

## Staff Training

### I. ~~Training~~ ~~m~~Modules ~~Requirements~~.

Required training modules have been ~~grouped~~ ~~listed~~ ~~into 3 levels~~ in order ~~of~~ ~~to~~ ~~best~~ guide new employees. ~~Assigned~~ ~~modules~~ ~~depend~~ ~~on~~ ~~what~~ ~~functions~~ ~~the~~ ~~staff~~ ~~member~~ ~~will~~ ~~be~~ ~~performing~~ ~~in~~ ~~the~~ ~~clinic~~ (see 'Modules to be completed' below). Refer to ~~Appendix A~~ below for information on where trainings can be found. ~~The levels are as follows:~~

#### ~~a.~~ ~~Level I:~~

- ~~i.~~ ~~Orientation~~ ~~Module~~
- ~~ii.~~ ~~Civil Rights~~
- ~~iii.~~ ~~DTS Security Awareness Training or local Security Awareness/Data Privacy Training~~
- ~~iv.~~ ~~Laboratory~~ ~~Module~~
- ~~v.~~ ~~WIC-Breastfeeding Curriculum (level 1)~~  
~~–Basic Nutrition Module~~
- ~~vi.~~ ~~Life Cycle Nutrition (consists of 3 modules)~~
  - ~~1.~~ ~~Infant Nutrition Module~~
  - ~~2.~~ ~~Child Nutrition Module~~
  - ~~3.~~ ~~Prenatal/Postpartum Module~~

~~\*\*Note: Life Cycle Nutrition module may be omitted if a copy of the new employee's transcript states they have successfully completed a Life Cycle Nutrition course at an accredited college or university. A copy of the transcript must be kept in the WIC employee's file.~~
- ~~vii.~~ ~~Nutrition Risk Factor Module~~
- ~~viii.~~ ~~Food Package Module~~
- ~~ix.~~ ~~VENA Module~~
- ~~x.~~ ~~Customer Service Module~~
- ~~xi.~~ ~~Special Formula Ordering Training~~
- ~~xii.~~ ~~Breastfeeding Aid training~~
- ~~xiii.~~ ~~Nipple Shield Module~~
- ~~xiv.~~ ~~WIC Local Vendor Coordinator Training~~
- ~~xv.~~ ~~Civil Rights~~

#### ~~b.~~ ~~Level II:~~

- ~~i.~~ ~~Basic Nutrition Module~~
- ~~ii.~~ ~~Breastfeeding Promotion and Support Guidelines~~
- ~~iii.~~ ~~Life Cycle Nutrition (consists of 3 modules)~~
  - ~~1.~~ ~~Infant Module~~
  - ~~2.~~ ~~Child Module~~
  - ~~3.~~ ~~Prenatal/Postpartum Module~~

~~\*\*Note: Life Cycle Nutrition module may be omitted if a copy of their transcript states they have successfully completed a~~

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Commented [JP1]: Feedback from local agencies is that the levels are confusing. Remove levels and list in order of priority.

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## Utah WIC Local Agency Policy and Procedures Manual

~~Life Cycle Nutrition course at an accredited college or university. A copy of the transcripts must be kept in the staff member's file.~~

~~c. Level III:~~

- ~~i-xiv. VENA Module~~
- ~~i-xv. Customer Service Module~~

~~ii. Module Preceptor. Each agency must have a designated Module Preceptor. A State RD can act as local module preceptor if the preceptor position is vacant. The preceptor is responsible for:~~

- ~~a. Coordinating use of modules and grading exams (answer keys for most modules can be requested from the State WIC Office);~~
- ~~b. Monitoring completion of application checklist, and maintaining current modules;~~
- ~~c. Instructor's guide;~~
- ~~d. Training files for staff;~~

~~b. Ensuring a designated breastfeeding expert (DBE) grades the Breastfeeding Curriculum~~

~~e-c. Preceptor for each module:~~

- ~~i. A registered dietitian grades nutrition, laboratory and VENA modules.~~
- ~~ii. A designated breastfeeding expert (DBE) grades the breastfeeding modules.~~
- ~~iii. —~~
- ~~f. When a supervisor is completing a module that requires observation, the local agency will determine the best policy for overseeing the supervisor's training.~~

### II. Modules to be completed

~~Assigned modules depend on what functions the staff member will be performing in the clinic.~~

~~\*New staff must complete all assigned modules within 90 days of their hire date or as otherwise indicated.~~

~~\*Breastfeeding Curriculum, Level 1 must be completed within 90 days of hire. Staff have an additional 90 days (180 days total) to complete all additional Breastfeeding Curriculum levels that may be assigned.~~

- ~~a. All staff must be trained on the VISION system.~~
- ~~b. All WIC staff must complete the following modules upon hire:~~

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**Commented [JP4]:** Doesn't exist. Remove.

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Utah WIC Local Agency Policy and Procedures Manual

- i. Orientation Module
- ii. Civil Rights training module within 60 days of hire.
- iii. DTS Security Awareness Training or local Privacy/Data Security Awareness Training
- iv. Breastfeeding Curriculum, level 1
- v. The following P&P Breastfeeding Sections:
  - 1. BF Positive Peer Influence
  - 2. BF Promotion & Support
  - 3. Positive BF Clinic Environment
- vi. Customer Service Module

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c. Minimum additional training required for each WIC function:  
Assigned modules depend on what functions the staff member will be performing in the clinic.

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<b>Minimum training required for each WIC function</b>		
<b><u>WIC Function</u></b>	<b><u>Required Modules</u></b>	<b><u>Applicable Staff</u></b>
<u>Breastfeeding Coordination</u>	<ul style="list-style-type: none"> <li>• <u>Breastfeeding Curriculum, Levels 1-4</u></li> <li>• <u>20 hours of professional continuing education every five years.</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Breastfeeding coordinator</u></li> <li>• <u>DBE</u></li> </ul>
<u>Lactation Education</u>	<ul style="list-style-type: none"> <li>• <u>Breastfeeding Curriculum, Levels 1-3</u></li> <li>• <u>18 hours of professional continuing education every five years.</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>CPA</u></li> </ul>
<u>Issuing Breastfeeding Aids</u>	<ul style="list-style-type: none"> <li>• <u>Breastfeeding Aid training:</u> <ul style="list-style-type: none"> <li>○ <u>read "Breastfeeding Aids" P&amp;P document</u></li> <li>○ <u>read manufacturer instruction information and demonstrate assembly</u></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <u>CPA</u></li> <li>• <u>DBE</u></li> <li>• <u>Senior peer counselor (excluding SNS)</u></li> </ul>
<u>Issuing Nipple Shields</u>	<ul style="list-style-type: none"> <li>• <u>Nipple Shield Module</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>CPA</u></li> <li>• <u>DBE</u></li> </ul>
<u>Designated Breastfeeding Expert (DBE) / Breastfeeding Module Preceptor</u>	<ul style="list-style-type: none"> <li>• <u>Breastfeeding Curriculum, Levels 1-4</u></li> <li>• <u>18 hours of professional continuing education every five years.</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Staff functioning as DBE in clinic</u></li> </ul>

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Utah WIC Local Agency Policy and Procedures Manual

<u>Laboratory Screening</u>	<ul style="list-style-type: none"> <li>• <u>Laboratory Module</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Staff performing anthropometric/laboratory duties</u></li> </ul>
<u>Nutrition Risk Assessment</u> <u>Food Package Assignment</u> <u>Nutrition Counseling</u>	<ul style="list-style-type: none"> <li>• <u>Laboratory Module</u></li> <li>• <u>Nutrition Risk Factor Module</u></li> <li>• <u>Food Package Module</u></li> <li>• <u>Basic Nutrition*</u></li> <li>• <u>Life Cycle Nutrition Modules**</u></li> <li>• <u>VENA Module</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>CPA</u></li> <li>• <u>Local Agency Nutrition Coordinator</u></li> </ul>
<u>Teaching Classes</u>	<ul style="list-style-type: none"> <li>• <u>Laboratory Module</u></li> <li>• <u>Basic Nutrition*</u></li> <li>• <u>Life Cycle Nutrition Modules**</u></li> <li>• <u>VENA Module</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>CPA</u></li> <li>• <u>CA</u></li> <li>• <u>Health Educators</u></li> </ul>
<u>Ordering special formula</u>	<ul style="list-style-type: none"> <li>• <u>Special Formula Ordering Training</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>CPA</u></li> </ul>
<u>Preparing the Nutrition Education &amp; Evaluation and Plan</u>	<ul style="list-style-type: none"> <li>• <u>Laboratory Module</u></li> <li>• <u>Basic Nutrition*</u></li> <li>• <u>Life Cycle Nutrition Modules**</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>WIC Director</u></li> <li>• <u>Breastfeeding Coordinator</u></li> <li>• <u>RD</u></li> </ul>
<u>Vendor Management</u>	<ul style="list-style-type: none"> <li>• <u>WIC Local Vendor Coordinator Training</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Vendor Coordinator</u></li> </ul>

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Commented [JP12]: Added CA to this list

Commented [JP13]: Added section

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\*RDs are exempt

\*\* Life Cycle Nutrition module may be omitted if a copy of the new employee's transcript states they have successfully completed a Life Cycle Nutrition course at an accredited college or university. A copy of the transcripts must be kept in the staff member's file.

III. **Completion of mModules-**

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a. New staff must complete all assigned modules within ~~3 months~~ 90 days of their hire date or as otherwise indicated ~~by the state agency~~. ~~Within 3 months means that completion can be done at 1 or 2 months after hire date.~~

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b. Civil Rights and DTS Security Awareness or local Privacy/Data Security Awareness training must be repeated annually.

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b-c. Existing WIC staff need to complete new and revised/updated modules within ~~three months~~ 90 days of notification of development or as otherwise indicated by the state agency.

~~d. New staff must be scheduled. A~~adequate work time must be scheduled for new staff to complete ~~the~~ assigned modules. New staff must not be expected to complete training~~them~~ on their own time.

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~~e. Local agencies may make requests for training assistance from state staff if/when needed.~~

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Commented [JP16]: This was listed in a variety of places. Making one statement here to cover everything.

~~d.f.~~ Documentation of module completion. Each staff member or management staff must document the completion of each assigned training ~~module or curriculum~~ in VISION under Staff Training (Operations → Staff → Staff Training). Each staff member will have access to view and edit their own training tracking record in VISION. In addition, management staff~~WIC directors~~ will have access to view and edit all of their staff members' training records.

Commented [JP17]: this seems more encompassing to who would actually have access.

i. Documentation of ~~module completion~~ credentials, ~~and~~ degrees, and ongoing training opportunities, should be documented in VISION under Staff Training "Operations > Staff > Staff Training". Staff members or management staff must enter the "Received Date" of any information entered under Staff Training. should document the date that the credential or training module was completed in addition to the credential, training module, or other training that was completed.

Commented [JP18]: this is listed above.

1. The Credentials Tracking table will be used to document any degrees and/or applicable credentials that a staff member has achieved.
2. The State Sponsored Training Tracking table will be used to document state-required training modules that staff members must complete.
3. The Other Training Tracking table will be used to document other training opportunities that staff members have participated in, such as in-services, conferences, breastfeeding aid training and other trainings such as the yearly feed booklet shopping guide training or nutrition risk training when applicable.

~~ii.~~ All WIC staff members who were hired in or after 2021 have been hired within the past 2 years must update their staff training records in VISION to be current; ~~but for s~~ Staff members who have worked for the Utah WIC Program for more than 2 years were hired prior to 2021 are not required to ,updateing past training records in VISION but may choose to to be current is optional. All future trainingsAll trainings completed on or after October 1, 2022 must be recorded in VISION for all staff members. For trainings that must be taken each year, such as the Civil Rights Training, a new row with the most recent date of completion ~~should~~ must be added to staff members' training records each time the module is completed.

Commented [JP19]: Changed this to the year P&P 2023 was referencing

~~iii.ii. Module post-test exams~~ Exams are hosted in a Google Form that is automatically graded. Post-test scores ~~for each staff member who completes the exam~~ are ~~hosted shown in a Google Sheets specific to the training module completed.~~ ~~for each staff member who completes an exam.~~

~~iv.iii. Module P~~post-test exams must have a score  $\geq 80\%$  to pass. If a staff member fails a post test, they ~~must work with their module preceptor until a passing score is achieved.~~ ~~module must be read again and the test repeated until a passing grade is achieved.~~ ~~Preceptors should assess passing status for progress checks and activities to determine if additional training is needed.~~

~~v.~~

~~Modules to be completed.~~ Assigned modules depend on what functions the staff member will be performing in the clinic. Staff should complete modules as their responsibilities in the clinic expand. See table below entitled "Minimum Training Recommended for Each WIC Function" for a breakdown of assigned modules.

~~e. Exemption for RDs: registered dietitians are exempt from completing all nutrition modules with the exception of VENA modules. Registered dietitians are required to complete VENA modules.~~

~~Minimum Training Recommended for Each WIC Function. Minimum training recommended for each WIC function and assigned based on the employee's predominant type of work in the WIC clinic.~~

<b>Minimum Training Recommended for Each WIC Function</b>		
<b>WIC Function</b>	<b>Recommended Modules</b>	<b>Applicable Staff</b>
<del>Breastfeeding Peer Counseling</del>	<del>• WIC Breastfeeding Curriculum, levels 1 &amp; 2</del>	<del>Breastfeeding Peer Counselor</del>
<del>Breastfeeding Promotion and Support</del>	<del>• WIC Breastfeeding Curriculum, level 1 • P&amp;P Breastfeeding sections</del>	<del>All Staff</del>
<del>Breastfeeding Coordination</del>	<del>• WIC Breastfeeding Curriculum, levels 1-4 • 20 hours of professional continuing education every five years.</del>	<del>Breastfeeding Coordinator</del>

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**Commented [JP20]:** Moved this section in document. Now is Section II for sequencing purposes.

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**Commented [JP21]:** Since we have created a Training of Breastfeeding Peer Counselors section below, I recommend we move this to that section. Delete from table.

**Commented [JP22]:** The table on page 6 specifies that only 3 documents P&P BF sections need to be read. Suggest to specify here as well.

- Breastfeeding Promotion and Support
- Positive Breastfeeding Clinic Environment
- Breastfeeding Positive Peer Influence

Utah WIC Local Agency Policy and Procedures Manual

Lactation Education	<ul style="list-style-type: none"> <li>• WIC Breastfeeding Curriculum, levels 1-3</li> <li>• 18 hours of professional continuing education every five years.</li> </ul>	CPA/RD
Designated Breastfeeding Export (DBE)	<ul style="list-style-type: none"> <li>• WIC Breastfeeding Curriculum, levels 1-4</li> <li>• 18 hours of professional continuing education every five years.</li> </ul>	CPA/RD
Laboratory Screening	<ul style="list-style-type: none"> <li>• Orientation Module</li> <li>• Laboratory Module</li> </ul>	Intake/Lab Staff
Nutrition Risk Assessment Food Package Assignment Nutrition Counseling	<ul style="list-style-type: none"> <li>• Orientation Module</li> <li>• Laboratory Module</li> <li>• Nutrition Risk Factor Module</li> <li>• Food Package Module</li> <li>• Basic Nutrition*</li> <li>• Life Cycle Nutrition Modules**</li> <li>• VENA Module</li> <li>• Customer Service Module</li> </ul>	CPA
Teaching Classes	<ul style="list-style-type: none"> <li>• Orientation Module</li> <li>• Laboratory Module Basic Nutrition*</li> <li>• Life Cycle Nutrition Modules**</li> <li>• VENA Module</li> <li>• Customer Service Module</li> </ul>	CPA Health Educators
Teaching Classes	<ul style="list-style-type: none"> <li>• Orientation Module</li> <li>• Laboratory Module</li> <li>• Basic Nutrition*</li> <li>• Customer Service Module</li> </ul>	CA Health Educators
Writing or Approving High Risk Care Plans	<ul style="list-style-type: none"> <li>• Orientation Module</li> <li>• Laboratory Module</li> <li>• VENA Module</li> <li>• Nutrition Risk Factor Module</li> </ul>	RD

Commented [JP23]: CAs will now complete the same trainings listed in the above row for CPA/Health Educators.

Utah WIC Local Agency Policy and Procedures Manual

Approving Special and Non-contract formula prescriptions	<ul style="list-style-type: none"> <li>• Laboratory Module</li> <li>• Basic Nutrition*</li> <li>• Life Cycle Nutrition Modules**</li> <li>• VENA Module</li> <li>• Food Package Module</li> </ul>	<p>CPA required for authorization of all special formulas</p> <p>RD or CPA required for non-contract formula approval.</p>
Ordering special formula	<ul style="list-style-type: none"> <li>• Special Formula Ordering Training</li> </ul>	CPA
Preparing Nutrition Education Evaluation and Plan	<ul style="list-style-type: none"> <li>• Laboratory Module</li> <li>• Basic Nutrition*</li> <li>• Life Cycle Nutrition Modules**</li> </ul>	RD in conjunction with Administrator and Breastfeeding Coordinator
Nutrition and Breastfeeding Module Preceptor	<ul style="list-style-type: none"> <li>• WIC Breastfeeding Curriculum, levels 1-3</li> <li>• Laboratory Module</li> <li>• Basic Nutrition*</li> <li>• Life Cycle Nutrition Modules**</li> <li>• VENA Module</li> </ul>	RD
Vendor Management	<ul style="list-style-type: none"> <li>• Vendor Management Module (name????)</li> </ul>	Vendor Coordinator

\*RDs are exempt; required for CPA2s

\*\*Required for CPA2s

\*RDs are exempt

\*\* Life Cycle Nutrition module may be omitted if a copy of the new employee's transcript states they have successfully completed a Life Cycle Nutrition course at an accredited college or university. A copy of the transcripts must be kept in the staff member's file.

**I. Training required for local nutrition coordinator**

a. Must complete at least the following training modules:

- i. Laboratory Module
- ii. Nutrition Risk Factor Module
- iii. Food Package Module
- iv. Basic Nutrition\*
- v. Life Cycle Nutrition Modules\*\*
- vi. VENA Module

b. Must complete other trainings as needed based on WIC functions.

**II. Training required for local vendor coordinator**

a. Must be trained by state vendor management staff before conducting any vendor training or monitoring.

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**Commented [JP28]:** This is the same wording as pg 1 of this document. Include here for further emphasis/clarification.

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- b. Local vendor coordinators must register for and complete the online WIC Local Vendor Coordinator Training module on the Utah Health Learning Portal. This training must be completed within 30-days of stepping into this role.
- c. Local vendor coordinators must participate in any training provided by the state.
- d. State staff can assist local vendor coordinators in the completion of vendor monitoring and training. The State Office will be responsible for providing training to the local agencies on effective vendor education methods. This will ensure uniform vendor education procedures are conducted statewide. Vendor education and training is designed to prevent program errors and violations and to improve program service.

4.III. Training Required for Breastfeeding Activities:

- a. Breastfeeding Aid training is required for all staff who provide, issue or distribute breastfeeding equipment and aids or assists participants with their use. This training must be completed prior to serving a WIC participant.
  - i. Local agency breastfeeding coordinator must oversee training on Breastfeeding Aids.
  - ii. See "Breastfeeding Aids" P&P document for training details specific to each breastfeeding equipment and aid.
- b. Breastfeeding Curriculum, level 1 must be completed by all WIC staff within 90 days of hire. Staff have an additional 90 days (180 days total) to complete all additional Breastfeeding Curriculum levels that may be assigned.
- c. Ongoing training and in-services on breastfeeding management and promotion is required for all staff in order to provide an accurate, consistent, and positive message to participants.
  - i. See 'In-services and Continuing Education' section below for ongoing training and in-service requirements.
  - ii. All designated breastfeeding experts, CPAs, and senior peer counselor staff who issue breastfeeding equipment and aids, must be trained appropriately; documentation must be recorded.
  - iii. All staff need to complete training on USDA's WIC Breastfeeding Curriculum
- b. Each local agency must designate a breastfeeding coordinator. All clinics are encouraged to have a designated breastfeeding contact person. Each local agency must have at least one peer counselor as part of the agency's staffing pattern.

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~~c. All CPA staff is required to complete levels 1-3 of the WIC Breastfeeding Curriculum.~~

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~~d. Peer counselor assignment. Select the appropriate peer counselor in the drop-down list under BF PC in the Family Data section on the Family panel.~~

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~~d.e.~~ It is recommended that any staff who completes the necessary education and contact hours to become an International Board Certified Lactation Consultant (IBCLC) sit for the International Board Certified Lactation Consultant (IBCLC) exam within three years of completing the necessary requirements~~this training~~. For more information on the IBCLC credential visit: <http://americas.iblce.org/>

**Commented [JP33]:** Added this section here initially; I have moved it to "BF Positive Peer Influence" since it is not training, it is a requirement of using BF PCs.

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~~e. The breastfeeding coordinator should:~~

- ~~i. Ensure new staff members (clerical, CPAs, etc.) are oriented to their role of supporting breastfeeding, understand all breastfeeding policies (see Training Required for Breastfeeding Activities table below), and receive the "WIC Breastfeeding Curriculum" training.~~
- ~~ii. Distribute breastfeeding materials in a timely manner to their local agencies (i.e. World Breastfeeding Week materials.)~~
- ~~iii. In conjunction with the local Nutrition Preceptor, ensure the agency's breastfeeding educational materials are appropriate (i.e. evidenced based, up to date/current, reading level appropriate).~~
- ~~iv. Keep current with the latest breastfeeding information and informing staff of new recommendations.~~

~~v.i. Serve as a breastfeeding resource person for staff.~~

**Commented [JP34]:** Moved to "Staffing Requirements" P&P

**Training Required for Breastfeeding Activities**

Staff Members	Frequency	Training/In-services Provided
All WIC employees	Within first month of hiring	<ul style="list-style-type: none"> <li>• Read the breastfeeding sections: Breastfeeding Promotion and Support, Positive Breastfeeding Clinic Environment, Breastfeeding Positive Peer Influence</li> <li>• Read and discuss local agency guidelines for breastfeeding promotion and support with their local agency Breastfeeding Coordinator</li> <li>• Read roles and responsibilities for breastfeeding promotion and support based on job position</li> </ul>
All WIC employees	Within first 3 months of hiring	<ul style="list-style-type: none"> <li>• Complete Level 1 of the WIC Breastfeeding Curriculum:</li> </ul>

**Commented [JP35]:** Recommend to combine this with above table so all requirements are in one place. Some requirements are duplicated between the above table and this one.

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**Commented [JP37]:** This section is covered in the above table.

Utah WIC Local Agency Policy and Procedures Manual

Breastfeeding Coordinators, Peer Counselor Supervisor, or Staff Managing Peer Counseling Program	Within first 3 months of hiring	<ul style="list-style-type: none"> <li>• Breastfeeding Coordinators must complete a minimum of 20 hours of professional continuing education every five years.</li> <li>• Complete level 1 of the WIC Breastfeeding Curriculum. An additional 3 months is permitted for all additional levels needed.                             <ul style="list-style-type: none"> <li>○ Level 1: All WIC Staff</li> <li>○ Level 2: Peer Counselors, CPAs, CAs, and DBEs</li> <li>○ Level 3: CPAs, CAs, and DBEs</li> <li>○ Level 4: DBEs</li> </ul> </li> </ul>
All WIC employees	Yearly	<ul style="list-style-type: none"> <li>• Participate in a minimum of one breastfeeding in-service trainings per year. This may include workshops, conferences, in-services, etc.</li> </ul>
All CPAs	Within first 3 months of hiring	<ul style="list-style-type: none"> <li>• Complete Levels 1 of the WIC Breastfeeding Curriculum. An additional 3 months is permitted for level 2 and 3 (total 6 months).</li> <li>• The local breastfeeding coordinator should orient them to:                             <ol style="list-style-type: none"> <li>1. Culturally appropriate breastfeeding promotion strategies</li> <li>2. Current breastfeeding management techniques to encourage and support the breastfeeding mother and infant</li> <li>3. Appropriate use of breastfeeding education materials</li> <li>4. Identification of individual needs and concerns about breastfeeding.</li> <li>5. Respect a mother's informed decision as to choice of infant feeding method                                     <ul style="list-style-type: none"> <li>• CPAs must complete a minimum of 18 hours of professional continuing education every five years.</li> </ul> </li> </ol> </li> </ul>
Designated Breastfeeding Expert	Within 3 months	<ul style="list-style-type: none"> <li>• Complete levels 1 of the WIC Breastfeeding Curriculum. An additional 3 months is permitted for level 2-4 (total 6 months).</li> <li>• DBEs must complete a minimum of 18 hours of professional continuing education every five years.</li> <li>• Attendance required at Utah WIC Program sponsored breastfeeding conferences or meetings</li> </ul>

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Utah WIC Local Agency Policy and Procedures Manual

Breastfeeding Peer-Counselor	After they have completed the WIC Breastfeeding Curriculum Within first 3 months of hiring	<p><del>Completes Levels 1 of the WIC Breastfeeding Curriculum. An additional 3 months is permitted for level 2.</del></p> <ul style="list-style-type: none"> <li><del>Routine weekly/monthly meetings with their Breastfeeding Coordinator. The frequency should be documented by the local agency in their peer counselor plan.</del></li> </ul>
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**Commented [JP40]:** Defined in Staffing Requirements. Remove from training doc.

~~II. Training of Staff on WIC Breastfeeding Curriculum.~~

~~a. All staff must successfully complete training on the Level 1 of the WIC Breastfeeding Curriculum within three months of hire date. An additional 3 months (6 months total) will be permitted to complete all required breastfeeding curriculum training. It is strongly encouraged to complete training ahead of the 6 months when actively engaging with participants.~~

**Commented [JP41]:** Moved to Modules to be completed section and Trainings required for breastfeeding activities section.

~~b. Staff may accomplish training by one of the following:~~

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- ~~i. Attending the state offered training.~~
- ~~ii. Attending local agency training.~~

~~iii. ii. Reviewing the Using Loving Support to Grow and Glow in WIC Breastfeeding Training for Local WIC Staff curriculum of ten modules as self-paced lessons in conjunction with the available video-taped modules. This must be accomplished under the supervision of the Local Agency Breastfeeding Coordinator.~~

~~c. f. It is the responsibility of the local agency to make requests for state training i.e. when new staff are hired. This training is offered at the state office as needed and requested by local agencies.~~

~~d. The State Breastfeeding Coordinator may provide technical training assistance to ensure that the newly hired staff complete this USDA training.~~

**Commented [JP43]:** Have added one "blanket statement" that covers these under "Completion of modules" section – "Local agencies may make requests for training assistance from state staff if/when needed."

~~III. Formal training is required for all staff who provide, issue or distribute breastfeeding equipment and aids or assists participants with their use. Training must be received prior to serving a WIC participant.~~

**Commented [JP44]:** Moved this section to "Training required for breastfeeding activities" section

~~IV.~~

~~a. b. Appropriate staff includes DBEs, senior peer counselor and CPAs.~~

~~i. The training must be provided by the representative of the company designated by the State WIC Office, by the local breastfeeding coordinator or their designated training coordinator, or by the state breastfeeding coordinator.~~

~~b. Training may include:~~

~~i. Reading manufacturer instructional information.~~

~~ii. Viewing manufacturer's instructional video.~~

**Commented [JP45]:** Suggest to remove. State does not need to specify this here.

~~c. A training form must be completed and signed for each staff member trained. Training objectives are listed on the form. Completion of the form indicates objectives have been met. This training form must be kept in the staff/peer counselor's training/module file.~~

~~d. All training documentation must be documented in the Staff Training section of VISION.~~

**Commented [JP46]:** This is covered above now in Completion of Modules e.

~~e. Sponsorships for trainings, lunches and other free items from a manufacturer (e.g. breast pump or infant formula manufacturer) must be authorized by the state breastfeeding coordinator.~~

**Commented [JP47]:** This is covered in BF Promotion and Support P&P

~~f. Budgetary considerations may restrict attendance to conferences or trainings, especially those out of state.~~

**Commented [JP48]:** Suggest to remove. Does not need to be included.

~~g. Refer to the "Breastfeeding Aids" section for staff training requirements to distribute breastfeeding aids.~~

**Commented [JP49]:** This is now elaborated/expanded under "Training required for BF activities" section

#### IV. Training required for peer counselor coordinator

**Commented [JP50]:** Training requirements come from BF Curriculum

- a. Complete levels 1-3 of the Breastfeeding Curriculum.
- b. Participates in continuing education about breastfeeding annually.
- c. Receives training with the Breastfeeding Curriculum: Peer Counselor Management section as available.

#### V. Training required for senior peer counselor

**Commented [JP51]:** Training requirements come from BF Curriculum

- a. Complete levels 1-2 of the Breastfeeding Curriculum.
- b. Observes other peer counselors or DBE helping mothers.
- c. Reads books or materials about breastfeeding as assigned by the local peer counselor coordinator.
- d. Attends additional training conferences or workshops on breastfeeding as available.

#### ~~V-IV. Training required for bBreastfeeding pPeer cCounselors.~~

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~~a. All peer counselors hired into the Utah WIC Program must successfully complete WIC Breastfeeding Curriculum, levels 1- three months of hire date. An additional 3 months is permitted for level 2 (total 6 months).~~

**Commented [JP52]:** Covered above.

- b. Peer counselors may accomplish this by one of the following:
  - i. Attending local agency training;
  - ii. Reviewing the WIC Breastfeeding Curriculum as self-paced lessons. This must be done under the supervision of a local agency

Utah WIC Local Agency Policy and Procedures Manual

~~DBE or breastfeeding coordinator who has completed level 1-4 of the curriculum,~~

- ~~a. Complete levels 1-2 of the Breastfeeding Curriculum.~~
- ~~b. This training process should start immediately at time of hire and peer counselors will be should be closely supervised by the local peer counselor coordinator during the first six months agency breastfeeding coordinator and/or peer counselor supervisor when performing peer counselor duties (i.e. counseling WIC participants). This is meant to provide guidance in the early days of the job.~~
- ~~c. Observes other peer counselors and breastfeeding experts helping mothers breastfeed.~~
- ~~e-d. Reads books or materials about breastfeeding as assigned by the local peer counselor coordinator.~~
- ~~d. It is the responsibility of the local agency to make requests for state training as needed i.e. when new peer counselors are hired.~~

~~a. The state breastfeeding coordinator may provide technical training assistance to ensure that the newly hired peer counselors complete this USDA training. Peer Counselor management in the program:~~

- ~~1. Peer counselors need to be removed from the participant's record when the participant stops breastfeeding, is terminated or is no longer in need of peer counselor support. Date Exited BF PC Program should also be completed in these situations in the BF PC Documentation screen.~~
- ~~2. Peer counselors who leave the agency must have their caseload reassigned to a new peer counselor.~~
- ~~3. Use the appropriate reports to determine peer counselors who are no longer assigned to participants~~

~~b. Peer counselors have full access to the following panels in VISION:~~

- ~~1. BF PC Documentation~~
- ~~2. Family~~
- ~~3. Care Plan - Participant~~
- ~~4. Comments/Alerts~~

~~c. Peer counselors have read only access to the following panels in VISION:~~

- ~~1. Assessment~~
- ~~2. Nutrition Education~~
- ~~3. BF Equipment~~
- ~~4. Identity~~
- ~~5. Referrals~~

**Commented [JP53]:** This is specified in responsibilities of PC Coordinator; six month time period is defined in the BF Curriculum.

**Commented [JP54]:** Added in from BF Curriculum suggested training

**Commented [JP55]:** Have added one "blanket statement" that covers these under "Completion of modules" section - "Local agencies may make requests for training assistance from state staff if/when needed."

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**Commented [JP56]:** Moved to BF Positive Peer Influence P&P - better fit of where this information should be.

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~~6. BF-PC Caseload~~

~~7. BF-PC Assignment~~

~~8. Contact Address~~

~~ii. BF-PC Caseload panel can be used by managing staff to search a peer counselor's caseload by using any of the display search criteria.~~

~~i.iii. BF-PC Assignment panel may also be used to search for participants that have either been or not been assigned a BF peer counselor.~~

**Commented [JP57]:** This information has been moved to "BF Positive Peer Influence" P&P. Suggest that it fits better there than in this P&P doc. Suggest to remove from this doc.

~~VI. Staff Competencies Required. Assess and develop CPA staff competencies based on USDA VENA Guidance listed below. (Refer to Nutrition Risk Manual for further details.)~~

**Commented [JP58]:** Move to VENA training module.

- ~~a. Foundational knowledge of nutrition~~
- ~~b. Understanding of the basic concepts of nutrition~~
- ~~c. Technical knowledge in maternal, infant, and child nutrition, and breastfeeding promotion and support~~
- ~~d. Understanding of the components of WIC nutrition assessment.~~
- ~~e. Familiarity with the WIC nutrition risk criteria.~~
- ~~f. Good technique in anthropometric measurement and drawing blood.~~
- ~~g. Strong communication skills to build rapport and partnering.~~
- ~~h. Active listening.~~
- ~~i. Sensitive questioning.~~
- ~~j. Writing clearly and concisely.~~
- ~~k. Critical thinking skills.~~
- ~~l. Using a systematic approach to collecting information.~~
- ~~m. Ability to organize, synthesize, analyze, and evaluate information collected.~~
- ~~n. Drawing appropriate conclusions and relationships from the information collected.~~

- ~~e. Using appropriate open-ended questions to gather needed information.~~
- ~~p. Ability to identify solutions and prioritize the issues discovered.~~
- ~~q. Practicing concise and meaningful documentation.~~
- ~~r. Cultural competency~~

~~VII.V.~~ ~~Nutrition~~ ~~In-s~~ **Services and Continuing Education Hours.**

- a. All WIC staff must complete the following training modules annually (once each fiscal year):
  - a. Civil Rights
  - b. DTS Security Awareness training or local Security Awareness/Data Privacy training
- b. It is recommended that local agencies provide 3-4 in-services annually. All staff must attend in-services on the following required topics. Each topic must be covered in an in-service once per year:
  - a. Familiarize local agency staff to the agency's yearly Nutrition Education & Evaluation Plan.
  - b. A breastfeeding topic of local agency's choosing
  - c. The harms of smoking and second-hand smoke, as well as cessation services and any new research findings in these areas.
- c. The state WIC agency may require local agency staff to complete additional trainings (i.e. yearly food booklet shopping guide training, risk revisions training, etc.). This will be communicated to local agencies via memos sent by the state agency.
  - ~~a. Each full time CPA and CA must obtain 12 hours nutrition education annually.~~
  - ~~b.~~
- b. The local agency must provide nutrition in-services to all their CPAs/CAs at least quarterly. In-services must be directly related to WIC nutrition education and be coordinated by a dietitian or other qualified staff.
  - ~~a.~~
  - ~~b.~~
- d. Absences. If a staff member is absent from an in-service on a required topic, education on the required topic must be provided (i.e. watching a recording of the in-service, 1:1 meeting with supervisor, etc.). If a staff member is absent from an in-service on a non-required topic, they must make up that time by watching a recording of the in-service, attending an in-service at another clinic, watching professional recordings, or reading related nutrition articles.

**Commented [JP59]:** This section applies to more than just nutrition in-services. Suggest to remove the word "Nutrition". The word "hours" is not needed.

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Utah WIC Local Agency Policy and Procedures Manual

- e. Evaluation of in-services. Staff must evaluate each in-service attended using the state developed "Nutrition In-service Evaluation form" (found on SharePoint under WIC Forms) or another evaluation form that has been approved through the annual Nutrition Education & Evaluation Plan.
- f. An in-service file must be kept current at each local agency. This file must contain:
  - a. Complete "In-service Tracking" document for each clinic and/or agency. (SharePoint → WIC Forms)
  - b. Documentation of in-service evaluations and staff makeup (if needed due to absence).

These documents must be uploaded to SharePoint under your agency's "Nutrition Inservice Agendas and Attendance Rosters" tab. This will be reviewed during management evaluation visits.
- g. Each full-time CPA and CA must obtain 12 hours nutrition education annually.
  - a. Each CPA and CA must keep a log of continuing nutrition education hours acquired in the Staff Training screen of VISION under the *Other Training Tracking* table. WIC does not need a record of additional hours or CEUs that may be completed in order to fulfill his/her license requirements (i.e. RDs, RNs, etc.). Appropriate nutrition education includes:
    - i. Local agency nutrition in-services
    - ii. Any conference/course/workshop that is approved for CEUs by the Academy of Nutrition and Dietetics
    - iii. Nutrition related workshops or lectures sponsored by universities, hospitals or other credible organizations
    - iv. Time spent completing WIC nutrition training modules
    - v. Any state agency sponsored nutrition/breastfeeding conference/workshop
- h. CPAs and DBEs must complete a minimum of 18 hours of professional continuing education every five years.
  - a. Continuing education hours must be documented in VISION under Staff Training and will be reviewed during management evaluations.
- i. Breastfeeding coordinators must complete a minimum of 20 hours of professional continuing education every five years.
  - a. Continuing education hours must be documented in VISION under Staff Training and will be reviewed during management evaluations.
- c. Additional in-service hours may be obtained through State agency provided training.

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**Commented [JP60]:** This is moved from the above table to here since this is continuing education, not initial hire requirements. Added to it for more clarification.

**Commented [JP61]:** This is moved from the above table to here since this is continuing education, not initial hire requirements. Added to it for more clarification.

**Commented [JP62]:** We do not have a requirement of "hours", just requirements of how many in-services/topics. Suggest to remove this.

## Utah WIC Local Agency Policy and Procedures Manual

~~d.a. In services must be directly related to WIC nutrition education and be coordinated by a dietitian or other qualified staff.~~

**Commented [JP63]:** This is moved up to "c."

~~a. Each year, one in-service must be devoted to familiarizing local agency staff to their yearly Nutrition Education Plan.~~

~~e. One in-service per year must also address a breastfeeding topic.~~

~~f. It is necessary, on an annual basis, to provide information to all levels of WIC staff about the harms of smoking and second-hand smoke, as well as cessation services and any new research findings in these areas.~~

**Commented [JP64]:** These are combined and moved above to "b." for easier layout. Stating "all staff" requirements first in this section.

~~g. Staff Requirements:~~

~~h. Nutrition in-services are mandatory for all staff that provides nutrition education for WIC participants.~~

**Commented [JP65]:** This is moved to "c. a."

~~i. All clinic staff must attend the yearly breastfeeding in-service. If a staff member is absent during an in-service, they must make up the time by attending in-services at other clinics, watching professional videotapes, or reading pertinent nutrition articles.~~

**Commented [JP66]:** Expanded and now "d."

~~j. Document excused absences and make-up exercises from in-services in staff member's training file.~~

**Commented [JP67]:** Combine this with the above bullet and is now "d. Absences"

~~k.~~

~~l. Evaluation of In-services. All in-services must be evaluated using the state "Nutrition In-service Evaluation form" or another evaluation form that has been approved through the annual Nutrition Education and Evaluation (NEP) process. An in-service file must be kept current at each local agency. This file will be reviewed during the annual management evaluation visit.~~

**Commented [JP68]:** Now "e."

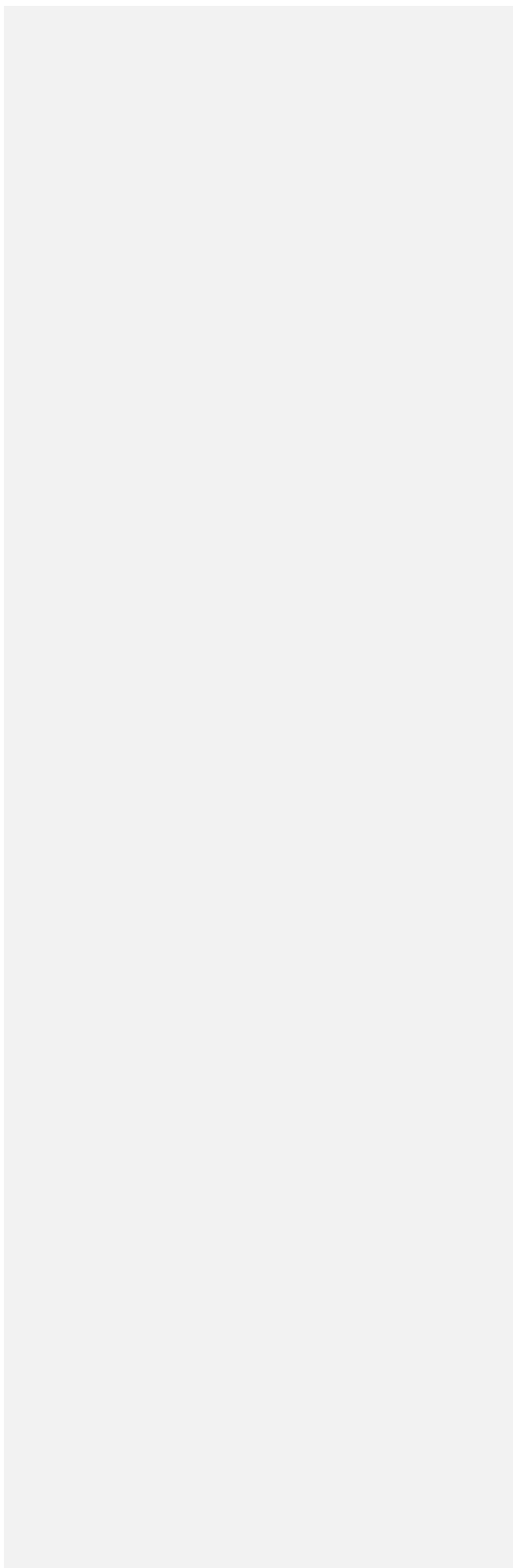
~~i.~~

~~m. Staff Documentation of Nutrition Education Hours. Each CPA and CA must keep a log of continuing nutrition education hours acquired in the Staff Training screen of VISION under the *Other Training Tracking* table. RDs do not need to keep a record of their CEUs. Appropriate education includes:~~

**Commented [JP69]:** Now "g."

- ~~i. Local agency nutrition in-services;~~
- ~~ii. Any conference/course/workshop that is approved for CEUs by the Academy of Nutrition and Dietetics;~~
- ~~iii. Nutrition related workshops or lectures sponsored by universities, hospitals or other credible organizations;~~
- ~~iv. Time spent completing WIC nutrition training modules;~~
- ~~v. Any State agency sponsored nutrition/breastfeeding conference/workshop.~~

|



**X. Appendix A**

i. Basic Nutrition Module

1. SharePoint → Staff Training → Training – WIC Function based

i. Breastfeeding Aid training

1. read “BF Aids” P&P document
2. read manufacturer instruction information and demonstrate assembly

ii. Breastfeeding Curriculum (levels 1-4)

1. SharePoint → Staff Training → Breastfeeding Curriculum section

iii. Civil Rights

1. SharePoint → Staff Training → Training – All staff

iv. Customer Service Module

1. SharePoint → Staff Training → Training – All staff

v. DTS Security Awareness Training or local Security Awareness/Data Privacy Training

1. SharePoint → Staff Training → Training – DTS Security Awareness, OR
2. Local security awareness/data privacy training as assigned

vi. Food Package Module

1. SharePoint → Staff Training → Training – WIC Function based

vii. Laboratory Module

1. SharePoint → Staff Training → Training – WIC Function based

viii. Life Cycle Nutrition (consists of 3 modules)

- Infant Nutrition Module
- Child Nutrition Module
- Prenatal/Postpartum Module

1. SharePoint → Staff Training → Training – WIC Function based

ix. Nipple Shield Module

1. SharePoint → Staff Training → Training – WIC Function based

x. Nutrition Risk Factor Module

1. SharePoint → Staff Training → Training – WIC Function based

xi. Orientation Module

1. SharePoint → Staff Training → Training – All staff

xii. Special Formula Ordering Training

1. SharePoint → Staff Training → Training – WIC Function based

**Commented [JP70]:** These will all change as we move to the Utah Learning Portal..but an appendix may be nice for now?

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xiii. VENA Module

1. SharePoint → Staff Training → Training – WIC Function based

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xiv. WIC Local Vendor Coordinator Training

1. Local vendor coordinators with State email addresses will be able to access this training in the Utah Health Learning Portal by looking up "WIC Local Vendor Coordinator Training".

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2. Local vendor coordinators without state email addresses can sign up for the course through this link: [https://utah-wic.sabacloud.com/Saba/Web\\_wdk/NA1PRD0101/index/prelogin.rdf](https://utah-wic.sabacloud.com/Saba/Web_wdk/NA1PRD0101/index/prelogin.rdf)

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