

NH DHHS WIC LOCAL AGENCY MANAGEMENT EVALUATION--CLINIC staff/customer service

Agency and Clinic	
Date	
State Agency Staff	
Local Agency Staff and function at clinic	
Intake	
Intake	
Intake	
Measurement and Bloodwork	
Nutritionist	
Nutritionist	
Nutritionist	
Nutritionist	
Benefit Issuance	
Benefit Issuance	
Benefit Issuance	
Benefit Issuance	
FUN	
FUN	
FUN	

	CUSTOMER SERVICE-All Staff	Observed	Reviewer's Notes
1.	Participant welcomed upon arrival and put at ease.		
2.	Clinic environment is clean, safe, child, and breastfeeding friendly.		
3.	Breastfeeding promoted and supported.		
4.	Clinic environment ensures confidentiality.		
5.	Staff wears name badge/ name is displayed.		
6.	Walk-ins are triaged appropriately.		
7.	Able to accommodate participant's language needs.		
8.	Teamwork demonstrated.		
9.	Limits the use of WIC jargon.		
10.	Deals effectively with upset/ emotional participant.		
11.	Laptops are not left unattended.		
12.	Staff logs off when leaving laptop.		
13.	Separation of Duties		
14.	Anthropometric equipment calibration log		
15.	Bloodwork area is clean and sanitized.		
16.	Microcuvettes are w/in date.		
17.	"And Justice for All" poster is displayed in clinic.		

Additional Notes: