

WIC Investigative Services

“Secret Shoppers”

Celia Nabor
Program Integrity



Health and Wellness for all Arizonans

azdhs.gov



RFP

- Request from local agencies
- Revision of existing investigation contract
 - Vendor investigations
- Includes covert clinic investigations
- Procurement-Final phase
- Will be announced in the next two weeks

Monitoring

- Vendors
 - Overt and covert monitoring
- Local Agencies
 - ME process-overt
 - NEW-Covert

LA Monitoring

- No Entrapment!
 - Reason to investigate
 - Complaints and staff monitoring reports
 - Impact to your staff
- Confidential
- Conservative with volume

Goals

- Provide local agency directors with a different perspective
- Identify liabilities
- Improved operations and quality of services

Questions?



Health and Wellness for all Arizonans

azdhs.gov



PI Staff Change

- Amanda Dean-Special Investigations Supervisor
 - Last day –January 31, 2013
 - Interim coverage-Terri King