X. Monitoring and Audits - State Monitoring of Local Agencies		**PROCEDURE 10.003** Implementing Office: Community Health Administration (CHA)
Approved by: _____ LaQuandra S. Nesbitt MD, MPH; Agency Director	**Review by Legal Counsel:** _____ Phillip Husband, Esq.; General Counsel	**Created September 2019**

I. Authority	USDA
II. Reason for the Policy	The State Agency may visit Local Agencies on a rolling basis to monitor the delivery of Program Services, competency of staff, and to provide technical assistance.
III. Applicability	DC WIC State Agency and Local Agency Staff
IV. Policy Statement	State Agency visits to WIC Local Agency sites may be announced for the purpose of technical assistance or corrective action plan reviews, or unannounced for candid Program monitoring.
V. Procedures	1. The State Agency shall monitor 20% of all Local Agencies on an annual basis to ensure adequate delivery of Program services by competent staff. 2. When monitoring the process of Certifications, the State Agency staff shall refer to 10.003A (or 10.003B) to record observations of Local Agency staff performing the certification and the environment of the clinic. 3. When monitoring general Program procedures and customer service, the State Agency staff shall refer to appendix 10.003B to record observations and recommendations for corrective action. 4. The Local Agency staff shall return reports in conjunction with State Agency monitoring visits according to policy 10.001 - Reporting Procedures.
VI. Appendix	10.003A Certification Monitoring Workbook 10.003B Certification Monitoring PDF 10.003C Local Agency Program Monitoring Form
VII. Reference	10.001 Reporting Requirements