

Administration Volume  
Management Section

Local WIC provider Administrative Management Responsibilities (3.01100)

ER# 3.01100

Authority 2008 7CFR 246.3(f), 2008 7CFR 246.4(a)(27), WIC Local Agency Nutrition  
Services Contract Scope of Work Issued 10/90  
Revised ~~10/09~~ 12/14

**POLICY:** The local WIC provider (LWP) shall provide program benefits to participants in the most effective and efficient manner and comply with the WIC Local Agency Nutrition Services Contract Scope of Work and the WIC policies and procedures established by the State WIC program.

Each local WIC provider (LWP) shall have an individual designated as WIC Coordinator who will act as a liaison between the LWP and the State WIC program.

The LWP shall develop and submit to the State WIC program an annual Local Agency Plan (LAP). Refer to [ER# 1.02700](#).

The LWP shall integrate with other health services, whenever feasible.

The LWP shall provide applicants and participants with information and referrals to available health and social services specific to their needs. Refer to [ER# 1.01800](#).

The LWP shall comply with non-discrimination and affirmation action requirements. Refer to [ER# 1.05700](#).

The LWP shall assure that all personnel are appropriately trained, qualified and licensed or certified; respective to services provided. Refer to [ER# 1.01550](#).

The LWP shall maintain participant confidentiality. Refer to [ER# 1.01700](#).

The LWP shall comply with fair hearing procedures for participants. Refer to [ER# 1.06800](#).

The LWP shall assure strict accountability of food instruments and cash-value benefits. Refer to [ER# 3.04000](#).

The LWP shall report any instance of possible WIC fraud and/or abuse by participant or local agency employee to the state WIC program. Refer to [ER# 1.06200](#) and [ER#1.07000](#)

**PROCEDURES:**

- A. The LWP is responsible for local program planning, development and evaluation. To do this, the LWP:
1. Develops the annual local WIC agency plan including budget, goals, objectives and evaluation.
  2. Provides the State WIC program input regarding program operations and improvements.
  3. Establishes program coordination to enhance participant services.
  4. Evaluates program operations, goals and objectives.
  5. Implements program policies and procedures as defined in the WIC Operations Manual.
  6. Coordinates referrals and outreach.

- B. The LWP is responsible for local program administration. To do this, the LWP:
1. Provides for all required program operations and services.
  2. Establishes and maintains a local organizational structure.
  3. Ensures the availability of sufficient, competent staff.
  4. Uses established eligibility criteria appropriately.
  5. Complies with non-discrimination and affirmative action requirements.
  6. Maintains confidentiality.
  7. Uses approved program forms.
  8. Uses State WIC program database appropriately.
  9. Maintains and provides the State WIC program with program information and reports.
  10. Maintains familiarity with fair hearing procedures for participants.
- C. The LWP is responsible for maintaining a local food delivery system. To do this, the LWP:
1. Properly issues food instruments and cash-value benefits to participants along with other program benefits.
  2. Assures that participants know how to use the food instruments and the cash-value benefits.
  3. Investigates suspected participant violation or other problems.
  4. Maintains an on-going communication system with vendors regarding local issues in food delivery and assists the State WIC program with vendor:
    - a. Selection
    - b. Communications.
    - c. Investigations regarding participant problems.
  5. Assures strict local accountability for food instruments and cash-value benefits.
  6. Contacts the WIC State program to report suspected intentional fraud by a participant or WIC employee. The LWP shall include the nature of the fraud detected and the associated dollar losses in its report to the state WIC office. WIC program fraud may include, but is not limited to the following:
    - a. Buying or selling WIC Food Instruments (FIs), foods or formula or allowing someone else to do so, posting WIC FIs, foods or formula for sale in newspapers or on the internet, giving away WIC FIs, food or formula or altering WIC FIs in any way.
    - b. The intentional conduct of a State, local agency or clinic employee which violates program regulations, policies, or procedures, including misappropriating or altering FIs or cash-value vouchers, entering false or misleading information in case records, or creating case records for fictitious participants.
- D. The LWP is responsible for maintaining a local financial management system. To do this, the LWP:
1. Contracts with the State WIC program to provide program services.
  2. Submits reimbursement requests to the State WIC program for services provided.

3. Maintains fiscal accountability.
  4. Manages local caseload in an accurate and timely manner.
- E. The LWP shall post the participant transfer poster provided by the State WIC office in a conspicuous place in the clinic area.
1. At certification visits, the LWP shall inform the participant of his/her responsibility to secure verification of certification when moving. The poster may be pointed out to the participant as part of the information process.
  2. The LWP shall replace the poster when it is damaged or unreadable. A new one can be ordered from the State WIC office.
- F. When the LWP provides other clinic services that serve the same WIC population, the agency should attempt to integrate the services by:
1. Combining intake procedures including assessments for income and health/nutrition risks.
  2. Coordinating WIC services and benefits including food instrument/cash-value benefits distribution and nutrition/breastfeeding education and follow-up.
  3. Sharing participant common and health information gathered at the different clinics and services.