
Subject: State Agency Management Evaluations

Effective Date: February 1, 2017

Revised from: December 1, 2016

Policy: The State Agency (SA) will conduct a management evaluation (ME) of each Local Agency (LA) at least every two years. The ME shall include an on-site review of a minimum of 20 percent of the clinics in each LA.

All areas of program operations are reviewed, including, but not limited to:

1. evaluation of program management,
2. staffing and training,
3. processing standard time frames,
4. certification procedures/client services,
5. client violations/complaints
6. program integrity
7. nutrition education,
8. breastfeeding promotion and support,
9. financial management system,
10. food delivery system,
11. outreach,
12. equipment maintenance and inventory,
13. vendor training and monitoring, and
14. civil rights compliance.

Reference: CFR §246.19

Procedure:

1. The SA will schedule MEs according to the following table.
 - a. The table lists all Kansas LAs, and therefore reflects a two year time period.
 - b. MEs are planned based on the Federal Fiscal Year (FFY), which begins in October of the prior calendar year.
 - i. Odd Numbered years end in a number not divisible by 2.
 - ii. Even Numbered years end in a number that is divisible by 2.
 - c. This tentative schedule for MEs may be changed due to scheduling conflicts or unforeseen circumstances.
 - d. MEs may be rescheduled but may not be cancelled.

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	Odd Numbered FFY	Even Numbered FFY
October	Miami County Reno County	Elk County Marshall County Osborne County Saline County
November	Harvey County Riley County SKCPH	Chautauqua County Wilson County
February	Neosho County Shawnee County	Lyon County
March	Cloud County Graham County Johnson County Leavenworth County	Barton County Geary County Sheridan County
April	Dickinson County Gove County SEK-Multi County Trego County	Cowley County Ford County Pawnee County Sherman County Haskell County Stevens County
May	Lincoln County Marion County Southwest KS WIC Stanton County	Cherokee County Crawford County Rice County Stafford County
July	Doniphan County Greeley County Linn County Sedgwick County Wichita County	Grant County Lane County Montgomery County Ness County Rush County Scott County Seward County
August	Douglas County Norton County Russell County Sumner County Wyandotte County	Meade County
September	Butler County Greenwood County Nemaha County	Franklin County Jefferson County NEK Multi-County

2. The SA will contact the LA WIC Coordinator to schedule the ME and site visit at least 60 days in advance.

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3. Confirmation of the ME dates will be sent to the LA at approximately 1 month prior to the schedule ME. The information will include a list of information required for the visit.
4. No less than 30 days prior to the scheduled ME, each clinic scheduled to be evaluated shall complete the [Clinic Self-Evaluation form](#).
 - a. The purpose for completing this form is for local clinic staff to evaluate their own procedures to determine compliance and understanding of policy.
 - b. Failure to submit the Self-Evaluation form will result in a finding, which will be reflected in the final written report.
5. The ME will be conducted by administrative and nutrition staff from the SA. Two state office staff usually conduct each evaluation.
6. Evaluations of the LA will include staff and client interview, clinic observation, and record review using standardized forms which include the following:
 - a. [Active Client Record Review – Administration](#)
 - b. [Active Client Record Review – Nutrition](#)
 - c. [Administration](#)
 - d. [Breast Pump Issuance](#)
 - e. [Check Pick Up Observation](#)
 - f. [Client Interview](#)
 - g. [Clinic Observation](#)
 - h. [Fiscal Management](#)
 - i. [Nutrition](#)
 - j. [Secondary Nutrition Education Observation](#)
 - k. [Special Authorization](#)
 - l. [Tracking for Receipt and Disposition of Returned Formula](#)
7. The clinic schedule during the on-site visit should be comprised of a variety of appointment types.
 - a. Certifications including an initial certification, if possible.
 - b. Mid-Certifications
 - c. Nutrition Education, low and high risk
 - d. If it is determined during the onsite visit that insufficient time or appointments have been scheduled to complete the review, the SA staff may schedule additional time to complete the review.
8. The SA will send a written report of the evaluation within 30 days from the date of the review. The report includes findings, comments, and recommendations.
9. The LA must respond with corrective action plans and any requested documentation within 30 days of the date of the report. The response should include timeframes for implementing corrective action and other items as directed by the SA. Resolution must be implemented within 90 days of the report unless otherwise agreed upon.
10. After all issues have been satisfactorily addressed, the SA will send a letter to the LA stating the ME is closed.