



IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH

Idaho WIC Training Participant Centered Education



What Will You Learn?

Participant Centered Education and Services (PCE, PCS) is a framework for the way we do business at WIC and for providing WIC services placing the participant at the center of each interaction. WIC supports participants at all levels of WIC service delivery. In Idaho, PCE/PCS includes the collaboration of the State Agency and Local Agencies to work together in meeting the needs of Idaho WIC Participants.

Instruction Level

Prerequisite for taking the WIC PCE Course: WIC Overview

Items Needed for This Course

- Access to Idaho TRAIN LMS, this course content is online.
- All of the handouts, activities and observation forms are located under the **Resources** button once you launch each online module (found on the lower left corner).
- **The links for the Job Aids (circle charts containing nutrition education ideas) in the online PCE Courses are inactive. Please access the [Idaho WIC website](#) staff training section to locate the circle charts.**

Recommended Time

- Approximate time it takes to complete the WIC PCE online course: 2-3 hours
- Approximate time it takes to complete the face to face activities and discussion: 20 to 30 hours

Module 1: Motivating Change

Begin the WIC PCE Course – Idaho WIC (WIC Listens Course). Please complete the steps in the following order:

- Log onto <https://id.train.org/DesktopShell.aspx>
- Complete the WIC PCE: Introduction to WIC Listens Online Course – Idaho WIC.
- Open and complete WIC PCE: Module 1 of 9 – Idaho WIC.
- Review the module 1 handout.
 - Handout: Stages of Change Overview and Counseling Strategies
- Complete module 1 activity either individually or with other learners. Your trainer may be present while you work on the activity.
 - Activity: How Ready Are You?
- Once finished, **meet with your trainer to review the activity and ask any questions.**
- Complete the module 1 observation activity.
 - Observation Activity: What Motivates People to Change
- Meet with your trainer to discuss your experience observing the appointment.**

Module 2: The Spirit of PCE

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 2 of 9 – Idaho WIC.
- Review the module 2 handout.
 - Handout: Heart of Participant Centered Education
- Complete the module 2 observation activity.
 - Observation Activity: The Spirit of Participant Centered Education
- Meet with your trainer to discuss your experience observing the appointment.**

Module 3: Opening the Conversation

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 3 of 9 – Idaho WIC.
- Complete module 3 activity either individually or with other learners. Your trainer may be present while you work on the activity.
 - Activity: Clinic Self-Assessment
- Once finished, meet with your trainer to review the activity and ask any questions.**
- Complete the module 3 observation activity.
 - Observation Activity: Opening the Conversation
- Meet with your trainer to discuss your experience observing the appointment.**

Module 4: O.A.R.S

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 4 of 9 – Idaho WIC.
- Complete module 4 activity either individually or with other learners. Your trainer may be present while you work on the activity.
 - Activity: Keep the Spirit Alive
- Once finished, meet with your trainer to review the activity and ask any questions.**
- Complete the module 4 observation activity.
 - Observation Activity: O.A.R.S.
- Meet with your trainer to discuss your experience observing the appointment.**

Module 5: Roadblocks to Listening

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 5 of 9 – Idaho WIC.
- Complete module 5 activity either individually or with other learners. Your trainer may be present while you work on the activity.
 - Activity: How Do You Relate to Various People in WIC?
 - Activity: Roadblocks to Listening
- Once finished, meet with your trainer to review the activity and ask any questions.**
- Complete the module 5 observation activity.
 - Observation Activity: Roadblocks to Listening
- Meet with your trainer to discuss your experience observing the appointment.**

Module 6: Assessments to Counseling

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 6 of 9 – Idaho WIC.
- Review the module 6 handout.
 - Handout: Blank Circle Chart
- Complete the module 6 observation activity.
 - Observation Activity: Moving from Assessment to Counseling
- Meet with your trainer to discuss your experience observing the appointment.**

Module 7: Providing Advice: Offering Nutrition Discussion

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 7 of 9 – Idaho WIC.

- Review the module 7 handouts.
 - Handout: Explore-Offer-Explore
 - Handout: Moving from Assessment to Providing ND Flow Chart
 - Handout: Handouts the PC Way
 - Use the links for the Pre-filled Circle Charts or have your trainer help you locate the Pre-filled Circle Charts on the Idaho WIC website.
- Complete the module 1 observation activity.
 - Observation Activity: Providing Advice: Offering Nutrition Discussion
- **Meet with your trainer to discuss your experience observing the appointment.**

Module 8: Rolling with Resistance

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 8 of 9 – Idaho WIC.
- Complete the module 8 observation activity.
 - Observation Activity: Rolling with Resistance
- **Meet with your trainer to discuss your experience observing the appointment.**

Module 9: Next Steps

- Log onto <https://id.train.org/DesktopShell.aspx>
- Open and complete WIC PCE: Module 9 of 9 – Idaho WIC.
- Review the module 9 handouts.
 - Handout: Establishing Next Steps: Two Baby Steps to a Healthy Future
 - Handout: Health Outcome Based Eligibility Statement

NOTE: the handout (*Health Outcome Based Eligibility Statement*) refers to certifying children for a six month period – this has changed and Idaho WIC now certifies children for a one year period ending the last day of the month of the child’s fifth birthday

- Complete module 9 activity either individually or with other learners. Your trainer may be present while you work on the activity.
 - Activity: Putting All the Pieces Together
 - Activity: Participant Centered Services: How Are You Doing?
- **Once finished, meet with your trainer to review the activity and ask any questions.**
- Complete the module 9 observation activity.
 - Observation Activity: Next Steps
- **Meet with your trainer to discuss your experience observing the appointment.**