



Memorandum

#16-001

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: January 5, 2016

SUBJECT: New WIC 2016 Quality Assurance Monitoring Review Tools

The new WIC 2016 quality assurance monitoring review tools and worksheets are available on the Department of State Health Services (DSHS) Quality Management Branch (QMB) website at <http://www.dshs.state.tx.us/qmb/default.shtm>. You may add the QMB web address to your browser's "Favorites" to ensure the link works for future reference.

The revised WIC 2016 quality assurance monitoring review tools will be used by QMB staff for all reviews conducted after January 1, 2016. The updated 2016 review tools, worksheets and checklists are available at the link listed above so that local agencies can conduct internal monitoring, as well as prepare for monitoring reviews of their organizations by DSHS. Please refer to WIC policies cited on the tools for details.

The Quality Management Branch (QMB) is introducing a Corrective Action Plan (CAP) template in an effort to provide guidance to all contractors when responding to findings on the On-site Evaluation Report. The purpose of the CAP template is to streamline the CAP reporting process and assist agencies with creating effective and acceptable CAP. The CAP template with instructions will be located on the QMB website at <http://www.dshs.state.tx.us/qmb/>. The template is effective for all contractors who have a QA visit on or after January 1, 2016.

There will be a series of trainings regarding the revisions to the tools and the use of the new Corrective Action Plan (CAP) template for 2016 beginning in January. Special emphasis will be placed on the revisions to the DSHS QMB Review Tools and attendees will gain the necessary information for successful monitoring of any new/revised criteria. The webinar is also designed for the person responsible for developing a CAP and it provides an overview of concepts and details to consider when creating an appropriate CAP.

Login and dial-in information:

Conference Number(s): Toll Free: 1-877-820-7831 (Century Link)

Passcode: 132645#

To join the meeting: <https://txwictraining.adobeconnect.com/qmbupdates/>

Please login as a guest and the dates and times for the training are as follows:

January 14, 2016 11:00 AM -12:00PM

January 20, 2016 1:00 PM – 2:00 PM

January 21, 2016 9:00 AM - 10:00 PM

If you have never attended an Adobe Connect meeting before:

https://txwictraining.adobeconnect.com/common/help/en/support/meeting_test.htm

Get a quick overview: <http://www.adobe.com/products/adobeconnect.html>

If you have any difficulties testing your computer, contact Mandy Seay at (mandy.seay@dshs.state.tx.us or 512-3341-4516)

WIC CLINICAL TOOL – 2016 SUMMARY OF CHANGES**Administrative WIC Policies and Procedures:**

- WIC Policies and Procedures (I.A. and I.A.1.): Changed wording to “WIC Policies, Plans, and/or Procedures.”
- High Risk Referrals (I.A.1.c.): Changed policy reference from CS:21.0 to CS:33.0.
- New criterion: (I.A.1.e): Approved NE/BF plan with SA written approval maintained on file. (NE:02.0)
- New criterion (I.A.3): All staff who access WIC Systems with a WIC issued user ID have signed the Computer Usage Agreement prior to being granted a new user account. (AUT:08.0)

Training:

- Computer usage and security awareness training (I.C.2.b): Changed time frame to 30 days and added policy reference AUT: 08.0.
- Breast pump training (I.C.2.i.): Changed the language to reflect policy. Criterion now reads: “Breast pump training within 6 months of employment and prior to issuance by all CAs and within 6 months of designation and prior to issuance for any staff designated to issue breast pumps.”

Observation General Functions:

- High-risk referrals (II.A.9): Changed policy reference from CS: 21.0 to CS: 33.0.

Certification:

- Race/Ethnicity (II.B.1.d.): Added the word “infant” in addition to child.
- “Welcome to WIC and the WIC EBT Card” brochure and “Keeping Your Family Healthy” form are provided at initial visit. (II.B.3.): Added the following wording: “These will be updated to “*Your Guide to Texas WIC.*”

Nutrition Education:

- VENA Counseling (II.C.2.) – Combined the four criteria into one criterion, and changed the wording to match policy.
 - Counselor attempted to establish rapport with the parent/participant
 - Counselor attempted to identify and explore the parent's/participant's concerns
 - If appropriate,
 - Counselor attempted to summarize the conversation
 - Counselor assisted the participant in setting a goal
 - VENA Family Documentation Tool is completed accurately
- Approved class schedule is followed (II.C.3.a): Changed wording to “Class provided is on the approved class schedule”
- Staff remains in the room during class (II.C.3.b.): Changed to “Staff remains in the room during group classes”

If you have any questions regarding the CAP training, CAP template, worksheets, and/or record review self-audits, please contact:

Gloria Staats, QI Nutrition Consultant
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If you have additional questions please contact:

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