

ITCA WIC Program Clinic Review

Reviewer:

Date:

Agency/Clinic:

ITEM	✓/I/-	COMMENTS	POLICY
Administration			
Does Director/staff know how to access ITCA State Plan?			
How does the local agency conduct staff in-services? What in-services have been provided in the last year? How are in-services documented?			
How does the local agency disseminate ITCA info/emails/memos to staff?			
Agreement between ITCA and Institutions Date last review completed. Is it completed on a yearly basis?			
National Voter Registration Act- Are up to date forms available?			WPO Policy memo 800-D
Does LA share WIC data with any other agency/organization other than ITCA? If so, does the LA have the appropriate Memorandum of Understanding (MOU/Sharing Agreement)			
Utilities in STARS: Class names, Handouts, Topics, etc			
Caseload Management:			
• Does LA run monthly reports? Which ones?			
• How is the agency doing in serving caseload? • Has the outreach plan been implemented? • Does outreach completed match the outreach plan? • What outreach has been completed during the past two fiscal years? • Has annual public announcement been completed?			
• What effort does local staff have in place to target eligible women in their first trimester?			246.7(b)(5)
• Outreach efforts to target the homeless/migrants?			Ch 12 Section D state plan
• Integration with community health service			246.7(a)
• Clinic appointments outside normal business hours			
• How often is No Show Management run? Daily is required. • How does the agency follow up on no shows?			246.7(b)(5)
Logs			
• Emergency Formula Log Count stock of ITCA ordered formula and compare to ITCA provided type and amount			
• Special Formula Authorization Log			

Civil Rights			
Civil Rights Poster ("And Justice for All")			246.8
LA developed outreach materials (non-discrimination statement with same size font if stating benefits of WIC); attach newspaper ads if available			246.8(a)
LA Discrimination Log or File of Complaints received			246.8(b)
Building Accessibility (ADA compliance)			246.8
Review Ineligible Clients Report. Are clients all from one racial/ethnic group? Was eligibility determined correctly?			
How are clients or staff with disabilities provided reasonable accommodation?			
If large group of clients speaking another language, staff person is available that speaks that language.			
How are clients that speak another language provided services in that language?			
Program Integrity/FI security			
Separation of Duties- How do you separate duties?			
Conflict of interest- Are you serving any relatives, staff or close friends? What are the policies? Review Conflict of Interest Forms for all staff.			
Do you have any single staff clinics? What procedure is in place to ensure program integrity (copying of files or supervisor review)? Review documentation.			
Food Instrument (FI) Security			
• Do you ever pre-print checks? If so, in what situations?			
• Mailing of FI's: Are FI's mailed? Why are checks mailed? How often? What are the policies (review protocol)? Are mailed FI's documented in STARS? How do you separate duties when mailing checks?			
• FI voids: Where are they kept? Are they stamped 'void' immediately? Shredded? By the end of day?			
• Review the check issued without signature report. Are manual signature forms found?			
• Review program abuse report. Is there documentation that program abuse warnings were issued to clients?			
• FI Stock Inventory system Log (compare with ITCA report) Check log to ensure separation of duties.			
• FI paper removed from printers at end of day and locked?			
• FI secured during breaks and lunch periods?			
Clinic Security:			
• Staff Log-ins and/or passwords are not shared with coworkers			
• There is secure storage of FI stock (paper), MICR cartridges and ID folders			
• Computers (including laptops) and printers are in a secure location within the clinic? The WIC office door(s) has an internal lock on door/file cabinets			

Equipment			
Review inventory – visually check and compare LA's inventory sheet with ITCA's inventory sheet. Inventory sheet must contain: Asset tag number, equipment type, description, serial number, date of purchase, purchase price, purchase order number, funding source/% WIC funds, location, disposition, disposition date, last inventory date and condition			
Computers are placed on sturdy level surface when in use			
Cords are kept out of walkways/out of reach of children			
Protective bag is used for transporting equipment and cords are removed prior to transport			
Surge protectors or UPS's are used on all computer equipment			
Wall outlets are not overloaded			
Participant-Centered Services			
Waiting Room/General Clinic Areas			
<ul style="list-style-type: none"> Video programs in lobby reflect appropriate nutrition and physical activity messages Toys, books and other activities are available in waiting area 			
<ul style="list-style-type: none"> Waiting time for client is reasonable 			
<ul style="list-style-type: none"> Public areas are free of clutter 			
<ul style="list-style-type: none"> Clinic is clean (vacuumed regularly, carpets cleaned, floors mopped and polished, furniture dusted, computers and other equipment cleaned) 			
<ul style="list-style-type: none"> Clinic is good repair 			
<ul style="list-style-type: none"> Nutrition and breastfeeding messages (posters) are displayed in frames and kept up to date and are kept to an appropriate number 			
<ul style="list-style-type: none"> If used, display boards and bulletin boards are limited to an appropriate number and should contain single messages 			
<ul style="list-style-type: none"> Clinic is a warm and friendly environment 			
<ul style="list-style-type: none"> Clients are welcomed in friendly manner and with a smile 			
<ul style="list-style-type: none"> Phone is answered in a friendly manner 			
<ul style="list-style-type: none"> Voicemail or answering machine is set up to allow clients to leave a message. How frequently are messages returned? 			
Offices			
<ul style="list-style-type: none"> Toys, books and other activities are available in offices 			
<ul style="list-style-type: none"> Offices are free of clutter. Offices and desks are clean. 			
<ul style="list-style-type: none"> Nutrition and breastfeeding messages (posters) are displayed in frames and kept up to date and are kept to an appropriate number 			
<ul style="list-style-type: none"> Desks are positioned so staff faces the client 			
<ul style="list-style-type: none"> Office spaces allow for confidentiality 			

Breastfeeding Friendly Environment			
• Lactation room available for clients/staff			
• Breastfeeding promotion materials such as framed posters are displayed			
• No formula or samples, posters, handouts on display or in sight of clients			
• Emergency formula storage out of site			
Safety			
No smoking sign posted			246.6(b)(4)
Emergency Exits and /or fire evacuation plan posted in visible/accessible area			
Fire extinguishers are available and up-to-date			
Restrooms			
Restrooms are available for clients			
Restroom is clean with appropriate supplies available			
Lab Environment			
Recumbent length board with attached foot piece used for measuring infants			
Scales are accurate			
Equipment is in good working condition			
Scales on hard/stable surface			
Sink/Sanitizer present			
CLIA certificate is posted and valid			
HemoCue machine is clean.			
Bio-hazard sharps container is disposed of properly			
HemoCue value log sheet is completed? How is the log sheet used?			
Lab surfaces are cleaned daily with correct sanitizing solution			
Sanitizing solution disposed of properly after 7 days			
Cuvette container labeled with opened/expiration date (<90 days)			
Cultural Competence			
LA clinic environment considers culture of clients served (posters/handouts)			246.11(b)(2)
Documents for ITCA to Review			
Performance Evaluations (include the staff observations and file reviews)			
Training plans are up to date and staff is obtaining at least the minimum amount of CEUs (trainings are planned and staff is on target with CEU's and attending trainings)			246.2; 246.11©(7)(ii)
Time Study Documents are up to date. Verify staff signatures on each time study month/quarter.			
Client Referral List contains required information (agencies, addresses, hours of operation)			
Staff has Risk Questionnaires available in their work area and Risk Manuals on accessible on desktop.			
Semi-Annual Certifications- check to make sure each staff person has a certification completed for the current and previous 6-month time period.			

Vehicle log is in place, has required fields and is being completed routinely. Check the mileage on the vehicle to ensure it matches the vehicle log. Check for any gaps in mileage that was not logged. Check the log to ensure trips are WIC allowable.			
Are breast pumps accounted for and issued appropriately? Is follow-up on breast pumps documented?			
Vendor Site Review Forms on file? Completed in timely manner?			

Comments: