iii), (14)(i), (vii), (xiii): Describe the types of food instruments allowed, as well as the policies and procedures used by the State agency in producing, monitoring, and accounting for the use of food instruments.

C. Benefit Issuance 7 CFR 246. 4(a)(11)(iii), (14)(xx); 7 CFR 246. 12(r)(4); 7 CFR 246. 4(a)(14)(i), (x), (xiv), (xv): Describe the State agency's procedures for: issuing food instruments to participants, verifying identity, providing education on how to use food instruments, and the State agencies proxy policies. Include alternative benefit issuance procedures for special circumstances.

D. Food benefit redemption and disposition 7 CFR 246.

4(a)(14)(xiii), (xix): Describe the procedures used to monitor food benefit redemption and disposition and the management of lost/stolen/damaged food instruments. V. RETAIL FOOD DELIVERY SYSTEMS: VENDOR MANAGEMENT A. Participant Access 7 CFR 246. 4(a)(14)(xiv), 7 CFR 246. 12(l)(1)(ix): Provide information about the State agency's definition of participant access. B. Vendor Selection and Authorization 7 CFR 246. 4(a)(14)(ii), (15), 7 CFR 246. 12(g)(3), (8), (10): Describe limiting criteria, application periods, selection criteria, and a brief description of how the SA informs vendors of allowable infant formula providers. C. Vendor Cost Containment (including management of above-50-percent vendors) 7 CFR 246. 4(a)(14)(xvi), 7 CFR 246. 12(g)(4) Include relevant exemptions (if applicable), how above-50-percent vendors are assessed, and peer groups. D. Vendor Agreements 7 CFR 246. 4(a)(14)(iii), 7 CFR 246. 12(h): Describe information regarding the vendor agreement and attach a sample vendor agreement. E. Vendor Training 7 CFR 246. 4(a)(14)(xii), 7 CFR 246. 12(i): Describe State and local agency procedures for training WIC Program vendors. F. Routine Monitoring 7 CFR 246. 4(a)(14)(iv), 7 CFR 246. 12(j)(2): Describe relevant procedures for routine monitoring and vendor sanctions. G. Administrative Review of State Agency Actions 7 CFR 246. 4(a)(14), (a)(18), 7 CFR 246. 18: Describe the procedures for conducting both full and abbreviated administrative reviews. VI. RETAIL FOOD DELIVERY SYSTEMS: FARMERS AND FARMERS MARKETS (if applicable) 7 CFR 246. 4(a)(14)(iii), (a)(14)(v), (a)(14)(xii); 7 CFR 246. 12(v): If the State agency authorizes farmers and/or farmers markets, describe the farmer / farmers market agreement, monitoring, and training procedures.

A. GENERAL ADMINISTRATION

1. Which of the following food delivery systems does your State agency operate? Be sure to consider how the State agency provides specialty formula to participants.

☐ Home Food Delivery (please fill out section B)

☐ Direct Distribution Food Delivery (please fill out section C)

☒ Retail Food Delivery (please fill out sections D, E, and F)

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation):

NC WIC Program Manual Chapter 11: Vendor Management

B. HOME FOOD DELIVERY SYSTEMS

☐ Does not apply (proceed to the next section)

1. The State agency uses home food delivery systems to:

- ☐ Provide all WIC program foods
- ☐ Reach select remote / rural participants
- ☐ Reach select participants with mobility or transportation concerns
- ☐ Provide specialty infant formula and/or medical foods
- ☐ Other

2. Home food deliveries take place:

- ☐ Monthly
- ☐ Bi-monthly
- ☐ Every three month
- ☐ Other

3. Home food delivery vendors include:

- ☐ Dairies
- ☐ Private delivery service doing WIC business only
- ☐ Private delivery service
- ☐ Infant formula providers
- ☐ Hospitals
- ☐ Other

4. Participants who receive home food delivery:

- ☐ Are notified in writing of the types and quantities of food they will receive
- ☐ Indicate by authorized signature on FI, receipt, or signature device that supplemental foods were received
- ☐ Are delivered only a one-month supply of supplemental foods per delivery
- ☐ Other

5. Supplemental foods may be delivered:

- ☐ Only to the participant
- ☐ To the proxy
- ☐ To any adult at home during time of delivery
- ☐ To anyone at home during time of delivery
- ☐ Other

6. Documentation:

a. The forms verifying delivery are reconciled against vendor invoices:

- ☐ Weekly
- ☐ Monthly
- ☐ Other

b. Signatures of participants who sign the receipt are compared to signatures on file:

- ☐ Yes
- ☐ No

7. Please attach a list of the names of contractors/providers that the State agency works with to provide Home Delivery services: on This is not applicable for my state agency

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation): on This is not applicable for my state agency

C. DIRECT DISTRIBUTION FOOD DELIVERY SYSTEMS

☒ Does not apply (proceed to next section)

1. The State agency uses direct distribution food delivery systems to:

- ☐ Distribute all WIC program foods
- ☐ Distribute specialty infant formula and/or medical foods
- ☐ Distribute foods to accommodate the needs of select participants
- ☐ Other

2. The State agency uses:

- ☐ One central warehouse and delivers directly to local agencies
- ☐ One central warehouse from which foods are sent to one or more subsidiary warehouses before delivery to local agencies
- ☐ Other

3. Warehouses are operated by:

- ☐ State agency
- ☐ Local agencies
- ☐ Other public agency
- ☐ Under contract with private business
- ☐ Other

4. Warehouses used for WIC foods are also used to store other FNS program commodities (please specify which):

- ☐ Yes
- ☐ No

5. Foods are distributed to participants:

- ☐ Grocery store fashion
- ☐ Pre-packaged
- ☐ Other

6. Upon receipt of foods, participants / caregivers / proxies are required to sign:

- ☐ A receipt for each food received
- ☐ A receipt for all foods received (as a whole package)
- ☐ Other

7. Foods are distributed to participants:

- ☐ Monthly
- ☐ Every three months
- ☐ Other

8. Participants with limited access to distribution sites can utilize:

- ☐ Home food delivery
- ☐ Cost-free transportation
- ☐ Other

9. Monitoring and Inventory Control: Describe the State agency's methods for ensuring WIC supplemental foods are adequately received, in stock, and issued.

Please indicate the provisions the State agency includes in its inventory control policies for direct distribution contractors:

- ☐ Separation of duties for intake and inventory
- ☐ Stock rotation
- ☐ Performance of perpetual and physical inventory duties
- ☐ Reconciliation against issuance records
- ☐ Other

10. Please attach a list of the names of contractors that the State agency works with to provide Direct Distribution Delivery services:

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation): on This is not applicable for my state agency

D. RETAIL FOOD DELIVERY SYSTEMS: BENEFIT ISSUANCE AND FOOD INSTRUMENTS

☐ Does not apply. The State agency does not operate a retail food delivery system.

Electronic Benefit Transfer (EBT) Management

1. Does the State agency have any future EBT changes planned?

☒ Yes

☐ No

a. Please provide a short description of the type of changes and when they are expected to be implemented. on This is not applicable for my state agency

The EBT vendor has implemented software changes to allow online shopping. NC plans to implement online shopping using eWIC benefits during the Fall of 2026 with at least one major retailer.

Additional information if applicable: on This is not applicable for my state agency

Food Instrument Overview

2. The State agency uses the following types of Food Instruments (check all that apply):

☒ EBT card

☐ QR code

☒ Other

Specify: An electronic benefit account(EBA) is created for each family. Food benefits are electronically issued to the EBA. An EBT card is provided to the family, who then sets up a unique PIN to access the food benefits.

3. Please provide a description of the State agency's system for ensuring the accountability and security of food instruments and electronic benefits. Attach and cite relevant policies and procedures.

North Carolina WIC Program Manual Chapter 6A: Application Process, Chapter 6D: Participant Notifications, Chapter 6F: Program Abuse by Participants, Chapter 8: Food Benefit Issuance.

ADDITIONAL DETAIL: Please provide a facsimile of the EBT card as an Appendix or cite the location in the State agency's Food Delivery Policy: on This is not applicable for my state agency

North Carolina WIC Program Manual Chapter 8: Food Benefit Issuance; I Food Delivery Appendix 5 NC eWIC Card FY2027

Benefit Issuance

4. The State agency:

☐ Requires participants to pick up food instruments at the local agency when scheduled for an in-person nutrition education or a certification appointment

☐ Allows benefits to be issued remotely to participants except when the participant is scheduled for nutrition education or a certification appointment

☐ Mails food instruments to participants

☒ Other

Specify: Up to 3 months of food benefits are issued to the EBA throughout the certification period.

5. The State agency requires the following proof of receipt when issuing Food Instruments:

☒ Participant / caretaker / proxy signature confirming receipt

☒ Local agency staff initials

☒ Documented in MIS

☒ Other

Specify: During the remote issuance, local agency staff must select their own name on the Print Food Instruments and Refer to WIC Program Manual Chapter 8: Food Benefit Issuance

Mailing of Food Instruments:

6. The State agency provides local agencies with guidelines / procedures for mailing Food Instruments to participants.

☒ Yes

☐ No

7. The State agency has implemented the following policy regarding mailing Food Instruments (FI) (check all that apply)

☐ FI are sent first class mail *(first class is considered regular mail)

☐ FI are sent registered mail

☐ FI are sent certified mail

☐ FI are sent restricted mail

☐ Return receipt is requested on FIs sent certified mail

☐ Envelope specifies, "do not forward, return to sender" or "do not forward, address correction requested"

☒ Other

Specify: North Carolina WIC Program Manual 8: Food Benefit Issuance.

8. The State agency approves mailing Food Instruments under the following conditions:

☐ Participant resides in rural area

☐ Participant is unable to visit clinic during operating hours (e.g., due to employment or childcare)

☐ Clinic management (e.g., temporary clinic closure)

☐ Participant safety (e.g., circumstances where participant safety can't be guaranteed at the clinic location)

☐ Cost effectiveness (e.g., the clinic is temporarily understaffed)

☐ Public Health Emergency

☒ Other

Specify: An EBT card may be mailed when the initial certification is conducted remotely or by the eWIC vendor to replace a lost/stolen/damaged card. See WIC Program Manual 8: Food Benefit Issuance.

9. When mailing Food Instruments, documentation of issuance is:

☐ Signed by participant at the next in-person appointment

☐ Documented in the MIS by local agency staff

☒ Other

Specify: North Carolina WIC Program Manual 8: Food Benefit Issuance.

10. Please describe how the state agency ensures program integrity in the mailing of food instruments:

North Carolina has fully implemented eWIC, remote issuance.

11. The State agency requires local agency staff to educate each new participant / caretaker / proxy regarding:

☒ Authorized vendors / farmers

☒ Transaction procedures

☒ Transacting WIC-approved foods

☒ Use of a proxy

☒ Reporting problems / requesting assistance

☒ Participant violations (i.e., selling WIC benefits)

☒ Food Instrument security tips (i.e., regularly changing PIN)

☒ Other

Specify: North Carolina WIC Program Manual 8: Food Benefit Issuance.

12. The State agency s proxy policy includes the following:

☐ Limits the number of participants a single proxy may sign for, except that a proxy may pick up Food Instruments for all homeless WIC participants in a facility

☐ Limits proxy to specified number of Food Instrument pick-ups

☒ Limits proxy to a minimum age

☒ Limits proxy assignment to local WIC staff

☐ Proxies are required to show identification card at Food Instrument pick up

☒ Other

Specify: North Carolina WIC Program Manual Chapter 8: Food Benefit Issuance

13. What are the State agency procedures for providing customer service during non-business hours for participant / vendor / farmer inquiries?

☒ EBT toll free number

☒ Other

Specify: A 24 hour voice activated customer service line is available for issues related to EBT cards.

Special Food Instrument Issuance Accommodations

14. The State agency has established food delivery procedures in cases of natural disaster and emergencies including:

☐ Mailing food instruments

☒ Remote benefit issuance

☐ Direct distribution

☐ Home food delivery

☐ Adjusting vendor selection and/or limiting criteria

☐ Accepting and/or processing applications outside of normal timeframes

☐ Adjusting minimum requirements for variety and quantity of foods

☒ Other

Specify: North Carolina WIC Program Manual 8: Food Benefit Issuance.

15. Does the State agency adapt its food delivery system to accommodate the needs of homeless individuals?

☒ Yes

Specify: Alternate Food Package issuance based on participant's availability of food storage and preparation facilities.: North Carolina WIC Program Manual Chapter 7: Food Package.

☐ No

ADDITIONAL DETAIL - Food Delivery Appendix and/or Procedure Manual (citation):**Food Instrument Redemption and Disposition**

16. The State agency system assures 100 disposition of all Food Instruments:

- ☒ Yes
☐ No

17. For EBT systems disposition, does the State agency link the Primary Account Number (PAN) associated with the electronic transaction to valid issuance records? (This can be done by matching the electronic benefit record for the household to redemptions by the EBT card number (PAN) at the aggregate household benefit level.)

- ☒ Yes
☐ No

18. Does the disposition happen within 120 days of the first date of use for the participant?

- ☒ Yes
☐ No

Customer Service Standards

19. The State agency s customer service procedures enable participant or proxies to do the following during non-business hours:

- ☒ Report a lost/stolen/damaged card
☒ Report other card or benefit issues
☒ Receive information on the EBT food balance
☒ Receive the current benefit end date
☒ Other

Specify: A 24-hour voice activated customer service line is available for issues related to EBT cards and benefit related inquiries.

20. Describe how the State agency responds to reports of lost/stolen/damaged cards within one business day of the date of the report.

Lost/Stolen EBT cards are deactivated/replaced upon report of lost/theft and can't be reactivated.

21. Lost / Stolen / Damaged Food Instruments - Please attach and cite the policies and procedures for replacing lost, stolen, or damaged Food Instrument, including how the associated benefits are transferred within seven business days.

North Carolina WIC Program Manual Chapter 8: Food Benefit Issuance. Associated benefits are transferred immediately to participants.

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation): on This is not applicable for my state agency

NC WIC Program Manual Chapter 11: Vendor Management

E. RETAIL FOOD DELIVERY SYSTEMS: VENDOR MANAGEMENT

Participant Access

1. Please provide the State agency definition for participant access. Include full criteria, including geography, density, and any other parameters in your response

Participant access refers to the ability of a WIC participant to easily obtain WIC supplemental foods from vendor locations. Participant access is compromised if the following criteria are not met for vendors in a specific county:

1. There is at least one WIC vendor within one mile of the county Health Department; or
2. If a specific vendor is within city limits, there is at least one other vendor within 3 miles of the vendor; or
3. If a specific vendor is outside the city limits, there is at least one other vendor within 7 miles of the vendor; and
4. There are geographic barriers to using any stores listed for 1, 2 or 3 listed above.; North Carolina WIC Program Manual 11: Vendor Management.

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation): on This is not applicable for my state agency

NC WIC Program Manual Chapter 11: Vendor Management

Vendor Selection and Authorization

2. Does the State agency use limiting criteria to limit the number of vendors it authorizes?

☐ Yes

☒ No

3. Check and specify the type(s) of criteria used (e. g. , vendor / participant ratio of 1:100 per county): on This is not applicable for my state agency

- ☐ Vendor / participant ratio
- ☐ Vendors / local agency ratio
- ☐ Vendors / local service area or county ratio
- ☐ Vendors / geographic area
- ☐ Vendor / State agency staff ratio
- ☐ Statewide cap on the number of vendors
- ☐ Other

Vendor Application periods:

4. The State agency considers applications:

- ☒ On an ongoing basis
- ☐ Annually in [month] or a new agreement that begins in [month]
- ☐ Every two years (specify month): [month]
- ☐ Every three years (specify month): [month]
- ☐ Any time there is a participant access need The State agency is currently under a:
- ☒ Other (specify) : Additionally, local WIC agencies have some flexibility when considering applications. However, they must accept applications at least one month per quarter.

5. If the State agency does not accept applications on an ongoing basis, please explain how the State agency processes applications if it is determined there will otherwise be inadequate participant access on This is not applicable for my state agency

N/A

Vendor Selection and Authorization

6. The vendor selection criteria used to select vendors for program authorization includes:
Required Criteria:

☒ EBT capable as defined in 7 CFR 246. 12(aa)(4)(ii)

☒ Competitive price criteria based on:

☒ Minimum stocking requirements (MSR) that include the federal minimum. MSR are:

☐ A requirement to obtain infant formula only from sources included in the State agency's list of State licensed infant formula wholesalers, distributors, and retailers and manufacturers registered with the U. S. Food and Drug Administration

☒ A business integrity criteria that includes:

☒ Lack of current SNAP disqualification or civil money penalty for hardship per 7 CFR 246. 12(g)(3)(iii)

☐ Incentive items management (if the State agency is certified to authorize A50 vendors)

Optional criteria on This is not applicable for my state agency

☐ A requirement to stock a full range of foods in addition to WIC supplemental foods

☒ Redemption of a minimum value/volume of food instruments and CVBs

☐ Satisfactory compliance with previous vendor agreement

☒ Certification by an approved State or local health department

☒ Proof of authorization as a SNAP retailer, including SNAP authorization number

☐ Lack of previous WIC sanctions

☐ Hours of operation which meet State agency criteria

☒ Other

Specify: A location necessary to ensure adequate participant access.

☐ NA

7. Infant formula: Please attach or briefly explain the policies and procedures for compiling and distributing to authorized WIC vendors, on an annual or more frequent basis, a list of authorized infant formula wholesalers, distributors, and retailers:

I Food Delivery Appendix 6 Procedures for Compiling Authorized Infant Formula Wholesalers, Distributors, and Retailers FY2027

8. Does the State agency assess all vendor applications not meeting selection criteria for participant access?

☒ Yes

☐ No

Describe or attach and as an appendix the procedures used for assessing vendor applications for participant access:

I Food Delivery Appendix 7 Procedures for Assessing Vendor
Applications for Participant
Access FY2027

9. Does the State agency authorize mobile stores?

☐ Yes

☒ No

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation):

Vendor Cost Containment

10. Does the State agency authorize any vendors that derive more than 50 percent of their annual food sales from WIC transactions (i. e. A50 vendors)?

☐ Yes

☒ No

11. When does the State agency assess vendors for above-50-percent status? on This is not applicable for my state agency

☒ At authorization

☒ 6 months after authorization

☒ Annually

☐ Other

12. How does the State agency assess vendors for above-50-percent status? on This is not applicable for my state agency

☒ Use the Potential A50 Vendors report in FDP (previously WIC-6 in TIP)

☒ Collect food sales documentation from vendor

☒ Collect food sales documentation from another agency

Specify: Use the Potential A50 Vendors report in FDP (previously WIC-6 in TIP)

☒ Other

Specify: Use the Potential A50 Vendors report in FDP (previously WIC-6 in TIP)

13. If the State agency authorizes above-50-percent vendors, please provide a copy of the State agency's policies and procedures on incentive items in accordance with 7 CFR 246.12(g)(3)(iv). on This is not applicable for my state agency

N/A

Vendor Peer Groups

14. Does the State agency establish distinct competitive price criteria and maximum allowable reimbursement levels for each vendor peer group? on Does not apply. The State agency has an exemption to use an alternative cost containment system.

☒ Yes

☐ No

15. Briefly describe how the State agency considers participant access by geographic area when establishing competitive price criteria and maximum allowable reimbursement levels. on Does not apply. The State agency has an exemption to use an alternative cost containment system.

To establish competitive price criteria and maximum allowable reimbursement levels, the State agency uses geography, redemption data and prices submitted by the vendors in the different peer groups. Vendor Peer Groups are based on the type of store, location of store including zip codes. Urban/non-urban areas are identified by the Rural Urban Commuting Area (RUCA) file. Participant access refers to the ability of a WIC participant to easily obtain WIC supplemental foods from vendor locations. Participant access is compromised if the following criteria are not met for vendors in a specific county:

1. There is at least one WIC vendor within one mile of the county Health Department; or
2. If a specific vendor is within city limits, there is at least one other vendor within 3 miles of the vendor; or
3. If a specific vendor is outside the city limits, there is at least one other vendor within 7 miles of the vendor; and
4. There are geographic barriers to using any stores listed for 1, 2 or 3 listed above.

16. Are vendors assigned to peer groups for selection / authorization? on Does not apply. The State agency has an exemption to use an alternative cost containment system.

☒ Yes

☐ No

17. Are vendors assigned to peer groups for reimbursement purposes? on Does not apply. The State agency has an exemption to use an alternative cost containment system.

☒ Yes

☐ No

18. Peer groups are based on the following: on Does not apply. The State agency has an exemption to use an alternative cost containment system.

☐ WIC sales volume

☐ Gross food sales

☐ Number of cash registers

☐ Square footage

☒ Type of Store

☒ Location of store

☐ Local agency service area

☐ City, county, or regional divisions

☐ Urban, suburban, rural, island

☒ ZIP codes

☒ Other

Specify: Urban/Non-Urban areas determined by the Rural Urban Commuting Area (RUCA) file.

19. Has the State agency received approval for an exemption from the requirement to use geography as one of the criteria for developing the peer groups? on Does not apply. The State agency has an exemption to use an alternative cost containment system.

☐ Yes

☒ No

20. The State agency assesses the effectiveness of its peer group system and competitive price criteria to enhance system performance: on Does not apply. The State agency has an exemption to use an alternative cost containment system.

☐ Annually

☐ Biennially

☒ Every three years

☐ Other

21. How does the State agency assess the effectiveness of its peer group system and competitive price criteria? on Does not apply. The State agency has an exemption to use an alternative cost containment system.

The State agency uses geography, redemption data and prices submitted by the vendors in the different peer groups at least every three years to determine if the peer groups in place continue to be effective.

a. Provide date of most recent FNS peer group assessment of effectiveness per 7 CFR 246.12(g)(4)(ii)(C). 2024-05-20 on Does not apply. The State agency has an exemption to use an alternative cost containment system.

b. Using the Vendor Peer Groups Chart (see Attachment 1), describe the peer groupings that the State agency plans to use during the upcoming fiscal year (e. g. , supermarkets, medium and small grocery stores, convenience stores). Does not apply. The State agency has an exemption to use an alternative cost containment system. Vendor Peer Groups, State Agency: Does not apply. The State agency has an exemption to use an alternative cost containment system. Vendor Peer Groups, State Agency: North Carolina Fiscal Year: 2027

Peer Group No.	Description (e.g., supermarkets, chain stores, pharmacies)	Number of Vendors in Peer Group	Comparable Vendors Peer Group No.	Regular Vendors	Above 50% Vendors	Total
1	Mass Merchandisers and Commissaries: Statewide	233	0	233	0	

2	Con veni enc e St ore: Stat ewi de	17	0	17	0	
3	Inde pen dent Gro cery : Ur ban	103	0	103	0	
4	Inde pen dent Gro cery : No n-ur ban	64	0	64	0	

5	Regional Grocery Chain: Urban	688	0	688	0	
6	Regional Grocery Chain: Non-urban	221	0	221	0	
7	Pharmacies : Statewide	277	0	277	0	
8						
9						
10						

11						
12						

Vendor Exemptions

22. If the State agency has no peer group system, and instead uses an alternative cost containment system:

a. Has the State agency received approval for an exemption from the vendor peer group system requirement (7 CFR 246. 12(g)(4)(v))? on This is not applicable for my state agency

☐ Yes

☒ No

b. Describe the State agency s alternative system for comparing the prices of new vendor applicants and currently authorized vendors and selecting for authorization or reauthorization vendors that offer the program the most competitive prices: on This is not applicable for my state agency

NA

23. Does the State agency exempt from competitive price criteria pharmacies that provide only exempt infant formula or WIC-eligible medical foods to participants? on This is not applicable for my state agency

☒ Yes

Specify: 8/14/2023 - FFY 2024 State Plan submission; I Food Delivery Appendix 8 NC Shelf Price Exemption Request Official Response FY2027

☐ No

24. Does the State agency exempt non-profit WIC vendors (other than health or human services agencies that provide food under contract with the State agency) from competitive price criteria? on This is not applicable for my state agency

☐ Yes

☒ No

a. Describe any other food cost containment systems (e. g. , juice and cereal rebates, food item restrictions).

NC WIC does not include all organic food options for all food categories on its Authorized Product List (APL). Only organic Fruits and Vegetables and organic Infant Foods are included on the NC APL. Additionally, there are restrictions for specialty eggs. Only large, grade A, white, one dozen hen eggs are on the NC APL.

Vendor Agreements

25. Please provide a copy of the State agency s current standard vendor agreement as an appendix and cite:

I Food Delivery Appendix 3 WIC Vendor Agreement FY2027; I Food Delivery Appendix 9 Amendment to the Terms of Vendor Agreement FY2027

26. Describe how the State agency transmits to vendors the sanction schedule and the process for notification of violations.

Authorized vendors receive interactive vendor training annually from the local WIC agency. Training modules are also used to provide interactive training to vendor applicants during initial authorization and as needed. Both vendor applicants and vendors may also be trained utilizing pre-recorded webinars. Additional information can also be found in the NC WIC Vendor Manual. The webinars and NC WIC Vendor Manual can be downloaded from the Vendor's Connection web page at <https://www.ncdhhs.gov/wicvendorsconnection>. I Food Delivery FY2027 Appendix 1 NC WIC Vendor Manual October 2026-page 24 Sanction System and Appeals

27. Does the State agency use a nonstandard vendor agreement to meet any unique circumstances (e. g. commissaries, etc.)?

☒ Yes

Specify: A nonstandard vendor agreement is used for all pharmacy vendors in North Carolina as they can only provide exempt infant formula and WIC eligible nutritionals to WIC participants. I Food Delivery Appendix 4 WIC Vendor Agreement for Free Standing Pharmacies FY2027

☐ No

28. Does the State agency delegate the signing of vendor agreements to its local agencies?

☒ Yes

Specify: Local agencies receive interactive vendor training annually from the State agency and also receive a training module used to provide interactive training to vendor applicants in their service area. Both vendor applicants and vendors may also be trained utilizing pre-recorded webinars that can be downloaded from the Vendor's Connection web page at <https://www.ncdhhs.gov/wicvendorsconnection>.

☐ No

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation):

Vendor Training

29. Does annual vendor training cover the required content in 7 CFR 246. 12(i)(2)?

☒ Yes

☐ No

30. Vendors or vendor representatives receive training on the following occasions and / or through the following materials:

☒ On-site (in-store) meetings/conferences

☒ Off-site meetings/conferences

☒ During routine monitoring visits (e.g., educational buys)

☒ When specialized technical assistance is requested

☒ Written materials (e.g., newsletters)

☒ Audio or video recordings

☒ Teleconference, video conference, or webinars

☐ Vendor hotline

☒ Other

Specify: State or local agency website and Conference Calls

31. Vendors or vendor representatives receive interactive training as follows:

☒ At or before initial authorization

☒ At least once every three years

☒ Annually or more frequently than once every three years

Vendor Training

32. The State agency delegates its vendor training to:

☐ None (State agency conducts all vendor training)

☒ Local agencies

☐ A contractor

☐ A vendor association / representative

☒ Other

Specify: State agency staff, as necessary.

33. If not conducted by the State agency, please provide a description of the supervision and instruction provided to the training party to ensure the uniformity and quality of training: on This is not applicable for my state agency

Local agencies receive interactive vendor training annually from the State agency and also receive a training module used to provide interactive training to vendor applicants in their service area. Both vendor applicants and vendors may also be trained utilizing pre-recorded webinars that can be downloaded from the Vendor's Connection web page at <https://www.ncdhhs.gov/wicvendorsconnection>.

34. Please describe how the State agency documents the content of and vendor participation in vendor training.

Vendors or vendor representatives are required to sign an acknowledgment (VOA-verification of attendance form) of training when they have received training including interactive, annual, remedial.

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation): on This is not applicable for my state agency

NC WIC Program Manual Chapter 11: Vendor Management

Routine Monitoring Visits

35. Visits are conducted by:

- ☐ State agency staff
- ☒ Local agency staff
- ☐ Contractor
- ☐ Other

36. If not conducted by the State agency, please provide a description of the supervision and instruction provided to the monitoring party to ensure the uniformity and quality of monitoring: on This is not applicable for my state agency

Local agencies receive interactive vendor training annually from the State agency and also receive a training module used to provide interactive training their staff members as additional instruction is needed. Local agency staff may also be trained utilizing pre-recorded webinars that can be downloaded from the WIC Conferences and Trainings web page at <https://www.ncdhhs.gov/divisions/child-and-family-well-being/community-nutrition-services-section/wic/staff/wic-conferences-and-trainings>.

37. The following procedures are used in determining whether a vendor is selected for a routine monitoring visit:

- ☐ Random selection
- ☐ Periodic / scheduled training
- ☒ Periodic / scheduled review
- ☐ Complaints
- ☐ Other

38. Vendor monitoring improvement plan - Please briefly describe the State agency's plan to follow up on last year's monitoring results in the coming fiscal year:

The State agency ensures that routine monitoring visits are conducted on one-third of its authorized vendors annually. As a result, local WIC agency staff must monitor one-third of the authorized vendors in their county annually and all the authorized vendors in their county must be monitored at least once every three years. To ensure that local WIC agency staff adhere to this requirement, 3 months prior to the end of the fiscal year, the State agency sends a letter to the local WIC agencies detailing the percentage of vendors that have been monitored and may still need to be monitored prior to the end of the fiscal year. Compliance with the requirement is monitored and tracked by State agency staff.

Vendor Sanctions

39. Attach the State agency's sanction schedule and the process for vendor notification. Cite attachments:

I Food Delivery Appendix 1NC WIC Vendor Manual October 2026
FY2027-Sanctions System and Appeals pages 24, 25, 26

40. Does the State agency's sanction schedule contain the required vendor sanctions as described under regulation 7 CFR 246.12(l)?

- ☒ Yes
- ☐ No

41. Does the State agency impose civil money penalties in lieu of permanent disqualifications?

☒ Yes

Specify: The State Agency may impose civil money penalties in lieu of permanent disqualification if it is determined that participant access is compromised. Participant access is compromised if the following criteria are not met for vendors in a specific county: 1. There is at least one WIC vendor within one mile of the county Health Department; or 2. If a specific vendor is within city limits, there is at least one other vendor within 3 miles of the vendor; or 3. If a specific vendor is outside the city limits, there is at least one other vendor within 7 miles of the vendor; and 4. There are geographic barriers to using any stores listed for 1, 2 or 3 listed above.

☐ No

42. Pursuant to 246. 12(l)(1)(i) - In lieu of disqualifying a vendor for trafficking convictions, does the State agency choose to impose a civil monetary penalty when it determines and documents that:

☐ (A) Disqualification of the vendor would result in inadequate participant access.

☐ (B) The vendor had, at the time of the violation, an effective policy in place to prevent trafficking, and the ownership of the vendor was not aware of, did not approve of, and was not involved in the conduct of the violation.

☐ NA

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation):

Administrative Review of State Agency Actions

43. Please attach a copy of the administrative appeals process for vendors, farmers, and farmers markets (citation):

I Food Delivery Appendix 1NC WIC Vendor Manual October 2026
FY2027-Sanction System and Appeals page 24; North Carolina WIC
Program Manual Ch11: Vendor Management, Section 7: Appeals; 10A
NCAC 43D.0800 and N.C.G.S. ch. 150B, art. 3

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation): on This is not applicable for my state agency

F. RETAIL FOOD DELIVERY SYSTEMS: FARMERS / FARMER S MARKETS

1. Does the State agency authorize farmers and/or farmers markets to accept the cash-value benefit (CVB) in exchange for eligible fruits and vegetables? (Note that authorized farmers may sell eligible foods to participants at a farmers' market or roadside stand.) If no, skip the remainder of this section.

☐ Yes

☒ No

Food instrument:

1. Please describe the type of food instrument used for CVB at farmers markets (for example: WIC EBT card with no modifications, WIC EBT card modified to include a QR code for use at farmers markets, QR code on a mobile app, mobile wallet, etc.):

General Management

2. Is CVB at farmers markets state-wide?

☐ Yes

☐ No

General Management

3. Does the State agency delegate any tasks related to the management of the Farmers or Farmers' Markets to another entity?

☐ Yes (which tasks?)

☐ No

General Management

4. Does the State agency authorize farmers / farmers markets to accept CVB based on authorization by the WIC Farmers Market Nutrition Program (FMNP)?

- ☐ Yes
- ☐ No

Agreements

5. Please provide a copy of the State agency's current farmer / farmers market agreement as an appendix and cite:

Training:

6. How often is training conducted for farmer / farmers markets?

- ☐ At or before initial authorization
- ☐ Annually
- ☐ At least every three years following initial authorization
- ☐ Other

7. How is training conducted?

- ☐ Newsletter
- ☐ Web-Based Training
- ☐ Video Conference
- ☐ In person
- ☐ Other

8. Training is conducted by:

- ☐ State agency
- ☐ Local agency
- ☐ Contractor

☐ Other

9. If training is conducted by an entity other than the State agency, please provide a description of the supervision and instruction provided to the entity responsible for training to ensure the uniformity and quality of this Training: on This is not applicable for my state agency

Monitoring

10. Farmers/farmers' markets are included in the:

☐ FMNP sample of farmers / farmers markets for monitoring

☐ WIC sample of vendors for monitoring

☐ Other

11. Monitoring includes:

☐ Covert methods, such as compliance buys

☐ Overt methods, such as routine monitoring

☐ Other

ADDITIONAL DETAIL Food Delivery Appendix and/or Procedure Manual (citation):