ITCA WIC Program
Clinic Review

Reviewer: Date: Agency/Clinic:

✓ = Complete, Done correctly   i = Not correctly done   - = Missing   NA = Not Applicable

ITEM	✓/ I/-	COMMENTS
Administration		
Does Director/staff know how to access ITCA State Plan?		
Do staff have Nutrition Assessment Questionnaires (on key ring)available in their work area and the most recent Risk Manual saved on their desktops?		
In-Service Training – • 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?		
Are there agreements between ITCA and Institutions where clients reside (children's home, homeless shelter, etc…)? • If so, when was the last institutional site review completes? (annual review required)		
National Voter Registration Act- • Are up-to-date State (vs. Federal) forms available? • Voting Poster (in all clinics) • Where do they keep the offer to vote sheets? (ask to view) • What is the process if someone wants to register to vote?		
Does LA share WIC data with any other agency/organization other that ITCA? If so, does the LA have the appropriate Memorandum of Understanding (MOU/Sharing Agreement)		
Utilities in STARS: Class names, Handouts, and Topics • Are there any classes, handouts, or topics being used by the LA that did not come from ITCA? (Compare to results of Utilities review from Monitoring Manual) • Are they approved by ITCA?		
Caseload Management:		
Caseload- • Is the LA consistently serving 95% of caseload? (See Caseload review in Monitoring Manual) • How is staff informed of caseload targets?		

Reports-
 • Does LA run monthly reports? Which ones?
   Ex. STARS > Reports>
     • Enrolled Not Participating Prior to Month End
     • Participation Reports > Caseload Management
     • Mindy's emailed updates
 • How are they used?		

No Show Management • What is the process for No Show Management at main and field clinics? Who does it and when?		
Teletask • What is the process for checking and returning Teletask messages? Who		

does it and how frequently? • What is the process for checking Teletask message reports? Who does it and How frequently? • How are clients that did not receive a Teletask message contacted?		
Distance Issuance - • In what situations are benefits being issued without the caregiver present? • How are foster client appointments and benefit issuance managed? • How are benefit lists provided?		
Does the LA offer appointments outside of normal business hours? (Compare to what was seen in the pre-visit Appointment Book review)		
Outreach - • Does the agency maintain an Outreach Log in addition to what is reported on the Quarterly Report? • Have there been additional outreach or annual public announcement (radio, newspaper, or other advertisements) efforts completed but not reported during the past two fiscal years? Is there proof of these efforts (ex. a copy of a public service announcement kept on file)? • Has the outreach plan (from the LA application) been implemented? Does outreach completed match the outreach plan?		
How do LA staff target eligible women in their first trimester?		
How do LA staff target the homeless/migrants?		
In what ways does the LA integrate with community health services? (ex. dental, hearing, ultrasound, etc.) *This is not a program requirement*		
Does the LA offer appointments outside of normal business hours? (Compare to Appointment Book review completed per the Monitoring Manual)		
Logs		
Emergency Formula Log- • Is the inventory completed and correct?		
Special Formula Log- (Ordered Formula Distribution Form) • Is the log completed and correct? • Are clients signing for the formula?		
Special Formula Authorization Log • Are the SFAF on file? Are any missing? • Do reasons for issuance on SFAFs match what's in STARS? • Are the dates correct in STARS? • Was the proper formula and amount issued?		
Civil Rights		
Civil Rights Poster ("And Justice for All") (in all clinics) - • Is it displayed in a visible location? • Is it the latest version?		
LA developed hand-outs or outreach materials (including annual public service announcements in the newspaper) - • Do materials include the appropriate (full or short) non-discrimination statement? • If stating benefits of WIC, the non-discrimination statement must be the same size font as other text		
Does the agency maintain a LA Discrimination Log or File of Complaints Received?		

Building Accessibility (ADA compliance) • Could someone in a wheelchair easily navigate from the parking area and through the clinic? ○ Ex. Is the parking lot paved? Are there curb cuts and ramps where appropriate? Can doors be opened with one hand? Are there any obstructions in the path through the clinic? • Is there a wheelchair accessible restroom available?		
How are clients or staff with disabilities provided reasonable accommodation?		
Language – • How are clients that speak another language provided services in that language? • If there is a large group of clients that speak another language, is a staff person is available that speaks that language?		
Program Integrity		

Separation of Duties (SOD)-
• How is SOD typically done at both main and field clinics?
• What procedures are in place for single staff clinics and situations?
• How and when are certification post reviews completed?
• Compare Certification Post Review Forms to the weekly Separation of Duties lists.
    ○ Were they completed within two weeks?
    ○ Were the correct number files and client category (infants vs. other) reviewed?
    ○ Are problems identified followed up on?
    ○ Is more than one staff member on the list for the same clinic on the same day? ? Why?		

Conflict of interest- • Per review Conflict of Interest Forms for all staff prior to the visit, were all ITCA procedures followed? • How does the agency provide services to relatives, staff or close friends of employees? • How does the LA handle COIs in field clinics or single staff situations?		

Breastpump Inventory
• Is the inventory correct for:
    ○ Multi-user pumps
    ○ Single user pumps
    ○ Manual pumps		

eWIC Cards		
Mailing of cards- • Are cards mailed? • Why and what are the procedures?		
Review the card replacement report. • Are LAs having clients sign the R&R every time a card is replaced? (See Card Replacement Report results from Monitoring Manual) • What's done when the client requests a 3rd card in a year? • Thoughts on amount of card replacements provided?		
Card Inventory- • Have all boxes of cards been accepted in STARS? • Does the card inventory report match what is at the clinic?		
Card Security • Are cards locked in a secure area at the end of the day? • Are cards locked in a secure area during breaks and lunch periods?		
Clinic Security:		

Are staff Log-ins and passwords shared with coworkers? (check for post-it notes with user names/passwords at desks)		
Computers (including laptops) and printers are in a secure location within the clinic.		
WIC office door(s) and file cabinets have locks.		

Equipment

Review inventory- • Visually check and compare LA's inventory with inventory in STARS (Reports/Equipment Inventory Report).		
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

Video programs in lobby reflect appropriate nutrition and physical activity messages		
Toys, books and other activities are available in waiting area		
Waiting time for clients is reasonable		
Public areas are free of clutter		
Clinic is clean (vacuumed regularly, carpets cleaned, floors mopped and polished, furniture dusted, computers and other equipment cleaned)		
Clinic is good repair		
Nutrition and breastfeeding messages (posters) are displayed in frames and kept up to date and to an appropriate number		
If used, display boards and bulletin boards are limited to an appropriate number and should contain single messages		
Clinic is a warm and friendly environment		
Clients are welcomed in friendly manner and with a smile		
Phone is answered in a friendly manner		
Voicemail or answering machine is set up to allow clients to leave a message. How frequently are messages returned?		

Offices

Toys, books and other activities are available in offices		
Offices are free of clutter. Offices and desks are clean.		
Nutrition and breastfeeding messages (posters) are displayed in frames and kept up to date and are kept to an appropriate number.		
Desks are positioned so staff faces the client.		
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 sight.		

Safety

No smoking sign posted.		
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.		
Bio-hazard sharps container is disposed of properly.		
Is the HemoCue value log sheet completed? How is the log sheet used?		
HemoCue machine is clean.		
Are lab surfaces cleaned daily with correct sanitizing solution?		
Is sanitizing solution disposed of properly after 7 days?		
Is the cuvette container labeled with opened/expiration date (<90 days)?		

Cultural Competence

LA clinic environment considers culture of clients served (posters/handouts).		

Documents for ITCA to Review

Job Descriptions are available for each position and align with ITCA's.		
Last annual Performance Evaluations completed for each staff person • Must include evaluation of WIC duties and observations and file reviews for CPAs, LA RDs, and Director's that see clients. (See the Required Observations & File Reviews table)		
Competency Evaluations. • Review the scoring sheet and evaluation form for each CPA. • Was the assessment completed within 6 months of hire? • Was the staff person re-assessed in areas that they did not pass within 60 days of the first review?		
Time Study Documents (for WIC funded staff) - • Are they up-to-date? • Are the monthly or quarterly forms signed by staff? • Does categorization of time seems appropriate given staff duties and responsibilities?		
Client Referral List contains required information (agencies, addresses, hours of operation)		
Vehicle log- • Is the vehicle log in place, have the required fields and being completed routinely (any gaps in miles logged)? • Does the mileage on the vehicle match the vehicle log? • Are all trips WIC allowable?		
Confidentiality Forms- signed and on file?		
Self-assessment for non-monitoring year • Does the agency have all documentation included on the Self-Evaluation Checklist on file?		

Follow-up Questions to Monitoring Manual Reviews/Comments: