

State of Nevada
Women, Infants, and Children (WIC)
Training Program

**WIC Employee
Training Plan**

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Introduction

Welcome to Nevada WIC, we value your experience and skills and are happy that you have chosen to work with our program. Employee training is divided into separate stages based on your specific job duties. Each stage includes required competencies to complete for the assigned position. Local Agency (LA) preceptors (person distinguished as a specialist in the area who gives practical experience and training) are available to guide you through these trainings and are responsible for verifying the completion of all requirements for each stage.

Requirements:

Local Agency Directors and Clinic Managers will provide staff with adequate time, opportunity, and preceptor mentorship to complete all training requirements for their position.

- **All New Hires:** all staff will complete the Stage 1 training as part of their general onboarding process within 2 months of hire; **BFPCs** within 1 month of hire. If new hire was previously with another Nevada WIC agency, check with State Office Training Coordinator for previous training records and to verify what will be needed.
- **Competent Professional Authority (CPA):** In addition to Stage 1, CPAs must complete Stages 2, 3, and 4 within 6 months of hire OR within 4 months if staff are promoting or cross-training into a new position.
- **Breastfeeding Peer Counselors (BFPC):** In addition to Stage 1, and the designated Stage 3 courses (Baby Behaviors, Toddler Behaviors, & Infant Nutrition) peer counselors will need to complete the Breastfeeding Peer Counselor specific training course within 1 month of hire. Any additional/ongoing training will be provided by the State WIC Breastfeeding Coordinator.

Preceptors Responsibilities

The Nevada WIC Training Program is delivered in an eLearning format through the web-based software, Canvas, a Learning Management System (LMS). To ensure that trainees have mastered the skills taught, a preceptor is required for all self-paced modules. This practical experience under the supervision of a preceptor is an essential training component. A main preceptor must be identified for each trainee at the beginning of each staff member's training program.

The WIC Preceptor must have the following education and/or experience:

- Registered dietitian, bachelors or masters degree in nutrition or health related field AND/OR
- A minimum of twelve months experience as a CPA in a WIC Program
- Expertise in performing WIC certifications
- In certain rural locations, a designated State WIC staff member may also act as the preceptor.

Other CPAs or qualified staff may assist in the training process if they have a minimum of 6 months experience performing WIC duties. For example, a CPA that has an expertise in issuing benefits to the Electronic Benefit Transfer (EBT) card may assist in that portion of the training, but ultimately the

preceptor will be responsible for final observations, signing off and ensuring that the trainee has mastered all skills necessary for working as a WIC CPA, Clerk, or Peer Counselor.

The responsibilities of the preceptor include:

1. Mentoring trainees by providing opportunities for observational and hands on learning activities, answering questions, providing direction, and advice.
 - a. Many of the employee training courses have a manual, guidebook and/or workbook as supportive learning resources.
 - i. Guidebooks/workbooks have a 'trainer' version for preceptor use.
2. Completing the required Observation Forms for each Stage. This may need to be repeated if any competency is not completed satisfactorily.
 - a. Mark determined level of competency and provide comment notes (as appropriate) for each required participant category
 - b. Conduct summary review with staff member and determine identified areas of strengths and areas for improvement or growth.
 - c. All completed observation forms must be kept by the LA or clinic as part of required maintained training records along with certificates of completion for each stage.
3. Make sure trainee completes the Nevada WIC 'Training Program Progress Record' (see last page of Training Plan). Form can also be printed directly from 'Trainer Resources' in Canvas.
4. Provide on-going mentoring opportunities for all staff, conduct staff assessments, as well as provide effective feedback for enhancing skills.

Completed Training Stages

Observation Forms: will be completed and signed off by each agency's designated trainers/preceptors to certify that trainee is competent in all competencies for that stage. Completed observation forms will remain as part of employee's training record at clinic or agency. Copies of observation forms will be submitted w/Training Progress Record to the State Training Coordinator.

Training Progress Record: this will be submitted to State Training Coordinator when final stage of training is complete. Can be found at end of this training plan, in Canvas in the trainer/preceptor course, and in Training Resources on Website.

Certificate of Completion: the designated trainer/preceptor will email the State Training Coordinator the completed Training Progress Record and appropriate observation forms when it's determined that trainee is ready to work independently in their position. Once a member of the state office nutrition service team verifies that competencies for that stage have been achieved, a certificate of completion will be sent. Once certificate is received, employee is no longer in training status and can work independently.

- For a new RD/Nutritionist or CPA, a formal CPA Certificate will be provided by mail. All other certificates of completion will be emailed to designated trainer/preceptor to be placed into employee training record.

Stage 1 Description

Stage 1 training includes required courses and activities to develop competencies performed by all WIC staff. Competencies include using participant-centered services (PCS) when interacting with clients and observing the civil rights of all participants. New employees will learn what services WIC provides, the role of WIC in promoting and supporting breastfeeding, how to use WISH, and how to complete intake and eligibility determination for new WIC participants. WIC staff will learn to precertify clients, how to transfer clients between clinics, and how to issue and void Food Benefits. New employees will also learn Nevada's requirements for voter registration and how to handle customer complaints and civil rights complaints.

Stage 1 Training Checklist

- WIC 101 (Online Course)
- Conflict of Interest and Confidentiality (Online Course)
- Community Referrals (No State Training Provided – Local Agency to provide)
- WIC Developmental Milestone Checklist Program (Online Course)
- Civil Rights (*Separate Training - Annual Online Course*)
- Immunization & WebIZ Training (*Separate Training - Annual Online Course*)
- Voter Registration (***State Provided Bi-Annual Online Course***)

Stage 1 Required Observations

Tool Used: [Stage 1 Observation Form](#)

Stage 1 Observation Objectives:

- Accurate completion of the pre-screen, scheduling and eligibility documentation portion of certification appointments.
- The completion of **three** certification/recertification appointments (collection and/or verification of Family Data and Intake information - Identify, and Address and income screens) will be observed by the Trainer/designee.
- Feedback will be provided by the Trainer/designee to reinforce skills.
- Additional observations are required until the Trainer feels confident in new employees' ability to complete the introductory portion of certification appointments.

Stage 1 Completion

Email State Training Coordinator the completed Training Progress Record and Observation forms. Completed observations will be reviewed and feedback provided. The certificate of completion will be emailed out when State review is closed. New hire will be able to work independently at that time.

Stage 2 Description

Stage 2 training addresses the competencies of WIC staff performing growth assessment (length, height, weight) and hemoglobin screening of WIC clients. Stage 2 courses and activities help WIC employees learn procedures to ensure safety, accuracy, and correct data entry in WISH.

Stage 2 Training Checklist

- Anthropometrics (Online Course - Manual/Guidebook)
- Hematology (Online Course - Lab Manual/Guidebook)

Stage 2 Required Observations

Tool Used: [Stage 2 Observation Form](#)

Stage 2 Observation Objectives:

- Perform safe and accurate measurements using each of the methods of growth assessment or hemoglobin screening which are: (growth) standing weight scale, infant scale, standing height, recumbent length and (hemoglobin) Masimo Pronto, HemoCue.
- **Two observations each (infant/child/woman)** for growth and hemoglobin assessment methods which will be recorded by the Trainer/designee. For employees who enter Anthropometric/ Blood panel data in WISH, this stage also includes accurate entry of the data obtained.
- Feedback will be provided by the Trainer/designee to reinforce skills.
- Additional observations are required until the Trainer feels confident in new employees' ability to complete the hematology/anthropometry portion of certification appointments.

Stage 2 Completion

Keep completed observation forms on file at clinic/agency in trainee's record. May be requested during Local Agency review. Can work independently doing anthropometrics and hemoglobin testing at agency discretion once training has been completed and signed off on trainee's progress record.

Stage 3 Description

Stage 3 training includes competencies required for providing nutrition assessment, counseling, nutrition education, referrals, and note taking. WIC staff will improve ability to use PCS skills to complete assessments of anthropometric, biochemical, medical, dietary, and environmental risks, and assign corresponding risk codes in WISH. Staff will also learn how to provide valuable client education based on clients' needs and interests, assign/tailor appropriate food packages for clients, issue Standard Contract Formulas, and document the summary of appointments in the WISH Comments/Alerts panel.

Stage 3 Training Checklist (*required courses for BFPCs)

- Baby Behaviors* (Online Course/Guidebook)
- Toddler Behavior* (Online Course/Guidebook)
- Basic Nutrition (Online Course/Guidebook)
- Prenatal Nutrition (Online Course/Guidebook)
- Postpartum Nutrition (Online Course/Guidebook)
- Infant Nutrition* (Online Course/Guidebook)
- Child Nutrition (Online Course/Guidebook)
- Introduction to Formula (Online Course)

Stage 3 Required Observations

Tool Used: [Stage 3 Observation Form](#)

Stage 3 Objectives:

- Accurate completion of the CPA training covering – Nutrition assessment, breastfeeding counseling (when applicable), nutrition education, prescribing/tailoring food package, scheduling next appointments, for each of the following categories:
 - Infants
 - Children
 - Pregnant Women
 - Postpartum Women
 - Breastfeeding Women
- At least **one** observation for each of the **five** participant categories covering the competencies listed above are required.
- Feedback will be provided by the Trainer/designee to reinforce skills.
- Additional observations are required until the Trainer feels confident in new employees' ability to complete the end portion of certification appointments.

Stage 3 Completion

Keep completed observation forms on file a clinic or agency in trainee's record. May be requested during Local Agency review. CPA-T is still 'in training' status, so should not be working independently doing Nutrition Assessments.

Stage 4 Description

Stage 4 Description

Stage 4 is the capstone training for CPA's and RD/Nutritionists. It addresses competencies required to provide advanced assessment, correctly assign risk codes, and counseling for clients. WIC staff completing Stage 4 will learn professional note-taking methods, formula approvals, and how to counsel clients assigned regular and/or sometimes and high-risk codes, by reviewing the sometimes and high-risk codes along with their corresponding assessment criteria and evidence-based recommendations.

It is recommended to schedule Stage 4 observations after the trainee has opportunities to continue practicing competencies observed in Stage 3, but still within six months of employment. The purpose of Stage 4 is to support improvement of counseling skills and nutrition education as the trainee gains experience observing the cycle of required WIC contact appointment and the individual care plans.

Stage 4 Training Checklist

- VENA Guidance Manual (Sections 1-5)
 - [VENA Training Videos](#)
- Read and Understand [Nutrition Care Guidelines](#)
 - Read and Understand [SOAP Documentation](#)
- Read and Understand [Nutrition Services Standard 3, Section N & Standard 7, Section A](#)
- Read and Understand [Participant-Centered Nutrition Education \(Section 2 - 3\)](#)
- Read and Understand [Health and Nutrition Assessment \(P&P CT: 7\)](#)
- Read and Understand [Risk Code Scope of Practice \(P&P GP: 8 – roles and responsibilities\)](#)
- Read and Understand [Risk Code Manual and use of Risk Code Cheat Sheets](#)
- Read (download/print) [Nutrition Risk Manual](#)
 - Read (download/print) [Risk Cheat Sheets for Infant/Child and Women](#)
- Complete High-Risk Guidebooks and Workbooks

Note: New CPA's are only required to complete sections of the guidebooks/workbooks that correspond to sometimes high-risk codes (H*), while new RD/Nutritionists are required to complete all sections of the following guidebooks/ workbooks:

 - [Infant Guidebook / Workbook](#)
 - [Child Guidebook / Workbook](#)
 - [Women Guidebook / Workbook](#)
- Advanced Food Package Training
 - Read and Understand [Food Packages and Tailoring \(P&P FD: 3\)](#)
 - Review [NV WIC Shopper App](#)
 - Review [Food List Database](#)
- Advanced Formula Training
 - Read and Understand [WIC Formula \(P&P FD: 11\)](#)
- Advanced Formula Training (Online Training Coming Soon)

Stage 4 Required Observations

Tool Used: [Stage 4 Observation Forms](#)

Stage 4 Objectives:

- Provide accurate, relevant nutrition counseling to provide nutrition education and referrals based on participant risks, concerns, and interests. Appropriate documentation for nutritional counseling provided.
- Provide nutrition counseling that successfully applies assessment criteria for assigned risk codes and provide evidence-based recommendations. Notes documented using professional SOAP method which is used in WISH.
- At least **one** observation for each of the **five** participant categories:
 - Infants
 - Children
 - Pregnant Women
 - Postpartum Women
 - Breastfeeding Women
- Observations need to include different appointment types (i.e.) Certification, Recertification, Nutrition Education, Health Assessment, or High-Risk Appointments (RD/Nutritionist only).
 - **For CPA's:** demonstrate understanding of WIC risk codes definitions, community referrals and when to refer up to WIC RD/Nutritionist for sometimes H* high-riskcodes or **H** high-risk codes.
 - **For RD/Nutritionist:** demonstrate understanding of WIC high risk code definitions and appropriate counseling, recommendations, and outside referrals given. At least **three** of **five** observations need to be scheduled HR appointments. ***Use Stage 4 HR Observation form for these.*
- Feedback will be provided by the Trainer/Preceptor to reinforce skills.
- Additional observations are required until the Trainer and new employee feel confident in employees' ability to consistently provide correct nutrition education, counseling, and referrals; both external and internal (withing WIC).

Stage 4 Completion

Email State Training Coordinator the completed Training Progress Record and final Stage 4 observations done. A State Nutrition Service team member will review observations and then, if observations receive a passing score, a CPA certificate will be emailed out. CPA trainee will be able to work independently at that time.

Breastfeeding Training Introduction

As part of your required onboard training, you must complete the Nevada WIC Breastfeeding Training.

Requirements:

Local Agency Directors and Clinic Managers will provide staff with adequate time, opportunity, and preceptor mentorship to complete all training requirements for their position.

- **All New Hires:** all staff will complete the Level 1 training as part of their general onboarding process. Clerks must complete Level 1 with 2 month of hire. If new hire was previously with another Nevada WIC agency, check with State Office Training Coordinator for previous training records and to verify what will be needed.
- **Competent Professional Authority (CPA):** In addition to Level 1, CPAs must complete Levels 2, and 3 within 1 year of hire OR within 6 months if staff are promoting or cross-training into this position. This also applies to onboarding RDs, Nutritionists.
- **Breastfeeding Peer Counselors (BFPC):** In addition to Level 1, peer counselors will need to complete Level 2 within 1 month of hire. Any additional/ongoing training will be provided by the State WIC Breastfeeding Coordinator.
- **Breastfeeding and BFPC Coordinators:** In addition to Level 1, BF & BFPC Coordinators must complete Levels 2, and 3 within 1 year of hire.
- **DBEs & IBCLCs:** In addition to Levels 1-3, DBEs & IBCLCs must complete Level 4.

Breastfeeding Preceptors Responsibilities

The Nevada WIC Training Program is delivered in an eLearning format through an online Learning Management System (LMS). To ensure that trainees have mastered the skills taught, a preceptor is required for all self-paced modules. This practical experience under the supervision of a breastfeeding preceptor is an essential training component. A main BF preceptor must be identified for each trainee at the beginning of each staff member's training program.

The Breastfeeding Preceptor must have the following education and/or experience:

- Credentialed IBCLC or WIC certified DBE
- WIC Breastfeeding or BFPC Coordinator (as applicable to trainee)
- In certain rural locations, a designated State WIC staff member may also act as the preceptor.

Other BFPCs staff may assist in the training process if they have a minimum of 6 months experience performing WIC BF duties. For example, a BFPC that has an expertise in counseling, education and WISH documentation may assist in that portion of the training, but ultimately the

preceptor will be responsible for final observations, signing off and ensuring that the trainee has mastered all skills necessary for working as a WIC Peer Counselor.

The responsibilities of the preceptor include:

1. Mentoring trainees by providing opportunities for observational and hands on learning activities, answering questions, providing direction, and advice.
 - a. Breastfeeding training has supportive learning resources such as: WIC Action Journals, Note Sheets, Handouts & Activities, and training checklists.
 - i. Checklists have a 'trainer' version for preceptor use.
2. Completing the preceptor checklists, verifying and recorded date for each Level and level sections.
 - a. Make sure that trainee has obtained the competencies for each level/level section before dating or signing off on completed checklist.
3. Provide on-going mentoring opportunities for all staff, conduct staff assessments, as well as provide effective feedback for enhancing skills.

Completed Training Levels

Staff Checklists Forms: will be completed and signed off by each agency's designated trainers/preceptors to certify that trainee is competent in all competencies for that section/level. Completed staff checklists forms will remain as part of employee's training record at clinic or agency.

Preceptor Checklist Forms: this will be submitted to State Training Coordinator when final levels of training is complete. Can be found at end of this training plan, in LMS in the trainer/preceptor course, and in Training Resources on Website.

Certificate of Completion: the designated trainer/preceptor will email the State Training Coordinator the completed Preceptor Checklist forms when it's determined that trainee is ready to work independently in their position. Once completion of training has been verified, a certificate of completion will be sent. Once certificate is received, employee is no longer in training status and can work independently.

Level Descriptions

Training includes required courses and activities to develop competencies performed by breastfeeding support staff. New employees will learn what services WIC provides, the role of WIC in promoting and supporting breastfeeding, and how to use WISH breastfeeding panels. Preceptor checklists are only available from assigned Preceptor/Trainer course in WIC LMS and are also at end of

Level 1 Training Checklist

- Section 1: WIC and Breastfeeding
- Section 2: Counseling
- Section 3: Preparing to Breastfeed
- Section 4: Normal Breastfeeding
- Section 5: Problem Solving

Level 2 Training Checklist

- Section 1: WIC and Breastfeeding
- Section 2: Counseling
- Section 3: Preparing to Breastfeed
- Section 4: Normal Breastfeeding
- Section 5: Problem Solving
- Section 6: Peer Counselors

Level 3 Training Checklist

- Section 1: WIC and Breastfeeding
- Section 2: Counseling
- Section 3: Preparing to Breastfeed
- Section 4: Normal Breastfeeding
- Section 5: Breastfeeding Assessment
- Section 6: Problem Solving

Level 4 Training Checklist

- Section 1: WIC and Breastfeeding
- Section 2: Counseling
- Section 3: Preparing to Breastfeed
- Section 4: Normal Breastfeeding
- Section 5: Breastfeeding Assessment
- Section 6: Problem Solving
- Section 7: Designated Breastfeeding Experts

Staff Checklists Used: [Levels 1-4 Checklist Forms](#)

Breastfeeding Training Completion

Email State Training Coordinator the completed Preceptor Checklists. Completed Preceptor Completion of required training will be done to verify completion of required training and passing scores. A certificate of completion will be emailed out when State review is finalized. New hire will be able to work independently at that time.

NEVADA WIC TRAINING PROGRAM PROGRESS RECORD

WIC Trainee's Name: _____

Preceptor's Name: _____

Trainee Start Date: _____ Clinic: _____

Stage 1

- WIC 101 (Online Course) Yes Date: _____
- Conflict of Interest & Confidentiality (Online Course) Yes Date: _____
- Community Referrals (Local Agency Provided) Yes Date: _____
- WIC Developmental Milestone Checklist Program (Online Course) Yes Date: _____
- Civil Rights (Separate - Annual Online Course) Yes Date: _____
- Immunization & WebIZ Training (Separate - Annual Online Course) Yes Date: _____
- Voter Registration (Bi-annual Online Course via Clark Co. or State of NV) Yes Date: _____

Stage 2

- Anthropometrics (Online Course - Manual/Guidebook) Yes Date: _____
- Hematology (Online Course - Lab Manual/Guidebook) Yes Date: _____

Stage 3

- Baby Behaviors (Online Course/Guidebook) Yes Date: _____
- Toddler Behavior (Online Course/Guidebook) Yes Date: _____
- Basic Nutrition (Online Course/Guidebook) Yes Date: _____
- Prenatal Nutrition (Online Course/Guidebook) Yes Date: _____
- Postpartum Nutrition (Online Course/Guidebook) Yes Date: _____
- Infant Nutrition (Online Course/Guidebook) Yes Date: _____
- Child Nutrition (Online Course/Guidebook) Yes Date: _____
- WIC Breastfeeding Training (Levels (1, 2, and 3) Yes Date: _____
- Introduction to Formula (Online Course) Yes Date: _____

Stage 4

- Review Nutrition Risk Manual/WIC Code Cheat Sheets Yes Date: _____
- Completion of Stage 4 readings (High Risk Codes, Policies, Guidelines) Yes Date: _____
- Completion of VENA training Yes Date: _____
- Completion of Advanced Formula Training (coming soon) Yes Date: _____
- Completion of Risk Code Workbooks Yes Date: _____
- Completion of five Stage 4 CPA Observations Yes Date: _____
 - For RD/Nutritionists: three of five observations are for HR consults Yes Date: _____

Signature of Director/Supervisor or Designated Preceptor/Trainer _____

Submitted to State Training Coordinator with observation forms (when applicable) Date: _____