

X. Monitoring and Audits

10.1.040 Management Evaluation System

Authority 2008 7 CFR 246.19(b)(6)

Issued 06/1997

Revised 06/2010

POLICY: The local agency (LA) shall have an on-going management evaluation system.

PROCEDURES:

- A. The LA shall monitor the effects of clinic operations by reviewing appropriate management reports, charts/chart audits, and customer satisfaction, and make adjustments to clinic and staff work schedules, local policy revisions, as needed or at a minimum annually, to assure Program compliance.
- B. The LA management evaluation system shall include at a minimum:
 - 1. Local agency annual plan (LAP).
 - 2. Evaluations at year-end of the plan.
 - 3. Civil Rights compliance.
 - 4. Self-monitoring.
 - 5. Implementation of on-going corrective action plans to State agency monitoring.
- C. The LA shall document the following required items for the management evaluation system:
 - 1. Local agency annual plan, including review of data for all aspects of the program.
 - 2. Civil rights components to assure equal access to WIC services for persons who are eligible without regard to race, color, national origin, sex, age or disability in compliance with federal regulations.
 - 3. Self-monitoring. This is designed to provide a format for self assessment and an explanation of each monitored item. The tool is structured to allow the reviewer to look at an entire segment of clinic operation at a time.
 - 4. Corrective Action plans. This should state the changes implemented to bring the LA in compliance with State policies and a method of evaluation.
- D. The LA management evaluation system should provide a quality assessment which indicates the timeliness of participant services. The following components may include:
 - 1. Patient Flow Analysis.
 - 2. Portions of the self-monitoring.
- E. The completed components of the management evaluation system must be kept on file until records for the year are approved for destruction.