

# FNS State Technical Assistance Review (STAR)

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# Talking Points

- What is a STAR?
- Why is it important to you?
- What was included in our CAP?
- What should you do with the Corrective Action Plan (CAP)?

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# STAR

- WRO perform an on-site review of the state agency in a specific functional area
  - Certification, Eligibility and Coordination
- Week long visit which includes:
  - Interviews with staff
  - Review of documents/records
  - On site clinic visits
  - Observations

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# Why is this important to you?

- Your agency can be selected for the review
- WRO observes the relationship between state and local agencies
- Opportunity to show WRO how awesome Arizona WIC is!!

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# Excellence

- We are doing an amazing job in the following areas
  - Learning Management System (LMS)
  - A-133 audits
  - Baby Steps Initiative
  - Arizona WIC website enhancements
  - Farmer's Market checks in AIM

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# Opportunities for Change

- Mandated
- Best Practice
- Future Modifications

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# Mandated Changes

- Civil Rights and Nondiscrimination statement needs to be updated
- Calibration of length and height equipment
- Assignment of risk 903
- Caseload
- Bordering States Dual Participation (MOU)

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# Best Practice Suggestions

- Certification of the mother/baby dyad
- Streamlining proof of adjunctive eligibility



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# Future Changes

- It'll be better with HANDS
  - Verification of Certification (VOC)
  - Assignment of 903



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# Civil Rights/Nondiscrimination Statement

- Arizona WIC will update all documents, outreach materials, websites and posters that include the expired statement.
- All clinics will post the updated “And Justice for All” poster-warehouse
- The Notice of Ineligibility-updated in AIM

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- Where can staff find the updated version of the Civil Rights Non-Discrimination Statement?

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- Event Calendar
- Arizona Farmers' Market Nutrition Program
- Nutrition Education
- Physicians
- Program Integrity
- Contact Us

[Apply for WIC or Find a Clinic](#)

**Arizona Women, Infants & Children (WIC)**  
 (800) 252-5942  
 (800) 2525-WIC

To report WIC fraud & abuse, call our Fraud Hotline:  
 (866) 229-6561 or [email us](#)

**Hearing/Speech Challenges?**  
 Use Text Relay to Contact Us

- Chapter 9 [Civil Rights and Non-Discrimination](#)
- Chapter 10 [Emergencies and Disasters](#)
- Chapter 11 [Local Agency Proposals](#)
- Chapter 12 [Financial Management](#)
- Chapter 13 [Program Costs](#)
- Chapter 14 [Records and Reports](#)
- Chapter 15 [Audits and Management Evaluations](#)
- Chapter 16 [Informal Conferences and Hearing Procedures](#)
- Chapter 17 [Management Information Systems](#)
- Chapter 18 [Vendor Management](#)
- Chapter 19 [Breastfeeding Education and Support](#)



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# Equipment Calibration

- All Arizona WIC clinics will log the calibration of all anthropometric equipment on an annual basis.

## WIC Anthropometrics Module



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# Calibration

- Name the pieces of equipment that require annual calibration?

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# Assignment of risk 903-Foster Care

Arizona WIC Program - [Client Registration]

File Edit Item Record Query Window Help

9.0.26|Trnst|4515

**Family**

Family ID: 110740252

Authorized Rep 1 Last Name: TEST

Authorized Rep 1 First Name: FOSTER CHILD

MI1:  MI2:

Notes:

**Client**

Client ID: TEST

Last Name: TEST

First Name: FOSTER CHILD

MI1:  MI2:  SSN:

Birth Date: 05/02/2010

Age (Yrs.) (Months): 1 0

Gender:  Male  Female

Family Size: 1

WIC Family Size: 0

Proof of Identity: BIRTH CERTIFICATE

Application Date: 05/27/2011

Mother's ID:

Adj. Elig.:  Inc. Elig.:

Eligibility:

Buttons: Farmers Market, Ethnicity/Race, Health Care, Other Programs, Transfer Info, Previous Names, Communications, Previous Families

Migrant

Homeless

Group Home

Military

Refugee

Foster Care

Disability:

VOC:

Ineligibility Reason:

Family  Client Reg  Cert Action  Medical  Health  Nutr

**Forms**

Have you changed Foster Families within the last 6 months?

Yes No

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# Risk 903

## True or False?

Risk 903 is assigned when a child has entered the foster care system during the previous six months or moving from one foster care home to another foster care home during the previous six months.

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# Risk 903

- When Yes is selected, risk 903 is assigned.
  - Only answer Yes if the infant/child has entered into the foster care system in the past 6 months OR has changed foster families in the past 6 months.
- When no is selected, risk 903 is NOT assigned.
  - Answer No if the infant/child has been with the same family for the past 6 months.



# Certification of the mother/baby dyad

- Arizona WIC recognizes the importance of certifying the mother/baby dyad for breastfeeding promotion and support.

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# Name some benefits to certifying the mother/baby dyad together?

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# Proof of Adjunctive Eligibility

- Identify resources that can reduce barriers such as forgetting proof of income
  - [www.myahcccs.com](http://www.myahcccs.com)
  - [www.azdes.gov/myfamilybenefits/](http://www.azdes.gov/myfamilybenefits/)

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# [www.myahcccs.com](http://www.myahcccs.com)

The screenshot shows the AHCCCS website with a navigation bar at the top containing links for Applicants, Members, American Indians, Plans/Providers, Community Partners, and Oversight/Reporting. The main header features the AHCCCS logo and the text "Arizona's Medicaid Agency" alongside a photograph of a diverse group of people. Below the header is a banner with the text "Reaching across Arizona to provide comprehensive, quality health care for those in need." and a Google Custom Search box. The main content area is titled "About MyAHCCCS Member Website" and includes a breadcrumb trail: "AHCCCS Home > AHCCCS Members Home > This Page". A "Members Menu" is located on the left side of the page, listing various services such as "MyAHCCCS (Member Website)", "MyFamilyBenefits (DES/FAA Website)", "Make a Premium Payment", "Reporting Changes", "Renew Your Eligibility", "Extended Medical Benefits", "What are the Copayments?", and "Member Resources". The main text describes the MyAHCCCS website as a resource for members to access information about their eligibility and enrollment, and lists three key services: changing address, paying premiums, and changing health plans annually.

Applicants Members American Indians Plans/Providers Community Partners Oversight/Reporting

**AHCCCS**  
Arizona's Medicaid Agency

Reaching across Arizona to provide comprehensive, quality health care for those in need.

Google™ Custom Sea

AHCCCS Home > AHCCCS Members Home > This Page

## About MyAHCCCS Member Website

MyAHCCCS ([www.MyAHCCCS.com](http://www.MyAHCCCS.com)) is an AHCCCS website designed for members. The website provides information regarding your current and past eligibility and enrollment information. MyAHCCCS.com offers services for you like:

- Changing your address
- Paying your monthly premium
- Changing your health plan annually

**Members Menu**

- MyAHCCCS (Member Website)
- MyFamilyBenefits (DES/FAA Website)
- Make a Premium Payment
- Reporting Changes
- Renew Your Eligibility
- Extended Medical Benefits ▶
- What are the Copayments?
- Member Resources ▶

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7/12/2011 6:37:55 P.M.

ARIZONA DEPARTMENT OF ECONOMIC SECURITY  
EVERY CHILD, ADULT, AND FAMILY  
WILL BE SAFE AND ECONOMICALLY SECURE

[DES Home](#) | [About DES](#) | [FAQ's](#) | [Contact Us](#) | [Reports](#) | [Forms](#) | [Office Locator](#)

Search DES

Go

[Log In](#)

[Apply For Benefits](#) [Help](#)

### MyFamilyBenefits Log In

User Name:

Password:

[Forgot Your User Name?](#)

[Forgot Your Password?](#)



### What is MyFamilyBenefits?

MyFamilyBenefits is an online system that offers Arizona families an easy and secure way to access information about:

- Nutrition Assistance (Food Stamps)
- TANF Cash Assistance
- Medical Assistance

[For more information about these programs, visit our Web site.](#)

### What Can I Do on MyFamilyBenefits?

View information about:

- Applications for assistance
- Benefit status

Report Changes:

- Address
- Family Members
- Income

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My client forgot her husband's pay stub but can access her bank account on my computer so I can see the deposit. Can I accept this as proof of income?



# VOC

- Upon the release of HANDS, Arizona will have the ability to issue unique identification numbers per VOC for tracking and accountability purposes.
- For now, continue with the normal VOC issuance process

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Today I received a call from Carrie with the Washington WIC Program requesting a VOC for a client that is currently in the their office requesting services. What should I do?

- A. Request for Carrie to fax you a signed consent/release form
- B. Request Carrie's fax number and fax the VOC
- C. Nicely inform Carrie this would be a breach in confidentiality and request to speak with the client.

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# What should you do with the CAP

- Implement the plan in your agency, similar to how you do with the Management Evaluation (ME) CAP

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# October 2011

- Civil Rights Nondiscrimination Statement
- Equipment Calibration
- Assignment of risk 903
- Caseload
- Certification of the mother/baby dyad

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# Thank you!!



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