

WIC New Staff Training Guide: Phase 2

JANUARY 2024

Congratulations, you have moved on to the next phase of new staff training. We hope you are enjoying learning your new role.

Each phase (1-4) in the WIC New Staff Training (NST) Guide provides a comprehensive outline of training necessary for you to attain minimum competencies within WIC. Full training is intended to be completed over a 12–18-month time period (18 mo. for part-time staff). The timeline will vary depending on the new staff person’s duties in WIC.

Ask your supervisor if there are any special instructions for you and who can answer questions you may have. Your supervisor/preceptor may refer to the [Training New WIC Staff: Guidance for Coordinators/Preceptors](#) for additional guidance to support you.

Starting in mid-2024, agencies will begin the rollout to transition the WIC Information System from HuBERT to WINNIE. All staff in the agency should begin formal [WINNIE Training](#) as recommended based on their rollout date.

NST PHASE 2

Phase 2 introduces the nutrition assessment and education portions of certification appointments, including Information System procedures. It also introduces the food prescription and food package education.

After completion of Phase 2, begin completing *low risk certs/recerts/midcerts/additional education visits under the supervision of another CPA.*

Phase 2 additionally continues development of breastfeeding support and skill development as recommended based on your role in the WIC clinic.

Remember to record the completion of these modules on the [Phase 2 New Staff Training Documentation](#) form.

**Required for all new staff

Nutrition assessment & risk assignment

- [Nutrition Assessment Module](#)
- [Introduction to Risk Code Assignment](#)
- [Risk Code Practice Workbook](#)
- [WIC Nutrition Assessment](#)

- Assessment Tools

HuBERT training modules

- [HuBERT Training Modules](#)
 - Nutrition Assessment
 - Risk Factors/High Risk/Pseudo-Certs
 - Mid-certification Assessments (MCAs)

Nutrition education

- Complete [Nutrition Education module](#)
- Complete Nutrition Education Module [Discussion Guide](#) activities
- Review [MOM 6.3 Initial Education](#)
- Review [MOM 6.7 Additional Education](#)

Preceptor resource:

-MOM [Exhibit 4-H: Checklist for Certification Observation](#)

Breastfeeding support & skill development

As you continue through the NST Guide, build your skills in breastfeeding support, assessment, and education by completing the Breastfeeding Curriculum Level (1-4) appropriate for your role in the WIC clinic.

- **Continue completing** the WIC Breastfeeding Curriculum training levels applicable to your role. Completion of the WIC Breastfeeding Curriculum trainings will continue throughout the four training phases.
- **Self-Study** for the Breastfeeding Curriculum is found on the [Minnesota Department of Health \(MDH\) Learning Center](#). (Log on and search “breastfeeding” to see available options).
 - **Level 1:** Required for Clerk, Peer, CPA, and DBE
 - **Level 2:** Required for Peer, CPA, and DBE
 - **Level 3:** Required for CPA and DBE
 - **Level 4:** Required for Designated Breastfeeding Expert (DBE)

The Local Agency Breastfeeding Coordinator should provide one-to-one breastfeeding training until the WIC Breastfeeding Curriculum is completed.

HuBERT training modules

- [HuBERT Training Modules](#)

- Nutrition Education
- Manage Notes
- Referrals

Food prescription

- Review [Minnesota Operations Manual \(MOM\) 7. Food Package](#)
- Review MOM Exhibits [7-J Mom & Baby WIC Food Packages](#) and [7-K Standard Food Packages at a Glance Children & Women](#)

HuBERT training modules

- [HuBERT Training Modules](#)
 - Food Package/Prescription, Modules 1-4
 - Benefit Management Modules

Food package & shopping**

- View [Welcome to WIC Video](#)
- View [Using Your WIC Card](#) video
- View [My MN WIC App](#) module
- Complete [The WIC Shopping Experience](#) module

HuBERT training modules (if appropriate and not already viewed)

- Benefit Management Modules: (Found under [HuBERT Training Modules](#))
 - The WIC Card
 - Managing WIC Cards
 - eWIC Customer Service
 - Managing Representatives
 - Benefit Issuance Basics
 - Household Lock

Civil rights training**

Must be completed within 6 months of start date.

- View Civil Rights Training Module ([Civil Rights Training Module](#))

HuBERT training modules

- **HuBERT Training Modules**
 - Transfers
 - Manage Notes – if not already reviewed
 - Manage Alerts
 - Scan Documents

Put your training into practice

- Practice the HuBERT skills from this phase in the Training Database. Find or create participants on your training laptop for your practice. If you would like to practice with structured exercises, see **HuBERT Practice Exercises: Phase 2**. (Do not enter fake data into HuBERT production!)
- Begin completing low risk certifications, recertifications, and midcertifications under the supervision of another CPA.

NOTE: For additional optional exercises that may help you further develop your skills and understanding, see **Additional Training Resources: Phase 2**.

Reference – Complete Listing of Hyperlinks:

[Training New WIC Staff: Guidance for Coordinators/Preceptors](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/guidance.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/guidance.pdf>)

[WINNIE Training](https://www.health.state.mn.us/people/wic/localagency/winnie/training.html)

(<https://www.health.state.mn.us/people/wic/localagency/winnie/training.html>)

[Phase 2 New Staff Training Documentation](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/phase2doc.docx)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/phase2doc.docx>)

[Nutrition Assessment Module](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/dietary.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/dietary.pdf>)

[WIC Nutrition Assessment \(www.health.state.mn.us/people/wic/localagency/training/na.html\)](http://www.health.state.mn.us/people/wic/localagency/training/na.html)

[Introduction to Risk Code Assignment](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/riskcodes.pdf)

(<http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/riskcodes.pdf>)

[Risk Code Practice Workbook](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/rcworkbook.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/rcworkbook.pdf>)

[HuBERT Training Modules](#)

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html>)

[Nutrition Education Module](#)

(<https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/nuted/index.html>)

[Nutrition Education Module Discussion Guide](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/nemodule/guide.pdf>)

[6.3 Initial Education](#)

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_3.pdf)

[Section 6.7: Additional Education](#)

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_7.pdf)

[Minnesota Operations Manual \(MOM\)](#)

(<https://www.health.state.mn.us/people/wic/localagency/mom.html#fp1>)

[Exhibit 7-J Mom and Baby WIC Food Packages](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex7/7j.pdf>)

[Standard Food Packages at a Glance- Child & Women \(Exhibit 7-K\)](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex7/7k.pdf>)

[Welcome to Minnesota WIC Videos](#)

(<https://www.health.state.mn.us/people/wic/shopforwic/video.html>)

[Shopping Help -Using Your WIC Card](#)

(<https://www.health.state.mn.us/people/wic/shopforwic/index.html#usecard1>)

[My MN WIC App](#)

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#app>)

[The WIC Shopping Experience](#)

(<https://www.health.state.mn.us/training/cfh/wic/ewic/wicshoppingexperiencetraining/index.html>)

[Civil Rights Training Module](#)

(<https://www.health.state.mn.us/people/wic/localagency/training/civilrights.html>)

[HuBERT Practice Exercises: Phase 2](#)

(www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/hubert2.pdf)

[Additional Training Resources: Phase 2](#)

(www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/additional2.pdf)

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Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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