

**SECTION VII**

**Monitoring**

Refer to WIC Procedure Manual Section 700  
WIC Operations Manual Section 7

## Goals 2002 Section VII Monitoring

### VII MONITORING

#### Local Agency Reviews

**Objective 1:** A biannual local agency review will be conducted for each local agency, including a site visit. Monitoring shall include, but not be limited to, evaluation of management, certification, nutrition education, civil rights, compliance, accountability, financial management systems and food delivery systems.

Evaluation: All required financial and management evaluations were conducted for FY '01. Management evaluation findings were transmitted to executive directors and WIC Coordinators. Corrective plans were developed, reviewed and approved by the State agency.

Plan: Schedule and complete monitoring visits as required. Focus will be placed on the implementation of new bloodwork and physical presence regulations. Findings from previous evaluations will be used in assessing training needs of local agency staff.

**Objective 2:** Follow-up on implementation of needed corrections and corrective action plan schedule in order to correct cited deficiencies and prevent their recurrence.

Evaluation: Interim site visits were made to provide technical assistance in areas related to programmatic deficiencies noted during evaluations. Included were check issuance, segregation of duties, customer service and scheduling

Plan: Follow up, as needed, to review implementation plans and check progress in correction of deficiencies.

**Objective 3:** Conduct additional review activities, as are needed, to ensure local agency compliance with changed or additional federal or state requirements, directives or guidance.

Evaluation: Follow-up activities related to new risk criteria implementation were conducted. This included additional technical assistance and feedback on risk criteria selection use, segregation of duties and other topics.

Plan: Provide additional technical assistance in the implementation of the new blood handling regulations, self declaration of income, residency and ID, and physical presence.

**Objective 4:** Assist local agencies in developing and establishing self assessment management evaluation systems. These systems will be implemented to review their operations and those of associated clinics on a yearly basis.

## **Goals 2002 Section VII Monitoring**

Plan: Focus on self assessment process during management evaluations. Provide technical assistance in the development, implementation and use of the assessment process.

### **Objective 5: Provide technical assistance to local agency Coordinators in how to self-assess quality and write useful corrective action plans.**

Plan: During the management evaluation process, provide technical assistance to local agency WIC coordinators on the development of plans of corrections, and how to incorporate the cited areas into their internal QA process.

### **Objective 6: Review management evaluations to determine further training needs.**

Plan: Incorporate ME findings (as needed) into the training sessions scheduled for WIC Coordinators, Nutrition Staff, Support Staff, Breastfeeding Peer Counseling Staff and/or at the Annual WIC Training Meeting.