

Staff Training

I. Training Modules.

- a. Required trainings have been listed in order of priority to guide new employees. Assigned trainings depend on what functions the staff member will be performing in the clinic (see “Trainings to be Completed” below). Refer to “Appendix A” below for information on where trainings can be found.

- i. Orientation Module
- ii. Civil Rights
- iii. Security Awareness and Privacy Training provided by your Local Health Department
- iv. Laboratory Module
- v. Breastfeeding Curriculum (level 1)
- vi. Basic Nutrition Module
- vii. 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.
- viii. Nutrition Risk Factor Module
- ix. Food Package Module
- x. VENA Module
- xi. Customer Service Module
- xii. Special Formula Ordering Training
- xiii. Breastfeeding Aid training
- xiv. Nipple Shield Module
- xv. WIC Local Vendor Coordinator Training

II. Trainings to be Completed.

- a. Assigned trainings depend on what functions the staff member will be performing in the clinic.
- b. New staff must complete all assigned trainings within 90 days of their hire date or as otherwise indicated.
 - i. 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.
- c. All staff must be trained on the VISION system.

- d. All WIC staff must complete the following trainings upon hire:
 - i. Orientation Module
 - ii. Civil Rights training module within 60 days of hire.
 - iii. Security Awareness and Privacy Training (provided by Local Health Department)
 - 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
- e. Minimum additional training required for each WIC function:
Assigned trainings depend on what functions the staff member will be performing in the clinic.

Minimum Training Required for Each WIC Function		
WIC Function	Required Training	Applicable Staff
Breastfeeding coordination	<ul style="list-style-type: none"> • Breastfeeding Curriculum, Levels 1-4 • 20 hours of professional continuing education every five years. 	<ul style="list-style-type: none"> • Breastfeeding Coordinator • DBE
Lactation education	<ul style="list-style-type: none"> • Breastfeeding Curriculum, Levels 1-3 • 18 hours of professional continuing education every five years. 	<ul style="list-style-type: none"> • CPA
Issuing breastfeeding aids	<ul style="list-style-type: none"> • Breastfeeding Aid training: <ul style="list-style-type: none"> ○ Read the “BF Aids” P&P document. ○ Read the manufacturer instruction information and demonstrate assembly. 	<ul style="list-style-type: none"> • CPA • DBE • Senior peer counselor (excluding SNS and nipple shields)
Issuing nipple shields	<ul style="list-style-type: none"> • Nipple Shield Module • How to issue a nipple shield (PowerPoint) 	<ul style="list-style-type: none"> • CPA • DBE
Designated breastfeeding expert (DBE) / Breastfeeding module preceptor	<ul style="list-style-type: none"> • Breastfeeding Curriculum, Levels 1-4 • 18 hours of professional continuing education every five years. 	<ul style="list-style-type: none"> • Staff functioning as DBE in clinic

Laboratory screening	<ul style="list-style-type: none"> • Laboratory Module 	<ul style="list-style-type: none"> • Staff performing anthropometric/ laboratory duties
Nutrition risk assessment Food package assignment Nutrition counseling	<ul style="list-style-type: none"> • Laboratory Module • Nutrition Risk Factor Module • Food Package Module • Basic Nutrition* • Life Cycle Nutrition Modules** • VENA Module 	<ul style="list-style-type: none"> • CPA • Local Agency Nutrition Coordinator
Teaching classes	<ul style="list-style-type: none"> • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** • VENA Module 	<ul style="list-style-type: none"> • CPA • CA • Health Educators
Ordering special formula	<ul style="list-style-type: none"> • Special Formula Ordering Training 	<ul style="list-style-type: none"> • CPA
Preparing the Nutrition Education & Evaluation and Plan (NEP)	<ul style="list-style-type: none"> • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** 	<ul style="list-style-type: none"> • WIC Director • Breastfeeding Coordinator • RD
Vendor management	<ul style="list-style-type: none"> • WIC Local Vendor Coordinator Training 	<ul style="list-style-type: none"> • Vendor Coordinator

* 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 Trainings.

- New staff must complete all assigned trainings within 90 days of their hire date or as otherwise indicated.
- Civil Rights, Security Awareness, and Privacy Awareness training must be repeated annually.
- Existing WIC staff need to complete new and revised modules within 90 days of notification of development or as otherwise indicated by the state agency.
- Adequate work time must be scheduled for new staff to complete assigned trainings. New staff must not be expected to complete training on their own time.

- e. Local agencies may make requests for training assistance from state staff when needed.
- f. Documentation of training completion.
 - i. Each staff member must document the completion of each assigned training in VISION in the Staff Training screen (Operations → Staff → Staff Training). Each staff member will have access to view and edit their own training tracking record in VISION. Management staff will also have access to view and edit staff members' training records.
 - ii. Documentation of credentials, degrees, and ongoing training opportunities should be documented in VISION under Staff Training. Staff members must enter the "Received Date" of any information entered under Staff Training.
 - 1. The *Credentials Tracking* table will be used to document any degrees or applicable credentials that a staff member has achieved.
 - 2. The *State Sponsored Training Tracking* table will be used to document required state-provided trainings and training modules.
 - 3. The *Other Training Tracking* table will be used to document other training opportunities that staff members participate in such as local in-services on required annual topics, conferences, etc.
 - iii. All WIC staff members who were hired in or after 2021 must update their staff training records in VISION to be current. Staff members who were hired prior to 2021 are not required to update past training records in VISION but may choose to. All trainings completed on or after October 1, 2022 must be recorded in VISION for all staff members.
 - iv. For trainings that must be taken each year, such as the Civil Rights Training, a new row with the most recent date of completion must be added to staff members' training records each time the module is completed.
 - v. Module post-test exams are hosted in a Google Form that is automatically graded. Post-test scores for each staff member who completes the exam are shown in a Google Sheet specific to the training module completed. Each agency's module preceptors has access to these Google Sheets.
 - vi. Module 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.

IV. Training Required for Local Nutrition Coordinators.

- a. Must complete at least the following trainings:

- 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.

V. Training Required for Local Vendor Coordinators.

- a. Must be trained by state vendor management staff before conducting any vendor training or monitoring.
- 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 starting 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.
 - a. 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.
 - b. Vendor education and training is designed to prevent program errors and violations and to improve program service.

VI. 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 the "Breastfeeding Aids" policy for training details specific to each breastfeeding equipment and aid.
- b. Level 1 of the Breastfeeding Curriculum 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 to them.

- 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.
- d. 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 IBCLC exam within 3 years of completing the necessary requirements. For more information on the IBCLC credential visit <http://americas.iblce.org/>

VII. Training Required for Peer Counselor Coordinators.

- a. Complete levels 1 through 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.

VIII. Training Required for Senior Peer Counselors.

- a. Complete levels 1 and 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.

IX. Training Required for Breastfeeding Peer Counselor.

- a. Complete levels 1 and 2 of the Breastfeeding Curriculum.
- b. Peer counselors will be supervised by the local peer counselor coordinator during the first 6 months 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.

- d. Reads books or materials about breastfeeding as assigned by the local peer counselor coordinator.

X. In-services and Continuing Education.

- a. All WIC staff must complete the following trainings annually (once each fiscal year). This must be documented in VISION under Staff Training:
 - i. Civil Rights
 - ii. Security Awareness and Privacy Training provided by your Local Health Department
 - iii. Utah Shopping Guide Training
- b. It is recommended that local agencies provide 3 to 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:
 - i. Familiarize local agency staff to the agency's yearly Nutrition Education & Evaluation Plan.
 - ii. A breastfeeding topic of local agency's choosing.
 - iii. Drug and other harmful substance abuse information (e.g., alcohol, tobacco, nicotine, marijuana, prescription medication used non-medically).
- c. The state WIC agency may require local agency staff to complete additional trainings (e.g., risk revisions training). This will be communicated to local agencies via memos sent by the state agency.
- d. Absences.
 - i. 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.
- e. Evaluation of in-services.
 - i. 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. Documentation of in-services.
 - i. An in-service file must be kept current at each local agency. This file can be kept as a hard copy or electronically and will be

reviewed during management evaluation visits. The in-service file must include the following:

1. Complete “In-service Tracking” document for each clinic within your agency (SharePoint → WIC Forms).
 2. Documentation of in-service evaluations and staff makeup (if needed due to absence).
 - ii. Each staff member must document the completion of each required in-service in VISION in the correct tracking table under the Staff Training screen (Operations → Staff → Staff Training). Each staff member will have access to view and edit their own tracking records in VISION. Management staff will also have access to view and edit staff members’ tracking records.
 - iii. All WIC staff members who were hired in or after 2021 must update their staff training records in VISION to be current. Staff members who were hired prior to 2021 are not required to update past training records in VISION but may choose to.
 - iv. In-services on the 3 annually required topics that are attended on or after October 1, 2024 must be recorded in VISION for all staff members.
- g. Each full-time CPA and CA must obtain 12 hours nutrition education annually.
 - i. Each CPA and CA who is not a registered dietitian must keep a log of continuing nutrition education hours acquired in the Staff Training screen of VISION under the *Other Training Tracking* table.
 1. Include the number of nutrition education hours each training provided (e.g., “Breastfeeding in-service (2 hrs)”).
 - ii. 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).
 - iii. Appropriate nutrition education includes:
 1. Local agency in-services covering required annual topics.
 2. Any conference/course/workshop that is approved for CEUs by the Academy of Nutrition and Dietetics
 3. Nutrition related workshops or lectures sponsored by universities, hospitals or other credible organizations
 4. Time spent completing WIC nutrition training modules
 5. Any state agency sponsored nutrition/breastfeeding conference/workshop
 - iv. Civil Rights and DTS Security Awareness training or local Security Awareness/Data Privacy training do not qualify as nutrition education topics and cannot be used as nutrition education hours.
- h. CPAs and DBEs must complete a minimum of 18 hours of professional continuing education every five years.

- i. 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.
 - i. Continuing education hours must be documented in VISION under Staff Training and will be reviewed during management evaluations.

Appendix A.

- a. Basic Nutrition Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- b. Breastfeeding Aid training
 - i. read “BF Aids” P&P document
 - ii. read manufacturer instruction information and demonstrate assembly
- c. Breastfeeding Curriculum (levels 1-4)
 - i. SharePoint → Staff Training → Breastfeeding Curriculum section
- d. Civil Rights
 - i. SharePoint → Staff Training → Training – All staff
- e. Customer Service Module
 - i. SharePoint → Staff Training → Training – All staff
- f. Security Awareness and Privacy Training provided by your Local Health Department
- g. Food Package Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- h. Laboratory Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- i. Life Cycle Nutrition (consists of 3 modules)
 - Infant Nutrition Module
 - Child Nutrition Module
 - Prenatal/Postpartum Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- j. Nipple Shield Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- k. Nutrition Risk Factor Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- l. Orientation Module
 - i. SharePoint → Staff Training → Training – All staff
- m. Special Formula Ordering Training
 - i. SharePoint → Staff Training → Training – WIC Function based

- n. VENA Module
 - i. SharePoint → Staff Training → Training – WIC Function based
- o. WIC Local Vendor Coordinator Training
 - i. 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”.
 - ii. 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
 - iii. Look up “WIC Local Vendor Coordinator Training” once in the portal. If unable to find the course, email the grocery and vendor training specialist for assistance.