

Subject: Program Administration Planning Requirements**Item: Quality Assurance**

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.
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AUTHORITY:

[7 CFR §246.19](#)

[7 CFR §246.25](#)

[WIC Nutrition Services Standards: Standards 6 and 10](#)

RESOURCE:

Program Evaluations