



Memorandum

#13-006

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: January 24, 2013

SUBJECT: Quality Management Branch to Provide WIC Quality Assurance (QA) Process Training
February 14, 2013

The Quality Management Branch will continue to provide the following training sessions regarding the WIC QA process with the first one to be presented February 14, 2013. To help Local Agencies (LAs) with their QA process, objectives, such as how to conduct a self-audit and what is required in a corrective action plan, are included.

QA 301: Getting Ready for a Fiscal Review is scheduled for Thursday, February 14, 2013, from 10:00 – 11:30 a.m. via CenturyLink at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FiscalReview>. This training session provides a clear and concise overview of the information needed for a fiscal review. Tips for a stress-free fiscal review process will be provided. The *WIC Fiscal Checklist* will be discussed and LAs will have an opportunity to ask questions about preparing for a fiscal review.

Future QA trainings, listed below, will be included in the *Nutrition Education and Clinic Services Online Staff Training Schedule* available on the WIC Training Schedules web page at <http://www.dshs.state.tx.us/wichd/tng/idl-cal-dates.shtm>.

QA 301: Getting Ready for a Fiscal Review provides a clear and concise overview of the information needed for a fiscal review. Tips for a stress-free fiscal review process will be provided. The *WIC Fiscal Checklist* will be discussed and LAs will be provided with an opportunity to ask questions about preparing for a fiscal review. This training is provided via CenturyLink at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FiscalReview>.

QA 302: Financial Management QA Monitoring I outlines the process for conducting QA monitoring of the LA's financial management system with emphasis on non-payroll expenses. Criterion in the WIC Fiscal Tool will be discussed such as allocation of expenses, allowable costs, and approvals. The course will provide guidance on financial management QA monitoring. This training is provided via CenturyLink at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FinancialManagement>.

QA 303: Financial Management QA Monitoring II builds upon *QA 302: Financial Management QA Monitoring I*. The class outlines the process for conducting QA monitoring of the LA's financial management system with emphasis on payroll. Criterion in the WIC Fiscal Tool will be discussed, such as allocation of payroll and indirect costs. The course will provide guidance on financial management QA monitoring and is provided via CenturyLink at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FinancialManagementII>.

QA 304: How to Conduct a Food Delivery Self-Audit is designed for LA staff who manage or conduct food delivery self-audits. *FDA-1 and FDA-2 Self-audit Forms* will be covered and tips will be provided to improve current quality assurance practices. The course focuses on providing guidance to help your food delivery self-audit run smoothly. This training is provided via CenturyLink at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FoodDelivery>.

QA 401: What Is Needed in a Corrective Action Plan (CAP)? is designed for LA staff involved in writing CAPs. The class provides an overview of important points and concepts to remember when writing a CAP and explains in detail how to develop an effective CAP. The purpose of the course is to reintroduce concepts and ideas that will improve your CAP writing process. This training is provided via CenturyLink at <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/CorrectiveActionPlan>.

Instructions for Login:

NOTE: The CenturyLink Web-Conferencing System may be used at any facility with a phone and a PC with internet connectivity.

First, log in on the phone:

- Call 1-877-820-7831.
- Enter the participant passcode, 402483#, including the pound sign (#) at the end.

Next, log in via your computer:

- To participate in the first training, enter <https://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/FiscalReview> into your internet browser (Internet Explorer, Firefox, Safari, etc.)
- Click the "Guest" tab; enter your name and email address.
- Click "Join Meeting" and "I'm Already Dialed In."

We suggest that you plan to join the training at least 15 minutes early in case you need to deal with any technical difficulties. If you have issues logging in, contact CenturyLink Customer Support at 1-800-485-0844. During the training, please use the following prompts on your telephone:

- Press *1 to hear a help menu.
- Press *6 to mute or "un-mute" line.
- Press *4 to increase meeting volume.
- Press *7 to decrease meeting volume.

- Press *5 to increase your voice volume.
- Press *8 to decrease your voice volume.

Power Point presentations will be available to all LAs during the CenturyLink training. However, if you would like to receive a Power Point presentation before a training, have any questions, or require additional information, please contact Gloria Staats, QI Nutrition Consultant, Quality Management Branch, at 512-776-2176 or 1-888-963-7111, extension 2176, or gloria.staats@dshs.state.tx.us.