

# Training Clinic Progress Report



## New Clerk 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>

Training Clinic Progress Report <b>New Clerk Training</b>	Trainee Name:	
	LA Name:	
	Training Dates Attended:	

Completed by Training Clinic Coaches

Completed by Local Agency:  
Follow-Up Training

## CERTIFICATION & ENROLLMENT

Cert & Enrollment	Date	Rating	Comments		Date	Rating	Comments
WIC Client Profile <ul style="list-style-type: none"> <li>- Profiles ie.</li> <li>- Medicaid</li> <li>- Refugee</li> <li>- Migrant</li> <li>- homeless</li> </ul>							
WIC eligibility requirements							
Separation of duties & staff roles							
Certification Guide							
WIC program explanation							
Rights & Responsibilities							

Authorized Rep & Additional AR						
Proxy (alternate shopper)						
Proof of ID						
Other program participation						
Affidavit						
Signed Statement						
Comments & Alerts						
Proof of Address						
Voter Registration						
Language/interpreter						
Race Ethnicity						
Adjunct Eligibility						

## CERTIFICATION & ENROLLMENT

	Date	Rating	Comments		Date	Rating	Comments
Family Size							
Proof of income							
Statement of status							
Gross, net, year to date							
Income calculator							
Over income							
Zero income							

Ineligibility letter vs Termination Notice						
PRACTICE ON COMPUTER <ul style="list-style-type: none"> <li>Over income example</li> <li>Zero income</li> <li>New child</li> <li>New pregnant mom</li> <li>pregnant mom and 2 kids</li> <li>retrieving child from another family that is moving in with them</li> <li>in-state transfers</li> </ul>						
TAP						
PRACTICE ON COMPUTER <ul style="list-style-type: none"> <li>enroll mom &amp; baby</li> </ul>						
LIVE CLINIC PRACTICE <ul style="list-style-type: none"> <li>re-certifications</li> <li>2 kids</li> <li>Mom &amp; baby</li> </ul>						

<b>Foster Care Webinar Sections:</b>  Foster Care Basics  Foster Placement Retrieving participant  Scheduling appointments  Scenarios  Foster Care benefit issuance			<b>Foster Care</b> - This part of training has been moved to post training. Please be sure to watch the foster care webinar recorded training after you return to your clinic. Please have staff listen to the recording and complete the survey. Record their completion in the right hand column.			Link to listen to recording: <a href="https://nepublichealth.adobeconnect.com/phh4s9g9lmg0/">https://nepublichealth.adobeconnect.com/phh4s9g9lmg0/</a>  Complete Survey: <a href="https://www.surveymonkey.com/r/QY2YP3T">https://www.surveymonkey.com/r/QY2YP3T</a>
<b>PRACTICE ON COMPUTER</b> <ul style="list-style-type: none"> <li>child on foster care</li> <li>foster care to foster care</li> <li>grandma kin-ship with child</li> </ul>						
Name changes enrollment add to alias (Before put married name, go to add alias, then change the last name)						
DOB verification & correction if needed						

Address verification & updates if needed						
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## CERTIFICATION & ENROLLMENT

	Date	Rating	Comments		Date	Rating	Comments
Category & length of cert periods							
Extending/shorten cert periods							
Affidavit							
Signed Statement (no proof)							
Proxy (Alternative shopper)							
Required Referrals, documentation, resources							
Enrolling new clients							
Recertifying clients							
Customer service							
Statement of status form							
Correcting record errors or name changes							
Using TAP, AP, P							
Breastfeeding status & importance							
Custody change							
Change foster care designation in Journey							

Out of state transfer (VOC)						
Instate transfer						
Income averaging						
Student Income						
Military income; Passport to military income						

## eWIC CARD & FOOD BENEFIT ISSUANCE

Food package, Benefit issuance, & eWIC	Date	Rating	Comments	Date	Rating	Comments
Foods provided by WIC						
Where to shop – ewic stores						
Model food packages per category						
Contract formulas provided by WIC						
Respond to formula requests						
PAF – special formulas						
Change food packages (CPA)						
Use the flip chart to explain eWIC						
Who can be issued an eWIC card						
Assign and explain eWIC card						

Set the PIN & changing PIN <ul style="list-style-type: none"> <li>• ebt edge</li> <li>• phone line</li> </ul>						
Issue ewic food benefits						
Explain how to read Family Food Benefit List						
Confirm accuracy of family food benefit list						
Benefit issuance interval <ul style="list-style-type: none"> <li>• number months</li> <li>• changing interval</li> <li>• scheduling next appointment</li> </ul> Appointment card						
ID Card						
WIC shopper app & foods booklet						
Reissue benefits and change food package						
Policy on replacing ewic cards and benefits						
5 ways to check your food balance benefit look up						
How to shop						
Midpoint transaction receipt						
Lost or stolen cards policy						
Deactivate a card – when & how						
Replace a card - When & how						
Look up a card by PAN#						
Unlock PAN						



Recognize if a client has an active PAN# assigned						
Audit Trail						

Working With Clients	#	Rating	Comments
New			
Recert			
Transfer			
Midcert			
Foster/Custody Change			
Benefit Issuance			
Explain eWIC			
Set Pin			

#	Rating	Comments

Other comments about trainees experience working with clients (include training location used for practicing in clinic):

Daily Training Clinic Comments		
M		
T		
W		
Th		

LA Training Comments	

F				
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Training Clinic - Comments		LA Comments
Preparation before coming to training clinic		
Dependability		
Enthusiasm & Interest		
Interaction with WIC Staff		
Interaction with WIC Clients		
Applying Knowledge		
Other Coach Comments		

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

Training Coach Signatures		My Report completed Yes or No	Follow-Up phone call or email to trainee By training Coach is planned for:
Day 1:			Date: Time: Name of Training Coach: Phone # Training Coach will use to contact trainee: Email:
Day 2:			
Day 3			
Day 4:			

Follow-up Phone Call – notes (coaches please return to this form and complete a follow up note in the space below after you made contact)		
Date	Coach Name	Notes from call or email follow-up with new staff:

### **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.

### **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