

Hawaii Department of Health
Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
WIC Services Branch
Hawaii WIC Quality Assurance Monitoring –
Kauai, Maui, Lanai, Molokai, and Hawaii Islands

I. Scope of Work

A. Introduction

The Hawaii State Department of Health (DOH) Women, Infants and Children (WIC) Services Branch is the designated State Agency (SA) which administers WIC services statewide. The SA is federally mandated to conduct monitoring reviews of each WIC Local Agencies (LAs) at least once every two years; such reviews include on-site reviews of a minimum of 20 percent of the clinics in each LA or one clinic, whichever is greater.

The Quality Assurance (QA) Training Unit of the Program Support Section oversees monitoring services to assure quality services and prevent noncompliance and Program abuse. The function of this organizational unit is to provide statewide program monitoring and technical assistance. In order to assure that nutrition assistance is made available to the maximum number of potential participants, this unit develops and assures compliance to State Plan and USDA requirements.

The purpose of this Hawaii eProcurement (HIePRO) solicitation is to obtain a Vendor who can successfully fulfill the Branch needs to conduct mandatory program monitoring to assist with implementation of QA measures.

The DOH WIC Services Branch intends to award a contract to a single vendor.

B. Specifications

The STATE shall:

1. Provide training and technical assistance to the CONTRACTOR pertaining to the monitoring process and other information needed to establish context.
2. Provide the CONTRACTOR feedback on draft reports and documents.

The CONTRACTOR shall:

1. Schedule and complete virtual QA observations by August 9, 2023, and complete case file reviews by September 30, 2023, for the seven (7) WIC Local Agencies listed below.

- a. Virtual QA visit to include the main WIC office for the agency and in certain cases, a visit to a satellite site for the agencies listed below as specified:
 - i. West Hawaii Community Health Center, dba Hawaii Island Community Health Center (formerly known as Bay Clinic Inc.)
 - ii. Hilo WIC clinic
 - iii. Kauai WIC clinic and Hanapepe satellite
 - iv. Kona WIC clinic
 - v. Lanai WIC clinic
 - vi. Maui WIC clinic
 - vii. Molokai WIC clinic
 - b. The CONTRACTOR shall coordinate “listening sessions” via conference calls or other available technology in lieu of for the on-site clinic observation and counseling sessions.
2. Assist WIC staff to monitor, review and evaluate program compliance of WIC clinics at LAs. Conduct LA monitoring reviews, including evaluation of quality of care and services through review of various program quality management components. These components include, but are not limited to, compliance to Program policies and procedures, case file documentation, and a virtual walkthrough of the LA.
- a. Work Plan
 - i. Complete casefile reviews utilizing the MIS Management Evaluation report and criteria specified in the report to obtain a broad range sample of participants for the review.
 - ii. Complete casefile review utilizing WIC Form MA 1001 for 35 clients for all agencies except Lanai and Molokai.
 1. Case file review consists of seven case files for each of the following categories: Pregnant women, Breastfeeding women, Postpartum women, Children, Infants
 - iii. For Lanai and Molokai complete case file review utilizing WIC Form MA 1001 for 14 clients.
 1. Case file review consists of three Pregnant women, three Breastfeeding women, one Postpartum woman, four Children, and three Infants.
 - iv. Complete QA Site Review Checklist, WIC Form MA 1003, during virtual observation at each clinic site visited.
 1. Site-visit to be coordinated to observe a variety of appointment types, and at a minimum, including certification appointments and secondary contact education.

- a. Counseling Skills Checklist to be utilized when observing the individualized nutrition counseling sessions and assess participant centered education skills.
 - b. Breastfeeding promotion and support activities assessed for to ensure compliance to Hawaii State Plan procedures.
 - c. Verify Local Agency self-monitoring quality assurance measures are in place.
 - v. Complete Personnel Record Review WIC Form 1007 for each agency and assess if complete, up-to-date, minimum qualifications are met, and credentials are maintained.
 - vi. Review and assess the Program Compliance Review form, WIC Form MA 1000, which is completed by each Local Agency Coordinator. Utilize the responses from this form when conducting on-site observations and assess for accuracy including provision of mandatory topics.
 - vii. Review Conflict of Interest forms (Attachment 1 – P & P 492) at each agency and assess if action plans are complete and being followed.
 - viii. Review breastfeeding data and assess achievement rates for breastfeeding initiation, six-month and one-year duration. Compare and assess results from rates noted in the last local agency monitoring and review and objectives targeted in the Nutrition Services Plan.
 - ix. Review Caseload Management report and assess caseload participation achievement based on benchmark goals and percent of participation for the state.
 - x. Conduct entrance interviews to review process with LAC.
 - xi. Conduct exit interviews with LAC after all assessments and observations have been completed and before the report is drafted and submitted to the SA.
3. Develop recommendations for action plans based on the findings of the program monitoring reviews as necessary.
 4. Prepare a cover letter and report to summarize each LA monitoring review, to include findings and compliance recommendations. Cover letters and reports must be approved by the SA. Finalized versions of the cover letters and reports must be submitted to the SA within twenty-five (25) days of the site visit and utilize the format as provided from the SA. The CONTRACTOR must complete all SA requested revisions for report finalization and issue the official cover letter and report to the LAC by thirty (30) days of the site visit.

5. Assure all monitoring review reports are completed and provided to the corresponding LA within the designated timeline so that any needed corrective actions are made in a timely manner.
6. Request a response from each LA be submitted within thirty (30) days of the completed monitoring review report, if a LA corrective action plan is necessary.
7. Track completion and submittal of LA corrective action plans (CAPs) to ensure follow-up is provided within Program guidelines.
8. Evaluate effectiveness of the CAPs to resolve identified problems, and provide technical assistance if warranted to develop an adequate CAP.
9. Prepare a letter of acceptance of the CAP, to be approved by the SA, within twenty-five (25) days of receipt of the CAP.
10. Issue the letter of acceptance to the LAC within thirty (30) days of receipt of the CAP.

C. Reports

The CONTRACTOR shall follow report due dates and formats as follows:

1. A cover letter and written report for each of the LA Monitoring Reviews. The report includes a discussion of findings and recommendations to be submitted to the LA Coordinator (LAC) no later than thirty (30) days of the site visit.
2. A written letter of acceptance will be forwarded to the LAC no later than thirty (30) days of receipt of an acceptable CAP.

II. Experience, Knowledge, and Capability

The CONTRACTOR shall:

- A. Demonstrate a minimum of two (2) years of experience working for WIC which shall include provision of direct services and administrative level functions;
- B. Provide a resume/curriculum vitae and a detailed description of previous evaluation projects and/or contracts similar in size and scope of proposed services and include points of contact, addresses, email addresses, and telephone numbers for previous projects;
- C. Ensure that all WIC participant information is kept confidential and access to the WIC MIS is limited only to those performing monitoring activities.
- D. Provide three (3) professional references that include names, titles, addresses, email addresses, and telephone numbers; WIC reserves the right to contact these professional references.

- E. Through resume and reference checks, demonstrate:
1. experience and knowledge of public health principles/practices and human nutrition in health/disease;
 2. knowledge of procedures to conduct QA assessment and required record keeping and preservation of data gathered;
 3. ability to comprehend, follow, and articulate applicable state and federal rules and regulations;
 4. ability to write reports and organize work using Microsoft Word and Excel; and
 5. ability to conduct work activities independently.

III. Compensation and Payment

A. Deliverables

The SA defines the two deliverables that qualify for compensation for each LA - the first is the completion of a final report for LA and second is the closing letter or letter of acceptance. Tasks described in above section, Scope of Work, fall within these two (2) deliverables and do not qualify for compensation as individual tasks.

B. Work Plan

The CONTRACTOR shall:

1. Submit a Work Plan following the requirements of the Scope of Work to provide the requested services and include:
 - a. Rate by deliverable of pay for work performed for an LA needing 35 case files reviewed;
 - b. Rate by deliverable of pay for work performed for an LA needing 14 case files reviewed;
 - c. Description of invoicing procedure; and
 - d. Ability to receive payment in the form of either (1) credit card or (2) state check with establishment of State vendor number.
2. Submit a completed Cost Proposal as part of the response to this solicitation. Cost to include deliverable compensation and expenses, including travel costs.

C. Post Award Conference

D. Invoicing Procedures

The CONTRACTOR shall:

1. Submit a monthly invoice based on deliverables;

Note: The STATE shall make no advance payment and the final payment will be processed after WIC reviews and approves the CONTRACTOR's final Monitoring Reports and Letters of Acceptance.

E. Form of Payment

The Awarded CONTRACTOR shall be equipped to accept State checks or credit card as forms of payment. Payment will be rendered via one method or the other.

F. Fee to Hawaii Information Consortium (HIC)

The Awarded CONTRACTOR will be responsible to pay HIC a fee of 0.75% of the award. HIC will bill you directly via e-mail and you can make payment by sending a check via regular mail.

G. Hawaii Compliance Express (HCE)

The Awarded CONTRACTOR will be responsible to register with HCE. State agencies can award amounts of \$2,500.00 or greater only to those companies that are registered with HCE. The HCE is an electronic system that allows companies doing business with state or county agencies to quickly and easily obtain proof that they are compliant with applicable laws. The HCE certificate, "Certificate of Vendor Compliance," is submitted in place of a tax clearance, labor certificate, and a Certificate of Good Standing required in Hawaii Revised Statutes (HRS) §103D-310(c) and Hawaii Administrative Rules (HAR) §3-122-112. To get started, a Taxpayer Identification Number (FEIN or SSN), Hawaii Tax ID#, Unemployment Insurance Identification number (UI ID#), if applicable, and a valid credit card for the \$12 annual registration fee will be needed apply for the HCE service. Companies can register at <https://vendors.ehawaii.gov/hce/splash/welcome.html> and click on the Frequently Asked Questions link for further details. For assistance with questions on HCE registration, please call the Hawaii Information Consortium at 808-695-4620.

IV. Time of Performance

The Hawaii WIC Quality Assurance Monitoring project period for the execution of a purchase order is from March 15, 2023, through September 30, 2023.

2023 HAWAII WIC MONITORING DELIVERABLES AND TASKS

1.0 Final Monitoring Report

- 1.1 Complete casefile reviews utilizing the MIS Management Evaluation report and criteria specified in the report to obtain a broad range sample of participants for the review.
- 1.2 Complete casefile review utilizing WIC Form MA 1001.
- 1.3 Complete QA Site Review Checklist, WIC Form MA 1003, during virtual observation at each clinic site visited.
- 1.4 Complete Personnel Record Review WIC Form 1007 for each agency and assess if complete, up-to-date, minimum qualifications are met, and credentials are maintained
- 1.5 Review and assess the Program Compliance Review form, WIC Form MA 1000.
- 1.6 Review Conflict of Interest forms and assess if action plans are complete and being followed.
- 1.7 Virtual visit(s) for each LA which will consist of 1 clinic for LAs that do not conduct satellite locations. LAs with satellite locations will require virtual visits to 2 clinics.
- 1.8 Review breastfeeding data and assess achievement rates for breastfeeding initiation, six-month and one-year duration. Compare and assess results from rates noted in both the last local agency monitoring and review and objectives targeted in the Nutrition Services Plan.
- 1.9 Review Caseload Management report and assess participation achievement.
- 1.10 Develop recommendations for action plans based on findings.
- 1.11 Prepare reports to summarize each LA monitoring review, to include findings and compliance recommendations. The areas to be addressed in the report are: Administrative Compliance; Program Compliance; Nutrition Services; Certification, Eligibility and Coordination of Services; Food Delivery; Accountability; and Civil Rights. SA provided template must be used.
- 1.12 Complete and submit cover letter and report.
- 1.13 Request a response from LA if there are findings from assessments.

2.0 Letter of Acceptance or Closing Letter

- 2.1 Evaluate Corrective Action Plan and if criteria have been met. If action plan items are not approved, follow-up provided to draft revisions until CAP is accepted and approved.
- 2.2 Provide guidance or refer to Subject Matter Expert for assistance in drafting CAP.
- 2.3 Draft, complete and submit Letter of Acceptance.