

NEBRASKA WIC PROGRAM

Pre & Post Training Activities Plan - CPA Check List

- Below are the activities that new CPAs need to complete
- These training activities are to be completed at the new employee's home local agency WIC site under the guidance of a mentor or training coordinator.
- Pre-Training tasks noted with an asterisk, need to be completed before attending one of our WIC Training Center Sessions; the other items can be complete before or after training clinic
- *If staff are not able to complete these pre-training activities, let us know so we can reschedule their WIC Training Center Session or provide assistance to help complete these learning activities.*
- The CPA training curriculum is progressive and builds on the pre-training skills they begin working on before they come to the training.
- Please allow a minimum of 80 hours to complete the required training activities prior to attending a training clinic session
- A new opportunity we are providing as part of the pre-training is for trainees to observe a training coach working with clients over zoom for a day or part of a day. Please reach out to Kayla Abel (402-441-8655) to help coordinate a day for that observation. This should ideally be scheduled around the end of their pre-training experience. Date scheduled: _____; coach to observe _____

Local Agency Name:

New Clerk Name:

Training Coordinator Name(s):

WIC Director Name:

Date Completed **Comments/ Additional Details**

1. CIVIL RIGHTS TRAINING *

☐	2026 Civil Rights Training – Part 1A – 7.30.26		
☐	2026 Civil Rights Training – Part 1B – 9.24.26		

2. HISTORY OF WIC *

☐	Become familiar with the philosophy and mission of WIC History of WIC – part 1		
☐	History of WIC – part 2		
☐	WIC History & What You Do Works		

3. WIC TERMINOLOGY *

☐	Understand the basic WIC Journey vocabulary and common abbreviations used in WIC. Training Coordinator to discuss common WIC terms such as: authorized representative; additional authorized representative; CPA; nutritional risk; nutrition education; proxy; WIC vendor; WIC vendor manager; sanction points; Journey Train; Journey Production; referrals; processing standards; eWIC Card; WIC Shopper App, Breastfeeding Peer Counselors, WIC ID		
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Card; WIC income guidelines; Adjunct Income Eligibility; common abbreviations, terms or acronyms in Journey		
4. INTRO TO CLIENT ELIGIBILITY & BENEFITS & PROCEDURES *		
Training Coordinator to provide an overview of eligibility determination process and how benefits are delivered:		
☐	- What is WIC and who is eligible - review outreach brochure	
☐	- Client Eligibility & Benefits Procedure (ID, Income, Adjunct Income Eligibility, residency, nutrition risk)	
☐	- Categorical eligibility	
☐	- What is Adjunct Eligibility – Video (12 minutes) *** NEW	
☐	- Eligibility & how to apply webpage	
5. FOOD BENEFITS & WHERE TO SHOP * OD		
☐	Meet your LA Vendor Manager and review the following:	
☐	Nebraska WIC Approved Foods List (old brochure with pics;)	
☐	Locate & review the Approved Food List on the WIC Shopper App	
☐	Visit with Staff to identify specific store brands in your area and where these items are listed on the food brochure	
☐	Locate & review the list of WIC Approved Stores in your area	
☐	Using the food brochure for help, complete the WIC Approved Foods activity worksheet ; Bring any questions to training clinic	
☐	Discuss with your training coordinator: EBT WIC shopper food list New food list effective 7.9.26 Basic Model Food Packages - starting 4.1.26 Contract Formula that WIC Provides Discuss any cost containment measures that we are currently taking	
☐	2.1.23 All staff Webinar recording Food Update Webinar - Part 1 – WIC Contract Formula 13:10 - Part 2 – Non-Contract Formula 4:10 - Part 3 – Exempt Formula 11:20 - Part 4 – WIC Eligible Nutritionals 1:16 - Part 5 – NE WIC Formulary 4:02 - Part 6 – CPAs Medical Documentation (PAF) 8:51 - Part 7 – Introduction to WIC Foods 2:42 - Part 8 – Infant Formula Food Packages (Full Formula) 8:58 - Part 9 – Basic Model Food Packages 2:17	
☐	6.12 25 All Staff Webinar recording on new foods starting Oct 1, 2025	
6. NUTRITION & BF BENEFITS * OD		
Discuss with LA Training Coordinator:		
☐	Nutrition & breastfeeding educational materials available at your clinic; where are they located	
☐	Take some time to review the educational materials that WIC provides (Breastfeeding Resources ; Nutrition Resources ; other resources in your clinic so you know what is available)	
☐	Collect one hard copy of each educational resource. Make a folder to keep at your desk for reference when you are educating clients	

☐	Who provides nutrition education at your clinics?		
☐	Who are the breastfeeding experts at your clinic?		
☐	Do you have breastfeeding peer counselors?		
☐	Who is your designated breastfeeding expert (DBE) in your clinic? Become familiar with BF support and if your agency has a BFPC program		
☐	Find out whose responsibility (clerk, CPA, or both) it is to review the family food benefit list with clients in your clinic to make sure it is correct before clients leave from their appointment.		
☐	Who reviews the food booklet with clients, how to shop, what foods are allowed and not allowed with clients? (clerk, CPA, or both)		
7. REFERRAL BENEFITS * OD			
Discuss with LA Training Coordinator:			
☐	Local community referral resources in your area		
☐	Contact information for referral resources		
☐	Special needs populations that your agency serves		
☐	Journey drop down list – referral programs; who maintains this list in Journey?		
☐	Programs your agency typically refers to; including types of referrals clerks generally provide		
☐	Discuss what pamphlets or brochures your clinic has available for referrals to other programs; Where are they located; Which ones are most frequently used		
☐	Community Resources on our Nebraska WIC webpage; review and get family with potential referral resources in your area that may benefit you clients		
8. WIC CLINIC SITES * OD			
☐	How many WIC clinics your agency offers		
☐	Your WIC clinic locations, days open, hours		
☐	WIC clinic locations across the state and how to contact		
☐	Identify any other WIC clinics in the same city as my WIC clinic		
☐	Explore the Ne WIC website to find contact information for WIC programs across Ne; Locate the interactive map on the Learn About WIC & How to Find Us page		
9. WIC APPOINTMENTS TYPES * OD			
☐	Discuss with LA Training Coordinator:		
☐	Who is responsible for setting up the schedule in Journey		
☐	Clinic Flow – overview of basic certification appointment flow		
☐	How your clinic schedule is set		
☐	How to you read the Journey appointment schedule		
☐	How to read the family panel		
☐	How to know when to schedule the next appointment		
☐	How to know what type of appointment to schedule		
☐	Basic WIC Appointment Types in Journey		
☐	Length of Certification Periods		
☐	Processing Standards		

10. HEMOCUE LEARNING CENTER ONLINE COURSE *

☐	Watch the HemoCue Training Video for the Hb301		
☐	WIC Director to document training on the SmartSheet training log		
☐	Practice on coworkers & then clients		
☐	Discuss LA's Low hgb notification procedures – show letter in Journey or other letter if used for clients to provide to the dr if hgb is low; and guidelines for making an active referral vs a passive referral		

11. COMP COMPUTER PRACTICE / JOURNEY TRAIN*

Training Coordinator to help new staff practice in Journey Train: To complete activities on Journey Train your new staff member needs their account set up. While we do not want you to share passwords, while waiting for trainee to get their own access to Journey Train, LA Training Coordinator may log in to Journey Train and demonstrate on her own account. She may help trainee work through these items on the Training Coordinators account.

☐	Logging in with their assigned user-name and password into Journey Train; do not share logons		
☐	Logging in to your clinic		
☐	Simple search by family ID		
☐	Advanced search by name		
☐	Advanced search by date of birth		
☐	Advanced search by home phone		
☐	Wild card search		
☐	Soundex search		

12. Making new Families / Scheduling*

Practice making 8-10 new families in Journey train and then schedule them for their first certification appointments. In your families include a variety such as:

☐	- 3 year old child		
☐	- 1 year old child		
☐	- 1 month infant		
☐	- 7 month infant		
☐	- pregnant woman		
☐	- brand new baby		
☐	- schedule appointments for these families in Journey train – write down their family ID number in the comments column so you trainer or training coordinator can check them over		
	- practice moving appointments		

13. WIC CLINIC OBSERVATIONS * OD

☐	Rights & Responsibilities: Observe WIC clerks working with clients during appointments as they review rights and responsibilities at certifications at the beginning of the visit and follow along using the job aids below:		
☐	- Rights & responsibilities – (detailed long version)		
☐	- Rights & responsibilities – (short summary version)		
☐	- take note of how and when clients sign the signature pad for rights and responsibilities; how do staff explain what the client is signing?		
☐	New CPA to practice reviewing rights & responsibilities in the event that this tasks was overlooked by the clerk.		
☐	Right & Responsibilities – Procedure Reference		
	Answering Phone/Making Appointments:		
☐	Observe how staff answers the phone at your clinic		
☐	Observe staff as they enter appointments into Journey		

☐	Observe how staff mark appointments as arrived or no show		
☐	Review WIC Procedure on Processing Standards to become familiar with "time frames for eligibility determination"		
Collecting & Documenting Proof in Journey:			
☐	Observe clerical staff review & document proof of ID, residency & income		
☐	Review Proof Required at Certification Summary Sheet		
☐	Review WIC Procedures regarding proof required: Identification ; Income Determination & Documentation ; Residency Eligibility & Documentation		

14. Observe multiple appointments. *

Discuss with your training coordinator the role of the CPA in different types of appointments listed below and the panels in Journey that will be completed.

When observing live clinic appointments, have new staff sit in a location close enough where new staff can see what the CPA is typing in the computer. If your clinic does not have enough clients to observe, your LA training coordinator or WIC Director can schedule additional observations at other times or clinic locations. Be sure to observe some appointments from beginning to end to get the big picture. At a minimum try to observe:

☐	3 - full new certs (1 pregnant woman, 1 mom/baby, 1 child)		
☐	3 - full recerts (1 pregnant woman, 1 mom/baby, 1 child)		
☐	Food Benefit list explanations using flip chart - (3 pregnant woman, 3 mom/baby, 3 child)		
☐	3 - Explain how to download and use the WIC Shopper App		
☐	3 - Midcerts		
☐	3 – nutrition ed visits		
☐	3 – height/weight/hemoglobin check		
☐	3 – breastfeeding education		
☐	1 – Transfer		
☐	After the observations, take time to look closer at what was documented in Journey during the visit; what goals were set with the client? Take time to ask staff questions about what they observed		

15. CLINIC OBSERVATIONS & PRACTICE *

CPA STAFF DEMONSTRATE CORRECT PROCEDURE: THEN STAFF PRACTICE EACH OF THE FOLLOWING

☐	Measure infant – weight and length		
☐	Measure child – weight and height		
☐	Measure pregnant woman – weight and height		
☐	Hemoglobin stick – child		
☐	Hemoglobin stick – pregnant woman		
☐	Review procedure – blood work requirements ; hemoglobin technique		
☐	Review procedure – infection control		
☐	Review procedure – assessment for blood lead screening		
☐	Review procedure – measuring length/height/weight		

16. EWIC & JOURNEY INTRODUCTORY VIDEOS *

☐	- Review Journey videos – Training Coordinators, <i>we are in the process of updating these videos so when reviewing with staff keep this in mind and point out changes to trainee as you go along.</i>		
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☐	- EWIC is Here - Using the Flip Chart to help explain EWIC		
☐	- Explaining eWIC to Clients – sample 13 min - using flip chart		
☐	- Basic Journey Terminology – Categories (4 min)		
☐	- Navigation Basics Video (4 minutes)		
☐	- Search for Families and Participants Video (7 min)		
☐	- Create a New Family & Schedule an Appointment (10 min)		
☐	- Food Package Introduction (9 minutes)		
☐	- Any new videos that come out....		
17. CONFIDENTIALITY *			
☐	- Discuss the importance of client confidentiality with your WIC Director - confidentiality of client information procedure		
18. WEBSITE SEARCH SCAVENGER HUNT (BEFORE OR AFTER TRAINING CLINIC)			
☐	Get familiar with the Nebraska WIC resources and where things are located that are helpful for families and for staff		
☐	Explore the Nebraska WIC Website: https://dhhs.ne.gov/WIC		
☐	Home Page – review the buttons on the home page ie. - Learn About WIC & How to Find Us - Eligibility & How to Apply - Participants - Nutrition Resources - Breastfeeding Resources - Community Resources - Vendor Retailers - Health Care Providers - Local Agency Staff - Report fraud		
☐	Participants Page (take a deeper look into each page) - Shopping with eWIC brochure - Setting eWIC card PIN - What if my PIN doesn't work - Reporting lost, stolen, damaged eWIC cards		
☐	Health Care Provider Section (take a deeper look) - NE WIC Contract Formula Sheet - Physician authorization forms - Common food package cheat sheets with pictures		
☐	Local Agency Staff Section (take a deeper look) - WIC Procedures & policy memos - Under New Staff Training: Locate CPA job aids and resources - Nutrition Education Materials (state provided) - Breastfeeding Education Materials - Ongoing Training: Baby Behavior Resources		
☐	Explore the Web: Take a few minutes to see what you find when you search for WIC on the website. View as time allows before and after you attend training clinic. Ie. USDA WIC Works Resource System ; USDA FNS WIC		

19. CLINIC MATERIALS & SUPPLIES		
☐	What brochures and materials does your clinic have on hand to give to new WIC clients or clients who want information about WIC?	
☐	What brochures and materials does your clinic commonly provide to WIC clients for nutrition education and for referrals to other programs	
☐	Review handouts or brochures your agency provides on Medicaid, SNAP, ADC, domestic violence, smoking cessation etc.	
☐	Review & become familiar with the content provided in these brochures and handouts	
☐	Make a folder including 1 of each of these commonly used materials for your own reference	
☐	Discuss clinic process for ordering WIC forms, food brochures, educational materials	
☐	Office supplies	
☐	Who is responsible for ordering / contact information	
20. SCANNING DOCUMENTS INTO JOURNEY		
	Discuss with training coordinator	
☐	Who is responsible for scanning documents into Journey	
☐	What documents need to be scanned	
☐	How to scan documents in Journey	
☐	Describe the clerks and CPAs role in handling PAF's	
21. WIC STORE VISIT (before or after training clinic)		
☐	Visit a WIC Store with your LA Vendor Manager	
☐	Install the WIC shopper App on your phone - directions	
☐	Learn to use the WIC Shopper App to identify WIC	
☐	Observe a WIC purchase	
☐	Identify which WIC approved breads your store carries	

Please type your name to agree that the steps in this form have been completed:

Name of WIC staff who completed this form: Click or tap here to enter text.

Date: Click or tap to enter a date.

For questions, please contact Jackie Johnson at jackie.johnson@nebraska.gov. Please save a copy for your records.

Record Post Training on the following page for all training provided up to 6 months of hire. All training should be completed within 6 months of hire unless otherwise noted.

POST TRAINING CLINIC - enter additional rows as needed

FOSTER CARE (After Training Clinic – complete within 4 weeks)			
☐	Listen to the foster care webinar from 5.12.2020 For questions, discuss with your WIC Director or call Marge Blankenship, our State WIC Clinic Services Coordinator.	Enter Date	Enter Comments

Webinars – Ongoing Training		
	Enter Date	Enter Comments
	Enter Date	Enter Comments
	Enter Date	Enter Comments
	Enter Date	Enter Comments
New Procedures – Ongoing Training		
	Enter Date	Enter Comments
	Enter Date	Enter Comments
	Enter Date	Enter Comments
	Enter Date	Enter Comments

****** After training be sure to review the End of Training Report for your new hire located on the WIC Business Partner Site that coaches complete after the verbal debrief. Directors, remember to document any follow-up training that you provided on that form within 6 months.