

## **WIC Coordinator Responsibilities**

### **October 2024**

The following guidance is to assist in orientation of a new WIC Coordinator. Use this guidance along with IL WIC PM Administration 11.2 and the current WIC Management Evaluation Quality Assurance (MEQA) Tools for details on WIC Coordinator responsibilities. This document also provides an overview of the WIC Coordinator's responsibilities considering the timeframe (i.e., daily, weekly, monthly, etc.) by which they may occur or be completed. Some activities may be delegated to other qualified staff, under WIC Coordinator supervision and additional responsibilities not listed may vary per local agency needs.

### **WIC Coordinator Responsibilities**

Per current WIC Contract, the WIC Coordinator, or their designee, must be provided adequate time to complete responsibilities listed below, which is estimated to be at least 25% of a full time equivalent (FTE) or 40 hours/month.

#### A. Responsibilities may include:

1. Supervising and evaluating WIC staff by ensuring that staff at all levels are competent to complete job specific duties when providing WIC program services.
  - a) Ensuring WIC staff follow IL WIC Policy and local agency procedures.
2. Coordinating direct WIC services to participants (daily clinic operations).
3. Serving as the local agency liaison to state WIC Staff by:
  - a) Providing communication regarding local agency questions, concerns, and any agency- specific activities impacting the WIC Program.
  - b) Participating in state and regional WIC conference calls and meetings.
  - c) Communicating to staff WIC Program updates and reinforcement of program requirements.
4. Determining staff training needs and coordinate education opportunities.
5. Overseeing the implementation of the Nutrition Education Plan and submitting the required Summary Report by the date specified by the Department (IL WIC PM NE 3.1).
6. Conducting Quality Assurance activities per IL WIC PM AD 6.1, including:
  - a) Monitoring WIC MIS Reports, including resolution of potential dual participation weekly (IL WIC PM CS 1.1) and benefits over issuance.
  - b) Reviewing the WIC budget, monthly Expenditure Documentations, and WIC allowable costs.
  - c) Reviewing medically prescribed foods and formula prescriptions.
7. Identifying and collaborating with local providers and other community partners for outreach efforts and maintaining local referral contacts.
8. Managing assigned caseload per Department Grant Agreement (i.e., WIC contract).
9. Maintaining oversight controls and records including EBT card, breast pump inventory and scheduling tasks (e.g., create and generate schedules) in the WIC MIS.
10. Ensuring employee compliance and program integrity (IL WIC PMAD 15).

## Daily / Weekly Responsibilities:

- Daily supervision and oversight of WIC clinic operations.
- Based upon staffing changes (i.e., time off, called off, etc.), the WIC clinic schedule is updated in the WIC MIS Admin Module.
- WIC MIS operational and secure per IL WIC AD 2.7 and current WIC contract:
  - Follow “WIC MIS User Request” guidance for creating and deleting IWIC users with staff changes.
  - Staff roles are appropriate for job title and credentials. Staff cannot have a combination of roles that would grant them full access or Emergency FA without Department approval.
  - Staff only access WIC MIS during normal business hours at approved locations.
  - Staff comply with Separation of Duties *IL WIC PM AD 15.3*.
  - Implement procedures that provide security and confidentiality of WIC data.
- Participant follow up is conducted for missed appointments utilizing IWIC reports. *Refer to IWIC and Reports Guidance shared annually by Regional Nutritionist Consultant (RNC).*
- Ensure all WIC staff have access to WIC Policy Manual, local agency procedures and know where to find any additional resources ([Resources | Springfield Urban League \(springfieldul.org\)](#)).
- Cards removed from inventory each day and distributed to issuing staff are logged and maintained using the Daily eWIC Card Stock Log. *Refer to PPS eWIC Card Management.*
- Monitor Department communications and when applicable, take any necessary action and/or respond in timely manner (i.e., eWIC Card inventory shipments, Helpdesk/Vendor resolution, Benefit Over Issuance, DHS memos etc.).
- Review weekly, every Thursday, the WIC MIS *Resolve Dual Enrollment* screen to identify any potential dual applicants/participants and must resolve in WIC MIS. *Refer to IWIC: Duplicates for guidance.*

## Monthly / Quarterly / Bi-annual Responsibilities:

- Review WIC clinic schedules to ensure processing standards are met per policy (10 or 20 days per priority) and offering at least 5% of certification appointments outside of the standard 8:30-4:30 Monday – Friday schedule to accommodate working families. *Current WIC Contract and IL WIC PM CS 9.3.*
- Review WIC Program Contractual Goals to assess caseload achievement. To determine your agency’s strengths and opportunities for improvement *refer to IL WIC PM CS Addendum PPS Caseload Management Strategies.*
- Monitor WIC provided materials (i.e., WIC ID Cards, WIC Food List, Education materials, etc.) to ensure adequate supply per local agency needs. Refer to the WIC Material Order Form for a list of materials and guidance on ordering.
  - Review materials to ensure they have the most current non-discrimination statement included.
- Review EBT card inventory quarterly to ensure the security of WIC EBT cards regardless of status. *Refer to PPS eWIC Card Management.*
- Monitor over issuance weekly by following *IWIC Over Issuance Report Guidance* and training video. Document on over issuance report tracking log and return to RNC monthly.
- Attend Quarterly Regional WIC Coordinator meetings to receive updates from your RNC as well as peer Coordinator sharing/networking. Share updates with staff via staff training, meetings, email communications, etc.
- Conduct Participant Surveys, per Nutrition Education Plan (local agency may choose to conduct surveys more or less frequently in the given State Fiscal Year (SFY))
- Bi-annually: Medically Prescribed Formula QA using the WIC MIS *Cert 17.21 Formula*

*Usage Report* (QA worksheet provided/available from RNC); review proper issuance of Ready-to-Feed (RTF) contract/non-contract formulas, Medically Prescribed Formulas (MPF), including Children on contract infant formulas.

### Annual Responsibilities:

- Conducts and documents quality assurance of program operations annually to ensure compliance with WIC federal and state regulations and policies and kept on file for review. *IL WIC PM AD 6.1*
  - A complete self-audit is required annually (regardless of whether your RNC is conducting a WIC MEQA review) using the current state fiscal year tool guidance and worksheets provided by your RNC.
  - Observations of all staff providing direct services, including Certification and Secondary Education using worksheets provided by your RNC.
  - Update WIC (and BFPC Program) inventory list. If applicable, follows guidelines for disposal of equipment WIC equipment purchased with WIC funds.
  - Review Limited English Proficiency needs, discuss resources with your RNC.
  - Review and update local agency procedures, including referral list.
- Develop an annual WIC Outreach Plan and document required outreach per policy. *IL WIC PM AD 8.1 & addenda Sample Outreach Plan & Log.*
- Provides job specific training opportunities to ensure compliance with state policies and documentation kept on file for review. *IL WIC PM AD 11.1*
  - Initial training: New employee orientation, specific to WIC job role, which includes breastfeeding and orientation about the Breastfeeding Peer Counselor (BFPC) program, if applicable. Ask your RNC for WIC New Employee Orientation information/materials.
  - Annual job specific and breastfeeding training: all WIC staff receive training related to job role and on breastfeeding, at a minimum annually.
  - Annual Civil Rights Training with all staff who interact with program applicants and participants and those that supervise WIC staff. Documentation must be kept on file.
  - Assess WIC staff training needs, per policy requirements, including Medically Prescribed Formulas, Participant Centered Counseling, Breastfeeding, etc. as training opportunities are offered and have staff register per training needs.
- Nutrition Education Plan: *IL WIC PM NE 3.1*
  - Annual (or Biennial) Plan is shared statewide by Program, running from October – September (Federal Fiscal Year, FFY). Activities may be related to caseload management, nutrition education, breastfeeding, and always includes a WIC participant survey. At the end of the FFY, the state will provide guidance to evaluate and summarize outcomes of plan.
  - Agencies are required to complete all activities per the Plan and submit outcomes by the date specified.
- Attend state WIC and Breastfeeding workshops, trainings, webinars, calls, etc. as offered.
- Review WIC materials released on annual basis and share with staff accordingly:
  - Illinois WIC Program Formulary (and related documents)
  - Illinois WIC Authorized Food List
  - WIC Program Income Guidelines
- Review local agency nutrition education resources utilized for WIC education (i.e., group education lesson plans, wichealth.org flyers, SSMS, handouts, displays, etc.) and update as needed.
- Follow state guidance regarding destruction and retention of records, an annual memo will inform local agency of timeframe, also consideration of any Local Records Act. *IL WIC PM AD 4.*

### Biennial Responsibilities:

- The WIC MEQA Review is conducted every two years by the Nutrition Services Staff/RNC.
  - RNC will work with WIC Coordinator regarding scheduling and details of the review process. The local agency will receive an announcement letter, addressed to the Administrator, and copied to the WIC Coordinator, 20 working days prior to review.
  - Along with the announcement letter, included is Pre-Visit Questionnaire/Reminder List to be completed by the WIC Coordinator and returned to the RNC at least one week before the scheduled review. This will assist in streamlining the review process.

### Breastfeeding Related Responsibilities:

- Designate a Breastfeeding (BF) Coordinator and Designated Breastfeeding Expert (DBE) for the local agency; refer to policy for role responsibilities. *IL WIC PM AD 11.5*
- Monitor WIC and Breastfeeding related reports in WIC MIS to assess breastfeeding WIC Program Contractual Performance Goals. Update I-WIC Breastfeeding Tracking Log monthly (available from State Breastfeeding Coordinator or RNC). *Refer to IWIC and Reports Guidance.*
- Promote and support breastfeeding according to policy. Evaluate to ensure local agency provides a breastfeeding supportive environment. *IL WIC PM AD 10.1 & addenda NPS: Breastfeeding Competencies and NPS: Breastfeeding.*
- Support local agency involvement in the regional breastfeeding task force meetings and/or local community task force meetings. *IL WIC PM AD 10.1*
- Monitor breast pump issuance program; follow state policies as well as review local agency procedures for issuance. *IL WIC PM AD 10.2*
- Support BFPC program, if applicable. WIC Coordinator involvement may vary per local agency; however, communication with the designated BFPC Supervisor will assist in monitoring breastfeeding outcomes, training opportunities, etc. *Local agency with BFPC grant receives additional guidance/training from State Breastfeeding Peer Counselor Program Coordinator for more information. Refer to Breastfeeding Peer Counselor Program section of the IL WIC PM.*
- Nutrition Services Section Breastfeeding staff will share communications as well as work with the Regional Nutritionist Consultants to assist agencies with Breastfeeding related questions, communications, etc.