

Pre-Training Activities Plan - Outreach Worker Clerk

- Below is a modified pre-training plan for your clerk outreach worker; this position does not assess perform income identity, or residency assessments
- 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.
- The Outreach Worker Modified Clerk training curriculum is progressive and builds on the pre-training skills they begin working on before they come to the training.

Local Agency Name:

Outreach Worker Name:

Training Coordinator Name(s)

WIC Director Name:

Date Completed **Comments/ Additional Details**

CIVIL RIGHTS TRAINING		
<input type="checkbox"/>	2024 Civil Rights Training – Part 1 on Civil Rights Policy	
<input type="checkbox"/>	Civil Rights Training – Part 2 – A Call To Action: Addressing Historical and Ending Contemporary Racial Inequities	
REFERRAL BENEFITS		
<input type="checkbox"/>	Become familiar with the philosophy and mission of WIC History of WIC – part 1	
<input type="checkbox"/>	History of WIC – part 2	
<input type="checkbox"/>	WIC History & What You Do Works	
<input type="checkbox"/>	Understand the history and mission of WIC; Describe eligibility requirements & participation; describe services & benefits offered by WIC WIC 101 Interactive Training – steps to complete: (must create account first) 1. Go to https://wiclearning.percipio.com 2. Click "New here? Create an account" link 3. Complete the registration form 4. Click this link & launch course - WIC 101	
Discuss with LA Training Coordinator:		
<input type="checkbox"/>	Referral resources available in your service area	
<input type="checkbox"/>	Contact information for referral resources	
<input type="checkbox"/>	Special needs populations that your agency serves	
<input type="checkbox"/>	Programs your agency typically refers to	
<input type="checkbox"/>	Discuss what pamphlets or brochures your clinic has available for referrals to other programs; Where are they located; Which ones are most frequently used	

WIC CLINIC SITES		
	Discuss with LA Training Coordinator:	
<input type="checkbox"/>	How many WIC clinics your agency offers	
<input type="checkbox"/>	Your WIC clinic locations, days open, hours	
	Identify what clinic sites this outreach worker will be scheduling clients for	
<input type="checkbox"/>	Explore the Ne WIC website to find contact information for WIC programs across Ne; Click the "WIC Clinics" button located on the home page; enter a zip code or address to find WIC locations in that area	
WIC APPOINTMENTS		
	Discuss with LA Training Coordinator:	
<input type="checkbox"/>	Clinic Flow – overview of basic certification appointment flow	
<input type="checkbox"/>	For each clinic/ subagency staff will be working with - Review how each clinic schedule is set up	
<input type="checkbox"/>	For each clinic/subagency staff will be working with – Review how to you read the Journey appointment schedules	
<input type="checkbox"/>	For each clinic/subagency staff will be working with – Review how to schedule a new certification appointment	
WIC CLINIC OBSERVATIONS		
	Answering Phone/Making Appointments:	
<input type="checkbox"/>	Observe how staff answers the phone at your clinic	
<input type="checkbox"/>	Observe staff as they enter appointments into Journey	
<input type="checkbox"/>	Review WIC Procedure on Processing Standards to become familiar with "time frames for eligibility determination"	
	Observe a variety of WIC appointment types from beginning to end (from the clerk to the CPA) to get the big picture. At a minimum try to observe:	
<input type="checkbox"/>	3 - full new certs (1 pregnant woman, 1 mom/baby, 1 child)	
CONFIDENTIALITY		
<input type="checkbox"/>	- Discuss the importance of client confidentiality with your WIC Director - confidentiality of client information procedure	
WEBSITE SEARCH SCAVENGER HUNT		
<input type="checkbox"/>	Get familiar with the Nebraska WIC resources and where things are located that are helpful for families and for staff	
<input type="checkbox"/>	Explore the Nebraska WIC Website: https://dhhs.ne.gov/WIC Home Page - WIC Clinics button WIC Families Page - Shopping with eWIC brochure - Setting eWIC card PIN - What if my PIN doesn't work - Reporting lost, stolen, damaged eWIC cards	
CLINIC MATERIALS & SUPPLIES		
<input type="checkbox"/>	What <u>brochures and materials</u> does your clinic have on hand to give to new WIC clients or clients who want information about WIC ie outreach materials?	
<input type="checkbox"/>	What brochures and materials do your clinic(s) commonly provide to WIC clients for referrals to other programs	

<input type="checkbox"/>	Review & become familiar with the content provided in these brochures and handouts		
<input type="checkbox"/>	Make a folder including 1 of each of these commonly used materials for your own reference		
<input type="checkbox"/>	Discuss clinic processes for ordering materials you would use for outreach		
<input type="checkbox"/>	Office supplies		
<input type="checkbox"/>	Who is responsible for ordering / contact information		

Additional comments from WIC Director/Training Coordinator: Describe how the pre-training went for this new outreach worker? Identify approximately how many hours it took to complete this pretraining:

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

Name of WIC staff who completed this form:

Date:

For questions, please contact Jackie Johnson at jackie.johnson@nebraska.gov. Please save a copy for your records. **Notify Jackie if there are any updates needed to this form.**