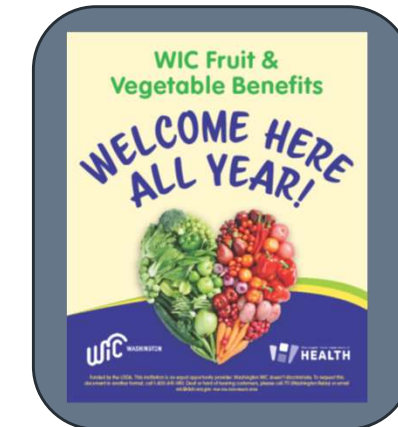


WIC & Senior FMNP Required Training for New Markets or New Managers



Acronyms for the Farmers Market Nutrition Program

- **AAA** – Area Agencies on Aging (Senior Contractors)
- **CDP** – Custom Data Processing
- **CSA** – Community Supported Agriculture
- **FNS** – Food and Nutrition Service (part of USDA overseeing FMNP)
- **FMNP** – Farmers Market Nutrition Program
- **SFMNP** – Senior Farmers Market Nutrition Program
- **TA** – Technical Assistance
- **USDA** – United States Department of Agriculture
- **WIC** – Women, Infants, and Children (Special Supplemental Nutrition Program)
- **WIC CVB** – WIC Cash Value Benefit (monthly fruit and vegetable benefit)



FMNP Goals

Provide fresh, nutritious, unprocessed, locally grown fruits, vegetables, and cut herbs to WIC participants & low-income seniors

Expand awareness, use, and sales at farmers markets and authorized farm stores

Provide nutrition information to WIC and Senior participants, such as the importance of fruits and vegetables in their diet and how to store and prepare them

Collaborators

Local WIC
clinics

Senior
Nutrition
Providers-
Area
Agencies on
Aging

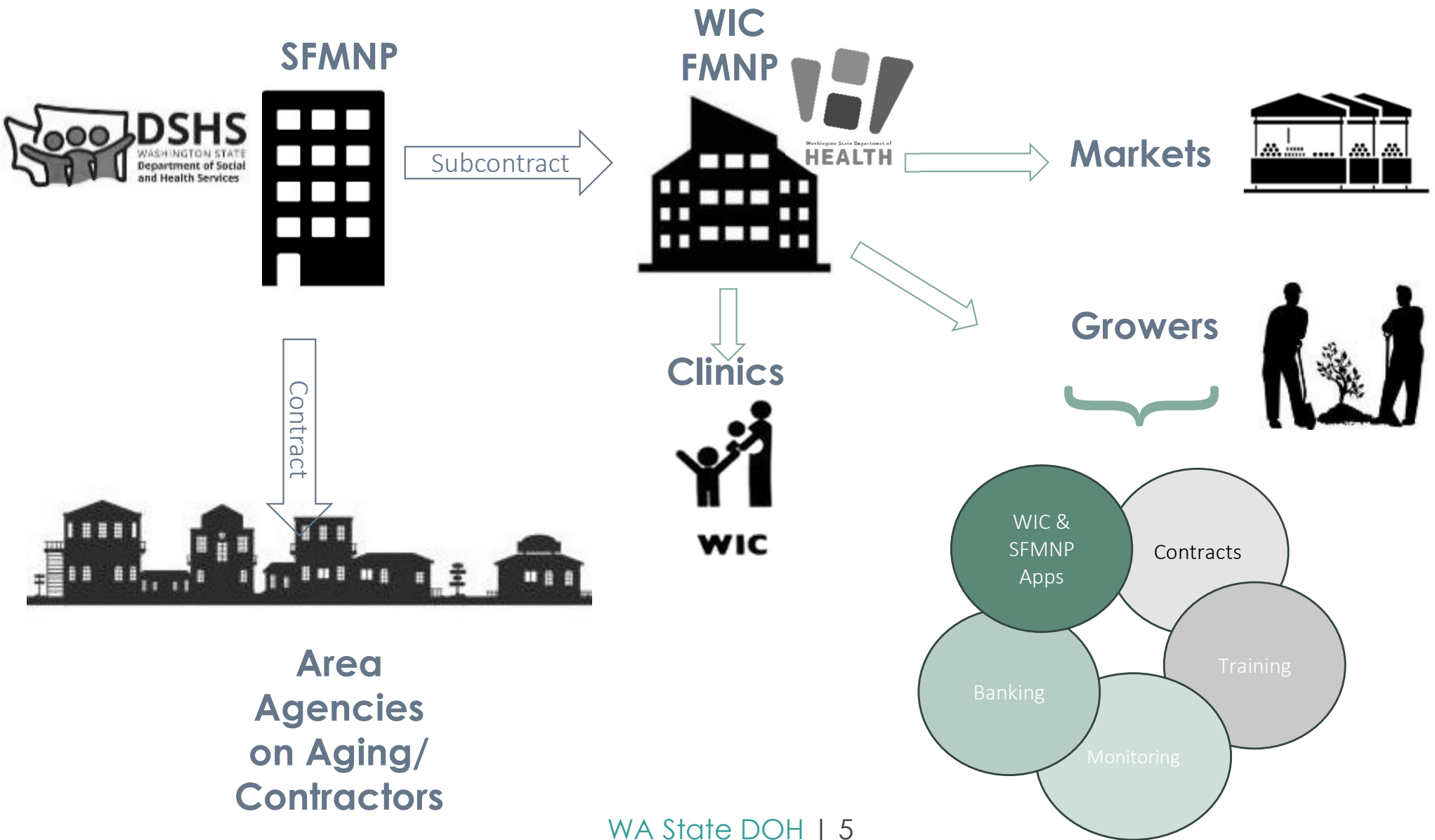
Market
managers

Growers

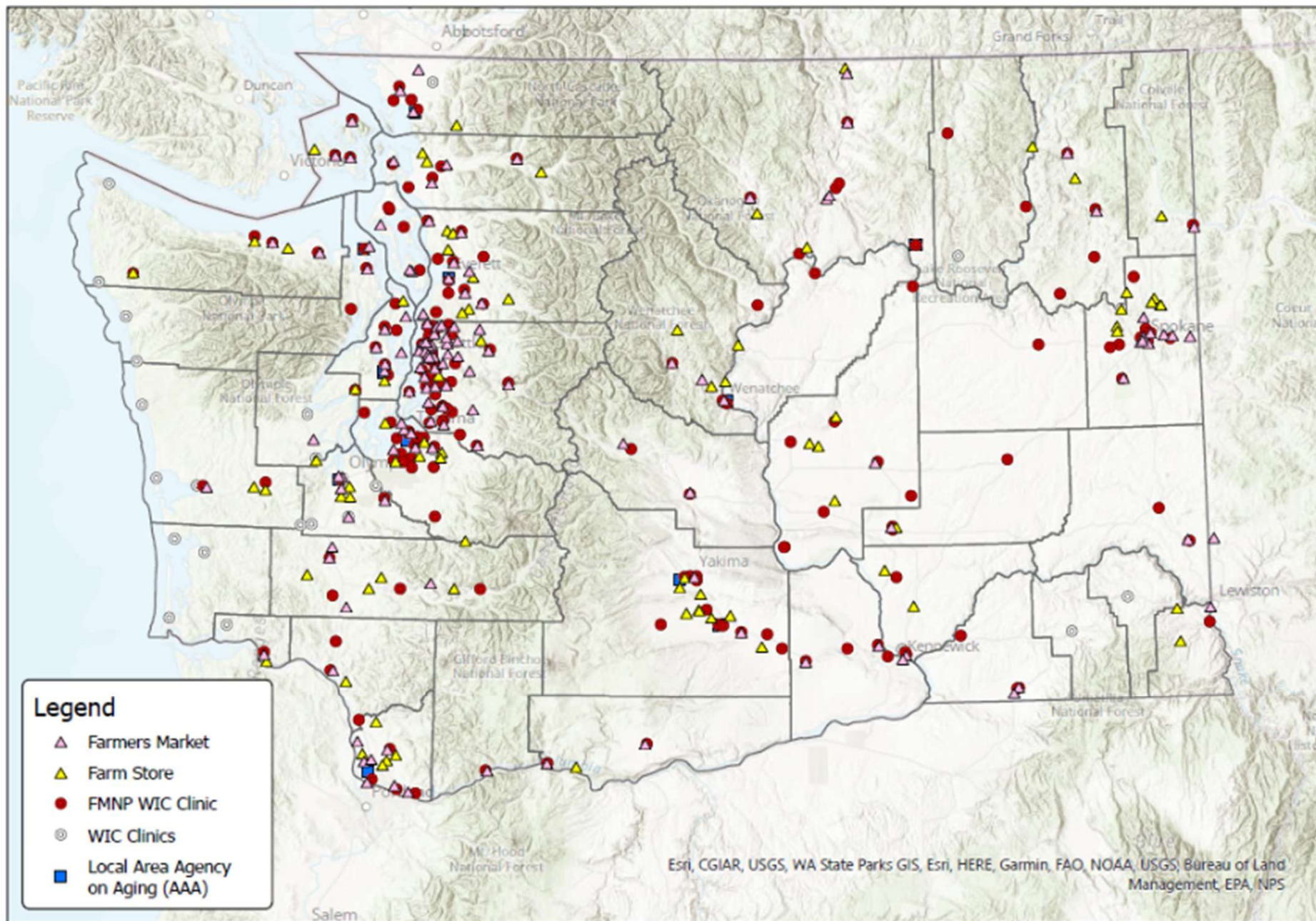
WSFMA

Advocates

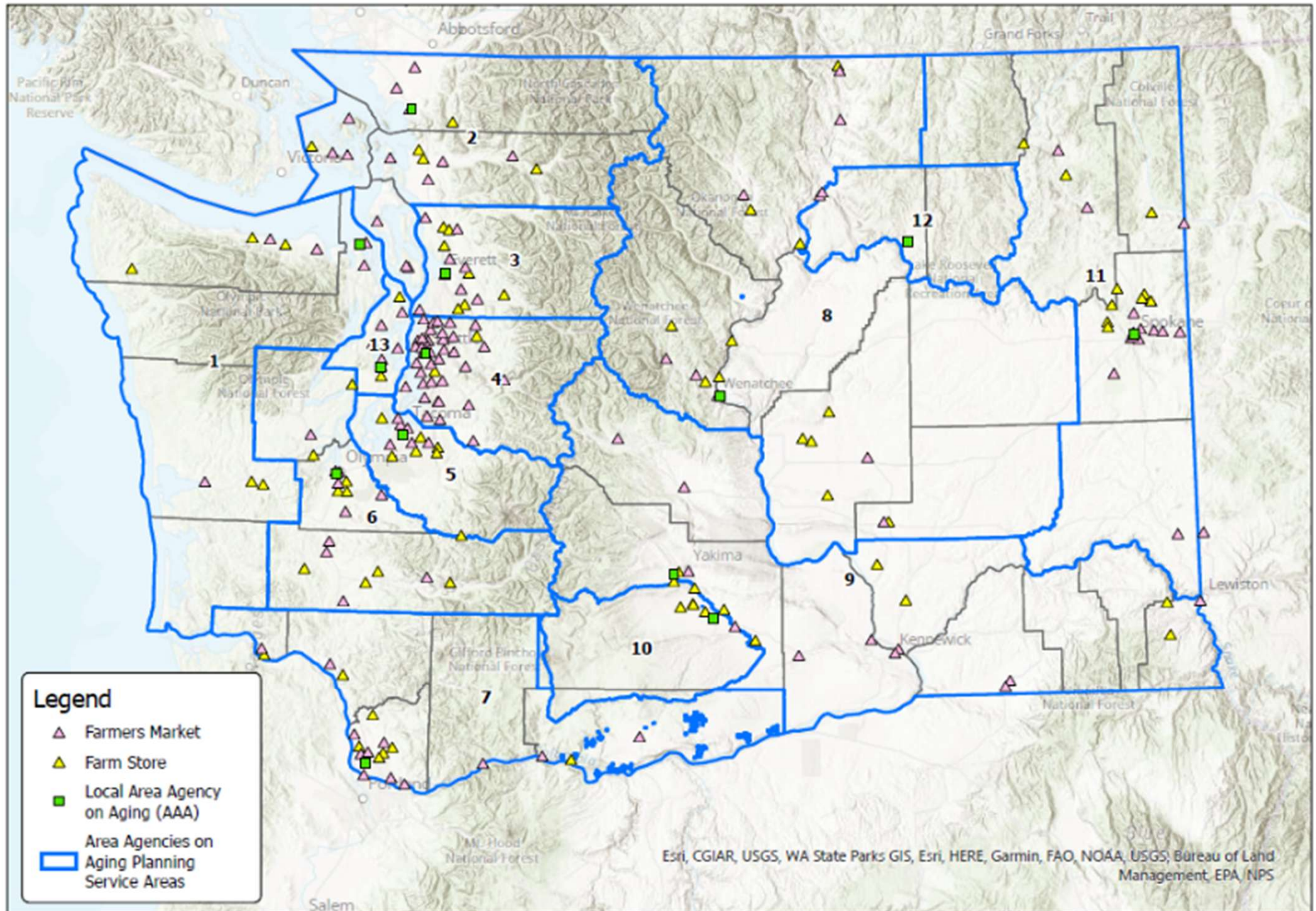
DSHS and DOH Roles



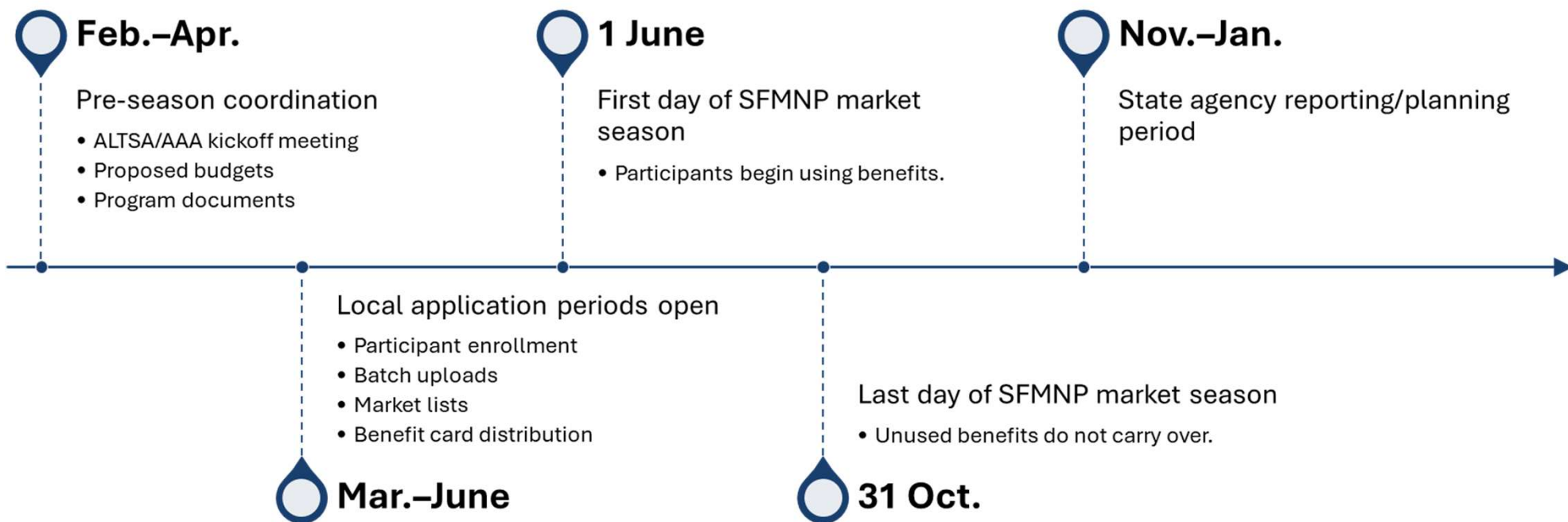
2024 WA WIC Farmers Market Nutrition Program



2024 WA Senior Farmers Market Nutrition Program



SFMNP Season timeline



Accessing SFMNP Benefits



- **Local Agencies:**
 - 13 Area Agencies on Aging, roughly 30 total agencies including Senior Nutrition Program providers.
 - [Local Contact List.docx \(live.com\)](#)
- **Affidavit/application:**
 - Applicants fill out and sign program affidavit.
- **Agencies issue \$80 benefit to eligible participants on SFMNP card.**
- **Participants use benefits to purchase:**
 - Fresh, local produce, cut herbs, or honey from approved markets and growers using QR code on their card.

Accessing WIC FMNP Benefits



Who's eligible for WIC FMNP?

Women and children certified to receive WIC Program benefits are eligible for WIC FMNP.

If I'm already a WIC participant:

Ask your WIC staff about Farmers Market benefits

Where can I get WIC FMNP benefits?

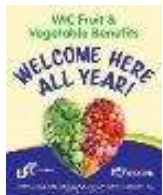
There are over 200 WIC Clinics across WA State

- Call the WIC Cascades Support Line at 1-800-841-1410.
- Text "WIC" to 96859
- [WIC Clinic Locator](#)

Benefits

- \$30 WIC FMNP benefits.

WIC Participants receive the Monthly Fruit and Vegetable benefit CVB



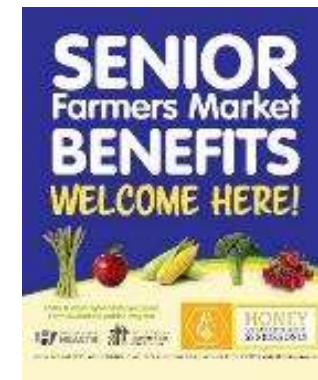
Eligible Foods

- Locally grown, unprocessed (except for washing), fresh fruits, vegetables and cut herbs
- “Locally grown” means Washington grown; or grown in bordering counties of Idaho or Oregon

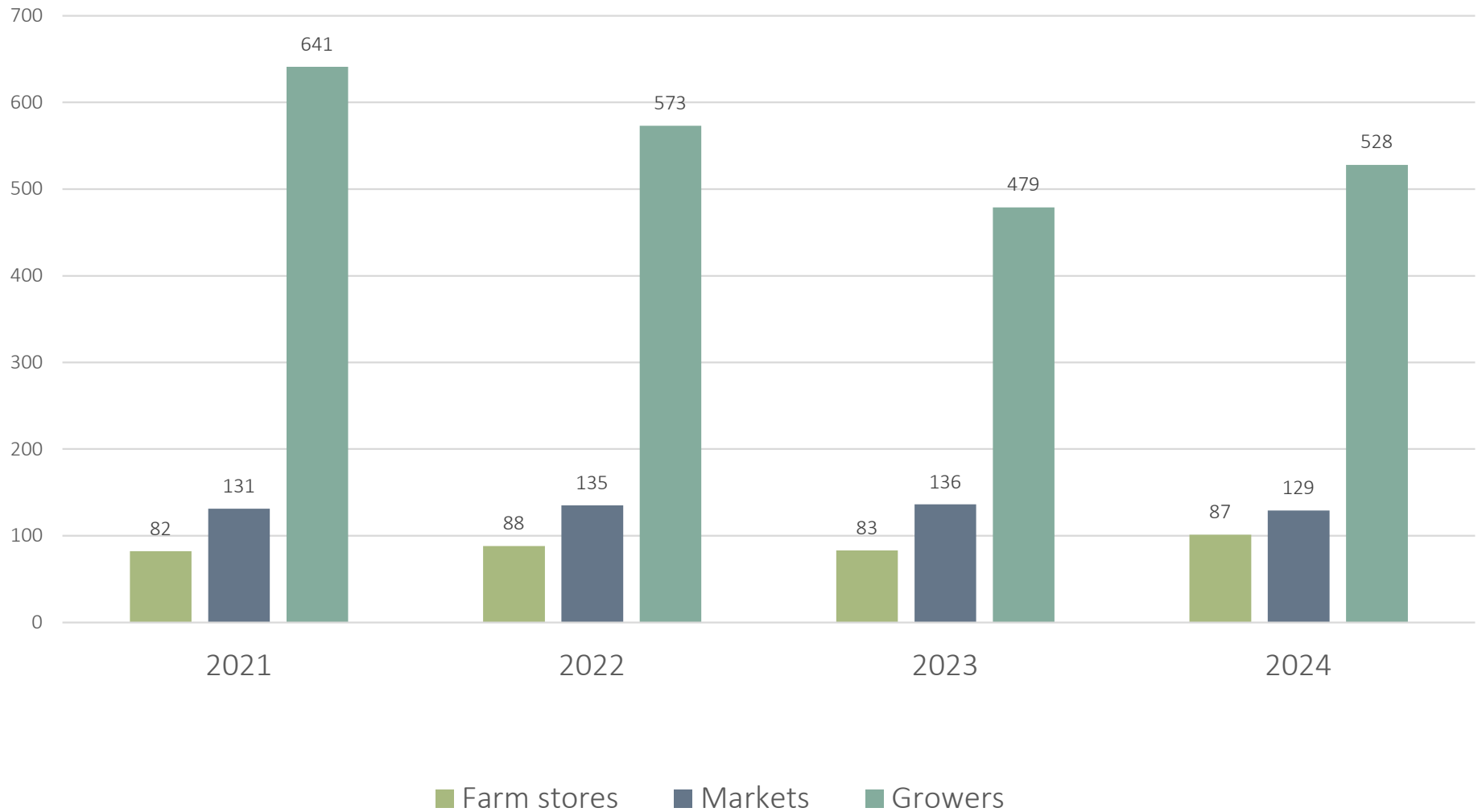


Honey Producers

- Locally produced honey can be purchased with the **Senior FMNP benefits only**
- Exclusively honey producers **can't** take WIC FMNP benefits
- Unprocessed or prepared beyond their natural state except for usual harvesting
- Honey growers must register with the WSDA and follow their rules

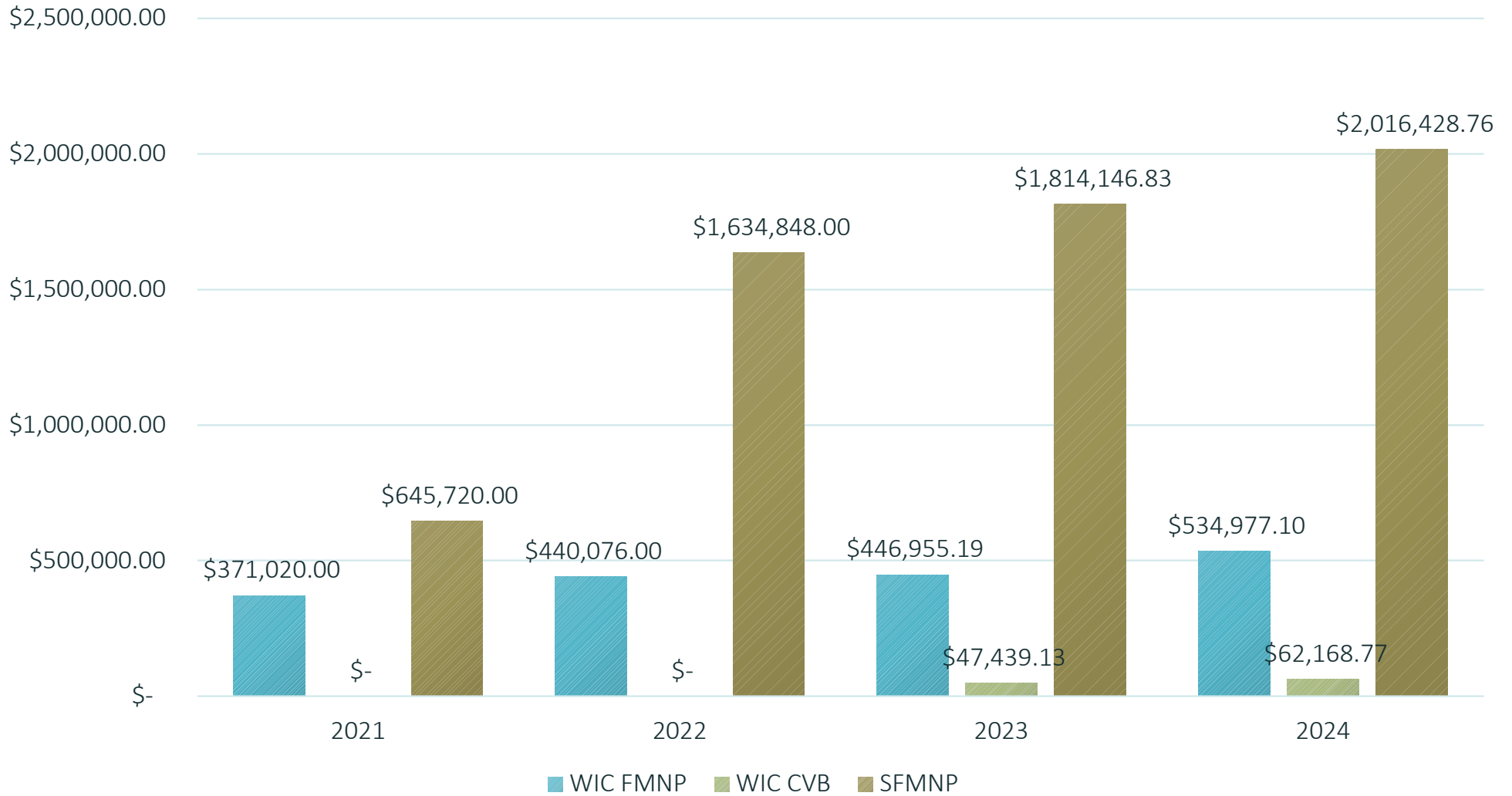


FMNP Vendors



Vendors Participation Impact

Total Redemption



Top Earners among FMNP Growers 2024



FMNP Total by Vendor	
WIC FMNP, SFMNP, CVB	
A	\$138,426.10
B	\$111,446.81
C	\$83,897.87
D	\$79,853.83
E	\$65,353.32
F	\$50,787.91
G	\$50,128.24
H	\$47,536.35
I	\$47,099.34
J	\$41,220.62
K	\$40,534.66
L	\$40,503.15
M	\$39,531.27
N	\$33,773.35
O	\$33,702.05
P	\$33,247.44
Q	\$32,850.56
R	\$32,050.40
S	\$31,885.99
T	\$28,435.12

Looking into the 2025 Season for Markets

Markets under agreement:

- In the middle of their agreement 2024-2026
- All markets need to sign the amended agreement.

Interested Markets to Apply to the Program

- Must be in operation for at least one year before applying
- FMNP will consider a new market only if there is a participant access need
- Be in an area with wireless data coverage to support transactions
- Sign the updated agreement, available on our website www.WICFMNP.com
- Attend the mandatory training before the season starts



Duties as Market Manager

Check that each grower should :

- Be on your FMNP list
- Has an FMNP sign
- Know the rules and changes
- Knows how to take transactions

New and returning growers:

- Provide training and TA

With DOH:

- Provide any changes to the market



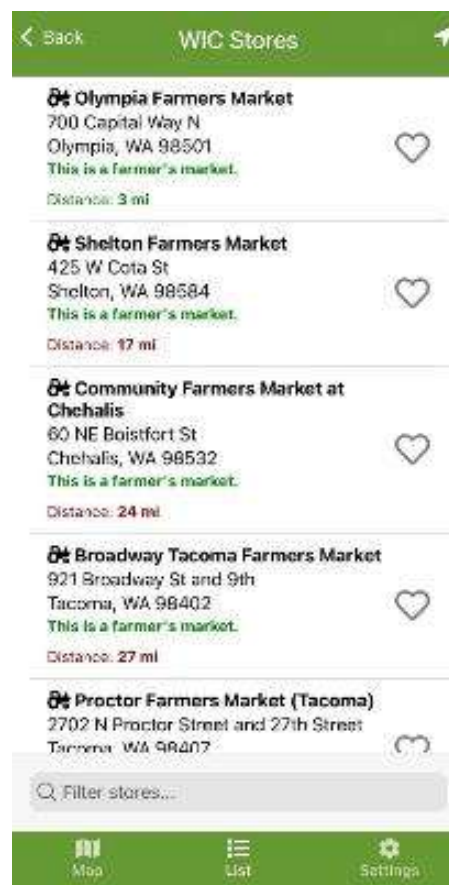
Farmers Market Report

- List of authorized growers who can accept WIC FMNP, WIC monthly fruit and vegetables, and/or SFMNP at your market

Authorized Growers as 06/01/2025

Growers	Market Name
Joy Farm	Anacortes Farmers Market
Hayton Farms Berries	
Smallwood Farms	
Moondance Farm	
Sunrise Local Berries Farm	
Osprey Hill Farm	
Our Family Farm LLC	
Bruce Bowen Bees	
Well Fed Farms	
Frog's Song Farm	

- WICShopper App or SFMNP App



Looking into the 2025 Season for Growers

Growers/ Farm stores:

- All growers and farm stores need to apply for the 2025 – 2027
- www.WICFMNP.com



- Updates to Grower and Farm Store Agreements
- Training
- Will receive a copy of the signed agreement



Season June 1 – October 31

- **Authorized Growers must:**
 - Display the FMNP sign
 - If you forgot your sign, the market manager can provide you one
 - Accept FMNP benefits and CVB's throughout the season
 - Understand the FMNP rules



Program Regulations

- Washington State may deny payment to a grower for improperly redeemed WIC FMNP, SFMNP, or CVB's benefits and may establish a claim for payments already made on improperly redeemed benefits
- Washington State may disqualify a grower for program abuse with a minimum of 15 days advance written notification
- Growers who commit fraud or abuse are subject to prosecution under applicable federal, state, and local laws
- Any approved grower may be suspended or terminated from participation in the farmers market nutrition program as a grower vendor for violating any of the requirements or regulations

Program Regulations Cont.

- The grower has the right to appeal any decision adversely affecting their application or suspension
- The grower or the Washington State Office may terminate the agreement by providing 15 days written notice, specifying the cause for termination



Program Compliance and Monitor Visits

Monitors:

- Routine unannounced monitoring visits will be conducted at authorized farmers markets and farm stores throughout the season to ensure program compliance
- Operating out of compliance will result in required additional training, sanctions, and possible disqualification from the program
- Vendors meeting high-risk criteria will be monitored in priority order.

Compliance Buys:

- A “Compliance buy” is completed by a secret shopper who is a program representative to ensure program guidelines are being met
- Purchases will be made using farmers markets benefits
- Compliance buys can be made at any location

High-risk criteria that prioritize monitors



#	Criteria for Markets
1	New Market
2	New Market Manager
3	New Location
4	No response to Updates to requests
5	5 Growers or Less
6	Contract violation from previous monitor
7	High Redemptions
8	Low Redemptions
9	Received Complaint during current contract period



#	Criteria for Farm Stores
10	New Farm Store
11	High Redemptions
12	Accepting FMNP benefits at unauthorized location
13	Received Complaint during current contract period
14	Contract violation from previous monitor
15	Low Redemption



#	Criteria for Growers
16	New Grower
17	High Redemptions
18	Statistically significant portion of their Market's redemption share
19	Received Complaint during current contract period
20	Contract violation from previous monitor
21	A previous violation of trafficking (Authorized grower accepting FMNP benefits from an unauthorized grower or site)

What is new for the 2025 FMNP Season?

Growers/ Farm Stores:

- From 2 to 3-year
- Separate agreements for Farm stores and Growers
- Vendor Portal Brochure



Vendor Portal Enhancements:

- Growers can upload a W-9 form in the vendor portal
- Growers can add Banking Information
- Tax information
- Growers can select from the dropdown menu at which location is taking transactions



Farmers Market Nutrition Program para WIC & Seniors

WIC DIRECT PORTAL DE VENDEDORES



<https://vendors.cdpehs.com/>



MARKET	MARKET CODE	MARKET NAME	MARKET TYPE	MARKET STATUS	MARKET ADDRESS
MARKET	MARKET CODE	MARKET NAME	MARKET TYPE	MARKET STATUS	MARKET ADDRESS
MARKET	MARKET CODE	MARKET NAME	MARKET TYPE	MARKET STATUS	MARKET ADDRESS
MARKET	MARKET CODE	MARKET NAME	MARKET TYPE	MARKET STATUS	MARKET ADDRESS
MARKET	MARKET CODE	MARKET NAME	MARKET TYPE	MARKET STATUS	MARKET ADDRESS

VOID PURCHASE

1. Tap the three bars in the upper right screen, and then tap your name.
2. Tap Transaction History.
3. Using the drop-down list, select the Vendor from which the purchase you want to void was made.
4. Locate the purchase on the list, and the tap Void.
5. A message displays to confirm you want to void the transaction. Tap Yes, void.

The purchase is voided and the transaction type is updated.



GROWER SUPPORT


CONTACT US

 www.wicfmnp.com
 1-844-328-3324
 FMNP@cdpehs.wa.gov
 1-876-333-6216
 CustomerSupport@cdpehs.com




This initiative is an equal opportunity program.
Washington WIC doesn't discriminate.

To request a hard copy of this document, contact our toll-free number at 1-844-328-3324, or call us at 1-876-333-6216, or email FMNP@cdpehs.wa.gov.




Farmers Market Nutrition Program for WIC & Seniors

WIC DIRECT VENDOR PORTAL



<https://vendors.cdpehs.com/>



SIGN INTO THE PORTAL

- Using the Internet browser on your smartphone, go to <https://vendors.cdpehs.com/>
- Type your Username and Password
- (Note: If you would like to save your log-in credentials, click Remember my login.)
- Tap Login. You are directed to and the Vendor Profile is shown.

DON'T HAVE AN ACCOUNT?

Click Don't have an account? Register here or follow the instructions on your screen.

REGISTERING FOR THE FIRST TIME

1. Select Program Washington
2. Select Vendor Number & Zip Code



Common marketing information includes:

- A signed processing agreement
- The Code of Fair Use
- Banking information (voided check)



WWW.WICFMNP.COM

COMPLETE PURCHASE

1. Tap the three bars in the upper right screen, and then tap your name.
2. Tap New Purchase.
3. Select the appropriate camera, and then tap Start Scanning.
4. Scan the participant's QR Code.
5. Select location. (Note that if you are at a market location, you will stay the same unless you manually choose the market location.)
6. Type the total Purchase Price.
7. If you are a participant, type their PIN.
8. Click Submit Purchase.




Vendor Portal Brochure

www.WICFMNP.com



Enhancements

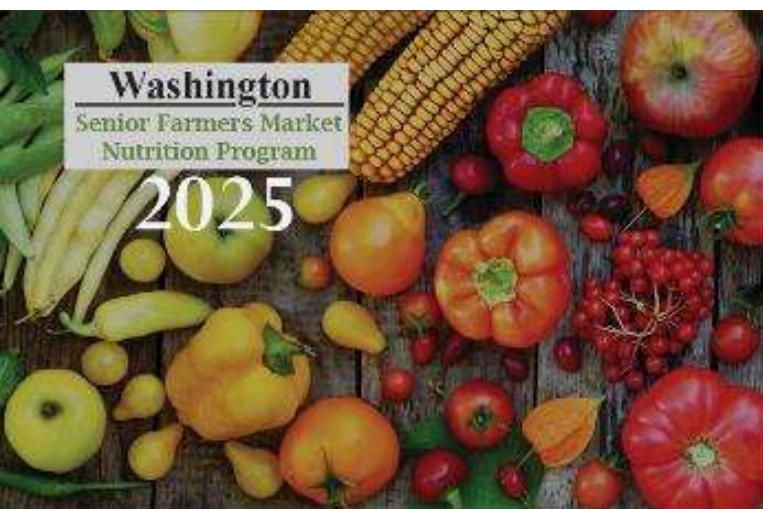
Senior participants:

New card for the 2025 season

Growers and Farm stores application:

Growers

Farm stores



Vendor Portal:

Locations

W-9 form

Locations

Profile details you will find:

1. Sign the Processing Agreement
2. Complete Tax information (upload or download the W-9 form)
3. Locations

Vendor Portal Profile

Vendor details

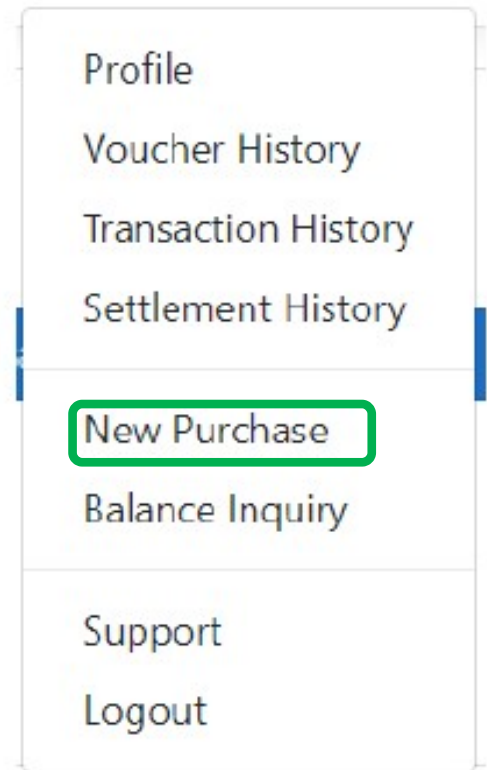
Below are the details for this vendor:

Field	Value
Program name:	WA-WATESTWEB-EBT3
Vendor name:	Volehalla Farm
Vendor number:	01228
Processing agreement:	Signed: Jan 17, 2024, 11:23:48 AM Download Processing Agreement
Government:	Federal Tax ID: ***-**-**** (EIN) Download Form W9 Approval Status: Approved
Bank account:	Information on file
Date range:	Begin: 01/09/2024 End: 12/31/2026
Contact information:	Heath Pearson
Address:	[Redacted]
Locations:	Aberdeen Sunday Market Anacortes FM Arlington FM Auburn FM Bainbridge Island FM Ballard FM Bayview FM Bellevue FM - Thursday Bellingham FM Bremerton Community FM Broadway Tacoma FM Burien FM Camas FM Capitol Hill FM (Broadway) Carnation FM Cashmere Community FM Chewelah FM Chimacum FM (Port Townsend) Clarkston FM College Place Farmers and Columbia City FM (Seattle) Community FM at Chehalis

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New Purchase

1. Growers can make a new purchase from the New Purchase Page
2. The New Purchase Page displays
3. Using the device Camera to Scan the QR Code



Participant details

Using a camera from your device, scan the code presented by the participant.

Request Camera Access

Manually Enter Card

4. Growers can select the location where the transaction takes place



Purchase details

Use the below form to complete the purchase for this participant.

Location

The Night Market at Kenda

Salmon Creek FM at Legacy

Sammamish FM

San Juan Island FM

Sedro-Woolley FM

Sequim Farmers Market

Shelton FM

Shoreline FM

Snohomish FM

South Whidbey Tilth FM

Spokane FM

Spokane Valley FM

Stanwood FM

Stevenson FM

Tenino FM

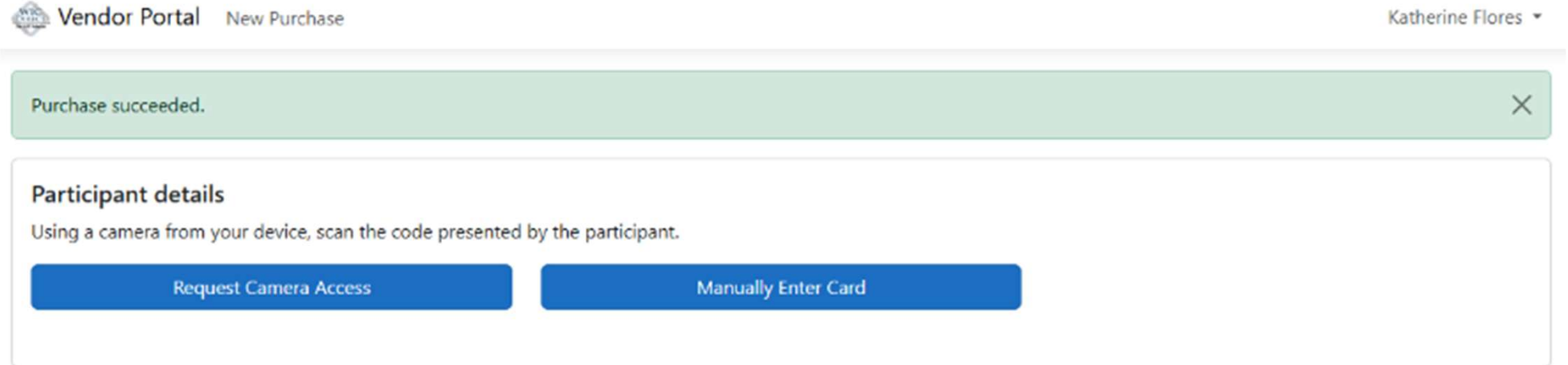
The Night Market at Kenda

Date of birth (MMYY) *

Price *

\$ 0.00

5. The New Purchase Page displays



The screenshot shows the 'Vendor Portal' interface for a 'New Purchase'. At the top left, there is a logo and the text 'Vendor Portal New Purchase'. At the top right, the user's name 'Katherine Flores' is displayed with a dropdown arrow. Below the header is a green notification bar with the text 'Purchase succeeded.' and a close button (X). Underneath is a white box titled 'Participant details' with the instruction 'Using a camera from your device, scan the code presented by the participant.' Two blue buttons are visible: 'Request Camera Access' and 'Manually Enter Card'.

Vendor Portal New Purchase Katherine Flores ▾

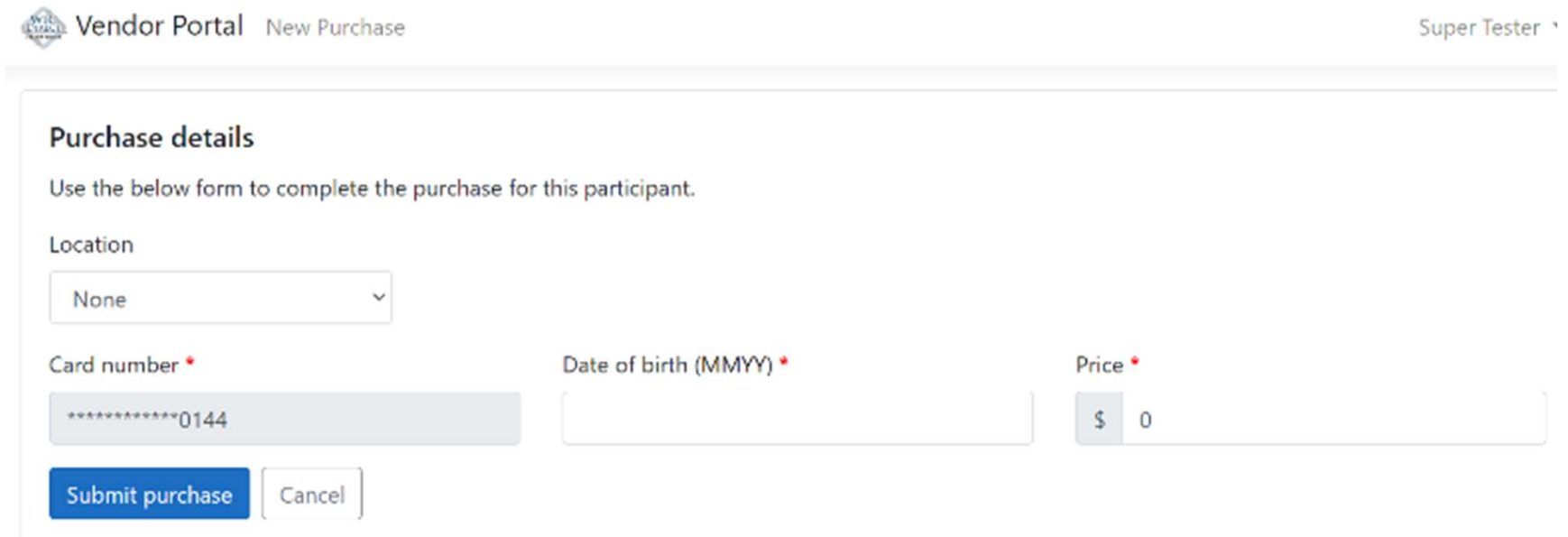
Purchase succeeded. ✕

Participant details
Using a camera from your device, scan the code presented by the participant.

Request Camera Access Manually Enter Card

Using Device Camera to Scan QR Code

1. Growers can make a new purchase from the New Purchase Page



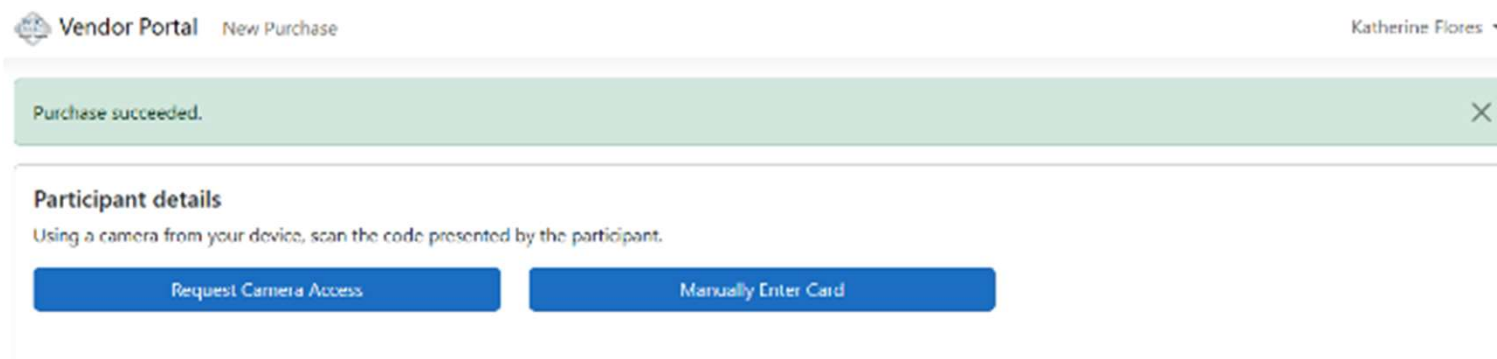
Vendor Portal New Purchase Super Tester ▾

Purchase details
Use the below form to complete the purchase for this participant.

Location

Card number * Date of birth (MMYY) * Price *

2. The New Purchase Page displays



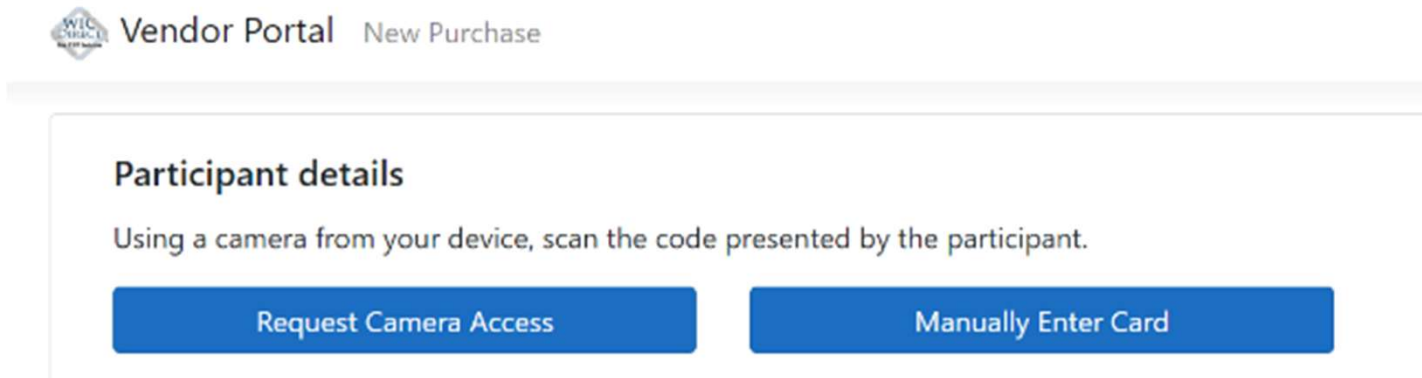
Vendor Portal New Purchase Katherine Flores ▾

Purchase succeeded.

Participant details
Using a camera from your device, scan the code presented by the participant.

Manually Entering Card Number

1. Select Manually Enter Card



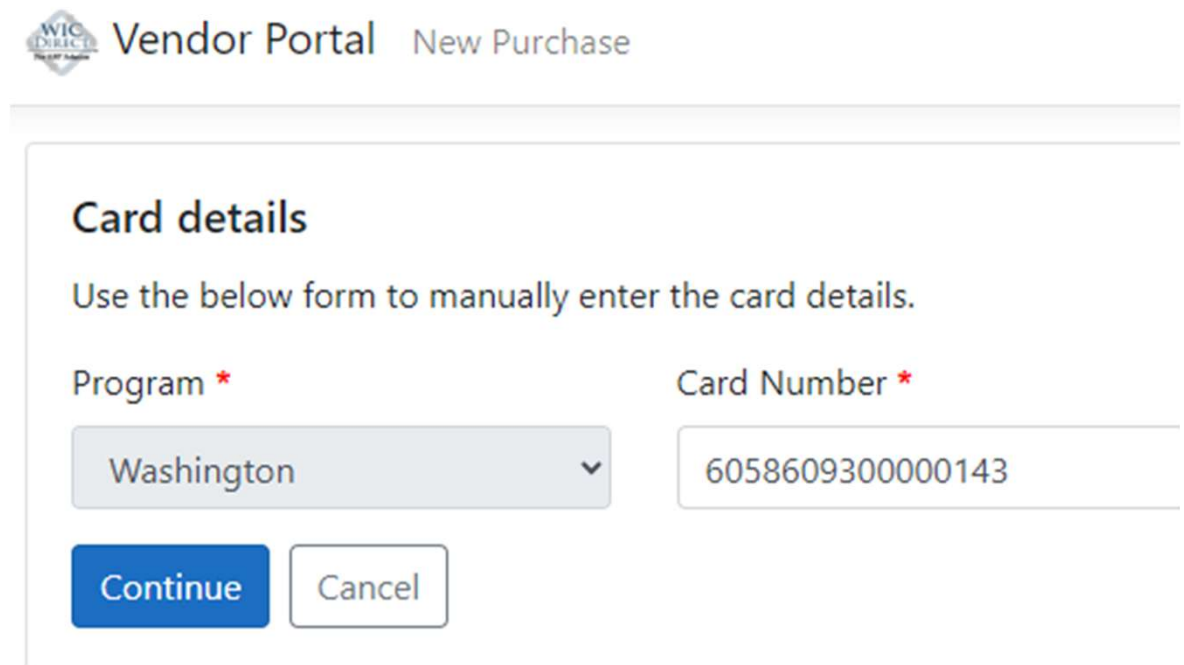
WIC DIRECT Vendor Portal New Purchase

Participant details

Using a camera from your device, scan the code presented by the participant.

[Request Camera Access](#) [Manually Enter Card](#)

2. Enter Card Number



WIC DIRECT Vendor Portal New Purchase

Card details

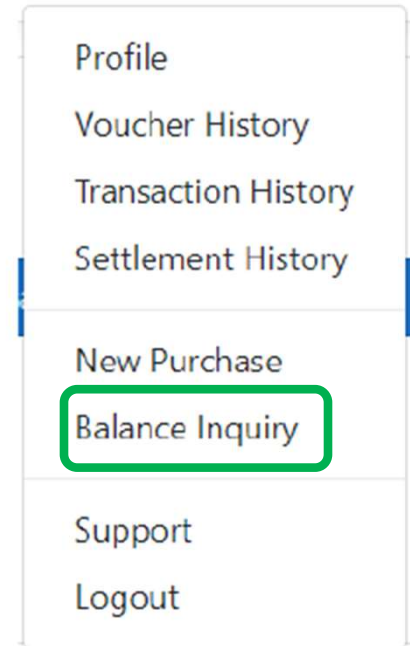
Use the below form to manually enter the card details.

Program * Card Number *

[Continue](#) [Cancel](#)

Balance Inquiry

1. Users can obtain a balance inquiry from the Balance Inquiry page.



2. Click **Balance Inquiry**



Vendor Portal Balance Inquiry

Balance inquiry

Using a camera from your device, scan the code presented by the participant.

Request Camera Access

Manually Enter Card

Balance Inquiry

Using the Camera - Request Camera Access

The image shows two side-by-side screenshots of the Vendor Portal Balance Inquiry form, connected by a green arrow pointing from left to right. The left screenshot shows the initial form with the following fields: 'Location' (dropdown menu with 'None' selected), 'Card number *' (text input with '*****0144'), and 'Date of birth (MMYY) *' (empty text input). Below these fields are 'Submit inquiry' and 'Cancel' buttons. The right screenshot shows the form after a camera access request. The 'Card number *' field now contains '*****0144' and the 'Date of birth (MMYY) *' field contains '....', which is highlighted with a green box. Below the form, a blue notification bar states: 'The current available balance for *****0144 is: \$99.00'. At the bottom, there are 'New Purchase' and 'New Balance Inquiry' buttons. The page header for both screenshots includes the WIC DIRECT logo, 'Vendor Portal Balance Inquiry', and 'Super Tester' with a dropdown arrow.

Redemption/Transaction History



Vendor: Washington / 01228 ▾
 Received: 06/19/2024 - 03/21/2025

Location: ▾

Previous Next **Export**

Total for selected date range: \$ +409.20

Number	Received	Type	Location	Actions
54267557	10/27/2024 1:25:47 PM	Purchase Request	None	Void
54265776	10/27/2024 12:40:33 PM	Purchase Request	None	Void
54265741	10/27/2024 12:39:37 PM	Purchase Request	None	Void
54265694	10/27/2024 12:37:58 PM	Purchase Request	None	Void
54265370	10/27/2024 12:29:27 PM	Purchase Request	None	Void
54263467	10/27/2024 11:35:20 AM	Purchase Request	None	Void
54262551	10/27/2024 11:03:30 AM	Purchase Request	None	Void
54262313	10/27/2024 10:54:59 AM	Purchase Request	None	Void

- None
- Aberdeen Sunday Market
- Anacortes FM
- Arlington FM
- Auburn FM
- Bainbridge Island FM
- Ballard FM
- Bayview FM
- Bellevue FM - Thursday
- Bellingham FM
- Bremerton Community FM
- Broadway Tacoma FM
- Burien FM
- Camas FM
- Capitol Hill FM (Broadway
- Carnation FM
- Cashmere Community FM
- Chewelah FM
- Chimacum FM (Port Townsen

Adding totals in the Transaction History Export File

Data Export - Vendor Portal



donotreply@cdpehs.com
To Flores, Katherine D (DOH)

This message was sent with High importance.

Reply Reply All Forward

Fri 1/17/2025 8:53 AM

External Email

Hello,

We received a data export request for your Vendor Portal account. This request was received from a Desktop device on Windows (x64) using Edge 131.0.0.0. Your requested data export is now ready for you to download:

[Data Export File](#)



Because this file may contain private information, you should keep it secure and take precautions when storing or sending it.

Thanks,
CDP, Inc.

Adding totals in the Transaction History Export File

Σ AutoSum ▾



↓ Fill ▾

✖ Clear ▾

	A	B	C	D	E	F	H	I	J	K	L	M
1	Id	HostTxDatetime	TransactionDescription	HouseholdNumber	CardNumbe	MerchantI	AmountPaid	SettlementDate	LocationId	LocationName		
2	49410733	6/15/2024 16:57	Purchase Request	24009934	6.06E+15	1457	30	6/18/2024 17:00				
3	49412283	6/15/2024 17:55	Purchase Request	24009931	6.06E+15	1457	10	6/18/2024 17:00	60	Port Angeles FM		
4	49414833	6/15/2024 19:15	Purchase Request	24009935	6.06E+15	1457	15	6/18/2024 17:00	60	Port Angeles FM		
5	49653977	6/22/2024 17:58	Purchase Request	24009931	6.06E+15	1457	15	6/25/2024 17:00	60	Port Angeles FM		
6	49925673	6/29/2024 17:33	Purchase Request	24030507	6.06E+15	1457	15	7/2/2024 17:00				
7	50170731	7/6/2024 16:49	Purchase Request	24030503	6.06E+15	1457	15	7/9/2024 17:00				
8	50427629	7/13/2024 16:23	Purchase Request	24009969	6.06E+15	1457	15	7/16/2024 17:00				
9	50427707	7/13/2024 16:25	Purchase Request	24033325	6.06E+15	1457	15	7/16/2024 17:00				
10	50429740	7/13/2024 17:21	Purchase Request	24009919	6.06E+15	1457	15	7/16/2024 17:00				
11	50430894	7/13/2024 17:46	Purchase Request	24033330	6.06E+15	1457	15	7/16/2024 17:00				
12	50431037	7/13/2024 17:49	Purchase Request	24030492	6.06E+15	1457	15	7/16/2024 17:00				
13	50438473	7/13/2024 21:04	Purchase Request	24009931	6.06E+15	1457	20	7/16/2024 17:00				
14	50683942	7/20/2024 16:07	Purchase Request	24009967	6.06E+15	1457	38	7/23/2024 17:00				
15	50686641	7/20/2024 17:18	Purchase Request	24030493	6.06E+15	1457	25	7/23/2024 17:00				
16	50686747	7/20/2024 17:20	Purchase Request	24034120	6.06E+15	1457	40	7/23/2024 17:00				
17	50691758	7/20/2024 19:07	Purchase Request	24009966	6.06E+15	1457	15	7/23/2024 17:00	61	Sequim FM		
18	50694113	7/20/2024 20:05	Purchase Request	24009978	6.06E+15	1457	40	7/23/2024 17:00	61	Sequim FM		
19	50948745	7/27/2024 16:53	Purchase Request	24030493	6.06E+15	1457	30	7/30/2024 17:00				
20	50951688	7/27/2024 17:54	Purchase Request	24030470	6.06E+15	1457	10	7/30/2024 17:00				

How to Void a transaction

- The grower will go to “Transaction History” from the menu
- Find the transaction on the correct date and time, click “VOID” under **Actions**
- Only void if charging the incorrect amount or if the participant wants to return produce at that moment

Number	Received	Type	Settled	Paid(\$)	Location	Actions
54210395	10/25/2024 1:54:19 PM	Purchase Request	10/29/2024	+8.00	None	Void
54209640	10/25/2024 1:39:45 PM	Purchase Request	10/29/2024	+3.00	None	Void
54209619	10/25/2024 1:39:04 PM	Purchase Request	10/29/2024	+15.00	None	Void
54208114	10/25/2024 1:04:57 PM	Purchase Request	10/29/2024	+10.00	None	Void
54207271	10/25/2024 12:41:30 PM	Purchase Request	10/29/2024	+13.00	None	Void
54205943	10/25/2024 12:05:34 PM	Purchase Request	10/29/2024	+5.00	None	Void

How to look for the FMNP Deposits from CDP on Bank Statements

Direct deposits will appear on bank statements as **"EFUNDS CORP RTLRSTLMT"**

The screenshot shows a bank statement entry with the following details:

Date	Description
SEP 13 2023	EFUNDS CORP RTLRSTLMT 012 202309

Details

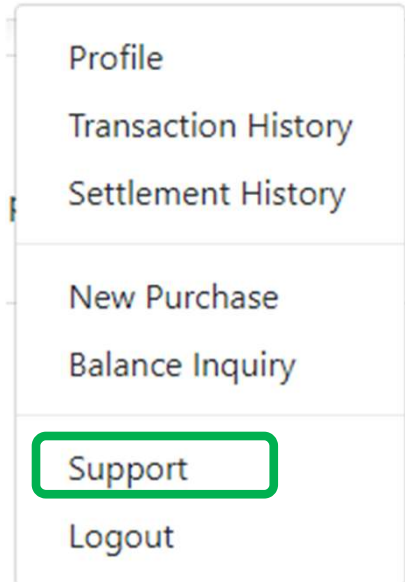
Description:
EFUNDS CORP RTLRSTLMT 012. 202309

Date:
9/13/2023

Type:
Credit

A green arrow points from the text "EFUNDS CORP RTLRSTLMT" in the text above to the same text in the bank statement entry. The text "EFUNDS CORP RTLRSTLMT" in the entry is highlighted with a green box.

Support



Vendor Portal Support

Super Tester

Contact customer support

Customer support staff is available for help and support with any issues you may have! Please call [+1-866-237-4814](tel:+1-866-237-4814) for support.

- In addition to our Customer Support line 1-844-359-3104
- Help Desk days/hours being expanded for support
- Grower and participant support- Available 7 days a week
 - Schedule times still being worked out
- Grower banking/settlement support- Available Mon-Fri
- Staff will be at the markets during the first months of FMNP to support

Vendor Portal Resources For Growers and Farm Stores- Videos

1. [How to process an electronic payment for \(WIC or SFMNP\)](#)
2. [How to register and finish the processing agreement on the Vendor Portal](#)
3. [How to take payments at a farmers market or a farm store](#)



Resources you can use:

- [WICShopper app](#)
- [SFMNP App](#)



Social Media or webpage

- [WIC and Senior Farmers Market Benefits Sign \(PDF\)](#)
- [Senior Farmers Market Benefits Sign \(PDF\)](#)
- [WIC Cash Value Benefit \(CVB\) Year-Round Sign \(PDF\)](#)
- [WIC Participants can use their benefits at the market \(30 seconds video\)](#)
- [Senior Participants can use their benefits at the market \(30 seconds video\)](#)

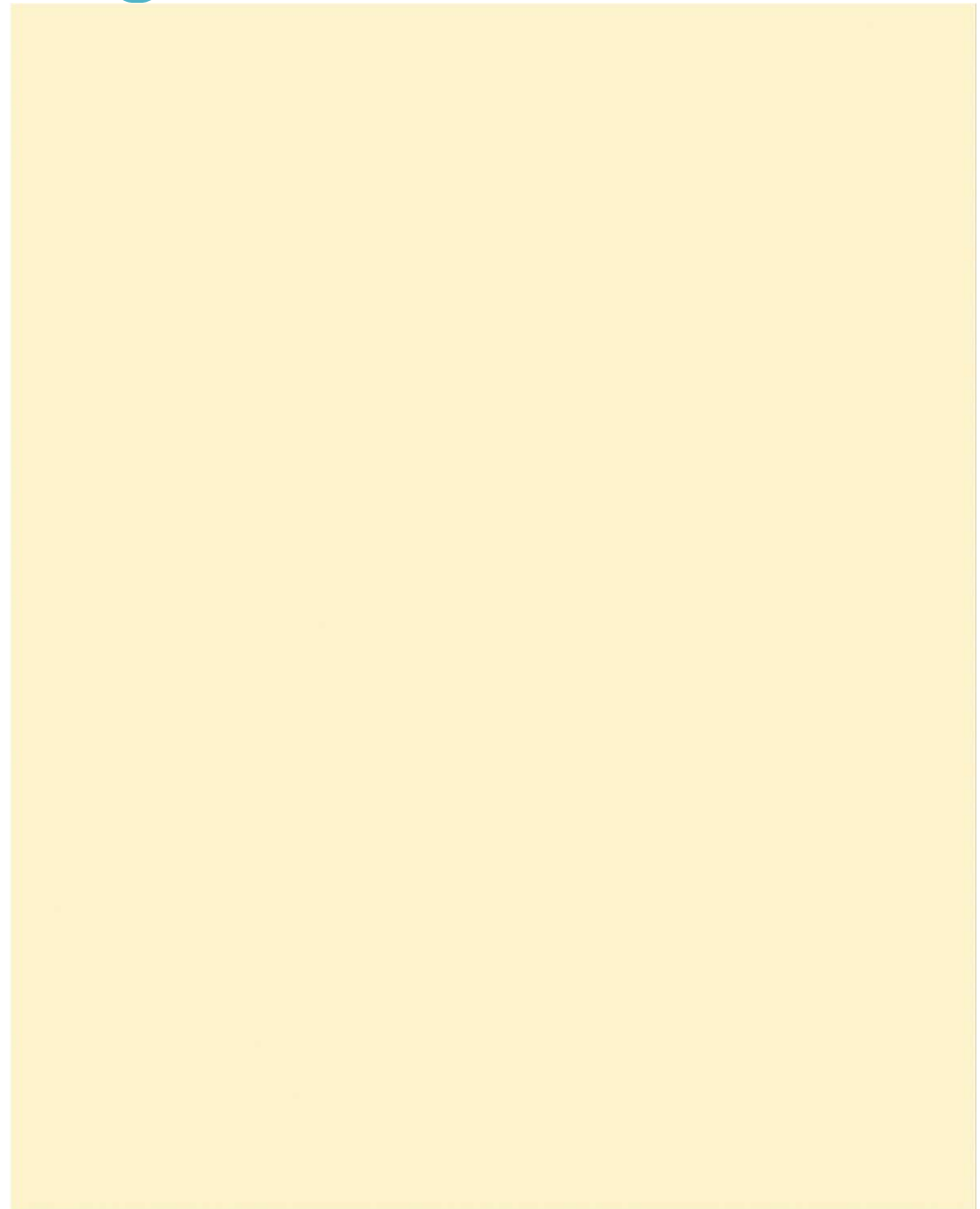


Monthly Fruit and Vegetables for WIC



Signage can be used year-round

This sign doesn't substitute the blue one



Senior FMNP App

- SFMNP mobile app



[Apple](#)

[Android](#)

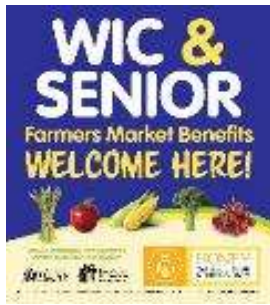


- Tools how to download the app



Best Practices for 2025

- Have a list of authorized growers
- Use you're a-Board
- Ensure growers are displaying the Signs in a place where participants can see it from a distance



- Sign up for the monthly Newsletter





Date	Deadline
April 1, 2025	Applications for returning growers
May 1, 2025	Applications for new markets
June 1, 2025	FMNP/SFMNP season begins
July 1, 2025	Applications for new growers
September 30, 2025	WIC Clinic staff end issuing benefits
October 31, 2025	Last day to accept FMNP benefits
Year-round	WIC Monthly Fruit and Vegetables benefits (CVB)

Civil Rights Requirements

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1.mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

2.fax:

(833) 256-1665 or (202) 690-7442; or

3.email:

Program.Intake@usda.gov

Equitable Treatment of Program Participants

All authorized vendors (growers, markets, farm stores)

- Equitable treatment of FMNP participants:
 - Program participants must be treated the same as all other customers
 - Authorized growers must provide the same quality of fruits and vegetables at the same cost as sold to other customers.

Civil rights compliance and guidelines

- Anyone can file a complaint
- Detailed procedures and a complaint form are on our website:
www.WICFMNP.com
[Farmers Market Complaint Form](#)

Getting Credit for the Training



📌 Instructions:

Use the chat feature to Provide your information to receive credit for this training.

Please include:

- **Your Name**
- **Market Name** (the market you are representing)
- **Your Role** (within the market)
- **Farm Name** (*if applicable — if you represent both a market and/or a farm*)

Contacts

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www.WICFMNP.com

www.seniorfmnp.com

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To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.