

**ARKANSAS WIC PROGRAM
GOALS AND OBJECTIVES
FFY 2007**

**Functional Area I
Vendor Management**

Goal I: Create internal vendor management policies

Objective A: Obtain current process information in the following areas:

1. Authorizing new vendors
2. Re-authorizing existing vendors
3. Vendor training
4. Use of vendor file
5. Retention of vendor file
6. Storage of vendor file
7. Compliance/high risk
8. Determine high-risk vendors
9. Obtain investigator services
10. Investigator activities
11. Investigator reports
12. Audits/high risk
13. Obtain shelf prices quarterly
14. Conduct inventory audits
15. Outcome of vendor audit
16. Sanctions
17. Obtain violation reports
18. Establish pattern of violations
19. Disqualifications
20. Impose disqualification or fine
21. Terminations
22. Vendor termination
23. Law enforcement
24. Referral to law enforcement authorities

Objective B: Incorporate above completed information into internal policy

Goal II: Evaluate validity of cost containment implementation

Objective A: Ensure all database information is accurate

Objective B: Evaluate peer group data

Goal III: Comply with the vendor provisions of the Child Nutrition and WIC Reauthorization Act of 2004

Objective A: Make all appropriate changes to the Arkansas WIC Vendor Participation Agreement

Objective B: Fully implement all required changes

Goal IV: Create specialized training and revise training as needed

Objective A: Create trainings with input from WIC Specialists for specialized groups

Objective B: Provide training for WIC Specialists in "Train-the-Trainer" mode

Objective C: Update trainings as needed with input from WIC Specialists

Functional Area II Nutrition Services

Goal I: To complete Phase I: VENA Self Evaluation

Objective A: Identify responsibilities and assign tasks for VENA Self Evaluation

1. State level Staff
2. Regional Staff

Objective B: Establish baseline for current WIC nutrition assessment practices relating to:

1. Policies
2. Nutrition assessment processes and practices
3. Staff competencies
4. MIS
5. Quality Assurance/Monitoring

Objective C: Submit VENA Self Evaluation to FNS Regional Office by December 15, 2006

Goal II: Begin development of VENA Implementation Plan

Objective A: Identify and prioritize work activities

Objective B: Identify resources/barriers to implementation

1. Using ME findings
2. Reviewing/revising policy
3. Reviewing forms/tools
4. Identifying training needs
5. Identifying MIS capabilities/limitations

Objective C: Establish time-line for accomplishing VENA implementation by October 1, 2009

Goal III: Monitor provision of nutrition services

Objective A: Provide resources/support to Regions to allow Nutrition Coordinators to provide training/monitoring and evaluation of nutrition services

Objective B: Monitor provision of nutrition services through clinic observation

Goal IV: Continue implementation of "WIC: Making a Difference for Families" through:

Objective A: Development of client-centered materials

Objective B: Provision of enhanced breastfeeding support through Breastfeeding Peer Counselor Program expansion

Objective C: Providing training opportunities for staff

Objective D: Developing skills of Regional Nutrition Coordinators

Functional Area III Information System

Goal I: Adopt the WIC SPIRIT Information System

Objective A: Hire an Information Systems Manager

Objective B: Train Information Systems Manager on all aspects of the Arkansas WIC Program to Develop an understanding of operation and data needs

Objective C: Analyze WIC SPIRIT for components that need to be added or enhanced

Objective D: Work with SPIRIT coalition to enhance or develop new components

Objective E: Develop Implementation Advance Planning Document

Objective F: Develop RFPs for contractor for transfer of WIC SPIRIT and Quality Assurance contractor

Objective G: Work with Central Office and field staff on new policies for implementation of SPIRIT

Objective H: Maintain current WANG system until implementation of SPIRIT

Functional Area IV Organization and Management

Goal I: Develop sections and leadership for Nutrition, Food Delivery, Program Financial operations, Field Operations, Policy, Training & Development and Management Information Systems within the Program

Goal II: Recruit and hire Program Financial Operations Manager

Goal III: Develop staff utilization for field nutrition staff

Goal IV: Special Food Issuance Accommodations Pilot clinic to meet the special needs of the working class and overflow of requests for appointments in one of the more populous regions of the state

Objective A: Request OA funds

Objective B: Secure staffing

Functional Area V
Nutrition Services and Administration Expenditures

Goal I: Recruit and hire Program Financial Operations Manager

Goal II: Provide training for Section Leaders regarding NSA expenditures

Goal III: Research policy/procedures for contracting with Local Agencies

Functional Area VI
Food Funds Management

Goal I: Evaluate and revise as necessary cost containment strategies and data system reports

Goal II: Develop with Regional WIC Coordinators strategy to address program participation

Functional Area VII
Caseload Management

Goal I: Increased caseload

Objective A: Develop an overall state outreach plan

1. Identify state, regional and local resources and responsibilities utilizing WIC Coordinators
2. Develop strategies and tactics for effective state, regional and local outreach

Objective B: Revise regional caseload targets in coordination with Regional Directors and WIC Coordinators

Objective C: Revise outreach policy

1. Require outreach plans for each local health unit
2. Specify required activities
3. Develop guide for local outreach plans
4. Specify reporting requirements

Objective D: Develop outreach materials and training for local staff use

1. Provide Regional WIC Coordinators with information and materials to train local staff
2. Training materials will include: purpose of outreach, desired outcomes, effective outreach methods, and assistance in developing local outreach plans

Objective F: Develop a means to reward and publicize effective and innovative outreach efforts

Objective G: Coordinate outreach with Arkansas Department of Health and Human Services programs

Functional Area VIII
Certification, Eligibility and Coordination of Services

Goal I: Review policies and procedures for determining and documenting eligibility including income eligibility documentation, residency requirements and identity requirements to make revisions for clarification

Objective A: Review Management Evaluation data findings to identify the extent of problems needing attention

Objective B: Schedule meeting with Management Evaluation Team Leaders, WIC Coordinators and WIC Training Specialist to determine ways and means of addressing problems in the above stated areas

Goal II: Implement WIC Policy Memorandum 98-9, Revision 8: Nutrition Risk Criteria, October 1, 2007

Objective A: Review current risk criteria to determine changes needed

Objective B: Train staff regarding nutrition assessment and assignment of revised risk criteria

**Functional Area IX
Food Delivery/Food Instrument Accountability and Control**

Goal I: Implement revised Issuing Food Instrument policy, including mail-outs

Objective A: Policy implementation September 1, 2006

Objective B: Staff train-the-trainer and follow-up training sessions

Goal II: Revise Manual Food Instrument (MCH: WIC-1A), policies and procedures to include new food items, codes and changes in the names and sizes of food items

Objective A: Solicit feedback from staff

Objective B: Train staff for implementation

**Functional Area X
Monitoring and Audits**

Goal 1: Streamline the Management Evaluation process through the identification and resolution of issues

Objective A: Coordinate the paper and computer ME tools for ease in use

Objective B: Standardize procedures, tools and reports for State and Regional MEs

Goal II: Establish a common Access database for collected ME data

Objective A: Assess data for trends and to identify training needs

Objective B: Utilize data collected to develop forms, improve reporting system

Goal III: Institute standard training protocol that can be provided to State and Regional ME team members

Goal IV: Develop ME follow up policy and procedures

Functional Area XI
Civil Rights

Goal I: Create a new WIC Civil Rights training module to be used for staff training.

Objective A: Provide copy to each Local Health Unit to be used to for yearly training and training of new colleagues.