

WIC ME Changes, 2011-2012

Indicator Criteria	Indicator/Criteria Text	Change	Documentation required	How to verify
2.1a	The WIC Program displays the USDA non-discrimination poster, "...And Justice for All" in prominent places in each clinic site.	Poster(s) displayed in client areas/size of clinic		Observe posters displayed in client areas
2.2a	The WIC Program trains new staff during orientation and reviews the USDA Civil Rights Module with all other staff once a year and submits results to the MDCH WIC Division and maintains records of the tests.	Noting that <u>new</u> staff must be trained on Civil Rights modules during orientation and <u>all other</u> staff trained yearly	Test results retained	Report in Nutrition Services Plan
2.3a 9.2	The WIC Program keeps the names and addresses of clients and other members of the public confidential, except to the extent necessary to carry out the purposes of conducting an investigation, hearing or judicial proceeding, or for referral and outreach to other public health and welfare programs, where authorized in the WIC Client Agreement.	Signed Michigan WIC Employee Agreements (9.2)	Current, signed agreements for each staff member who provides services in WIC	Agreements on File

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4.3c	Hematological Assessment: The WIC Program requires or obtains a hematological test as a screening tool to assess for low serum iron levels, as a part of the assessment for nutritional risk. The WIC Program requires asking if a child has had blood lead screening test and referral if the child has not been tested. Hematological testing shall be performed according to the standard procedures established in the WIC Laboratory Procedure Manual.	Revised Lab Manual (effective date 5/12)  Clients screened for lead and referred.	Lab updates or training  Lead screening during cert/recert	Use of updated lab procedures  <del>Documentation</del> <b>Observation</b> of referral to Lead Program or lead test.
5.4d	At each certification, recertification or with change of address, the client is offered an opportunity to register to vote and the local agency sends the completed registration forms to county or township officials (forms may be sent as a batch) and declination forms are retained for 24 months.	Emphasis on EACH cert, recert or when address changes, required to offer Voter Registration update.  Clarify that if client declines for any reason (such as already registered), they MUST complete the declination form.	Voter Registration form completed	Observation and review of retained declination forms, compared with schedule.  <b>Declination form not required for phone contact.</b>

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6.1a	The WIC Program ensures that at least the required nutrition education contacts are made available during each certification period to all clients (through individual or group sessions)	Retained 6.1 a- focuses on whether the required numbers of NE contacts were offered during the certification period.	Chart review	Number of NE/BREASTFEEDING contacts planned, provided, offered during certification period
6.2	The WIC Program ensures that nutrition education bears a practical relationship to nutritional needs, household situations, clients' concerns, food preference, cultural and literacy needs.	Reworded to place greater emphasis on client concerns.		
6.2a	The WIC Program provides nutrition education that addresses the client's individual concerns, nutritional needs, socio and economic factors, food preferences, language/literacy needs, and cultural values.	Formerly 6.2 c: Moved to assess emphasize quality of Client Centered nutrition education services provided	Observation	Observe NE interactions meet requirements: client centered, individualized, accurate, culturally and language appropriate
6.2b	The WIC Program promotes nutrition education that assists the client to achieve a positive change in food habits, improved nutritional status and prevent nutrition-related problems through optimal use of the WIC supplemental foods and other nutritious foods.	Formerly 6.2 a: Looks at outcome of nutrition education provided.	Observation	Observe NE interactions emphasize changes client is willing to try.

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6.2c	The WIC Program's Competent Professional Authority (CPA) and the client together will develop a Nutrition Education Plan (NE Plan) that prioritizes client health concerns to be discussed during the certification period and plans for follow up. The CPA will document the NE Plan and provide a copy to the client.	Formerly 6.4 a: Reviews documentation of NE plan	Observation of NE Plan development during cert/recert/infant evaluation.  Review NE plan in record review.	Observe client centered NE plan development during certification/printed for client.  Review NE plan documentation in client record.
6.2d	The WIC Program ensures that nutrition education provided raises awareness about the dangers of using drugs and other harmful substances.	Formerly 6.2 b:		Observation of NE. Where appropriate, includes information about the dangers of using drugs and other harmful substances while pregnant or parenting.

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6.2e	The WIC Program ensures that clients who utilize self-directed nutrition education (education mall, wichealth.org, Sesame Street modules), are asked if they have questions and qualified staff provides answers.	Inclusion of Self-directed education follow up and support	<ul style="list-style-type: none"> <li>•Observe that self-directed education clients are interacting with trained nutrition staff after completion of activity.(e)</li> <li>•Observe that wichealth.org clients are asked if they have questions and answers are provided by qualified staff. (e)</li> <li>•Verify that clients who complete wichealth.org modules have EBT benefits loaded without requiring clinic visits. (e)</li> </ul>	Observation of follow up practices.
6.4	The WIC Program shall assure that nutrition education provided contains accurate and up-to-date nutrition information.	Refers to modules, materials being accurate, up-to-date.	Use of WIC Policy Exhibit 6.02 A and C to review and evaluate modules and materials.	See below

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6.4a	The WIC Program maintains written group or self-directed lesson or modules, for each topic area used for nutrition education.	Moved from 6.2	<p>NE modules used for group education or NE Mall are developed following WIC Policy and reviewed using WIC Policy Manual Exhibit 6.02A.</p> <p>Locally developed or used materials are evaluated using WIC Policy Manual Exhibit 6.02C.</p>	<p>•Review nutrition education modules/lesson plans to verify that the agency maintains modules/lesson plans for nutrition education. (a)</p> <p>a. Have an evaluation component (a)</p> <p>b. Lessons and materials are evaluated for appropriateness (i.e., WIC Policy Exhibit 6.02A). (a)</p> <p>c. Materials are written in plain language and at client reading levels (a)</p> <p>d. Is appropriate for the racial ethnic diversity of populations served. (a)</p>

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6.4b	The WIC Program reviews common, frequently used nutrition education materials for appropriateness using WIC Policy Exhibit 6.02C.	Moved from 6.2d	Exhibit 6.02c documentation for Nutrition Education materials used.	Review materials to verify that:  a. Materials are evaluated for appropriateness (i.e., WIC Policy Exhibit 6.02c). (b)  b. Materials are written in plain language at client reading levels (b)  c. Materials are appropriate for the racial ethnic diversity of populations served. (b)
6.5e	The WIC Program provides breastfeeding education and support during the prenatal and post-partum periods for women, infants and children.	Combined e & f. Reworded to emphasize provision of BREASTFEEDING education and support in WIC.	Record review-documentation of BREASTFEEDING education and support offered/provided.	Observe Breastfeeding education and support being given (WIC staff and peers).  Review Breastfeeding support screens, Breastfeeding Statistics screen, and Nutrition Education grid.
6.6b	The WIC Program ensures that a Registered Dietitian is accessible to see nutrition high-risk clients, completes the nutrition assessments and develops nutrition care plans based on client concerns or documents that a care plan is not needed.	Care plans based on client concerns.	Care plan record reviews.	Observation/evidence of NCRD appointments scheduling.  Review of high risk documentation.

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6.6d	The WIC Program monitors nutrition high risk clients to ensure that clients receive appropriate nutrition care.	Simplified language.	Record reviews, observation checklists retained to prove high risk monitoring practices in place.	Utilize Record reviews, observation checklists retained to prove high risk monitoring practices in place.
7.4	The WIC Program accepts returned formula and/or makes returned formula available to clients; the WIC Program follows WIC Policy.	Revised-Removed "if" the WIC Program accepts...	No change	No change

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9.1a	The WIC Program maintains complete and accurate records including, but not be limited to, information pertaining to financial operations, equipment purchases and inventory, training, quality assurance/audits/record reviews	No change in statement-list of documents to review expanded	Review specified records to ensure required documentation	<p>Local agency equipment purchases/inventory, computer equipment, printers, scanners, signature pads and multi-user pump inventory, large purchases exceeding \$2500</p> <p>Required logs or records (e.g., training records (not in MI-WIC), subpoena, child abuse reports, administrative hearing records)</p> <p>Audits of single certifier records</p> <ul style="list-style-type: none"> <li>•Record of annual program evaluation of each sub-contractor and clinic site</li> </ul> <p>Verify that “Single Certifier” audits have been performed on 20% of client records when a single certifier verified eligibility and issued benefits. (a).</p>
9.2	The WIC Program follows the provisions for EBT card inventory, storage and issuance.	Clarify purpose – EBT Removed: processing and recording. Inserted inventory and storage.	EBT bulk and daily inventory forms	Review logs and inventory forms.

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9.2a	The WIC Program maintains inventory records of all WIC Bridge Cards received and dispersed.	EBT - Inventory	EBT inventory and issuance log	Review inventory and issuance log.
9.2b	The WIC Program follows procedures for issuance of WIC Bridge Cards.	EBT Issuance	EB T issuance log	Review issuance log.