

Nutrition and WIC Services Management Evaluation Tool Administration

Agency / Clinic: _____ Date of ME: _____
 Evaluator(s): _____

- Review/Print: Dual Participation Report P & F Quarterly Caseload Report
 No Show Report Vendor Complaints Pending Report
 Presumed Eligible Report Processing Standards Report
 Ad Hoc Checks View for a six month period (in Check Mgmt) Voided/Replaced
 Caregiver & WIC Staff Complaints Pending Reports

For each review item, place a ✓ under the appropriate column (Yes, No, N/A). Check the N/A column to indicate the item is not applicable to the clinic or if the item was not reviewed. The column to the right should be used to clarify any No, N/A responses or to provide additional information.

Review Criteria	Yes	No	N/A	Comments
Parent/Sub-Agency Review				
1. Are all contracts between parent and sub-agency accurate and current?				
2. Is parent agency conducting evaluations of sub-agencies?				
3. Is there evidence of written follow-up with sub-agencies on findings?				
4. Are parent agencies reporting continuing non-compliance of sub agencies to SA for appropriate action?				
5. Are all sub-agency fiscal operations being monitored by parent agency?				
Staff Job Descriptions				
6. Is a staff organizational chart available for review?				
7. Are current job descriptions available?				
8. Do job descriptions include WIC appropriate tasks?				
9. Are staff members aware of WIC job duties related to assigned WIC responsibilities?				
10. Are staff members cross training?				
11. Are staff members conducting job duties that are appropriate to their qualifications?				
Equipment Inventory				
12. Is equipment inventory being tracked and kept up-to-date?				
13. Does LA notify SA for permission to dispose of any WIC equipment?				
14. Are there any problems with WIC computers, printers, or other equipment that need to be resolved?				
15. Is there WIC equipment that is not being used?				

Review Criteria	Yes	No	N/A	Comments
Participation Management				
16. What is the authorized caseload? _____				
17. What is the 3-month average participation? _____				
18. Is LA meeting authorized caseload requirements?				
19. Is LA utilizing the Caseload Management report as part of end-of-month procedures?				
20. Is LA aware of its Enrolled vs. Participation numbers and Enrolled not participating numbers?				
Outreach				
21. Is LA conducting a minimum of two outreach activities annually?				
22. If LA is over participation is it changing outreach to target high priority groups?				
23. If LA is under participation are outreach efforts being expanded?				
Record Retention				
24. Are records being filed and stored for the current federal fiscal year plus the previous three?				
25. Does the local agency retain voter declination forms for the required 2-year length of time?				
26. Does the clinic maintain a file of signed Rights & Responsibilities documents?				
27. Does the clinic maintain a file of signed Web IZ consent forms?				
Security				
28. Is the KWIC equipment located where staff will notice an unauthorized person attempting to use the equipment or take checks?				
29. Is the building secure with controls in place for staff and contractors with after hour access (keys)?				
30. Is the portable equipment (laptop) in a locked enclosure or cable locked when staff members are not present?				
31. Are computers and access to the county/agency network password-protected?				
32. Who is responsible for check out/check in process for mobile clinics (if applicable)?				
Checks				
33. Is unused check stock stored in a secure area?				
34. Does the clinic batch print WIC checks?				
35. Are returned checks or checks printed in error, voided and shredded?				

Review Criteria	Yes	No	N/A	Comments
36. Are check-stubs signed by the client and stored appropriately?				
37. Were any WIC checks mailed in the previous 12 months?				
38. Lost or Stolen checks:				
a) Is there a KS WIC Program Lost or Stolen Check Replacement Agreement filed?				
b) Was a tracking mechanism used by the local agency?				
c) Were any voided "Lost or Stolen" checks redeemed? If yes, what action was taken by the agency?				
Vendor Management				
39. Are vendor files present?				
40. Is monitoring & training appropriately completed?				
41. Are Minimum Stock Exemption Forms on file?				
42. Are there any Vendor Complaints pending?				
Complaints				
43. Is the Civil Rights' complaint file available, complete and up-to-date?				
44. Does the clinic have available and use current discrimination complaint forms?				
45. Does the current nondiscrimination/fair hearing clause appear on locally prepared materials, as per policy?				
46. Is the non-civil rights complaint file available and complete prior to April 1, 2009?				
47. Is the clinic recording Non-CR complaints in KWIC?				
48. Date of the last CR complaint filed at the State Agency:				
49. Date of last CR complaint filed at the Local Agency:				
Accommodations For Special Populations, Including Access, LEP				
50. Is the facility, including any mobile site, handicap accessible?				
51. Does the clinic have access to and provide interpreters for LEP and hearing impaired clients, as appropriate?				
52. Does the clinic have printed materials available in other languages for LEP clients, as appropriate?				
Training				
53. Is there a record of attendance by WIC staff at 2 training opportunities during the last calendar year?				
54. Is there a record of appropriate Training Modules completed by new employees?				
55. Is there documentation for competency based training for non-CPA staff performing anthropometric and lab work?				
Appointments / Processing Standards				
56. Is the KWIC Appointment Book being used versus a paper or other automated method?				

Review Criteria	Yes	No	N/A	Comments
57. Is there a cert appointment available within 10 calendars days for a pregnant woman/young infant?				
58. Is there a certification appointment available within 20 calendars days for a new postpartum woman, older infant, or child?				
59. Are appointments scheduled appropriately for staffing pattern?				
60. Is No Show Management being regularly done?				
61. Are staff members using the KWIC reschedule feature?				
62. Is Presume Eligible being used within policy?				
63. Is the LA schedule adequate and provides extended hours of operations and appointments as needed?				
Referrals				
64. Does the WIC resource/referral listing include resources for:				
a) Food assistance?				
b) Medicaid?				
c) Substance use counseling and treatment?				
Dual Participation				
65. Are there any clients currently on the Potential Dual Participants Report?				
66. If yes, has clinic staff initiated an investigation?				
Documented Understandings with Community Agencies				
67. Current Memoranda of Understanding (list agencies)				
68. Current Letters of Understanding (list institutions)				
Keys to Excellence				
69. Is the waiting area equipped with toys, puzzles, books, or other items appropriate for toddlers and young children?				
70. Is the physical appearance of the clinic pleasing and welcoming to clients?				
71. Suggestions for creating a more appealing physical environment:				
72. Is WIC staff courteous and provide a culture of service to their clients?				
73. Is the clinic completing the required annual client feedback activities?				