

**WA WIC Remote Program Monitor Proposal**

**Background:** In response to the recent COVID 19 outbreak, Washington State Government has provided a directive to practice social distancing and reduce the frequency of in-person interactions with staff and partners. This includes a temporary ban on all non-essential state travel. To comply with this directive, WA WIC is proposing an alternative approach to program monitoring, which supports the directive while continuing to maintaining program integrity and compliance to program policy.

**Situation:** WA WIC Program monitor staff would implement the following procedures immediately, and add these to the current monitoring policy/procedures. Remote monitoring would be done exclusively until the ban on state travel is lifted. After the ban is lifted, we will evaluate the possible use of this procedure for remote locations.

**Program Monitor Procedure:**

Program Monitor staff will:

- Schedule time with coordinator for conference via phone or skype or Go2Meeting.
- Send the coordinator the checklist of items to submit to state office prior to conference.
- Complete chart reviews
- Run reports
- Review submitted documents
- Add a list of photos the agency must submit of secure storage. This could be accomplished using video capability if exists. (Note-no participants or participant information should appear in the photos)
- Photos to Include:
  - Agency signage
  - And Justice for All Posters
  - Anthro equipment set up
  - Blood screen equipment setup
  - Breast pumps
  - Card stock
  - FMNP benefits
- Complete Monitor Evaluation Tool
- Require coordinator to complete current observation of staff completing participant eligibility appointments (a minimum 1 per staff person) To be added to the checklist
- SOD chart reviews (1 month worth – specify timeframe)
- Complete remote conference
- Send Attestation Form after exit. (Coordinator will sign, scan, and email back to monitor staff)
- Follow post monitor procedures