Attachment 7: WIC Local Agency Workplan

APPENDIX D

WIC LOCAL AGENCY WORKPLAN

I. CONTRACTOR SERVICE AREAS

The Contractor identified on the cover page of this Grant Contract is responsible for providing all required WIC Program activities for the following planning areas:

«Area_Served»

The State may, at its discretion, reassign service areas resulting in an increase or decrease to the areas served.

II. SUMMARY STATEMENT

The goal of the WIC Program is to improve the nutrition and health status of eligible pregnant, postpartum, and breastfeeding women, infants and children in New York State through the provision of nutritious foods, nutrition/health education and counseling and linkages with other health and human service programs. The WIC Program provides supplemental foods, nutrition education and referral to health and human services to the target population during critical times of growth and development.

III. PROGRAM GOALS

1. Contractor will provide WIC services in accordance with New York State WIC Program policy to program participants based on the Department of Health assigned caseload target per contract reimbursement requirements. Service to less than the assigned caseload target may result in a reassignment of caseload and associated funding in the current contract year and/or in the subsequent contract year.

2. Contractor will perform all duties outlined in this Appendix and provide all reports required in Appendix C.

3. Contractor will comply with all requirements prescribed by 7CFR Part 246 (WIC Regulations), New York State WIC requirements, policies and procedures as described in the New York State WIC Manual and on-going policy and procedure changes incorporated through New York State WIC memorandums.

4. Contractor will spend at least 16.67% of their expenditures on allowable nutrition education activities and 1.4% on breastfeeding promotion and support activities for each fiscal year.

IV. SPECIFIC DELIVERABLES

The WIC local agency (LA) will have responsibility for the following required deliverables and all associated tasks.

Personnel

Staffing:

Establish and promptly fill all budgeted WIC positions with credentialed staff as required by Federal regulations and State guidelines to maintain funded staffing pattern. Keep the State informed of new WIC Directors and key WIC personnel changes.

Designate a WIC Director who is located on-site at the local agency; the FTE allocated to WIC Program management and oversight must be appropriate for the caseload assignment and approved by the State regional office.

Have on staff or contract with at least one qualified WIC Competent Professional Authority (CPA), to perform the necessary certification procedures and relevant participant-centered counseling/education. Employ the appropriate number of CPAs to meet the needs of the agency.

Have on staff or contract with at least one qualified CPA 3 (High Risk Competent Professional Authority) (CPA), to provide and perform all high risk activities, including nutritional assessment, care plans and relevant participant-centered counseling. Employ the appropriate number of CPA 3s (High Risk CPAs) to meet the needs of the agency.

Ensure that all CPA staff obtains 24 hours of continuing education every three years in topics relevant to WIC, and document continuing education in the LA Training Log.

Support Certified Lactation Counselor (CLC) and International Breastfeeding Certified Lactation Counselor (IBCLC) credentials among local agency staff.

Designate a local agency Breastfeeding Coordinator, Substance Abuse Coordinator, Outreach Coordinator and National Voter Registration contact in accordance with WIC Program requirements.

Provide supervision of the WIC Director and other WIC personnel, oversight of program planning and development of WIC Program.

Hire staff who can provide culturally/linguistically competent service that facilitates communication with participants.

Training and Communication:

Maintain current job descriptions, specific to WIC responsibilities, and update annually.

Meet all WIC Program staff training and competency requirements and document training attendance. New WIC staff must complete Basic WIC Skills Training provided by the WIC Training Center within six months of their hiring date.

Ensure and document that WIC staff attends mandatory WIC Policy and WICSIS training conducted by the State or the WIC Training Center and train other agency staff who did not attend.

Provide regular in-service training with documentation of attendance.

Provide means for regular communications to staff of revisions of WIC policies, WICSIS Communiqués and procedures.

Documentation:

Maintain personnel files to include copies of college transcripts, current professional license/registration/certification, resumes for competent professional authorities and para-professional staff.

Substantiate and document all personnel issues and transactions, including time and attendance and time distribution records that record work hours of employees who work part-time for WIC and part-time with another program of the sponsoring agency. Employees who work solely for one Federal program are required to complete a certification at least every six-months stating that they worked only on the one Federal program.

Ensure at the time of hire that staff and volunteers sign a WIC confidentiality agreement which must be kept in their personnel file as outlined in NYS WIC Program Manual.

Scheduling and Space

Establish State approved WIC service sites in the areas of high unmet need.

Follow "WIC Site Development Guide" for all site development and closure activities.

Provide sufficient space for all WIC Program activities, including certification, nutrition education, counseling, check issuance, waiting and office space, as needed. Maintain WIC Program space in a safe, clean, children/customer friendly environment of adequate size.

Provide a breastfeeding-friendly clinic environment that encourages breastfeeding as the preferred method of infant feeding and includes a designated private breastfeeding area.

Provide program space that is accessible to people with disabilities.

Establish appointment schedules at all sites, giving consideration to participant needs as follows:

> Alternative hours outside of the agency's normal hours of operation and exclusive of lunch time appointments must be offered at one of the local agency's sites. For example: If an agency's normal clinic hours are 9:00 a.m. to 5:00 p.m., the WIC clinic may operate an alternative schedule of 11:00 a.m. to 7:00 p.m. This schedule would provide 2 hours toward the minimum number of alternative hours.
>
> The alternative-hours schedule must provide, at a minimum, a total number of alternative hours based upon the agency's current Federal fiscal year's caseload target as follows:

Assigned Caseload Targets	Minimum # of Alternative Hours/Month
1,500 or less	8
1,501 – 3,500	12
3,501 – 7,000	16
7,001 or greater	24

Obtain prior written approval from the State regional office before implementing an alternative-hours schedule.

Ensure the clinic site is clearly identified with signs posted that include the name of the local agency and the hours of operation.

Provide an environment that is culturally and linguistically appropriate. Signs, pamphlets, bulletin boards and answering machines need to portray a welcoming environment.

Assume responsibility for preparing any new site in accordance with a site modification plan approved by the State (HVAC, electrical renovations, cabling, telecommunications, etc.). Provide sufficient notice to the State of all proposed site moves, site closures, and expansions. All site changes must be discussed with and pre-approved by the State.

Certification

Enroll applicants within Federal and State timeframes: high-risk applicants within 10 calendar days; all other applicants within 20 calendar days.

Ensure no applicant or participant incurs any costs when applying for WIC Program benefits.

Verify all participants (including infants and children) are present at certification.

Ensure all WIC participants are income, categorically, and residentially eligible, and at nutritional risk. Maintain supportive documentation, and verify and document all certification requirements.

Provide all Program applicants/participants with notification of certification/recertification time frames and requirements.

Provide for participant transfers in accordance with Verification of Certification (VOC) procedures.

Have procedures in place and maintain compliance with State policies for extended infant and breastfeeding certifications and mid-certifications evaluations.

Inform WIC participants of their Rights and Responsibilities at each certification.

Submit certification data to the State in accordance with State policy.

Issue WIC identification cards in accordance with requirements outlined in NYS WIC Program Manual.

Provide all adult applicants and participants with written information on:

Medicaid
Food Stamp Program
Temporary Assistance to Needy Families Program
Child Support Enforcement Program

Income:

Verify active Medicaid status using approved methods in accordance with State policy.

Use the income eligibility guidelines provided by the State annually.

Use the Family Health Plus-Medicaid-WIC-Child Health Plus Combined Application for infants, children and pregnant women applying for WIC and Medicaid.

Conduct a quality assurance reviews as incorporated in the Nutrition Services Management Plan (NSMP) during the year on all WIC staff involved in the income determination and documentation process. Maintain documentation on file at the local agency. Ensure resolution of problems identified through this quality assurance process.

Food Instrument Issuance

Issue WIC checks to eligible participants in accordance with policies outlined in NYS WIC Program Manual, State guidelines and Federal regulations, specifically:

- Adhere to WICSIS check production standards and requirements. Non-compliance with check production requirements may result in the imposition of fees to the agency to offset additional costs incurred by the NYS WIC Program for the manual processing of these checks.
- Ensure systems are in place to include quality control tests that facilitate the automated processing of WIC checks through the Federal Reserve banking system.
- Establish and implement internal controls, including inventory and reconciliation procedures in accordance with WIC requirements.
- Follow all WIC requirements and procedures related to the “void” and “return and reissue” WICSIS functions.
- Follow WIC requirements and procedures for handling lost or stolen checks.

Provide security measures for WIC checks, check stock, WIC identification cards, and Special Formula Food Instruments (SFFI) and registers.

Issue Special Formula Food Instruments in accordance with policies outlined in NYS WIC Program Manual and State guidelines.

Produce and issue manual checks to eligible participants in accordance with policies outlined in NYS WIC Program Manual, specifically:

- Develop and implement appropriate safeguards to ensure accountability and security of manual check inventories, including separation of duties, inventory maintenance, check production, reconciliation and disposition.
- Generate reports to ensure that all manual checks are appropriately reconciled.

Conduct quality assurance reviews as incorporated in the Nutrition Services Management Plan during the year on all WIC staff involved in the check issuance process. Maintain documentation on file at the local agency. Ensure resolution of problems identified through this quality assurance process.

Respond promptly to State requests for information on food instrument issues.

Provide for the use of "proxies" in accordance with policies outlined in NYS WIC Program Manual.

Provide participants with necessary information and culturally sensitive program materials for use of WIC checks in appropriate languages.

Confidentiality

Ensure a reasonable degree of privacy for confidential purposes during staff and participant interactions.

Establish and implement a system to ensure confidentiality of participant and vendor records (electronic and paper). Maintain all WIC files (active and inactive) in a secure location. Local agency staff are responsible for maintaining the security of participant records.

Ensure participant and staff cell phones are turned off in the clinic by prominently posting a notice prohibiting cell phone use in the clinic.

Obtain written consent from applicants/participants before photographs or voice recordings are taken.

Develop and implement policies and procedures to ensure applicant/participant information is only disclosed to those individuals who are allowed access according to Federal regulations.

Establish Memorandums of Understanding (MOU) with other public organizations before sharing individual level WIC information. MOUs must be approved by the State before they become effective.

Inform the applicant/participant when the WIC local agency and a public organization have a written agreement for the sharing of WIC information and allow the opportunity to refuse to share individual information.

Obtain approval by the NYS WIC Program before allowing access to WIC applicant/participant information for purposes of research. The research proposal must have Institutional Review Board approval. Ensure all procedures, outlined in NYS WIC Program Manual, are followed for research conducted under of the auspices of that WIC Program.

Records and Reports

In addition to retaining records for current year, retain records of food delivery, equipment purchases, certification, nutrition education, financial operations, and fair hearings for six years after closeout of the fiscal year to which they pertain.

Provide monthly, a report on the number of authorized positions, the current vacancy rate, and activities underway to fill vacant positions.

Establish a procedure for the destruction of WIC records that will not be stored in the LA record retention system. This includes records that are being removed from the LA record retention system.

Establish and maintain a current inventory of all tangible items supplied by the NYS State WIC Program as defined by policies outlined in NYS WIC Program Manual.

In accordance with the Operations Calendar, generate and/or review, respond to and maintain WIC reports as required by State WIC policies and procedures.

Prepare and Submit Nutrition Services and Administration Time and Effort Studies and Expense Reports as required.

Maintain compliance with National Voter Registration Act (NVRA) record retention and reporting requirements.

Submit a corrective action plan (CAP) responding to the Management Evaluation program review findings to State regional offices, as specified. Promptly implement corrective action plans for any deficiencies identified.

Maintain and ensure that the following are accessible to all WIC staff:

- The NYS WIC Program Manual;
- A LA WIC Policies and Procedures Manual.
- An approved Nutrition Services Management Plan (NSMP);
- A staff training log for all staff which details agendas, dates and attendees of training sessions;

Ensure that staff knows how to access LA memos, WICSIS Communiqués, documents on the Common (K:\) drive, and all other material that is distributed to LA staff by the State.

Implement a policy to distribute WIC Program material that is not readily accessible to all LA staff.

Cooperate fully with State Bureau of Special Investigations (BSI) staff and all other authorized persons, agencies, and entities identified in, Appendix A, Standard Clauses for all New York State Contracts.

Quality Assurance

Conduct surveys as directed by the NYS State WIC Program.

Use caseload and certification reports as program management quality assurance tools.

Submit, and once approved by the State implement, an annual Nutrition Services Management Plan (NSMP) and biennial self assessment.

Develop and implement a LA quality assurance (QA) program which utilizes forms and publications distributed by the State. At a minimum, the QA program must identify and resolve problems identified through reviews as incorporated in the Nutrition Services Management Plan in the following areas:

- Income determination;
- Check issuance;
- Hematology;
- Anthropometry; and
- Nutrition assessment/education/counseling.

Local Agency WIC Policy and Procedure Manual

Develop and maintain a LA WIC Policy and Procedure Manual.

At a minimum, the LA WIC Policy and Procedure Manual must include policy and/or procedure concerning:

- Voter registration duties and training;
- Documentation of nutritional risk;
- Notification of ineligibility;
  - Nutrition education and high-risk protocols;
  - Compliance with State policy to purchase and issue breast pumps;
- Missed certification appointments;
- Missed appointments/no show;
  - Protocol when participant asks that information be sent to third party;
  - Outreach efforts with health care providers;
- Outreach to potential eligibles;
  - Initial anthropometry and hematology training;
- Mandatory staff training, staff development, scheduling and attendance, and documentation;
  - Breastfeeding coordinator’s responsibilities;
  - Breast pump program;
  - Disposition schedule for records;
- Budget protocols;
- Computer security;
- Emergency preparedness and disaster plan; and
- Travel policy.

Caseload Management and Outreach

Manage the local agency caseload to ensure that the highest risk participants are given priority.

Perform monthly evaluations of caseload counts and no-show data and plan operations to accommodate caseload changes.

Submit to the regional office a Caseload Management and Retention Plan if caseload falls below 93 percent of target.

Conduct annual patient flow studies and analyze the findings to identify ways to improve operating efficiency and decrease wait time for participants.

Refer individuals to other Federal, State or community programs for which they may be eligible.

Establish a waiting list for eligible participants only when directed to do so by the State. Participants placed on the waiting list must be referred to other food assistance programs.

Outreach/Retention Coordination:

Develop and implement an annual outreach plan as approved in the Nutrition Services Management Plan.

Use State generated data and Geographical Information Systems (GIS) maps to evaluate the need for services in areas of unmet need.

Target outreach activities to identify and serve (if applicable):

- Prenatal Women Early in Pregnancy;
- Rural Residents;
- Migrant (or Seasonal) Farm Workers;
- Foster Children;
- Infants/Children in Care of Child Welfare Authorities (including infants exposed to drugs perinatally);
- Head Start and Early Head Start Infants/Children;
- Employed Eligible;
- Homeless and Immigrants; and
- Native Americans.

Provide WIC Program information to low-wage employers in the planning area.

Contact health care providers annually to provide them with the latest WIC information.

Develop and distribute WIC outreach packets which include written information about WIC eligibility requirements and health promotion materials. Maintain an outreach log or tracking system for the distribution and update material as needed.

Implement procedures to contact each pregnant woman who missed her first appointment to apply for participation in the program in order to reschedule the appointment.

Financial Accountability

Establish and maintain a financial management system that ensures accountability for all WIC Program funds and meets the applicable requirements of OMB circulars A-87, A-21, and A-122; Federal WIC Regulations 7CFR246.14(a)(1); the NYS WIC Program Manual; and the LA contract.

Develop and implement approved cost allocation methodologies that ensure accurate accounting for any costs shared by WIC and other agency programs. Personal Service costs must be supported by time distribution records adequate to trace employee effort to each cost objective or funding source.

Develop and submit an annual WIC administrative budget proposal within the format required by the WIC Program by the established deadline. The budget must include all WIC administrative costs and clear and complete written justifications for all budgeted items.

Submit to the Regional Office all budget change requests, with a full justification, in the required format

and within established timeframes.

Submit accurate monthly vouchers and statements of expenditures in accordance with established timeframes and maintain supporting documentation that substantiates expenses claimed.

Submit A-133 audit reports to the WIC Program and Federal Single Audit Clearinghouse, as required.

Maintain time and attendance records for all WIC funded staff. Implement an acceptable methodology to certify time and attendance records.

Participant's Rights and Responsibilities

Provide orientation, program information and nutrition education materials in appropriate languages and at appropriate literacy level.

Review participants' rights and responsibilities in an appropriate language with each applicant at each visit.

Ensure the standard non-discrimination statement is on all locally produced forms and informational materials as required by policies outlined in NYS WIC Program Manual.

Display the "and Justice for All" posters at all sites.

Ensure customer complaints are received and resolved promptly, courteously and respectfully and in accordance with WIC requirements.

Advise participants of their rights to a fair hearing and follow proper fair hearing procedures.

Offer all applicants the opportunity to register to vote at certification, recertification or when an address change has occurred.

Farmers' Market Nutrition Program

Participate in the Farmers' Market Nutrition Program (FMNP) if an authorized market exists within the planning area served by the agency.

Provide nutrition education regarding the benefits of fresh fruits and vegetables.

Where available, coordinate nutrition education and outreach efforts with State and Cornell Cooperative Extension staff for FMNP initiatives.

Instruct participants on the proper use of FMNP checks.

Conduct annual participant surveys and coordinator evaluations as directed by the State.

Vendor Relations

Maintain lists of the Vendor Management Agencies (WIC VMA) and local vendors.

Maintain ongoing communication with Vendor Management Agencies that are responsible for the enrollment, training and monitoring of vendors.

Refer inquiries from retail food vendors seeking information on enrolling and participating in the WIC Program to the appropriate WIC Vendor Management Agency.

Respond to information from Vendor Management Agencies and State staff regarding participant errors in food instrument redemption. Work with WIC participants to reinforce proper food instrument redemption.

Contact local vendors to facilitate arrangements for special formulas needed by participants.

Seek assistance from Vendor Management Agencies in locating stores/pharmacies that stock special formulas.

Nutrition Services

Nutrition/Health Risk Assessment:

Obtain and accurately record height (length) and weight measurements for all participants on site for each certification within required timeframes.

Conduct a complete nutrition assessment for each participant. Assessment includes, but is not limited to: review of immunization status, hemoglobin/hematocrit levels, nutrition/health screening, and identification of medical conditions.

Use the standardized NYS State WIC assessment tools including, but not limited to, growth charts for infants and children; prenatal weight gain grids; BMI charts; high-risk care plans; and NYS WIC Medical referral form.

Obtain and accurately record hemoglobin (Hgb) and/or hematocrit (HCT) values for all participants on site as outlined in the NYS WIC Program Manual.

Ensure the following requirements are met:

Blood work:

Comply with blood work requirements in accordance with policies outlined in NYS WIC Program Manual.

Ensure compliance with Clinical Laboratory Improvement Amendments (CLIA), and Occupational Safety and Health Act (OSHA) standards.

Ensure compliance with policies outlined in NYS WIC Program Manual for frequency of verification, calibration and certification of hematological equipment.

Complete a Hematology Quality Assurance review as incorporated in the Nutrition Services

Management Plan for staff who performs or records hematology testing. Maintain documentation on file at local agency. Ensure resolution of problems identified through this quality assurance process.

Anthropometry measurements:

Comply with State specifications for anthropometry equipment.

Ensure compliance with policies outlined in NYS WIC Program Manual for frequency of verification, calibration and certification of anthropometric equipment.

Complete an Anthropometry Quality review as incorporated in the Nutrition Services Management Plan for staff who conducts, plots or records anthropometry measurements. Maintain documentation on file at local agency. Ensure resolution of problems identified through this quality assurance process.

Nutrition Education:

Annually, evaluate nutrition education materials. Evaluate WIC staff who provide participant centered nutrition education and counseling as incorporated in the Nutrition Services Management Plan using State forms and criteria. Maintain documentation on file at local agency. Ensure resolution of problems identified through this quality assurance process.

Offer a minimum of two participant-centered nutrition education contacts per certification period in a language appropriate for participants, in a location that minimizes noise and distractions and maximizes privacy and effectiveness. Target nutrition counseling to the participants' identified risks, needs, level of nutrition/health knowledge, understanding, interests, culture, and psychosocial situation.

Offer facilitated group discussion for nutrition education contacts for each participant category.

Document in each participant's WICSIS record that nutrition education has been offered and/or provided, and topics addressed.

Screen all participants for high-risk status and provide an individualized nutrition care plan for participants identified as high risk, in accordance with policies outlined in NYS WIC Program Manual.

Provide an individual nutrition care plan for any participant, parent or caretaker upon request.

Offer a minimum of one high-risk participant-centered counseling contact to each high-risk participant during each certification period.

When appropriate, refer participants to health, social, and educational services. Document all referrals made in participants' WICSIS record.

Refer infants and children whose immunization status is "not up to date for age" to immunization programs, document in the WICSIS record.

During initial and subsequent certifications and nutrition education contacts, screen all prenatal, postpartum, breastfeeding participants for tobacco use and secondhand smoke exposure. Refer and/or offer smoking cessation/relapse counseling to smokers and recent ex-smokers (< 6 months), and complete

required documentation.

Provide substance-abuse education, screening and referral to adult participants and caregivers.

Maintain and make available for distribution a list of all local resources for substance-abuse counseling and treatment.

Develop a Healthy Lifestyle initiative that incorporates obesity prevention and physical activity interventions such as “Eat Well, Play Hard” and “Fit WIC” into nutrition/health education, counseling, and clinic operations.

Expend annually at least one-sixth (16.67 percent) of the total Nutrition Services and Administration funds of the WIC local agency budget on nutrition education. Provide documentation of nutrition education costs to the State as required.

Develop and implement a plan to coordinate operations locally with special counseling services, such as the Expanded Food and Nutrition Education Program, Immunization Programs, Programs for Breastfeeding Promotion, Prenatal Care, Well Child Care, Family Planning, Drug Abuse Education, Alcohol and Drug Abuse Counseling and Treatment, Child Abuse Counseling, Temporary Assistance to Needy Families (TANF), The Food Stamp Program, Maternal and Child Health Care, and Medicaid.

Breastfeeding Promotion and Support

Maintain a clinic environment that promotes breastfeeding.

Purchase and issue breastfeeding aids and breast pumps which directly support the initiation and continuation of breastfeeding in accordance with the policies and procedures of the program.

Provide breastfeeding information to all prenatal participants, and promote and support breastfeeding among participants.

Maintain and make available for distribution a list of resources for breastfeeding counseling and support services.

Maintain an Enhanced Breastfeeding Peer Counselor program for breastfeeding support among WIC women as outlined in NYS WIC Program Manual. Utilize the Breastfeeding Prenatal List and Breastfeeding Infant List reports to ensure that peer counselors are assigned to participants.

Evaluate breastfeeding initiation, duration and status reports routinely and review breastfeeding activities, education and peer counseling for effectiveness annually.

Complete monthly and annual breastfeeding reports within specified timeframes.

Expend annually at least 1.4 percent of the total Nutrition Services and Administration funds of the WIC local agency budget on breastfeeding promotion and support. Provide documentation of breastfeeding costs to the State as required.

Food Package

Comply with policies and procedures outlined in NYS WIC Program Manual when prescribing food packages; e.g., special infant formulas, goats' milk, and homeless/disabled, etc.

Maintain documentation in participants' WISCIS record to justify the issuance of the food package prescribed, or the prescribed/additional/special formula, or the non-standard food package.

Comply with policies outlined in NYS WIC Program Manual when issuing ready-to-feed, and premature infant non-contract formulas.

Ensure the issuance of all authorized foods is within food package categories up to maximum quantities allowed by USDA.

Ensure the tailoring of food packages according to categorical, medical, and nutritional needs of participants, and ensure the food package prescription guidelines meet requirements.

Provide each participant with information on value and use of WIC foods in the appropriate language.

WIC Program Statewide Information System (WICSIS)

Utilize the New York State WIC Statewide Information Systems' (WICSIS) software, hardware, and communication devices according to State policies.

Ensure no software or hardware is added, modified, or removed any from any State issued automated data processing (ADP) equipment (WICSIS infrastructure) without notification to and written consent from the State.

Assume responsibility for damage or theft of State issued ADP equipment and maintain insurance for all ADP equipment. Reimbursement or recoupment for loss, damage or replacement of any State issued ADP equipment will be sought through a mechanism at the State's discretion.

Return or dispose of State issued software, ADP equipment, and communication devices as directed by the State.

Establish and maintain an inventory of all WICSIS equipment and supplies. The inventory should be maintained in a manner that can be reported to the State as required.

Develop an emergency preparedness plan in compliance with the policy outlined in NYS WIC Program Manual. The plan must include the State's backup system (manual checks) implemented, when necessary, to ensure that participants receive benefits.

Comply with monthly inventory tracking requirements for manual checks and WICSIS supplies (check stock, MICR toner) to ensure uninterrupted service to participants.

Maintain a POTS (plain old telephone service) line in the server room. The POTS line must be dedicated to serve as a backup data line and to enable remote diagnostics of the server.

Transition Requirements

Follow the WIC Site Development Guide for all site changes, including: moves, closures, consolidations

and new requests.

Provide sufficient time for site development in accordance with the guide and ensure all pertinent parties are notified in a timely manner of the need for the site move or closure.

Develop a work plan for site changes that includes a contingency plan for provision of services during the site change process.

Develop and submit for State approval a local agency transition work plan to ensure an orderly and controlled transition of operations to a successor Contractor. The work plan must include a contingency plan for provision of services during the transition.

Continue to provide services and notifications to WIC participants as directed by the State during the transition period.

Maintain staffing adequate to meet obligations under the contract during the transition period.