

Standard Operating Procedure

Information Services Unit

WIC Crossroads Local Agency Annual User ID Audit

PURPOSE

The WIC Crossroads Annual User ID Audit provides an opportunity for State staff to periodically review access to the Crossroads MIS by local WIC agency end users to determine if the end user access remains appropriate for the job functions. The annual audit is performed in June of each year and the audit reports display users with WIC Crossroads access as of the report run date.

PROCESS

The CSD assigned person will kick off the process by performing the following tasks:

- Send email to the DHHS-ITD staff Phil Lukas to generate the Authorized User Report by a specific run date, detailing the report requirements. Ensure to let Phil/ITD know that all columns need to appear on the report to prevent issues experienced in previous years with the report layout. Ideally, the run date of the report should be the last day of the month prior to the month of distribution of the reports to the local WIC agencies.
- The return of the audit report from the local WIC agency should be no more than a maximum of four weeks from the distribution date of the report.
- Notify Melissa, and copy Wyatt, to print courier labels using the Health Director addresses and affix them to letter size envelopes.
- Draft a notice to the Health Directors, CC to the RNC's, on letterhead dated on or within a week of the determined report distribution date.
- Forward the draft notice for signature of the Deputy Director, Kim Lovenduski; include on the notice the report run date and the report due date. Print 90 copies of the signed notice.
- CSD assigned person will sort and print the individual audit reports.
- CSD will notify Melissa, and copy Wyatt, when you expect the reports to be ready for mailing by USPS and by Courier as there are specific mailing documents that Melissa will prepare for each group of envelopes.
- CSD assigned person reviews the Courier and USPS mailing verification documents provided by Melissa before the reports are mailed to ascertain the correctness of the number sent by Courier to the Health Clinics and the number sent by USPS to the non-clinic agencies.
- CSD assigned person notifies all colleagues in the Customer Service Desk staff of the date the reports were sent to the local agencies and shares a copy of the signed notice that was sent to the local WIC agencies/RNC's.
- CSD assigned person is responsible for tracking returned audit forms using the LA Audit Tracking Spreadsheet.
- Upon receipt of the returned audit reports from the local WIC agencies, the CSD assigned person will react to the requests identified in the reports, adding, removing, modifying access as requested, or leaving as is.
- The CSD assigned person will follow-up individually with all agencies for whom the report is not returned by the due date, consulting with the respective RNC if necessary.

- Upon return of all reports and completion of the annual audit, the CSD assigned person will send the audit summary document to Kim Lovenduski for signature.