



Chapter 8: Staff Training

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Overview

The Idaho WIC Program operates according to WIC program specific federal regulations including training guidelines to ensure competency of all staff members.

Purpose

To describe training requirements and outline expectations for measuring competency to ensure a consistent level of proficiency among all local agency staff in the Idaho WIC program.

Scope

The policy applies to all State and local agency staff operating within the Idaho WIC Program.

In This Chapter

Section A Learning Management System (LMS) Training

Section B New Employee Training Competency

Section C All Employee Annual and Continuing Skills Training Competency

SECTION A: LEARNING MANAGEMENT SYSTEM (LMS) TRAINING

OVERVIEW

The Idaho WIC Program LMS Training is a combination of competency-based and self-instructional online courses and guidebooks used to teach skills. The online courses are accessed through a learning management system and guidebooks are located on the Idaho WIC website. Resources were derived from Arizona WIC Program, adapted by local agency and State agency RDs and staff, and field tested by staff throughout the State. Additional supplemental training materials have been developed and are located on the Idaho WIC website (i.e. additional guidebooks, Quick Reference Cards).

The Idaho WIC Program LMS Training combines reading, progress checks, worksheets, viewing of audiovisuals, and other learning activities to convey knowledge and basic skill development. Clinic observation and practice sessions are used to augment learning and enhance clinical skills. The Idaho WIC Program LMS Training is divided into two phases:

- Phase I - Basic Skills
- Phase II - Advanced Skills.

IN THIS SECTION

Training Goals
Accessing LMS Training

Training Goals

Adequately trained staff are vital to the Idaho WIC program. Training strengthens the program since employment of staff with diverse backgrounds is common. The local agency must ensure all WIC staff are trained with basic nutrition knowledge and skills needed to ensure consistency of how services are provided to participants.

Goals:

- To improve the consistency and accuracy of services provided to participants.
- To increase nutrition knowledge and improve staff counseling skills.
- To increase staff confidence and job satisfaction.
- To organize and standardize staff training.

Accessing LMS Training

Guidebooks are available electronically. The learner's guidebooks are located on the Idaho WIC website under the training section. There is also an activities workbook that contains the activities for applicable guidebooks & online courses. Additional resources such as Quick Reference cards (QRC's) for WISPr training can also be found on the Idaho WIC website. Each topic has a learner guidebook and is accompanied by a trainer's version that provides answers, resources and guidance. Staff are encouraged to keep the activities workbook to use as reference after completing the training and during the time of their employment.

The Idaho WIC Program LMS Training is updated and revised periodically based on staff comments and changes in WIC program policies and procedures. Staff are encouraged to access guidebooks electronically

and not keep hard copies to ensure the most accurate and current training materials.

REFERENCE

State policy

SECTION B: NEW EMPLOYEE TRAINING COMPETENCY

OVERVIEW

There are two phases of clinical competency available.

- *Phase I: Basic skills* include the ability to establish participant rapport, determine WIC program eligibility, perform nutrition assessment including anthropometric and hematological techniques, provide basic simple nutrition/breastfeeding education, tailor supplemental WIC food packages, make referrals to other health and social services, and document information in a care plan. Basic skills are completed within six (6) months of hire or as outlined on the applicable job duty checklist.
- *Phase II: Advanced skills* include effectively providing accurate and tailored nutrition/breastfeeding education messages to WIC participants along with facilitating goal setting towards a desired health outcome. Advanced skills are completed within twelve (12) months of hire or as outlined on the applicable job duty checklist.

All staff are required to meet annual training and continuing skills requirements.

- Annual Required trainings include Civil Rights, Immunizations, Breastfeeding, Customer Service Topics, Value Enhanced Nutrition Assessment (VENA,) and Participant Centered Services (PCS) Core Competencies. Training must be completed within the applicable federal fiscal year (October 1 to September 30)
- Continuing skills Training includes counseling skills and other job training related to WIC program services. Training frequency must be quarterly and may occur more often.

IN THIS SECTION

New Staff Training Requirements

Breastfeeding Coordinator and Peer Counseling Coordinator
Certifier
Clerical Staff
Non-WIC Staff
Peer Counselor
Registered Dietitian/ Registered Dietitian Nutritionist RD/RDN
WIC Coordinator

Training Lead

Measuring Competency

Documentation

New Staff Training Requirements

POLICY

The following policy section is referring to only new staff training requirements.

Local agency staff must complete the LMS training as appropriate for their position and demonstrate an adequate level of competence in performing those tasks. Each Health District may have their own required training in addition to Idaho WIC program training requirements.

All staff performing WIC functions, including non-WIC staff, must complete required WIC training regardless of the main funding source for their position. Cross-training staff or assigning certain duties to WIC and non-WIC staff is allowable. Staff who are cross trained to perform more than one role (i.e. certifier and peer counselor) must complete the training requirements for all the positions they are assigned. Any staff not trained as a certifier, may not prescribe/assign food packages or nutrition risk codes for participants. All food packages must be approved/assigned by a certifier.

For example:

If WIC staff determines eligibility by review of required proofs; income, residency and identification, then the eligibility training must be required training.

If WIC staff weigh and measure or draw blood then the anthropometrics and hematology trainings must be required training.

If an RD/RDNs reviews eligibility documents (income, residency, and identification), determines nutrition risk, and assign food packages then they must meet the Certifier requirements described in this policy regardless of the frequency they conduct these duties.

If a WIC Coordinator provides high risk nutritional counseling or reviews eligibility documents (income, residency and identification), determines nutrition risk and assigns food packages then they must meet the Certifier requirements or RD/RDN requirements described in this policy regardless of the frequency they conduct these duties.

BREASTFEEDING COORDINATOR AND PEER COUNSELING COORDINATOR

Breastfeeding Coordinator and Peer Counseling Coordinator must complete training within the specified timeframe on their applicable job position checklist, which includes training with the State Breastfeeding Coordinator.

With the completion of the LMS training relevant to the job duties performed, the Breastfeeding Coordinator and the Peer Counselor Coordinator will demonstrate the following core competencies:

- Deliver applicable WIC program services according to established policies and procedures.
- Knowledgeable of the WIC program and services the program provides.
- Demonstrate excellent customer service, communication, multicultural awareness and participant centered services skills.
- Practice positive work ethics to ensure program integrity (honesty, reliability, consistency).
- Comply with Civil Rights laws and policies.
- Protect and maintain confidentiality of all participants' personal information.
- Use technology and program equipment/materials appropriately for work purposes.
- Promote and support breastfeeding as the biological norm for feeding infants.
- Demonstrate advanced knowledge of breastfeeding education and support, integrating current evidence-based practices into consultations for the breastfeeding dyad.
- Recognize breastfeeding concerns that are out of scope of practice and refer participants to the appropriate health care professional.
- Ability to implement a comprehensive breastfeeding promotion, education, and support plan for the local agency.
- Demonstrate breast pump knowledge including appropriate issuance, use, tracking, and follow-up.
- Collaborate with breastfeeding stakeholders in the community to protect, support, and promote breastfeeding.
- Assure the local agency peer counselors are appropriately staffed and well trained in order to provide breastfeeding support.

- Ability to create and oversee the WIC Breastfeeding Peer Counseling budget to ensure fiscal stability.
- Demonstrate competence of specific duties assigned for WIC.

CERTIFIER

Only staff designated and trained as a certifier may determine nutrition risk eligibility and assign food packages. Each local WIC program shall have a certifier on staff to determine nutrition risk eligibility and prescribe an appropriate food package for each participant. Each local agency may have their own term used for certifier such as customer service representative (CSR), or clinical assistant (CA).

Certifiers must complete training within the specified timeframe on their applicable job position checklist.

With the completion of the LMS training relevant to the job duties performed, all certifiers will demonstrate the following core competencies:

- Deliver applicable WIC program services according to established policies and procedures.
- Knowledgeable of the WIC program and services the program provides.
- Demonstrate excellent customer service, communication, multicultural awareness, and participant centered services skills.
- Practice positive work ethics to ensure program integrity (honesty, reliability, consistency).
- Comply with Civil Rights laws and policies.
- Protect and maintain confidentiality of all participants' personal information.
- Use technology and program equipment/materials appropriately for work purposes.
- Assess the nutritional status of participants by collecting, recording, and comparing to standards the following to determine nutritional risk criteria:
 - Anthropometric Measurements
 - Biochemical Measurements
 - Dietary Data
 - Health Data
- Demonstrate knowledge of basic life-cycle nutrition (including food safety) and its application to all WIC participants.
- Promote and support breastfeeding as the biological norm for feeding infants.
- Apply knowledge of anatomy and physiology in the assessment of normal breastfeeding and breastfeeding problems.
- Recognize potential concerns related to breastfeeding and refer participants appropriately.
- Recognize and communicate normal infant cues and behaviors.
- Plan for the nutritional care of participants based upon assessment findings by:
 - Assisting participants in prioritizing nutrition or health risks
 - Identifying community and agency services that might help resolve risks
 - Tailoring appropriate WIC food packages with participant input
 - Selecting the most practical and relevant nutrition education messages and arranging the most conducive environment in which to communicate them.
- Implement nutrition care for participants using planned referral, food delivery, and nutrition education strategies including facilitating relevant goal setting.
- Evaluate nutrition care given participants through subsequent assessment of nutritional status, use of WIC foods, and follow-through on participant goals, nutritional advice and referrals. Determine eligibility and document eligibility, assessment, education provided including goal(s) if applicable, and referral information into WISPr.
- Identify and refer participants to community and agency services that might help resolve risks (referrals).
- Issue food benefits according to established policies and procedures.
- Demonstrate competence of specific duties assigned for WIC.

CLERICAL STAFF

Local agencies may have clerical staff at the reception area with duties such as checking in participants, scheduling appointments, making reminder calls and issuing food benefits. Each local agency may have their own term used for clerical staff such as customer service representative (CSR) or clinical assistant (CA).

Clerical staff must complete training within the specified timeframe on their applicable job position checklist.

With the completion of the LMS training relevant to the job duties performed, all Clerical staff will demonstrate the following core competencies:

- Deliver applicable WIC program services according to established policies and procedures.
- Have an overall understanding of the WIC program and services the program provides.
- Correctly describe the WIC program to potential participants.
- Promote and support breastfeeding as the biological norm for feeding infants.
- Demonstrate excellent customer service and communication skills, multicultural awareness, and create a participant centered environment.
- Practice positive work ethics to ensure program integrity (honesty, reliability, consistency).
- Comply with Civil Rights laws and policies.
- Protect and maintain confidentiality of all participants' personal information.
- Use technology and program equipment/materials appropriately for work purposes.
- Identify and refer participants to community and agency services that might help resolve risks (referrals).
- Issue food benefits according to established policies and procedures.
- Demonstrate competence of specific duties assigned for WIC.

NON-WIC STAFF

Local agencies may have non-WIC staff employed by the Health District working for multiple programs. Non-WIC staff must complete training related to the duties they perform for WIC regardless of how often they perform them.

All Non-WIC staff working and coding time to WIC in any job classification must complete training within the specified timeframe on their applicable job position checklist. Non-WIC staff that code time to WIC, but do not have direct contact or provide participant services such as IT are not required to complete training.

With the completion of the LMS training relevant to the job duties performed, all Non-WIC staff will demonstrate the following core competencies:

- Deliver applicable WIC program services according to established policies and procedures.
- Have an overall understanding of the WIC program and services the program provides.
- Correctly describe the WIC program to potential participants.
- Promote and support breastfeeding as the biological norm for feeding infants.
- Demonstrate excellent customer service, communication skills, and multicultural awareness.
- Practice positive work ethics to ensure program integrity (honesty, reliability, consistency).
- Comply with Civil Rights laws and policies.
- Protect and maintain confidentiality of all participants' personal information.
- Use technology and program equipment/materials appropriately for work purposes.
- Demonstrate competence of specific duties assigned for WIC.

Student (non-dietetic) interns and volunteers would be considered non-WIC staff and complete the required training on the non-WIC checklist. However, adequate training will be required based on the functions they perform for WIC.

For example:

If a volunteer collects anthropometric or hemoglobin then anthropometric and hematology training must be required.

If a student intern (non-dietetic intern) teaches nutrition or breastfeeding classes and/or a low-risk nutrition counseling, then the nutrition or breastfeeding course(s) applicable to that category must be required.

PEER COUNSELOR

All Peer Counselors must observe an experienced Peer Counselor or Breastfeeding Coordinator.

Peer Counselors must complete training within the specified timeframe on their applicable job position checklist, which includes training with the local agency Peer Counseling Coordinator using one of the approved training manuals listed or documentation of training from another state prior to unsupervised counseling:

- USDA/FNS Loving Support Peer Counseling Training Manual
- California WIC Breastfeeding Peer Counselor Training Manual
- Texas WIC Breastfeeding Peer Counselor Training Manual

Core competencies are listed in the USDA/FNS Loving Support Peer Counseling training manual. Additional Peer Counselor core competencies include:

- Deliver applicable WIC program services according to established policies and procedures.
- Comply with Civil Rights laws and policies.
- Use technology and program equipment/materials appropriately for work purposes.
- Recognize and communicate normal infant cues and behaviors.

REGISTERED DIETITIAN/ REGISTERED DIETITIAN NUTRITIONIST (RD/RDN)

RD/RDN's have met academic and supervised practice requirements to practice. Initial training should be further developed through on-the-job training such as observations of a registered dietitian that has been working for WIC at least 6 months.

RD/RDN's must complete training within the specified timeframe on their applicable job position checklist.

With the completion of the LMS training relevant to the job duties performed, all RD/RDN staff will demonstrate the following core competencies:

- Deliver applicable WIC program services according to established policies and procedures.
- Knowledgeable of the WIC program and services the program provides.
- Demonstrate excellent customer service, communication, multicultural awareness, and participant centered services skills.
- Practice positive work ethics to ensure program integrity (honesty, reliability, consistency).
- Comply with Civil Rights laws and policies.
- Protect and maintain confidentiality of all participants' personal information.
- Use technology and program equipment/materials appropriately for work purposes.
- Identify and refer participants to community and agency services that might help resolve risks (referrals).
- Assess the nutritional status of high-risk participants by collecting, recording, and comparing:
 - Anthropometric Measurements
 - Biochemical Measurements
 - Dietary Data

- Health Data
- Demonstrate advanced knowledge of nutrition and its application to high-risk WIC participants.
- Apply accurate, up-to-date evidence-based nutrition interventions and strategies when counseling high-risk infants, children, and women.
- Facilitate relevant participant goal setting towards a desired health outcome.
- Evaluate nutrition care given to high-risk participants through subsequent assessment of nutritional status, use of WIC foods, follow-through on nutritional advice, and progress towards achieving goals.
- Demonstrate knowledge of exempt infant formula and nutritionals issued to participants with qualifying medical conditions.
- Recommend specific foods, formulas, or nutritionals appropriate for participant's specific nutritional needs. Oversees food and formula medical documentation requests and coordinates with medical providers as appropriate.
- Develop and document high risk care plans in WISPr. Promote and support breastfeeding as the biological norm for feeding infants.
- Apply advanced knowledge of anatomy and physiology in the assessment of normal breastfeeding and breastfeeding problems.
- Assess real and perceived barriers to breastfeeding and counsel to assist mothers to overcome these barriers.
- Recognize potential concerns related to breastfeeding and refer participants appropriately.
- Recognize and communicate normal infant cues and behaviors.
- Demonstrate competence of specific duties assigned for WIC.

Dietetic interns often take on the role of an RD/RDN working for WIC. They are encouraged to take advantage of the learning opportunity. Training for dietetic interns should comply with the training checklists for an RD/RDN. However, training needs may be evaluated on a case-by-case basis by the WIC Coordinator or Training Lead taking into consideration training time, how independently the intern's duties are, job functions performed, and the rotation timeframe at the WIC clinic. Additionally, if conducting high risk care plans, a Licensed Registered Dietitian in the clinic needs to co-sign the high-risk care plans.

WIC COORDINATOR

WIC Coordinator leads the essential functions of the local agency such as translating policy into clinic procedures, management of caseload, local agency staffing, oversight of local program operations, development of nutrition education plans, maintaining program integrity, and utilization of resources.

WIC Coordinators must complete training within the specified timeframe on their applicable job position checklist, which includes training with the State Agency staff. Initial training should be further developed through on-the-job training.

With the completion of the LMS training relevant to the job duties performed, all WIC Coordinator staff will demonstrate the following core competencies:

- Deliver applicable WIC program services according to established policies and procedures.
- Knowledgeable of the WIC program and services the program provides.
- Demonstrate excellent customer service, communication, multicultural awareness, and participant centered services skills.
- Practice positive work ethics to ensure program integrity (honesty, reliability, consistency).
- Comply with Civil Rights laws and policies.
- Protect and maintain confidentiality of all participants' personal information.
- Use technology and program equipment/materials appropriately for work purposes.
- Promote the WIC program's mission and goals.
- Establish personal accountability and safeguards to ensure program policies are followed.
- Understand management of caseload and WIC participant caseload targeted levels.
- Ensure program outreach to potential participants is performed and documented.
- Assure the local agency is appropriately staffed and well trained in order to provide WIC program

services.

- Understand the importance of disseminating quality Nutrition and Breastfeeding education to all participants.
- Utilize reports to monitor local agency trends and operations.
- Understand local program operations.
- Ability to create and oversee the WIC budget to ensure fiscal stability.
- Demonstrate competence of specific duties assigned for WIC.

REFERENCE

7 CFR 246.11(c)(2) Nutrition Education
 State Policy
 Oregon WIC Program Policy
 USDA FNS WIC Nutrition Services Standards

Training Lead

The Idaho WIC Program LMS Training must be administered by a local agency appointed Training Lead. Each local agency must communicate who the Training Lead is to the State Agency. The Training Lead oversees training for the local agency. The goal of assigning a Training Lead is to ensure that there is a person with an excellent understanding of the WIC training requirements and can answer questions beyond the scope of the materials.

At a minimum the training lead should be a Registered Dietitian/ Registered Dietitian Nutritionist meeting all the requirements of a certifier with at least two years of WIC experience. They do not have to be a person in a supervisory or management position. The local agency may assign more than one person to share this role or specific duties may be delegated to other qualified staff.

The Training Lead can designate training responsibilities to another staff member as needed. A person designated by the Training Lead to guide the learner is identified as a Trainer. The Training Lead may designate training responsibilities to a Trainer who at minimum is a trained paraprofessional meeting all the requirements of a certifier with at least two year of WIC experience.

Agencies with limited staff may consult with the State office on a case-by-case basis to determine qualified staff for the Training Lead and/or Trainers.

Training Lead responsibilities include:

- Maintain knowledge of existing LMS training materials.
- Act as a resource for accurate information to all staff including certifiers in the program.
- Work closely with the WIC Coordinator or staff supervisor to develop appropriate training plans for staff (if the Training Lead is not the WIC Coordinator or staff supervisor)
- Evaluate strategies to meet training needs.
- Develop knowledge of new LMS training materials as available, which includes completing new guidebook(s) and online course(s) before training other staff.
- Participate in applicable trainings or conference calls by the State office in order to stay up-to-date on new policy, procedures, WISPr development, nutrition information, and updated materials.
- Administer and use the LMS training and accompanying support materials for training all new staff.
- Ensure all staff are trained in a timely manner and in compliance with policy.
- Assess job duties/function and appropriate training needs (i.e. non-WIC staff).
- Initiate training by scheduling time for the Learner to complete each online course and guidebook along with the activities and discussion questions involved.
- Ensure the Learner reads the guidebook and completes the online courses as well as all applicable activities and discussion questions.
- Ensuring the Learner passes all post-assessments (post-tests) with a minimum passing score of

- 70% (if the test needs to be retaken the Learner may take the post-test as many times as needed).
- Facilitate new staff observations of existing staff in similar positions.
 - Oversee/sign-off on all staff member's competency. Only the Training Lead can assess (through observation) that the new staff person has achieved the minimum skill level to adequately perform the job before allowing the person to perform WIC functions such as certifications independently. This cannot be delegated to a Trainer.
 - Complete new employee checklists.
 - Networking with other local agency Training Leads.

Measuring Competency

POLICY

Each learner's ability to meet the skills and objectives for each lesson in the Idaho WIC Program LMS Training is evaluated by the Training Lead. Competency is further assessed through observations, interviewing, and post-assessment (post-test) after each section of the training materials as they are completed.

The Training Lead needs to assess that the new staff member has achieved the minimum skill level to adequately perform the job functions assigned before allowing the staff member to perform those duties independently. The Learner can independently perform functions that have been successfully completed if the Training Lead determines the Learner is competent in that area. This must be assessed through observing staff and documenting on the appropriate checklist. All other skills learned may be practiced under the direct supervision of the Training Lead or staff designated by the Training Lead. Agencies with limited staff may consult with the State office on a case-by-case basis to determine requirements of staff conducting WIC job functions independently prior to completing training.

DOCUMENTATION

Documentation of completed staff training must be maintained onsite in the local agency. The WIC Coordinator or Training Lead must complete and retain all staff members' checklists indicating the training has been completed and competencies have been observed. Completed training should be indicated by the Training Lead's initials and dates on the checklist.

REFERENCE

State policy

Oregon WIC Program Policy

SECTION C: ALL EMPLOYEE ANNUAL AND CONTINUING SKILLS TRAINING COMPETENCY

OVERVIEW

This section addresses the required trainings and skills after new staff training has been completed.

Beyond initial training, staff should be presented with opportunities to refresh, build or continue to advance their skills. All staff will participate in required annual trainings. Continuing skills should include advanced counseling skills and other job training related to WIC program services performed by staff.

IN THIS SECTION

Annual Training Requirements

- Breastfeeding
- Civil Rights Customer Service
- Immunizations
- Value Enhanced Nutrition Assessment (VENA)
- Participant Centered Services (PCS)

Continuing Skills

Additional Training

Annual Training Requirements

POLICY

Local agencies must provide annual training to all staff performing WIC functions (this includes WIC and non-WIC staff). The annual training requirement means training must be completed within each federal fiscal year.

Topics to be provided annually:

- Breastfeeding
- Civil rights/nondiscrimination
- Customer service
- Immunizations
- PCS
- VENA

Suspected child abuse reporting is recommended, but not mandatory.

DOCUMENTATION

All training and in-services documentation must be maintained onsite for review at biennial Local Agency Monitoring.

Trainings must be documented by:

- Agendas with clearly identified training objectives or minutes.
- A roster such as a sign-in sheet to show which staff attended. If staff members are absent from

required trainings and complete training independently, documentation of when and how the training was completed must be recorded.

- A staff training log to record completed training.
- Local program plans for in-services will be reported as part of the annual nutrition education plan (NEP) and documentation of in-service topics and attendance reported on the quarterly reports.

REFERENCE

State policy

BREASTFEEDING TRAINING

POLICY

Local agencies are required to conduct annual breastfeeding training. More than one topic may be included in a single training session. Training related to nutrition education and counseling provided to local staff will include breastfeeding as part of the subject matter.

MINIMUM REQUIREMENTS

Annual Training must include, but is not limited to, the following topics:

- Program goals, philosophy, policies, and procedures on breastfeeding education, promotion and support
- Breastfeeding assessment strategies
- Food package assignment and appropriate tailoring to ensure no or minimal amounts of infant formula are provided to breastfeeding infants
- Culturally appropriate breastfeeding promotion and support strategies
- Referral procedures when an issue or concern is outside a staff person's scope of practice
- Breastfeeding counseling/education, strategies, and materials
- Current breastfeeding management techniques
- Staff roles and responsibilities related to promoting and supporting breastfeeding

REFERENCE

7 CFR 246.11(c)(7)(iii)

CIVIL RIGHTS TRAINING

POLICY

Local agencies are required to conduct civil rights training.

MINIMUM REQUIREMENTS

Annual Training must include, but is not limited to, the following topics:

- Collection and recording of the Race data field on the Participant Info screen in WISPr.
- Discrimination complaint procedures.
- Reasonable accommodation, including equal access to program services for the disabled.
- How to provide language assistance services to Limited English Proficiency participants.

REFERENCE

7 CFR 246.8 Nondiscrimination (01/01/03)

FNS Instruction 113-2, Rev. 1 (06/29/83)

State policy

CUSTOMER SERVICE TRAINING

POLICY

Local agencies are required to conduct annual customer service training.

MINIMUM REQUIREMENTS

Annual training on quality customer service must include positive customer service as a component of training. Have staff brainstorm ways to improve WIC services on topics such as:

- Nonverbal communication
- Working with difficult participants
- Teamwork
- Preserving participant confidentiality
- Stress management

REFERENCE

State policy

IMMUNIZATIONS

POLICY

Local agencies are required to conduct annual Immunization training.

MINIMUM REQUIREMENTS

Staff should be trained to conduct immunization screenings at certifications and health screenings for infants and children under the age of two.

Training must include, but is not limited to, the following topics:

- Screening protocols for your agency
- Understanding of how to screen, such as counting the number of doses of DTaP (diphtheria, and tetanus toxoids and acellular pertussis) vaccine participants have received in relation to their age.
- Referral resources such as recommended immunization schedules.

REFERENCE

State Policy

ASM 01-56 (WRO Policy Memo 803-AT) Immunization Screening and Referral in WIC

PARTICIPANT CENTERED SERVICES (PCS)

POLICY

Local agencies are required to conduct PCS training outlined below.

MINIMUM REQUIREMENTS

Training will include skill practice activities (i.e. case study, role playing, skill related tasks, educational game, written activity, interactive discussion). More than one core competency may be included in a single training session.

PCS Core Competencies:

- OARS (open-ended questions, affirmations, reflections, summarizations)
- Goal setting (stages of change, change talk, setting a SMART goal)

REFERENCE

State policy

VALUE ENHANCED NUTRITION ASSESSMENT (VENA)

POLICY

Local agencies are required to conduct annual VENA training outlined below.

MINIMUM REQUIREMENTS

Training will include skill practice activities (i.e. case study, role playing, skill related tasks, educational game, written activity, interactive discussion). More than one core competency may be included in a single training session.

VENA Core Competencies:

- Critical thinking
- Nutrition assessment process (includes nutrition risk criteria; participant centered focus)
- Principles of life-cycle nutrition (includes breastfeeding; nutrition education techniques)
- Anthropometric and hematological data collection techniques
- Communication (includes rapport building)
- Multicultural awareness

REFERENCE

State policy

Continuing Skills

In addition to the required annual training, staff should participate in scheduled trainings to review updates or changes that are implemented related to the job duties they perform for WIC. It is recommended that selection of in-service topics either be based on staff training needs identified during local program self-evaluations, local WIC program needs, staff interests, or be chosen to further enhance staff skills and job satisfaction.

In-service staff meetings should allow for all staff to be involved with relevant training. Training frequency must be quarterly and may occur more often.

In-service topics must develop staff knowledge, skills, or abilities for example:

- WIC related topics presented by an RD/RDN or a guest speaker.
- Breastfeeding topics presented by the Breastfeeding Coordinator or an IBCLC.
- New WIC policy or clarification to guidance.
- Changes to WISPr functionality.
- Presentations by partner or referral agencies.

NOTE: Updates to policies and procedures are typically handled either through training provided by the State agency and/or training materials provided to local agency Coordinators to conduct training for staff.

REFERENCE

State policy

Additional Training

Staff are highly encouraged to participate in additional WIC relevant training opportunities as they are available and funding allows (i.e. nutrition and/or breastfeeding conference, online nutrition and/or breastfeeding course, Certified Lactation Educator/Counselor training, etc.).

REFERENCE

State policy