

### STAFF TRAINING

A CPA must be able to complete nutrition assessments correctly, and be knowledgeable of current nutrition principles and practice. These are important functions and have serious implications for the health of participants and the integrity of the WIC Program. To ensure that all WIC staff have the knowledge and skills necessary to perform their duties, they should receive a comprehensive orientation to the Minnesota WIC Program, initial, in-depth training, as well as on-going professional training and development. Listed below are various training resources. (Additional information on training conducted by the state WIC office can be found in Chapter 1.16.)

#### 4.5.1 New Staff Training

All new CPAs and clerks should receive a thorough orientation to the WIC Program, and training to perform the duties of their position. Local agencies may choose to orient and train their new staff on-site, or they may choose to have new employees attend New Staff Training conducted by the Minnesota Department of Health WIC Program. Staff who are currently working in the WIC Program, or who have attended the training in the past, may also attend the sessions.

New Staff Training covers the following topics for CPAs:

- administrative issues
- working with the computer system
- certification procedures
- nutrition assessment
- food prescription
- nutrition education and counseling
- breastfeeding promotion and support, and
- voucher issuance

Training clerks includes:

- general information about WIC
- working with the computer system
- computer and manual voucher issuance
- clinic preparation
- clinic operation and reconciliation
- end-of-month duties, and
- the clerk's role in certification, nutrition education, and breastfeeding promotion

**It is the responsibility of the local agency to contact the state WIC office to register new staff for the training program.**

#### **4.5.2 Minnesota WIC Program Nutrition Test**

This section has been deleted.

#### **4.5.3 Nutrition Modules**

The Minnesota WIC Nutrition modules were developed to help CPAs provide WIC participants with accurate and current information, and also to improve the nutrition educator's counseling skills. **All LPNs and "locally trained CPAs" are required to complete the nutrition modules.** For all other CPAs, the Nutrition Education Coordinator of the agency is responsible for determining whether additional training is needed in nutrition education and/or counseling. The Nutrition Education Coordinator should evaluate the credentials, experience and competence of each newly hired CPA, and based on the individual's knowledge and skills, should specify which modules should be completed or reviewed. This evaluation should occur for all new hires, and should also be done periodically for all CPA staff.

#### **4.5.4 Minnesota WIC Conference**

The Minnesota WIC Program plans and offers two conferences annually, addressing maternal and child nutrition, program administration, technology and vendor issues. The conferences consist of professional presentations, workshops, and exhibits. The Nutrition Education Coordinator is expected to attend the conferences and other Local Agency staff are welcome and encouraged to attend, at the discretion of the local agency.

#### **4.5.5 Educational Conferences**

Local agency WIC staff are encouraged to attend educational conferences relating to WIC nutrition and management issues. It is the responsibility of the WIC Coordinator to ensure that topics presented at a conference are appropriate for WIC staff. The expenses incurred to attend a conference are to be covered by the local agency's budget.

#### **4.5.6 Breastfeeding Orientation and Training**

To support breastfeeding and provide participants with accurate information, each local agency is required to incorporate breastfeeding promotion and support training into orientation programs for all new WIC staff. Staff should also receive continuing education on breastfeeding promotion and support.

All WIC staff should receive information about breastfeeding through the orientation provided within the agency. Topics for staff training include the benefits of breastfeeding, misconceptions about breastfeeding, and staff roles in promoting and supporting breastfeeding. Topics for orientation of all staff and additional training resources for CPAs are listed in Exhibit 4-F.

We encourage each agency to provide at least one WIC CPA with more in-depth training and on-going continuing education on breastfeeding management.

#### **4.5.7 Civil Rights Training**

The Local Agency WIC Coordinator is responsible for planning Civil Rights training, selecting training materials, and ensuring that frontline WIC staff participate in annual Civil Rights training. The state Civil Rights Officer for the Minnesota WIC Program is available for assistance.

- All new WIC staff must participate in Civil Rights training within six (6) months of beginning employment in WIC.
- All other frontline WIC staff who interact with program applicants or participants, and those persons who supervise frontline WIC staff, must participate in Civil Rights training at least once a year and document its completion.
- Civil Rights training may be provided using a variety of materials:
  - *Civil Rights Training Materials* available at the Minnesota State WIC website;
  - Local and national civil rights training materials;
  - Other materials used with state guidance.
- Document the name of the staff and the date of completion on the **Civil Rights Training Log**, which can be downloaded from the Minnesota State WIC website. Documentation may also be made on a local agency documentation form. Store this documentation at the local agency.
- State WIC staff will monitor Civil Rights training and review its completion during the local agency's Management Evaluation.