

IV. ORGANIZATION AND MANAGEMENT

(Please indicate) **State Agency: Wisconsin** for FY: **2024**

Organization and management involve the procedures for the documentation of staff time at the State level devoted to the various WIC functions, the evaluation and selection of local agencies, the documentation of local agency staffing standards and data, as well as disaster planning.

During a disaster, public health emergency, or supply chain disruption, the State agency may request to implement existing WIC regulatory and programmatic flexibilities or waivers to support the continuation of Program benefits and services. State agencies should consider the overarching authority, i.e., Stafford Act or provision(s), Access to Baby Formula Act, or authorized by Congress, and duration before developing a policy and procedure. The State agency must provide a detailed description of how it plans to operationalize the flexibility or waiver through their procedure manual where applicable. Please note the State Plan Guidance is not intended to capture a description of waivers authorized by Congress with separate reporting requirements.

Executive Order (EO) 13988, "*Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation*", issued to all Federal Agencies, set out policies that all persons are entitled to dignity respect and equal treatment under the law, no matter their gender identity or sexual orientation. The EO does not usurp section 17 of 42 U.S.C., as amended or applicable regulations, rather it complements the nondiscrimination statement. Following the contents of the EO, State agencies must update their policies and procedures to align with the contents of the EO and the nondiscrimination statement.

A. **State Staffing – 246.3(e), 246.4(a)(4) and (24)**: describe the information relating to State level staff requirements and utilization as it relates to WIC Program functions and how the State agency will provide a drug-free workplace.

B. **Evaluation and Selection of Local Agencies - 246.4(a)(5)(i) and (7) and 246.5**: describe the procedures and criteria utilized in the selection and authorization of local agencies.

C. **Local Agency Staffing - 246.4(a)(4)**: describe the State staffing standards which apply to the selection of local agency staff and the means used by the State agency to track and analyze local level staffing data.

D. **Plan of Alternate Operating Procedures (Disaster Plan)** - describe the plan of alternate operating procedures in preparation for a disaster and/or public health emergency.

A. State Staffing

1. State Level Staff

- a. Record below the current total full-time equivalent staff (FTEs) available for each position listed or attach equivalent information in the section's Appendix noted here: [Click or tap here to enter text.](#)

<u>Position</u>	<u>FTE WIC</u>	<u>FTE In-Kind</u>	<u>Total FTE</u>
Director	1		1
Nutritionist	8.8		8.8
Vendor Specialist	7		7
Program Specialist	3.2		3.2
Financial Specialist	1.65		1.65
Breastfeeding Coordinator	2		2
(MIS/EBT) Specialist	1		1
Intern			
Other (specify): Epidemiologist	1		1

Other (specify): [Click or tap here to enter text.](#)

Other (specify): [Click or tap here to enter text.](#)

- b. The State agency has a WIC organizational chart showing all positions, titles, and staff names.

Yes No

If yes, please attach and/or reference the location of the State agency's WIC organization chart: [Appendix IV.A.1.b.](#)

- c. Please attach and/or reference the location of the overall organizational chart that identifies the WIC Program's relationship within the State Health Department or Indian Tribal Organization: [Appendix IV.A.1.b.](#)

- d. The State agency has updated position descriptions for each of the above positions.

Yes No

If yes, please attach and/or reference the location of the position descriptions: [Policy 10.31](#)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation): [Appendix IV.A.1.a., A.1.b., Policy 10.31](#)

2. Estimate below the average percent of State staff time devoted to fulfilling the following functions:

<u>Function</u>	<u>Percent of Total Staff Time</u>
Certification, including nutrition risk determination	6
Breastfeeding training/promotion and support	10

Nutrition education	10
Monitoring of local agencies	12
Fiscal reporting	8
Food delivery system management	10
Vendor management, including vendor training	20
Staff training and continuing education	3
(MIS/EBT) system development and maintenance	7
Civil Rights	1
Coordination with and referrals to other assistance programs and social service agencies	5
Other (specify):	8
Total	100

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

Click or tap here to enter text.

3. Drug-Free Workplace

a. The State agency has a plan that will enable them to achieve a drug-free workplace.

Yes No

b. Please attach and/or reference the location of a description of the State agency's plans to provide and maintain a drug-free workplace in Appendix of this section.

[Appendix IV.A.3.](#)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

[Appendix IV.A.3.](#)

B. Evaluation and Selection of Local Agencies

Does not apply because the State agency has only one location or no local agency(ies). (PROCEED TO NEXT SECTION)

1. Local Agencies Authorized

65 Number of local agencies authorized to provide WIC services last fiscal year

64 Number of local agencies planned to provide WIC services this fiscal year

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

[Appendix IV.B.1.](#)

2. The State agency accepts applications from potential local agencies:

Annually Biennially

On an on-going basis Other (specify) [every 5 years, with State agency procurement cycle](#)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

[Policy 10.11](#)

3. Existing local agencies must reapply and compete with new applicant agencies for authorization:

Annually Biennially

Not applicable

Other (specify) **every 5 years, with State agency procurement cycle**

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

Click or tap here to enter text.

4. Selection Criteria

a. The State agency uses the following criteria in selecting local agencies in new service areas and/or in reviewing applications from existing service areas:

New Service Areas	Existing Service Areas	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Coordination with other health care providers
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Projected cost of operations/ability to operate with available funds
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Location/participant accessibility
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Financial integrity/solvency
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relative need in the area
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Range and quality of services
<input type="checkbox"/>	<input checked="" type="checkbox"/>	History of performance in other programs
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ability to serve projected caseload
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Non-smoking facility
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Americans with Disabilities Act (ADA) compliance

Other (specify by typing into the cells below):

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Federal initiatives, e.g. coordination with community centers, sovereign Indian Nations
<input type="checkbox"/>	<input type="checkbox"/>	

b. The State agency conducts studies (provide date of most recent study: [Click here to enter a date.](#)) of the cost-effectiveness of local agency operations that examine:

- Location and distribution of local agencies in proportion to new applicants/participants
- Clinic procedures to optimize participant access/service (Patient Flow Analysis, etc.)
- Staff-to-participant ratios and related staffing analyses
- Comparative analyses of local agency/clinic costs
- Other

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

Click or tap here to enter text.

5. The State agency enters into a formal written agreement or contract with each local agency.

Yes (state contract duration): **1/1/2024 – 12/31/24** No

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

Appendix IV.B.5.

6. The State agency has established statewide fair hearing procedures for local agency appeals.

- Yes, attach local agency fair hearing procedures or specify the location in the Procedure Manual and reference below:
 No

**ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):
Policy 10.52**

7. **The State agency maintains a listing of clinic sites that includes the following information. If available, please attach and/or reference the location of the listing:**

Click or tap here to enter text.

- Location
 Type of site (e.g., hospital, health department, community action program)
 Service area
 Hours of operation
 Days of operation
 Health services provided on-site
 Social services provided on-site
 Participation
 Other (specify): Click or tap here to enter text.

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

Click or tap here to enter text.

C. Local Agency Staffing

- Does not apply because the State agency has only one location or no local agency(ies). (PROCEED TO NEXT SECTION)

1. **Staffing Standards**

- a. **The State agency prescribes local agency staffing standards that include:**

- Credentials
 Staff levels
 Staff-to-participant ratio standards
 Time spent on WIC functions
 Other (specify): Click or tap here to enter text.
 Functions of CPAs
 Paraprofessional requirements
 Separation of duties to ensure no conflicts of interest
 Other (specify): breastfeeding coordinators, breastfeeding peer counselors
 Not applicable

- b. **The State agency has a plan for ensuring that local agency credentials are in line with the Nutrition Services Standards.**

- Yes No

- c. **The State agency maintains copies of local agency CPA position descriptions, classified in terms of Nutrition Services Standards, i.e., federal requirements, recommended criteria, best practices.**

- Yes No

- d. **Local agencies follow staffing standards established by unions or local governmental authorities.**
 Yes No

If yes, how many of the total local agencies are currently authorized by unions or local governmental authorities? [Click or tap here to enter text.](#)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):
[Policies 10.21, 10.23, 10.25, 10.22](#)

2. Local Level Staffing Data

- a. **The State agency gathers and analyzes data to determine staff-to-participant ratios (check all that apply):**

- | | |
|---|---|
| <input checked="" type="checkbox"/> For each clinic/local agency | <input checked="" type="checkbox"/> By function |
| <input type="checkbox"/> At regular intervals | <input type="checkbox"/> Program management |
| <input type="checkbox"/> Monthly | <input type="checkbox"/> Food delivery |
| <input type="checkbox"/> Quarterly | <input type="checkbox"/> Certification |
| <input type="checkbox"/> Annually | <input type="checkbox"/> Nutrition education |
| <input type="checkbox"/> Breastfeeding promotion and support | |
| <input checked="" type="checkbox"/> Other (specify): periodically | |

- b. **Results of analyses are reported back to local agencies.**

- No
 Yes, in a single report comparing all local agencies
 Yes, in a local agency-specific report (no comparative data)

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):
[Click or tap here to enter text.](#)

3. Local Agency Breastfeeding Staffing Requirement

- a. **Number of local agencies with a designated staff person to coordinate breastfeeding promotion and support activities.**

64

- b. **The State agency maintains approved copies of local agency Breastfeeding Coordinator and Peer Counselor position descriptions as outlined in the WIC Breastfeeding Support.**

- Yes No

- c. **Number of local agencies with breastfeeding peer counselors.** **55**

D. Plan of Alternate Operating Procedures (Disaster Plan)

Developing a plan of alternate operating procedures, more commonly referred to as a Disaster Plan, is not required but encouraged. A Disaster Plan should include policies and procedures for operations when regular operations are disrupted, which may include disasters, public health emergencies, and supply chain disruptions. In this section are questions to guide State agencies in developing their plan of alternate operations prior to a disaster and/or public health emergency.

1. **State agency has developed a WIC disaster or emergency operations plan.**

Yes No

2. **The WIC disaster and public health emergency plan is part of a broader Health Department or other State agency disaster plan.**

Yes, what agency(ies): [Click or tap here to enter text.](#)

No

3. **The State agency shares the disaster and public health emergency plan with its local agencies and clinics?**

Yes No

4. **The disaster plan addresses:**

a. **Disaster and Public Health Emergency Planning**

Designate a WIC State agency emergency contact to work with relief organizations for continued WIC benefits.

Internal/external communications plan

Establish point of contact with State/ITO-level relief agencies

Design a comprehensive plan that aligns with the Department of Health's Disaster Plan for continued WIC services

Plans are submitted with State Plans for approval

Train staff and test readiness periodically on approved plans

Other (describe) [Click or tap here to enter text.](#)

b. **Alternate Certification**

Remote certification

Physical presence

Anthropometric data

Eligibility documentation

Certification period (temporary or fully certified)

Signature requirements

Verification of Certification (VOC) issuance

Other (describe) [Click or tap here to enter text.](#)

c. **Alternate Benefit Issuance and Redemption**

Electronic benefit (EBT) issuance sites

Out of State benefit redemption

Replace EBT cards

Replace destroyed supplemental foods

Mailing food instruments (FI) and cash value voucher/benefits (CVV/B)

Direct Distribution

Home Food Delivery

Other (describe) [Click or tap here to enter text.](#)

d. **Vendor Management Requirements**

Minimum stocking requirements (MSR)

Vendor Monitoring Schedules

Emergency authorization of vendors

Other (describe) [Click or tap here to enter text.](#)

e. **Nutrition Services**

Infant formula

Medically fragile participants

- Medical documentation
- State agency options for evacuated participants
- Food package adjustments
- Breastfeeding Support
- Other (describe) **Click or tap here to enter text.**

f. Allowable Cost

- Necessary equipment (health and safety) approval process
- Use of WIC staff
- Cost of personal protective equipment (PPE)
- Other (describe) **Click or tap here to enter text.**

g. Participants

- Access to program records
- Certification and food issuance sites and procedures
- Publication notification of variances in program operations
- Use of mobile devices
- Other (describe) **Click or tap here to enter text.**

h. Alternate Procedures

- Local agency monitoring
- Procedures to assess the extent of a disaster and report findings
- Use of mobile clinics
- Management Information System (MIS) Recovery
- Back up filing systems
- Back up computer systems
- MIS alternate procedures
- Reciprocal agreement with bordering States
- Plan to ensure continuity of services for priority populations
- Collect and report on alternate operating procedures implemented
- Other (describe): **Click or tap here to enter text.**

5. The State agency requires local agencies/clinics to have individual disaster plans.

- Yes No

If yes, such plans are reviewed for compliance and consistency with the State agency disaster plan.

- Yes No

6. The State agency has a designated staff person to coordinate disaster planning.

- Yes No

ADDITIONAL DETAIL: Organization & Management Appendix and/or Procedure Manual (citation):

Policy 10.61 and 10.61A