WIC Local Agency Site Requirements

Location

- WIC clinic sites shall be located within agencies that have other health and social services on site or near places where potential participants would seek community services (e.g., disability and unemployment offices, hospitals, etc.).
- Sites shall be accessible to public transportation or by car, depending on the services available in the community. There shall be no other WIC sites within the proposed location, and/or its service area shall not overlap with another entity operating a WIC clinic.

Size

- The anticipated size for new sites shall be at least 100 participants (or serving 95% of estimated eligible). If the proposed site is for less than 100 participants, justification must be provided.

Meaningful Access

- All sites must provide timely language assistance services (interpreters and translated materials) to ensure meaningful access to WIC Program services and activities for individuals with Limited English Proficiency (LEP).

Accessibility

- All sites must comply with the standards outlined in Section 504 of the Rehabilitation Act of 1973 at 7 CFR 15b and the Americans with Disabilities Amendments Act of 2008 at 28 CFR 35 or 28 CFR 36 as applicable.
- All sites must provide reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities when necessary unless the provision of such will result in a fundamental alteration or undue burden on the WIC program. In such cases, individuals with disabilities still must receive accessibility assistance to the extent possible.
- WIC clinics must be sensitive to the access needs of participants, who are pregnant, have infants in strollers & infant carriers, and have young children.

Technology

- Must have internet and telephone services to utilize web-based WIC system and communicate effectively with participants.
- Must have computer, scanner, printer, and faxing capabilities for each staff member.
- Must have Microsoft Office software, including Word, Excel, and PowerPoint.
- Must have PDF software.
- Must comply with MSDH systems security regulations.
- Telephone voicemail menus on customer service lines for WIC should be in English and Spanish. More language options may be required to ensure meaningful access for individuals with LEP.
- Must meet the following minimum technology requirements:
  - Windows 10 (currently not approved for use with Windows 11)
  - Microsoft Office Suite 2016 or later
  - Processor: 4 cores minimum, 2.2 gigahertz (GHz) or faster processor
  - RAM: 8 gigabyte (GB)
  - Hard disk space: At least 30 GB For SPIRIT WEB
  - Graphics card: DirectX 9 or later with WDDM 1.0 driver Display: 1024x768
  - Adequate space for SPIRIT WEB (500 MB) and .NET 3.5 installations
  - .NET 3.5 or higher is required to operate SPIRIT WEB
  - An updated anti-virus package is required
  - In SPIRIT WEB, SWIPe is required to use the card reader, signature pad, and scanner.
  - Scanner must be an approved device that works with SPIRIT WEB. Currently, the only approved devices are Plustek S410, Brother DS640, Canon P-150, Canon P-215ii, or HP Scanjet 5590. No other scanners can be used.

Hours

- WIC Clinic hours must support access for working parents and students.
- Each local agency shall have at least one site open during business hours.

Privacy

- Privacy shall be provided whenever participants are asked to give sensitive information, especially regarding eligibility determination (income, residency, etc.)

and during nutrition counseling. All participant information must be kept confidential.

Space

- Space shall be adequate for all program operations, including staff and participants.
- Consideration shall be given for storage, the potential of expansion, and the ability to conduct group appointments.

Security

- If equipment and supplies are stored at the site, it must have locked storage space for eWIC Card stock, medical formula, portable computers, printers, etc.
- If eWIC cards are transported, they must be secure during transport.

Anthropometrics and Bloodwork

- Each site must have the ability to collect heights and weights and must have one of the following provisions to ensure that participants are not charged for bloodwork:
  - Staff are trained to collect and analyze bloodwork, and/or
  - Site's host agency collects and analyzes bloodwork, and agreement is in place to share data.

Safety

- Site shall meet all local health and safety codes and be safe for small children (outlet covers, stairwell gates, etc.).
- Electrical system must be able to support the WIC computers safely.

Environment

- Heat, air conditioning, and maintenance services must be adequate, and sites must follow MSDH contract guidelines for a smoke- and drug-free workplace. A baby changing station and breastfeeding / pumping area must be available.

Staffing

- To prevent conflict of interest and assure separation of duties, WIC sites must have at least one health professional and one program staff member.

- It is recommended that staff at satellite sites shall report directly there rather than use work time to travel from the main site.
- Number of WIC staff available must follow MSDH WIC staffing recommendations for number of staff and days of operation.
- Staff must meet minimum qualifications as outlined in the Nutrition Service Standards.

Minimum participation

- To remain a WIC local agency, minimum participation standards must be maintained.
- This includes a minimum of 100 average participation across a 6-month period for rural areas and a minimum of 200 average participation across a 6-month period for non-rural areas.

A site must operate under all policies and procedures in the MSDH WIC Policy and Procedure Manual, and comply with Civil Rights FNS-113-1, pages 20-21, C and D.

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