



MEMORANDUM

All LA Memo 13-08

DATE: 3/1/13 Action: ____
Information: ____
Policy: ____

TO: X-LA Coordinators
X- LA Satellite Clinics

FROM: Kathleen Wayne, RD, MS, LD
FNP Program Director

SUBJECT: WIC Local Agency or Clinic Closure

The goal of a thoroughly planned local agency or clinic closure allows time to notify clients about their future WIC service provision, supports clients' needs, while maintaining caseload. This document establishes procedures to follow when closing a local agency or clinic. Local agencies are encouraged to contact the State WIC office for additional assistance.

WIC Clinic Closure

Signed grant agreements with local agencies dictate that WIC services are provided through the fiscal year the grant is approved for. Therefore if a local agency plans to discontinue WIC services it will be July 1st, after the close of the current grant year which the agency has the signed grant agreement. Adequate planning ensures that clients know where their services will be provided from and that services continue without the client experiencing any disruption. Local agencies need State Office approval before closing any clinic. Notify the state office at least 90 days in advance prior to the clinic implementing any steps in the closure process.

Client Notification

Notify clients in a timely manner to allow for a seamless transfer to their next WIC clinic. Ideally a three (3) month lead gives clients adequate time to adjust to the change. Notification to WIC clients should be in writing and contain at minimum information on:

- The date the current clinic will close,
- Options of clinic(s) the client can receive services including
- Name of the WIC Clinic,

- Physical address (mailing address if different than physical address) and
- Phone number.

Notify current clients when they are receiving their vouchers, during certification or recertification appointments. Additionally some clients need mailed notification if they do not show up for scheduled appointments or timing necessitates it. Work with the WIC agency that will be receiving transferring WIC clients to help make the transition smooth and as transparent to the WIC client as possible.

Planning Ahead for Client Services

Provide services to WIC clients up until the WIC office closes its door. As a transition to office closure try to provide anticipatory services to the client as far out as you are allowed by federal regulation.

Record Retention and Storage

At a minimum, the WIC participant record, signed warrant receipts, or clients' forms with client information such as an ENPR or breast pump loan form must be retained at the new Local Agency clinic site for one year after termination of the participant from the program. In addition, the file must be archived for an additional two years. In total the documents must be kept for three years. Records should be accessible during the three year period for auditing purposes. Organize and store records, clearly marked, and labeled by state fiscal year and filed alphabetical by guardian name within the storage box.

Shipping Records to New Clinic Site(s)

If boxes are shipped to another location, send the records with postal tracking service. Secure, organized boxes at all times that are moved to another clinic location, such that records can be found when needed. Review all records prior to office closure, and those outside of the retention schedule disposed of in a secure manner to protect any confidential information.

Equipment, Furniture and Supplies Deposition

Items purchased with WIC funding will need to be accounted for and inventoried prior to transfer. Lost, unaccounted for items need to be rectified prior to the closure.

Contact the new WIC office along with the State WIC office to discuss transfer of equipment and supplies. Inventory records should be updated at the new agency receiving any equipment and forwarded to the State WIC office to keep on record. To dispose of nonfunctioning equipment use the State of Alaska's Property Salvage/Destruction Request form (found at: http://dhss.alaska.gov/dpa/Documents/dpa/programs/nutri/downloads/Admin/Forms/outdated_WIC_equipment.pdf).

