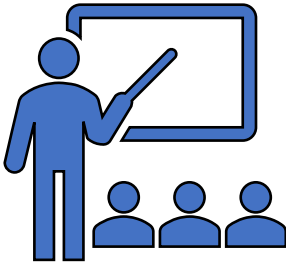


Level 2 Certifiers Guide

The Basics

Level 2	All CPA's must complete
Type	Paper module
Completion time	10-15 hours
Complete	Within 6 months of hire
Certifiers Guide	Multiple lessons
Posttest	Online – Workday Learning Oregon
Completion	Form



Course Objectives

The ***Certifiers Guide*** is different from all other required training modules and online courses. It directs certifiers through all of the training they need to complete, combining lessons that focus on how to be a certifier and guidance on completing lessons. Training supervisors will use the Certifiers Guide to train all new certifiers.

Each chapter of the ***Certifiers Guide*** covers a key aspect of being a WIC certifier:

- Chapter 1: Getting Started – how to use the guide
- Chapter 2: What it Means to be a Certifier – customer service, critical thinking, program integrity, participant centered education
- Chapter 3: Interacting with WIC Participants – counseling, understanding families
- Chapter 4: Completing an assessment – nutrition risks and risk levels, assigning risks, making sure the assessment is complete
- Chapter 5: Providing Nutrition-Focused Counseling – moving from assessment to counseling, checking for understanding, planning for quarterly nutrition education
- Chapter 6: Assigning food packages – shopper education and tailoring packages
- Chapter 7: Making Referrals – good referrals, required referrals, high risk referrals
- Chapter 8: Documentation – where and how to document, writing next steps, documenting nutrition education

- Chapter 9: Continual Learning – ongoing training and observations.

Learning activities



Most learning activities in this module are designed to encourage critical thinking and have many possible responses. Those learning activities are not listed here.

Note: Answers are only given when the Learning Activity has a specific, objective answer.

Lesson 1-1, Page 6

1. Where on the website did you find the policy on required WIC training?
<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Documents/ppm/440.pdf>
2. Where would you go on the website to find a listing of all the online courses and paper modules you need to complete?
<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Documents/modules/cpa/1-1-ja.pdf>

Lesson 2-2, Page 6

Let's go back to Anna's [WIC lifecycle](#).

How many certification periods were there during Anna or her child's time on WIC?

- 5 certification periods for Tommy, 3 for Anna (2 pregnancies and 1 postpartum)

What kind of quarterly nutrition education opportunities were provided?

- Individual counseling, Baby & Me class, Fun & Fitness class, online class

What kinds of referrals did Anna get from WIC?

- OHP, Nurse Family Partnership, SNAP, family planning clinic, immunizations, WIC RD, Head Start

Lesson 2-4, Page 5

Situation	Okay	Not okay	Why?
Using office supplies to make your child's birthday party invitations during your break.		x	Using WIC program resources inappropriately.

Situation	Okay	Not okay	Why?
You use your work email to ask your relatives to buy Girl Scout cookies.		x	Conflict of interest.
You check a website on your break.			Probably okay if allowed by local policy and the website is not inappropriate.
You take home a report of WIC participants, so you can make appointment reminders from your home phone in the evening.		x	Cannot ensure participant confidentiality
Your friend calls you for a WIC appointment and you squeeze her in the next day.		x	Conflict of interest
You issue benefits to a mom you know that missed an appointment because you know she really needs the food.		x	Goes against WIC policy
Discussing a participant's risk factors with your agency dietitian in her office.	x		This is part of your work and you are keeping the info private.
Using the WIC FAX machine to send order confirmations for your home business.		x	Using WIC resources inappropriately.

Lesson 4-1, Page 3

Nutrition Risk criteria	Risk Group
A 3-year old child gets a bottle of Kool-Aid to sleep with	Dietary
A woman has been diagnosed with gestational diabetes	Clinical
An infant's weight is high for their length	Anthropometric
A mom reports smoking marijuana to reduce nausea	Environmental

Lesson 4-1, Page 6

What would you do?

1. A low-risk participant would like to complete an online class for her quarterly nutrition education.
 - o Low-risk participants may be scheduled for online education.

2. A certifier, who is not a WIC nutritionist, is certifying a high-risk child whose caregiver asks about a special formula.
 - Complete the certification and refer to the WIC RD to answer questions about the special formula.
3. A certifier, who is not a WIC nutritionist, is certifying a pregnant woman with medium level risks who has a lot of questions about the medical diagnosis that the health care provider gave her.
 - Complete the certification, but consider what follow-up is needed such as referral back to their health care provider or to the WIC RD.

Lesson 4-2, Page 4

How can you tell which questions are mandatory to answer?

- Marked with an asterisk

How can you tell which answer selection will generate a risk automatically in the data system?

- Question answer is bolded.

Lesson 5-1, Page 10

- Assessment: growth grids, iron status
- Nutrition-focused counseling: picky eating, weaning, starting solid foods, breastmilk supply
- Referrals: immunizations, dental providers, OHP information
- Assigning food package: adding yogurt to food package, changing formulas

Lesson 5-2, Page 5

Suggestion offered	Neutral – yes or no?	Why?
Yes, you should start some sort of regular walking routine.	No	Telling they should do something
Well, I have some ideas about what might help, but first let me hear what you've already considered.	Yes	Exploring before offering
If you want to eat out less often, you need to start going to the grocery store and planning out your meals.	No	Telling they should do something
If your blood sugar is high, you really need to start watching your diet.	No	Telling they should do something

Suggestion offered	Neutral – yes or no?	Why?
Have you tried eating more slowly? That really works for me. I tend to not overeat when I slow it down.	No	Using personal examples
It sounds like you aren't completely convinced that you'd like to start making changes. Whether you decide to try some change is completely up to you. What do you think you will do?	Yes	Emphasizing personal choice

Posttest Questions and Answers



Posttest automatically scored online.

1. What are the three ways that risks are currently identified? Select all that apply.
 - a. **The data system automatically identifies a risk based on data you enter;**
 - b. **You select answers to questions in the data system that identifies a risk; or,**
 - c. **You select a nutrition risk from a list of options based on what you learn.**
 - d. You know the participant has the same risks they had last time, so you stick with what has been assigned by the data system.

2. What does ABCDE mean when we are looking at selecting and assigning risks?
 - a. **Anthropometrics**
 - b. Anthropology
 - c. Able-bodied
 - d. A measurement

3. What does ABCDE mean when we are looking at selecting and assigning risks?
 - a. **Biochemical**
 - b. Biological
 - c. Bones
 - d. Body

4. What does the “C” in ABCDE mean when we are looking at selecting and assigning risks?
 - a. **Clinical**
 - b. Chemical
 - c. Constant
 - d. Cancer

5. What does the “D” in ABCDE mean when we are looking at selecting and assigning risks?
 - a. **Dietary**
 - b. Deadly
 - c. Diet changes needed
 - d. Developmental

6. What does the “E” in ABCDE mean when we are looking at selecting and assigning risks?
 - a. **Environmental**
 - b. Economic
 - c. Emergency
 - d. Elevated

7. True or **False**. WIC certifiers are required to describe the growth grid to participants and this can count as their nutrition education.

8. When planning nutrition education which of the following things should you keep in mind when working with participants? Select all that apply.
 - a. Their risks and risk levels
 - b. Their desired next steps
 - c. Their interests
 - d. Their living situation
 - e. **All of the above**

9. You’re having a conversation with a new mom, and she is very interested in lots of topics and asks a lot of questions as you go through the assessment. What is the best way to approach her nutrition education? Select all that apply.
 - a. Answer all of her questions as they come up. That will count as her nutrition education.

- b. Only answer the questions you feel interested in discussing. Tell her to talk to her doctor about the others.
 - c. Use a conversation tracking tool, show her that you're listening and taking down her questions.**
 - d. If the question needs a long answer hold until after you've completed the assessment.**
 - e. Ask her open-ended questions to see what she already knows about the topics.**
 - f. Answer process questions in the moment. Use a conversation tracking tool to keep track of questions that may require nutrition education.**
 - g. Provide her with the opportunity to choose which of the topics to do a deeper conversation about.**
10. Select the questions below that are about “processes” and not about health and nutrition.
- a. Can I have my weight taken?**
 - b. How long will this take?**
 - c. What does it mean to be in the 97th percentile for weight?
 - d. Should I be worried about that?
 - e. How can I improve my iron level?
11. You're doing a recertification of a pregnant participant who has a toddler. The mom and her partner ask questions or talk about their toddler's messy eating, their worries about the mom's low iron level, mom's vegan diet, their stress about an upcoming baby shower, and how hard it is to stop smoking. They are working with a smoking cessation program. What topics do you feel are the most important to prioritize? Select all that apply
- a. Messy eating toddler
 - b. Concerns about low iron levels**
 - c. Discussion of iron rich foods on a vegan diet**
 - d. Education about handling stress like baby showers
 - e. Reminders about how important it is to stop smoking
 - f. All of the above
12. Which of the following topics are **not** nutrition education? Select all that apply.
- a. Explaining growth grids and blood test results**
 - b. Providing information about OHP and SNAP**

- c. **Changing a food package to remove all milk for tofu**
 - d. Discussing how to set up routines for a toddler to eat meals with the family and try new foods.
 - e. All of the above
13. You're in a recertification appointment with a caregiver who has a 3-year-old child, and she says, "everything is fine" and seems not to be worried about any of the topics you bring up. What are some possible anticipatory guidance topics to discuss with this caregiver? Select all that apply.
- a. **Ideas for how the child can help in the kitchen**
 - b. **Screen time recommendations**
 - c. **How to support learning to like new foods and increasing food variety**
 - d. **Play and active time recommendations and ideas**
 - e. Nothing, this participant says that they are fine.
14. Which of these referrals are required? Select all that apply.
- a. **Screen and refer for immunizations between the ages of 3 and 24 months**
 - b. **Oregon Health Plan (Medicaid)**
 - c. **Screen and refer all caregivers or adult participants for alcohol, tobacco or drug use.**
 - d. SNAP
 - e. TANF
15. When you provide a participant with a referral, what are some of the things you should know or be able to find out about the organization? Select all that apply.
- a. **What is their phone number?**
 - b. **Where are they located?**
 - c. Who is the manager?
 - d. **Will citizenship impact eligibility?**
 - e. **What makes a person eligible for their services?**
16. A breastfeeding woman tells you she is using a special tea to increase her milk supply for her twins. She hasn't mentioned this to her health care provider. What potential referrals could you offer her? Select all that apply.
- a. **An IBCLC**
 - b. **A WIC nutritionist**

- c. **Her health care provider**
 - d. A name of a specific product that she should be taking instead
- 17. How frequently do high-risk participants need to be seen by WIC nutritionists during a year-long certification period?
 - a. Never
 - b. A minimum of once a year
 - c. **A minimum of twice a year**
 - d. A minimum of three times a year
- 18. True or **False**. Every high-risk participant needs a medical documentation form.
- 19. True or **False**. Every participant who has a medical documentation form on file is high risk.
- 20. What does documentation mean? Select all that apply.
 - a. The information a participant posts on their own social media about their pregnancy
 - b. Information a participant tells you and you remember from last time you saw them
 - c. **Information that is typed into the participant's WIC record in the data system**
 - d. **Documentation provides a "picture" for other WIC staff who view participant records**
- 21. True or **False**: Quarterly nutrition education doesn't need to be documented.
- 22. SOAP stands for:
 - a. Social, Objective, Assessment, Plan
 - b. Special, Objections, Assessment, Plan
 - c. **Subjective, Objective, Assessment, Plan**
 - d. Subjective, Objects, Asserting, Project
- 23. What are benefits of well written next steps?
 - a. **They identify the participant selected nutrition related behavior change.**
 - b. **They help the certifier ask better questions in future visits.**

- c. Well written next steps mean that the participant will always reach their goal
 - d. All of the above
24. **True** or False: Online nutrition education should be documented.
25. Certifiers are the only WIC staff who can: (Select all that apply)
- a. **Complete a nutrition assessment and determine nutrition risk**
 - b. **Assess program eligibility**
 - c. **Provide nutrition-focused counseling**
 - d. **Assign WIC food packages**
 - e. Work with participants as a breastfeeding peer counselor
26. True or **False**. Clerical staff can change and assign food packages when participants come in to a class for their quarterly Nutrition Education.
27. **True** or False: A WIC Nutritionist is a Registered Dietitian (RDN), Oregon Licensed Dietitian, has a master's degree in nutrition or is a person who is eligible for RDN registration.
28. **True** or False: Every agency must have access to a WIC Nutritionist.
29. True or **False**. WIC Nutritionists diagnose medical conditions.
30. Each WIC staff person ensures the integrity of the WIC program by doing the following: (Select all that apply)
- a. **Acting in a respectful and professional manner**
 - b. **Following WIC policies and guidance**
 - c. **Keeping participant information confidential**
 - d. **Avoiding conflicts of interest**
 - e. Entering false or misleading information into participant records
31. Which of the following are examples of inappropriate uses of resources?
- a. **Issuing WIC benefits to yourself**
 - b. **Creating fake participants so you can purchase WIC items**
 - c. Using your computer in a certification to enter participant's data
 - d. Assigning a food package to an eligible participant after a certification
 - e. All of the above

32. True or **False**. Privately discussing a participant's risk factors with your agency's WIC Nutritionist is inappropriate.
33. What are the basic steps of critical thinking? Select all that apply.
- a. **Collect all relevant information**
 - b. **Clarify or gather additional details**
 - c. Check in with a colleague to gossip
 - d. **Analyze and evaluate all the information you have collected**
 - e. **Determine the best course of action**
 - f. All of the above
34. Which of the following pieces of information are subjective?
- a. **A participant's dietary preferences**
 - b. How much a participant weighs
 - c. **Information about a participant's living situation**
 - d. What you observe about a participant.
 - e. All of the above
35. A participant has some questions about a fad diet they are hearing about. They bring up Instagram and bring up a famous model's page that details the diet. This information is likely:
- a. **Not based on peer reviewed research findings**
 - b. **Biased**
 - c. **From an unqualified source**
 - d. Going to make the participant healthier and achieve all their goals.
 - e. All of the above.
36. Looking at the list of headlines below select the headlines that appear to be NOT credible sources of scientific research. Select all that apply:
- a. **Drinking wine prevents cancer! Click here to find out more.**
 - b. **You won't believe what vitamin made this woman lose weight!**
 - c. **A study proved THIS is the best way to look younger!**
 - d. Metabolic syndrome patients may need more vitamin C. An interview with Dr. Maret Traber, OSU College of Public Health and Dr. Ava Helen Professor at OSU's Linus Pauling Institute.

- e. Anxiety outcomes after physical activity interventions: meta-analysis findings. Published in Nursing Research journal.
37. True or **False**. WIC never changes recommendations related to feeding and eating behaviors.
38. Which of the following are included as part of a WIC certification period?
- a. **An enrollment appointment, where eligibility and length of certification period is determined.**
 - b. Benefits are issued 6 months at a time.
 - c. Participants only need to be offered Nutrition Education if they are high risk.
 - d. **If the certification is for a year, participants need to be seen for a mid-certification health assessment with a certifier.**
 - e. A referral to an Early Head Start program.
39. Two-year-old Malik was enrolled in January in a new certification as a low risk child. Which month will the certifier schedule Malik's mid certification appointment?
- a. **June**
 - b. February
 - c. October
 - d. No mid certification is needed.
40. True or **False**. A registered nurse (RN) is automatically considered to be a CPA once they are hired at a WIC clinic.
41. Which of the following areas are within the scope of a paraprofessional CPA? Select all that apply.
- a. **Healthy eating during pregnancy**
 - b. **Breastfeeding promotion**
 - c. **Breast pump instruction**
 - d. **Infant feeding-how to mix formula, when to introduce new foods**
 - e. **How to have a healthy feeding relationship with children**
 - f. Developing high-risk care plans
 - g. Coordinating nutrition care for infants receiving special medical formulas
 - h. All of the above

42. You're certifying a pregnant participant who has never been on WIC before. As you are completing her assessment it is clear that she has a high-risk pregnancy, including factors like gestational diabetes, smoking and depression. What are some participant centered statements to provide a good referral?
- Wow! You've got SO much going on. I can't see you next time. You are required to see our dietitian. Sorry.
 - I'm so glad we were able to chat today! I'd like to connect you with Feliz. She is our expert on helping women with diabetes during pregnancy.**
 - You sound really motivated to learn more about quitting smoking during this pregnancy. Would you like the free stop smoking hotline number for support?**
 - Here are the places you should go that will help you with your problems: mental health, SNAP, food bank, OHP.
43. What are SMART goals?
- Specific, measurable, actionable/achievable, relevant/realistic, time frame**
 - Special, measurable, agreeable, right, time frame
 - Specific, meaningful, actionable, right, time frame
 - Superior, measurable, actionable, realistic, tailored
44. Looking at the title of these websites which sites do you think might have reputable information for participants? Select all that apply.
- www.healthyorganicgirldieting.com
 - <https://www.choosemyplate.gov/>
 - <https://www.scarymommy.com/>
 - <https://lpi.oregonstate.edu/publications/micronutrients-health>
 - <https://www.cdc.gov/breastfeeding/index.htm>
 - All of the above
45. Which of the following are examples of acceptable documentation of quarterly nutrition education contacts?
- Text.
 - Home visit. Discussed transitioning to solid foods. Participant seen by Catalina Flores, RN due to vulnerable status of infant.**
 - Talked with participant about breastfeeding issues, stress issues with a move, their child had a temper tantrum, can't believe how much this kiddo

has grown! This mom is so nice! I hope whoever gets to talk to mom next time likes her too. She had a problem shopping at Fred Myers but figured it out.

d. Text message contact for quarterly nutrition education due to participant's scheduling conflict. Education related to incorporating more exercise and active play into family time.

46. If a caregiver never graduated from high school and now works in a low paying job, they might have to choose between buying diapers and food. This causes stress to the caregiver, and the child's diaper gets changed less. The child then gets frequent rashes and urinary tract infections. This is an example of what? Select all that apply:

a. The social determinants of health

b. An opportunity to provide a participant with a warm referral

c. Bad luck. But what can you do?

d. All of the above

47. Which of the following are principles of trauma and resilience informed practices?

a. Trauma awareness

b. Safety

c. Choice and empowerment

d. Strengths based

e. All of the above

48. True or **False**. It's safe to assume that someone who is 22 will be able to figure out how to set up their eWIC card without any instructions.

49. When completing a mid-certification health assessment, you have an opportunity to include a review of shopping and using the WIC foods. What could this include? Select all that apply.

a. Reviewing the participant's records to see what benefits have or have not been purchased

b. Verify that the participant knows about the shopper app

c. Asking the participant to share tips they've picked up shopping.

d. Asking about how the participant is using the WIC foods they are buying.

e. All of the above.

50. **True** or false. Your training supervisor will observe you at least once a year.

This is intended as a chance for you to learn and improve. Not an evaluation of your performance.