

300.10

Contract Agency Personnel Training

Overview

Introduction

A training and development program for local WIC agency personnel is critical to maintaining quality services and managing personnel change. The training model adopted by the Iowa WIC Program addresses:

- Orientation
- Training
- Continuing education

This policy describes each component of the model and delineates the responsibilities of the State WIC Office and WIC contract agencies.

Note: Throughout this policy, the words personnel and employee are used to describe both staff and contract employees.

Policies and Procedures

Every agency employee is expected to be familiar with applicable provisions of the Iowa WIC Program Policy and Procedure Manuals.

Maintain Records for Each Employee

WIC contract agencies must maintain individual training and education records for each employee in the “Staff Training” panel in the data system. These records must be available for review during WIC office visits (see Policy 370.10a).

Monitoring Compliance

The State WIC agency will monitor compliance by reviewing:

- Documentation of completed data system training during WIC office visits (see Policy 370.10),
- Documentation of completed orientation programs during WIC office visits (see Policy 370.10)
- Application of training information during WIC clinic visits (see Policy 370.30)
- Local WIC agency policies during on-site administrative reviews (see Policy 370.80)

Overview, Continued

Training Steps

The following steps must be completed upon hiring new WIC staff.

Step	Action
1	Print the New Employee Training Checklist for each new employee (300.11)
2	Complete the local agency orientation (300.10)
3	Submit paperwork for access to the data system (330.10)
4	Complete the data system training
5	Complete the New Employee Training Course (NETC) (Level 1, 2, 3) for applicable staff
6	Record training and continuing education on training and education record in the “Staff Training” panel in the data system. Policy 300.10a can be used as a guide for who must complete which trainings.

In this Policy

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Orientation and On-the-Job Training

Orientation program required

WIC agencies must have a written policy describing their orientation program for new employees. At a minimum, this program must include:

- An explanation of the objectives of WIC and its successes in improving the health and nutritional status of participants, including the employee's role in breastfeeding promotion and support;
- Introductions to key administrators, program directors, and co-workers;
- Discussion of job responsibilities listed in the employee's job description;
- An explanation of the agency's mission and organization;
- Agency policies, including work hours, benefits, holidays, sick leave, vacation leave, smoking policies, confidentiality, expense reimbursement policies, and office supplies;
- Civil rights training;
- Orientation to child and dependent adult abuse laws, if applicable;
- An introduction to the WIC data system and equipment used on the job;
- A training plan, including the New Employee Training Course (NETC), on-the-job training, required training, and continuing education opportunities;
- New Employee Training Checklist (see Policy 300.11)

Note: See policy 360.60 regarding Hepatitis B vaccination and Tuberculin testing requirements. See policy 310.35 for requirements regarding the Staff Conflict of Interest Form.

Provide On-the-Job Training to All New Employees

Each agency must assign experienced personnel to provide on-the-job training and support to new employees, beginning the first day of employment and continuing until the new employee is comfortable and relatively independent with job tasks. The length of time needed will depend on the experience and education of the employee and the requirements of the position. An inexperienced employee may need several weeks of in-depth training and support. This will help the new employee develop confidence and skill under the guidance of a capable co-worker or supervisor.

Purpose of On-the-Job Training

Although some job tasks will be learned and discussed during the NETC, personnel need more practice to become comfortable and competent with job tasks. They need feedback from their co-workers and supervisor about their performance.

Orientation and On-the-Job Training, Continued

Four-Step Approach

The four-step approach to on-the-job training is recommended. This approach facilitates learning through repetition and guided practice. The four steps are listed in the table below:

Step	Action
1	Tell employee how to do the task.
2	Show employee how to do the task.
3	Have employee do the task.
4	Review.

New Employee Training Course (NETC)

Course Description

The New Employee Training Course (NETC) consists of different levels (Levels 1, 2, and 3) of self-paced modules that are required for different staff members. A brief description of the different levels are described below.

Level 1 NETC

Level 1 NETC will help build a common knowledge base about program operations while Emphasizing a team approach.

Level 2 NETC

These modules address nutrition and breastfeeding topics, discuss the normal nutrition needs for participants, and identify resources for use in providing nutrition services.

Level 3 NETC

This level provides information on communicating nutrition needs to participants.

The chart below indicates when NETC modules are to be completed based on job type.

Course	Staff Required to Complete	Timeframe for Completion
<p>Level 1*</p> <ul style="list-style-type: none"> ● Orientation Module ● Screening Module ● Nutrition Risk Module ● Food Package Module <p>Note: Please complete in the order listed above.</p>	<ul style="list-style-type: none"> ● CPA ● Non-CPA Professionals ● Health Professional Lead Staff ● WIC Coordinators ● Support Staff ● Support Staff Lead Staff 	Within 1 month of hire
<p>Level 2</p> <ul style="list-style-type: none"> ● Basic Nutrition Module ● Infant Nutrition Module ● Preschool Module ● Breastfeeding Module ● Prenatal and Postpartum Module <p>Note: These modules can be completed in any order.</p>	<ul style="list-style-type: none"> ● CPAs ● Non-CPA Professionals ● Health Professional Lead Staff ● WIC Coordinators 	Within 6 months of hire
<p>Level 3</p> <ul style="list-style-type: none"> ● Communication and Rapport Building 	<ul style="list-style-type: none"> ● CPAs ● Non-CPA Professionals ● Health Professional Lead Staff ● WIC Coordinators 	Within 9 months of hire

New Employee Training Course (NETC), Continued

*All personnel who have access to the WIC data system are required to complete all of the Level 1 modules. Those with scheduler-only access are required to complete the Level 1 Orientation Module.

Contact the State WIC Office for questions regarding the completion of NETC by other WIC staff, such as staff who have been previous WIC employees.

Note: WIC Breastfeeding Peer Counselors are not required to attend NETC.

Requirements Before Completing NETC

Before completing the Level 1 modules, each employee must:

- Complete the agency's orientation program;
- Accompany and observe at least one family unit during a WIC certification appointment, including all encounters with clinic staff;
- Observe and work alongside a co-worker with the same or similar job responsibilities for at least one clinic.

Record Attendance

Record information on each employee's training and education record in the "Staff Training" panel in the WIC data system after completion of the course.

Data System Training

Data System Trainings

A tiered approach to data system training will provide a comprehensive experience for all WIC personnel. The purpose of completing data system training is to provide all WIC staff an opportunity to develop their familiarity and confidence prior to working in the production system independently. This will help avoid unreliable or lost data in the data system and disruptions to the system for other users. Local agency staff must be provided complete training in the data system before they are granted security rights to the production system. Only WIC personnel (as funded by WIC grant funds) are allowed access to the electronic WIC data system, including the rights to “read” and “edit” records.

Local WIC Agency Responsibilities

Local WIC agencies are responsible for providing:

- Local agency orientation to the WIC data system,
- On-the-job training with someone of equal security rights,
- Role playing opportunities that can help build new employee confidence prior to working with participants,
- Ability for new staff attend New Employee Training Course, and
- Ability for WIC leadership to attend New Coordinator Training.

State WIC Office Responsibilities

The State WIC Office is responsible for:

- Providing data system training,
- Monitoring completion of data system training, and
- Maintaining NETC training materials.

Note: Contact the WIC Help Desk to schedule a time to complete data system training provided by the State WIC Office.

Data System Training for Coordinators

Data system administration training for coordinators will be included in the New Coordinator Training. An overview of the data system, how to monitor staff utilizing the data system, and data system reports are covered.

Record Attendance

Record information on each employee’s training and education record in the “Staff Training” panel in the WIC data system after completion of the course.

Additional Required Training

Training Requirements

Federal regulations or state law requires some training topics. The table below lists the required training topics, who needs to receive training, and when the training should be provided. The required training topics are:

- Bloodborne pathogens,
- Child abuse and dependent adult abuse, and
- Civil Rights
- Americans with Disability Act (ADA)

Topic	Who	When	Notes
Bloodborne pathogens	All employees at risk of occupational exposure to bloodborne pathogens	<ul style="list-style-type: none"> ● Within the first month of employment, and ● Annually thereafter 	Training records must be kept for a minimum of five years after each training event.
Child abuse and dependent adult abuse training	Mandatory child and dependent adult abuse reporters including nurses and dietitians*	<ul style="list-style-type: none"> ● Complete 2 hours of Child Abuse Mandatory Training and 2 hours of Dependent Adult Abuse Mandatory Training within the first 6 months of employment. ● Complete one hour of recertification for Child Abuse Training and one hour of Dependent Adult Abuse Training every 3 years. The recertification must be taken within 3 years of the initial 2 hour trainings. 	<ul style="list-style-type: none"> ● The Mandatory Child Abuse and Mandatory Dependent Adult Abuse Trainings can be found on the Department of Human Services (DHS) website https://lsglm700.learnsoft.com/LSGLM/Login/iowalogindhs.aspx.
Civil rights	All employees	<ul style="list-style-type: none"> ● Within the first month of employment, and ● Annually thereafter 	Training information can be found in Policy 320.50.
Americans with Disability Act (ADA)	Staff in charge of hiring or training (ex. WIC Coordinators and Human Resource personnel)	<ul style="list-style-type: none"> ● Within the first month of employment 	Training information can be found in Policy 320.50

* References: 645 IAC Chapter 81.9(4); Iowa Code 232.2.23, 232.69, 235B.3

Additional Required Training, Continued

Prepare Iowa Learning Management System (PILMS) Training

The following training modules are required and can be completed on the Prepare Iowa Learning Management System (PILMS). The table below lists the required training topic, who needs to receive the training, and when the training should be provided. Completion of the training module will need to be recorded on the employee's training and education Record in "Staff Training" panel in the WIC data system.

Topic	Who	When	Notes
Hemoglobin Screening: Data Collection, Assessment and Implications	CPAs/Non CPA Professionals/WIC Coordinators/Health Professional Lead Staff	<ul style="list-style-type: none"> At the time of hire, and Every even numbered year (See Policy 300.10a) 	The completion of this training is also required for NETC, Level 1
Recognizing Cultural Influences on Food Beliefs and Practices	CPAs/Non CPA Professionals/WIC Coordinators/Health Professional Lead Staff	<ul style="list-style-type: none"> Within the first year of hire 	
Cross-Cultural Communication and Nutrition Assessment	CPAs/Non CPA Professionals/WIC Coordinators/Health Professional Lead Staff	<ul style="list-style-type: none"> Within the first year of hire 	
Motivational Interviewing: Supporting Patients In Health Behavior Change	CPAs/Non CPA Professionals/WIC Coordinators/Health Professional Lead Staff	<ul style="list-style-type: none"> The completion of this training is required prior to completing NETC, Level 3. Every even numbered year (See Policy 300.10a) 	

State Sponsored Security Awareness Training

All staff using the WIC data system shall complete the state sponsored security awareness training annually.

Additional Required Training, Continued

WIChealth.org Academy Online Training

Wichealth Academy is an online training designed to help staff learn how to use, promote, and integrate wichealth.org into the daily clinic workflow. WIC staff should complete the appropriate wichealth.org Academy Online Training lessons according to the instructions on the document titled “Wichealth.org Academy Online Training” found on the WIC Web Portal under the “Training-Personnel” section. Required lessons shall be completed within the first three months of employment. In addition, three client wichealth.org lessons shall be completed on an annual basis thereafter.

Staff supervisors must verify that staff have completed the training by signing the document titled “Wichealth.org Academy Online Training”. Record information on each employee’s training and education record in the “Staff Training” panel in the WIC data system after completion of the training.

Educational Buys

New WIC staff must complete an educational buy to experience the WIC shopping experience. See Policy 450.20 for more information on completing educational buys.

Record Attendance

Record information on each employee’s training and education record in the “Staff Training” panel in the WIC data system after completion of these training events.

Additional Trainings

There are additional trainings that are required before completing specific NETC Modules and for local agency WIC Coordinators. Please see Policy 300.10a for more information on these trainings.

Local Agency WIC Coordinator Training

Introduction

The Iowa WIC Program provides guidance and assistance to local contract agencies for training WIC Coordinators. This policy describes the resources and suggested activities for this training.

Training Activities Completed

The information below summarizes the training activities for a new WIC Coordinator. Based on background and experience this includes:

- Local agency orientation,
- NETC,
- Data system training,
- New Coordinator Training with State WIC Staff,
- Vendor monitoring, and
- Other trainings

Local Agency Orientation

The extent of local agency orientation needed will depend on whether the coordinator has been employed by the agency in another position prior to becoming WIC Coordinator. Local agency orientation must include:

- General training checklist as outlined in Policy 300.10a, and
- Supervisory training including ADA/EEO policies.

New Employee Training Course

Completion of New Employee Training Course is dependent on whether this course has previously been completed by the new WIC Coordinators. If not already completed, WIC Coordinators must complete all three levels of NETC.

Data System Training

The details required in this training will be dependent on previous experience in use of the data system in a WIC agency. The State WIC Office will schedule appropriate training for a new local agency WIC coordinator. All new coordinators will receive training on:

- Data system administration,
- Clinic operating schedules,
- Data system reports,
- Referral organizations, and
- Security levels within clinic services.

Note: Lead WIC staff may also attend this training.

Local Agency WIC Coordinator Training, Continued

Orientation at the State WIC Office

An orientation at the State WIC Office to meet key state staff and additional training should be scheduled by the state Nutrition Consultant and new coordinator within three months of the WIC Coordinator's employment.

Orientation topics and key staff who should provide them are listed below.

Topic	Suggested Staff
General orientation and current issues	State WIC Director
Budget/Caseload/Contract/ IowaGrants.gov	Program Planner
Data system reports/Referral Organizations	Nutrition Consultants
WIC Help Desk functions	WIC Help Desk
Nutrition services	Nutrition Services Coordinator
Breastfeeding promotion and support	Breastfeeding Coordinator
Breastfeeding Peer Counseling	Breastfeeding Peer Counselor Coordinator
Policy and Procedure Manuals/WIC Web Portal	Nutrition Consultants
Significant dates in the grant and funding cycle	Nutrition Consultants/Program Planner
Agency Monitoring Process	Nutrition Consultants/Program Planner
Vendor Management/EBT	Vendor Coordinator
Fraud and Integrity process	Integrity Coordinator

Vendor Monitoring

All new WIC coordinators should accompany Iowa WIC staff in an on-site vendor monitoring Visit within six months of employment. At this time state staff provide additional training in the use of food instruments and dealing with vendor concerns.

Ongoing Technical Assistance

State WIC staff are available for ongoing technical assistance to all local agency WIC coordinators.

Continuing Education Events

Benefits of Continuing Education

- Learn new skills,
- Expand their understanding and awareness of specific issues,
- Expose themselves to the possibility of changes in attitudes and values,
- Maintain or increase competence, and
- Maintain professional credentials.

In addition, providing regular access to quality continuing education activities can help agencies with employee retention.

All Staff

All WIC staff may benefit from general continuing education opportunities including customer service, community resources, team building, outreach strategies, communication skills, and developing materials.

Dietitians and Nutrition Educators

As a best practice, WIC Coordinators should plan for each full-time dietitian and nutrition educator to attend at least 9 hours of continuing education events per fiscal year. The number of hours planned for part-time and contract staff should be prorated according to the number of hours worked.

Nurses Conducting Nutrition Services

Local WIC agencies that utilize registered nurses for nutrition services (functioning as a CPA) should plan for full-time nurses to attend at least 4 hours of nutrition-related continuing education events per fiscal year. The number of hours planned for part-time and contract staff should be prorated according to the number of hours worked.

Licensed Health Professionals

It is the individual licensed health professional's responsibility to maintain professional licensure status by meeting minimum continuing education requirements.

WIC Conferences or Trainings

The local WIC agency must have every discipline represented at the biannual WIC conference.

Agencies are strongly encouraged to register as many employees as their budget and clinic schedule allow for any WIC-specific trainings or conferences.

Continuing Education Events, Continued

Optional Events

The table below lists information about optional events.

Event	Notes
Annual breastfeeding conference co-sponsored with UnityPoint	Agencies are strongly encouraged to send at least one staff member.
Other in-state events	<ul style="list-style-type: none"> • A variety of events are available across the state. Optimally, staff will attend one event per year sponsored by an organization other than the Iowa WIC Program. <p><u>Examples:</u> Iowa Academy of Nutrition and Dietetics Annual Conference, Current Issues in Nutrition, IPHA Conference, District Dietetic Association events, breastfeeding events, etc.</p> <ul style="list-style-type: none"> • Agencies are also encouraged to register support staff and nurses for meetings and seminars pertinent to their job scope and responsibilities.
Out-of-state events	<ul style="list-style-type: none"> • Out-of-state conferences are an allowable training expense. However, the agency must first budget for the required in-state training events. • Since out-of-state conferences are typically several days to a week long, it is advisable to limit the number of registrants from a given agency in order to maintain the clinic schedule. <p><u>Examples:</u> American Public Health Association Conference, National WIC Association Conferences, Intensive Course in Maternal Nutrition, Intensive Course in Child and Adolescent Nutrition, Academy of Nutrition and Dietetic’s Food and Nutrition Conference and Expo, Society for Nutrition Education Conference, LeLeche League Conference, etc.</p>

Record Attendance

Remember to record information on each employee’s Training and Education Record in the “Staff Training” panel in the WIC data system after completion of any course or conference.