

## Training Guidance for Non-WIC Staff Performing WIC Functions

TOPIC	FREQUENCY	RESOURCES	DOCUMENTATION	MONITORING
<b>Confidentiality</b>	Start of performing WIC functions.  Updates as needed.	<ul style="list-style-type: none"> <li>Agency/department HIPPA training/policy</li> <li>IWPPM Ch. 1, Section C, Confidentiality, pg. 1-C-1</li> <li>Peer Counselor Training on Confidentiality</li> </ul>	Document date and provider of training. Maintain within agency.	<p>State Monitoring:</p> <ul style="list-style-type: none"> <li>Review documentation</li> <li>Observe staff as needed</li> </ul> <p>Self-Monitoring:</p> <ul style="list-style-type: none"> <li>Observe staff</li> <li>Follow-up on any state-found corrective actions related to the staff's job duties</li> </ul>
<b>Civil Rights</b>	Start of performing WIC functions.  Annually	<ul style="list-style-type: none"> <li>Idaho WIC Civil Rights PowerPoint</li> <li>Agency/department civil rights training, if it meets the requirements listed in the IWPPM, Ch. 8, Section B, Civil Rights Training, pg. 8-B-2</li> </ul>	An outline of training and attendance records and/or completion certificate with date completed. Maintain at your agency. Send in with Quarterly Report when completed.	
<b>Conflict of Interest</b>	Start of performing WIC functions.  Updates as needed (ex. discovered a new family member on WIC or friend hired at Albertsons).	<ul style="list-style-type: none"> <li>IWPPM Ch. 2, Section D, Conflict of Interest, pg. 2-D-3</li> <li>Conflict of Interest Form (specifically question 4 &amp; 5 if issuing benefits only)</li> </ul>	Conflict of Interest form completed by the staff and signed by Coordinator or Supervisor. Maintain within agency.	
<b>Customer Service</b> (recommended, but not required)	Start of performing WIC functions.  Updates as needed.	<ul style="list-style-type: none"> <li>IWPPM Ch. 8, Section B, Customer Service Training, pg. 8-B-3</li> <li>Idaho WIC Training Manual, Ch. 2</li> <li>Agency/department-specific training</li> <li>Turning Participants into Raving Fans, Larry Johnson, ID WIC State Meeting May 2013</li> <li>Customer Service Concepts Handouts, Colleen Cox, ID WIC State Meeting May 2013</li> </ul>	Document date and provider of training. Maintain within agency.	
<b>Duties specific to Role</b> (issuing checks, answering phones, front desk)	Start of performing WIC functions.  Updates as needed (ex. training on changes to check register documentation).	<ul style="list-style-type: none"> <li>Check Issuance: IWPPM Ch. 7, Section C</li> <li>Agency/department-specific training</li> </ul>	Document date and provider of training. Maintain within agency.	

IWPPM = Idaho WIC Program Policy Manual (available on the Idaho WIC [website](#) under Staff)  
If you need copies of resource materials, please contact the State Office. (excludes agency/department resources)

