

BC Business Analysis Tool

Origin Date: 9/23/05
 Rev date 1: 9/29/05
 Rev date 2: 07-07
 Rev date 3: 01/08
 Name: Kathleen Loomis
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 Extension #: 29869

Program Area: WIC

Priority: Immediately Critical-Personal Based Services

<p>Activities/Services</p> <ol style="list-style-type: none"> 1. I&R 2. Communication with State WIC Office 	<p style="text-align: center;"><u>CHAIN OF COMMAND</u></p> <p>Program Managers: Marcia Morrow/ECHC Deborah Cockrell/MCC Bob Saum/NEHC</p> <p>WIC Nutritionist Supervisors: Elizabeth Berol-Rinder ECHC Joy McNeal, MCC Mary Kay Diloreto NEHC</p> <p>Operations Supervisors at each site</p>
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<u>People</u>			<u>Process</u>		
Current Practice	≤ 3 days Plan A	> 3 days Plan B	Current Practice	≤ 3days Plan A	> 3days Plan B
1.I&R: Call Center does WIC I&R.	Staff available at Call center	Staff available at Call center	Call Center answers all WIC calls. Problem solves as needed. Refers when needed to clinic staff.	Phone message as to WIC clinic status and how to receive emergency formula for infants without food instruments	Phone message as to WIC clinic status and how to receive emergency formula for infants without food instruments
2 Communication with State WIC – determination of IT status, Food Instrument status	Same as Current Practice	Same as Current Practice	Phone/fax and e-mail communication (Check with State WIC for back up systems).	Same	Same

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<u>Facilities</u>			<u>Technology/Equipment</u>		
Current Practice	≤ 3 days Plan A	> 3 days Plan B	Current Practice	≤ 3 days Plan A	> 3 days Plan B
1. I&R: at Call Center in McCoy Bldg	Whatever Call Center has	Whatever Call Center has	Telephone, Computer with TWIST, Teletask/ reminder call system	Same	Same
2 Communication – State office located in Portland	Same – unless they relocate to another open site	Same	State WIC provides our central source of computer data(TWIST) and FI forms. Site prints and distributes FIs to clients. Wireless access available to print FIs when coordinated	Changes if needed determined by whether State Computers are up and running	Changes if needed determined by whether State Computers are up and running

			between State WIC and Multnomah County.		
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Program Area: WIC

Priority: **Immediately Critical-Personal Based Services**

<p>Activities/Services</p> <ol style="list-style-type: none"> 1. I&R 2. Communication with State WIC office
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<u>Communication staff & client</u>		
Current Practice	≤ 3 days Plan B	> 3 days Plan A
<ol style="list-style-type: none"> 1. I&R – Internal: WIC Supervisor communicate with I&R Staff and activate Phone Tree for clinic staff External: Communicate with I&R the message to be given to clients 	Same practice	Same practice
<ol style="list-style-type: none"> 2 Communication with State WIC-Supervisors contacting 	Same Practice	Same Practice

<p><u>STAFF ORIENTATION & TRAINING PLAN</u></p> <p>At Team meeting and Building Management meetings staff will be advised of current procedures in case of emergencies.</p> <p>Call down lists will be kept current.</p> <p>Non – WIC staff on Chain of Command will be advised as to how to access current supplies of formula.</p> <p>WIC Supervisors will determine WIC access to generator outlets for computers and printers.</p>

1) Date: _____ Reviewed and updated plan. _____
Manager's signature

2) Date: _____ Reviewed plan with staff. _____
Manager's signature

3) Date: _____ Reviewed plan with substitute staff. _____
Manager's signature

4) Date: _____ Reviewed plan with a relevant stakeholders (i.e. vendors, contractors, & community reps.).

Manager's signature