

## New Hampshire WIC Policy & Procedure Manual

### Chapter 4. ORGANIZATION AND MANAGEMENT

---

#### Single Staff Certification

|                  |  |
|------------------|--|
| <b>Purpose</b>   | To allow local agencies to explore innovative clinics to increase access and reduce barriers for participants and expand partnership with community organizations while maintaining program integrity that are not feasible to agency with the minimum 2 staff certification standard. |
| <b>Policy</b>    | A local agency may allow one employee to determine all eligibility criteria (income/certification) for a certification/mid-certification and issue food instruments/benefits for a participant(s) at an approved/designated SSC clinic.  |
| <b>Authority</b> | 7 CFR 246.4 (a) (27) (i-iii)<br>USDA Memo #2016-5  |
| <b>Procedure</b> | Agency shall review with all staff the special provisions of the SSC clinic and reiterate the requirements for Separation of Duties (SOD) for all other clinics. Refer to SOD policy.  |

#### Approved/routine SSC clinic

LA shall request State Agency approval for a routine/on-going Single Staff Certification (SSC) clinic.

Approved SSC clinics shall have a secondary review of 100% of all non-breastfeeding infant certifications and 20% the remaining certification/re-certification appointments to be completed within 2 weeks of the clinic date by another staff person other than the certifier (i.e. director, manager, coordinator or supervisor). Use the "SSC record review form".

LA shall report any discrepancies/concerns identified in their monitoring of Single Staff Certification (SSC) immediately to the State agency.

The State agency shall review the SSC record review documentation and potentially the SSC clinic as part of the LA's management evaluation.

|                  |   |
|------------------|---|
| <b>Exception</b> | Unexpected/random SSC clinics due to staff shortage or unforeseen circumstances shall be reported to the State Agency immediately via phone or email and recorded. See Unexpected Single Staff Certification tracking log. Agency shall conduct follow-up documentation and record review using the "SSC record review form" for <u>all</u> participants certified during an unexpected/random SSC clinic. The tracking log will be reviewed at the Agency's Management Evaluation. |
|------------------|---|

# New Hampshire WIC Policy & Procedure Manual

## Chapter 4. ORGANIZATION AND MANAGEMENT

---

### **Best Practice**

LAs are recommended to consider alternating staff sent to an established SSC clinic so that the same staff person is not the only staff known to the SSC clinic.

To review 100% of the certifications/recertification records from an approved SSC clinic.