

**UMATILLA-MORROW HEAD START, INC  
WIC PROGRAM  
POLICY AND PROCEDURES**

**PROGRAM INTEGRITY**

**Policy:** Umatilla-Morrow Head Start, Inc., WIC Program does experience instances where there is no more than one staff member available to provide services in a clinic. To ensure maintenance of program integrity, a file monitor will be conducted on a quarterly basis.

**Procedure:**

1. WIC Manager will complete a participant record review four times a year. Record review will be carried out to ensure program integrity when separation of duties is not possible in a clinic staffed by one Certifier.
2. Record review will include 15% of the participants who showed for their appointments in each clinic. All records of participants identified as having a close relationship with the Certifier, i.e. family members, relatives, friends, or co-workers will be reviewed.
3. Certifier will notify WIC Manager when a UMCHS Staff has been certified with a copy of income on file.
4. Record review will be carried out using the TWIST Client Record Review Checklist.
5. Participants who have their scheduled recertification due in a month when clinic is not held in their local area may have their certification renewed at 5 months. The certification of a pregnant woman can not be extended, even when there is difficulty in appointment scheduling.
6. Certifier will offer a variety of ways for the Second Nutrition Education Contacts to occur for the Fossil participants and will be included in the quarterly monitors. Offering on line education and self paced lessons will be offered to assist the client in meeting their

2<sup>nd</sup> NE experience. Document the NE when completed and load benefits to clients card.

7. To assist clients in scheduling of Second Nutrition Contacts who has difficulty with schedule of clinic offered in their site can be as follows.

- Face-to-face Second Nutrition Education Contacts will be scheduled for participants two months after their certification.
- Appointment reminder calls will occur within 4 days prior to the scheduled appointment. For those participants that do not have a telephone contact number, a written notice will be mailed.
- Second Nutrition Education month to hold will be in the 4<sup>th</sup> month of certification.
- If the participant misses their Second Nutrition Education Contact, a no show will be documented for the appointment.
- A Certifier will call the participant by month end to schedule a telephone appointment and/or offer to reschedule the missed appointment at the nearest clinic available or offer an on-line 2<sup>nd</sup> NE/
- If the participant does not have a telephone contact number, a notice including a toll free contact number will be mailed to the participant. This notice will include a request that the participant/caretaker call to reschedule their appointment.
- The rescheduled Second Nutrition Education Contact will be scheduled in the first available appointment.
- The Second Nutrition Education Contact will be provided by a Certifier or by an RD if high risk follow-up is needed.
- When telephone contacts take place, any nutrition education materials that normally would have been shared during a face-to-face contact will be mailed to the participant.
- When the Second Nutrition Education contact is completed, either at an alternative clinic or by telephone. Or on-line , benefits will loaded to cards for the 3 months or until next scheduled appt. The Second Nutrition Education Contact will be documented in the participant's TWIST Certification record. Record may be updated in the following locations:

Nutrition Education Plan Section in NE Provided and/or Goals tab

Diet Assessment Section in the Summary tab

Progress Notes

- WIC staff providing telephone Second Nutrition Education Contacts will receive training on how to effectively provide nutrition education by telephone and document the contact.