

Quality Assurance Self Reviews**Policy No. MO- 1000.02**

Effective Date: October 1, 2016

No. of Pages: 2

Policy

The Local Agencies (LAs) shall monitor WIC Program operations for all WIC clinics located in its service area annually with half (½) of the LA's WIC clinics reviewed one year and the other half (½) of those clinics reviewed the following year to ensure Program compliance. Self-monitoring should address the following areas:

1. Clinic management and services
2. Nutrition, breastfeeding and health education
3. Food Delivery
4. Vendor management
5. Administrative operations
6. Other contractual services

Purpose

To improve the quality of local agency program operations and to ensure consistent and effective service delivery to participants.

Procedures

- I. Annually, the LA must:
 - A. Review its response to the most recent SA Management Evaluation Report;
 - B. Review the LA Monitoring File for the most recent self-review; and,
 - C. Perform self-reviews of clinics, giving special attention to findings from the last SA review and the previous LA review.
- II. The LA must utilize the SA Monitoring Tool in its entirety to perform self-reviews of each clinic. The LA must use the [Operations Spreadsheet](#) and/or the [Nutrition Spreadsheet](#).
- III. Nutrition Service Directors must document observations of counseling sessions to review staff skills and competency in nutrition assessment and implementation of participant centered services in the Local Agency Monitoring Tool.
- IV. Each LA shall prepare a quality improvement plan for each finding identified during the course of the self-review. A copy of the quality improvement plan, including documentation of trainings conducted for clinic staff, and a report evaluating its progress with resolving identified deficiencies must be submitted to the SA. See [Quality Improvement Plan](#) for sample template.
- V. The Local Agency will maintain all of its self-review documentation for five (5) years.

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Authority

7 C.F.R. § 246.19(b)(6)

7 C.F.R. § 246.25(a)

Definitions/Supporting Information

Monitoring Tool

Operations Spreadsheet

Nutrition Spreadsheet

Plan for Correction Form