



Local Agency Program Administration & Log Review Form

Agency: _____ Clinic: _____ Reviewer: _____ Date: _____

Program Review

T/A

1.	Program Integrity	Up-to-Date if applicable	Comments/Observation Result
	All EBT cards are stored in a locked storage area		
	All boxes of EBT cards received are correctly recorded Bulk EBT Card Stock Inventory Log. Log is up to date.		
	The EBT Card Issuance/ Inventory Log is up to date <ul style="list-style-type: none"> • Each EBT card is accounted for/signed for • Log does not have any missing information 		
	Does the quantity of EBT cards on hand per inventory report match the quantity on hand per physical count? <ul style="list-style-type: none"> • EBT Card Issuance/Inventory Log • Bulk EBT Card Stock Inventory Log 		
	The Returned EBT Card Register is up to date.		
2.	Participant Abuse	Up-to-Date if applicable	Comments/Observation Results
	Does the Local Agency have a system/policy for handling vendor complaints by participants?		
3.	EBT Issuance	Up-to-Date if applicable	Comments/Observation Results
	The Local Agency complies with policy GP: 1, <i>Certification and Issuing F.I. for Employees and Relatives.</i>		
	Are any Local Agency staffs or staff family members receiving WIC benefits at the local clinic site where staff is employed?		
	Is there a list which indicates any relatives of staff, or staff working for the local clinic that are receiving WIC benefits?		
4.	Logs	Up-to-Date if applicable	Comments/Observation Results
	Application List log		
	Discrimination Complaint log		
	Hemocue log		
	Waiting list log		

✓ = Complete, done completely

N/A = Not Applicable

X= incorrectly done or not done

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4.	Logs Cont'd	Up-to-Date if applicable	Comments/Observation Results
	Outreach log <ul style="list-style-type: none"> • Last outreach complete • Next outreach complete • Homeless Agreement Forms signed and in file 		
	Electronic Breastfeeding Pump Issuance log		
	Staff competency-based training completion log		
	Staff 12-hour continuing education training log		
	Scale Calibration log		
	Agency referral list		
5.	Civil Rights	Up-to-Date if applicable	Comments/Observation Results
	Staff receives Civil Rights Training annually and is documented.		
	Civil Rights Poster (“And Justice for All”) posted		
	Non-discrimination statement is included on outreach materials		
	Discrimination Complaint P & P and Fair Hearing Procedure posted in clinic		
	Agency in compliance with NVRA Act <ul style="list-style-type: none"> • Register to vote posters displayed in area visible by all participants • Participants are provided opportunity to vote & documented on R&R 		
6.	Customer Service	Up-to-Date if applicable	Comments/Observation Results
	Environment is comfortable for participants (i.e. seating, room space, friendly atmosphere, etc)		
	Posters and wall displays are in good condition and up-to-date		
	Signage exists informing participants about clinic operations and flow		
	Staff are professional and courteous to participants		
	Emergency Exists <ul style="list-style-type: none"> • Emergency exists are accessible <input type="checkbox"/> • Emergency exit signs are posted in a visible area <input type="checkbox"/> 		
	Clinic hours are posted		
	Activities for kids (coloring books, toys, books)		
	Clinic environment considers cultural needs of participants with posters/handouts		
	Local Agency is within compliance for No Show Rate (<10% of caseload)		

	<ul style="list-style-type: none"> Agency policy/procedures to manage No show rate (i.e. reminder calls, calling missed appointments or 60 day terminations) 		
7.	Breastfeeding Friendly	Up-to-Date if applicable	Comments/Observation Results
	Breastfeeding friendly environment, such as breastfeeding promotional materials visible, videos, lactation room		
	A person is designated as the breastfeeding coordinator for the agency/clinic		
	No formula company logos or promotional items on display or in sight		
8.	Miscellaneous	Up-to-Date if applicable	Comments/Observation Results
	Local Agency Developed Class Lesson plans on file		
	Time and Effort Study on file		
	Yearly Local Agency Self Evaluation on file		
Best Practices		Needs Improvement	