

**Michigan Dept. of Health and Human Services WIC Management Evaluation  
Administration**

Agency: \_\_\_\_\_ Clinic ID: \_\_\_\_\_

Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_

MPR	Facility	Yes	N/A	If no, need Action Plan
6.2f	Is the clinic and waiting area clean? (e.g., restrooms supplied with soap, toilet paper, etc.)			
6.2f	Is the clinic and waiting area safe for children? (e.g., covers on electrical outlets, safe changing table, no sharp edges, no open stairways, toys are large enough to prevent choking accidents)			
6.2f	Are there safe places to change diapers, with covered disposal container and handwashing facilities?			
2.1f	Is the clinic, waiting area and restroom barrier-free? (Handicapped accessible)			
2.3b	Do facilities afford privacy for income intake, anthro and lab procedures, medical history and counseling? (No personal information can be overheard or seen by unauthorized person?) (MI-WIC Policy 1.03)			
2.3a	The local agency protects the names and addresses of clients' confidential information. (MI-WIC Policy 1.03)			
6.5a	Does the facility provide a private space for breastfeeding and/or expressing milk that includes comfortable seating, electrical outlet, flat surface (table or counter) and cleaning supplies? (MI-WIC Policy 4.01)			
<b>Local Agency Required Procedures</b>				
9.1a	Are local agency procedures developed for the following areas completed and reflect current MDHHS/WIC policy?			
9.1a	<u>Disaster Plan</u> (MI-WIC Policy 1.12) <i>a. The local agency shall develop a disaster plan that will include:</i> <i>i. A copy of the parent agency's disaster preparedness plan, if applicable.</i> <i>ii. Local governmental/community agency emergency contact information.</i> <i>iii. State and local WIC staff contact information.</i> <i>iv. A plan for notifying clients of service disruption, relocation, and availability of WIC services.</i>			
7.4c	<u>Returned Formula</u> (MI-WIC Policy 8.05) If LA chooses to donate unused/returned formula to a non-profit agency, the LA must have a State approved policy (using the template), including signature from LA Admin and/or legal counsel.			
4.3c	<u>Hematological</u> (MI-WIC Policy 2.16-A. 8)-Specify, "retest" criteria for agency.			
9.1a	<u>Homeless Facility Agreement</u> - Are there Homeless Shelters/Facilities in the LA service area(s)? <b>Y N</b> Has the agency contacted local facilities and signed the Agreement (Exhibit 2.22A)? (MI-WIC Policy 2.22)			

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MPR	Local Agency Required Procedures	Yes	N/A	If no, need Action Plan
12.1d	<p><u>Immunization Policy</u> (MI-WIC Policy 6.03) <b>Only required</b> if within a local health department.</p> <p>1. <i>Local agency immunization collaboration policies may include the following:</i></p> <p>a. <i>Immunization promotion methods</i></p> <p>b. <i>Coordination of services that addresses:</i></p> <p>i. <i>Assessment of children who are not UTD</i></p> <p>ii. <i>Provision of information to Pregnant women regarding needed vaccines</i></p> <p>iii. <i>Provision of information on recommended vaccination schedules</i></p> <p>iv. <i>Referral for services</i></p> <p>v. <i>Administration of vaccines</i></p> <p>c. <i>Provision of immunization training for WIC staff</i></p> <p>2. <i>Non-health department WIC agencies are encouraged to collaborate with local HD within their jurisdiction to increase immunization rates.</i></p>			
9.1a	<p><u>Nutrition Education Collaboration/WIC Agreement</u> – Required if Collaborative Program, i.e. MSUE, provides Nutrition Education, including Project FRESH education. (MI-WIC Policy 5.08A – specifies activities performed, whom to contact, etc...)</p>			
	<b>Cost to Client (MI-WIC Policy 2.01)</b>			
4.1a	<p>The certification is performed at no cost to the applicant. - No medical referral <i>required</i> for enrollment—infers cost</p>			
	<b>Certification Timeframes</b>			<b>If no, Action Plan needed</b>
5.2a	<p>How does the agency assure that applicants are scheduled within 10 days for PG or Breastfeeding women and infants, homeless or migrant families? Or within 20 days for Non-lactating woman or Child? (MI-WIC Policy 3.01)</p> <p><input type="checkbox"/> Use 10/20 Day report (Clinic/Reports/Schedules/10/20 Day)</p> <p><input type="checkbox"/> Scheduler contacts Coordinator for adjustments</p> <p><input type="checkbox"/> Monitor ISD Referrals for contact within timeframes</p> <p><input type="checkbox"/> Other: _____</p>			
5.2	<p>Are all authorized persons asked to verify notification preferences?</p>			
5.2c	<p>Does the agency serve all categories? Y__ N__</p> <p>If not, has the agency notified MDHHS/WIC of a Waiting List? (MI-WIC Policy 3.02)</p>			

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5.3d	Does the agency schedule and/or perform IEVAL and CEVAL for infants and children certified for 8 months or more?			
5.3d	Are benefits NOT denied if clients do not complete IEVAL/CEVALs? (MI-WIC Policy 2.17)			
<b>MPR</b>	<b>Policy Review</b>	<b>Yes</b>	<b>N/A</b>	<b>If No, need Action Plan</b>
9.1a	How does Local Agency make staff aware of policy and procedure changes? (Check all that apply)  <div style="display: flex; justify-content: space-around;"> <span>staff meetings</span> <span>forward E-notice</span> </div> <div style="display: flex; justify-content: space-around;"> <span>circulate copies</span> <span>training</span> </div> Ask staff where MI-WIC and LA Policies can be accessed.			
<b>Returned Formula (MI-WIC Policy 8.05 &amp; 8.05A)</b>				
I	<i>Reviewer:</i> Identify local agency (LA) staff responsible for receiving and handling of formula:			
7.4c I, O	Ask or observe and verify the process of formula return:			
7.4c	Verify returned formula matches the type issued in Food Package--obtain printed copy using Food Package Display screen in MI-WIC.			
7.4a	Is the formula stored securely in a locked area, with limited WIC staff access, out of view of clients and in appropriate conditions?			
7.4b	Does the WIC Local Agency (LA) provide replacement EBT formula benefits in accordance with MI-WIC Policy 8.05 (for example, proper amount, via EBT only, etc.)?			
7.4b	Does the agency require clients to return remaining formula before formula benefits are re-issued?			
7.4c	Is all returned formula examined to determine whether eligible for disposal or donation? Including client interview, inspected for dents/damage/tampering, checked for expiration date?			
7.4c	Is all returned formula that is not donated, properly disposed of on the day of receipt?			
7.4c	Does the agency donate returned formula only to non-profit (501(c)(3)) programs in the community?			
7.4c	Does the LA maintain a paper file with all required documents? <input type="checkbox"/> IRS Verification of 501(c)(3) <input type="checkbox"/> Where & how often donating <input type="checkbox"/> Class II & III proof of training/knowledge, if dispensing <input type="checkbox"/> Donation receipt with required info <input type="checkbox"/> Any other communications			

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7.4d	Is the MI-WIC Formula Acceptance and Action Log (8.05A) appropriately completed and reviewed monthly?  Reviewer: If <i>Action Taken</i> on log is not recorded, does quantity listed match stored formula?			
7.4c	Is MI-WIC Policy 8.05 & LA policy reviewed and training provided annually to all staff?			
<b>MPR</b>	<b>Formula Distribution (MI-WIC Policy 8.10)</b>	<b>Yes</b>	<b>N/A</b>	<b>If no, Action Plan needed</b>
	Has the LA received formula samples? Yes _____ No _____			
7.5a	If yes, is courtesy/sample formula stored separate from returned formula according to MI-WIC Policy 8.10?			
7.5b	If yes, is distribution of courtesy/sample formula documented according to MIWIC Policy 8.10 using LA Formula Receipt and Distribution Log, Exhibit 8.10A?			
<b>MPR</b>	<b>Computer Security/Maintenance (MI-WIC Policy 10.03)</b>			
10.1b	Does the agency protect each computer with MILogin access with antiviral software?			
10.1b	How does LA ensure that staff doesn't share MILogin access/accounts?			
10.1b	Does the agency remove staff roles for staff who no longer work for WIC? How is this monitored?			
2.3a	Does the agency protect client confidentiality through use of privacy screens or other means?			
	<b>Voter Registration (MI-WIC Policy 1.10)</b>			
5.4d	Are clients who change their address offered to change their voter registration at that time?			
5.4 d	Are clients who change their address over the phone offered a mailed voter registration form or provided the website address? Michigan.gov/vote			
5.4d	Are all voter declination forms retained for 24 months after date on form? (Review file)			
5.4d O, I	Are voter registration forms sent to county or township clerk at least on a weekly basis, or as stated in policy? (Ask/observe)			
	<b>Transfer (MI-WIC Policy 3.04)</b>			
5.2b	All transfer applicants are scheduled as soon as possible, so as not to interrupt program benefits, or within 20 days. (MI-WIC Policy 3.04) Review TRANSFER REPORT			
5.3c	For transfer clients, is a current and valid WIC ID, VOC or proof of current enrollment in WIC/WIC Overseas and current proof of residency the documentation needed to obtain WIC certification? (MI-WIC Policy 2.03, 2.19, 3.04)			
5.3c	Are eligible transfer clients given 1-year certification periods (from original cert date) and scheduled for infant/child evaluations (IEVAL/CEVAL)? (MI-WIC Policy 3.04)			

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5.2b	For clients who transfer to another WIC Program or WIC Overseas and who request certification information, are certification records or VOC provided to the new WIC Program without a written release (if bona fide WIC site)? (MI-WIC Policy 3.04) <b>If not, provide consultation.</b>			
<b>MPR</b>	<b>Breastfeeding Education, Promotion and Support</b>	<b>Yes</b>	<b>NA</b>	<b>If no, need Action Plan</b>
6.5a	Does the agency have a clinic environment that promotes and supports exclusive breastfeeding by displaying breastfeeding educational and promotional materials? <ul style="list-style-type: none"> <li>• Do materials reflect diversity of clients served?</li> <li>• Are materials free of formula names, images and/or bottles?</li> <li>• Are the materials prominently displayed in areas visible to clients?</li> </ul> (MI-WIC Policy 4.01)			
6.5b	Does the agency orient and train all staff on their roles and responsibilities in the promotion and support of exclusive breastfeeding? (MI-WIC Policy 1.07, 4.01, 12.01) <ul style="list-style-type: none"> <li>• Breastfeeding policies and agency goals?</li> <li>• Training and documentation requirements?</li> <li>• Breast pump issuance?</li> </ul>			
6.5d	What breastfeeding promotion and support activities are available to clients prenatally and during the postpartum period? <u>How often?</u> <u>Location</u>  BF classes  Support Groups  Peer Counselors  Other: _____ (MI-WIC Policy 4.01, 4.02)			
6.5d	What are the after-hours availability of the Peer Counselor? (e.g. cell phone use, extended clinic hrs-evening, weekends, etc.)  (MI-WIC Policy 12.02)			
9.1a	Does the agency maintain an up-to-date breast pump inventory? Physical inventory required.  Who monitors? _____  How often? _____ (MI-WIC Policy 4.04)			

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6.5d	Is there a process in place to address the client's breastfeeding concerns prior to a food package or breastfeeding status change?			
<b>MPR</b>	<b>Recordkeeping/Accountability Inventory and Log records</b>	<b>Yes</b>	<b>NA</b>	<b>If no, need Action Plan</b>
9.1a	Does the agency maintain full and complete records concerning program operations, including equipment purchases/Computer Inventory Log/loaner breast pumps /warranty documentation? Review computer inventory (computers, printers, scanners, signature pads)-inventory signed annually by coordinator. Review inventory of WIC purchased item \$2500 or more. (MI-WIC Policy 10.01)			
9.1b	Does the agency retain all records required for audit or litigation until completion of the audit or litigation process, or for specified periods? (MI-WIC Policy 1.06)			
	<b>Staff (MI-WIC Policy 1.07)</b>			
2.3a	Does the agency require staff and volunteers to sign the <b>Michigan WIC Employee Confidentiality and Compliance Agreement Signature Form</b> annually? Review file. (MI-WIC Policy 9.02A)			
3.1i	Is required staff training ongoing and documented according to MI-WIC Policy 1.07?			
3.1i	Are staff providing nutrition services observed for competency-based nutrition services skills annually?			
	<b>Dual Enrollment/Participation (MI-WIC Policy 3.03)</b>			
5.5a	Does the agency routinely search statewide for the Authorized Person AND the client record before "Pre-certifying" a new client/family to <i>prevent</i> dual enrollment?			
5.5a	Does the agency follow the WIC Dual Enrollment resolution process in MI-WIC Policy 3.03?			
10.1a	Does the agency review Dual Enrollment listings to determine if duplicate benefits were issued and mark <u>only</u> those clients for "investigate" (compliance)? (MI-WIC Policy 9.01)			
10.1a	Does the agency follow-up and document any compliance investigation pertaining to possible WIC/WIC dual participation? (MI-WIC Policy 9.01)			
<b>MPR</b>	<b>Caseload</b>			
5.2	Utilize the <b>Caseload Management Report/Migrant</b> to monitor agency caseload and compliance with CPBC/contracted caseload. Is the agency averaging 97% of assigned caseload? (Commend if at or above 100%) _____%			

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	<b>Compliance</b>	<b>Yes</b>	<b>N/A</b>	<b>If no, need Action Plan</b>																																		
10.1a	Does the agency record all client fraud/compliance allegations on the <i>Add Complaint</i> Screen? (MI-WIC Policy 9.01, 9.02, 9.03)																																					
10.1b	Does agency prevent staff from certifying or providing benefits to self, relatives, or friends? (ask staff and Coordinator) (MI-WIC 9.03) How?																																					
10.1b	Does the agency maintain records (not in MI-WIC) of employee complaints on the Employee Compliance Log and employee investigations on the Employee Compliance Investigation Report? Review records to insure they are consistent with policy. (MI-WIC 9.02)																																					
10.1b	Does the agency have clinics where one staff member performs the entire certification? <b>Y</b> <b>N</b> If yes, What clinics:  1) Is an ongoing audit completed as required by policy? MI-WIC Policy 9.03A (100% IFF/IBP and 20% all others within 14 days) 2) Does the agency scan copies of all documents supporting eligibility into the client's MI-WIC record? Review audits performed. (MI-WIC Policy 9.03)  3) How are clients identified? <input type="checkbox"/> Single Cert Report <input type="checkbox"/> Schedules																																					
	Does the agency do WIC Enrollment in the hospital? <input type="checkbox"/> Y <input type="checkbox"/> N How is information obtained?  <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 10%; text-align: center;">Request Form</th> <th style="width: 10%; text-align: center;">Med Record</th> <th style="width: 10%; text-align: center;">WIC Staff</th> <th style="width: 10%; text-align: center;">Verbal</th> </tr> </thead> <tbody> <tr> <td>Woman's</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>- Height</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> </tr> <tr> <td>- Weight</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> </tr> <tr> <td>- Hgb</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> </tr> <tr> <td>Infant's</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>- Lngth, wght &amp; hd circumference</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> </tr> </tbody> </table>		Request Form	Med Record	WIC Staff	Verbal	Woman's					- Height	—	—	—	—	- Weight	—	—	—	—	- Hgb	—	—	—	—	Infant's					- Lngth, wght & hd circumference	—	—	—	—		
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	<b>Lead Screening (MI-WIC Policy 6.04)</b>	<b>Yes</b>	<b>N/A</b>	<b>If no, Action Plan needed</b>
4.3c	Does the agency screen clients for lead testing and refer if they have not been tested or does the agency perform lead testing on all child clients? ___ screen & refers ___ tests all ___ tests MA clients			
9.1a	Ensure that billed funds are attributed to the WIC Program if WIC funded staff performs lead testing.			
12.1	If a record is not found in MCIR, are efforts made to link WIC/MCIR record to client? If not, suggest they do.			
	<b>MIHP Outreach</b>			
5.1b	Does the agency routinely provide referrals to MIHP/Healthy Start/Nurse Family Partnership/Great Start providers where available? (MI-WIC Policy 6.02) What programs are available:  What is Referral process?			
9.1a	Review <b>MIHP Billing Report</b> or ask to ensure that billed funds are attributed to WIC Program if WIC staff performs assessments.			
	<b>Fair Hearing (MI-WIC Policy 1.04)</b>			
1.1b	Have you had any fair hearings in the past 2 years? Y N Were policy and timeframes followed?			
1.1b	Ask staff (if no Fair Hearings have been held) what are the actions to be taken if an applicant or client asks for a Fair Hearing? (MI-WIC Policy 1.04) If not familiar, recommend staff training.			
1.1b	Are Fair Hearing requests from staff/clients handled according to MI-WIC Policy 1.04?			
1.1a	Observe that Fair Hearing flyers are available. (hard copy or MI-WIC) (MI-WIC Policy 1.04B)			
<b>MPR</b>	<b>Annual Review/ME Process</b>			
9.1a	Has the agency completed annual reviews of each clinic and subcontractor using MDHHS/WIC or agency developed monitoring tools? (MI-WIC Policy 1.11) Check what is used: <input type="checkbox"/> MDHHS Annual Review Tools <input type="checkbox"/> MDHHS/WIC ME tools <input type="checkbox"/> Agency developed			



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<b>MPR</b>	<b>Annual Review/ME Process cont'd</b>	<b>Yes</b>	<b>N/A</b>	<b>If no, Action Plan needed</b>
9.1a	Has the agency provided feedback, training and guidance to agency or sub-contractor staff regarding these annual reviews and findings? (MI-WIC Policy 1.11)			
11.1a	Has the agency completed the Corrective Action Plan (CAP) from their previous WIC Management Evaluation/ Annual review? (MI-WIC Policy 1.05, 1.11)			
11.1b	Has the agency allowed and facilitated access to all requested records and clinics during the current review?(MI-WIC Policy 1.05)			
<b>High Risk Monitoring (MI-WIC 5.06)</b>				
6.6d	Does the agency review high risk records to ensure that clients are referred for counseling as required? How? Check all that apply: <input type="checkbox"/> High Risk Record review (at least annually) <input type="checkbox"/> High Risk Report <input type="checkbox"/> Observations/client interviews (at least annually) <input type="checkbox"/> Other: How often? _____ (at least annually) <i>Review monitoring data</i>			
<b>Quality Improvement Activities</b>				
QI 1	What Quality Improvement (QI) activities are WIC staff involved? <input type="checkbox"/> Nutrition Services Plan <input type="checkbox"/> Breastfeeding Plan <input type="checkbox"/> Outreach Plan <input type="checkbox"/> Other data driven QI Project _____ (Nutrition Service Standards, MLPH Accreditation Indicator)			

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MPR	Quality Assurance	Yes	If No, need Action Plan
	Laboratory Procedures (interview lab staff and review logs) (MI-WIC Policy 2.16)		
4.3c	Copy of the MDHHS/WIC Laboratory Manual (dated 8-15-19) in the WIC Clinic or do staff know how to access from the MDHHS/WIC website?		
	HemoCue machine Self-test results (P/F) recorded each day that the machine is used?		
	HemoCue machine cleaned each day it is used (outside & microcuvette holder)?		
	Are high and low control solutions run each week that the machine is utilized and when a new lot number of Microcuvettes is opened?		
	Control solutions stored in the refrigerator (containing no food) until opened and then used and stored properly, according to manufacturer's directions?		
	Does the quality control log contain a record of the lot number, expiration date and acceptable ranges of the controls used?		
	Microcuvettes dated when opened and recorded on QC and Daily log?		
	Microcuvettes or control solutions used before their expiration date?		
	Are testing work surfaces decontaminated with germicide (or freshly prepared 10% bleach solution) at the close of each day and anytime there is evidence of contamination?		
	Are QC logs retained for 3 years and 150 days past the end of the fiscal period?		
4.3c	Is there a CLIA Certificate of Waiver for the WIC lab? (Lab Manual pg. 5) Date		
<b>Anthropometric Equipment (MI-WIC Policy 2.15)</b>			
4.3b  Infant Scale/ board	Is a copy of the Anthropometric Measurement Procedures in the WIC Clinic or do staff know how to access from the MDHHS/WIC website? ( <i>If not, suggest they do.</i> ) DCH - 0730, revised 2/18		
	Does a recumbent length board have a stable headboard and moveable foot piece?		
	Check the recumbent board for accuracy with the standardized rod. Is the board accurate?		
	Is an approved scale with at least 1 oz. sensitivity used? Is the balance beam scale zero-balanced at least once daily? Is the digital scale zero balanced between each weighing (unless has reweigh feature)? (If digital scale used, is it a "clinic quality" scale?)		
	Has the Infant scale been calibrated within the past 12 months? Date		
	Adult+ child scale	Is an approved scale with at least ¼ pound increments used?	
Is the scale on a firm surface?			
Is the balance beam scale zero-balanced at least once daily? Is the digital scale zero balanced between each weighing? (Unless scale has reweigh feature for confirmation).			
Scales and measurement equipment cleaned on a regular basis?			
Height board accurate using the standardized rod?			
Does the measurement board go down far enough so that the small child is measured standing straight and the footboard is aligned with the upper board?			
Right-angle headboard used? (Either separate or part of a fixed board)			
Firm surface used for standing?			
Has the scale been calibrated within the past 12 months? Date			

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Consultant: \_\_\_\_\_ Date: \_\_\_\_\_