

On-Site Observation: Clinic

Review Area	Expectation	Results Y= In compliance N= Out of compliance/Finding D= Discussion
Clinic Environment	<ul style="list-style-type: none"> • Clean, safe, and well-maintained • Equipment (anthro./hgb.) is clean/well-maintained and has been checked on schedule for accuracy • Verify equipment inventory • Easy to find (good signage) 	
Eligibility Determination Timeline	<ul style="list-style-type: none"> • Review clinic process and interview staff for how they document initial certifications (or certs with >2 mo. lapse) with use of initial contact button. Must create record at time of inquiry for appointment and document first appt. offered (not necessarily completed) 	
Required Information Posted	<ul style="list-style-type: none"> • “We Accept WIC Benefits” decal • Hours of Operation • List of stores that accept WIC benefits locally • Non-smoking facility designation • Current income eligibility guidelines (IEGs) • Language Translation “Point 2 Your Language” • MOU Disclaimer 	
Civil Rights & Accessibility	<ul style="list-style-type: none"> • Current “And Justice for All” posted wherever eligibility is being determined and benefits are issued • Current “Fair Hearings” posted wherever eligibility is being determined and wherever benefits are issued • Non-Discrimination statement being used appropriately (outreach materials, anything discussing eligibility, etc.) • Clinic is compliant with ADA standards • Access to language translation (LEP compliance) • Civil Rights complaint process understood • Racial/Ethnic data collection (observe question asked or interview staff) 	
Integrity & Confidentiality	<ul style="list-style-type: none"> • Employee may not act as a proxy for participant • Employee must not have a conflict of interest (may not serve relative/friend in clinic) • Confidentiality maintained (participant information kept out of site, only shared when appropriate and according to policy) • Separation of duties (when possible- division between staff who do income and risk code eligibility) • Homeless facility Statement 	

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Nutrition Education Materials	<ul style="list-style-type: none"> • Information available (posters, brochures, etc.) must be up to date and appropriate for population • Materials are distributed appropriately, primarily to reinforce interactive education • Have substance abuse forms available- staff know how/when to use it 	
Breastfeeding Promotion & Support	<ul style="list-style-type: none"> • Breastfeeding Coordinator providing training, outreach, and support for clinic • Clinic is breastfeeding friendly 	
Security	<ul style="list-style-type: none"> • eWIC cards (locked) • Pumps (locked) • Formula Storage (out of sight, secure location) • Check disaster and security plan 	
Outreach, Retention & Participation	<ul style="list-style-type: none"> • Progress on current outreach plan • Clinic is pulling list of eligible participants without issuance monthly to follow up/schedule • Clinic efforts to improve retention (appointment scheduling, clinic hours/availability, access) 	
Self-Monitoring	<ul style="list-style-type: none"> • If Tier 1 in the last review- verify that self-monitoring completed using State process • Review results/changes clinic made as a result 	
Quality Comments (non-scored)	<ul style="list-style-type: none"> • Note anything you observe or hear about that deserves recognition and praise • Note anything related to assessment of staff in local agency roles (Nutrition Coordinator, Breastfeeding Coordinator, and Local Agency Resource Coordinator (LARC)) • Local policies are posted, if applicable (best practice) 	