Nebraska WIC Training Center

Reminder Check list – to complete for new staff attending WIC Clerk or CPA Training

<table>
<tr><td></td><td>1. Training Center Request Form</td><td>Contact Jackie Johnson with the State WIC Office to find out what training sessions are available. When choosing a training date, please allow sufficient time for staff (at least a couple of weeks) for staff to get familiar with WIC and complete the required pre-training activities described in #3 below. Once you know that what training session you would like your new staff to attend, complete the eWIC Training Center Request form and send it to Jackie.

• Click on link above to open this document.
• Complete the form.
• Save it on your computer.
• Email it to Jackie by attaching it to an email. Do not use the submit button on the form. My email is jackie.johnson@nebraska.gov

This same form is completed if you have existing staff needing to be cross trained ie. CPA staff cross training to learn the clerk position</td></tr>
<tr><td></td><td>2. Journey Train New User Request Form</td><td>Link: Journey Training New User Computer Log on Form

• Important! Please complete & submit this form so that our Help Desk can get your new staff access to the Journey Train computer system. Email it to our WIC help desk. Do not use the submit button on the form.
• After this form is emailed to our WIC help desk (dhhs.wichelp@nebraska.gov), 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. (Please contact Alex with our WIC help desk if it has been longer than this to check on the progress & make sure he received the request.)
• 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 training center in Lincoln, 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 in Lincoln is completed.</td></tr>
<tr><td></td><td>3. Home Agency Pre- Training Activities
Link for CPA's:</td><td>Click Link: CPA pre-training activities and clinic observations
If you have a new CPA, open the link above to see the pre-training activities that need to be completed.

• The starred activities on that CPA check list should be completed prior to coming to the training center. Please have new staff bring a copy of completed check list form to the training. Coaches may have the new trainee use some of the families that your staff created as part of the training.

• The pre-training CPA check list includes having your staff observe several kinds of clinic appointments prior to attending training clinic. We recognize that due to the COVID situation and social distancing recommendations on short staffing situations, it may make things like clinic</td></tr>
</table>

		appointment observations more difficult. For clinics serving clients remotely, your trainee may need to observe or listen in on clinic visits via phone or video conferencing methods. If your clinic is slow or you are having difficulty setting up clinic observations for your new staff to observe please contact Kayla Able at Family Service (402-441-8655) and she would be happy to set something up for your new staff to observe staff at her clinic.
	3. Home Agency Pre-Training Activities Link for Clerks:	Click Link: Pre-training Activities (Clerk) If you have a new Clerk, open the link above to see the pre-training activities that need to be completed. ● The starred activities on the Pre-Training Activities Clerk list should be completed prior to coming to the training center. *Please have new staff bring a copy of completed check list form to the training. Coaches may have the new trainee use some of the families that your staff created as part of the training.* ● The Pre-training Clerk Check List includes having your staff observe several kinds of clinic appointments prior to attending training clinic. We recognize that due to the COVID situation and social distancing recommendations on short staffing situations, it may make things like clinic appointment observations more difficult. For clinics serving clients remotely, your trainee may need to observe or listen in on clinic visits via phone or video conferencing methods. If your clinic is slow or you are having difficulty setting up clinic observations for your new staff to observe please contact Kayla Able at Family Service (402-441-8655) and she would be happy to set something up for your new staff to observe staff at her clinic.
	4. Digital Handouts	Handouts or references for new staff training are being provided below for your staff in digital form ☺. If you plan to print all of these resources, be sure to allow time to print and assemble them. Trainee should briefly review the training resources so they know what is included and bring these references to their training sessions! Here are the links: Handouts – CPA's Handouts - Clerks For CPA's - *From the packet above, at a minimum, please print off and bring hard copies of "risk code definition sheets" and the "nutrition Interview" packets as well as hard copies of the common cheat sheets from our training packet that your agency staff like to use at their desk.* ***Please review*** *the risk code definition sheets and the nutrition interview packet prior to your training so you are familiar with them.* For Clerks – from the packet above, at a minimum, it is helpful to have the following printed for reference: rights and responsibilities - detailed; rights and responsibilities summary; race ethnicity determination; proof required at certification summary sheet, income averaging template; basic model food packages; 2020 food list; TAP These, as well as additional resources are also located on our website.
	5. Medicaid Phone verification (1 page) Form	Start the process to register your new WIC staff to assess Medicaid on the phone or the website (for any staff assigned Clerical Roles) Link: Medicaid Phone Verification Access – Confidentiality Form • Scan and email the completed form to Marge • As soon as the form is submitted, staff will be able to start using phone verification option when they have been trained • Link: Medicaid Web Verification – Confidentiality Form

<table>
<tr>
<td></td>
<td>Web Verification (2 page) form</td>
<td>

Staff may type in their name where it asks for their signature
WIC supervisor may type in their name where it ask for their signature
Use “save as” to save the form; file name should be staff first name_last name
Attach the saved completed PDF file to an email and send to Marge Blankenship (do not scan and send)
Getting access for web verification takes longer. Access is granted to each employee by Medicaid usually within 2 weeks to 2 months. After Medicaid receives the assigned password, they send the information to WIC
For any questions about the Medicaid forms contact Marge Blankenship at marge.blankenship@nebraska.gov

</td>
</tr>
<tr>
<td></td>
<td>6. Equipment & room needs for the remote training session</td>
<td>
Zoom technology: We will be using zoom technology for part of this training so trainees will need access to a computer preferably with a camera with a microphone. I would suggest ordering a camera with a microphone if there is not one on their computer. I’m hearing that they are currently hard to come by so it might be helpful to order one and have it ahead of time before you need it.

Internet Access: Trainees will need internet access to be able to refer to training resources located on our NE WIC public website

Journey Train: Trainees will need Journey Train loaded onto their computer and have their account set up prior to the training. <u>Please contact Alex with our help desk if you need Journey Train reloaded onto a computer.</u> If you are unable to get a Journey Train account set up in time for staff to complete their pre-training, you may need to walk-through the computer activities with the new trainee using your Journey Train account (but not sharing your password.)

Training Location: Since part of this training is done remotely, they will need a quiet room to work in without disruptions. It may be helpful to put a sign on the door so that other staff know that training is in progress to help avoid disruptions.
</td>
</tr>
<tr>
<td></td>
<td>7. Send Trainee Contact Information to the training team</td>
<td>
Phone & email: Our training team will need “contact information” for the trainee. We will need the trainees <u>email address</u> to send out the Zoom invites for the training. We will also need the trainees <u>personal cell phone number</u> to contact the trainee if there are changes in the training schedule outside of regular business hours or technical issues that we need to resolve over the phone. Trainees need to have access to an <u>agency cell phone</u> for any “remote” visits that we may be doing with clients over the phone.
***Please send this contact information to our training team.

For clerk training – send your contact info to:
Jackie.johnson@nebraska.gov
miguel.orozco@fhsi.org
ltinnerstet@lincoln.ne.gov
Tyneil.Bradford@charlesdrew.com
sherrera@oneworldomaha.org

For CPA training – send trainee contact info to:
Jackie.johnson@nebraska.gov
agoshorn@lincoln.ne.gov
DSchmidt@familyservicelincoln.org (note Dionna’s email has changed!)
</td>
</tr>
</table>

	8. For CPAs - Gather CPA educational materials Send the list to our training team	Send Educational Materials: So our CPA coaches have an idea of what your clinic is using, please scan and email us a copy of the top 10 educational resources that your CPA's are using to: Jackie.johnson@nebraska.gov agoshorn@lincoln.ne.gov DSchmidt@familyservicelincoln.org (note Dionna's email has changed!) Review Educational Materials: Also, please have all new CPA's review all of the educational resources that your WIC program provides and bring a hard copy with them to the training. That way when it comes to educating clients, they can use their own resources that they will be using in clinic. If the coaches have additional suggestions for other good resources available they can let the trainees know.

For questions, please contact:

Jackie Johnson
Training & Communications Coordinator
NE WIC Program
402-471-0195

jackie.johnson@nebraska.gov