**Section 1 - Roles of the Regional WIC Local Agency Director**

The Regional Local Agency WIC Director provides Director-level qualifications and duties for more than one COWIC Agency. The Director fulfills the duties as described in the [Local Staffing](https://drive.google.com/file/d/13Klyw9gHtllsO-wpxYEgVIQhGGjGLL7z/view) policy. Duties covered by the partnering Agency(ies) will be listed separately under Section 2.

Communication Methods:

* Phone and Email: preferred and primary method of communication for regular correspondence between WIC staff.
* Tele-conference (Zoom, Teams, Google Meet): These options will be utilized as needed for meetings or discussions that require visual or interactive elements.
* In-person: While limited, face-to-face meetings will be planned on an as-needed basis.

## On Going Duties:

Communication

* Communicate with the local Public Health Director and/or assigned designee of the partnering agency(ies).
* Collaboration with the local agency leadership and WIC staff.

Providing Oversight, Direction, and Support Systems for the following:

* Pump Loan Program
* BFPC Program.
* LARC duties (local agency will continue to complete the retail monitoring visits).
* Maintenance or replacement of equipment (annual scale calibration will continue to be paid for by the appropriate Agency).
* WIC Referral System.
* Administrative sections in Compass (i.e., Scheduler, Staff Training documentation, outreach and referral resources, local pamphlets, master schedule, etc.) and updates as needed.

Coordinating the following:

* WIC staff meetings and in-services; minimum quarterly meetings.
* State office monitoring visits.

Managing the following:

* Monitoring caseload and staffing ratios
* Work with agencies on outreach and partnerships; conduct outreach activities and maintain a current referral list.
* New Employee Training.
* Ongoing employee performance (documented observations and record reviews) and training.
* Staff policy/procedure updates.
* State-wide Support as needed.
* Nutrition Education Plan.
* Speciality formula ordering.

Ensuring the following:

* Medicaid and substance abuse programs are provided as required referrals.
* Timely follow-up on State-identified Separation of Duties/Program Integrity reports.
* Participant feedback is addressed in a timely and appropriate manner.
* Communicate state office policy and procedure changes/updates to all WIC employees.
* Attendance at CLWDA Calls, COWIC Check-in, and other pertinent State Office Calls/Training.
* Performance concerns with staff are documented and communicated with the partnering local agency, as agreed upon.
* Equipment inspection and calibration is completed.
* Time study submission.

## Daily Duties:

* Communicate with staff as needed.
* Counsel high-risk participants as needed.
* Cover or arrange coverage or rescheduling for absences to maintain client services.

## Weekly Duties:

* Oversee clinic schedules (work with the agency on scheduling), including downtime/white space duties.
* Attend COWIC Check-in Calls (every other week or as scheduled) and share relevant information with staff.
* Attend CLWDA Calls (every other week or as scheduled).

## Monthly

* Order special formula from Ward Road (coordinate with local agency and State office).
* Run/evaluate/follow up on the WIC reports.

## Annually

* Completion and submission of annual local agency Nutrition Education Plan and Evaluation.
* Ensure two nutrition education related trainings per year for all WIC staff.
* Ensure annual WIC Civil Rights Training for all WIC staff.
* Provide feedback for the local agency for employee evaluations as arranged. Non-performance of WIC duties or issues of noncompliance with WIC policies and procedures will be reported to State designee and Local Agency designee.

**Section 2 - Roles of the Partnering Agency or Agencies**

Manage the following:

* Budget and contract with the State office.
* Fiscal requirements (including fiscal site visits) and monthly invoicing.
* All human resource activities – vacation and leave requests, sick call-ins, hiring, disciplinary, performance evaluation. *Note: WIC Director must be notified of sick leave and leave requests so adequate clinic operations can be maintained.*
* Computer inventory records.
* Records retention practices.
* Security and ordering of EBT cards.
* Data security.
* Address participant feedback regarding local agency and/or employee concerns in a timely and appropriate manner (communicate as appropriate).
* Completion of monthly time studies.
* Designating a leadership staff person to be the point of contact for WIC Director.
* Communication with WIC Director, specific to the duties outlined in Section 1.
* Ensuring compliance with all contract deliverables and service standards.
* Including WIC Director in the selection and hiring process of WIC staff.
* Providing feedback to the WIC Director’s Agency for performance evaluations, as requested.
* Reporting of non-performance or poor compliance of WIC duties/ issues to State designee and the Agency providing services.