Chapter One
General Administration
Chapter One – General Administration

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Overview

Goal

The WIC Program provides nutrition and breastfeeding support and information, supplemental nutritious foods, and referrals to other health and social services as an adjunct to good health care during critical times of growth and development, in order to prevent occurrence of health problems, and to improve the health status of eligible women, infants and children.

In efforts to increase accessibility to WIC, local agencies shall make accommodations outside normal business hours (i.e., Monday through Friday, 8:00am-5:00pm). Scheduled appointments shall also be made available to WIC applicants who request them.
## Section A
### Administrative Responsibilities

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**Records and Reports Chapter 14**

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*X means must be done

**“Update” means to review and update as needed**
Section B
Local Agency Staffing

WIC Program Director/Manager

Each Local Agency (LA) shall designate a WIC Program Director/Manager (Director) who has previous WIC and/or community health experience. If the Director will certify potential WIC clients, or provide high-risk counseling and/or formula authorization to WIC participants, then the Director must be a Registered Dietitian.

In lieu of a Registered Dietitian and with prior approval from the State, the Local Agency shall designate a Director with a minimum of an undergraduate degree, from an accredited institution, in nutrition (community nutrition, public health nutrition, nutrition education, human nutrition or nutrition science) or a related field such as home economics or biochemistry, with an emphasis in nutritional science.

NOTE: Previous WIC and/or community health experience and/or a Master’s degree in a related subject are desirable.

Nutrition Services Coordinator

The Local Agency will identify a Nutrition Services Coordinator/Manager who is a Registered Dietitian with at least 2 years of WIC experience. The position will oversee all WIC Nutrition Services for the agency. The roles and responsibilities of the Nutrition Coordinator/Manager can be found in Appendix A.

Registered Dietitian

Each Local Agency shall provide a Registered Dietitian as a WIC Nutritionist to perform high-risk counseling, formula authorization, and, as necessary, Certification of clients. The Local Agency will provide the services of WIC Nutritionists in the number proportional to the Agency’s needs/caseload.

The WIC nutritionist will have a minimum of an undergraduate degree, from an accredited institution, in nutrition (community nutrition, public health nutrition, nutrition education, human nutrition or nutrition science) or a related field such as home economics or biochemistry, with an emphasis in nutritional science.

International Board Certified Lactation Consultant (IBCLC)

Each LA shall staff an IBCLC to provide advanced lactation counseling and support to WIC participants.

Breastfeeding Coordinator

The Local Agency will identify a designated breastfeeding expert (DBE) to serve as the Local Agency Breastfeeding Coordinator. The Breastfeeding Coordinator will oversee all WIC breastfeeding services for the Local Agency to ensure all participants have access to breastfeeding promotion and support services. The roles and responsibilities of the Breastfeeding Coordinator can be found in Appendix B.
**Training Coordinator**

The Local Agency will identify a Training Coordinator. The Training Coordinator will oversee and facilitate both new employee and ongoing WIC training for the Local Agency, including certifying that staff have met competencies prior to providing services without supervision. The roles and responsibilities of the Training Coordinator can be found in Appendix C.

**Paraprofessional Certifiers/ Community Nutrition Workers or Equivalent**

The Local Agency will provide nutrition/health personnel in numbers proportional to the Agency’s caseload. These individuals will certify applicants for participation in the Arizona WIC Program. These individuals will have the minimum of a high school degree or equivalent.

**NOTE:** Previous nutrition or health-related job experience is desirable.

**Clerks**

At the option of the Local Agency, clerks will perform administrative support within WIC clinics. Such individuals will have the minimum of a high school degree or equivalent.

**NOTE:** Previous clerical or work experience is desirable.
Section C
Workplace Mandates

No Smoking Policy

State and Local Agencies will establish mandatory no smoking policies in each WIC clinic pursuant to the Federal Fiscal Year (FFY) 1994 Agriculture, Rural Development, Food and Drug Administration, and Related Agencies Appropriations Act (Public Law 103-111).

Drug-Free Workplace

State and Local Agencies will adhere to the rules and policies established pursuant to federal drug-free workplace mandates. 5 U.S.C. § 7301, 41 U.S.C. § 701, and Presidential Executive Order No. 12564.
Section D
Conflict Of Interest

Policy

Arizona Department of Health Services and the Local Agencies shall ensure that no conflict of interest exists between any WIC agency personnel and participants and/or food vendor(s) within their respective jurisdiction.

The Local Agency’s Conflict of Interest policy must be forwarded to the Arizona WIC Program for approval. When changes are made to the LA Policy, the changes must be forwarded for approval.

WIC Directors shall review their Conflict of Interest policy annually and ensure that all employees know the policy.

All WIC personnel (State and Local Agency) must sign a Conflict of Interest form upon hire and annually thereafter. It is the employee’s responsibility to keep the forms updated each time a major change occurs in their personal affairs or official duties for any and all real, perceived, or potential conflicts of interest.

Each LA shall maintain a file of signed and dated Conflict of Interest forms that will be subject to examination at Management Evaluation visits.

WIC employees shall not engage in activities which violate federal or state laws, WIC policies, or which, in any way, diminish the integrity, efficiency, or quality of the WIC Program.

WIC employees shall not misappropriate or alter food benefits (to include eWIC cards).

WIC employees shall not enter false or misleading information into case records.

WIC employees shall not create records for fictitious participants.

WIC employees shall not share their username and passwords for any applications in the WIC Program (i.e., HANDS)

WIC employees shall not perform their official duties in a manner that would result in preferential or discriminatory treatment to any person or vendor.

WIC employees shall not, directly or indirectly, ask for, give, receive, or agree to receive any compensation, gift, reward, or gratuity for performing, omitting, or deferring the performance of any job-related duties.

WIC employees who are related to, reside in the same household with, or are close friends of a participant shall not be involved in providing direct participant services (i.e., Certification, Food Benefit issuance). In addition, WIC employees may not provide services to themselves. All exceptions to this rule, such as situations of clinics staffed by one person, must receive prior approval from the State WIC Director.
WIC employees shall not abuse, misuse, or disclose confidential information in a manner that can result in a direct benefit to the employee or immediate family member or business associate.

WIC employees shall not engage in any activities which create a conflict of interest between the employees’ assigned functions and any other interests or obligations or those of immediate family members or business associates. A WIC employee may not supervise another member of the employee's immediate family.

WIC employees shall not access the HANDS automation system or any client files for any non-business related reason(s).

WIC employees shall report to their WIC Director or State WIC office any circumstances they observe of suspected employee fraud and abuse.

**NOTE:** Failure to comply with the terms of this policy may result in the employee being subject to appropriate disciplinary or corrective action, including deactivation of HANDS user accounts.

**NOTE:** This policy does not intend to deny any employee opportunities available to all other citizens of the state to acquire private economic or other interests so long as this does not interfere with their WIC duties or disadvantage the WIC Program in any manner. Conflicts of interest are not necessarily unwarranted, unethical or illegal, nor are they always avoidable. Rather, it is the failure to disclose conflicts or potential conflicts to appropriate authorities; to comply with approved conflict of interest policies; to continue to engage in a conflict after disapproval by appropriate authorities; or to further conduct oneself in a manner that unethically hurts, hinders, or disadvantages the WIC Program that must be avoided.
Section E
Disaster Plan

Policy

The State Agency will be responsible for the coordination of relief efforts for WIC participants in case of natural disaster and emergencies.

The Local Agency will contact the State Agency to report the disaster situation to develop a local WIC disaster plan.

Procedure

The State Agency WIC Program Integrity Manager will coordinate with the State of Arizona Division of Emergency Management, Arizona Emergency Operations Center, vendors and volunteer agencies.

The Local Agency Director will ensure the State Agency has their most recent contact information.

Retail System in Place

If the retail purchase system is in place in the disaster area, the Local Agency will do the following:

• Coordinate with volunteer agencies to secure temporary clinic sites, if necessary.
• Issue automated Food Benefits, if available.
• Mail Food Benefits, if postal services are available.

Retail System Not in Place

If the retail purchase system is not in place in the disaster area, the State Agency will function in accordance with the State of Arizona Emergency Operations Plan.

Evacuations

Participants will be transferred to the WIC clinic nearest their evacuation site.

Local Agencies will give the evacuees precedence status regarding appointments.
Section F
New, Moving, and Closing Local Agency Clinics

Policy

There are times that it becomes necessary for Local Agencies to open, move or close clinics in order to best serve our WIC participants. When such occasions occur, local agencies will follow this streamlined procedure and notification processes. This will ensure timely communication and also ensure that the local agency has all resources they need to make the transition successful.

Procedure to Open a New Clinic

To open a new clinic, the Local Agency WIC Director (or designee) shall contact the WIC Service Desk at least 10 weeks in advance. The WIC Service Desk will provide the Local Agency with an electronic copy of the New Clinic Checklist. The Local Agency shall complete the New Clinic Checklist and remit to the WIC Service Desk within 10 business days.

Procedure to Move an Existing Clinic

To move a clinic to a new location, the Local Agency WIC Director (or designee) shall notify the WIC Service Desk of the plans to move locations. The WIC Service Desk will provide the Local Agency with an electronic copy of the Moving a Clinic Checklist. The Local Agency shall complete the Moving Clinic Checklist and remit to the WIC Service Desk within 10 business days.

Procedure to Close an Existing Clinic

To close a clinic, the Local Agency WIC Director (or designee) shall notify the WIC Service Desk at least 10 weeks in advance, when possible, and provide the following information:

• Clinic ID/Clinic Name
• Clinic information (including address & phone)
• Date of clinic closure

Supporting Documents

In addition to the document(s) that will be sent by the WIC Service Desk, there are additional resources in Appendix E that local agencies can use to assist them. Included in these resources are a local agency clinic needs assessment, a list of materials that are needed for a new clinic, and a checklist to use to plan for clinic storage space.
# Section G
## Abbreviations

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<th>Full Form</th>
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<td>ACESDV</td>
<td>Arizona Coalition to End Sexual and Domestic Violence</td>
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<td>ADA</td>
<td>Americans with Disabilities Act of 1990</td>
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<td>ADHS</td>
<td>Arizona Department of Health Services</td>
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<td>AHCCCS</td>
<td>Arizona Health Care Cost Containment System (Arizona’s Medicaid program)</td>
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<td>A.R.S.</td>
<td>Arizona Revised Statutes</td>
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<td>BFPC</td>
<td>Breastfeeding Peer Counselor</td>
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<td>BNPA</td>
<td>Bureau of Nutrition and Physical Activity</td>
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<td>CACFP</td>
<td>Child and Adult Care Food Program (Arizona Department of Education Child Care Food Program)</td>
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<td>CDC</td>
<td>Centers for Disease Control and Prevention</td>
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<td>CHIP</td>
<td>Children’s Health Insurance Program (Kids Care in Arizona)</td>
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<td>CNW</td>
<td>Community Nutrition Worker</td>
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<td>CPA</td>
<td>Competent Professional Authority</td>
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<td>CRS</td>
<td>Children’s Rehabilitative Services</td>
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<td>CSFP</td>
<td>Commodity Supplemental Food Program (Food Plus)</td>
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<td>DHHS</td>
<td>Department of Health and Human Services</td>
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<td>Food Distribution Program on Indian Reservations</td>
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<td>FI</td>
<td>Food Instrument</td>
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<td>Health Insurance Portability And Accountability Act</td>
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<td>International Board Certified Lactation Consultant</td>
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<td>Indian Health Services</td>
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<td>Memorandum of Understanding</td>
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<td>Office of Management and Budget</td>
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<td>Description</td>
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<td>PCE</td>
<td>Participant Centered Education</td>
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<td>The Arizona Partnership for Immunization</td>
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<td>WIC</td>
<td>Special Supplemental Nutrition Program for Women, Infants and Children</td>
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<td>Western Regional Office</td>
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Chapter One – General Administration

Section H
Definitions

Introduction

This section includes definitions of words that are frequently used throughout the Arizona WIC Program Policy and Procedures Manual.

Applicant

Applicant means pregnant women, breastfeeding women, postpartum women, infants, and children who are applying to receive WIC benefits, and the breastfed infants of applicant breastfeeding women.

Applicants include individuals who are currently participating in the program but are re-applying because their certification period is about to expire.

Alien Student

Alien students may not be excluded from WIC participation on the basis of their alien status. Participation in WIC does not impact aliens who have been granted Lawful Temporary Resident Status (LTRS) or who are applying for such status.

WIC participation, however, may subject student aliens to deportation proceedings if it is found that they have become a “public charge.” This is determined and enforced by U.S. Immigration and Customs Enforcement (I.C.E.). Therefore, if an applicant reveals their citizenship status as student alien, they should be referred to I.C.E. for counseling. Assure all applicants that WIC does NOT share citizenship information with anyone.

Children born in the United States to alien student families are U.S. citizens and are entitled to WIC benefits; this will not affect their parents’ visas.

Americans with Disabilities Act

The Americans with Disabilities Act of 1990 (ADA), is the Federal law promoting equal opportunities to persons with disabilities, by requiring that barriers to equal access be eliminated.

Authorized Representative

The person, other than the WIC participant, who has the authority to sign for the participants of an economic unit, who is responsible for following the WIC regulations, and may pick up and redeem WIC food benefits for authorized WIC foods.
Avoidance of Conflict of Interest

The primary means by which WIC employees maintain public confidence in the impartiality and objectivity of the WIC Program. Avoiding and preventing situations that can result in or appear to result in conflict of interests minimizes the possibility of conflict of interest.

Banking Contractor

The financial institution under contract to provide visual and computer edits of redeemed WIC food benefits.

Breastfed Infant

For categorical eligibility, any infant receiving its milk from breast milk.

Breastfeeding Woman

For categorical eligibility, any woman feeding her breast milk to an infant(s) at least once a day.

Business Integrity

Relates to the business honesty of the Vendor’s owners, officers or managers.

Cash Value Food Benefit/Cash Value Voucher

Means a fixed-dollar amount food benefit known as a check, voucher, or electronic benefit transfer (EBT) which is used by a participant to obtain authorized fruits and vegetables.

Categorical Eligibility

Individuals who are eligible for WIC services because they are pregnant, postpartum, and/or breastfeeding women, infants up to their first birthday, and children age one (1) through the last day of their fifth (5) birthday month.

Certification

The process used to determine an applicant’s eligibility or ineligibility for WIC services. Certification is performed at the initial application and before each certification period expires.

Certification Period

Time frame for which each category of participant is certified as eligible for services from the WIC program.

Certified Mail

U.S. Postal Service’s method of delivering mail which requires a return receipt to the sender acknowledging receipt by the recipient.
Certifiers

The Competent Professional Authority (CPA) is the staff at the Local Agency that is responsible for determining nutritional risk and for prescribing supplemental foods.

Persons authorized to serve as CPA’s are individuals who have documentation on file verifying they have been trained in certifying participants and prescribing supplemental foods:

- Physicians
- Nutritionists (B.S., B.A., M.P.H. or M.S. in nutrition, dietetics, public health nutrition, or home economics with emphasis in nutrition), Registered Dietitians
- Registered Nurses
- Physician’s Assistants (certified by the National Committee on Certification of Physician’s Assistant or certified by the State medical certifying authority)
- Trained paraprofessional (community nutrition workers [CNW], health aides, etc.)

Child

For categorical eligibility, a child age one (1) through the last day of her/his fifth (5) birthday month.

Civil Money Penalty

A monetary penalty based on violations of the Contract, the Manual, State or Federal statutes or regulations. If the violations are not fraudulent, this may be assessed against the Vendor at the discretion of the Department if participant hardship would occur if the Vendor was disqualified.

Comparable

Prices charged to WIC participants/authorized representatives for authorized foods, which must be within 140% of similar type stores.

Compliance Buys

A covert, on-site investigation in which agents of the Department or Federal WIC program anonymously redeem WIC food benefits to determine if the Vendor or Farmer is following policy and procedures as outlined in the Vendor Contract, Vendor Manual, and WIC Policy and Procedure Manual.

Confidential Information

Any information that is not reasonably available to the public. All WIC participant information is considered confidential.
Conflict of Interest

Relates to the standard of ethical conduct in the discharge of a person’s duties. Conflict of Interest is defined as the interests or concerns of employees, or their immediate families or business associates, coinciding with the interests or functioning of the WIC Program. This conflict may be real, apparent, or potential, conflict of interest that arises from an activity or situation that places a WIC employee in a real, potential or apparent conflict between their private interests and their official duties and responsibilities.

Conflict of Interest Requirements

Objective standards designed to eliminate potentially compromising situations, thus protecting the employee, other employees, the Local Agency, the WIC Program, vendors, and the public interest.

Department

The Arizona Department of Health Services, Division of Public Health Services, Bureau of Nutrition and Physical Activity.

Disqualification

The act of ending program participation of a participant, an authorized food vendor, or an authorized Local Agency. Disqualification can occur for administrative or punitive reasons and can be made for specified time periods.

Dual Participation

Simultaneous participation in more than one WIC program or simultaneous participation in WIC and CSFP.

Economic Unit / Household / Family

A group of related or non-related individuals who are living as one economic unit that share income and consumption of goods and/or services. For the purposes of WIC, the terms “economic unit” and “family” can be used interchangeably, but economic unit is the more appropriate terminology.

NOTE:

- Residents of a homeless facility/shelter/institution are not considered an “economic unit”
- More than one economic unit can live under one roof where general economic independence of the units has been determined through appropriate questioning
- A pregnant woman and her unborn child(ren) are counted as two (or more, i.e., twins) persons for determination of economic unit size
- A foster child is considered an economic unit of one (1) if he/she is the legal responsibility of a welfare or appropriate agency but may reside with a foster family
Employee Fraud and Abuse

The intentional conduct of a State, local agency or clinic employee which violates program regulations, policies, or procedures, including, but not limited to, misappropriating or altering food benefits or cash-value vouchers, entering false or misleading information in case records, or creating case records for fictitious participants.

Endorsement

The Vendor’s identification, for banking purposes, affixed to the back of the food instrument.

Fair Hearing

The administrative review process by which a Vendor may appeal adverse action.

Farmer

An individual authorized by the Department to sell eligible fruits and vegetables to participants/authorized representatives at a farmers’ market or roadside stands. Individuals, who exclusively sell produce grown by someone else, such as wholesale distributors, cannot be authorized.

First Date to Use/Last Date to Use

The date the food benefit becomes valid (issue) until midnight of the day indicated on the “Last date to Use” line on the food benefit.

Food and Nutrition Service

The Food and Nutrition Service (FNS) of the United States Department of Agriculture.

Food Benefit

A voucher, check, electronic benefits transfer card (EBT), coupon or other document which is used by a participant to obtain supplemental foods.

Food Sales

Sales of all Food Stamp/Supplemental Nutrition Assistance Program (SNAP)-eligible foods intended for home preparation and consumption, including meat, fish, and poultry; bread and cereal products; dairy products; fruits and vegetables. Food items such as condiments and spices, coffee, tea, cocoa, and carbonated and non-carbonated drinks may be included in food sales when offered for sale along with foods in the categories identified above. Food sales do not include sales of any items that cannot be purchased with Food Stamp/SNAP benefits, such as hot foods or food that will be eaten in the store.

Food Stamp/SNAP

Food Stamp/SNAP authorized by the Food Stamp Act of 1977.
Health Professional

Health professionals include: Physicians, Registered Dietitians, Registered Nurses, Physician’s Assistants (certified by the National Committee on Certification of Physician’s Assistants or certified by the State medical certifying authority) and Nutritionists (B.S., B.A., or M.S. in nutrition, community nutrition, dietetics, public health nutrition or home economics with emphasis in nutrition).

The health professionals that make referrals to WIC and write prescriptions for special formulas include Physicians (M.D. or D.O.), Nurse Practitioner (N.P.) or Physician’s Assistants (P.A.).

Homeless Facility

- A supervised publicly or privately operated shelter (including a welfare hotel or congregate shelter) designed to provide temporary living quarters
- A facility that provides a temporary residence for individuals intended to be institutionalized; or
- A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for humans

Homeless Individual

Person who lacks a fixed and regular nighttime residence or whose primary nighttime residence is one of the following:
- A supervised publicly or privately operated shelter (including a welfare hotel, congregate shelter, or shelter for victims of domestic violence) designed to provide temporary living accommodations
- An institution that provides a temporary residence for individuals intended to be institutionalized
- A temporary accommodation of not more than 365 days in the residence of another individual
- A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for humans

Immediate Family

An employee’s spouse or partner and any children, parents, brothers and sisters, grandchildren, grandparents, nieces and nephews, and same relationship of step categories, of the employee and the spouse/partner; as well as other relatives who share the employee’s home or otherwise are dependent on the employee or the spouse/partner for support.

Income

Guidelines set by the federal government, which specify income allowable criteria for program participation.

Infant

For categorical eligibility, a child less than one (1) year of age.
Institution

A residential accommodation with meal service, excluding private residences and homeless facilities, designed to provide temporary living accommodations.

Intent to Violate

Any action or attempt by a participant, authorized representative, or a proxy that is determined by the Program in its discretion to be an intentional action or attempt to (1) disobey any federal or state statutes, regulations, policies, or procedures governing the Program, or (2) buy, sell, trade, or give away any WIC foods, WIC items, or other WIC issued benefits. An intent to violate will hold accountable a participant, parent or caretaker of an infant or child participant, or proxy, for actions or attempts knowingly or unknowingly carried out on their behalf by another individual.

Local Agency

Local non-profit agencies, county health departments and tribal entities under contract with the Department to implement and enforce policies and procedures of the WIC Program.

Migrant

An individual whose principal work is in agriculture or logging (>50% of job) on a seasonal basis, and who has been so employed in the last 24 months. For the purposes of such employment, a migrant establishes a temporary abode. Only the migrant worker or those members of the family who actually travel with the migrant worker will be counted as migrants.

Notice

The mechanism by which the Department informs the Vendor Applicant or current Vendor of specific actions pertaining to the application or executed contract.

Nutritional Risk

- Detrimental or abnormal nutritional conditions detectable by biochemical or anthropometric measurements
- Other documented nutrition-related medical conditions
- Dietary deficiencies that impair or endanger health; and
- Conditions that predispose persons to inadequate nutritional patterns or nutrition-related medical conditions

Participant Identification

Method used by WIC staff at certification and when issuing food benefits to check the identity of each participant.
Participant’s Identifying Mark

An “X” that a participant may use in place of a signature when signing food benefits, certification forms, requests for transfer of record, or any document requiring a signature. The Local Agency staff member will verify the individual’s mark by writing “for (participant’s name) by (staff member signature).

The cashier will verify the individual’s mark by writing “for (participant’s name) by (cashier signature) when food benefits are redeemed at the store. The participant identification folder/transfer card will reflect the use of the “X” signature.

Policy and Procedure Manual

The Arizona WIC Program Policy and Procedure Manual or Vendor Manual and all amendments thereto.

Postpartum Woman

For categorical eligibility, a non-breastfeeding woman up to six months after the end of her pregnancy.

Priority Status

Applicants are enrolled in WIC according to the priority category of their nutritional risk(s), according to the “Arizona WIC Program, Nutritional Risk Factors by Priority for Service.”

Proxy

A person, other than the WIC participant/authorized representative, who is authorized by the clinic and the participant/authorized representative to sign the Proxy Certification form, and to pick up and redeem WIC food benefits.

Proxy Certification

The fields in HANDS completed at the WIC clinic that identifies the proxy as the person who is authorized to redeem WIC food benefits for the participant/authorized representative. The signature on the Proxy Form signature type in HANDS must match the clinic signature and countersignature obtained at the store or farmer location on the food benefit.

Rain Check

Any document or list which allows a participant/authorized representative to receive WIC authorized item(s) after the date the food benefit is redeemed.

Regression

A relapse in nutritional status or a nutrition-related medical condition to a formerly determined detrimental level.
Chapter One – General Administration

Replacement Food Benefit

The negotiable food benefit used by the Department to reimburse a Vendor who has requested a second level review and is due monies.

Residency Requirement

Applicants must meet residency guidelines that require the participant to reside in Arizona, preferably in the service area of the Local Agency. The service area is defined by the Local Agency.

Retention of Records

It is the Vendor’s responsibility to maintain all documents and records which pertain to a Vendor’s participation in the WIC Program for five (5) years after the date of the Contract.

All records pertaining to a specific fiscal year will normally be retained for 5 years and 5 months after the federal fiscal year (FFY) ends September 30th.

Rural Area

An area with a population of less than ten thousand persons according to the most recent United States Decennial Census.

Similar Type Stores

Stores that are similar in classification as determined by the store’s response to questions answered on the Arizona WIC Program Vendor Application form.

Subpoena

A request for information or an appearance in court issued by the clerk of the court. It does not represent a court’s ruling that WIC information must be released.

USDA

The United States Department of Agriculture, which is the Federal Department that oversees the WIC program nationally.

Urban area

An area with a population of ten thousand or more according to the most recent United States Decennial Census.

Vendor

A grocery store, military commissary, or pharmacy authorized and under Contract with the Department to redeem WIC food benefits or otherwise provide supplemental foods to WIC participants/authorized representatives.
WIC Authorized Foods

Those specific foods which the WIC state agency, using USDA standards, has approved for the current year for participants to receive using their food benefits.

WIC Benefits/Items

Any item received from the WIC Program to include WIC food benefits, WIC foods purchased with WIC food benefits, breast pumps (personal and hospital grade), breast milk storage bags, breast shells, nursing pads, breast milk storage bags, and nursing bras.

WIC Clinic

A facility where women, infants, and children are screened and determined to be eligible to participate in the WIC Program.

WIC Food Benefit

A negotiable food benefit issued by the Arizona WIC Program and used by a WIC participant/authorized representative to receive authorized supplemental foods.

WIC Participants

Pregnant, breastfeeding or postpartum women, infants and children up to age five (5) years who are receiving WIC authorized supplemental foods, food benefits under the WIC program, and the breastfed infant of participating breastfeeding women.

WIC Price/Stock Survey

The Department survey (also known as a market basket assessment) that consists of a specified group of WIC authorized food items. The Department uses the price data collected for these food items to assess competitive price, monitor retail price increases, compare wholesale to retail, monitor market trends, and for food forecasting. The price data is not used to set or establish the maximum redemption amount for food benefits.

WIC Program

The Special Supplemental Nutrition Program for Women, Infants and Children authorized by Section 17 of the Child Nutrition Act of 1966, as amended.

WIC Vendor Identification Stamp

The rubber stamp with the authorized Vendor or Farmer’s unique four (4) digit identification number that is issued by the Department and used for validating WIC food benefits. Vendors and Farmers are provided with two (2) ID stamps and they both remain the property of the Arizona WIC Program.
Appendix A
Nutrition Services Coordinator
Qualifications and Responsibilities
Local Agency Nutrition Coordinator Qualifications and Responsibilities

The qualifications include:

1. Credentials of a Registered Dietitian or Registered Dietitian Nutritionist (RD/RDN)
2. At least 2 years of job-related experience providing high risk counseling and WIC services
3. Master’s Degree preferred (counts as 1 year of experience)

The roles and responsibilities include:

1. Leads the development of the Local Agency nutrition services plan in coordination with the Breastfeeding and Training Coordinators
2. Develops Local Agency policies, procedures, or guidelines that pertain to nutrition services (e.g., nutrition assessment, nutrition education, food package prescriptions, and job descriptions)
3. Oversees the development of and seeks approval from State agency for any nutrition education materials that are developed or utilized in addition to state provided materials
4. Coordinates direct nutrition services so all participants have access to quality nutrition services in accordance with minimum frequency standards
5. Oversees food and formula prescriptions and coordinates with medical providers as appropriate
6. Collaborates with Training Coordinator to develop Local Agency training schedule including new employee training, ongoing training and mentoring, and nutrition in-services to Local Agency staff who provide nutrition services to participants
7. Provides support and supervision to local WIC agency staff involved with nutrition assessment or delivery of nutrition services
8. Participates in local and state workgroups to improve nutrition and program services
9. Develops and manages the nutrition services budget and ensures that at least 1/6 of the administrative budget is expended on nutrition education
10. Oversees the development and implementation of a quality assurance plan
11. Coordinates nutrition services with other WIC program operations, Local Agencies and community organizations
12. Provides technical assistance and consultation to other Local Agency staff and other health professionals regarding nutrition services
Appendix B
Breastfeeding Coordinator
Qualifications and Responsibilities
Local Agency Breastfeeding Coordinator
Qualifications and Responsibilities

The qualifications include:

1. Designated breastfeeding expert. Credentials of an IBCLC preferred
2. Meets the qualifications for a CPA
3. Has experience in program management
4. Has a minimum of 1 year experience providing breastfeeding counseling

The roles and responsibilities include:

1. Oversees the planning, implementation and evaluation of the Local Agency breastfeeding activities
2. Assesses staff breastfeeding educational needs and comfort levels; Develops individual staff training plans and trainings based on identified gaps in education and/or comfort level; and ensures Local Agency staff are properly trained
3. Provides ongoing supervision and support of Local Agency staff regarding breastfeeding
4. Follows-up with participants as needed if staff have identified a participant need or request that is out of their scope of practice
5. Keeps current with up-to-date breastfeeding information and disseminates this as well as FNS-provided information to other Local Agency staff
6. Identifies, coordinates and collaborates with community breastfeeding stakeholders
7. Monitors Local Agency breastfeeding rates
8. Ensures breast pump issuance is logged and breast pump inventory is monitored
9. Attends annual Breastfeeding Coordinators meeting
10. Completes quarterly breastfeeding report
Appendix C
Training Coordinator
Qualifications and Responsibilities
Local Agency Training Coordinator
Qualifications and Responsibilities

The qualifications include:

1. A BS/BA degree in nutrition, public health or related field
2. A minimum of 2 years of job-related experience including direct WIC services
3. Credentials of a Registered Dietitian or Registered Dietitian Nutritionist (RD/R.D.N.) preferred
4. Knowledge of adult learning theory preferred

The roles and responsibilities include:

1. Leads the development of the Local Agency staff training portion of the Nutrition Services plan in coordination with the Nutrition and Breastfeeding Coordinators
2. Coordinates new employee training plan including:
   a. Completing all documentation and agreement declaration
   b. Mentoring or assigning mentors for new employees through completion of new employee training plan
   c. Ensuring new employee observations and chart reviews are completed according to State policy
   d. Ensuring competency of staff prior to filing certification paperwork with State office, per State policy
3. Provides technical assistance and consultation to Local Agency staff and other health professionals on staff training topics
4. Plans, develops and/or facilitates staff training through various methods including but not limited to state e-learning courses, blended learning approach and in-service training to ensure staff have skills in providing participant centered nutrition education
5. Completes PCS Champions LMS course and ensures any other training designees have also completed course
6. Attends state required trainings and/or designated state meetings for Training Coordinators
Appendix D
Sample Conflict of Interest Form
Conflict Of Interest - SAMPLE

WOMEN, INFANTS AND CHILDREN PROGRAM
CONFLICT OF INTEREST DISCLOSURE STATEMENT

I have read and do understand the Women, Infants And Children Program’s (WIC) Conflict of Interest policy. By signing below, I am agreeing to always follow the policy.

And, to the best of my knowledge and belief, except as I have stated below, neither I nor any person with whom I have a personal, family or business relationship has a direct or indirect interest in or relationship to any individual or business that does or proposes to conduct business with WIC, including participants.

I will inform my supervisor, before any activity or discussion, if I find that I or any person with whom I have a personal, family or business, relationship may have a direct or indirect interest in or relationship to any individual or business that does or proposes to conduct business with WIC, including certification.

☐ I do not have any conflict of interests.

☐ I do have or may have a conflict of interest, which is (if needed attach separate page):

<table>
<thead>
<tr>
<th>Name of Family Member or other individual posing a conflict</th>
<th>Relationship</th>
<th>Employer/Title (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: John Doe</td>
<td>Brother</td>
<td>Manager at Fry’s</td>
</tr>
</tbody>
</table>

Full Name (printed): 

Signature: ___________________________ Date: _______________________

Supervisor Signature: ___________________________ Date: _______________________

Arizona WIC Program  
Policy and Procedure Manual  
Original: March 1997  
Revision: October 2017
Appendix E
New, Moving, and Closing Local Agency Clinics
Complete Instructions
Notification Process for New/Moving/Closing Clinics

1. New Clinic Notification Process
2. Moving a Clinic Notification Process
3. Closing a Clinic Notification Process

This is the EXTERNAL notification process for new, moved and closed WIC clinics.

From time to time, it becomes necessary for Local Agencies to open, close, or move clinics in order to best serve our WIC clients. In an effort to meet this need, we are streamlining the Local Agency notification process while ensuring that each area within the ADHS WIC team is notified in a timely manner of any changes to the WIC clinics. This document will be used to guide Local Agencies in the notification process for new/moving/closing WIC clinics to ensure each ADHS WIC team is given the opportunity to assess the clinic within their area of expertise and ensure the clinic is operational based on its status.

If you have any questions or need assistance, please contact the WIC Service Desk at 855-432-7220 or email us at: WICServiceDesk@azdhs.gov

How you can use this tool:

- Who do I need to contact when I have a change in clinic status?
- What information do I need to provide?
- What follow-up can I anticipate from the ADHS WIC team?

Additional Resources:

Additional clinic checklists for needs assessment, materials and business documents can be found in this Appendix. These checklists are provided as a tool to ensure that each clinic has the appropriate resource materials on hand in order to meet Federal and State requirements.

If you have any questions regarding these requirements, please contact your Nutrition Consultant.
New Clinic Notification Process

Local Agency initiates the process

1. Local Agency **WIC Director** (or designee) notifies the WIC Service Desk [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) that they will be opening a new clinic. [The ADHS WIC program staff request at least a 10-week notice on any new clinic openings.]
   
   - The WIC Service Desk will open a ‘FootPrints’ ticket to track internally.

2. **WIC Service Desk** will provide the Local Agency with an electronic copy of the NEW Clinic Checklist. The Local Agency will complete the NEW Clinic Checklist and remit to the WIC Service Desk within 10 business days. **NOTE: Please complete and submit all sections, as instructed, to the WIC Service Desk.**

3. Upon receipt of completed NEW Clinic Checklist, the **WIC Service Desk** will:
   
   - Assign the ‘FootPrints’ ticket to the proper IT tech team.
   - Notify **MIS QA Manager**.
     - MIS QA team works with the Local Agency to create the clinic in HANDS
   - Upon receipt of new clinic ID, WIC Service Desk will create the new clinic in Clinic Search. The WIC Service Desk will notify the Local Agency of the creation of the new clinic for staff to enter hours and any appropriate messages.
   - Near the proposed opening date, WIC Service Desk will work with the Local Agency to ‘activate’ the new clinic’s info for the public.

4. During the assessment of the new clinic, the **WIC Director** (or designee) may be contacted by the following areas to ensure all new clinic requirements are met or on track:
   
   - **Nutrition Consultant/Manager** provides support to the Local Agency WIC Director (or designee) on areas, as needed.
   - **MIS QA** team works directly with the WIC Director (or designee) to establish new clinic ID number.
   - **IT Lead** works with Local Agency IT staff to assess technical needs and determine if any computers or peripheral equipment needs to be assigned or ordered. WIC Director (or designee) may need to submit a hardware request if equipment needs to be purchased.
   - **Program Integrity** team works with the WIC Director (or designee) to arrange FI ordering, assess additional document needs and arrange drop shipping, if applicable.
   - **Breastfeeding Manager** works with the WIC Director to arrange any breast pump inventory.
   - **WIC Service Desk** works with the WIC Director (or designee) to ‘activate’ the new clinic for the public. The new clinic can only be created by the WIC Service Desk.

**WIC Director (or designee)** is responsible for managing their clinic information by: adding clinic hours, hours notes, special service notes and identifying employee roles for their new clinic in Clinic Search.
Moving a Clinic Notification Process

Local Agency initiates the process

1. Local Agency **WIC Director** (or designee) notifies the WIC Service Desk [WICServiceDesk@azdhs.gov] that they will be moving a clinic.
   - The WIC Service Desk will open a ‘FootPrints’ ticket to track internally.

2. **WIC Service Desk** will provide the Local Agency with an electronic copy of the MOVING Clinic Checklist. The Local Agency will complete the MOVING Clinic Checklist and remit to the WIC Service Desk within 10 business days.

3. **WIC Director** (or designee) is responsible for managing their clinic information by:
   - updating their clinic address in HANDS and
   - updating their clinic information in Clinic Search

   Please work with the WIC Service Desk if you need the clinic ‘inactivated’ for any period of time during the transition.

4. During the assessment of the moved clinic, the WIC Director (or designee) may be contacted by the following areas to ensure all clinic requirements are met or on track:
   - **Nutrition Consultant/Manager** provides support to the Local Agency WIC Director (or designee), as needed.
   - **MIS QA** team works directly with the WIC Director (or designee) to ensure supervisors have appropriate access.
   - **IT Lead** works with Local Agency IT staff to assess technical needs and determine if any computers or peripheral equipment needs to be assigned or ordered. WIC Director (or designee) may need to submit a hardware request if equipment needs to be purchased.
   - **Program Integrity** team works with WIC Director (or designee) to arrange FB ordering, assess additional document needs and arrange drop shipping, if applicable.
Closing a Clinic Notification Process

**Local Agency initiates the process**

1. Local Agency **WIC Director** (or designee) notifies the WIC Service Desk [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) that they will be closing a clinic and provides the following information:
   - Clinic ID/Clinic Name
   - Clinic information (including address and phone)
   - Date of clinic closure

2. **WIC Service Desk** will open a ‘FootPrints’ ticket to track internally.
   - WIC Service Desk will inactivate the clinic in Clinic Search, as appropriate.

3. During the assessment of the closing clinic, the **WIC Director** (or designee) may be contacted by the following areas to ensure all clinic requirements are met or on track.
   - **Nutrition Consultant/Manager** provides support to the Local Agency WIC Director (or designee), as needed.
   - **MIS QA** team works directly with the WIC Director (or designee) to ensure supervisors are moved appropriately in HANDS, and client records and historical records are moved appropriately.
   - **IT Lead** works with Local Agency IT staff to conduct an inventory of equipment assigned to the clinic in question. Arrangements will be made to transfer, pick up or return any ADHS computers and/or peripheral equipment. A Capital Equipment Control Report (F4 form) will be completed by WIC IT staff, if applicable.
   - **Program Integrity** team works with WIC Director (or designee) to **transfer** or return the following:
     - a. FI stock paper
     - b. WIC ID folders
     - c. Any excess ADHS materials (i.e. food lists, nutrition education materials, breast pumps, breastfeeding supplies, etc.)
## Needs Assessment Checklist For Clinic Site

<table>
<thead>
<tr>
<th>Considerations</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Is this an area of need and potentially underserved?</td>
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<tr>
<td>What is the anticipated caseload? Will the site accommodate it?</td>
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<tr>
<td>Is the site safe and easily accessible for clients?</td>
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<tr>
<td>Is there ample parking space?</td>
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<tr>
<td>How close are community partners and additional resources?</td>
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<tr>
<td>What are the lease agreement terms?</td>
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<tr>
<td>Where are the restrooms located?</td>
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<tr>
<td>Are the restrooms easily accessible for clients?</td>
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<tr>
<td>Additional factors for consideration:</td>
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## Materials Needed Before Opening A New Clinic

<table>
<thead>
<tr>
<th>Materials Checklist</th>
<th>Date Completed</th>
<th>Person Responsible / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse Order Form</td>
<td></td>
<td></td>
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<tr>
<td>• WIC ID Folders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Plastic ID Folder Bags</td>
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<td></td>
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<tr>
<td>• Arizona WIC Food Lists</td>
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<td></td>
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<td>• MICR Printer Toner Cartridge</td>
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<tr>
<td>• Breastfeeding Equipment and Supplies</td>
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<tr>
<td>o Hygiea/Medela Hospital Grade Breast pumps</td>
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<tr>
<td>o Hydeia/Medela Personal Attachment Kits</td>
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<tr>
<td>o Accessories: Flanges, Breast Milk Storage Bags, Replacement Cases/Clips, Vacuum Gauges</td>
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<tr>
<td>o Medications and Mothers Milk Resource</td>
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<tr>
<td>o Breastfeeding Answers Made Simple</td>
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<tr>
<td>• Nutrition Education Handouts</td>
<td></td>
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<tr>
<td>• Posters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o And Justice For All (Civil Rights, 1 at check-in/waiting area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o Voter Registration (1 at check-in/waiting area)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o Breastfeeding Promotion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Instrument Stock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A Standard Register/Smart Works account can be requested through the Program Integrity Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Masimo Pronto &amp; Hemocue Hemoglobin Testing Devices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Agency WIC ID Folder Stamps with:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Local Agency Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Phone Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Local Agency # and Clinic #</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Void Stamp(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Agency Programs Referral List (Updated at minimum annually)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• SNAP, TANF, AHCCCS, Immunizations, Child support enforcement, Folic acid supplementation and education, Lead Screening, Breastfeeding hotline, substance abuse treatment and counseling, other nutrition and food providers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Vendor List</td>
<td><a href="http://azdhs.gov/azwic/vendors.htm">http://azdhs.gov/azwic/vendors.htm</a></td>
<td></td>
</tr>
<tr>
<td>Emergency Phone Numbers and Emergency Exits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Template in Ch. 15)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>911, other emergency numbers and exit signs posted in a visible area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency exits are accessible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency WIC number posted at entrance for participants (in case clinic is closed, etc)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No Smoking Signs Posted</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>General Office Supplies</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Locking File Cabinets/Storage</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Voter Registration Forms</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Offer of Voter Registration Forms (Found in Ch. 2)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Anthropometric Equipment:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infant Scale</td>
</tr>
<tr>
<td>Recumbent Measuring Board</td>
</tr>
<tr>
<td>Child/Adult Stadiometer</td>
</tr>
<tr>
<td>Child/Adult Scale</td>
</tr>
</tbody>
</table>

All equipment must be calibrated and in compliance with Arizona WIC Program Anthropometric Manual Guidelines

<table>
<thead>
<tr>
<th>Telephones with Answering/Messaging System</th>
</tr>
</thead>
</table>
## Local Agency Policies and Procedures

### Local Agency Policies and Procedures (For Local Agency Use Only)

<table>
<thead>
<tr>
<th>Action</th>
<th>Date Completed</th>
<th>Person Responsible / Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Manuals (Hardcopies not required; a link to <a href="http://www.azwic.gov">www.azwic.gov</a> on workspace computer desktops is sufficient):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Federal Regulations and USDA WIC Nutrition Services Standards</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• WIC Program Policy &amp; Procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lab</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Anthropometric</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Instrument Voids</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Where are they kept?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Are they stamped &quot;void&quot; immediately?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Are they shredded?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Clinic level unvoid role - Who is responsible?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Void Report: Reconciled and verified by supervisor weekly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Instrument Stock Inventory System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Logged upon receipt</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Maintained, balanced, and verified by a supervisor (initials)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Separation of duties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FL paper removed from printers at the end of day and locked</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FL paper secured during breaks and lunch periods</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is secure storage of FL paper, MICR cartridges, program stamps and ID folders</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Key Storage (For FL paper and WIC ID folder security purposes):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Who has keys?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• How is control of keys maintained - issuance/copying/location/access?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separation of Duties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• More than 1 person clinics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 1 person clinics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Americans with Disabilities Act Policy including:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Accomodations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Translation Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Foreign language, American sign language, Braille, TTY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Material Safety Data Sheet (MSDS) - posted in clinic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Arizona WIC Program**  
Policy and Procedure Manual  
Original: March 1997  
Revision: October 2017
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