

**STATE OF CONNECTICUT DEPARTMENT OF PUBLIC HEALTH
WIC PROGRAM**

SITE VISITS STANDARDS

The goal of conducting site visits to Local WIC Agencies is to assess the Contractor's compliance with the Service Agreement. These site visits will be conducted in accordance with the requirements set forth in the DPH/WIC Program contractual agreement. The outcomes (satisfactory or unsatisfactory) of the site visits will reflect the performance of the local WIC Program.

- a) Satisfactory performance means successful achievement of meeting the Federal and State Regulatory requirements of the Connecticut WIC Program.
- b) Unsatisfactory performance means a failure to meet the required standards.

Pre-Monitoring Preparation

- Prior to site visit, select active participant charts from CT-WIC to be audited.
- Review local agency plan and outcome measures results.
- Review prior reports, recommendations and CAP.
- Review schedule to determine dates of onsite visits including any visits to satellite sites.

Entrance Conference

- State the overall monitoring goals and objectives.
- Provide an overview of the monitoring process (what will happen during the review?) including who will be present during the monitoring visit Inform local agency if the ME will include either a review of the Peer Counseling program and/or an enhanced breastfeeding review.
- Request copies of staff schedule, client schedule, any forms used for documentation.
- Provide list of requested documents to local agency management to access during the onsite visit.

Information Gathering/Record Review

- Observe client flow and procedures.
- Evaluate performance against written contract, Federal Regulations and State Plan
- Interview waiting clients.
- Observe clerical staff interaction with clients including telephone contact.
- Become interactive with staff– Show me.
- Records review
- Observe Interviewing and Nutrition Education/Breastfeeding sessions.

Post Onsite Discussion

- Meet with Coordinator at the end of ME to provide a general summary of the onsite visit. Afford Coordinator the opportunity to provide information/input.
- Inform Coordinator of next steps (schedule of management exit conference followed by all staff conference)

Post Monitoring Process

- Schedule meeting with monitoring team to discuss monitoring visit and chart audit review.
- Look for patterns of discrepancies from contractual agreement, local agency plan.
- Prepare report including findings and recommendations.
- Schedule management exit conference.
- During management exit conference review findings and recommendations and offer guidance to the local agency.
- Determine date of all staff exit conference.
- Provide official report within 2 weeks of management exit conference.

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Plan of Correction

- Corrective Action Plan due 30 days after receipt from the State Agency.
- Evaluate corrective action plan submitted by local agency.
- Monitor ongoing performance of the local agency.
- Follow up visits as deemed necessary.