

Processing Standards Reporting**Policy No. CT- 800.10**

Effective Date: June 2018

No. of Pages: 2

Policy

Local Agencies (LA) must ensure processing standards are met for all applicants/participants. Accurate and timely quarterly Processing Standard Reports (PSR) shall be submitted to the State Agency (SA). LA must submit a [Processing Standards Improvement Plan Form](#) when processing standards are below 90%.

District staff must randomly make covert telephone calls to various local agencies quarterly to assess processing standards. Each district will randomly call clinics in another district, assigned by the Operations unit, to assess processing standards by inquiring of the next available appointment date for each WIC type. The districts will be required to perform these calls twice a month. The results of those calls must be sent to the State WIC Operations office quarterly on the [Covert Call Log](#).

LA shall retain a copy of all information sent to the State for their records.

Purpose

To provide procedures for LAs to report and monitor processing standards according to Federal Regulations.

Procedures

- I. Submit Processing Standard Reports (PSR) and covert call reports to the State WIC Office (SWO) of Operations quarterly, by the 15th of January, April, July, and October for the previous quarter.
- II. Include the following in the PSR:
 1. List each clinic name and number
 2. If the clinic met processing standards
 3. The percentage of appointments that met
 4. An explanation if processing standards were less than 90%

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- III. Calculate processing standards using the number of appointments scheduled minus the number of appointments not meeting processing standard, then divide this total by the total number of appointments.

Example: $2706 - 36 = 2670$, $2670/2706 = 98.6\%$.

Explanation of calculation: 2706 (total number of appointments scheduled) - 36 (total number of appointments not meeting processing standards) = 2670 (total number appointments met processing standard), $2670/2706 = 98.6$ processing standards percentage.

- IV. Submit the quality improvement plan when processing standards are below 90%, including the following:
1. An explanation for not meeting processing standards
 2. Strategies developed to resolve the deficiency
 3. A targeted timeline the task/strategies will be completed
 4. The position responsible for each task
 5. Next steps to ensure compliance with meeting processing standards
- V. Request technical assistance with planning, as deem necessary.

Authority

7 CFR § 246.7 (f)

Definitions/Supporting Information

Initial Contact Date: is defined as the date the individual first requests WIC benefits face-to-face, through online registration, or by telephone.

Processing Standards- The time frame during which an applicant is required to be scheduled for an appointment and receive WIC benefits to determine eligibility.