

Colorado WIC Service Standards Checklist



Service Area: _____

Average Monthly Enrollment: _____

Average Monthly Referrals: _____

Number of Authorized Retailers: _____

- Clients are able to access COWIC (directly or through partnership) at least four hours per day, five days a week. Ideally via access to trained Program staff via phone; may also be met by providing the option to leave a message with next-business-day response or referring to another agency that is open.**
- Clients are scheduled within the required processing standards as noted in the [Access to WIC Services policy](#).**
- Clients within the service area with high nutrition risks requiring specialized support are scheduled within the required time frames in the [High and Low Risk Protocols policy](#).**
- Referrals are contacted within ten days from the date of submission.**
- Clients & staff of each agency are served directly or via partnership with the following roles as defined in the [Local Staffing Policy](#):**

Director that:

- Meets all qualifications, knowledge, skills and abilities for Local Agency WIC Director or Regional WIC Local Agency Director.*
- Performs all Responsibilities/Duties required by the Local Agency WIC Director or Regional WIC Local Agency Director.*
- Best practice is a dedicated 0.8 to 1.0 full-time equivalent (FTE) for this role.*

High Risk Counselor(s) that:

- Meets all qualifications, knowledge, skills and abilities for WIC High Risk Counselors.
- Performs all Responsibilities/Duties required by WIC High Risk Counselors.
- Best practice is a ratio of approximately 1 full-time equivalent HRC to 1500-1850 clients for this role, depending on other duties (supervision, clinic oversight, etc.).

Educator(s) that:

- Meets all qualifications, knowledge, skills and abilities for WIC Educator.
- Performs all Responsibilities/Duties required by WIC Educator.
- Best practice is a ratio of approximately 1 full-time equivalent Educator to 400-500 clients for this role, depending on other duties.

Breastfeeding Coordinator(s) that:

- Meets all qualifications, knowledge, skills and abilities for Local Agency Breastfeeding Coordinator.
- Performs all Responsibilities/Duties required by the Local Agency Breastfeeding Coordinator.
- Best practice is based on the number of staff supported by this role, depending on other duties:
 - 0.25 FTE: 1-10 staff
 - 0.25 - 1.0 FTE: 11-25 staff
 - 1.0+ FTE: >25 staff

Retailer Coordinator(s) that:

- Meets all qualifications, knowledge, skills and abilities for Local Agency Retailer Coordinator.
- Performs all Responsibilities/Duties required by the Local Agency Retailer Coordinator.
- Best practice staffing is equal to 26 hours per year + (3 hours x # of stores = total hours) = total # of hours needed.