

**STATE OF CONNECTICUT DEPARTMENT OF PUBLIC HEALTH
COMMUNITY HEALTH AND PREVENTION SECTION
WIC PROGRAM**

**CONNECTICUT WIC PROGRAM MANAGEMENT EVALUATION REPORT
ADMINISTRATIVE (PROGRAM OPERATIONS) REVIEW**

CONTRACTOR:

SITE(S):

PROGRAM STAFF:

REVIEWERS:

DATES (Specific dates for each location):

DATE OF EXIT CONFERENCE:

STAFF PRESENT AT EXIT CONFERENCE: (State and Local)

DATE OF FINAL REPORT:

REVIEWED BY SUPERVISOR:

DATE:

ADMINISTRATION: Staffing, Organization and Caseload Management

The local agency ensures that staffing is appropriate for the amount and types of services provided.

The staffing structure is appropriate and staff education and experience are appropriate for assigned responsibilities	STANDARD MET	Comments:
<p>Indicators:</p> <ol style="list-style-type: none"> 1. There are written job descriptions for each staff position. <i>CT State Plan: 100-Administration, WIC 100-01 Local WIC Agency Staffing 7 CFR 246.2; NSS Standard #3</i> 2. There is a current organizational chart 3. Staffing pattern at all sites, including satellites is periodically assessed to ensure effective delivery of services. <i>7 CFR 246.3(e); NSS Standard #4</i> 4. Staff is equitably assigned to work staggered lunch, evenings, weekends. 5. The local agency WIC staff racial/ethnic profile matches the population served. <i>FN Instruction 113-1 Appendix D</i> 6. Each job duty is performed by the appropriate staff member. 	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	<p>5. Connecticut State agency and local agencies use racial and ethnicity data for internal civil right monitoring to guarantee that DPH and recipient agencies are equal opportunity providers and employers.</p>
<p>Staff is trained appropriately.</p>		
<p>All new staff is oriented to the program. <i>7 CFR 246.11(c)(2); NSS Standard #5</i></p>		
<p>Indicators:</p> <ol style="list-style-type: none"> 1. New staff attends State orientation training. <i>CT State Plan: 100-Administration, WIC 100-06 State Office Sponsored Meetings NSS Standard #5</i> 2. New staff receives timely local agency orientation. 3. There is documentation that the Orientation Checklist is used as part of new staff orientation. 	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<i>WIC Numbered Memo 16-013, 19-002</i>			
4. There is evidence of attendance at Statewide meetings. <i>CT State Plan: 100-Administration, WIC 100-06 State Office Sponsored Meetings</i>	Yes	No	Partial
5. The local agency has a current Staff Training plan and there is evidence of local agency in-service training of staff. <i>CT Memo 17-016</i>	Yes	No	Partial
6. There is evidence of regular staff meetings. <i>CT State Plan 100-Administration, WIC 100-07 Communications</i>	Yes	No	Partial
7. Local agency records include documentation of staff review of WIC numbered MEMOS. <i>CT State Plan 100-Administration, WIC 100-14 Documentation of local Agency staff review of WIC numbered MEMOS</i>	Yes	No	Partial
8. There is evidence that Program Coordinator directs and maintains oversight of new and current staff development and training, and as needed of dietetic students and interns.	Yes	No	Partial
9. There is documentation that the local agency coordinator spends at least (8) hours per month at each permanent site and four (4) hours per quarter at each satellite site. <i>CT State Plan: 100 – Administration, WIC 100-01 Local Agency Staffing CT Memo 18-005</i>	Yes	No	Partial
The organizational structure reflects adherence to good management practices. Staffing standards are in accordance with Federal regulations and State policies			
Indicators:			
1. Budgeted staff in the approved annual budget matches current staffing.	Yes	No	Partial
2. Time studies are conducted as specified in the current state WIC Procedure Manual.	Yes	No	Partial

<p><i>CT State Plan: 100-Administration, WIC 100-11 Submission of Local Agency Reports, 102 Financial Management, WIC 102-08 Cost Accounting</i></p> <p>3. The State agency is promptly notified when vacancies occur. Also, the State is notified timely when the local has difficulty filling vacancies. <i>CT State Plan: 100-Administration, WIC 100-01 Local Agency Staffing</i></p>	<p>Yes No Partial</p>	
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ADMINISTRATION: Management, Self-Evaluation, Monitoring 7CFR 246.19 (b)

The Local agency management practices reflects adherence quality improvement of standards	STANDARD MET	Comments:
<p>1. There is evidence that the local agency uses the following tools as a part of the local agency self-evaluation:</p> <ul style="list-style-type: none"> a. Clinic Observation Tool b. Program Operations review tool c. Nutrition Education Services & Certification review tool <p><i>CT State Plan: 100-Administration, WIC 100-15 Local Agency Monitoring</i></p>	<p>Yes No Partial Yes No Partial Yes No Partial</p>	
<p>2. The local agency has submitted a summary of the off year self-evaluation in the current Local Agency Plan <i>CT State Plan: 100-Administration, WIC 100-15 Local Agency Monitoring</i></p>	<p>Yes No N/A</p>	
<p>3. There is evidence of management review of Employee Participant files. <i>CT State Plan: 200-Certification, 200-32 Separation of Duties</i></p>	<p>Yes No Partial</p>	
<p>4. The Local Agency has completed Chart Audits according to State guidelines. <i>WIC Contract</i></p>	<p>Yes No Partial</p>	

ADMINISTRATION: Staffing, Organization and Caseload Management

Caseload management supports effective food fund management.	STANDARD MET	Comments:
Indicators: 1. Participants are encouraged to purchase all WIC benefits issued to them. 2. The redemption rate for benefits issued to Participants is above the acceptable State limit (75%). (Threshold determined based on the analysis of Benefit Issuance and Redemption Data)	Yes No Partial Yes No Partial	

ADMINISTRATION: Records

Retention of records is handled according to Federal and State policy		
Indicators: 1. The local program maintains full and complete records of the following type: food delivery, certification, outreach, vendors, civil rights, and fair hearings. 7 CFR 246.25; <i>CT State Plan, 100-Administration, WIC 100-05 Local Agency Records</i> 2. Records are retained for a minimum of three years. 7 CFR 246.25 <i>CT State Plan, 100-Administration, WIC 100-05 Local Agency Records</i>	Yes No Partial Yes No Partial	
Destruction of records is conducted in a manner that protects confidentiality		
Indicator: 1. Copy of the written request and the Public Records Administration approval to destroy outdated files/records is on file in the local agency or there is evidence that records are destroyed in a confidential manner. <i>CT State Plan, 100-Administration, WIC 100-05 Local Agency Records</i>	Yes No Partial	
Record of Confidentiality Agreement		
Indicator: 1. All WIC staff has a signed Confidentiality Agreement on file. <i>7CRF §246.26 CT State Plan: 100-Administration, WIC 100-</i>	Yes No Partial	

<p><i>CT State Plan: 100-Administration, 100-02 Caseload Mgmt. One Call Report</i></p> <p>6. The local agency tracks no show rate and there is supportive documentation. <i>CT State Plan: 100-Administration, 100-02 Caseload Mgmt. CT MEMO No. 13-033; CT-WIC, Clinic-Reports-CASE 10.5</i></p> <p>7. The local agency considers client input on appointment times for certification and nutrition education contacts or class.</p>	<p>Yes No Partial</p> <p>Yes No Partial</p>	
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CLINIC ENVIRONMENT AND CUSTOMER SERVICE

The local agency ensures that nutrition services are provided in an environment that promotes the health and well-being of their participants.

The local agency ensures that WIC services are customer-friendly and responds to meet the individual needs of clients. NSS Standard #2

The clinic and staff is client centered.	STANDARD MET	Comments:
<p>Indicators:</p> <ol style="list-style-type: none"> 1. Clinic space is clean, attractive, comfortable and safe; the waiting area is child friendly (activities/play area) and is conducive to learning. 2. Participants are triaged appropriately and communicated with in a timely manner upon entering the WIC service area. 3. Appropriate information is provided during a WIC inquiry. Program Assistants/clerks clarifies detail e.g. appointment time, pertinent documents. 4. WIC staff use good interpersonal skills (are polite and use a customer-friendly manner, deals effectively with upset/emotional participant, and is sympathetic to participant’s challenges/interests). 5. Participant confidentiality is protected. There is privacy for income verification, intake, screening, referral and counseling. <i>7 CFR 246.26 (d)(1)(i)</i> 	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p>6. Information on health and social services is available in different languages and reflects the interests of different cultures. <i>7 CFR 246.11.(c)(3)</i></p>	<p>Yes No Partial</p>	
<p>7. There are restrooms, a diaper changing area and drinking water. <i>7 CFR 15b.18</i></p>	<p>Yes No Partial</p>	
<p>8. The local agency has an announced public policy against smoking where WIC program functions are performed. <i>CT State Plan: 100-Administration, WIC 100-10 Smoking Policy</i></p>	<p>Yes No Partial</p>	

CERTIFICATION PROCESS

The local agency follows Federal and State regulations and policies for participant certification.

<p>The intake procedure from current State Plan policies is followed.</p>	<p>STANDARD MET</p>	<p>Comments:</p>
<p>Indicators:</p> <p>1. Medical Referral/Cert forms completed by a CPA not on staff, are signed, dated and scanned into the applicant/participant’s CT-WIC record <i>7CFR 246.4 (a)(26) (i)-(iii) and §246.7 (i) and (j)</i> <i>CT State Plan: 200- Certification, WIC 200-13 Completion of Certification Forms and Separation of Duties</i></p> <p>2. 185% of the Federal Poverty Income Guidelines is used to evaluate an applicant’s eligibility. <i>7CFR 246.7(d)(1), 7CFR part 210</i></p> <p>3. Adjunctively income eligible applicants are certified according to policy. <i>7CFR 246.7 (d) (2) (vi) (A) (B) (C). CT State Plan: 200 Certification WIC 200-06 Income Eligibility</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p>4. The identity requirement is verified at (re) certification. <i>7CFR 246.7 (c) (2) (i) CT State Plan: 200 Certification WIC 200-03 Identity Requirement, CT WIC Program Identity and Residency Documentation form</i></p>	<p>Yes No Partial</p>	
<p>5. The residency requirement is verified at (re) certification & change of address. <i>7CFR 246.7 (c) (2) (i) CT State Plan: 200 Certification WIC 200-04 Residency Requirement, CT WIC Program Identity and Residency Documentation form</i></p>	<p>Yes No Partial</p>	
<p>6. Applicants found ineligible during a (re) certification <u>visit</u> are given a copy of a completed and signed Notice of Participant Action Form, informing their right for a Fair Hearing and how to proceed, if requested. Verbal notification is given when ineligibility is determined over the phone. <i>7CFR246.7(j)(6) CT State Plan: 200-Certification, WIC 200-21 Applicant/Participant Ineligibility, Termination and Disqualification</i></p>	<p>Yes No Partial</p>	
<p>7. An <u>Ineligible Applicant File</u> containing the income documentation, certification form and Notice of Participant Action is kept at the local agency for applicants that are found ineligible after applying for benefits in person at the clinic. <i>7CFR246.7(j)(6) CT State Plan: 200-Certification, WIC 200-07 Income Eligibility Documentation</i></p>	<p>Yes No Partial</p>	
<p>8. The certification procedure is performed at no cost to the applicant. <i>7CFR 246.1;246.12 (h) (3)(x)</i></p>	<p>Yes No Partial</p>	
<p>9. The appropriate procedure for issuance or reissuance of the eWIC card is followed. <i>7CFR 246.2 and 246.12(r)(1) CT State Plan: 400 Food Delivery, WIC 400-04 EBT Account Setup and Maintenance</i></p>	<p>Yes No Partial</p>	

<p>10. Staff gives the opportunity to clients to designate a caretaker. Staff explains the caretaker role appropriately and stresses the role of the authorized person in WIC participation. <i>CT State Plan: 200 Certification, WIC 200-23 Request for Caretaker</i></p> <p>11. The selection or declination of a caretaker is documented in the participant file in CT-WIC, Family Information Screen and the completed caretaker form (when applicable) is scanned into CT-WIC, Images. <i>CT State Plan: 200 Certification, WIC 200-23 Request for Caretaker</i></p> <p>12. At least two people are involved in the certification process for each participant. <i>7 CFR 246.4 (a)26(iii)CT State Plan: 200-Certification, WIC 200-13 Completion of Certification Forms and Separation of Duties</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	
<p>Local agency takes actions to identify suspected instances of dual participation <i>7CFR 246.7 (l)(1); WIC State Plan: WIC 103 Dual Participation WIC 103-01 Dual Participation Report and Follow up; WIC 104 Civil Rights, WIC 104-04 WIC Participant Abuse of the WIC Program; 200 Certification, WIC 200-16 WIC Program Orientation.</i></p>		
	STANDARD MET	Comments:
<p>1. Local agency utilizes the Dual participation report generated electronically to identify and resolve dual participation. Local agency shall describe upon request the process for resolving suspected dual participation in accordance with State policies and regulations. <i>CT-WIC, Reports, OPER 11.4,11.17 WIC Dual Enrollment/Participation Report</i></p> <p>2. A participant found in violation due to dual participation is terminated immediately from participation in one of the programs. <i>7CFR 246.7(l)(3)</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p>3. Local agency submits instances of suspected intentional dual participation to State Agency to determine action to be taken in accordance with federal and state regulations. 7CFR 246.7(1)(4); 246.23(c)(1); 246.12(u)(2). <i>WIC 104 Civil Rights, WIC 104-04 WIC Participant Abuse of the WIC Program</i></p>		
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CERTIFICATION PROCESS: New Client Orientation		
Newly certified participants are oriented to the Program, and information is reviewed with (re) certified clients.	STANDARD MET	Comments:
<p>Indicators:</p> <p>1. General purpose and scope of WIC is explained to participants. <i>CT State Plan: 200-Certification, 200-16 WIC Program Orientation</i></p> <p>2. The use of WIC benefits is explained to the participant. <i>CT State Plan: 200-Certification, WIC 200-16 WIC Program Orientation and 400-Food Delivery, WIC 400-02 Initial Enrollment in the Food Delivery System</i></p> <p>3. Each participant, parent or guardian reads/is read the Rights & responsibilities section of the certification form. At service delivery point, applicants and participants are advised of their right to file a discrimination complaint, how to file a complaint and complaint procedures. <i>7 CFR 246.7(j), State Plan: 200-Certification, WIC 200-13 Completion of Certification Forms and Separation of Duties; 7CFR 246.8 (b), FNS Instruction 113-1; State Plan 104-Civil Rights, WIC 104-03 Discrimination Complaints</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p>3. Out of State VOC forms/cards are accepted as proof of eligibility for program benefits for participants who have been receiving program benefits. (Transfer in) <i>CT State plan 200 Certification, 200-20 Transfer of Verification of Certification (VOC)</i></p>		
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INELIGIBILITY, TERMINATION AND DISQUALIFICATION

<p>If Participants are terminated during the certification period or not re-certified it is done in accordance with federal regulations and procedures in the current state WIC plan.</p>	<p>STANDARD MET</p>	<p>Comments:</p>
<p>Indicators:</p> <p>1. A person who is about to become <i>no longer categorically eligible</i>, or disqualified is advised in writing not less than 15 days before the termination or disqualification suspension. A Notice of Participant Action is completed, signed and saved in the participant’s CT-WIC file. A copy is given to the participant. The participant is informed of right for a Fair Hearing and how to proceed, if requested. <i>CT State Plan: 200-Certification, 200-21 Applicant/Participant Ineligibility, Termination and Disqualification; 7CFR246.7(j)(6)</i></p> <p>2. WIC participants whose family income exceeds the income guidelines prior to their eleventh month of having been certified are terminated. <i>7 CFR 246.7(h) (1) CT State Plan: 200-Certification, 200-21 Applicant/ Participant Ineligibility, Termination and Disqualification</i></p> <p>3. WIC participants who are adjunctively income eligible are terminated only after their income eligibility has been reassessed based on the income screening procedures used for applicants who are not adjunctively eligible. <i>7 CFR 246.7 (h) (1) (ii) CT State Plan: 200-Certification, WIC 200-21</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p><i>Applicant/ Participant Ineligibility, Termination and Disqualification</i></p> <p>4. Follow up via phone/mail is provided to participants who fail to recertify (Termination Process). <i>CT-WIC, Reports, CERT17.18 (Terminated Participants)</i></p>	<p>Yes No Partial</p>	
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CIVIL RIGHTS:

The local agency actively informs applicants and participants of their Rights and Responsibilities.

<p>The local agency informs persons of the nondiscrimination policy and of their rights to file a complaint of discrimination. <i>7 CFR 246.8 and 246.9</i></p>	<p>STANDARD MET</p>	<p>Comments:</p>
<p>Indicators:</p> <p>1. The USDA non-discrimination poster “And Justice for All” and the State poster “Discrimination is Illegal” are displayed at each local agency and satellite site. <i>CT State Plan: WIC 104-Civil Rights, WIC 104-01 Nondiscrimination Clause</i></p> <p>2. The USDA non-discrimination statement is included on all publications, outreach materials, handouts, referral materials, leaflets and brochures. <i>CT State Plan: WIC 104-Civil Rights, WIC 104-01 Nondiscrimination Clause</i></p> <p>3. During the certification process participants are informed of their Rights and Responsibilities (R&R), and given a signed copy of the R&R form. <i>CFR 246.8 CT State Plan: 200-Certification, WIC 200-31 Participant Rights and Responsibilities</i></p> <p>4. Participants are informed of their right to file a discrimination complaint, how to file a complaint, and the</p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p>complaint procedures when requested. <i>CFR 246.8(b), FNS Instruction 113-1CT State Plan 104-03 Discrimination Complaints</i></p>		
<p>5. During a certification/re-certification <u>visit</u> in which an applicant is found ineligible, or a participant is going to be categorically terminated or disqualified from the WIC program, the individual is informed of right for a Fair Hearing and how to proceed, if requested.7 CFR 246.7(h) (1)] <i>CT State Plan: 200-Certification, 200-21 Applicant/ Participant Ineligibility, Termination and Disqualification</i></p>	<p>Yes No Partial</p>	
<p>6. The local agency follows established procedures for handling civil rights complaints. <i>7 CFR 246.9; CT State Plan: 104-Civil Rights, WIC WIC104-03 Discrimination Complaints</i></p>	<p>Yes No Partial</p>	
<p>7. Have there been any discrimination complaints/hearing requests during the last 2 fiscal years?</p>	<p>Yes No Partial</p>	
<p>8. All participants are offered the opportunity to register to vote. Voter Registration forms are available. Voter Registration status is documented in CT-WIC. <i>CT State Plan: 105-Voter Registration, WIC 105-01 Compliance with the National Voter Registration ACT of 1993</i></p>	<p>Yes No Partial</p>	

CIVIL RIGHTS:

Local WIC agencies and vendors comply with nondiscrimination laws and regulations.

Local agency staff receives training in civil rights enforcement.	STANDARD MET	Comments:
Indicators:		
<p>1. All new employees receive Civil Rights training as part of staff orientation procedures.</p>	<p>Yes No Partial</p>	
<p>2. Local Agency staff receives an annual Civil Rights training. All staff not in attendance of Statewide training is trained</p>	<p>Yes No Partial</p>	

locally within 30 days and documentation is available. <i>FNS Instruction 113-1 (XI)</i>		
3. Local Agency keeps records of completion of Civil Rights training.	Yes	No Partial
4. Staff is aware of procedure in the event of a complaint. <i>CT State Plan: 104-Civil Rights, WIC 104-03 Discrimination Complaints</i>	Yes	No Partial
5. There is a LA person responsible for coordinating civil rights procedures.	Yes	No Partial
No qualified person is subject to discrimination in employment.		
Indicators: 1. The local WIC program complies with local agency/host agency employment nondiscrimination policies and procedures. <i>7CFR §246.8 (b), FNS Instruction 113-1 CT State Plan: 104-Civil Rights, WIC-104-03 Discrimination Complaints</i>	Yes	No Partial
Racial and ethnic participation data are collected as required by OMB.		
Indicators: 1. Participants' race/ethnicity information is collected in accordance with OMB standards. <i>7 CFR 246.8 (a)(3); CT State Plan: 104-Civil Rights, WIC 104-02 Racial/Ethnic Data Collection and Reporting</i>	Yes	No Partial
Local WIC vendors serve all persons equally and treat WIC program participants the same as other customers.	STANDARD MET	Comments:
Indicators: 1. The local agency follows established procedures to handle participant complaints against WIC vendors.	Yes	No Partial

2. Participant complaints about customer service against area vendors are promptly submitted to the State Office for review	Yes No Partial	
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CIVIL RIGHTS: Services are not denied to any qualified applicant based on race, color, national origin, age, sexual orientation or handicap.

7CFR §246.8 (b), FNS Instruction 113-1 CT State Plan: 104-Civil Rights, WIC-104-01 Non-discrimination clause

Where a significant number or proportion of the population eligible to be served needs service or information in a language other than English in order to be effectively informed of or to participate in the program, the local agency takes reasonable steps to provide information in appropriate languages to such persons. *CFR 246.8 (b), FNS Instruction 113-1, CNPP Civil Rights Policy Notice No. 2013-3 CT State Plan: 104-Civil Rights, WIC 104-06 Limited English Proficiency (LEP) Other Language Services*

Indicators: 1. Translated versions of written materials are available if needed. 2. Interpreter services are available when needed.	Yes No Partial Yes No Partial	
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Operational procedures, site locations, appointment scheduling and hours of operation do not have the effect of discrimination against persons based on race, color, national origin, sexual orientation or handicap.

CFR 246.8 (a); 7CFR Part 15b; CT State Plan 104-Civil Rights WIC 104-01 Non –Discrimination clause

Indicators: 1. Handicapped persons have access to WIC local agency. 2. The location of the WIC clinic is accessible via public transportation, on bus route, etc. 3. There is available parking for WIC clients.	Yes No Partial Yes No Partial Yes No Partial	
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OUTREACH: The local agency has an effective outreach program.

<p>There is an effective public notification program to encourage participation and inform all potential participants, particularly minorities and women in the early stages of pregnancy, of the availability of the Program and made available in different languages.</p>	<p>STANDARD MET</p>	<p>Comments:</p>
<p>Indicators:</p> <ol style="list-style-type: none"> 1. The local agency has an effective outreach plan, which addresses their agency specific goals for outreach. 2. The local agency <u>annually</u> publicizes the availability of WIC benefits including eligibility criteria and the location of local agency offices in newspapers serving that program’s area. <i>CFR 246.4 (a) (7); CT State Plan: 101 Outreach, WIC 101-01 Publicity</i> 3. There is documentation that participants are informed of any significant program changes such as revisions in income eligibility standards, revised hours of service, locations of new clinics, changes in formula policy, etc. 4. Outreach materials are available in the appropriate language when a substantial number of persons in the service area speak that language. <i>CT State Plan: 101 Outreach, WIC 101-06 Materials Development and Tracking of Outreach Activities</i> 5. All outreach materials promote the WIC Program as a community nutrition program and are targeted to potentially eligible individuals. Materials reflect the ethnic and cultural groups in the community and include the non-discrimination statement. <i>CT State Plan: 101 Outreach, WIC 101-06 Materials Development and Tracking of Outreach Activities</i> 	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

OUTREACH: The local agency has established ‘collaborative relationships’ with appropriate community agencies for the purpose of improving access to services.

<p>There is regular on-going contact with physicians’ office, medical clinics, public health clinics, and other major referral sources in the community.</p>	<p>STANDARD MET</p>	<p>Comments:</p>
<p>Indicators: 1. Updated written program information is distributed at a minimum twice a year to hospitals, private physicians, local clinics, social agencies, faith-based organizations, neighborhood centers, welfare agencies, unemployment offices, farm worker organizations, homeless facilities, and other organizations in the service area that serve potential WIC eligible persons. <i>CT State Plan: 101 Outreach, WIC 101-04 Coordination of Services-Referrals to the WIC Program</i></p>	<p>Yes No Partial</p>	

<p>Where appropriate, written agreements are in place between the local agency and other health and social service agencies in the community. <i>7CFR 246.6 (b) (1) (3) (5), (f) (1)(2)</i></p>		
<p>Indicators: 1. There are written or service agreements with other appropriate community agencies or organizations. 2. WIC services are coordinated with other community services. <i>CT State Plan: 300-Nutrition Services, 300-07 Coordination with other Community Resources</i> 3. Agreements are in place between WIC and the host agency in order to allow access to or share WIC participant information. <i>7CFR 246.26</i></p>	<p>Yes No Partial Yes No Partial Yes No Partial</p>	

<p>Indicators:</p> <ol style="list-style-type: none"> 1. Unused eWIC card stock is kept in a secured storage unit at all times except when opened for issuance, restocking or inventory. <i>CT State Plan: 400 Food Delivery, WIC 400-09 Unused eWIC Card Stock Inventory</i> 2. Access to eWIC card storage is restricted to authorized staff only. 	<p>Yes No Partial</p> <p>Yes No Partial</p>	
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FOOD DELIVERY/FOOD INSTRUMENT ACCOUNTABILITY:

eWIC Cards are issued to participants in accordance with Federal regulations and state policies.

<p>eWIC Cards are issued according to Federal regulations and state procedures.</p> <p>Indicators:</p> <ol style="list-style-type: none"> 1. eWIC Cards are issued at the same time as notification of certification. <i>CT State Plan:, 400 Food delivery, WIC 400-01 Food delivery Statewide System</i> 2. eWIC card usage is clearly explained to the Authorized Person (card activation, safety, PIN, fraud etc.) 	<p>Yes No Partial</p> <p>Yes No Partial</p>	
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<p><i>CT State Plan: WIC 400-04 eWIC Card Issuance, EBT Account Setup and Maintenance</i></p> <p>3. The food package is reviewed and participants are allowed to request allowable substitutions at the time of benefit issuance</p> <p>4. Participants are issued benefits for one to three months at the time of appointment, except under extenuating circumstances (e.g.- Special Formula documentation)</p> <p>5. Authorized persons or their authorized caretakers are present for the WIC appointment. <i>CT State Plan: 200 Certification WIC 200-23, Request for Caretaker. WIC 200-03 Identity.</i></p> <p>6. The Family Benefits List is signed by the Authorized Person or Caretaker. Remote benefit issuance for completion of WICSmart is documented at the time of issuance. <i>CT State Plan 400 Food delivery, WIC 400-02 Initial enrollment in the Food Delivery System, WIC 400-05 Benefit Issuance, Prorating, Voiding and Reissuance, CT State Plan 300 Nutrition Services, WIC 300-15 Online Nutrition Education Opportunities: WICSmart</i></p> <p>7. Food package changes are issued by CPA only. <i>CT State Plan: 400 Food delivery, WIC 400-01 Food delivery Statewide System</i></p> <p>8. Benefits are issued with the eWIC card or appropriate identification. <i>CT State Plan: 200 Certification, WIC 200-03 Identity Requirement</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	
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FOOD DELIVERY/FOOD INSTRUMENT ACCOUNTABILITY:

There are adequate controls for lost, stolen or damaged cards.

Lost, voided and damaged cards are handled according to state policy. <i>CT State 400 Food delivery, WIC 400-08 Theft or Loss of eWIC cards</i>	STANDARD MET	Comments:
<p>Indicators:</p> <p>1. eWIC cards are replaced per policy. First occurrence is replaced immediately and any replacements there after shall be replaced within 48 hours after the card has been reported lost or stolen. <i>CT State Plan: 400 Food Delivery, WIC 400-08 Theft and/or Loss of eWIC Cards; 200 Certification, WIC 200-03 Identity Requirement</i></p>	Yes No Partial	
<p>Reissuance of Benefits is handled according to state policy. <i>CT State 400 Food delivery, WIC 400-08 Theft or Loss of eWIC cards and WIC 400-05 Benefit Issuance, Prorating, Voiding and Reissuance</i></p> <p>Indicators:</p> <p>1. Used Benefits are reissued in accordance with State Policy with appropriate documentation.</p>	Yes No Partial	

VENDOR RELATIONS:

There is an appropriate number and distribution of authorized WIC retailers to assure adequate participant convenience and access.

The local agency maintains a vendor file which contains the following:	STANDARD MET	Comments:
<p>Indicators:</p> <p>1. A list of authorized vendors including store name, address, WIC vendor number and contact name.</p> <p>2. Other pertinent information such as documentation of the telephone conversations with the vendor and complaints received about the vendor. <i>See also Civil Rights</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p>	1. Maintained in CT-WIC
No conflict of interest exists between WIC staff and vendors.		
Indicators:	Yes No Partial	

<p>1. There is no evidence that participants are being inappropriately instructed to use only certain vendors.</p> <p>2. The local agency feels that they have enough authorized vendors.</p> <p>3. If a relationship exists, such as a WIC person working part-time for a vendor or relatives of a WIC staff person owning a grocery authorized as a WIC vendor, the relationship is disclosed in writing and is on file at the local agency. <i>CT State Plan: 400 Food Delivery, WIC 400-19 Conflict of Interest with Vendors</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p>	
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PARTICIPANT FEEDBACK

Participant opinions of services are used to improve program operations. (Cross-reference with nutrition services).

Indicators:		
<p>1. A Local Agency developed Participant Satisfaction survey is done each fiscal year. Number of surveys administered is representative of 5% of active participants. <i>CT State Plan: 300-Nutrition Services, WIC 300-08 Participant Feedback</i></p> <p>2. There is documentation that feedback from surveys is used to improve services. <i>CT State Plan: 300-Nutrition Services, WIC 300-08 Participant Feedback. Local Agency Plan</i></p>	<p>Yes No Partial</p> <p>Yes No Partial</p>	

FARMERS' MARKET:

Farmers' Market Nutrition Program (FMNP) is promoted in areas where farmers' markets are available to improve intake of fruits and vegetables among WIC participants between June and October of each year. When outside the FMNP season, then WIC State reviews documents and procedural plans.

7 CFR 246.12 (v) 7CFR 248.17 Management evaluations and reviews; Farmers' Market Reference Guide CT Department of Agriculture Bureau of Marketing

Farmers' Market orientation is provided to eligible WIC participants.	STANDARD MET	Comments:
<p>Indicators:</p> <ol style="list-style-type: none"> 1. All staff is appropriately trained in Farmers' Market procedures. 2. Farmers' Market recipients receive information about location, FM coupon replacement, eligible FM items, FM coupon redemption procedures, including use, FM coupon value, time frames, etc., and FM nutrition education material. 3. FM nutrition education is provided. <i>7CFR 248.9 (a)</i> 	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	
<p>Allocation and Distribution Procedures are being followed as stated in WIC Staff Administrative Procedures for issuing Farmers' Market checks. 7CFR 248.6, 248.8 (b)</p>		
<p>Indicators:</p> <ol style="list-style-type: none"> 1. Only one set of FM coupons is issued to participants. 2. FM coupons are issued only to eligible recipients. 	<p>Yes No Partial</p> <p>Yes No Partial</p>	
<p>Farmers' Market vouchers are secure and issuance is documented. 7 CFR 248.10; 248.4 (a)</p>		
<p>Indicators:</p> <ol style="list-style-type: none"> 1. Coupons are stored in a locked location. 2. Signatures from the registers match dated and authorized signatures in participant record. 3. Check security procedures are followed as stated in the WIC Staff Administrative Procedures. 	<p>Yes No Partial</p> <p>Yes No Partial</p> <p>Yes No Partial</p>	

<p>4. Procedures for voided coupons are followed as stated in the WIC Staff Administrative Procedures.</p>	<p>Yes No Partial</p>	
<p>Promotion and outreach is conducted on Farmers' Market.</p>	<p>STANDARD MET</p>	<p>Comments:</p>
<p>Indicators:</p> <p>1. Coordination with other agencies to promote farmers' market is conducted.</p> <p>2. Outreach activities such as newspaper/radio spots are conducted to promote the farmers' market.</p>	<p>Yes No Partial</p> <p>Yes No Partial</p>	
<p>Monitoring and evaluation of the Farmers' Market is conducted yearly. 7 CFR 248.10 (e) (2); 248.18 (c) (i)</p>		
<p>Indicators:</p> <p>1. Farmers Market participant satisfaction survey is conducted yearly.</p>	<p>Yes No Partial</p>	