

## Maine WIC Nutrition Program

### Goals FFY 2017

<b>VENDOR AND FARMER MANAGEMENT</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	Implement the Access Vendor Module for compliance investigation tracking.	Enter data for compliance buys with open compliance investigations. Develop queries and reports to facilitate tracking of investigation status, including merging prior data to existing violation and to the sanction notification letter templates.	
	Increase participant access to locally grown fruits and vegetables.	Update selection criteria to increase number of farm stands which are open multiple days per week that qualify for Farmer's Market Nutrition Program (FMNP).	
	Improve participants' experiences in stores.	Develop survey tool to assess participant store experience Collect baseline data to determine areas that need improvement and create action plan.	

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NUTRITION SERVICES	Goal FFY17	Activities	Status
	Upgrade WIC MIS (SPIRIT) to implement nutrition risk criteria changes outlined in Risk Revisions memo dated 5/21/15.	<p>Perform user acceptance testing in late summer/early fall 2016.</p> <p>Perform regression testing November/December 2016.</p> <p>Train local agency staff in early January 2017.</p> <p>Upgrade scheduled for January 21, 2017.</p>	
	Provision of training and technical assistance to local WIC agency staff .	<p>Annual training conference scheduled for 10/28/2016.</p> <p>Provide training resources to local agency staff to expand on annual conference topics.</p> <p>Provide nutrition services trainings as requested by local agency staff or as identified in management reviews or policy change(s).</p>	
	Implement infant formula contract change.	<p>Provide training and technical assistance to local agency staff.</p> <p>Provide communication and technical assistance to health care providers as needed.</p>	

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	Monitor breastfeeding rates.	Increase percentage of breastfed infants under 12 months of age to 32% (baseline FFY2016: 29%).	
	Follow up on unreturned electric breast pumps.	Communicate information about unreturned breast pumps with DHHS Fraud Investigation and Recovery Unit.	
	Provide effective and efficient breastfeeding promotion and support services.	Implement <i>Loving Support</i> train the trainer curriculum at all local agencies providing BFPC services.  Request local agency staff to attend CLC training (October 24-28, 2016, February 13-17, 2017).	
<b>MANAGEMENT INFORMATION SYSTEM (MIS)</b>	<b>Goal FFY17</b>	<b>Activities</b>	
	Maintain SPIRIT help desk support for local agencies.	State WIC staff to provide SPIRIT MIS Help Desk Support for the local WIC clinic.	
	Train staffs for each SPIRIT upgrade and develop self-guided SPIRIT training for new staff.	Develop webinar training for January 2017 upgrade.  Update new staff training material with changes.  Train local agency staff	

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	Continue participation in SPIRIT User Group through task force/groups: Executive Steering Committee, Change Control Workgroup, Technology Advisory Group, Tester call and EBT Task Force.	State representation maintained by Director, Nutrition Coordinator and WIC Dietitian.	
	eWIC implementation	Project on hold	
	Certification and Eligibility Management Evaluation Finding #5: To ensure that the SPIRIT MIS is consistent with federal requirements and WIC Policy Memo #2011-7 and #2013-3 regarding income calculations by April 2017.	Participate in requirements development in SPIRIT Change Control Work Group.  Perform User Acceptance Testing to ensure accuracy of programming changes.  Implement changes when deployed.	
<b>ORGANIZATION AND MANAGEMENT</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	Adopt new State Agency rules.	File final rules with the Secretary of State to begin formal rule making process.  Obtain public comment.  Revise draft rule.	

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	<p>Certification and Eligibility Management Evaluation Finding # 2: To train local agency directors on the procedures for monitoring and training homeless institutions for compliance with WIC regulations.</p>	<p>Procedures added to policy OM-14 and will be submitted with the state plan for FFY2017 Once procedures are approved, provide training to local agency directors at October 2017 directors meeting.</p> <p>Add a metric to clinic management portion of management evaluation to assess compliance biennially.</p>	
<b>NUTRITION SERVICES AND ADMINISTRATION (NSA) EXPENDITURES</b>	<b>Goal FFY17</b>	<b>Activities</b>	
	<p>Continue to develop and maintain a cost efficient and effective operational budget that is proactive in responding to changes in funds and covers all essential minimum costs.</p>	<p>Allocation of funds for the WIC Program state agency expenditures and funds provided to local agencies are under review to provide a cost effective budget.</p> <p>Monthly budget reconciliation for NSA and Food funds.</p>	
	<p>Ensure program integrity through local agency performance-based contracting.</p>	<p>Award RFP. Develop Performance based expectations for FF17 contracts.</p>	

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<b>FOOD FUNDS MANAGEMENT</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	Continue to focus on cost containment.	Participation in multi-state (NEATO) infant formula and infant food rebate contracts with other states.	
	Assess Vendor peer groups.	Reanalyze vendor peer groups to determine if geography exemption demonstrates adequate cost containment, or if peer groups need other adjustments.	
<b>CASELOAD MANAGEMENT</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	Assist and monitor local agency outreach activities.	<p>Collaborate with local agency staff on identifying cost-effective, broad reaching community engagement events.</p> <p>Provide outreach technical assistance for health care providers and other partners.</p> <p>Review local agency specific outreach initiatives with the local agency directors in April 2017.</p>	
	Review with local agencies clinic scheduling and provide technical assistance with monitoring and managing clinic schedules.	Review scheduling practices, clinic caseloads and no show rates at management reviews.	

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<b>CERTIFICATION, ELIGIBILITY AND COORDINATION OF SERVICES</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	<p>Certification and Eligibility Management Evaluation Finding # 5: To ensure that the SPIRIT MIS is consistent with federal requirements and WIC Policy Memo #2011-7 and #2013-3 regarding income calculations by April 2017.</p>	<p>Develop train the trainer PowerPoint for presentation at nutritionist meeting, with expectation that information will be shared with all local agency staff.</p> <p>If revisions needed, based on FNS feedback, provide clarification via email to nutritionists.</p>	
	<p>Certification and Eligibility Management Evaluation Finding #3: To assure that household size is determined correctly at certification by developing guidance and training by November 2016.</p>	<p>Training provided to all local agency staff May 2016.</p> <p>Monitoring for compliance will occur during management review site visits and file audits.</p>	
	<p>Certification and Eligibility Management Evaluation Finding #4 The State Agency will provide information to Local agencies on the regulation to assure that Voter Registration services to are offered to participants.</p>	<p>Training provided to all local agency staff June 2016.</p> <p>Monitoring for compliance will occur during management review site visits and file audits.</p>	
<b>MONITORING AND AUDITS</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	<p>Provide updated time study guidance and implement procedures in order to accurately</p>	<p>Time study updates have been provided and process procedures are being reviewed.</p>	

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	track time spent on activities with their associated costs	and monitored	
	Provide and update participation and food costs models.	Food cost and participation models are continually reviewed and improved to assess accuracy.  Review the California Food Forecasting Model for improved forecasting and best practices.	
<b>CIVIL RIGHTS</b>	<b>Goal FFY17</b>	<b>Activities</b>	<b>Status</b>
	Certification and Eligibility Management Evaluation Finding #1 : With the Office of Administrative Hearing input, update Policy OM-17 to address the requirement to conduct a fair hearing in 3 weeks of the request of appeal.	OM-17 reviewed and revised by Office of Administrative Hearing.  Policy to be submitted for approval for FFY17.  Policy changes to be communicated to local agency staff .	
	Certification and Eligibility Management Evaluation Finding #6: to include the required nondiscrimination statement on the Notification of Appeals letter and other documents.	Change to Notification of Appeals form completed June 2016 and submitted for FFY2017 approval.  First quarter FFY2017: review all outreach and public notification materials; edit any materials to include nondiscrimination statement and civil rights procedure.	



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<b>Food Delivery</b>	Monthly monitoring of food instrument redemptions and ensuring reconciliation between MIS and Banking system.	The MIS banking report is run on a monthly basis and reconciled with the Banking intermediary monthly close-out report.  Trend analysis and automation to occur within FFY2017.	
	Develop weekly Automated Clearing House (ACH) reporting on Special Formula Vouchers.	Weekly report to be tracked, analyzed, and automated within FFY2017. Trends will lead to improved cost containment and fraud reduction.	