

General Volume  
Monitoring & Compliance Section  
Management Evaluation System (1.05550)

ER# 1.05550

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POLICY: The local WIC provider (LWP) shall have an on-going management evaluation system.

PROCEDURES:

- A. The LWP 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 LWP management evaluation system shall include at a minimum:
  1. Local WIC provider 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 WIC office monitoring.
- C. The LWP shall document the following required items for the management evaluation system:
  1. Local WIC provider 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 LWP in compliance with State policies and a method of evaluation.
- D. The LWP 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.