

Purpose Outline the use and content of Nebraska's New WIC Employee Training

Training Phases Nebraska uses a three phrase approach to training new employees.

Phase 1: is conducted at the employee's local clinic immediately after beginning their new position. This phase includes an orientation to the local agency policies and completion of the Learning About WIC modules.

Phase 2: is attendance at the Nebraska Training Clinic within a short time after hiring, but after completing the Learning About WIC modules. The goal of training clinic is to have staff leave who understand and can perform the basic functions of their job with minimal supervision.

Phase 3: is the continued use and improvement of skills learned during training clinic and new skills with the help of a mentor and other staff at their home agency while they work in clinics.

What is Training Clinic A working WIC clinic where new staff learn the basics of their positions through a variety of methods. Training is provided by one or more experienced coaches using an established curriculum. A variety of teaching methods are used to enhance the learning experience such as demonstrations, role playing, games, activities, and practice charts leading up to practicing with clients in the clinic setting.

Who Should Attend All new WIC staff must attend the training clinic within in the first few weeks of being hired.

Any existing WIC staff may attend training clinic for refresher training or to learn a new position.

Length of Training Training is one week in length for CPA and clerical staff. Refresher training will vary depending on the areas to be trained and the level of experience of the person being trained.

Preparation for Training Clinic Training new WIC employees is a coordinated effort between the local agencies and the Nebraska WIC Training Clinic. To be adequately prepared to attend Training Clinic they must complete the on-line Learning About WIC modules, corresponding activities, and clinic observations before prior to their arrival at training clinic.

Training Progress Report

Directors will be provided with an evaluation (End of Training Progress Report) for each employee that includes the skills learned and the level of mastery of each skill the employee has reached.

This report is the basis for continued training after the employee returns to their local clinic.

Follow Up Training At Local Agency

Training clinic is not always able to cover everything in the curriculum. In the event this happens, any skills not covered at the clinic are noted on the End of Training Progress Report, and the local agency is responsible for follow-up training. This training is known as the home agency training.

Any skills marked as not trained or needing additional training require follow-up training and documentation by the local agency.

Documentation of the follow-up training using the End of Training Progress Report must be provided to the State WIC office within the set timeline.

Skills That are Part of Home Agency Training

There are a number of skills that are not included as part of the training clinic curriculum and local agencies are responsible for providing as part of the home agency training. These skills are ones that have been identified as unique to each local agency, too complicated for new staff to understand or ones that happen infrequently. For example, some skills not included in the Training Clinic curriculum include transferring clients, printing reports in the computer system, using your clinic flow sheet, chart organization, types of WIC appointments, using the scheduler, documentation of no shows, and mailing food instruments procedures.

Local Agency training coordinators will need to develop and discuss their plan for continued education on these additional skills, with the new employee.

Evaluation

Evaluations are conducted at each phase of training.

Phase 1: Training coaches evaluate the knowledge gained through completion of the Learning about WIC modules and activities and skill sets of new employees the first morning of training clinic.

Phase 2: Two methods of evaluation are used for this phase. The End of Training Progress Report and an on-line evaluation completed by all trainees after they return home.

Phase 3: Evaluation is conducted by State WIC Staff through review of the completed End of Training Progress Report and management evaluations
