

IV. ORGANIZATION AND MANAGEMENT

(Please indicate) **State Agency:** New Hampshire for **FY** 2024

Organization and management involves 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 or 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 over arching authority, i.e. Stafford Act, Access to Baby Formula Act, or provision(s) 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 that State Plans 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*." was issued to all Federal Agencies. The EO 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 language in 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 an/or public health emergency.

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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 Appendix _____ of this section:

<u>Position</u>	<u>FTE WIC</u>	<u>FTE In-kind</u>	<u>Total FTE</u>
Director	0.12		0.12
Nutritionist	1		1
Vendor Specialist	1		1
Program Specialist	1		1
Financial Specialist	0		0
Breastfeeding Coordinator	1		1
(MIS/EBT) Specialist	0.9		0.9
Intern			
Other (specify): <u>Assistant Director</u>	0.95		0.95
Nutrition Manager	1		1
_____	_____	_____	_____

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:
 See attachment Org Chart

c. If available, 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:

See IV Org Chart Section within Bureau, IV Org Chart Bureau within Division job descriptions

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:

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

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A. State Staffing

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	<u>0</u>
Breastfeeding training/promotion and support	<u>15</u>
Nutrition education	<u>15</u>
Monitoring of local agencies	<u>5</u>
Fiscal reporting	<u>5</u>
Food delivery system management	<u>10</u>
Vendor management, including vendor training	<u>10</u>
Staff training and continuing education	<u>10</u>
(MIS/EBT) system development and maintenance	<u>10</u>
Civil rights	<u>5</u>
Coordination with and referrals to other assistance programs and social service agencies	<u>5</u>
Other (specify): <u>Policy and procedure development</u>	<u>5</u>
<u>Outreach</u>	<u>5</u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
Total	<u>100</u>

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

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.

See attachment IV Drug Free Workplace

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

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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

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

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

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

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

Annually

Biennially

On an on-going basis

Other (specify) Based on contract period. Competitive RFP release February 2023

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

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

Annually

Biennially

Not applicable

Other (specify) Last cycle was 6 years. New contracts begin July 1, 2023

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

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

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B. Evaluation and Selection of Local Agencies

b. The State agency conducts studies (provide date of most recent study: 07/01/2023) of the cost-effectiveness of local agency operations that examine:

- Location and distribution of local agencies in proportion to participants/potential eligibles
- 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):

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

- Yes (state contract duration): June 28,2023 No

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

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):

NH PPM Chapter 8 Certification, Eligibility and Coordination G. Participant Right to a Fair Hearing Policy

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: _____

- 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): frequency
-

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

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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

Staffing levels

Staff-to-participant ratio standards

Time spent on WIC functions

Other (specify): _____

Functions of CPAs

Paraprofessional requirements

Separation of duties to ensure no conflicts of interest

Other (specify): _____

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? _____

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

2. Local Level Staffing Data

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

For each clinic/local agency

By function

At regular intervals

Program management

Monthly

Food delivery

Quarterly

Certification

Annually

Nutrition education

Breastfeeding promotion and support

Other (specify): _____

Other (specify): _____

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C. Local Agency Staffing

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):

3. Local Agency Breastfeeding Staffing Requirement

- a. 4 Number of local agencies with a designated a staff person to coordinate breastfeeding promotion and support activities.
- b. The State agency maintains approved copies of local agency Breastfeeding Coordinator and Peer Counselor position descriptions as outlined in the FNS-developed curriculum.
 Yes No
- c. 4 Number of local agencies with breastfeeding peer counselors

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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 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): NH DHHS, Public Health Services

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) _____

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) _____

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

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D. Plan of Alternate Operating Procedures (Disaster Plan)

Home Food Delivery

Other (describe) _____

d. Vendor Management Requirements

Minimum stocking requirements (MSR)

Vendor Monitoring Schedules

Emergency authorization of vendors

Other (describe) _____

e. Nutrition Services

Infant Formula

Medically fragile participants

Medical documentation

State agency options for evacuated participants

Food package adjustments

Breastfeeding Support

Other (describe) _____

f. Allowable Cost

Necessary equipment (health and safety) approval process

Use of WIC staff

Cost of personal protective equipment (PPE)

Other (describe) _____

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) _____

h. Alternate Procedures

Local agency monitoring

Procedures to access 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

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D. Plan of Alternate Operating Procedures (Disaster Plan)

- Collect and report on alternate operating procedures implemented
- Other (describe) _____

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):

NH PPM Ch.4 Disaster Planning

Access to program records