

Training Clinic Progress Rep



New CPA Training

Please review this "End of Training Progress Report" recently completed for your new staff who attended the Clerk Training Center. Please use this form to document or add in any follow-training that is still needed. This form will be maintained on the WIC Business Partner Site. If you add-in additional information, please be sure to "check-in" the form when you are finished.

Local Agency Follow-Up – Directions:

- Carefully review this form and identify any areas needing additional follow-up or training. See last page of this document for rating scale definitions.
- Provide and record follow-up training for any items rated with an NT (no training provided) or an RT (re-teaching needed) in the space provided on the form.
- Complete the form showing your follow-up on the right side of the form as you complete follow-up on any remaining items

For Questions - Please contact the Training Clinic Coach if you have questions about the following:

- Clarification or questions on what was covered or not covered during a particular training clinic session
- Suggestions on providing follow-up training to ensure continuity of training for this individual trainee's needs
- Questions on what worked well or didn't work well for this trainee
- Clarification on trouble areas, strengths, and weaknesses identified during training clinic that would be helpful for you to know
- Additional job aides that might be helpful for follow-up training; discuss how coaches use them in training clinic

A training coach will be contacting your new staff to see how things are going after they have had some time to begin working in clinic. The date, time, and name of coach who will be contacting your staff is listed at the end of this report.

On the last page of this report are links to feedback surveys that need to be completed by the new trainee and by the WIC Director. Please be sure to complete the survey. Links to these survey are also on our public website located at the bottom of this page:

<https://dhhs.ne.gov/Pages/WIC-Training-Center.aspx>

Revised 4.8.21 added survey links

Training Clinic Progress Report New CPA Training	Trainee Name:	
	LA Name:	
	Training Dates Attended:	

Completed by Training Clinic Coaches

Completed by Local Agency:
Follow-Up Training

OVERVIEW	Date	Rating	Comments
Journey System & Navigation		AM	
CPA vs Clerk roles		AM	
Separation of Duties		AM	
VENA		AM	
Length of Certification Periods		AM	
WIC Foods		AM	
Education & Care		AM	
Family Panel		AM	

Date	Rating	Comments

ASSESSMENT PANEL (Anthropometrics)	Date	Rating	Comments
Weighing & Measuring Overview		AM	

Date	Rating	Comments

Measuring Infants & Children < 2 years		AM				
Measuring Children 2-5 Years		AM				
Growth Charts WHO vs CDC		AM				
Measuring Women		AM				
Prenatal Weight Gain Grid		AM				
Entering Information into Journey		AM				

ASSESSMENT PANEL (Blood)	Date	Rating	Comments	Date	Rating	Comments
Hgb Assessment						
Requirements – When to take Hgb						
Why we test Hgb						
Entering Hgb into Journey						
Refusals						
Reasons for no Hgb						
Reasons for low Hgb						

ASSESSMENT PANEL (Nutrition Interview)	Date	Rating	Comments	Date	Rating	Comments
Nutrition Interview Process – Collecting Information						
Health Medical						
Immunizations						
Oral Health						
Lifestyle						
Nutrition Practices						
Social Environment						

ASSESSMENT PANEL (Risk)	Date	Rating	Comments	Date	Rating	Comments
Determining Risk						
Manual Assignment of Risk						

CERTIFY	Date	Rating	Comments	Date	Rating	Comments
Common Errors that Prevent Certification						
Marking Additional Risk						
Collecting Signature						
Rights & Responsibilities						

EDUCATION & CARE (Referrals)	Date	Rating	Comments	Date	Rating	Comments
Required Referrals						
Printing Referrals						
Documenting						

EDUCATION & CARE (Care Plan Participant)	Date	Rating	Comments	Date	Rating	Comments
Nutrition Ed Requirements						
Documenting						
Goal Setting						
Exit Counseling						

WIC FOODS OVERVIEW	Date	Rating	Comments	Date	Rating	Comments
Foods Provided by WIC Category						
eWIC Approved Stores & Special use NE ONLY						
Supportive BF Friendly Environment						
How WIC Food Packages Support BF						

Contract Formula						
Respond to formula Requests						
PAF – Special Formulas						

FOOD PANEL (Food Package Discussion)	Date	Rating	Comments		Date	Rating	Comments
Change food Packages (CPA)							
Reading the Food Package Panel							
Model Food Packages per Category							
Using Handout to Explain Food Packages							
Policy on Milk Provided							
Tailoring Milk							
Food Benefit Interval							

FOODS PANEL (Food Benefits)	Date	Rating	Comments		Date	Rating	Comments
Reading the Food Benefits Panel							
Use of equipment to Print							

Collect Signature						
Print Food Benefits List/Explain how to read						
Confirm Accuracy of Food Benefit List						
eWIC Card Education for Client - Flip chart explanation						
Food Benefit Issuance Intervals - # months to issue - Changing interval - Next appt						
ID Card (Purple)						
WIC Foods Booklet						
Change Food Package						
Assign and explain eWIC Card						
Set or PIN change PIN - EBT Edge Site - Phone line						
Policy: when & how to - Deactivate a card - Replace card						
PAN # - Identify if client has active PAN # - Look up a card by PAN # - Unlock PAN						
Re-issuing benefits						

Recalculating benefits						
Audit trail						

SCHEDULING NEXT APPT	Date	Rating	Comments	Date	Rating	Comments
Scheduling new, changing existing, and canceling appointment						

Foster	Date	Rating	Comments	Date	Rating	Comments
Working with Foster Families			Please have trainee review this topic at their home agency.			<p>To learn how to work with foster care clients please have new staff listen to the recordings after they return from training clinic and complete the survey.</p> <p>Link to listen to recordings: 9.30.20 https://nepublichealth.adobeconnect.com/phh4s9g9lmg0/</p> <p>Update on kinship placement-moving children Link to listen to 2.26.21 Recording: https://nepublichealth.adobeconnect.com/p5u1g1y4mpmm/</p> <p>Update on New Placement Papers Link to listen to 2.26.21 recording: https://nepublichealth.adobeconnect.com/pyse9vlkb7rq/</p> <p>Complete Survey: https://www.surveymonkey.com/r/QY2YP3T</p>

WORKING WITH CLIENTS	#	rating	comments	Date	Rating	Comments
Cert / Recert Child						
New Pregnant						
Cert BF / NBF Mom & Baby						
Midcert						
Weighing & Measuring - Infants - Children - Women						
Explaining Growth Chart						
Hemoglobin						
Nutrition Education						
Goal Setting						
Food Package Assignments Discussion						
Special formula						
Food Package Change						

BF Issuance and Explanation						
Next appointment						
Other general coach comments about trainees experience working with clients & the location you worked with clients: (identify the training location used for practicing with clients in clinic)						

Daily Training Clinic Comments		
	Date	Notes
M		
T		
W		
Th		
F		
Training Clinic - Comments		
Prior Preparation		
Dependable		
Enthusiasm & Interest		
Interaction with WIC Staff		
Interaction with WIC Clients		
Applying Knowledge		
Other Coach Comments		

LA Training Comments	
Date	Notes
LA Comments	

End of Week Rating Scale:
AM: Approaching Mastery – Has a good grasp and understanding of the task. Will need someone near for special situations or questions.
NS: Needs Supervision – Understands the basics of the task but will need someone with them at the clinic working with them. Cannot work alone yet.

RT: Re-teaching needed – Training provided with limited understanding or recall. The LA will need to provide additional teaching in content area. (Document follow-up teaching on this form in the appropriate area.)

NT: No Training – Training was not provided at Training Center. The local agency will need to provide training or arrange for additional training at our Training Center if you do not have the resources to provide this training. (Document follow-up teaching on this form in the appropriate area.)

- Please complete additional training needed ie. (anything rated RT or NT)
- Contact the Training Clinic coach if you have questions about what was specifically trained or not trained
- Contact the Training Coach if you need additional details about the training to help you follow up with training
- Contact Jackie Johnson, the State WIC Training Center Coordinator, if you would like to scheduled staff for additional training at our Training Center
- Document your completed follow-up training on this form.

Electronic signature – each training coach: (type name & date below)

Coach Signatures		Training	My report is finished: yes or no	Name of coach who will provide follow up phone call or email to trainee
Day 1:				Date:
Day 2:				Time:
Day 3:				Name of Training Coach:
Day 4:				Phone # Training Coach will use to contact trainee:

Follow-up Phone Call – notes from coach		
Date	Coach Name	

2 Trainee Feedback Surveys:

- [Training Clinic Evaluation by Trainee](#) – to be completed by trainees following the training
- [Post Remote Training Clinic Preparedness Survey](#) – to be completed by trainee after having a chance to work in WIC for a couple of weeks

WIC Director Feedback Survey

- [Post-Remote Training Clinic by WIC Directors](#) – to be completed by WIC Director after having a chance to observe new staff work in clinic for a couple of weeks after attending Training Clinic

