

# Oregon WIC Listens – Training and Support



The Oregon WIC Listens (OR WL) training plan is based on feedback received from pilot agencies, local agency needs assessments, three Fruit and Vegetable study agencies, and the Participant Centered Education study commissioned by USDA. The plan is designed to support local agency staff as they develop and refine the skills needed to provide participant centered services. This plan provides a combination of skills training, continuing staff development opportunities, on-site support, and follow-up. State staff will provide this support over a 6 to 9 month period for each local agency, depending on their needs.

## State Provided Cohort Training Plan

- 1. May 2008 Statewide meeting**
  - Introduced the Oregon WIC Listens (OR WL) project to all agencies
  - Introduced concepts of Participant Centered Services (PCS)
- 2. Champion training (Month 1)**
  - Regional training for all champions in the cohort (1 day)
  - Introduce role of champion in OR WL implementation
- 3. Certifier Training (Month 2)**
  - Cohort training for all certifiers - two half days (p.m. day 1, a.m. day 2 – allows for travel)
  - Large cohorts will be divided into more than one session to keep training group size reasonable
- 4. Champion conference call #1 with cohort champions (2 weeks after Certifier Training)**
  - Conference call with the champions from each agency (1 hour)
  - Check-in to see how things are progressing
- 5. On-site visit #1 with each agency (Month 3)**
  - Observation and feedback with individual CPA's
  - Meet with all staff (including clerks) in each agency to debrief on progress and concerns, and to talk with clerical staff to see how it is going and how they can be involved in the process (2 hours)
  - Meet with champions (1 hour)
- 6. Champion conference call #2 with champions (Month 4)**
  - Check-in to see how things are progressing (1 hour)
- 7. On-site visit #2 with each agency (Month 5)**
  - Observation and feedback with individual CPA's and check-in with clerical staff
  - Meet with certifiers as a group (1-2 hours)
  - Meet with champions (1 hour)
- 8. Champion conference call #3 with champions (Month 6)**
  - Check-in to see how things are progressing (1 hour)
- 9. On-site visit #3 with each agency (Month 7)**
  - Observation and feedback with individual CPA's and check-in with clerical staff
  - Meet with certifiers as a group (1-2 hour)

- Meet with champions (1 hour)
- 10. Champion conference call #4 with champions (Month 8)**
  - Check-in to see how things are progressing (1 hour)
- 11. On-site visit #4 (Month 9, if needed)**
  - Observation and feedback with individual CPA's and check-in with clerical staff
  - Meet with certifiers as a group (1-2 hour)
  - Meet with champions (1 hour)
- 12. Celebrate completion of Phase 1 of OR WIC Listens!**

## **Local Agency Provided Support**

### **Champion activities during implementation period**

(During time between conference calls and on-site visits)

- Encourage ongoing informal sharing
- Staff observations
  - i. By champion (state developed observation tool available)
  - ii. Observations of peers by staff
  - iii. Provide staff with constructive, positive feedback
- Staff discussions and continuing education activities