

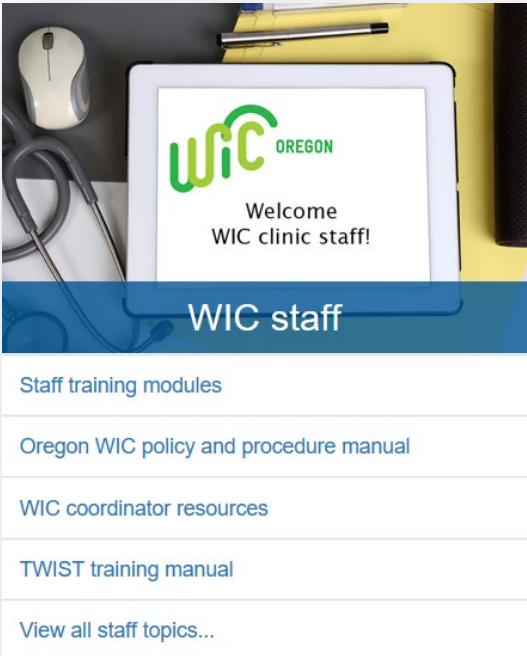
# Part 3 Resources for training supervisors











## It is all on our website

No matter what you are trying to do, the first place to start is with the [Oregon WIC website](#). From the home screen there is a panel that directs you to a [WIC Staff Resources](#) webpage.

This page is a launch pad to almost anything a WIC staff person needs, but it is especially important to training supervisors. Getting familiar with the content of this page will make it easier for you to carry out your responsibilities.

Using the + sign by each topic on the page will open up another menu that will take you to additional webpages.



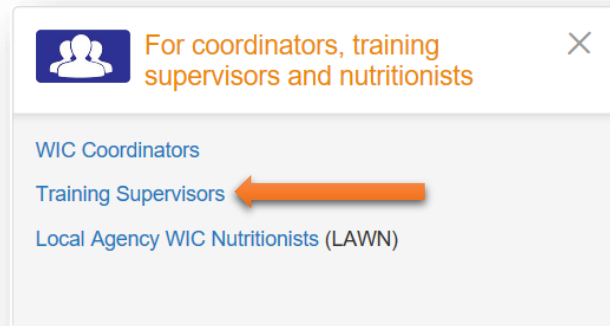
 <b>Calendar of Events</b> +	 <b>For coordinators, training supervisors and nutritionists</b> +
 <b>Staff training</b> +	 <b>Nutrition education</b> +
 <b>Forms and publications</b> +	 <b>Breastfeeding</b> +
 <b>Policies, rules, and regulations</b> +	 <b>Staff newsletters</b> +
 <b>Outreach and collaboration resources</b> +	 <b>eWIC</b> +

## Training supervisors webpage

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Go to the [WIC training supervisors](#) webpage to find:

- Training supervisor resources
- Training supervisors guides
- Training plans and resources by position



**Training supervisor resources include:**

- [The annual WIC training plan](#)
  - This document details all the required training and deadlines you can plan on for the calendar year.
- [Changes to training requirements](#)
  - This document summarizes what new training was required and what changed each year. This helps you review training records to make sure staff aren't missing anything.
- [Blank](#) or [fillable](#) training certificates can be awarded to staff upon completion of any training.

**Training supervisors guide includes:**

- Guide for New Training Supervisors which must be completed within 6 months of becoming a training supervisor.
- Links to the training supervisors guide for each training module or online course.
- The specific information you need to help new staff complete each required training module and online course.

**Training plans and resources by position:**

- This section includes the roles and responsibilities or the competency model for each position in WIC.
- Other resources to help with training these staff are included if they are available.

## [Oregon policies webpage](#)

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Everything we do in the WIC program is guided by state policies. The state policies are based on federal regulations. As training supervisor you will need to be familiar with the state policies in order to make sure staff understand them and follow them.

### Policies

#### Sec 100: Introduction

[100 Organization: How to Use the WIC Policy Manual](#)

[140 Organization: Purpose and Chart](#)

## [Oregon Policy and Procedures Manual webpage](#)

- Each policy is numbered and listed separately so you can find the specific guidance that you need. The most up-to-date policy is always posted to the website.
- Whenever something changes in a policy, the state sends out an update that summarizes what has changed. These updates are listed by the date they were sent out.
- Specific policies are referenced in information sent to you when needed. For example, if the training requirements are updated an email would be sent out with a reference to [Policy 440 – Staff Training Requirements](#).

## [Federal Regulations and Oregon Administrative Rules webpage](#)

- Federal regulations are the basis for WIC policies, so you will usually refer to the Oregon Policy and Procedures rather than this information.
- Oregon Administrative Rules (OARs) are state rules that govern how we can legally interact with participants, vendors, and farmers.



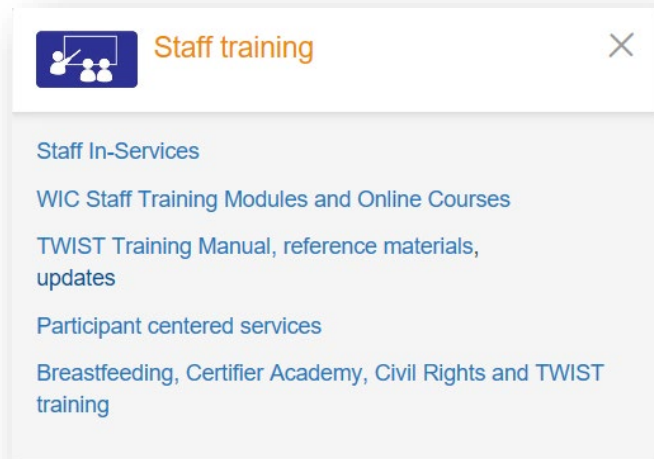
## Staff training webpages

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Most training information can be found on one of the following webpages that launch from the Staff training section of the WIC Staff Resources webpage.

### [Staff in-services webpage](#)

- All state-provided in-services are listed on this page along with the date by which they must be completed.
- In-services may include PowerPoint slides, handouts, or other training resources.
- In-services are listed by date they were posted. In-services remain available on the website as long as they contain valid information.



### [WIC staff training modules and online courses webpage](#)

- Includes instructions for setting up a new account in Workday Learning Oregon. Workday Learning Oregon is where all online modules and posttests will be completed.
- Includes links to all training modules, online courses and posttests.
  - Level 1 modules and courses have to be completed by all staff.
  - Level 2 modules and courses have to be completed by certifiers (CPA's).
  - Click on the + to find:
    - Estimated time to complete the module
    - Links to the module or course and any additional training materials
    - Link to the required online posttest. All modules, even paper (pdf) modules will have an online posttest in Workday Learning Oregon to help track completion.
- Includes a link to the [Oregon WIC Publications Shopify](#) store if you want to order hard copies of modules to read rather than reading the “paper” .pdf modules on the computer.

### [TWIST training manual, reference materials, updates webpage](#)

- TWIST is the data system WIC uses for all our work. This webpage includes specific instructions for every TWIST function.
- Each lesson listed gives step-by-step instructions to complete a particular WIC process.
- The job aids are cheat sheets that support staff as they learn new tasks.
- The video job aids are short tutorials on how to complete some of the more complicated processes.

### [Participant centered services webpage](#)

- One of WIC's core values is to provide participant centered services. This page is dedicated to providing resources and tools that support that effort.
- Many of the items on this page were presented at trainings in the past and can be used to reinforce or refresh skills that staff need to provide participant centered services.

### [Breastfeeding, Certifier Academy, Civil Rights and TWIST training webpage](#)

- Provides information about these 4 training opportunities including how to register and when they are offered.
- Breastfeeding Basics or Level 2 provides a face-to-face or webinar alternative to the paper module for certifiers.
- The Certifier Academy is designed for certifiers who have completed Level 2 training and are ready to develop more advanced counseling skills.
- Civil Rights is where you can find materials to complete the required, annual Civil Rights training.
- TWIST training as an online webinar each month. This training provides a foundation for navigating and using the WIC data system. Many agencies find it easier to send staff to TWIST training to get the basics, rather than to train them to use the data system while on the job.

### [Contacting the state WIC program for help](#)

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In addition to the experienced staff in your agency, the state WIC program has a number of people who can help answer questions or provide resources.



#### **State Nutrition Consultant**

- Every agency is assigned a state nutrition consultant who knows your agency and the WIC program, and can provide technical assistance.

- You can call or email your agency’s state nutrition consultant for help any time. If they don’t know the answer, they will find someone who does.

### **State WIC Training Coordinator**

- The state WIC training coordinator oversees all training that is required by local agencies. They can answer questions about your training supervisor duties.

### **State WIC Training Module Coordinator**

- The state WIC training module coordinator makes sure all of the training modules and online courses that are required for new staff are accessible and up-to-date.
- If you have any questions or problems completing these trainings, this is the person to contact.

### **App Support**

- App Support staff can answer any questions about the WIC data system.
- App Support can be accessed by:
  - Phone 1-866-865-2953
  - Email - [WIC.APP-SUPPORT@dhsosha.state.or.us](mailto:WIC.APP-SUPPORT@dhsosha.state.or.us)

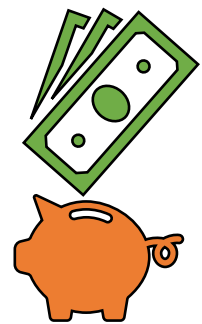
## **Financial support for training**

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Training can cost a lot in terms of staff time, so the state WIC program makes every effort to limit other costs of training.

### **Training materials**

- Most materials are available on our website. It is most effective to view them digitally, which saves on printing costs.
- State printed training materials are available at no cost from [Oregon WIC Publications Shopify](#) store.



### **Financial support to attend training**

- Local agencies can receive reimbursement for mileage, lodging, and meals at the state rate to attend state provided face-to-face trainings, such as Breastfeeding Level 2. See [Policy 340 Local Agency Travel Reimbursement](#) for more information.
- Travel reimbursement information can be found by scrolling down on the [WIC Coordinator Resources webpage](#).

## Training new WIC nutritionists

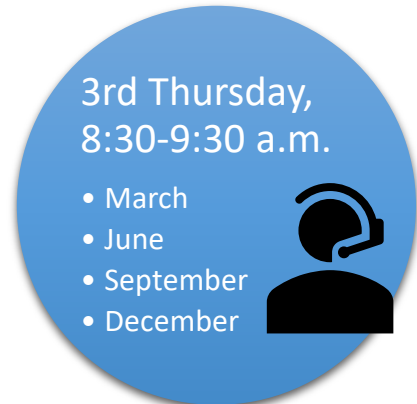
- If a new WIC nutritionist works at or less than 0.10 FTE, local agencies may apply for reimbursement of up to 30 hours of the nutritionists' hourly rate to support the time needed to complete the training.
- Find the application [here](#).

## Training Supervisors Forum

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Participating in the quarterly Training Supervisors Forum conference calls will help you keep up to date on training activities and resources. It provides an opportunity for you to get to know other training supervisors from around the state and hear what they are doing to make sure staff are well trained.

- Skype for Business is used for these calls, which means that information is shared via your computer and a headset.
- Review the [Skype for Business Tutorial](#) to have the best experience.



## What you need to do

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1. Bookmark the [WIC staff resources](#) webpage.
2. Review this year's annual WIC training plan on the [WIC Training Supervisors](#) page.
3. Check the [Staff in-services webpage](#) to see if there are any in-services staff need to complete.
4. Find the name, email address, and phone number for your agency's state nutrition consultant.
5. Find the name, email address, and phone number for the state WIC training coordinator, and training module coordinator.
6. Contact the state WIC training coordinator to introduce yourself and get added to the Training Supervisors group lists.
7. Add App Support to your phone contacts.
8. Review the [Skype for Business Tutorial](#) before the next Training Supervisors Forum call.
9. Locate a headset for your computer to make participating by Skype easier.

