

WIC COMMUNICATION/MONITORING SYSTEM

PURPOSE: To provide consistent quality services to WIC participants.

POLICY: A communication system will be maintained to provide consistent up-to-date information sharing throughout the WIC program. Documentation of WIC services to participants will be regularly monitored.

PROCEDURE:

1. The state WIC Program uses weekly mailings and e-mail to communicate information to WIC clinics throughout the state. A state Nutrition Consultant is designated as the local contact when questions or concerns are identified regarding WIC services or Policy or Procedures.
2. The WIC clinics maintain communication primarily through the use of e-mail, phone calls and the interagency transport of mail.
3. WIC staff will meet no less than 4 times a year to discuss clinic issues, training needs, and revised or new regulations. Staff will receive inservice training no less than 4 times a year. The Registered Dietician will review and/or ensure that trainings provided to staff are appropriate and reflect current best practices. Staff will complete all *nutrition* education modules required by their position to ensure that consistent and correct information is given to participants.
4. Monitoring onsite at each WIC clinic will occur at least 2 times a year, including chart monitoring and clinic safety. These monitors will be conducted by the WIC Program Manager.
5. Each WIC clinic will submit end-of-month statistics on clinic activities and client participation. This information will be compiled for the WIC program within this agency and is provided to the Executive Director each month.