

# Nebraska WIC Program

## Pre-Training Activities Plan - Clerk Check List

Below are the activities that new clerks need to complete as phase 1 of their training. This training is to be completed at the new employee's home local agency WIC site. Use the check list below to document dates planned and completed. All tasks need to be completed before attending phase 2 training in Lincoln Ne at the Training Center.

*If staff are not able to complete these pre-training activities, let us know so we can reschedule their training in Lincoln. Training in Lincoln is progressive and builds on the pre-training skills they begin working on before they come to the Training Center in Lincoln. Required activities are indicated with an \**

New Staff Name:	LA Training Name:		
	Dated planned	Date Completed	Comments
<p><b>*About WIC – Introductory Videos</b></p> <ul style="list-style-type: none"> <li>- <a href="#">History of WIC – part 1</a></li> <li>- <a href="#">History of WIC – part 2</a></li> <li>- <a href="#">NE WIC participant video</a></li> </ul> 			
<p><b>WIC Terminology</b></p> <ul style="list-style-type: none"> <li>- WIC vocabulary video (coming soon)</li> </ul> 			COMING SOON
<p><b>Benefits of WIC &amp; Eligibility</b></p> <ul style="list-style-type: none"> <li>- Benefits of WIC video (coming soon)</li> </ul> 			COMING SOON
<p><b>*Food Benefits</b></p> <p>Discuss with your Local Agency Vendor Manager</p> <ul style="list-style-type: none"> <li>- <a href="#">Review Nebraska WIC Approved Foods List</a></li> <li>- Visit with Staff to identify specific store brands in your area and where listed on the food brochure</li> <li>- Using the food brochure for help, complete the <a href="#">WIC Approved Foods activity worksheet</a></li> <li>- Discuss with your training coordinator: <a href="#">Basic WIC Food Packages</a></li> </ul>			
<p><b>*Nutrition Education Benefits</b></p> <p>Discuss with your training coordinator:</p> <ul style="list-style-type: none"> <li>- Nutrition &amp; breastfeeding educational materials available at your clinic; where are they located</li> <li>- Take some time to review the written nutrition &amp; breastfeeding educational materials that WIC provides</li> <li>- Who provides nutrition education at your clinics?</li> <li>- Who are the breastfeeding experts at your clinic?</li> <li>- Do you have breastfeeding peer counselors?</li> </ul>			

	Dated planned	Date Completed	Comments
<h2>Referral Benefits</h2> <p>Discuss with your training coordinator:</p> <ul style="list-style-type: none"> <li>- Referral resources available in your service area</li> <li>- Contact information for referral resources</li> <li>- Special needs populations that your agency serves</li> <li>- Programs your agency typically refers to;</li> <li>- Show the listing of referral resources listed in Journey</li> </ul>			
<h2>WIC Clinic Sites</h2> <p>Discuss with your training coordinator:</p> <ul style="list-style-type: none"> <li>- How many WIC clinics your agency offers</li> <li>- Your WIC clinic locations, days open, hours</li> <li>- WIC clinic locations across the state and how to contact</li> <li>- Explore the Nebraska WIC website to find contact information for WIC programs across Nebraska</li> </ul>			
<h2>*WIC Appointment Types</h2> <p>Discuss with your training coordinator:</p> <ul style="list-style-type: none"> <li>- How your clinic schedule is set up</li> <li>- <a href="#">Basic WIC Appointment Types in Journey</a></li> </ul>			
<h2>*Clinic Observations</h2> <h3><u>Rights &amp; Responsibilities</u></h3>  <p>Observe staff working with real WIC clients as they:</p> <ul style="list-style-type: none"> <li>- <a href="#">Review Rights &amp; responsibilities</a> at certification</li> <li>- Observe when clients are signing the signature pad for rights &amp; responsibilities when with the CPA</li> <li>- New staff to practice reviewing rights &amp; responsibilities with staff and or clients and be prepared to demonstrate this with real clients at training in Lincoln</li> </ul>			
<h2>*Clinic Observations</h2> <h3><u>Answering Phone/Making Appts</u></h3>  <ul style="list-style-type: none"> <li>- Observe how staff answers the phone at your clinic</li> <li>- Observe staff as they enter a few appointments into Journey</li> </ul>			Identify clinic names & dates observed

	Dated planned	Date Completed	Comments
<p>*Clinic Observations </p> <p><u>Collecting &amp; Documenting Proof</u></p> <ul style="list-style-type: none"> <li>- Observe clerical staff review and document proof of ID</li> <li>- Observe clerical staff and document proof of residency</li> <li>- Observe clerical staff document proof of income</li> </ul>			Identify clinic names & dates observed
<p>*Clinic Observations </p> <p>All Appointment categories of WIC Clients (pregnant, BF, Not BF, child, infant)</p> <p>Discuss with your training coordinator your role in different types of appointments listed below, then observe multiple appointments as listed below. If your clinic does not have enough real clients to observe, your LA training coordinator or WIC Director can schedule additional observations at other times or other clinic locations.</p> <ul style="list-style-type: none"> <li>- 3 Cert or Recerts (1 preg woman, 1 mom/baby, 1 child)</li> <li>- 3 Check pick up &amp; check education</li> <li>- 2 Midcerts</li> <li>- 2 Nutrition ed</li> <li>- 1 Height/weight/hemoglobin check</li> <li>- 1 BF education</li> </ul>			Identify clinic names & dates observed

	Dated planned	Date Completed	Comments
<p><b>*Journey Navigational Videos</b></p>  <p><a href="#">Basic Journey Terminology – Categories (4 min)</a>  <a href="#">Navigation Basics Video (4 minutes)</a>  <a href="#">Search for Families and Participants Video (7 min)</a>  <a href="#">Create a New Family &amp; Schedule and Appts (10 min)</a>  <a href="#">Food Package Introduction (9 minutes)</a>  <a href="#">Breastfeeding Mom &amp; Baby Pairs (14 min)</a></p>			
<p><b>*Computer practice / Journey Train LOGGING IN</b></p>  <p>Training Coordinator help new staff practice the following:</p> <ul style="list-style-type: none"> <li>- Logging in with their assigned user name and password into Journey Train; do not share logons</li> <li>- Logging in to your clinic</li> </ul>			<p>REMEMBER: THIS ACTIVITY REQUIRES YOUR NEW STAFF LOGON INFO FROM WIC HELP DESK.</p>
<p><b>*Computer practice / Journey Train SEARCHING</b></p>  <p>Training Coordinator help new staff practice several of the following:</p> <ul style="list-style-type: none"> <li>- Simple search by family ID</li> <li>- Advanced search by name</li> <li>- Advanced search by date of birth</li> <li>- Advanced search by home phone</li> <li>- Wild card search</li> <li>- Soundex search</li> <li>- Practice making new families in Journey TRAIN</li> <li>- Practice moving appointments</li> <li>- Make appointments for your new families in Journey Train</li> </ul>			
<p><b>*Computer practice / Journey Train Making Family/Scheduling Apt</b></p>  <ul style="list-style-type: none"> <li>- Practice making at least 4-5 new families in Journey Train</li> <li>- Schedule appointments for these new families in journey train for different types of appointments – write down their family ID number in the comments column on this sheet</li> <li>- Practice moving appointments</li> </ul>			<p>Record the family #'s that the trainee made</p>
<p><b>*Confidentiality</b></p> <ul style="list-style-type: none"> <li>- Discuss importance of client confidentiality with your WIC Director</li> </ul>			

	Dated planned	Date Completed	Comments
<h3>Website Search</h3>  <p>Explore the <a href="#">Nebraska WIC Website</a></p> <ul style="list-style-type: none"> <li>- In the Local Agency Staff section find where our WIC policies and procedures are kept. Many of the procedures related to the clerical functions are located in section 8, Certification, Eligibility and Coordination of Service.</li> </ul>			
<h3>Ordering Supplies</h3> <ul style="list-style-type: none"> <li>- Discuss clinic process for ordering WIC forms, food brochures, educational materials</li> <li>- Office supplies</li> <li>- Who is responsible for ordering / contact information</li> </ul>			
<h3>Clinic Observations</h3> <h3>Scanning Documents into Journey</h3>  <p>Discuss with training coordinator</p> <ul style="list-style-type: none"> <li>- Who is responsible for scanning documents into Journey</li> <li>- <a href="#">What documents need to be scanned</a></li> <li>- How to scan documents in Journey</li> </ul>			
<h3>*Training Coordinator Name &amp; Contact</h3> <p>Identify name/contact information of your Local Agency Training Coordinator responsible for helping new staff complete these activities</p>			

Please use the chart above to plan and record the new trainee's progress in completing the above items. Copies should be kept on file and available upon request. Starred items should all be completed prior to staff attending the training center in Lincoln. If the required items are not able to be completed prior to the scheduled session at the training center, please contact Jackie Johnson to reschedule their time at the training center in Lincoln.

IMPORTANT: When scheduling the computer skills practice portion, keep in mind that you need to allow time for new staff to receive their new user computer ID and logon which you must request from our WIC Help Desk. Allow up to 5 days from date of request to receive this logon. That logon will allow new staff to practice in Journey Train only. Once they attend the Training Center, permissions will be set to allow new staff to work in Journey Production.

NAME OF STAFF COMPLETING THIS FORM:

DATE FORM COMPLETED:

