



Memorandum

#14-003

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: January 3, 2014

SUBJECT: WIC 2014 Quality Assurance Monitoring Review Tools and Worksheets

The new WIC 2014 quality assurance monitoring review tools and worksheets are available on the Department of State Health Services (DSHS) Quality Management Branch (QMB) website at <http://www.dshs.state.tx.us/qmb/>

The new WIC 2014 quality assurance monitoring review tools will be used by QMB staff for all reviews conducted after January 1, 2014. The updated 2014 review tools, worksheets, and checklists are available at the link listed above so that local agencies can conduct internal monitoring, as well as prepare for monitoring reviews of their organizations by DSHS. For future reference, you may add the QMB web address to your browser's "Favorites."

If you have any questions or require additional information, please contact Ponna Sambasivan, WIC Group Manager, QMB, at 512-776-3798 or 1-888-963-7111, extension 3798, or at ponna.sambasivan@dshs.state.tx.us. If you have questions regarding the worksheets and record review self-audits, please contact Gloria Staats at 512-776-2176 or at gloria.staats@dshs.state.tx.us.

WIC Clinical Tool Summary of Changes December 20, 2013

Moved selected criteria from Clinical to Core Tool

I. Administrative, A. WIC Policies and Procedures

1. b. Staff and Fraud abuse policy (GA:20.0) - this policy is written by the Local Agency (LA) and approved by the State Agency (SA). This policy will continue to be monitored for its implementation.
1. c. Alternative service provisions for the disabled, if applicable (CR:06.0). This will now be monitored on the Core Tool.
2. A 504 checklist has been completed for each clinic site, if applicable (CR:06.0). This will now to be monitored on the Core Tool.

II. Observation

A. General Functions

3. Services are provided in the appropriate language and/or interpreter services are used appropriately (CR:10.0 and CR:06.0). This will now be monitored on the Core Tool.
4. General information and educational materials are available in the appropriate languages (CR:10.0 and CR:06.0). This will now be monitored on the Core Tool.

D. Facility

2. The facility meets ADA regulations (CR: 06.0). This will now be monitored on the Core Tool.

Added selected new criteria on the Clinical Tool:

I. Administrative

A. WIC Policies and Procedures

- 6: The agency meets designated breastfeeding expert (DBE) staffing standards (GA:14.0).

C. Training

1. The following training is provided and documented:
 - f. All designated DBEs have completed initial training requirements and all non-IBCLC designated DBEs have completed annual training requirements (GA: 14.0).

II. Observation

A. General Functions

6. Services are provided without conflict of interest (GA:20.0) and monitored for implementation of GA:20.0, Staff fraud and abuse policy.

III. Records

2. Records reflect non-compliance of more than 10% in the following area:
 - e. Improper computer usage (GA:20.0 and TR:03.0) – errors related to computer usage process.

Change in percentage of compliance:

III. Records

3. Records reflect 0% non-compliance in the following area:
 - b. Employees/relatives/close friends on WIC (GA:20.0) – records with errors related to staff fraud and abuse policy.

Please note the record review worksheets have been revised to reflect the changes made to the Clinical Tool. If you have questions regarding the worksheets and record review self-audits, please contact Gloria Staats at 512-776-2176 or at gloria.staats@dshs.state.tx.us. She will be providing QA trainings via CenturyLink.