



Policy 440
Staff Training Requirements
April 5, 2019 (Revised)

POLICY

Local programs will ensure that staff are appropriately trained to perform their functions according to policy. Local program staff shall complete state training modules or online courses as appropriate for their position. Local program staff must demonstrate an adequate level of competence in performing their tasks.

PURPOSE

To train WIC staff to be Competent Professional Authorities (CPAs) as required by USDA. To ensure a consistent level of competence among all local WIC staff.

RELEVANT REGULATIONS

- 7 CFR §246.11 ¶(c)(2)—Provision of training
- 7 CFR §246.11 ¶(c)(7)(iii)—New staff training
- 7 CFR §246.7 ¶(e)—Certification of participants: Nutritional risk
- 7 CFR §246.14 ¶(c)(iii) —Allowable Training Costs
- USDA WIC Nutrition Services Standards—Standard 3 (A)(1)(a-e)

OREGON WIC PPM REFERENCES

- ◆ [215 — Local Program Monitoring and Review](#)
- ◆ [426 — Record Retention](#)
- ◆ [435 — Staffing Requirements](#)
- ◆ [452 — Civil Rights](#)
- ◆ [660 — Competent Professional Authority: Requirements](#)
- ◆ [710 — Breastfeeding: Promotion and Support Standards](#)
- ◆ [716 — Breastfeeding Peer Counseling Program Requirements](#)
- ◆ [820 — Quarterly Nutrition Education Contacts](#)
- ◆ [850 — Nutrition Services Plan](#)

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DEFINITIONS

Training module: Training modules are self-paced pen and paper instructional modules, produced by the state WIC program to guide training at the local level on topics pertinent to the WIC program.

Online courses: Online courses are self-paced training courses produced by the state WIC program, hosted on a central site accessed via the internet, and completed by local agency staff using a computer. Select courses train local staff on topics pertinent to the WIC program.

Health Professional: A person with a bachelor's or master's degree in a health profession, such as nutrition, nursing or health education. Includes physicians, physician assistants, registered nurses, dietitians, public health educators, and Board Certified Lactation Consultants (IBCLC).

Local program training supervisor: A person designated by the local program to ensure training of local staff is completed in accordance with state policy. Minimum qualifications: must be a health professional as defined in ♦660—Competent Professional Authority: Requirements.

Trainee: The local program staff receiving training using the training modules and online courses.

Level 1 Training: Training modules, module chapters or lessons, or online courses that must be completed by all WIC staff.

Level 2 Training: Training modules, module chapters or lessons, or online courses that must be completed by all CPAs.

Level 3 Training: Advanced training, online courses or modules, module chapters or lessons that are completed by staff with previous advanced training in a specific content area.

BACKGROUND

The Oregon WIC program considers well-trained staff an asset to local WIC programs. Local programs employ a variety of staff in WIC with diverse backgrounds and training. Local programs must ensure that all WIC staff are trained and have the basic nutrition knowledge and skills needed to provide WIC services to participants using a participant-centered approach.

PROCEDURE

Ordering training materials

- 1.0 Local program staff working in the WIC program must complete the appropriate training and Oregon WIC Training Modules or online courses for their position within a specified time period. See Appendix A—WIC Training Module Schedule for more information.
 - 1.1. All staff performing WIC functions, including integrated clerical staff, must complete required WIC training regardless of the funding source for the position.
 - 1.2. Staff who are cross trained to perform more than one role (e.g. clerk and CPA) must complete the training requirements for all the roles they are assigned.

- 1.3. Staff must pass the posttest for each training module or online course with a score of 90% or higher to consider it completed. See 13.5 for information on post-tests.
 - 1.4. Staff must be observed by the training supervisor, successfully demonstrating the competencies identified in each module or online course to consider it completed. See 9.0 for more information on observations.
- 2.0 Hard copies of paper and pen WIC training modules are available to order through the state mailroom. See [◆425—Ordering State Produced Materials](#) for more information.
- 2.1. Modules are also available to download electronically from the state WIC website at <https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Pages/modules.aspx>
 - 2.2. Online courses are accessed through the iLearnOregon. See <https://www.oregon.gov/OHA/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/modules.aspx> for more information and instructions on [Getting Started in iLearn for Local Agency Staff and Partners](#).

Training Supervisors Guides

- 3.0 There is a training supervisor’s guide for each module or online course.
- 3.1. Most online courses share a single training supervisor’s guide. The “WIC Participant Centered Education” online course has its own training supervisors guide.
 - 3.2. Training supervisor guides are available to download electronically from the state WIC website at <http://www.oregon.gov/OHA/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/training-supervisor.aspx>

Level I trainings: all WIC staff

- 4.0 All staff working in WIC in any job classification must at a minimum complete the following training within one month of hire (See Appendix A for details):
- “Orientation to WIC” course (includes both paper and online sections)
 - “Breastfeeding Level 1” online course
 - “Food Package” module (See 7.1 for exceptions)
 - Civil Rights training as defined in [◆452—Civil Rights](#)
- 4.1. All staff working in WIC in any job classification must complete the following training within 3 months of hire (See Appendix A for details).
- “PCS – Setting the Stage” online course
 - “Adverse Childhood Experiences (ACEs)” online course

Level II training: CPAs

- 5.0 In addition to the modules or courses required for all WIC staff, staff hired as certifiers (Competent Professional Authority/CPAs as defined in [◆660—Competent Professional Authority: Requirements](#)), must complete the following training (see Appendix A for details):

- “Certifier’s Guide” module (this module guides completion of all training and includes content that must be completed within 6 months of beginning to certify)
 - “*Anthropometrics*” online course (within 1 month of hire and prior to performing these functions)
 - “*Hematology*” online course (within 1 month of hire and prior to performing these functions)
 - “*Nutrition Risk*” module (prior to beginning to certify complete the appropriate workbooks for the category of participant to be certified)
 - “*WIC Participant Centered Education*” online course (10 individual modules) (within 3 months of beginning to certify)
 - “*Basic Nutrition*” online course (within 3 months of beginning to certify)
 - “*Prenatal Nutrition*” online course (prior to certifying pregnant women and within 6 months of beginning to certify)
 - “*Child Nutrition*” online course (prior to certifying children and within 6 months of beginning to certify)
 - “*Infant Feeding and Nutrition*” module (prior to certifying infants and within 6 months of beginning to certify)
 - “*Breastfeeding Level 2*” module or “Breastfeeding Level 2” face-to-face training (prior to certifying breastfeeding women and within 6 months of beginning to certify,
 - “*Infant Formula*” module (within 6 months of beginning to certify)
 - “*Postpartum Nutrition*” online course (prior to certifying postpartum women and within 6 months of beginning to certify)
 - “*Baby Behaviors*” online course (within 6 months of beginning to certify)
 - “*Understanding Toddler Behaviors*” online course (within 6 months of beginning to certify)
- 5.1. WIC staff serving in the roles of WIC registered dietitian/nutritionist or training supervisor must complete the training to be a CPA.
- 5.1.1. If the WIC nutritionist works at or less than 0.10 FTE, local agencies may apply for reimbursement of up to 20 hours of the nutritionists’ hourly rate to support the time needed to complete the training. Find the application [here](#).

Facilitating groups

- 5.2. CPA’s providing group nutrition education must complete the following module prior to facilitating any groups: “Providing Participant Centered Groups” module
- 5.3. Staff members involved in verifying online second nutrition contacts must receive training on how to fill this role effectively. See [◆820-Quarterly Nutrition Education Contacts](#).

Staff performing lab functions

- 6.0 WIC staff whose jobs are limited to weighing and measuring or drawing blood must complete training appropriate for all staff listed in ¶4.0 plus the “Anthropometrics” and “Hematology” online courses. (See Appendix A for details.)

Breastfeeding peer counselors

- 7.0 WIC staff whose jobs are limited to breastfeeding peer counseling must complete training appropriate for all staff listed in ¶4.0 and the following modules. (See Appendix A and ♦716—Breastfeeding Peer Counseling Program Requirements for details.)
 - “*Breastfeeding Level 2*” module or “*Breastfeeding Level 2*” face-to-face training
 - “*WIC Participant Centered Education*” online course
 - “*Baby Behaviors*” online course
 - “*Providing Participant Centered Groups*” module
- 7.1. Staff who work as breastfeeding peer counselors are not required to complete the “Food Package” module.

Quarterly in-services

- 8.0 To support continuous learning and staff development, certifying staff must, at a minimum, participate in quarterly in-services on topics related to certifier competencies. (See the Certifier Competency Model included as an appendix to [♦660—Competent Professional Authority: Requirements.](#))
- 8.1. In-service topics must develop staff knowledge, skills or abilities related to CPA competencies identified in the CPA competency model. Examples include: facilitated discussions relating to participant centered services, new WIC mandates or TWIST functionality; attending the WIC statewide meetings; guest speakers on customer service, cultural competence, or nutrition topics; presentations by partner or referral agencies; facilitated discussions about nutrition risks or topics by the WIC nutritionist.
- 8.2. The state WIC program may require completion of specific in-services within a particular time frame to meet program requirements.
- 8.3. If the local agency is selecting in-service topics, the topics must either be based on staff training needs identified during local program self-evaluations, or local WIC program needs; or be chosen to further enhance staff skills and job satisfaction.
 - 8.3.1. At least one of the quarterly in-service topics must be breastfeeding.

Annual civil rights training

- 8.4. The required annual civil rights training can be considered one of the quarterly in-services (See [♦452—Civil Rights](#) for more information).
 - Locally mandated trainings that are not related to certifier competencies, such as HIPAA or blood borne pathogens, cannot be counted as meeting the quarterly WIC in-service requirement.
- 8.5. Local program plans for quarterly in-services will be reported as part of the annual nutrition services plan (see [♦850—Nutrition Services Plan](#)) and

documentation of in-service topics and attendance kept on file to be reviewed at biennial Local Agency Review.

- 8.6. See Appendix D for a sample training tracking document.

Regular observations

- 9.0 To guarantee on-going clinic performance and compliance with state policy, all staff should be observed regularly during each biennium.
 - 9.1. All CPAs must be observed doing certifications at a minimum of once per year. Use of the Observation Review Tool is recommended.
 - 9.2. Observations of CPA's must be completed onsite by the training supervisor to assure that correct techniques are used, accurate nutrition-focused counseling is provided, appropriate referrals are being made, and paraprofessional CPA's are staying within their scope of practice.
 - 9.3. CPA observations may be delegated by the training supervisor to another CPA who is a health professional.
 - 9.4. Observations completed by the training supervisor fulfill the observation recommendations of the required agency self-evaluation described in Policy [◆215 - Local Program Monitoring and Review](#).
 - 9.5. It is recommended that the training supervisor provide feedback to the supervisor of staff observed to be considered as part of their staff evaluations, so that staff development plans support observed needs.

Selection of training supervisors

- 10.0 Each local WIC program will identify a training supervisor.
 - 10.1. The State WIC program recommends that the training supervisor be a registered dietitian (RD), although at a minimum the training supervisor must be a health professional as defined in [◆660—Competent Professional Authority: Requirements](#).
 - 10.2. The training supervisor not only understands the WIC training modules but also answers questions beyond the scope of the modules. The training supervisor acts as a resource for accurate information to CPA's in the program.
 - 10.3. The title of "training supervisor" indicates oversight of training and does not need to be a person in a supervisory or management position.
 - 10.4. The local WIC program may assign more than one person to share this role.
 - 10.5. The local WIC coordinator shall submit the name and qualifications of the training supervisor(s) annually in the nutrition services plan (see [◆850—Nutrition Services Plan](#)).
 - 10.6. Specific duties or responsibilities may be delegated to other staff and overseen by the training supervisor. The training supervisor may delegate the administrative activities related to training, such as tracking attendance and entering information in the data system, to a non-health professional. The training supervisor may delegate training related to policy and program operations, such as policy related in-services, to a staff supervisor or WIC program coordinator even if they are not a health professional. Staff

observations and any nutrition or health related training activity, such as nutrition or food package in-services or Level 2 module completion oversight, may only be delegated to a health professional.

Training of training supervisors

- 11.0 The training supervisor will receive an orientation to the training supervisor's role and responsibilities from their local WIC coordinator or from the state WIC training coordinator, if the local WIC coordinator is unavailable.
- 11.1. The training supervisor must be a CPA. That means they must have completed all Level 2 training modules or online courses. This includes:
- reading the module or completing the online courses;
 - working through the practice activities and skill checks in the module or online course;
 - passing the post-test;
 - being observed; and
 - completing the evaluation of the module.
- 11.2. The training supervisor must complete new modules or online courses before training other staff on that module.

Responsibilities of training supervisor

- 12.0 The training supervisor is responsible for ensuring local staff are trained in a timely manner and in compliance with policy. If the training supervisor is not the WIC Coordinator or staff supervisor, they will need to work closely with the WIC Coordinator or staff supervisor to develop appropriate training plans for staff. The training supervisor can designate another health professional who is a CPA to train staff.
- 12.1. See Appendix B for a sample description of the roles and responsibilities of a WIC training supervisor.

Training supervisor tasks for new staff members

- 13.0 The training supervisor will work with the trainee's supervisor to develop training plans. See Appendix C for an example of a training time line or plan for a CPA and Appendix E for a CPA training checklist. The training supervisor shall:
- 13.1. Initiate training by scheduling time for the trainee to complete each module or online course and the activities involved.
- 13.1.1. The estimated time to successfully complete each online course or module is listed in the appendices. The actual time needed will vary depending on the education and skills of the person hired.
- 13.2. Use the training supervisor's guide that accompanies each module or online course for directions on training with that module.
- 13.3. Assure that the trainee reads the modules or completes the online courses and completes all activities, practice activities, or skill checks for each module.
- 13.4. Do the specified observations for all trainees and document them as indicated in the module instructor's manual or training supervisor's guide. Role playing may be used if needed.

Standard of competency: minimum 90% score on post-test

- 13.5. Assure that the trainee completes the post-test with at least 90 percent of the questions answered correctly, unless specifically stated as 100 percent in the training supervisor's guide.
- 13.5.1. If the score is not 90 percent, the training supervisor must take action to ensure that the trainee knows the material. Options include:
- Having the trainee re-read the sections of the module or review the sections of the online course that contain the information missed on the post-test and then retake the missed questions until all are answered correctly.
 - Having the trainee demonstrate to the training supervisor's satisfaction that she/he knows the material.
- 13.5.2. If a substantial number (approximately one-third or more) of the post-test questions are answered incorrectly, either have the trainee retake the module/course from the beginning, or have the trainee re-read the pertinent sections, complete the necessary progress checks again, and retake the missed questions.

"Testing out" of modules

- 13.6. If the trainee is a health professional or has two or more years of WIC experience from another state, the training supervisor, at his/her discretion, may have the trainee take the post-test without reading the module and doing the module activities, or without completing the online course. If the trainee passes the post-test with 90 percent correct answers, the training supervisor may complete the competency achievement checklist and consider the trainee competent in that module area. If they do not pass with 90 percent correct, the training supervisor shall instruct the trainee as to which sections of the module need to be completed.
- 13.7. After observing the new staff person and reviewing the post-test, the training supervisor will complete the "Competency Achievement Checklist", attesting to the staff members' competency regarding the content of that specific module or online course.
- 13.8. The training supervisor will instruct the trainee to complete the "Module Evaluation Form" for each module.
- 13.9. File a copy of the graded post-test or a copy of the Certificate from iLearnOregon and the "Competency Achievement Checklist" in an appropriate place for each trainee after completion of the module.
- 13.10. The training supervisor will enter the module/course completion date into the TWIST data system in the "Operations and Management" module within a month of module or course completion.
- 13.11. The training supervisor may provide the trainee with a certificate of completion. Sample certificates of completion can be found on the Oregon WIC website.

Training supervisor tasks for continuous learning

14.0 The training supervisor will work with the WIC Coordinator to ensure the appropriate continuous learning and training for all staff occurs.

- Ensure state-mandated and quarterly in-services are completed.
- Ensure annual civil rights training is completed.
- Perform required staff observations.
- Participate in the quarterly training supervisor's forum calls.
- Ensure state produced continuous learning materials, such as newsletters, are distributed to WIC staff.
- Coordinate staff attendance at required regional training or statewide meetings.
- Stay current with policy updates, changes in clinic or data system operations, or state training initiatives in order to ensure staff have the most up-to-date information.

If you need this in large print or an alternate format, please call 971-673-0040.

This institution is an equal opportunity provider.

POLICY HISTORY

Date	* Revised, Reviewed, Released
12/1/2007	Revised
5/17/2010	Released
10/26/2011	Released
7/20/2012	Revised
1/7/2013	Released
6/25/2014	Revised
5/22/2015	Revised
9/15/2016	Released
5/1/2018	Released
4/5/2019	Released

The date located at the top of the policy is the date of the most recent release. Policies are to be implemented on release date and will become compliance findings 6 months from the release date.

***Released:** Significant changes made to policy. Release notes can be found in the corresponding document on the [Policy and Procedure Manual page](#).

Reviewed: The writer looked at this policy to make sure it was still accurate. Formatting changes may have occurred.

Revised: Minor edits or formatting has occurred without need for release. USDA has accepted a policy and watermark is reviewed.

Date of Origin: Date policy was initially released

APPENDIX A

WIC Training Supervisor's Guides

(57-#)	Module or Course Name	Print or Publish Date
6623	Orientation to WIC Module Training Supervisors Guide	2016
6603	Dietary Risk Module Training Supervisor's Guide	2015
6609	Online Courses Training Supervisor's Guide	2014
6631	WIC Participant Centered Education Online Course Training Supervisor's Guide	2010
6635	Nutrition Risk Module Training Supervisor's Guide	2015
6637	Food Package Module Training Supervisor's Guide	2015
6615	Breastfeeding Level 2 Module Training Supervisor's Guide	2004
6625	Infant Feeding and Nutrition Module Training Supervisor's Guide	2014
6627	Infant Formula Module Training Supervisors Guide	2014
6620	Providing Participant Centered Groups Module Training Supervisors Guide	2013

**WIC Training Modules or Courses to be completed by:
WIC Breastfeeding Peer Counselors**

Order # (57-#)	Module or Course Name	Print or Publish Date	New hire complete within # months	Level (1=all staff, 2=CPA)	Estimated time needed to complete (hours)	Comments
6622	Orientation to WIC Module	2016	0.25	1	2 - 5	
	Breastfeeding Level 1 Online Course	2013	1	1	1.5	Must be completed prior to counseling participants
6614	Breastfeeding Level 2 Module (or Breastfeeding Level 2 Training)	2004	6	2	6 - 9	Must be completed prior to counseling participants
	PCS - Setting the Stage Online Course	2014	3	2	1.5	
	WIC Participant Centered Education Online Course	2010	3	2	7 - 8	10 Online modules
	Baby Behaviors Online Course	2013	6	2	2.5	
	Adverse Childhood Events Online Course	2017	3	1	1.5	

WIC Training Modules or Courses to be completed by: CPA's

Order # (57-#)	Module or Course Name	Print or Publis h Date	New hire complet e within # months	Level (1=all staff, 2=CP A)	Estimate d time needed to complete (hours)	Comments
	Certifier's Guide	2019	6	2	8	Includes content and guides completion of all training
6622	Orientation to WIC Module	2016	0.25	1	2-5	
	Breastfeeding Level 1 Online Course	2013	1	1	1.5	
	Anthropometric Online Course	2012	1	2	2	Must be completed by staff prior to taking measurements
	Hematology Online Course	2012	1	2	2	Must be completed by staff prior to taking blood
6636	Food Package Module	2015	1	1	2 - 5	
	PCS – Setting the Stage Online Course	2014	3	1	1.5	
	Basic Nutrition Online Course	2013	3	2	4	
6634	Nutrition Risk Module	2019	3	2	6	Must complete the workbooks for client category prior to doing certifications
	WIC Participant Centered Education Online Course	2010	3	2	7 - 8	10 modules,
	Adverse Childhood Events Online Course	2017	3	1	1.5	
	Prenatal Nutrition Online Course	2012	6	2	2	Must be completed prior to certifying pregnant women
	Child Nutrition Online Course	2012	6	2	2	Must be completed prior to certifying children
6624	Infant Feeding and Nutrition Module	2014	6	2	2-3	Must be completed prior to certifying infants

WIC Training Modules or Courses to be completed by: CPA's

Order # (57-#)	Module or Course Name	Print or Publis h Date	New hire complet e within # months	Level (1=all staff, 2=CP A)	Estimate d time needed to complete (hours)	Comments
	Certifier's Guide	2019	6	2	8	Includes content and guides completion of all training
6626	Infant Formula Module	2014	6	2	3	
6614	Breastfeeding Level 2 Module	2004	6	2	6 - 9	Or can attend the Breastfeeding Level 2 Training Must be completed prior to certifying breastfeeding women
	Postpartum Nutrition Online Course	2012	6	2	2	Must be completed prior to certifying non-breastfeeding postpartum women
	Baby Behaviors Online Course	2013	6	2	2.5	
	Understanding Toddler Behavior	2019	6	2	2	
6619	Providing Participant Centered Groups	2013		NE	9 - 10	Must complete before providing any group nutrition education

WIC Training Modules or Courses to be completed by: All WIC Staff

Order # (57-#)	Module or Course Name	Print or Publish Date	New hire complete within # months	Level (1=all staff)	Estimated time needed to complete (hours)
6622	Orientation to WIC Module	2016	0.25	1	2 - 5
6636	Food Package Module	2015	1	1	2.5 - 5
	Breastfeeding Level 1 Online Course	2013	1	1	1.5
	PCS – Setting the Stage Online Course	2014	3	1	1.5
	Adverse Childhood Events Online Course	2017	3	1	1.5

WIC Training Modules or Courses to be completed by:

WIC staff who only perform lab functions

Order # (57-#)	Module or Course Name	Print or Publish Date	New hire complete within # months	Level (1=all staff, 2=CPA)	Estimated time needed to complete (hours)	Comments
6622	Orientation to WIC Module	2016	0.25	1	2- 5	
	Anthropometric Online Course	2012	1	2	2	Must be completed prior to taking measurements
	Hematology Online Course	2012	1	2	2	Must be completed prior to taking blood
6636	Food Package Module	2015	1	1	2 - 5	
	Breastfeeding Level 1 Online Course	2013	1	1	1.5	
	PCS – Setting the Stage Online Course	2014	3	1	1.5	
	Adverse Childhood Events Online Course	2017	3	1	1.5	

APPENDIX B

WIC Training Supervisor Roles and Responsibilities (sample)

DEFINITION: See Policy 440

The Local WIC Agency Training Supervisor is the person primarily responsible for ensuring training of local WIC staff is done in a timely manner and in compliance with state policy. If the Training Supervisor is not the WIC Coordinator or staff supervisor, they will work closely with the Coordinator and/or the staff supervisor to fulfill the duties and responsibilities outlined in this document.

The “Training Supervisor” title is to indicate oversight of training and does not need to be a person in a supervisory or management position.

A Local WIC Agency may assign more than one person to share this role. Specific duties or responsibilities may be delegated to other staff.

QUALIFICATIONS:

- Registered dietitian recommended
- Must be a health professional
- Is a Competent Professional Authority as defined by policy

**The Training Supervisor will work toward completing all training modules and becoming a CPA within the first 6 months of assuming this position. Modules will be successfully completed prior to training other staff on the module.*

ROLES:

- Acts as a training and staff development resource within the WIC program;
- Coordinates with the state WIC program on training initiatives;
- Assesses, plans, implements and evaluates strategies to meet training and staff development needs within the WIC program;
- Coordinates completion of the appropriate Oregon WIC training modules by WIC staff in the time frame set out in policy;
- Coordinates continuing education for staff, including quarterly in-services; and,
- Assures effective, appropriate and accurate information and services are provided to WIC clients by trained WIC staff, by conducting regular onsite staff observations.

TYPICAL DUTIES & RESPONSIBILITIES:

Working with new agency WIC staff, the WIC Training Supervisor...

- Coordinates new staff orientation and completion of training modules;
- Arranges time, materials and resources for staff to complete the appropriate training modules;
- Completes observations and scores module post-tests;
- Documents training module completion in the TWIST data system;
- Ensures training documents are filed appropriately;
- Facilitates new staff observing existing staff in similar positions; and,
- Arranges mentoring for new staff.

In providing information and training to staff, the Training Supervisor...

- Keeps abreast of new WIC policies, data system functionality, and nutrition information and maintains updated reference materials (e.g. participates in Training Supervisor's Forum calls, monitors email);
- Provides existing staff with up to date information or facilitates another method for them to receive that information;
- Distributes training materials or nutrition information from the state WIC office to appropriate staff;
- Assesses task-appropriate training needs of staff;
- Identifies or arranges quarterly staff in-services;
- Performs onsite staff observations as part of agency review and quality assurance as required;
- Provides to staff (through training or other methods) appropriate, current and accurate information, and builds skills of WIC staff, using the Oregon WIC training modules as a minimum; and,
- Makes certain that all staff development and training materials are appropriate and effective (videos, reference materials, etc.).

In order to complete the annual Nutrition Services Plan, the WIC Training Supervisor...

- Submits a plan for providing quarterly in-services; and,
- Assures that staff receives training that supports achievement of Nutrition Services plan goals and objectives.

Working within the community and agency, the WIC Training Supervisor...

- Acts as the liaison between WIC and the agency and community regarding staff training and staff education;
- Networks with other health professionals and helps to identify training opportunities and resources for WIC staff within the agency or community.

The Training Supervisor provides leadership in that s/he...

- Is familiar with Oregon WIC training policies and works to assure compliance;
- Advocates for staff training and development within their agency;
- Coordinates agency training activities;
- Plans and coordinates special training activities and events, such as quarterly in-services, policy updates, new data system functionality, etc;
- Is the key staff training contact for the state WIC program; and,
- Provides input to the state WIC program on new training opportunities, materials, and resources.

APPENDIX C

Example of a training time line for a new full time CPA

Local agencies are not required to use this training plan. This sample illustrates the order a new full time CPA could complete all the required training modules or courses in an 8 week period. The timeline indicates how a new staff member could be trained and begin to contribute to clinic operations during the training period. Staff may attend the Breastfeeding Level 2 Training rather than complete the module if scheduling permits.

	Monday	Tuesday	Wednesday	Thursday	Friday
<i>Week 1</i>	Orientation to Agency and Clinic. Personnel Issues	Orientation to Agency and Clinic. Orientation to WIC offices and staff. Observe clinic flow. Start on Certifier's Guide	Do Orientation to WIC Module, take posttest and review with supervisor. Observe WIC intake.	Do Introduction module for Participant Centered Education (PCE) Online Course. Do Breastfeeding Level 1 Online Course and take posttest.	Do PCS – Setting the Stage Online Course and take posttest. Observe measurements and blood tests. Review modules and questions with supervisor.
<i>Week 2</i>	Do Anthropometric Online Course, take posttest and review with supervisor. Begin doing measurements with supervision.	Do Hematology Online Course, take posttest and review with supervisor. Perform blood tests with supervision.	Do Civil Rights training. Begin Food Package Module. Perform measurements and blood tests with supervision.	Cont. Food Package module. Perform measurements and blood tests. Begin entering medical data in TWIST.	Complete Food Package Module, take posttest and review with supervisor. Perform measurements and blood tests.
<i>Week 3</i>	Begin Basic Nutrition Online Course. Cont. lab work. Observe certifications.	Complete Basic Nutrition Online Course, take posttest and review with supervisor. Cont. lab work. Observe certifications.	Begin Nutrition Risk Module. Complete Chapter 1 and take posttest. Cont. lab work. Observe certifications.	Complete Certifier's Guide lessons. Cont. lab work. Observe certifications.	Complete Certifier's Guide lessons. , take posttest and review with supervisor. Cont. lab work. Observe certifications.

<i>Week</i> 4	Complete Nutrition Risk Module Chapter 2 and take posttest. Orient to TWIST certs using Practice database and case studies in NR Module. Cont. lab work.	Cont. Participant Centered Education (PCE) Online Course (modules 1-9). Cont. lab work.	Cont. PCE Module. Observe certifications of prenatal clients. Cont. lab work.	Complete Nutrition Risk Module Chapters 3 and 4, take posttests and review with supervisor. Use TWIST Practice database to do NR module case studies. Cont. PCE Module.	Complete PCE Module, take posttest and review with supervisor. Use TWIST Practice database to practice mock prenatal certifications with supervisor or assigned staff.
<i>Week</i> 5	Take Prenatal Nutrition Online Course, take posttest and review with supervisor. Begin certifying prenatal clients with supervision.	Take Child Nutrition Online Course, take posttest and review with supervisor. Cont. certifying prenatal clients. Observe child certs.	Complete Chapter 5 of the Nutrition Risk Module and take posttest. Use TWIST Practice database to practice mock child certifications with supervisor or assigned staff. Cont. certifying prenatal clients.	Begin Infant Feeding and Nutrition Module. Begin certifying children with supervision.	Cont. Infant Feeding and Nutrition Module. Cont. certifying children and prenatal clients.
<i>Week</i> 6	Complete. Infant Feeding and Nutrition Module and take posttest and review with supervisor. Cont. certifying children and prenatal clients.	Complete Chapter 6 of the Nutrition Risk Module and take posttest. Use TWIST Practice database to practice mock infant certs. with supervisor or assigned staff. Observe infant certs.	Begin Infant Formula Module. Begin certifying infants with supervision.	Complete Infant Formula Module, take posttest and review with supervisor. Cont. certifying infants, children and prenatal clients.	Begin Breastfeeding Level 2 Module. Cont. certifying infants, children and prenatal clients.

<i>Week</i> 7	Cont. Breastfeeding Level 2 Module. Cont. certifying infants, children and prenatal clients.	Cont. Breastfeeding Level 2 Module. Cont. certifying infants, children and prenatal clients.	Complete Breastfeeding Level 2 Module, take posttest and review with supervisor. Cont. certifying infants, children and prenatal clients.	Use TWIST Practice database to practice mock breastfeeding dyad certs. with supervisor or assigned staff. Observe breastfeeding dyad certifications.	Cont. certifying infants, children and prenatal clients. Begin certifying breastfeeding dyads with supervision.
<i>Week</i> 8	Take Postpartum Nutrition Online Course, take posttest and review with supervisor. Cont. certifying all clients.	Begin Baby Behaviors Online Course. Cont. certifying all clients.	Complete Baby Behaviors Online Course. Take posttest and review with supervisor. Cont. certifying all clients.	Complete Adverse Childhood Events Online Course Cont. certifying all clients. Complete Understanding Toddler Behaviors online course and posttest.	Review concerns or observations with supervisor. Celebrate the completion of all required training!

APPENDIX D

Staff Training Tracking Sample

Fiscal Year Start Date _____ End Date _____

Attach any documents supporting training objectives.

Civil Rights Training

Date _____

Presenter _____

Staff attending (list names)

Quarterly In-service 1

Date _____

Training Title _____

Presenter _____

Training objectives:

Staff attending (list names):

Quarterly In-service 2

Date _____

Training Title _____

Presenter _____

Training objectives:

Staff attending (list names):

Quarterly In-service 3

Date_____

Training Title_____

Presenter_____

Training objectives:

Staff attending (list names):

Quarterly In-service 4

Date_____

Training Title_____

Presenter_____

Training objectives:

Staff attending (list names):

Additional In-services (optional)

Date_____

Training Title_____

Presenter_____

Training objectives:

Staff attending (list names)

APPENDIX E

Checklist for Training a New CPA

Staff name _____ Start Date _____

Indicate the date each required module or online course is completed. Modules and online courses are listed in the order of recommended completion.

#	Type	Module or Online Course	Time to Complete	Hours	Level	Recommendations – See policy for requirements	Date Completed
1.	Paper	Certifier's Guide	6 months	8	2	Guides completion of all modules and online courses.	
2.	Paper	Intro to WIC Module	1 week	2-5	1		
3.	Online	Providing Participant Centered Education: Introduction Module	1 month	.5	2	Complete introduction module from this course. Gives an overview of a certification	
4.	Online	Breastfeeding Level 1 Online Course	1 month	1.5	1		
5.	Online	Anthropometric Online Course	1 month	2	2	Complete prior to taking measurements	
6.	Online	Hematology Online Course	1 month	2	2	Complete prior to doing lab work.	
7.	Paper	Food Package Module	1 months	2-5	1		
8.	Online	PCS – Setting the Stage Online Course	3 months	1.5	1		
9.	Online	Basic Nutrition Online Course	3 months	4	2	Complete prior to the Dietary Risk Module	
10.	Online	WIC Participant Centered Education Online Course	3 months	7-8	2	Complete modules 1-9 from this course.	
11.	Paper	Nutrition Risk Module	3 months	7-11	2	Appropriate Workbooks must be completed prior to certifying participants of that category.	
12.	Online	Adverse Childhood Events Online Course	3 months	1-2	1		

#	Type	Module or Online Course	Time to Complete	Hours	Level	Recommendations – See policy for requirements	Date Completed
13.	Online	Prenatal Nutrition Online Course	6 months	2	2	Complete prior to certifying pregnant women	
14.	Online	Child Nutrition Online Course	6 months	2	2	Complete prior to certifying children	
15.	Paper	Infant Feeding and Nutrition Module	6 months	3	2	Complete prior to certifying infants	
16.	Paper	Breastfeeding Level 2 Module or attend Breastfeeding Level 2 Training	6 months	6-9	2	Complete prior to certifying breastfeeding women. Breastfeeding Level 2 Training is a 3-day face-to-face training offered 2 or 3 times a year.	
17.	Paper	Infant Formula Module	6 months	3	2		
18.	Online	Postpartum Nutrition Online Course	6 months	2	2	Complete prior to certifying postpartum women	
19.	Online	Baby Behaviors Online Course	6 months	2.5	2		
20.	Online	Understanding Toddler Behavior	6 months	2	2		
21.	Paper	Providing Participant Centered Groups Module		9-10	2	Complete prior to facilitating groups	
22.		TWIST Training				TWIST is an integral part of functioning in WIC, therefore training staff to use TWIST to perform the functions outlined in the training modules is necessary. Alternatives to on-the-job TWIST training include sending staff to TWIST training in Portland or using the TWIST Training Manual	

Type: Training resources are either available as hard copy modules, which can be ordered from the state mailroom or printed from the website, or online courses, which are accessed through iLearnOregon.

<https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Pages/modules.aspx>

Level: Level 1 are those required for all WIC staff. Level 2 are required for CPA's.

TWIST Training: For TWIST training dates go to the Staff Training page and scroll down:

<https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Pages/training.aspx>

TWIST Training Manual: <https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Pages/twist.aspx>