SCORED - REQUIRE CAP

CERTIFICATION PROCEDURES
- Residency
- ID
- Income

SERVED WITHIN TIMEFRAME
- Appointment offered within correct timeframe
- Documented in MIS

VOTER REGISTRATION PROCEDURES
- Forms available
- Assistance offered
- Disclaimer explained, signed and scanned

ANTHROPOMETRICS
- Weighed correctly
- Measured correctly
- Sanitary
- Equipment accurate, checked, calibrated on schedule
- Explained to participant effectively

Discussion:
- Explanation of anthropometrics is not done correctly or efficiently
- If equipment needs maintenance, to be replaced and/or updated

BLOODWORK
- On schedule
- Sanitary
- Correct technique

Discussion:
- If equipment needs maintenance, to be replaced and/or updated

July 2016
FOOD PACKAGE
- Explained effectively
- Options presented
- Specific to participant/tailored
- Redemption process explained

REQUIRED EDUCATION
- Purpose and Benefits of program
- Substance abuse
- Breastfeeding (informed discussion with pregnant and breastfeeding women)
- Exit counseling

RIGHTS AND RESPONSIBILITIES
- Read and signed by participant

TRAINING
- New Employee Training attended by staff within first year of hire
- Staff have completed continuing education per policy
- Appropriate staff are attending State in-person training/conference(s)
- Staff Training Form is used to train and orient new staff

NUTRITION EDUCATION MATERIALS
- Are handouts and other materials up to date information
- Reliable sources
- The information is consistent with WIC recommendations
- Is the information being explained to the participants

Discussion:
✓ If too much information is provided to the participant

PUMP PROGRAM
- Pump Log completed
- Pumps issued according to the State Plan
- Follow-up on multi-user pumps

CIVIL RIGHTS
- Posters displayed
- Non-discrimination statement printed on outreach materials
- Fair Hearing information
- Complaint process

July 2016
OUTREACH PLAN PROGRESS

- Published press release annually
- Other Items specific to agency

BENEFIT MANAGEMENT

- Locked
- Retained per policy

POSTERS/SIGNAGE

- “We Accept” Decal
- Hours of operation
- Stores that accept WIC
- Non-Smoking facility
- Local Agency policies

NON-SCORED ITEMS - MAY REQUIRE CAP AT STATE DISCRETION

CLINIC

- Clean
- Safe
- Well-maintained

EMPLOYEE INTEGRITY

- Not acting as a proxy for a participant
- Not printing for family members
- WIC employees do not have conflicts of interest

SEPARATION OF DUTIES

- Person determining eligibility is not the same person issuing benefits

INCOME ELIGIBILITY GUIDELINES

- Accessible/posted
- Current

NO-SHOW POLICY

- High Risk/Migrancy follow up

CERTIFICATION VERIFICATION

- Meeting participant needs
CLINIC SIGNAGE

- Easy to find clinic(s)

SELF-MONITORING REVIEW

- Clinics that were Tier1 during last monitoring cycle were required to do internal self-monitoring, results and process will be reviewed

VALUE ENHANCED NUTRITION ASSESSMENT (VENA)

- Questions are being asked in an open ended manner
- Affirmation is being given
- Reflecting back/Summary
- Respectful dialogue
- Participant Centered