

Operations Monitoring Forms Internal and External Monitoring

Clinic Observation

Certification and Eligibility – Observation of Intake Process

Categories of Participants Observed: (Use tally marks to show how many participants were seen.) P B N I C

During clinic observation, are rights and responsibilities verbally explained and Participant Agreement electronically signed? Is the signature legible and belonging to the proper parent/guardian or caretaker of the family?

Is correct documentation used to verify income, identification and residency?

Is racial and/or ethnic data collected and properly documented in the computer?

Are applicants who receive SNAP, AFDC, and/or Medicaid certified as adjunctively eligible?

Is applicant/participant physically present during certification?

Are infants and children screened for immunization status?

Are referrals to other agencies appropriate and properly documented during clinic observation?

The following documents are scanned into the participant's record if applicable:

- a) Proof of pregnancy
- b) Custody papers
- c) VOC for transfers into West Virginia (WV)
- d) Photo Release Form
- e) Prescription Formula Form (WIC-53)
- f) Sanction Letters

Are VOC cards accepted if certification period is valid, or previous clinic contacted to verify that a valid certification period is in effect?

Is Voter Registration offered at each certification, sub-certification appointment and when an address change is reported? Is the proper form completed for documentation?

Is every effort made to coordinate appointments within a family if the family has multiple WIC participants?

Is EBT card use and responsibility explained to parent/guardian or caretaker prior to card issuance?

Is each participant provided a current list of WIC vendors and a current food list?

Are women certified without proof of pregnancy and given 60 days to provide documentation of pregnancy, if pregnancy cannot be visually verified?

Civil Rights

Clerk and/or supervisor: describe the procedure for handling a civil rights complaint.

How are other types of complaints handled?

Describe the procedure when a non-English speaking participant is enrolled or otherwise contacts your clinic?

What do you do to ensure ease of access to the clinic for persons with disabilities?

Describe any alternate method(s) of providing services when your clinic site is not accessible to persons with disabilities.

Clinic Accountability

Documentation which is required to be accessible:

Clerk demonstrates ability to access:	Yes	No	Comments
Crossroads User Manual within the Application			
Policy and Procedure Manual (may be electronic)			
Vendor Manual (may be electronic)			
Quarterly Vendor Listing (may be electronic)			
Motor Voter Declination forms			

Are all required public notices present and prominently displayed during clinic observation?

- a) Emergency Escape Plan
- b) *“And Justice for All”*, USDA Form AD-475A (Revised 3/98)
- c) USDA Hotline poster
- d) *“Don’t Fall for the Trap”* WV fraud poster
- e) No Smoking Policy

Is the Food List explained at an initial certification or if changes to the Food List have occurred?

Is EBT equipment kept secure?

Who in the clinic approves WIC-53 forms?

When there is not a Competent Professional Authority (CPA) onsite, how are WIC-53 and food package changes handled?

Are comment forms readily available to participants in the waiting room or prominent location?

Facility Evaluation

Is WIC in its own building or does the clinic share space with other entities? If shared, what other entities share the facility?

Is participant confidentiality protected by providing private areas for breastfeeding, intake, medical history and nutrition counseling?

Are WIC offices separated by lockable doors? Who has keys to the clinic? Who is responsible for locking WIC office?

Is the building clean, safe, and does it have adequate space?

Are participant areas safe for children?

If laptops are used in the clinic, where are they stored when not in use? Do they ever leave the clinic, and if so, for what reasons?

Is there a detailed inventory of all equipment maintained? Where is it kept and who is responsible for updating it?

How are computers protected against the busy hands of toddlers in the WIC offices?

Is clinic equipped with smoke detectors, fire extinguishers, fire alarms, and/or sprinkler system? Has staff been trained on proper use of this equipment?

Are current inspection tags visible on extinguisher units? Who is responsible for verifying their operability?

Food Delivery/Food Benefit Issuance Accountability

	Yes	No	Comments
EBT cards are stored in a secure area when not in use (per Policy 3.02)			
Unissued EBT cards are not left unattended at any time (per Policy 3.02)			
Access to EBT card storage cabinets/drawers is limited to designated staff members			
Benefits are not issued and the Benefit Shopping List not printed in advance of appointments.			

Review of Termed or Ineligible records

Family Identification number WIC Condition	1	2	3	4	5

Attachment #4, 9.01

Written Notice to Participant					
Minimum 15 day Notice Provided					
Reason for Termination Stated					
Notification signed by participant if applicable					
Notification of right to request a fair hearing if applicable					
Fair hearing requests handled per established policies and procedures					
Sanction letters scanned into system for currently sanctioned participants (on Income Screen)					

Notes:

Clinic Chart Review

The _____ clinic has a current caseload of _____, and is classified as (small, medium, or large). Per policy, a random sample of _____ records was reviewed in the Crossroads system. Note: Make copies of this page as needed to review the required number of charts based on established clinic size.

Family ID Number					
WIC Condition (P-N-B-I-C)					
Proof of pregnancy scanned into chart within 60 days					
Custody papers scanned in if applicable					
Proper documentation of VOC transfers into WV					
Proper documentation of photo release forms if applicable					
Proper documentation of sanction letters					
All applicable screens fully completed for all participants, whether required for certification or not, at each certification or sub-certification					

Family ID Number					
WIC Condition (P-N-B-I-C)					
Proof of pregnancy scanned into chart within 60 days					
Custody papers scanned in if applicable					
Proper documentation of VOC transfers into WV					
Proper documentation of photo release forms if applicable					
Proper documentation of sanction letters					
All applicable screens fully completed for all participants, whether required for certification or not, at each certification or sub-certification					

Farmers' Market Nutrition Program Monitoring

Was receipt of FMNP Vouchers verified with State FMNP Coordinator in a timely manner?

Are FMNP Vouchers stored under double lock and key? Observed or per staff?

Is clinic personnel reviewing first/last dates to spend with participants, parent/guardians and caretakers?

Has participant, parent/guardian or caretaker signed the cover card of voucher booklets?

If the participant, parent/guardian or caretaker fails to sign the cover card, has clinic personnel noted, "failed to sign," the date and initialed the FMNP vouchers and/or cover card?

Are the FMNP voucher cover cards filed daily in order by numerical sequence of voucher numbers, with each month filed separately?

Are clinic staff retaining all FMNP Voucher numbers and abiding by WV WIC Policy 1.04, which is to retain documents for three years and 150 days; and also maintain FMNP voucher numbers for both used and unused FMNP vouchers for three years and 150 days?