

What Can Staff Expect During a Local Agency Review?

What is a Local Agency Review?

A Local Agency Review is a time for State staff to confirm that your agency is following WIC state policies and federal regulations. In addition, it is an opportunity for State staff to learn of the innovative and creative services your agency is providing for WIC Participants.

How often do we have a Local Agency Review?

State WIC staff visit your agency to perform a Local Agency Review at least every other year. This review is required by WIC federal regulations.

What kinds of things will be reviewed?

Prior to the visit, participant records and reports in TWIST will be reviewed, in addition to local agency policies and a pre-visit questionnaire provided by your Coordinator. On-site, State staff will review a variety of materials, including signature logs, prescriptions, FIs, education materials, etc. and ask questions related to program management, certification, nutrition education, breastfeeding, program integrity, fiscal management and Farmers' Market. Copies of the Local Agency Review Tools have been shared with your WIC Coordinator.

What will State staff observe in the clinic?

To complete the observation aspect of the review, State staff will be observing several clients as they go through a WIC clinic visit. These observations could include certification appointments, group classes and follow up visits as time permits. Clinic processes at the front desk, in the lab and in the certifier room will be observed to see how they are handled in your agency. If you have several clinics, more than one site may be visited. The review does not focus on individual staff, but looks at how the agency is doing as a whole. At the completion of the review, the reviewer will summarize any trends seen during an Exit Interview.

What are State staff expecting?

The State staff are expecting to see you doing your normal outstanding job in the clinic as you serve participants. State staff expect to find lots of good things happening. The review is a time for State staff to give your agency positive feedback, as well as identify areas that need improvement. If any compliance issues are found, your agency's State Nutrition Consultant will work with your WIC Coordinator and other staff to resolve these issues.