

**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.

All clinic WIC staff verification will be completed by WIC/OHP Operations Manager.

3. Certifier will notify WIC/OHP 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 1 month early. The certification of a pregnant woman cannot be extended, even when there is difficulty in appointment scheduling.
6. To assist clients in scheduling of Quarterly Nutrition Contacts who have difficulty with schedule of clinic offered in their site can be as follows.
  - Face-to-face 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.

- 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 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 Quarterly Nutrition Education Contact will be scheduled in the first available appointment.
- The Quarterly 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 Quarterly 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 Quarterly 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