

1.19 WIC Staff Training

POLICY:

WIC staff will be trained on the WIC Program policies, procedures, and techniques that will enable them to serve WIC participants in the most effective, efficient, and courteous manner.

A. Mandatory Training of New Employees or Previously Hired Employees Assigned to a New Job

1. Each newly hired employee (full-time or part-time) will attend appropriate training given by the State Agency within four (4) months of employment or change of job function on the following topics:

- ▶ STORC computerized system, if accessing the system (Breastfeeding Peer Counselors are excluded);
- ▶ anthropometric measurements, if appropriate for position;
- ▶ hematological measurements; if appropriate for position;
- ▶ nutrition/breastfeeding education for Competent Professional Authorities (CPAs):
 - ▶ goals and philosophy of nutrition education in the WIC Program;
 - ▶ minimum nutrition education contacts and documentation in STORC;
 - ▶ nutritional risk criteria;
 - ▶ dietary assessment
 - ▶ interpretation and assessment of anthropometric and hematological measurements;
 - ▶ WIC-approved formulas;
 - ▶ food package tailoring;
 - ▶ individualized high risk nutrition care plans/progress notes; and
 - ▶ WV Best Start Breastfeeding Program.

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2. Per WV Travel Regulations, each trainee will be covered by the State Agency for expenses incurred in obtaining the mandated training given by the State Agency. Routine and over-time compensation for hours worked will be the responsibility of the Local Agency.
3. Newly hired CPAs will receive Breastfeeding Peer Counselor Training Program material from the Local Agency to read and study or will attend the next scheduled Local Agency Breastfeeding Peer Counselor Training Program within the first six (6) months of employment.
4. Newly hired Breastfeeding Peer Counselors must complete a 16-hour competency-based course overseen by the Local Agency Breastfeeding Coordinator.
5. Staff who are not authorized to perform the functions of a CPA must first be submitted to the State Agency Nutrition Coordinator for approval. Upon approval by the State Agency Nutrition Coordinator, the employee will begin a competency-based training program (**see Policy 11.02, Competent Professional Authority**). *Competency-based* training requires that the trainee *demonstrate* competency in skills learned during training before he/she practices as a CPA.
 - a. The State Agency will provide the list of required competencies.
 - b. All competency-based training must be done by a qualified CPA or State Agency designee.
 - c. All competency-based training must have an evaluation component, including WIC case studies.
 - d. A six-month action plan outlining training to be provided by the Local Agency and by the State Agency is to be submitted to the State Agency Nutrition Coordinator. If the action plan is approved by the State Agency Nutrition Coordinator, the Local Agency Director must sign off and date each competency-based skill completed as outlined in the submitted plan (**see Policy 11.02, Competent Professional Authority**).
 - e. Upon final completion of the action plan by the trainee, it is sent to the State Agency Nutrition Coordinator who will then issue a Certificate of Completion certifying this individual as a CPA.
6. All other training on policies and procedures within the **WV Policy and Procedure Manual** will be done by the Local Agency.

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B. Mandatory Training Updates

1. Mandatory annual training for all WIC personnel will be conducted at the Local Agency on civil rights (see **Policy 1.08, Civil Rights**).
2. Mandatory annual training for those staff performing hemoglobin testing will be conducted by (see **Policy 2.13, Hematological Testing**):
 - ▶ a person assigned by the State Agency during the biennial state WIC meeting; or
 - ▶ a person assigned by the Local Agency Director to be performed at the Local Agency.
3. WIC personnel may be mandated to attend State Agency in-services or State-sponsored programs-i.e., nutrition education, breastfeeding, policy updates, STORC updates, outreach training, etc.
 - a. Where feasible, schedules will be provided to the Local Agencies at least three (3) months in advance.
 - b. Where feasible, two locations will be provided to accommodate the northern and southern portions of the state.
 - c. Attendance at a mandatory training may only be excused due to a personal or family illness, a death in the family, a family emergency, a scheduled vacation or leave-of-absence, a natural or man-made disaster (fire, flood, tornado, hurricane, chemical leak, etc.), or any other excused absence from work. Other exceptions will be handled on a case-by-case basis requiring the submission to and approval by the State Agency of an alternate training plan.
 - d. If attendance is for a specified group of people--i.e., nutrition education liaisons, breastfeeding coordinators, outreach liaisons, then any alternate/substitute must be approved by the State Agency prior to his/her attending the training.
4. Upon review by the State Agency Monitor, training may be mandated as corrective action in the Monitoring Report. The Local Agency will be responsible for all expenses incurred in acquiring this training, including training required at the State Agency.
5. The Local Agency may mandate local training for its staff, as appropriate.

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C. Documentation Requirements

- I. STORC training conducted by the State Agency STORC/Food Delivery Coordinator will be documented on an attendance log maintained at the State Agency. A copy will be sent to the Local Agency and placed in the **Local Agency Training File**. A Certificate of Completion will be issued to those who have completed STORC training.

2. All other State and Local Agency training will be documented on the **Training or Continuing Education Activities Form (Attachment #1 1.19)**.
 - a. Each person attending the training must sign the **Training or Continuing Education Activities Form**. Only original signatures will be accepted.

 - b. The original copy of the **Training or Continuing Education Activities Form** will be sent to the State Agency Nutrition Coordinator who will distribute them as follows:
 - ▶ Civil Rights: State Policy and Procedure Coordinator;
 - ▶ Nutrition Education: State Nutrition Coordinator;
 - ▶ Breastfeeding: State Breastfeeding Coordinator;
 - ▶ Anthropometric: State Policy and Procedure Coordinator;
 - ▶ Hematological: State Policy and Procedure Coordinator;
 - ▶ Computer Updates: State STORC/Food Delivery Coordinator;
 - ▶ Policy and Procedure: State Policy and Procedure Coordinator;
 - ▶ Monitoring: State Monitor of Local Agencies; and
 - ▶ Other topics: State WIC Director.

 - c. A copy of the completed **Training or Continuing Education Activities Form** will be maintained in the **Local Agency Training File**.

 - d. The **Local Agency Training File** will be available for review by the State Agency Monitor and during the Local Agency Program Review.

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D. Continuing Education Contact Hours for CPA's

1. Each CPA with at least one (1) year of WIC experience is required to receive a minimum of twelve (12) hours per fiscal year (October 1 through September 30) on any of the following topics:
 - ▶ nutrition;
 - ▶ breastfeeding;
 - ▶ anthropometric measurement, assessment, and interpretation; .hematological
 - ▶ measurement, assessment, and interpretation;
 - ▶ counseling;
 - ▶ teaching and learning process for health care personnel or patients;
 - ▶ professional clinical practice in the health care of women, infants, or children;
 - ▶ management of health care personnel and patient care;
 - ▶ legal, social, economic, or ethical aspects of health care;
 - ▶ computer-aided design;
 - ▶ community assessment, planning, and evaluation;
 - ▶ stress management or inter-personal relationships in the workplace;
 - ▶ social marketing and focus groups;
 - ▶ special health care problems; or
 - ▶ other topics approved by the State Agency Nutrition Coordinator.
2. Newly hired CPAs must attend mandatory training; therefore, they are waived from acquiring continuing education hours during their first year of service.
3. These hours do not have to meet your professional organization's requirements for maintaining your licensure/certification/registration status. In short, these hours do not need to be submitted for continuing education credits from your professional organization.

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4. The State or Local Agency is not responsible for reimbursing employees for expenses incurred in acquiring these continuing education hours.

5. Contact hours may be obtained through the following (but not limited to) sources:
 - ▶ the biannual statewide WIC meeting;
 - ▶ State Agency in-services;
 - ▶ WIC-sponsored speakers;
 - ▶ WIC-sponsored teleconferences;
 - ▶ State Health Education Council;
 - ▶ Public Health Conference;
 - ▶ American Dietetic Association or WVDA;
 - ▶ West Virginia Nurses Association;
 - ▶ American Association of Family and Consumer Sciences;
 - ▶ American Medical Association;
 - ▶ American Academy of Pediatrics;
 - ▶ Dairy Council;
 - ▶ American Heart Association;
 - ▶ American Cancer Society;
 - ▶ American Diabetes Association;
 - ▶ accredited college and university courses;
 - ▶ lactation courses approved by the State Agency Breastfeeding Coordinator; and
 - ▶ other professional organizations.

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Note: Contact hours must be interactive--i.e., ability to communicate and ask questions of the presenter. Therefore, video or audio tapes, journal articles, or research materials do not qualify as contact hours.

6. The Local Agency may provide continuing education hours for CPAs providing prior approval by the State Agency Nutrition Coordinator or by the State Agency Breastfeeding Coordinator has been granted. For approval, submit the following items to the State Agency Nutrition Coordinator or to the State Agency Breastfeeding Coordinator:
 - ▶ title of presentation;
 - ▶ title and credentials of speaker;
 - ▶ program agenda;
 - ▶ goals and objectives;
 - ▶ target audience;
 - ▶ content outline;
 - ▶ copy of hand-outs;
 - ▶ sources and references; and
 - ▶ evaluation.

7. Recommended nutrition and breastfeeding topics for continuing education for CPAs are listed below. These topics include, but are not limited to:
 - ▶ review of Food Guide Pyramid, the US Dietary Guidelines, and My Plate;
 - ▶ food safety;
 - ▶ food labeling;
 - ▶ nutrients contained in WIC-approved foods--protein, iron, calcium, vitamins A and C;
 - ▶ iron-deficiency anemia;
 - ▶ folic acid and neural tube defects;

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- ▶ update on infant nutrition, including breastfeeding:
 - failure to thrive
 - low birth weight and /or prematurity
 - constipation or diarrhea
 - gastroesophageal reflux
 - breastfeeding problems and solutions

- ▶ update on infant and adult special formulas;

- ▶ update on maternal nutrition:
 - adolescent pregnancy
 - diabetes in pregnancy
 - hypertensive disorders in pregnancy
 - multiple gestation
 - obesity and pregnancy
 - underweight and pregnancy
 - constipation, heartburn, and nausea/vomiting

- ▶ update on child nutrition:
 - constipation and diarrhea
 - obesity
 - underweight or failure to thrive
 - vegetarian
 - children with special dietary needs
 - congenital disorders
 - inborn errors of metabolism

- ▶ weight control;

- ▶ food preparation, and budgeting;

- ▶ substance abuse related to pregnancy, lactation, and outcomes for infant;

- ▶ HIV exposure during pregnancy, lactation, or infancy;

- ▶ vegetarian diets;

- ▶ food intolerances and allergies;

- ▶ lead poisoning;

- ▶ teaching methods and presentation for group classes and nutrition contacts;

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- ▶ ideas for exhibits or bulletin boards;
 - ▶ preparation of lesson plans;
 - ▶ interviewing and counseling skills;
 - ▶ evaluation and development of education/outreach materials;
 - ▶ sources of education and breastfeeding materials in the Local Agency library; or
 - ▶ monitoring requirements.
8. Each Local Agency will maintain an ongoing record of training hours for each CPA. This should be recorded on the **Competent Professional Authority Continuing Education Hours Form (Attachment #2 1.19)** or on either **Training Tracking Report (Attachment #3 or #4, 1.19)**. It will be available for review during the State Agency Program Review and the Local Agency Internal Review.

REFERENCES:

1. WIC Regulations 246.11 (c)(2)&(8)(iii) Nutrition Education
2. NAWD/FNS Joint Statement on Quality Nutrition Services in the WIC Program, January 1993
3. FOCUS ON MANAGEMENT: WIC Nutrition Services Standard #10- Nutrition Staff Training

ATTACHMENTS:

1. Training or Continuing Education Activities
2. Competent Professional Authority Continuing Education Hours
3. Training Tracking Report #1
4. Training Tracking Report #2