PURPOSE:
To highlight the necessary components a local agency (LA) must incorporate into the internal quality assurance (QA) plan throughout the process of development, implementation and ongoing use of any such plan.

POLICY:
I. The LA must develop, implement and maintain an internal QA plan and conduct a continuous review and evaluation of the program services provided according to the plan.

PROCEDURE(S):
I. The QA plan must include:
   A. A general description of the methodology and customized checklists used to evaluate:
      1. Individual staff performances.
      2. Areas of program management and operations to include at a minimum certification, nutrition education, breastfeeding promotion and support, provision of referrals and food instrument integrity and distribution.
   B. Procedures or protocols from approved policy waivers.
   C. Corrective Action Plans (CAP) from previous program evaluation finding.
   D. Areas and/or components to be reviewed and evaluate.
   E. How each area and/or component will be reviewed and evaluated, including method of monitoring:
      1. Frequency and duration of monitoring.
      2. Number of observations to be done and/or records to be reviewed.
      3. Forms and/or checklists to be used.
   F. Expected and actual outcomes for each area and/or component monitored.
   G. Methods used to evaluate results and identify trends.
II. The LA must review its QA plan at least once every 12 months to correct identified deficiencies and recognize accomplishments.
III. The QA plan and all supporting documents must be kept on file for a minimum of three years and must be made available to program reviewers upon request.
AUTHORITY:
7 CFR §246.19
7 CFR §246.25
WIC Nutrition Services Standards: Standards 6 and 10

RESOURCE:
Program Evaluations