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| **Qualifications** | **Lacks Competence****0** | **Needs Improvement** **1** | **Meets Expectations****2** |
| Determines and documents income eligibility correctly | [ ] Additional sources of income are not assessed[ ] Proofs are requested unnecessarily when appropriate proofs are provided[ ] Documents no proof of income incorrectly[ ] Determines zero income incorrectly[ ] Does not document how basic needs are met for zero income[ ] Proof and adjunctive eligibility are not documented correctly | [ ] Inconsistently determines income correctly[ ] Inconsistently documents income correctly[ ] Inconsistently determines household size correctly[ ] Does not request assistance when needed | [ ] Determines household size appropriately[ ] Assesses all household income[ ] Documents adjunctive eligibility correctly[ ] Determines and documents no proof of income correctly[ ] Uses self-declare appropriately[ ] Uses proof pending appropriately and correctly |
| Score: \_\_\_\_\_ | Comments: |
| Determines and documents residency eligibility correctly | [ ] Village or city is not entered in street address when client resides on the reservation and only has a PO Box[ ] Proof of residency is not matched to the address on the demographics tab[ ] Documents no proof of residency incorrectly[ ] Uses self-declare incorrectly and/or is not signed[ ] Uses an invalid, unacceptable proof of residency[ ] Serves clients outside of service area | [ ] Inconsistently determines residency correctly[ ] Inconsistently documents residency correctly[ ] Inconsistently matches proof of residency to the demographics tab[ ] Does not request assistance when needed | [ ] Determines and documents residency correctly[ ] Documents no proof of residency correctly[ ] Uses self-declare appropriately |
| Score: \_\_\_\_\_ | Comments: |
| Verifies and documents client and caregiver identification | [ ] Name on identification is not matched to name in STARS[ ] ID is documented incorrectly[ ] Documents no proof of ID incorrectly[ ] Uses unacceptable proof of ID[ ] Uses self-declare incorrectly and/or is not signed | [ ] Inconsistently documents ID correctly[ ] Inconsistently matches name on ID to name in STARS[ ] Does not request assistance when needed  | [ ] Verifies and documents Identification correctly[ ] Documents no proof of ID correctly[ ] Uses self-declare appropriately |
| Score: \_\_\_\_\_ | Comments: |
| **Measurements** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Demonstrates appropriate anthropometric measurement techniques | [ ] Inconsistent measures are not identified or acknowledged[ ] Clients are not positioned correctly for measures [ ] Measurements are not taken at appropriate time as indicated by policy, previous growth or RD direction[ ] Appropriate equipment is not used, based on age[ ] Measurements are not entered accurately (including decimals and ounces) | [ ] Inconsistently positions clients correctly for measures[ ] Has difficulty measuring ‘difficult’ clients and appropriate procedures are not completed[ ] Two people are not utilized in measuring infants and children consistently[ ] Inconsistently enters measurement correctly[ ] Inconsistently takes measures at appropriate times | [ ] Clients are measured using appropriate equipment, based on age[ ] Two people are used for measurements of infants and children[ ] Height/length measure position is knees and/or feet together, whatever touches first[ ] Measurements are taken at appropriate times[ ] Measurement and any notes are entered accurately[ ] Checks for and identifies any inconsistent or unusual measurements |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates appropriate techniques for preforming hemoglobin measurements | [ ] Does not use Masimo Pronto device when applicable[ ] Hemoglobin measures are not obtained at appropriate times as indicated by policy, previous measure or RD direction[ ] Proper procedures are not consistently followed[ ] Documented hemoglobin values that were not completed | [ ] Sometimes skips some steps in preforming hemoglobins, such as checking for air bubbles, sanitizing hands or obtaining large enough drops to fill cuvettes[ ] Date not changed on hemoglobin measures obtained from outside sources, such as Indian Health Services | [ ] Measurements are taken at appropriate times.[ ] Measurement and any notes are entered accurately.[ ] Checks for and identifies and inconsistent or unusual measurements. |
| Score: \_\_\_\_\_ | Comments: |

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| **Nutrition Assessment** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Demonstrates appropriate nutrition assessment skills | [ ] Nutrition Assessment Questionnaires are rarely used[ ] Appropriate follow-up questions are not asked[ ] Questions are asked in a leading and/or judgmental manner[ ] Available and relevant assessment data is ignored or not noticed[ ] Nutrition Assessment is not individualized; unnecessary or repetitive questions are asked | [ ] Nutrition Assessment Questionnaires are used inconsistently[ ] Adequate follow-up questions are not always asked[ ] Some available assessment data is not used[ ] Irrelevant data is sometimes used[ ] Leading or judgmental questions are asked on occasion | [ ] Nutrition assessment is individualized[ ] Uses Nutrition Assessment Questionnaires (or supplement) consistently and appropriately[ ] Adequate and appropriate follow-up questions are asked[ ] Uses all available and relevant assessment data[ ] Question are asked in a non-judgmental, non-leading manner |
| Score: \_\_\_\_\_ | Comments: |
| Identifies and documents nutrition risk factors | [ ] All applicable risks are not generally assigned[ ] Non-applicable risks are assigned[ ] Documentation of the risk for risk assignment when applicable is not done[ ] Additional documented is not completed[ ] The Nutrition Risk Manual is not referred to when needed | [ ] Inconsistently identifies all applicable risks[ ] Non-applicable risks are assigned on occasion. [ ] Inconsistently documents the reason for risk assignment when applicable[ ] Additional information is not consistently documented[ ] The Nutrition Risk Manual is not always referred to when necessary | [ ] Uses information collected to identify and individualize nutrition risks[ ] All applicable risks are assigned[ ] Documents reason for risk assignment when applicable[ ] Documents importation information gleaned from assessment[ ] Refers to Nutrition Risk Manual when necessary |
| Score: \_\_\_\_\_ | Comments: |
| Uses information obtained from nutrition assessment | [ ] Information obtained is not used to tailor food packages, provide nutrition education and make appropriate referrals | [ ] Information is used inconsistently to tailor food packages, provide nutrition education and make appropriate referrals | [ ] Uses information obtained to tailor food packages, provide nutrition education and make appropriate referrals |
| Score: \_\_\_\_\_ | Comments: |

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| **Referrals** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Identifies and refers clients  | [ ] Documents the status of a referral without asking clients[ ] Written information on a referral program is not provided[ ] Additional referrals, outside of mandatory ones, are not made or documented | [ ] Inconsistently refers clients to appropriate health and social programs [ ] Inconsistently provides written information on program referred to | [ ] Clients are referred to appropriate health and social programs (mandatory and additional referrals) [ ] Clients are provided necessary written information to contact the referred program[ ] Referrals are documented appropriately in STARS |
| Score: \_\_\_\_\_ | Comments: |
| Follow-up on referrals from previous visits | [ ] Follow-up made at previous visits in not done[ ] Additional referrals are not identified or provided[ ] Status of referrals are not documented in STARS | [ ] Inconsistently follows up on previous referrals[ ] Inconsistently documents the status of referrals | [ ] The status of documented referrals are inquired about at follow-up appointments[ ] Additional referrals are made when appropriate[ ] The status of referrals are documented in STARS |
| Score: \_\_\_\_\_ | Comments: |

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| **Program Education** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Demonstrates appropriate program education skills  | [ ] Rights and Responsibility Form is not read by the client or explained to the client[ ] Programs with whom WIC shares client information with are not shared with clients[ ] Substance abuse is not provided when appropriate[ ] ID folder is not explained to clients | [ ] Rights and Responsibility Form is not consistently read by the client or explained to the client[ ] Programs with whom WIC shares client information with are not consistently shared with clients[ ] Substance abuse is not consistently provided to all clients when appropriate[ ] ID folder is not consistently explained to clients | [ ] Uses knowledge of program rules to explain the Rights and Responsibilities[ ] Clients are made aware of programs share information with[ ] Provides accurate and appropriate education to clients on substance abuse education at new certifications (includes certification of all pregnant women)[ ] Explains the Identification Folder to new clients |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates appropriate food delivery education skills | [ ] Food list is not provided and/or explained[ ] Check education is limited or does not typically occur[ ] Individual food packages are not explained[ ] Vendor list is not provided and/or explained[ ] No opportunity is provided for clients to share concerns or problems with using checks[ ] Vendor complains are not entered or adequate information is not obtained | [ ] Food list is provided, but not consistently explained in detail[ ] Parts of check education is explained, but some parts are missed[ ] Inconsistently explains the clients individual food package[ ] Vendor list is provided, but not explained[ ] Inconsistently provides opportunity for clients to share concerns or problems with using checks[ ] Obtains and documents some information when reported vendor complaints, this may not be enough for follow-up | [ ] Explains in detail authorized foods and provides food list[ ] Explains in detail how to redeem checks to new clients [ ] Explains in detail the clients individual food package to new clients or clients changing category[ ] Reviews ITCA Authorized Vendors and provides vendor list[ ] Provides opportunity for clients to share concerns or problems with using checks[ ] Obtains and documents adequate information when reported vendor complaints |
| Score: \_\_\_\_\_ | Comments: |

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| **Food Package/Check Issuance**  | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Demonstrates appropriate food package assignment skills | [ ] Food packages are not tailored to meet the needs of the clients[ ] Food packages are not tailored to breastfeeding frequency and formula intake[ ] Adequate documentation is not entered for the issuance of non-standard food package | [ ] Inconsistently assigns appropriate food package considering clients cultural and food preferences[ ] Inconsistently assigns appropriate food package considering environmental needs and nutrition assessment[ ] Inconsistently assigns appropriate food package based on breastfeeding frequency and formula intake[ ] Inconsistently documents reasons for issuance for non-standard food packages | [ ] Assigns appropriate food package considering clients cultural and food preferences[ ] Assigns appropriate food package considering environmental needs and nutrition assessment[ ] Assigns appropriate food package based on breastfeeding frequency and formula intake[ ] Documents reasons for issuance for non-standard food packages |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates appropriate check issuance skills | [ ] Issues the incorrect number of months of checks considering the client’s individual needs and is in compliance with program policy (HR, mid-cert, syncing family members)[ ] Incorrectly voids and replaces checks[ ] Incorrectly reissues formula | [ ] Occasionally issues the incorrect number of months of checks considering the client’s individual needs and is in compliance with program policy (HR, mid-cert, syncing family members)[ ] Cannot demonstrate the ability to correctly void and replace checks in some instances | [ ] Issues the correct number of months of checks considering the client’s individual needs and is in compliance with program policy (HR, mid-cert, syncing family members)[ ] Demonstrates the ability to correctly void and replace checks[ ] Demonstrates the ability to correctly reissue formula |
| Score: \_\_\_\_\_ | Comments: |

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| **General Service Standards** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Documents additional information in STARS appropriately  | [ ] Mother to child are not linked or linked incorrectly[ ] Determines and documents race and ethnicity incorrectly or does not ask client[ ] Voter registration is not offered or discussed voter registration and/or is not documented correctly[ ] Appointments are routinely scheduled incorrectly/inappropriately | [ ] Inconsistently correctly links mother to child[ ] Inconsistently determines and documents race and ethnicity correctly[ ] Inconsistently offers and discusses voter registration and documents correctly[ ] Occasionally schedules inappropriate appointments | [ ] Correctly links mother to child[ ] Determines and documents race and ethnicity correctly[ ] Offers and discusses voter registration and documents correctly[ ] Schedules appropriate appointments |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates skills in providing services | [ ] Knowledge of STARS functionality and the ability to navigate and document efficiently in STARS is limited[ ] Services are provided in a discriminatory manner[ ] Information is collected while interrupting or correcting the client[ ] Questions are asked in a non-judgmental and/or non-leading manner[ ] Follow-up or clarifying questions are not used to ensure understanding [ ] Clients are not notified of next appointment or of what items to bring[ ] Confidentiality of client information is not kept[ ] Program integrity is not maintained (separation of duties, serving relatives) | [ ] Demonstrates inconsistent knowledge of STARS functionality, the ability to navigate and document efficiently in STARS[ ] Occasionally interrupts or corrects the client when collecting information[ ] Leading or judgmental questions are asked on occasion [ ] Clarifying or follow-up questions are not consistently used[ ] Inconsistently notifies clients of next appointment what items the client will need to bring[ ] Confidentiality of client is not kept on occasion[ ] Program integrity is not consistently practiced | [ ] Demonstrates knowledge of STARS functionality and the ability to navigate and document efficiently in STARS[ ] Provides services in a non-discriminatory manner[ ] Collects information without interrupting or correcting the client[ ] Asks questions in a non-judgmental and non-leading manner[ ] Ensures understanding by clarifying or asking questions[ ] Notifies clients of next appointment and identifies items the client will need to bring[ ] Ensure confidentiality of client information[ ] Ensure program integrity (separation of duties, serving relatives) |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates PCS skills | [ ] Typically does not set the agenda[ ] Permission is rarely asked[ ] Uses mostly closed-ended questions[ ] Listening is not routinely practice and non-verbal cues are not responded to[ ] Positive reinforcement and encouragement is not provided | [ ] Inconsistently sets the agenda[ ] Asks permission sometimes[ ] Uses some open-ended questions with the majority of being closed-ended [ ] Inconsistently practices listening and responds to some non-verbal cues[ ] Inconsistently provides positive reinforcement and encouragement | [ ] Sets the agenda[ ] Asks permission[ ] Uses an effective balance of open-ended and closed-ended questions[ ] Practices listening and responds to non-verbal cues[ ] Provides positive reinforcement and encouragement |
| **Nutrition** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Demonstrates adequate nutrition knowledge | [ ] Lack of knowledge on current nutrition recommendations and guidelines is shown[ ] Handout content is relied upon for education | [ ] On occasion nutrition information provided does not coincides with current nutrition recommendations and guidelines[ ] Majority of sessions consists of content outside of information in handout | [ ] Provides nutrition information that coincides with current nutrition recommendations and guidelines[ ] Knowledge outside of handout content is provided |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates appropriate PCS Skills | [ ] Nutrition education is marginally interactive and client’s needs and preferences are most often not considered[ ] Rarely provides positive reinforcement for healthy nutrition practices and provides support and encouragement to promote behavior change | [ ] Nutrition education is inconsistently interactive and client’s needs and preferences are inconsistently considered[ ] Inconsistently provides positive reinforcement for healthy nutrition practices and provides support and encouragement to promote behavior change | [ ] Nutrition education is interactive and client’s needs and preferences are considered[ ] Provides positive reinforcement for healthy nutrition practices and provides support and encouragement to promote behavior change |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates appropriate nutrition education skills | [ ] Clear and appropriate goal that reflects the desired health outcome are rarely developed or client is unaware of goal[ ] Ways to meet goals are not measurable, do not reflect goals developed or were not specific [ ] Nutrition counseling is often provided before completing the nutrition assessment and info gathered is not utilized to provide appropriate education[ ] Previous nutrition education sessions in not assessed and progress with the client is not discussed [ ] Appropriate materials such as visual aids are not used or are read as the education[ ] Documents topic, handout, goal and ways to meet goal inappropriately | [ ] With WIC staff leading, a clear and appropriate goal that reflects the desired health outcome is development[ ] Inconsistently develops appropriate ways to meet goals are measurable, specific and reflect goals with the client[ ] Inconsistently completes nutrition assessment before providing nutrition counseling and utilizes info gathered to provide appropriate education[ ] Inconsistently assesses previous nutrition education sessions and discusses progress with the client[ ] Inconsistently uses appropriate materials such as visual aids to enhance and reinforce the nutrition message[ ] Inconsistently documents topic, handout, goal and ways to meet goal appropriately | [ ] Works with client to establish a clear and appropriate goal that reflects the desired health outcome[ ] Appropriate ways to meet goals are measurable, specific and reflect goals developed with the client[ ] Completes nutrition assessment before providing nutrition counseling and utilizes info gathered to provide appropriate education[ ] Assesses previous nutrition education sessions and discusses progress with the client[ ] Uses appropriate materials such as visual aids to enhance and reinforce the nutrition message[ ] Documents topic, handout, goal and ways to meet goal appropriately |
| Score: \_\_\_\_\_ | Comments: |
| **Breastfeeding** | **Lacks Competence****0** | **Needs Improvement****1** | **Demonstrates Competence****2** |
| Demonstrates adequate breastfeeding knowledge | [ ] Lack of knowledge on current breastfeeding recommendations, how to’s and guidelines is shown[ ] Lack of knowledge to assist a breastfeeding woman is shown | [ ] On occasion breastfeeding information provided does not coincides with current breastfeeding recommendations and guidelines[ ] Inconsistently provides adequate and appropriate breastfeeding assistance | [ ] Provides breastfeeding information that coincides with current breastfeeding recommendation and guidelines according to ITCA policy [ ] Provides adequate and appropriate breastfeeding assistance |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates appropriate skills in breastfeeding education and assessment | [ ] Breastfeeding assessment are not completed [ ] Real and perceived barriers and possible contraindications to breastfeeding are not assessed[ ] The impact of early formula supplementation and mother/infant separation on milk supply and the mother’s breastfeeding intention is not evaluated[ ] Support and encouragement to promote breastfeeding initiation and to sustain continued breastfeeding is not provided[ ] Breastfeeding incentives are not distributed. | [ ] Problems or concerns at critical points in the early postpartum period are missed during a breastfeeding assessment[ ] Inconsistently assesses real and perceived barriers and possible contraindications to breastfeeding[ ] Inconsistently evaluates the impact of early formula supplementation and mother/infant separation on milk supply and the mother’s breastfeeding intention[ ] Inconsistently provides support and encouragement to promote breastfeeding initiation and to sustain continued breastfeeding[ ] Breastfeeding incentives are not routinely provided | [ ] Uses breastfeeding assessment to identify and address breastfeeding problems or concerns at critical points in the early postpartum period[ ] Assesses real and perceived barriers and possible contraindications to breastfeeding[ ] Evaluates the impact of early formula supplementation and mother/infant separation on milk supply and the mother’s breastfeeding intention[ ] Provides support and encouragement including incentive to promote breastfeeding initiation and to sustain continued breastfeeding |
| Score: \_\_\_\_\_ | Comments: |
| Demonstrates adequate knowledge of breastpumps | [ ] Demonstrates the inability to issue the appropriate breastpump and knows procedures for cleaning returned pumps[ ] Demonstrates the inability to education the client on assembly and use of all types of breastpumps[ ] Inappropriately/inaccurately documents the issuance and return of breastpump and breastfeeding information correctly | [ ] Inconsistently demonstrates ability to issue the appropriate breastpump and knows procedures for cleaning returned pumps[ ] Inconsistently demonstrates the ability to educate the client on assembly and use of all types of breastpumps[ ] Inconsistently documents the issuance and return of breastpump and breastfeeding information correctly | [ ] Demonstrates ability to issue the appropriate breastpump and knows procedures for cleaning returned pumps[ ] Demonstrates ability to educate the client on assembly and use of all types of breastpumps[ ] Documents the issuance and return of breastpump and breastfeeding information correctly |
| Score: \_\_\_\_\_ | Comments: |