



Georgia Department of Public Health

Covert Calls

Presentation to: Nutrition Services Directors and Staff

Moderated by: Sonia Jackson, MSL
Program Review and Delivery Manager

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We Protect Lives.

Objective

- Provide guidance on performing covert calls to other districts for processing standards

Covert Calls

In an effort to monitor processing standards, District staff must randomly make covert telephone calls to various local agencies quarterly. 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 results of those calls must be sent to the State WIC Operations office quarterly on the covert call log.

Procedures for Calls

- Your assigned Operations staff will send out a schedule each quarter for the districts you will be assigned to called.
- Calls must be made twice a month for each quarter and submitted on the covert call log with your processing standards report to your assigned Operations Unit staff.
- The schedule for next quarter will be sent via email to district at the end of this month.

Operations Unit Staff District Assignments

Kimberly Menefee - Rome, Cobb, Gwinnett,
Dublin, Columbus, Coastal, and Grady

Wilma Williams - Dalton, Fulton, DeKalb, Macon,
Valdosta, and Waycross

Jamila Blount - Gainesville, Clayton, Lagrange,
Augusta, Albany, and Athens

Your assigned Operations Staff member will be your first point of contact for any questions or concerns you have in the district.

Questions





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