

## **Local Agency Monitoring-Entrance Interview Questions**

### **Operations**

#### **1. Staffing & Training**

Quarterly reporting of Local Agency activities in Staffing and Training as performance measures is mandatory under provisions of the annual sub-recipient agreement. In the last four quarters, this local agency has the following performance as documented to the State Agency (SA):

Is there documentation that all newly hired Local Agency employees in the past four quarters have attended the required new employee training at the SA within the required time frame?

The following manuals, logs, and other documents at the Local Agency will be examined by the SA Monitor for accuracy and timeliness as part of the evaluation for staffing and training:

Separation of Duties Log

Conflict of Interest forms

How do you make staff aware of policy and procedure changes and document that training has occurred?

List in-kind staffing/operational services received by the Local Agency.

Explain how you control for Conflicts of Interest, that is, a WIC employee who is also a participant, parent/guardian, or relative of a participant, or an employee of a WIC-Approved vendor?

#### **2. Record Retention**

How long do you retain records?

Describe the method you use to dispose of records.

### **3. Complaints and Sanctions Procedures**

The following report details the complaints that have been received in the past four quarters by the SA from participants in your Local Agency:

Responses to the complaints have been timely and accurate/appropriate:

The Participant Sanction log at the Local Agency will be examined by the State Agency Monitor for accuracy and timeliness as part of the evaluation for Complaints and Sanctions:

Describe your procedure and record keeping when sanctioning participants for the local agency and in the clinics:

### **4. Vendor Management**

The following manuals, logs, and other documents at the Local Agency will be examined by the SA Monitor for accuracy and timeliness as part of the evaluation for Vendor Management:

Vendor Manual

The Quarterly WIC-approved Vendor List

### **5. Civil Rights**

Has Civil Rights training for all employees occurred with the past year and been documented?

The Civil Rights Notebook at the Local Agency will be examined by the SA Monitor for accuracy and timeliness as part of the evaluation for Civil Rights:

Does your Civil Rights Notebook contain the following documents?

Necessary Documentation in <i>Civil Rights Requirements</i> Notebook	Yes	No
FNS Instruction 113-1		
Grassroots Organizational Directory		
Current Site Self-evaluations (Access for disabled persons)		
Copy of all Civil Rights complaints/decisions		

Notes:

Describe procedure for handling a civil rights complaint.

Describe procedure when a non-English speaking participant is enrolled or otherwise makes contact with the Clinic.

Describe the alternative methods of providing service you have developed when your clinic sites are not accessible to persons with disabilities.

What significant non-English speaking populations live in service area, if any?

List any bilingual staff and the language they speak:

## 6. Caseload Management

List the institutions in your Local Agency that house participants. Per Policy 2.18, the Local Agency must contact all facilities that may house participants either by phone or by site visit annually. The Local Agency Director will keep on file the **Institution/Homeless Facility Compliance Contact form (see Attachment #1 2.18)** for each facility or institution serving WIC participants in the Local Agency service area.

Are all contact forms properly maintained, per the Operations Local Agency Monitor?

Describe the procedures you follow in contacting these institutions?

**Processing Standards:**

Responsibility	Yes	No	Comments
Priority I applicants are certified within ten days of initial contact			
Priority II, III, IV, V & VI applicants are certified within twenty days of initial contact			
Sub-Certification for pregnant women scheduled between expected delivery date and six weeks thereafter			
Applicants/participants are not placed on waiting lists at this time			

**7. Outreach**

Quarterly reporting of Local Agency activities in Outreach performance measures is mandatory under provisions of the annual sub-recipient agreement. In the last four quarters, this local agency has the following documented performance, per the SA Outreach Coordinator:

Responsibility	Yes	No	Comments
Targeting Plan is on file			
Quarterly Outreach Reports completed			

Describe how you ensure that Adult participants/applicants are provided written information on Medicaid on at least one occasion:

Describe how you ensure that you target migrant people:

Describe how you ensure that you meet the special needs of working people? (Plan to improve access through procedures and practices; reducing time away from work and distance traveled – 246.4 (p. 322) :

## **8. Local Agency Accountability**

Have any security concerns surfaced in the past two years? If so, how were they handled, by whom, and how were they documented?

What procedures are in place to change or delete passwords, change locks, remove computer access, and retrieve keys and other local agency property when someone leaves WIC employment?

Are electronic signatures being captured correctly? Is staff ensuring that the signature captured at every certification and sub-certification is legible as belonging to a parent/guardian or caretaker? Is the signature at benefit issuance legible, is the correct radio button chosen based on who is actually signing the signature pad? (This is reviewed quarterly by the Program Integrity Coordinator at the State Office and results shared on an ongoing basis.)

Does the local agency have a plan in place to get a clinic back up and running in the event of a crisis? Is this plan familiar to everyone on the office? Who is called and how is information disseminated?

Please describe normal clinic flow in your sites. Who sees participants first, second, etc., and what does each staff person do?