

General Volume
Management Section

Appropriate Tasks: Administrative/Clerical (1.01400)

ER# 1.01400

Authority 7 CFR 246.3(f) & 246.4(a)(26)
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POLICY: Each local WIC provider (LWP) shall consider certain WIC tasks to be clerical or administrative and should have appropriate staff performing these duties.

PROCEDURES:

- A. Clerical and administrative staffs are allowed to perform the following functions depending on their responsibility level within the agency and WIC:
1. Prescreens applicants and obtains certification data such as demographics and income. Reviews and documents eligibility requirements for proof of income, residency and/or identity and enters them in MOWINS. Updates data and enters notes when appropriate. Refer to ER# 1.07000 Program Integrity.
 2. Assigns or retrieves Department Common Number (DCN) for individual applicant.
 3. Refers participants to social and community service programs.
 4. Explains to the participant the importance of the WIC folder, keeping their scheduled appointments, and their rights and responsibilities which includes but is not limited to avoiding dual participation and fraud.
 5. Prints and issues food instruments in accordance with ER 1.07000.
 6. Explains the program and how to use the food instruments.
 7. Voids food instruments and reprints food instruments per CPA instructions.
 8. Schedules appointments.
 9. Prepares information for in-state and out-of-state transfer requests.
 10. Assists in the promotion and support of breastfeeding as the preferred method of feeding.
 11. Follow-up on no-show participants and reschedules appointments.
 12. Conducts outreach activities.
 13. Organizes files.
 14. Manages clinic flow, caseload and finances.
 15. Interviews participants regarding possible fraud or violations.
 16. Completes and submits monthly WIC invoices.
 17. Completes one-on-one food instrument reconciliation.

18. Acknowledges receipt of blank food instrument paper stocks and places order as needed.
19. Retains and destroys records.
20. Reviews and uses clinic and management reports.
21. Participates in continuing education activities.
22. Appropriately records program management, client service and breastfeeding promotion hours on timesheet according to policy.
23. Prepare and evaluate the state plan (LAP) to assure the goals and objectives chosen can be met.
24. Reviews all policies and policy updates.
25. Review reports, WIC updates and emails.

B. Required Knowledge, Skills and Abilities:

1. Demonstrate rapport building skills by establishing and maintaining effective working relations with WIC participants, WIC team members and other health and social services personnel.
2. Ability to work well with people of diverse socioeconomic/cultural backgrounds.
3. Basic computer skills and literacy in using Window Explorer.
4. Participates in continuing education activities appropriate to position.

C. Minimum Qualifications/Education and Experiences:

1. High school diploma or equivalency.
2. Successful completion of state required training within the time designated by state WIC office.