

370.05**On-Site Agency Review****Overview**

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- Goals of on-site agency review** A variety of on-site review visits are completed by state WIC staff to:
- Meet regulatory review requirements,
 - Identify innovative and successful strategies to share with agencies,
 - Monitor compliance with federal regulations and state policies, and
 - Provide technical assistance and support.
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Overview of visits and their purpose The agency review process includes several types of on-site visits. Each type of visit serves a different purpose. The table below lists the types of visits and a summary of their purpose, and a manual reference.

Type of visit	Purpose	Reference
Office visit	<ul style="list-style-type: none"> • Review program operations related to service delivery and outreach • Audit clinic service records 	Policies 370.10 and 370.10a
Clinic visit	<ul style="list-style-type: none"> • Monitor quality of services • Evaluate adequacy of clinic facility 	Policy 370.30
Administrative on-site review	<ul style="list-style-type: none"> • Review administrative and personnel policies and compliance with civil rights • Evaluate property management, fiscal control measures, and documentation of expenditures 	Policy 370.80
Agency financial review	<ul style="list-style-type: none"> • Review recent audit findings and purchasing and inventory controls • Evaluate fiscal policies, fiscal control measures, expenditures, and documentation 	Policy 370.90

Review Schedule and Findings

Scheduling visits

In general, visits are completed during the first three quarters of the federal fiscal year. This allows adequate time for technical assistance or follow-up. Most on-site reviews are scheduled with input from the WIC Coordinator; however, clinic visits may be unannounced. For scheduled reviews, the agency director and WIC Coordinator will receive reminder letters several weeks before the visit.

Typical review schedule

Over the period of two fiscal years, all four types of review visits will be completed. A typical review schedule is:

- Year 1—Administrative on-site review + Clinic visit
- Year 2—Office visit + Agency financial review + Clinic visit

The number of clinic visits over the period of two fiscal years must equal a minimum of 20 percent of the clinics in each agency or one clinic, whichever is greater.

Reference: 7CFR246.19(b)(3)

Additional visits

Additional visits may be scheduled for:

- New agencies
 - New clinic sites
 - Other program-related purposes (e.g., technical assistance, data system function, outreach plans), or
 - Upon request.
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Report of review findings

Standard review tools have been developed for each type of visit and are used to:

- Record observations, and
- Note strengths and areas needing improvement.

After each visit, a written summary report and copies of the review tools are sent to the agency director and WIC program coordinator. A plan of action or progress report may be requested when a weakness is identified. Technical assistance may be arranged at the request of the agency.

Note: On-site reviews completed for other program-related purposes will be documented in a letter summarizing the visit and any planned follow-up. This letter will be sent to the agency director and the WIC program coordinator.
