

Nevada WIC Department of Health and Human Services

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Training Policy

Policy

Local agencies (LA) shall ensure all WIC staff meet the minimum qualifications for hire and complete all mandatory training requirements for their position before assuming full duties for that position. Competence must be demonstrated in performing specific duties prior to serving in that capacity. Designated preceptors will ensure that LA CPAs and support staff are appropriately trained to perform assigned functions according to the WIC Staff Training Manual. All staff must complete bi-annual voter registration training, annual civil rights training, annual immunization training, and meet continuing education requirements outlined in this policy.

Authority

7 CFR § 246.3 (e)
USDA Nutrition Services Standards, August 2013

Procedures

All employees working in the WIC Program must have the required qualifications and complete the training requirements for their position within the specified time period as described in the WIC Staff Training Manual (Appendix GP: F). A record of staff qualifications and completion of all competency-based trainings (degrees, training certificates or other official confirmations) must be kept on file at the local agency.

1. All Staff

All WIC staff are required to meet with the LA Breastfeeding Coordinator upon hire. At this meeting, the breastfeeding coordinator shall discuss why WIC supports breastfeeding, why breastfeeding is a priority, the LA breastfeeding promotion program, the breastfeeding promotional supplies available for distribution, the peer counseling program (if applicable), and the breast pump distribution program.

2. CPA

A certified WIC Competent Professional Authority (CPA) has the

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following qualifications:

- Is a nutritionist (master's or bachelor's degree in Nutritional Sciences, Community Nutrition, Clinical Nutrition, Dietetics, Public Health Nutrition), dietitian, registered nurse, certified physician's assistant, or a State trained and certified health paraprofessional.

Minimum Statewide Requirements to be a Candidate for Training

Paraprofessional: An individual without extended professional training in health, nutrition, or the clinical management of breastfeeding who is able to complete the State WIC CPA certification training and who is given ongoing supervision to provide basic nutrition and breastfeeding services.

- High School or GED diploma
- Must have literacy and language skills appropriate to address the needs of diverse participants.

Individual local agencies can set requirements higher than the state minimums, but not lower. Any special circumstances must be approved by the State WIC Office.

A CPA must complete the following competency-based training within the associated timeframes:

- All four stages of Training within 6 months of hire – CPAs and RD/Nutritionists are required to complete all four stages of training. The training modules are self-paced. Nutritionists and RDs are recommended, but not required to complete the guidebooks. Further guidance on completing the WIC training modules can be obtained by referencing the WIC CPA Training Manual (See Appendix GP: F).
- Nutrition Courses – Are required for CPA's. RD/Nutritionists providing solely medium to high risk nutrition services may test out of these courses by completing the RDN Course Competency Assessment for each with a passing score is 80% or better.
- 35-hour breastfeeding training within 1 year of hire – All CPAs, RDs,

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and Nutritionists are required to complete this comprehensive breastfeeding training once every five (5) years. Staff can attend a course offered by the State WIC Office or another similar course with State Breastfeeding Coordinator's approval.

Online Nutrition and CPA Refresher Courses are required to be completed every five years from date of initial completion.

Roles and Responsibilities

A certified CPA can perform the following:

- Can evaluate and document an applicant's program eligibility criteria. (category, residency and income - see CT: 1)
- Assesses and documents a participant's nutrition risk(s).
- Prescribe and/or issue food packages.
- Provide nutrition education, including breastfeeding promotion and support that is responsive to the identified needs/interests of each participant.
- Conducts breastfeeding assessment for all breastfeeding women.
- Identifies the need for individual high-risk nutrition care plans.
- Refers participants to other health and social services and provides appropriate follow-up to referrals; documents accordingly.
- Implements individual care plans for nutritional low-risk participants.
- When the CPA is a qualified nutritionist or RD, they can implement individual care plans for sometimes and high-risk participants; otherwise, identifies and refers high-risk participants to a qualified nutritionist or RD.
- Documents nutrition services provided, including referrals and follow-up to referrals.
- Ensures that testing and referrals are done for iron/lead levels. Checks

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immunizations using a documented immunization record recording all results in WISH.

CPA-Trainee (CPA-T)

- A WIC CPA in Training (CPA-T) has not completed all the required competency-based trainings and are only permitted to perform those tasks in which he/she has demonstrated competence under supervision of the preceptor and having passed that job skill section.

EXAMPLE: a CPA-T can perform WIC certifications after completing Stage 1, and their preceptor has certified competence via the Stage 1 Observation Checklist.

Nutritionists / Registered Dietitian:

Nutritionist or Registered Dietitian (RD) Qualifications:

- Has successfully completed the four stages of training within 6 months of hire, the 35-hour required breastfeeding training within 1 year of hire, AND
- (Preferably) has credentials of a Registered Dietitian (RD) or Dietary Technician, Registered (DTR); eligibility for registration with the Academy of Nutrition and Dietetics' Commission on Dietetic Registration, or
- Holds a bachelor's degree in the field of nutrition from an accredited college or university, or
- Holds a master's or doctoral degree in nutrition from an accredited college or university.

The online CPA Modules refresher courses are required to be completed every five years from date original completion.

Roles and Responsibilities

A WIC Nutritionist/RD can perform the following roles and responsibilities:

- Refers high-risk participants to other health-related and social

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services, as necessary.

- Prescribes food packages to high-risk participants, as appropriate.
- Develops individual care plans for high-risk participants and conducts follow-up appointments as needed.
- Coordinates nutrition education, including breastfeeding promotion and support that is responsive to the identified needs/interests of each high-risk participant.
- Conducts breastfeeding assessment for all breastfeeding women.
- Documents providing referrals and conducting appropriate follow-up to referrals to high-risk participants.
- Tracks high-risk participants' progress in improving their health and document for outcomes.

3. Clerk / Front Desk Staff:

Clerk / Front Desk staff minimum qualifications and competency-based training requirements:

- Meets appropriate local-agency established qualifications based on assigned duties, AND
- Complete the following WIC competency-based Training Modules within 2 months of hire:
 - Stage 1: All WIC Staff
 - Stage 2: Anthropometric Measurements and Hemoglobin Screening (if applicable to assigned duties)

Roles and Responsibilities:

- Provides clinic and office support to the CPA and nutrition staff.
- Implements State Office and LA program policies and protocols.

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- Sets the tone for excellent customer service to participants as they enter the clinic.
- Can evaluate and document an applicant's program eligibility criteria (category, residency and income - see CT: 1).
- Refers participants to other social services and documents accordingly.
- Participates in breastfeeding promotion and support.

4. LA Breastfeeding Coordinators

Breastfeeding Coordinators must meet the following qualifications and competency-based training requirements:

- Meets the qualifications for a CPA.
- Has experience in program management (preferable).
- Has, at minimum, 1 year of experience in counseling breastfeeding women.
- Has successfully completed specialized training in lactation management and care. International Board-Certified Lactation Consultant (IBCLC) is preferred, but individual may be exam-eligible or have successfully completed other State approved specialized training (CLE / CLC).

Roles and Responsibilities

Depending on a LA's organization, the LA may assign some of these responsibilities to another staff member.

- Oversees the planning, implementation and evaluation of local agency breastfeeding activities.
- Ensures that LA staff is properly trained on breastfeeding education and support.
- Provides ongoing supervision and support of LA breastfeeding staff.

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- Keeps current with up-to-date breastfeeding information and disseminates this as well as FNS-provided information to other local agency staff.
- Identifies, coordinates and collaborates with community breastfeeding stakeholders.
- Monitors LA breastfeeding rates.
- Ensures that breast pump issuance, inventory, and maintenance are logged and monitored.
- Performs the roles and responsibilities of a CPA.

5. Peer Counseling Coordinator

Qualifications: Same as LA Breastfeeding Coordinator

Roles and Responsibilities

- Contributes to the development of program goals and objectives for the local agency peer counseling program.
- Oversees the planning, management, implementation and evaluation of local agency peer counseling activities.
- Keeps current with up-to-date breastfeeding information and disseminates this as well as FNS-provided information to other local agency staff.
- Mentors new peer counselors, providing routine follow-up and guidance in the early days of the job.
- Provides ongoing supervision and feedback for peer counselors.
- Reports on peer counseling program activities to supervisor and the State agency.
- Coordinates with local community stakeholders such as hospitals and health care providers to enhance the effectiveness of the peer counseling program.

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- Conducts a needs assessment to identify gaps in breastfeeding resources and services within the local agency and community that the WIC peer counseling program can address.
- Oversees the training of peer counselors and peer counselor supervisors.

6. Peer Counselors:

Peer counselors must meet the following qualifications and competency-based training requirements:

- Has personal experience with breastfeeding, having breastfed at least one baby.
- Is a paraprofessional (as described in the *Loving Support Model*) from the target population; which is defined as:

"An individual without extended professional training in health, nutrition, or the clinical management of breastfeeding who are selected from the group to be served and are trained and given ongoing supervision to provide a basic service or function. Paraprofessionals provide specific tasks within a defined scope of practice. They assist professionals, but are not licensed or credentialed as healthcare, nutrition, or lactation consultant professionals."

- Peer Counselors are required to complete the following counseling and breastfeeding training modules within 1 month of hire:
 - Stage 1 – All WIC Staff
 - Stage 3 – Staff who Provide Breastfeeding & Nutrition Support
 - *Loving Support* Peer Counselor training within 1 month of hire – All Peer Counselors are required to attend the *Loving Support* Peer Counseling Training offered by the State WIC Office, AND
 - 35-hour breastfeeding training within 1 year of hire – All Peer Counselors are required to complete this comprehensive breastfeeding training once every five (5) years. Staff can attend

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a course offered by the State WIC Office or another similar course.

Roles and Responsibilities:

- Provides mother-to-mother support to prenatal and postpartum WIC mothers by providing basic breastfeeding information and encouragement.
- Is available to participants outside of usual clinic hours and the WIC clinic environment.
- Counsels prenatal and postpartum participants by phone as well as face-to-face visits at the home, hospital, and/or WIC clinic at regularly scheduled intervals.
- Refers participants to the WIC-Designated Breastfeeding Expert, WIC nutritionist or other appropriate health or social service agency, including outside community breastfeeding resources, for situations outside the peer counselor's scope of practice.

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	Clerks	CPAs	RD's & Nutritionist	Peer Counselors
Meet with LA Breastfeeding Coordinator within 1 week of hire	X	X	X	X
Complete all 4 Stages of Training within 6 months of hire		X	X	
Complete Stage 1-2 within 2 months of hire	X			
Complete Stage 1 & 3 within 1 month of hire				X
Complete needed nutrition courses within 6 months of hire		X	X	
Complete Stage 1 and breastfeeding training modules within 6 months of hire	X			
Complete a 35-hour breastfeeding training within 1 year of hire (this training must be completed once every 5 years)		X	X	X

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Complete CPA Refresher Course. Must be completed once every 5 years		X	X	
Complete 12 hours of continuing education every year		X	X	
Complete the Peer Counselor training (offered by the State WIC Office) within 1 month of hire				X
Complete the Civil Rights Training within 60 days of hire. Must be completed annually during each Federal fiscal year. (Oct. 1 – Sept. 30)	X	X	X	X
Complete the National Voter Registration Act (NVRA) training within one week of hire. Must also be repeated every six months (2x year) afterwards.	X	X	X	X

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WIC Training Modules

Training modules are self-paced and meet requirements of VENA competencies. The following provide additional guidelines to be used with staff completing the WIC training modules. Further guidance is provided in the WIC Training Manual.

Preceptors – All staff will have an assigned preceptor/mentor. For each CPA trainee (CPA-T) a designated preceptor (approved by the State Office) will be distinguished to act as a mentor to the trainee, in most cases the preceptor will be the agency dietitian, nutritionist or LA / State Training Coordinator. The responsibilities of a preceptor include:

1. Mentor Trainees through the eLearning training modules.
2. Answer questions and provide direction and advice.
3. Helping trainees learn skills/services appropriate to their job title and responsibilities.
4. For CPA-T's, perform reviews of certifications, nutrition education and related work performed by the trainee during the training process. Preceptors must sign off on all certifications that CPA-T's conduct until the trainee has reached the status of CPA.
5. Provide opportunities for observational learning.
6. Evaluate hands on learning activities.
7. Certify achievement of training stage performance objectives by signing the "Competency Achievement Checklist Form(s)."
8. Complete observation forms for each Stage
 - a. Provide feedback comments and mark pass/fail for all categories.
 - b. Completed Observation Form will need to be signed and scanned into a PDF. This will then need to be submitted in LMS by trainee by clicking Observation Form assignment.
9. Provide on-going mentoring opportunities for all staff, conduct staff

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assessments, as well as provide effective feedback for enhancing skills.

10. Develop a formal WIC staff evaluation plan that will monitor and evaluate the quality of the staff members work for CPA's, Clerks or Peer Counselors.

Competency Achievement Checklist

Each stage requires that a preceptor observe the trainee completing certain activities accurately. Once the trainee successfully completes a stage competency, it will be noted and signed off on the Competency Achievement Checklist. Each State checklist is filed as part of the trainee record kept at the LA.

Quizzes

After the completion of each module the trainee will be required to complete a quiz which is offered through the LMS. Scores will be recorded in the LMS and will become part of the trainee record.

Nutrition Education Group Exam

Presenting a nutrition class is only required by staff that will be facilitating group sessions at their local agencies. The CPA-T will select nutrition education materials and a lesson plan and present a nutrition class to WIC participants under the supervision of a nutritionist/RD or Training Coordinator.

Clinic Functions

The trainee can independently perform functions he/she has successfully completed and has been signed off on using the competency achievement checklist which indicates the trainee is competent in that area. All other skills they are learning may only be practiced under the supervision of their preceptor or qualified clinic staff.

Final Exams

Once a CPA-T has successfully completed all quizzes, competency checklists, and submitted their stage observation form, the final CPA exam will unlock and be available to the trainee in the LMS. Once the trainee has scored an 80% or higher on the knowledge exam the CPA certification certificate needs to be

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requested from the state office and copy kept in new CPA's training record.

CPA Final Exam Failure

The competency checklists, quizzes, observation and final exam can be re-taken if the student does not initially pass. If a LA staff member scores below an 80% on the final CPA exam the LA will be responsible for mentoring the trainee on the course topics before the final exam is re-assigned. The student will only be able to function as a CPA once they pass the final CPA exam. The preceptor should provide additional mentoring to guide the student successfully through the stage modules.

If a CPA-T cannot pass the CPA Final exam after 2 attempts, it is up to the local agency to determine whether they will allow the CPA-T to re-classify as a Clerk / Front Desk staff or terminate employment.

Additional Training Requirements and Continuing Education

Civil Rights

On an annual basis, all WIC staff will complete the Civil Rights training hosted in the LMS. Staff completion of this training will be tracked in the LMS. This training will be assigned and must be completed during each Federal fiscal year of October 1st – September 30th. New Clinic staff must complete this training within 60 days of hire and will re-certify during the next annual certification period.

Immunization Training

Annually, staff will be required to complete the Annual Immunization and IZ Training developed for the WIC State Office. This training is available and tracked in LMS. This training will be assigned and must be completed during each Federal fiscal year of October 1st – September 30th. New Clinic staff must complete this training within 60 days of hire and will re-certify during the next annual certification period.

National Voter Registration Act (NVRA)

All clinic staff are required to complete semi-annual (every six months) National Voter Registration Act (NVRA) training. This training offers a summary

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of the NVRA and responsibilities as a public assistance agency to register voters. Each NVRA Clinic Coordinator will be responsible to provide trainings on voter registration services for new hires within one week of their start date. Copies of certificates required to be kept in training records and available upon request to the state agency.

Continuing Education 12 Hours Annually

All CPAs, RDs, and Nutritionists are required to take a minimum of twelve continuing education hours to stay abreast with evolving information and to support the roles and responsibilities of the CPA and nutritionist. The training hours are in addition to the trainings provided by the State. These trainings shall be documented in the clinic or LA Training Log (Appendix GP: G) which will be verified at the time of the LA Program Review.

Some examples of other continuing education may include but are not limited to:

- WICWorks Training Modules <http://wicworks.nal.usda.gov/wic-learning-online>
- California WIC Association WIC Works Modules <http://www.calwic.org/events/wic-works-webinars>
- SNAP-Ed Connection Modules *which are nutrition related* <http://snap.nal.usda.gov/professional-development-tools/online-training>
- Healthy & Active Preschoolers Modules by the California Department of Education <http://www.healthypreschoolers.com/overview>
- InJoy Birth & Parenting Education_free webinar series <http://injoyvideos.com/free-webinars>
- Ellyn Satter Associates nutrition information <http://www.ellynsatter.com/>.
- In-service trainings relevant to WIC participants provided by community partners such as Cribs for Kids, Learn the Signs, Act Early, Car Seat Safety, etc.

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Many other relevant webinars are available online and through community partners. LAs shall verify with the State Training Coordinator whether certain training content will satisfy the continuing education requirements.

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