

Federal Fiscal Year (FFY) 2021

Monitoring Tool Training

Nutrition / Breastfeeding / Operations

WIC Districts/Greta Sebestyen, Cheryl Riley, Lyric Cosby/ April 13, 2021



Objectives

- Explain changes to 2021 Nutrition / Breastfeeding Monitoring Tool
- Explain changes to 2021 Operations Monitoring Tool
- Review approved modifications for state and local agency monitoring

Changes to the
NUTRITION MONITORING TOOL

Nutrition - District

District – Staff Observations

Modification for FFY 2021 State Program Reviews:

The requirement for local agencies to complete staff observations was removed for FFY 2020 due to COVID-19. Therefore, while the Monitoring Tool continues to provide the option to score certification observations, points will not be deducted for missing observations within FFY 2020 for the following staff.

- Competent Professional Authorities (CPAs)
- Nutrition Assistants (NAs)

District – Staff Observations (cont.)

Modification for FFY 2021 Local Agency Self-Reviews:

Local Agency observations for CPAs and NAs are not required for FFY 2020.

Note: The Local Agency's evaluation of the Continuing Education Log will require 25% of certification observations to be conducted within FFY 2021.
(Policy NS 220.04 Staff Observations)

- CPAs – One certification observation per year for all CPAs was modified to one certification observation per year for at least 25% of CPAs.
- NAs – Quarterly Low-Risk individual or group nutrition observations (4 observations annually) were modified to one (1) observation per NA for FFY 2021.

Nutrition - Clinic

Clinic – Record Review

Modification for FFY 2021 State Program Reviews:
State office will complete all record reviews virtually.

Modification for FFY 2021 Local Agency Self-Reviews:
Local agency may complete record reviews in person or virtually.

Clinic – Record Review (cont.)

Two (2) criteria removed

- Hematocrit (Hct) / Hemoglobin (Hgb) recorded
- Plotting (Infant / Child / Woman)

One criterion added

- Nutrition Questionnaire on file

(Not required as part of COVID-19 Response)

Clinic – Record Review (cont.)

Secondary Nutrition Education Contact expanded

- Secondary Contact – 1st (typically three to four months after certification)
- Secondary Contact – 2nd (mid-year assessment / nutrition education)
- Secondary Contact – 3rd (typically eight to nine months after certification)

High-Risk Follow-Up expanded

- High-Risk Follow-Up – (typically zero to five months after certification)
- High-Risk Follow-Up – (typically seven to eleven months after certification)

Clinic – High-Risk Record Review

Two criteria renamed

- “(0-6 months or 7-11 months)” added to Nutrition Education completed
- “(0-6 months or 7-11 months)” added to High-Risk Education completed

Clinic - Observation

Modification for FFY 2021 State Program Reviews:
State office will complete all observations virtually.

Modification for FFY 2021 Local Agency Self-Reviews:
Local agency may complete observations in person or virtually.

Clinic – Observation (cont.)

Establishing Rapport

Two criterion reworded

- Made eye contact (when culturally appropriate). "Speaks in a strong (not loud) tone at a speed the listener could follow"
- Used appropriate non-verbal communication. "Put smile in voice"

Note: words in quotes were added or changed

Clinic – Observation (cont.)

Low-Risk Nutrition Education Session

One criteria reworded

- “Classes” must have outline

When conducting observations of Low-Risk nutrition education classes, a class outline must be used.

Note: words in quotes were added or changed

Clinic – Observation (cont.)

Two clinic observation sections have been removed

- Anthropometric observation
- Hemoglobin observation

Clinic – Anthropometric Equipment

Modification for FFY 2021 State Program Reviews:

Anthropometric and hematological equipment will not be monitored.

- Yearly calibration of scales waived for FFY 2020 and 2021.
- Yearly accuracy verification for length and height boards waived for FFY 2020 and 2021.

Modification for FFY 2021 Local Agency Self-Reviews:

Local agency review of anthropometric and hematological equipment monitoring can be waived for FFY 2021.

Clinic – Formula Logs

Modification for FFY 2021 State Program Reviews:

Formula log physical inventories will not be conducted; however, tracking logs will continue to be reviewed.

Modification for FFY 2021 Local Agency Self-Reviews:

Local agency physical inventories should be reviewed when available. Formula logs must be reviewed for compliance with state policy.

Clinic – Formula Logs (cont.)

Three (3) criteria revised to match new formula inventory policies

- “State Ordered (SO)” Inventory matches current stock on hand
- “Physical” Inventory verified at least quarterly “for the State Ordered Formula Inventory Tracking Log”
- “State Formula placed in stock” is transferred to another person/clinic for issuance

Note: words in quotes were added or changed

Clinic – Formula Logs (cont.)

One (1) criterion added

- Returned formula disposed of in the month in which it was received

Clinic – Formula Logs Points

- “State Ordered Formula Inventory matches current stock on hand” decreased from ten (10) points to five (5) points
- “Returned formula disposed of in the month in which it was received” was assigned five (5) points.

Nutrition - Summary

- Record reviews and clinic observations may be completed virtually
- The following items were removed
 - Anthropometric observations
 - Hemoglobin and plotting
 - Anthropometric equipment monitoring
 - Formula physical inventory monitoring
- The following items were added
 - Record review criteria for having a Nutrition Questionnaire on file
 - Observation criteria for evaluating “audio only” contacts
 - Clarifier for observation of Low-Risk nutrition education classes - A class outline must be used

Nutrition - Summary (cont.)

- The following items were adjusted
 - FFY 2020 requirements to complete CPA certification and NA observations were removed
 - FFY 2021 CPA certification observation requirements reduced to 25% of the local agency's CPAs and NA observation requirements reduced to one observation annually
 - Nutrition education contacts will be evaluated for the full certification period - Primary plus three secondary contacts
 - Formula inventory criteria updated to match policy
 - Formula inventory points shifted to account for items removed/added

Breastfeeding Changes to the
NUTRITION MONITORING TOOL

Breastfeeding

District- Breastfeeding Promotion and Support

One (1) criterion removed

- Breast Pump Management – Full-Time Equivalent (FTE)

One (1) criterion point increased from three (3) to four (4) points

- Breast Pump Management – Inventory

District- Breastfeeding Peer Counselor Observations

The requirement for local agencies to complete staff observations was removed for FFY 2020 due to COVID-19. While the Monitoring Tool continues to provide the option to score observations, points will not be deducted for missing observations within FFY 2020 for Breastfeeding Peer Counselors (PCs).

Modification for FFY 2021 Breastfeeding Peer Counselor Observations:

Breastfeeding Peer Counselor observation requirements can be reduced to 25% (Policy BF 1290.02 Peer Counseling Monitoring). Therefore, one observation per year per Breastfeeding Peer Counselor is required within FFY 2021.

District and Clinic- Breast Pump Inventory

Modification for FFY 2021 State Program Reviews:

District and clinic breast pump inventory maintenance will be verified virtually utilizing Microsoft Teams or DPH WebEx.

Modification for FFY 2021 Local Agency Self-Reviews:

Breast pump inventory maintenance may be verified virtually.

Clinic- Breastfeeding Promotion and Support

Modification for FFY 2021 State Program Reviews:

Tour of designated nursing space for breastfeeding moms and review of breast pump issuance forms will be conducted virtually.

Modification for FFY 2021 Local Agency Self-Reviews:

Tour of designated nursing space for breastfeeding moms and review of breast pump issuance forms will be conducted virtually.

Breastfeeding - Summary

- Points for pump management inventory has been increased by one point.
- The following monitoring activities will be completed virtually:
 - District and clinics' breast pump inventory
 - Tour of clinic's designated nursing space
 - Review of breast pump issuance forms
- Peer Counselor observation requirements modified to one (1) observation per Peer Counselor in FFY 2021.

Changes to the
OPERATIONS MONITORING TOOL

Operations - District

District – Self-Reviews

State Modification:

- State WIC will accept any self-reviews completed during FFY 2020 as meeting required standards.

Local Agency Modification:

- Local agency self-reviews were reduced from an estimated 50% of all clinics to be reviewed in FFY 2020 to 20% of clinics for FFY 2021.

District-Separation of Duties

State and Local Agency Modification :

- Ensure updated requirements are followed for reporting COVID-19 waiver requirements for staff shortages and clinic closures are documented properly.

District-Training

State Modification:

- Local Agency Procedures Manual Training will not be reviewed for FFY 2020. No updated policies sent out for FFY 2020.
- Local Agency Staff Training attendance sheets submitted for clerical trainings will be reviewed.
- Local Agency Staff Training attendance sheets submitted for Civil Rights trainings will be reviewed.

No Local Agency modification for this section.

District-Caseload Management

State Modification:

- Participation and retention will be reviewed by the state office using the VMARS Dashboard.
- No Modification for Local Agency in this area.

District – Processing Standards

One (1) criterion reworded

- Processing Standards are monitored, “Quality Improvement Plan (QIP) developed, progress made”

Note: words in quotes were added or changed

Operations - Clinic

Clinic – Record Review

One (1) criterion added

- Certification extension processed correctly

Two (2) criteria reworded

- Physical Presence / "Physical Presence Waiver Used Correctly"
- Signatures Present & Legible / "Participant Signature Authorization"

Section points adjusted

- Increased from 58 to 64 points

Note: words in quotes were added or changed

Clinic – Record Review

State and Local Agency Modification:

Record review may be conducted through digital means (i.e., reviewing scanned documents provided electronically, reviewing via Microsoft Teams screen sharing, or reviewing records in the WIC Frontend System, Georgia WIC Information System-GWIS, or Georgia Gateway). Confidentiality and adherence to DPH HIPPA requirements will be followed when sharing participant information during the review.

Clinic – Observation

Check-out

One (1) criterion removed

- Verifies signature or ID for voucher issuance

Two (2) criterion added

- Explained the mailing food instrument process including use of WIC ID folder and signing
- Explained VOC process to participant and issued moving flyer

One (1) criterion reworded

- How to use “food instruments” discussed

Clinic – Observation (cont.)

Wait Times

Three (3) criteria removed

- Wait Time to intake
- Clinic flow
- Participant informed if expected wait time is > 15 minutes
- Section points decreased from 82 to 76 points
- State and Local Agency Modification – Observations may be completed virtually (phone or video) by connecting the participant, WIC state staff and local agency reviewer.

Clinic – Clinic Facility Evaluation

Voters Registration

One (1) criterion removed

- Voter registration batch forms were completed and submitted to the Secretary of the State

Policies / Dual Participation

Section removed

- Current policy / action memos and violator notices accessible to clinic staff
- Current policy manual accessible to clinic staff

Clinic – Clinic Facility Evaluation (Cont.)

State and Local Agency Modification – Clinic Facility, Participant Observation, Staff Questions

- All observations may be completed virtually (phone or video) by connecting the WIC state staff and local agency reviewer.

Clinic – VMARS / Voucher Accountability

VMARS Receipts

Section removed

- Receipts contain the correct ID codes
- All participant signatures present
- Voided vouchers stamped “void” and attached to the receipt

Clinic – VMARS / Voucher Accountability (Cont.)

Voucher Issuance Reports

One (1) criterion reworded

- Mailing voucher “/ in-clinic voucher issuance” procedures followed;
Vouchers reconciled

Two (2) criteria added

- Mailed Voucher Activity Report completed and signed for each day vouchers were printed / mailed
- Mailed Voucher Redemption Report maintained for each day vouchers were printed / redeemed

Note: words in quotes were added or changed

Clinic – VMARS / Voucher Accountability (Cont.)

State and Local Agency Modification:

Where physical inventories are required, connect with local clinic over a camera phone after obtaining scanned copies of that day's inventory record. Follow the below procedure:

- 1.) Verify security of supplies.
- 2.) Count and verify inventory by phone.
- 3.) Match verified inventory to current day's records.

Clinic – VMARS/ Voucher Accountability (Cont.)

State and Local Agency Modification:

Mailed Voucher Report may be conducted through digital means (i.e., reviewing scanned documents provided electronically, reviewing via Microsoft Teams screen sharing, or reviewing records in the WIC Frontend System, Georgia WIC Information System-GWIS, or Georgia Gateway). Confidentiality and adherence to DPH HIPPA requirements will be followed when sharing participant information during the review.

Reports

One (1) criterion added

- Gateway Customer Portal spreadsheets processed within 24 business hours of receipt.

Clinic - Security Measures

State and Local Agency Modifications:

- Review of Security Measures may be completed virtually (phone or video) by connecting the WIC state staff and local agency reviewer.
- Section points increased from 17 to 18 points

Operations - Summary

The following items were removed:

- Processing Standards are monitored, "Quality Improvement Plan (QIP) developed, progress made"
- Verifies signature or ID for voucher issuance
- Wait Time to intake
- Clinic flow
- Participant informed if expected wait time is > 15 minutes
- Voter registration batch forms were completed and submitted to the Secretary of the State

Operations – Summary (Cont.)

- Current policy / action memos and violator notices accessible to clinic staff
- Current policy manual accessible to clinic staff
- Receipts contain the correct ID codes
- All participant signatures present
- Voided vouchers stamped “void” and attached to the receipt

Operations – Summary (Cont.)

The following were added:

- Certification extension processed correctly
- Explained the mailing food instrument process including use of WIC ID folder and signing
- Explained VOC process to participant and issued moving flyer
- Mailed Voucher Activity Report completed and signed for each day vouchers were printed / mailed
- Mailed Voucher Redemption Report maintained for each day vouchers were printed / redeemed
- Gateway Customer Portal spreadsheets processed within 24 business hours of receipt

Operations – Summary (Cont.)

The following items were adjusted:

- Local agency self-reviews were reduced from an estimated 50% of all clinics to be reviewed in FFY 2020 to 20% of clinics for FFY 2021.
- Ensure updated requirements are followed for reporting COVID-19 waiver requirements for staff shortages and clinic closures are documented properly.
- Participation and retention will be review by the state office using the VMARS Dashboard.
- Record Review Section increased from 58 to 64 points

Operations – Summary (Cont.)

- Record review may be conducted through digital means (i.e., reviewing scanned documents provided electronically, reviewing via Microsoft Teams screen sharing, or reviewing records in the WIC Frontend System, Georgia WIC Information System-GWIS, or Georgia Gateway). Confidentiality and adherence to DPH HIPPA requirements will be followed when sharing participant information during the review.
- Clinic Observation Section points decreased from 82 to 76 points
- All observations may be completed virtually (phone or video) by connecting the WIC state staff and local agency reviewer.

Operations – Summary (Cont.)

- Where physical inventories are required, connect with local clinic over a camera phone after obtaining scanned copies of that day's inventory record. Follow the below procedure:
 1. Verify security of supplies.
 2. Count and verify inventory by phone.
 3. Match verified inventory to current day's records.
- Review of Security Measures may be completed virtually (phone or video) by connecting the WIC state staff and local agency reviewer.
- Section points increased from 17 to 18 points

What Questions Do You Have?

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Thank - You