

## **WIC Service Delivery**

### **A. Purpose of Procedure**

Local agency's service delivery must maximize access for the eligible population in the service delivery area through the co-location or integration of services with community partners whenever possible.

### **B. Scope of the Procedure**

Co-location or integration of services with community partners, using personnel resources in the most efficient manner, and monitoring client satisfaction are ways to assure services are maximized for the eligible population.

### **C. General Procedure**

Local agencies must:

- Provide an opportunity every month to certify all categories of WIC participants in every county within the service delivery area
- Be able to make WIC appointments during hours that the agency is open for business
- Offer extended hours to better serve participant needs.
- Have regular and ongoing communication with participants and community partners about operating hours and locations.
- Coordinate appointments with other services delivered at the same site to the extent possible.
- Determine optimum clinic site location
- Have appropriate staffing and staffing patterns to ensure the most qualified and appropriate staff meet the needs of participants.

To maximize clinic service delivery, local agencies are strongly encouraged to

- Cross-train staff
- Offer noon-hour coverage
- Co-locate clinics with other community partners