


Nebraska WIC Program


Pre-Training Activities Plan - CPA 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 ie WIC Training Center (done remotely until further notice).



*If staff are not able to complete these pre-training activities, let us know so we can reschedule their Remote WIC Training Session or provide assistance to help complete these learning activities. The clerk training curriculum is progressive and builds on the pre-training skills they begin working on before they come to the Training. The minimum required activities before starting phase 2 of training are indicated with this notation.. **



New Staff Name:	LA Training Coordinator Name:		
	Dated planned	Date Completed	Comments
<p>*Civil Rights Training</p> <p>- Civil Rights & WIC – Required Training Video 1 hr 30min</p>			
<p>*About WIC – Introductory Videos</p> <p>- History of WIC – part 1</p> <p>- History of WIC – part 2</p> <p>- WIC History & What You Do Works</p> 			
<p>* WIC Terminology</p> <p>- Training Coordinator review basic WIC vocabulary with new staff that you clerks typically see in Journey or use on a daily basis ie.</p> <p>- Authorized representative; additional authorized representative; CPA; nutritional risk; nutrition education; proxy; WIC vendor WIC vendor manager; sanction points; Journey Train; Journey; referrals; processing standards; eWIC Card; WIC Shopper App, Breastfeeding Peer Counselors, abbreviations or acronyms in Journey etc.</p>			
<p>* Benefits of WIC & Eligibility</p> <p>- Discuss benefits of WIC</p> <p>- Discuss general eligibility requirements (ID, Income, residency, nutritional risk)</p> <p>- Review Procedures: Categorical Eligibility</p>			
<p>*Food Benefits</p> <p>Discuss with your Local Agency Vendor Manager</p> <p>- Review Nebraska WIC Approved Foods List</p> <p>- Locate & review the WIC Approved Food List on the WIC Shopper App</p>			


<ul style="list-style-type: none"> - Visit with Staff to identify specific store brands in your area and where 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 ; Save this worksheet and bring with you to Training Clinic for further discussion - Discuss with your training coordinator: Basic WIC Food Packages and Contract Formula that WIC Provides 			
<p>*Nutrition Ed Benefits – Discuss with training coordinator:</p> <ul style="list-style-type: none"> - Discuss what nutrition & breastfeeding educational materials are available at your clinic; where are they located; which materials are used most often and for what type of clients - Visit with other CPA's in your clinic to see what their favorite educational materials are for clients; find out when they use these materials and the key things they like to point out - Read through all of the materials that your clinic provides so you can refer to these resources when providing client education - <i>Collect one hard copy of each educational resource. Make a folder to keep at your desk and bring the folder with you to training clinic so you can use some of your own resources when educating clients</i> - Who provides nutrition education at your clinics? - Who are the breastfeeding experts at your clinic? - Do you have breastfeeding peer counselors? 			
<p>Referral Benefits - Discuss with your training coordinator:</p> <ul style="list-style-type: none"> - Referral resources available in your service area - Contact information for referral resources - Special needs populations that your agency serves - Programs your agency typically refers to; - Show the listing of referral resources listed in Journey - Discuss what pamphlets or brochures your clinic has available for referrals to other programs; Where are they located; Which ones are most frequently used? 			
<p>WIC Clinic Sites - Discuss with your training coordinator:</p> <ul style="list-style-type: none"> - 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 Nebraska WIC website to find contact information for WIC programs across Nebraska; - Click the "contact WIC near you" link located on the home page; enter a zip code to find WIC locations in that area 			

	Dated planned	Date Completed	Comments
<p>*WIC Appointment Types</p> <p>Discuss with your training coordinator:</p> <ul style="list-style-type: none"> - How your clinic schedule is set up - 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 - Review Procedure: Length of Certification Periods 			
<p>*Clinic Observations</p>  <p><u>Rights & Responsibilities</u></p> <p>Observe clerks as they Review Rights & responsibilities at certifications at the beginning of the visit</p> <ul style="list-style-type: none"> - Take note of how and when clients sign the signature pad for rights & responsibilities; how do staff explain what the client is signing? - Locate the Rights & Responsibilities section on the WIC Shopper App - Review: Rights & responsibilities (detailed version) - Review: Rights & Responsibilities (summary) 			Name the staff & clinic that was observed:
<p>*<u>Answering Phone/Making Appts</u></p> <ul style="list-style-type: none"> - Observe how staff answers the phone at your clinic - Observe staff as they enter a few 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" 			Name the staff & clinic that was observed:
<p>*<u>Collecting & Documenting Proof</u></p> <ul style="list-style-type: none"> - Observe WIC clerks as they review and document proof of ID, proof of residency, and proof of income - Notice what types of proof are most commonly used - Review the list of proof required at certification visits so you are familiar with the list & where to look <p>Proof Required at certification - summary</p>			Name the staff that was observed:

	Dated planned	Date Completed	Comments
<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. Be sure to observe some appointments from <u>beginning to end</u> to get the big picture.</p> <ul style="list-style-type: none"> - 3 Full Cert or Recerts (1 preg woman, 1 mom/baby, 1 child) - 3 Food Benefit List Explanation (using flip chart & brochures) - 3 Explain how to download and use WIC Shopper App - 2 Midcerts - 2 Nutrition ed - 1 Height/weight/hemoglobin check - 1 BF education 			<p>Name the staff and clinics observed:</p>
<p>* Hemocue Learning Center Online Course </p> <ul style="list-style-type: none"> - Register for: HemoCue Virtual Training Course - To register you will need to enter (email, name, address, password) and select a WIC course - Under the Course Materials – review the HemoCue Hb301 System Operating Manual - Watch the video lesson titled: HemoCue Hb301 System Course (WIC) - Print off your certificate when finished 			
<p>*Clinic Observation & Practice </p> <p>CPA staff demonstrate using correct procedure ; then new staff practice</p> <ul style="list-style-type: none"> - Measure height/lengths, weights - Perform hemoglobin stick - Review procedures (blood work requirements; infection control; Hgb technique; assessment for blood and lead screening; measuring length/height/weight etc) 			<p>Name the staff person observed</p> <p>Who did trainee practice taking ht/wt/ and hemoglobin on?</p>

	Dated planned	Date Completed	Comments
<p>*Journey Navigational Videos</p>  <p>eWIC introductory Video (4 min) Explaining eWIC to Clients – sample 13 min Basic Journey Terminology – Categories (4 min) Navigation Basics Video (4 minutes) Search for Families and Participants Video (7 min) Create a New Family & Schedule and Appts (10 min) Food Package Introduction (9 minutes) Breastfeeding Mom & Baby Pairs (14 min)</p>			
<p>*Computer practice / Journey Train</p> <p>LOGGING IN</p> <p>Training Coordinator help new staff practice the following:</p> <ul style="list-style-type: none"> - Logging in with their assigned user name and password into Journey Train; do not share logons - Logging in to your clinic <p>While waiting for the Journey Train Account to get set up, the LA Training Coordinator my log into Journey Train (without sharing password) and demonstrate how to navigate in journey train and help trainee work through these items.</p> 			<p>REMEMBER: THIS LOGON MUST BE REQUESTED FROM OUR HELP DESK AHEAD OF TIME</p>
<p>* SEARCHING</p> <p>Training Coordinator help new staff practice the following:</p> <ul style="list-style-type: none"> - Simple search for someone by family ID in Journey Train - Advanced search by name - Advanced search by date of birth - Advanced search by home phone - Wild card search - Soundex search 			
<p>* Making Family/Scheduling Apt</p> <ul style="list-style-type: none"> - Practice <u>making up 8-10 new families</u> in Journey Train & then <u>schedule</u> them for their first certification appointments. In your families include a variety such as: <ul style="list-style-type: none"> o 3 year old child, 1 year old child, 1 month old infant, 7 month old infant, pregnant woman, BF woman, Pregnant woman with a 2 year old o get comfortable making up families and scheduling them for appointments - Schedule appointments for these new families in journey train – write down their family ID number in the comments column on this sheet and bring to training clinic - Practice moving appointments 			<p>Record the family #'s that the trainee made and bring the numbers with you to training clinic</p>

	Dated planned	Date Completed	Comments
<p>Clinic Observations </p> <p>Scanning Documents into Journey</p> <p>Discuss with training coordinator</p> <ul style="list-style-type: none"> - Who is responsible for scanning documents into Journey - What documents need to be scanned - How to scan documents in journey - Describe the CPA's role in handling and approving PAF's 			
<p>*Confidentiality</p> <ul style="list-style-type: none"> - Discuss importance of client confidentiality with your WIC Director 			
<p>Website Search Scavenger Hunt </p> <p>Explore the Nebraska WIC Website: https://dhhs.ne.gov/WIC</p> <p>Home Page</p> <ul style="list-style-type: none"> - Report WIC Fraud ___ ; Contact WIC Near You ___ <p>WIC Families Section – know the information on this webpage so you can refer families if needed</p> <ul style="list-style-type: none"> - Shopping with eWIC brochure ___ - using eWIC Card ___ - Setting eWIC Card pin ___ - and more.... <p>Health Care Provider Section</p> <ul style="list-style-type: none"> - NE WIC Contract Formula Sheet ___ - NE WIC Formulary ___ - Physician authorization forms: Infant __ Children __ Women __ - Common food package cheat sheets (with pictures) ___ <p>Local Agency Staff Section</p> <ul style="list-style-type: none"> - WIC Procedures & policy memos ___ - All Staff Training Videos; scroll down page to see the topics ___ - Ongoing Training/CPA Webinars: Watch July 17, 2017 training videos on WIChealth.org ___ - Ongoing Training: Baby Behavior Training Videos; watch them ___ - Under New Staff Training: Locate CPA job aids and resources ___ - Nutrition Education Materials (state provided) ___ <p>Explore the Web:</p> <p>Take a few minutes to see what you find when you search for WIC on the website. You might search for WIC in other states, or search for WIC videos on YouTube. Examples of what you might find:</p> <p>Arizona Training Videos on WIC Customer Service</p> <p>Tools or resources used with Nutrition Education</p>			

	Date Planned	Date Completed
<h3>Ordering Supplies</h3> <ul style="list-style-type: none"> - Discuss clinic process for ordering WIC forms, food brochures, educational materials - Office supplies - Who is responsible for ordering / contact information 		
<h3>WIC Store Visit (before or after training clinic)</h3> <ul style="list-style-type: none"> - 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 foods - Observe a WIC purchase - Identify which WIC approved breads your store carries 		
<h3>Foster Care (After training clinic)</h3> <ul style="list-style-type: none"> - Listen to the foster care webinar from 9.30.2020 - Complete the Survey after watching the 9.30.2020 webinar - Listen to the Update on Kinship Placement-Moving Children from 2.26.21 - Listen to the Update on New Placement papers 2.26.21 		Note this piece used to be taught during training clinic but has been moved to be completed at the home agency after the trainee attends training clinic.
<h3>*Training Coordinator Name & 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. Bring a copy with you to the training center to share with your training coach. Starred items should all be completed prior to staff attending the training center. 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 or request assistance. If during COVID, you need assistance setting up clinic observations for your staff over zoom, please contact Jackie Johnson.

Also, here is a link to [CPA Digital Handout Resource list](#); many of these will be reference during training clinic so please review prior to your training session be familiar with these resources. You may want to make photo copies of the ones that are most used by your new staff.

NAME OF STAFF COMPLETING THIS FORM:

DATE FORM COMPLETED:

So that we can make this form as useful to you as possible, please send any comments to jackie.johnson@nebraska.gov so I so know how it is working and what changes you might like to see.

New Staff Training - Reminders for Training Coordinators:

Journey Train New User Request Form –

- Please complete the Journey Train New User Request Form for your new staff so that our Help Desk can get your new staff access to the computer system
- After this form is submitted to our WIC help desk, your new staff will receive their own user ID and password to log into Journey Train.
- Please allow up to 7-10 business days for the user logon information to be generated and sent back.
- Once new staff receives the logon information, they will use this information to log into eWIC Journey Train and complete the required pre-training computer practice activities before coming to the training center. Please help guide your new staff through the logon process and if you have problems contact our WIC help desk. *(If you encounter problems getting new staff get logged on to eWIC Journey TRAIN, please contact the WIC Help Desk for assistance. Do NOT use someone else's logon and password for new staff.)*
- After new staff attend the remote WIC training center, our WIC help desk will "turn on" their access to eWIC Journey Production. They will use the same user name and password to access eWIC Journey Production as they did to access eWIC Journey Train, but access to the real eWIC Journey Production system won't be turned on until their training is completed.