

NE WIC PROGRAM NEW STAFF TRAINING PROCESS

The designated [Local Agency Training Coordinator](#) in each agency is responsible for the following:

NOTIFY JACKIE JOHNSON VIA PHONE OR EMAIL REGARDING INTENT TO HIRE NEW STAFF

- Position opening & your intent to hire
- New hire details: name, start date, and your plans to complete pre-training activities
- Jackie's contact info – 402-471-0195 or Jackie.johnson@nebraska.gov

LOOK AT POSSIBLE TRAINING CLINIC DATES FOR YOUR NEW STAFF TO ATTEND



- All new WIC CPA and Clerk staff are required to attend a training clinic session before working with clients at your clinic.
- When thinking about which training clinic session is best to attend, you will need to consider the timing. All new staff will need to attend a training clinic session after they have completed their home agency Learning About WIC orientation observations and activities which takes at least 80 hours.
- Review the on-line [Training Clinic Schedule](#) located on our New Staff Training Webpage to view upcoming training offerings;
- Contact Jackie Johnson to find out if your desired training week is still open to reserve a training session.



COMPLETE THE TRAINING REQUEST FORM

- Complete & submit the fillable [Training Center Request – SmartSheet Form](#) for new staff training.
- Email the completed form to Jackie.johnson@nebraska.gov & to kabel@familyservicelincn.org
- If your trainee is driving a long distance to attend the Training Center for their in-person training, discuss with Jackie if your staff will need a separate travel day. [Hotel reservations or travel arrangements](#) if needed for staff to attend the Training Center need to be made by the local agency



ENSURE ACCESS TO JOURNEY TRAIN COMPUTER SYSTEM HAS BEEN REQUESTED

- All new staff will need to be able to access our training platform called Journey Train
- The [Journey Train New User Request Form](#) should be completed by the WIC Director submitted to dhhs.wichelp@nebraska.gov
- Allow several business days for completion of User ID creation
- The Journey Train logon is required for your new staff complete the Clerk or CPA pre-training computer practice activities
- Access to our live Journey Production computer system will be



given after new staff has completed phase 1 and phase 2 of their training which is described below

SCHEDULE NEW STAFF TRAINING ACTIVITIES

- Phase 1 – Home Agency Pre-Training Activities: Schedule times, dates, and clinic locations for new staff to complete the required WIC pre-training activities and observation before attending the Training Center. Help guide your staff through the activities. We also call this the “Learning About WIC” activities. Allow at least 80 hours of WIC clinic time to complete these activities and to get familiar with how WIC operates at your clinic.
- Phase 2 - NE WIC Training Center: Phase 2 of the training is conducted by coaches from our Nebraska WIC Training Center. We are currently offering a four-day hybrid training which most typically includes two days of training over Zoom and two days of in-person training at one of our host clinic sites in Lincoln or in Grand Island. As a training coordinator, you will work with Jackie Johnson, the WIC Training & Communications Coordinator at the State WIC office to schedule and work out details for new staff training to attend the Training Center.
- As a training coordinator make sure that you have made your training clinic reservation. Do not wait until the last minute to make your reservation as there are limited slots available.

PHASE 1 – PRETRAINING ON-SITE SUPPORT AND MENTORING (Learning About WIC)



- LA Training Coordinator will work with new staff to complete the required pre-training activities/observations which should be completed before they attend a training clinic session. Allow at least 80 hours to complete these activities before attending a training clinic session.
- These activities are located on our website at:
 - [Learning About WIC – Pretraining Activities \(Clerk\)](#)
 - [Learning About WIC – Pretraining Activities \(CPA\)](#)
- Document completion of pre-training activities directly on the check list
- Keep a copy in your records of training completed and bring a copy of it to the training center
- If pre-training activities are not able to be completed, notify Jackie Johnson so we can reschedule Phase two of your training
- Training Coordinators, send Jackie your comments on additions or changes you would like to be made to this form

Provide a copy of these training resources to your new staff. It may be helpful to assemble copies in a notebook. These resources will be referenced during Training Clinic. Review any common resources that your staff feel are helpful.

- [Clerk Digital Packet with resource links](#)
- [CPA Digital Packet with resource links](#)

PHASE 2 – NEW STAFF ATTENDS WIC TRAINING CENTER HYBRID TRAINING HELD WITH ONE OR MORE OF OUR TRAINING CENTER COACHES

Training Team Coaches



Plan for your staff to attend a four-day training; it sometimes does take more

- Day 1: Zoom
- Day 2: Zoom
- Day 3: Usually done In Person if weather allows
 - In Lincoln or Grand Island host clinic sites for CPA training
 - In Lincoln or Gering host clinic sites for clerk training
- Day 4: In Person working in clinic with live clients
 - In Lincoln or Grand Island host clinic sites for CPA training
 - In Lincoln or Gering host clinic sites for Clerk training

- End of Training Debrief sessions will be held by the coaches on day 3 and or day 4 of the training. WIC Directors should plan to attend.
- End of Training Progress reports will also be completed by the training coaches and stored on the WIC Business Partner Site. *If any follow up is required by the WIC Directors, it should be recorded by the WIC Directors on this form.*
- Complete Surveys
- New staff > [Training Clinic Survey](#); remind your new staff to complete this survey right away after attending training clinic; complete this additional [survey](#) after having worked a couple of weeks.
- Directors > [Post-Training Clinic Director Survey](#) – complete for each new staff after they have worked for at least a couple of weeks after their training

PHASE 3 – ADDITIONAL ON- GOING TRAINING

- Plan for your staff to attend Training Webinars provided by the State as part of their ongoing training; keep records of their attendance
- As needed, review prior training webinars for review of topics
- The State plans to develop additional short training videos in the future and other resources to assist you with helping to meet on-going training needs
- LA Training Coordinator to schedule and arrange for additional on-going training as needed
- Maintain documentation of any ongoing training that staff attends and keep a copy of the agenda.

For Questions – Contact Jackie Johnson at Jackie.johnson@nebraska.gov