Local Agency Monitoring Process Flowsheet

1. Pre-Monitoring Notification/Paperwork:

Sent ≤60 days before visit, includes:

- WIC financial questionnaire, and
- Expenditure reports (2 months)

Must return questionnaire and supporting documentation ≤30 days prior to visit.

2. Pre-Monitoring Checklist:

State Office staff review and complete 2 weeks before the monitoring visit.

3. Monitoring Visit:

Expect a full day for clinic observation

- Schedule appointments normally
- Block time for entrance & exit meetings

4. Monitoring Report:

Sent to the Local Agency ≤30 days after the monitoring visit. Report will list findings, discussion topics, observations, quality comments, agency's score and required follow-up actions. The agency's score determines their tier level:

- Tier 1 ≥80%
- Tier 2 65-79%
- Tier 3 <65%

5. Corrective Action Plan (CAP):

Due 30 days after receipt of the monitoring report.

- Must address each finding area
- Tier 3 agencies must submit proof of completion within 60 days of approval

6. CAP Acceptance Revision/Letter:

30 days after receipt of the CAP the State Office will approve CAP or deny and request revisions.

7. Self-Chart Reviews:

Tier 1: Complete self-monitoring one year later (reviewed at next monitoring)
Tier 2: Complete and submit self-chart reviews at 6, 9 & 12 months after monitoring visit
Tier 3: Complete and submit self-chart reviews at 6 & 9 months after monitoring visit
State will complete full monitoring the following year