MDH and WIC Logo

# New Staff Training Plan and Preceptor Guide

UPDATED February 16, 2023



Table of Contents

[New Staff Training Plan and Preceptor Guide 1](#_Toc127449809)

[Training New WIC Staff – Guidance for Coordinators/Preceptors 6](#_Toc127449810)

[Introduction 6](#_Toc127449811)

[Administrative Tasks 6](#_Toc127449812)

[What is a Preceptor? 7](#_Toc127449813)

[Preceptor Responsibilities 7](#_Toc127449814)

[Overview of New Staff Training (NST) Plan for CPAs 8](#_Toc127449815)

[NST Phase I 9](#_Toc127449816)

[NST PHASE II 9](#_Toc127449817)

[NST Phase III 9](#_Toc127449818)

[NST Phase IV 10](#_Toc127449819)

[Required Training for All Staff 10](#_Toc127449820)

[Support Staff Training 10](#_Toc127449821)

[High-Risk CPA Training 10](#_Toc127449822)

[Breastfeeding Coordinators 11](#_Toc127449823)

[Paraprofessional CPAs 11](#_Toc127449824)

[Documentation of Training 11](#_Toc127449825)

[WIC Training Plan for New Employees 12](#_Toc127449826)

[NST Phase I 12](#_Toc127449827)

[Introduction to WIC**\*\*** 12](#_Toc127449828)

[HuBERT Training Modules 12](#_Toc127449829)

[HuBERT Practice Exercises (recommended): 12](#_Toc127449830)

[Security Training**\*\*** 13](#_Toc127449831)

[Overview of Certification**\*\*** 13](#_Toc127449832)

[HuBERT Training Modules 13](#_Toc127449833)

[HuBERT Practice Exercises (recommended): 13](#_Toc127449834)

[Introduction to Breastfeeding (BF)**\*\*** 14](#_Toc127449835)

[Anthropometric Measurements 14](#_Toc127449836)

[Hematological Measurements and Assessment 15](#_Toc127449837)

[HuBERT Training Modules 15](#_Toc127449838)

[HuBERT Practice Exercises (recommended) 15](#_Toc127449839)

[NST Phase I Documentation 16](#_Toc127449840)

[NST PHASE II 17](#_Toc127449841)

[Nutrition Assessment & Risk Assignment 17](#_Toc127449842)

[HuBERT Training Modules 18](#_Toc127449843)

[HuBERT Practice Exercise (recommended) 18](#_Toc127449844)

[Nutrition Education 18](#_Toc127449845)

[HuBERT Training Modules 18](#_Toc127449846)

[HuBERT Practice Exercises (recommended) 19](#_Toc127449847)

[Food Prescription 19](#_Toc127449848)

[HuBERT Training Modules 19](#_Toc127449849)

[HuBERT Practice Exercises (recommended) 19](#_Toc127449850)

[Food Package and Shopping**\*\*** 20](#_Toc127449851)

[HuBERT Training Modules (if appropriate and not already viewed) 20](#_Toc127449852)

[Civil Rights Training**\*\*** 20](#_Toc127449853)

[HuBERT Training Modules 20](#_Toc127449854)

[HuBERT Practice Exercises (recommended): 21](#_Toc127449855)

[NST Phase II Documentation 22](#_Toc127449856)

[NST Phase III 23](#_Toc127449857)

[Basic Nutrition Modules 23](#_Toc127449858)

[Pregnancy 24](#_Toc127449859)

[Other: 24](#_Toc127449860)

[Infant Nutrition 24](#_Toc127449861)

[Child Nutrition 25](#_Toc127449862)

[Postpartum Woman Module 26](#_Toc127449863)

[Counseling Skills 26](#_Toc127449864)

[NST Phase III Documentation 27](#_Toc127449865)

[NST Phase IV 28](#_Toc127449866)

[High Risk Counseling 29](#_Toc127449867)

[Other 29](#_Toc127449868)

[HuBERT Training Modules 29](#_Toc127449869)

[HuBERT Practice Exercises (recommended) 30](#_Toc127449870)

[Breastfeeding Education Training and Skill Development 30](#_Toc127449871)

[Activity for Front-line Staff 30](#_Toc127449872)

[PCS Training and Skills Development 31](#_Toc127449873)

[Customer Service Training**\*\*** 32](#_Toc127449874)

[Cultural Humility and Services**\*\*** 33](#_Toc127449875)

[HuBERT Administrator Modules 33](#_Toc127449876)

[NST Phase IV Documentation 34](#_Toc127449877)

[Required Training by Job Classification and WIC Clinic Roles 37](#_Toc127449878)

[Reference - Complete Listing of Hyperlinks 40](#_Toc127449879)

## Training New WIC Staff – Guidance for Coordinators/Preceptors

**NOTE:** To view the Navigation Pane for this document, download the Word document, click View on the menu bar, then Navigation Pane.

### Introduction

Training new staff is one of the most important functions in establishing and maintaining a quality WIC program. WIC is a multifaceted program and learning the knowledge and skills necessary to provide quality WIC services takes time. This training guide provides a comprehensive outline of training necessary for staff to attain minimum competencies within WIC. It 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. ***This outline can be modified as necessary to meet your agency’s needs; however, new staff need to be trained in all areas and meet the competencies listed within the outline*.** This applies to all full, part-time, and very part-time WIC staff.

### Administrative Tasks

There are administrative tasks that need to be completed when a new staff person starts in WIC. The coordinator/preceptor will need to ensure these have been completed **prior** to beginning the training process.

1. **Request a Training Computer:** One week before the staff person’s first day, use the [Equipment/Supplies Request](https://redcap.health.state.mn.us/redcap/surveys/?s=8RKMKN4CEK) form to request a training laptop for the new staff person to have a computer on which to practice. *The HuBERT Training Environment is the only suitable environment for HuBERT training and can only be accessed on a training computer.* It is strongly recommended that all staff who are new to MN WIC and HuBERT receive a training computer. Training Computers give staff the opportunity to experiment with HuBERT with the many [HuBERT Structured Exercises for Hands-On Practice](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises). Please encourage staff to try various HuBERT functions.

* Training computers must be used to complete the [**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises); training exercises **must never** be completed in HuBERT production.
* Production usernames are not to be used on training laptops. Call the help desk (1.800.488.8799; press 2, 2) for assistance with logging into a training laptop.
* The training computer may be kept until the new staff person has completed the HuBERT training modules or longer.
* **Note:** training laptops come with power cords. Any other training equipment needed, such as a key lock or signature pad will need to be ordered.

1. [**MN WIC Local Agency Directory**](https://www.health.state.mn.us/forms/cfh/wicdirectory/index.html?localAgency)on the state WIC website: if the staff person should be listed on the directory, submit [Change WIC Staff on MDH Website](https://redcap.health.state.mn.us/redcap/surveys/?s=AX4E84PMLR) form to update/add the name AND **email your State WIC Consultant** to alert them of this change.
2. **Wednesday Update**: If the staff person should receive the [WIC Wednesday Updates](https://www.health.state.mn.us/people/wic/localagency/wedupdate/index.html), enter their email on the page: [Subscribe to Minnesota WIC Updates.](https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_677)
3. **HuBERT access:**

* Do not request access until the new staff person is trained to serve participants using HuBERT production. The HuBERT production and reports environments **must never** be used for practice scenarios during training.
* Determine what types of access the new staff person should have. See [*WIC Information System* *User Roles & Definitions*](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/rolesdefined.pdf).
* An authorized staff member must submit a ***WIC Information User Requests form*** *to obtain a username.* 
  + **Note:** I*f the new staff person is a Coordinator, they should first submit a*[***Request to Submit WIC User Access Changes***](https://redcap.health.state.mn.us/redcap/surveys/?s=WXHYATKLRF)*form. Once access has been granted, the new Coordinator may submit a* ***WIC Information User Requests form*** *to request access to HuBERT.*
* When the new staff person’s username has been created and sent to them, they should log in as soon as possible.
* The new staff person’s password will be set to the default password; the user is then prompted to create a new password. If not sure what the default password is, contact the help desk (**1.800.488.8799; press 2, 2**).

1. **Nutrition Education Plan** – update the Staff Information section of your Nutrition Education Plan.

### What is a Preceptor?

A Preceptor is a designated person who has expertise in WIC who will oversee the training of a new staff person and provide practical experience and mentoring. This may be the WIC Coordinator, or another designated CPA with experience and expertise.

It is recommended that a primary preceptor be designated for each trainee to provide continuity and coordination to the training process. The primary preceptor may designate others to assist in specific training roles. For example, a CPA that has expertise in PCS skills may assist in that portion of the training, but ultimately the primary preceptor will be responsible for ensuring that the trainee has mastered all skills necessary for working as a WIC CPA or in another WIC role. (See section on Support Staff training below.)

### Preceptor Responsibilities

**The responsibilities of the preceptor include:**

* Mentor trainees through the training process as outlined.
* Answer questions and provide direction and advice.
* Provide opportunities for observational learning.
* Evaluate and discuss hands-on learning activities and discussion questions outlined in training modules.
  + - * + Use the [Module Answer Keys](https://www.health.state.mn.us/people/wic/localagency/training/answerkeys.html) to review trainee responses for training module activities.
* Perform reviews and observations of certifications, nutrition education, and related work performed by the trainee during the training process.
* Certify that the completion and competency of each WIC Function/Training Activity has been achieved by initialing the training outline.
* Provide additional practice/information/training beyond the standard outline if needed for trainee to reach competencies.
* Monitor progress and assure that training time is allowed, so trainee can complete the trainings and attain competencies in a timely manner.
* Continue to mentor the trainee beyond the NST.

### Overview of New Staff Training (NST) Plan for CPAs

The NST plan is comprised of four Phases, each building on the next and providing the training needed to perform functions in WIC. The time required for a new staff person to progress through the training plan will vary depending on several factors, including previous experience in WIC, academic training, whether they are full-time or part-time, etc. The Plan is intended to be flexible, and staff must demonstrate proficiency before performing tasks independently.

Before the trainee begins a Phase, review the outline with them. Check-in with your trainee as they proceed through the training outline. There are activities and observations that you will need to complete with your trainee in each Phase. When a Phase is completed, take the opportunity to do a thorough check in with the trainee, and determine any additional training/support that may be needed before they proceed to the next phase.

The final phase, Phase IV, is focused on additional skill development. This training phase is intended to be completed over a 12-18-month period. It is important that this phase not be overlooked or delayed, as it contains opportunities for developing many of the skills necessary for providing *quality* WIC services, beyond a “knowledge” basis.

**Note:** If your agency’s training plan and resources vary significantly from the Training Plan below, you must maintain a copy of your training plan and documentation of completion for each new staff trained, for review at Management Evaluations.

### NST Phase I

Phase I of the New Staff Training focuses on the immediate skills and competencies needed for a new staff person to begin navigating the WIC Information System and performing certain tasks in clinic. After finishing Phase I, the staff person is qualified to complete *demographics, income assessment, height/weight/hematological measurements, and some Information System functions*. Staff who do not meet the education requirements of a CPA may be trained to perform all Phase I tasks if desired by the agency. We recommend that after completing Phase I, CPAs be given the opportunity to observe appointments while practicing HuBERT functions and completing the Height/Weight/Blood portions of appointments, along with additional mentoring.

### NST PHASE II

Phase II 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 II, the CPA is qualified to independently assign the food package and educate the participant on WIC foods and shopping, ***under the supervision of another CPA*** who will perform the nutrition assessment and nutrition education portions of the certs/midcerts/additional education visits, ***while completing Phase III.***

### NST Phase III

Phase III focuses on competencies in nutrition assessment and education by participant category. Breastfeeding promotion and support and Participant Centered Education skills are also introduced. Competencies in Nutrition assessment and education by participant category are evaluated through observation of certification and additional education appointments.

It is suggested that a new staff person focus on one participant category until competencies are attained and demonstrated, and then move on to another category. This may not always be possible. Trainees can utilize the education resources as needed to develop competencies while practicing with participants. Once competencies are demonstrated, the staff person is qualified to see that category of participant ***independently, through the entire certification process***. Observations by the preceptor to evaluate competencies may count towards the **required observations** in the first year of employment. (See the MN WIC Program [Staff Monitoring Plan](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4g.pdf) for specific requirements.)

***The Basic Nutrition modules are required for those without a degree in nutrition*** *(i.e., nurses)*. They are optional for those with a nutrition degree but *are recommended as a review*. Additional training resources are available under the [WIC Staff Training](https://www.health.state.mn.us/people/wic/localagency/training/index.html) section of the MN WIC website. We encourage staff to look through the many resources available.

### NST Phase IV

Phase IV focuses on additional skill development, specifically in the areas of High-Risk Counseling, Breastfeeding, PCS skills, and Baby Behavior Education. The training areas can be completed in any order or even simultaneously. These trainings should be completed within 12 months of a new staff’s start date (18 months for part-time staff) because developing skills in these areas is an integral part of providing quality WIC services. As a reminder to preceptors, ***staff need time and opportunities for training and mentorship*** to continue to develop their skills in these areas.

### Required Training for All Staff

Refer to the **Required Training by Classification and WIC Staff Role** chart found at the end of this document (page 39) to determine which trainings are required based on staff role.

### Support Staff Training

Support staff roles vary widely from agency to agency. All required trainings must be completed; plus, the preceptor should determine what optional trainings will be completed based on support staff’s role in clinic. For example, if a person will be completing anthropometric measurements, they must complete that section of the training. If they will have WIC Information System responsibilities, determine which modules, and practice activities need to be completed, etc. Utilize this **New Staff Training Plan** to track training completion for support staff too.

**NOTE:** Save the NST Plan and document the trainings that were completed for review at Management Evaluations.

### High-Risk CPA Training

Refer to MOM [Section 6.6](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_6.pdf) for the qualifications needed for individuals to see high-risk participants. Advanced training is required for CPAs who will be counseling participants with high-risk conditions. This training is outlined in Phase IV of the New Staff training. It can be completed earlier or later in the training process. This outline can also be used to train an existing staff person to see participants with high-risk conditions. A CPA should be able to demonstrate competencies in the certification process and in counseling all categories of WIC participants prior to being trained as a high-risk CPA. Utilize [Exhibit 6-A High-Risk and Medical Referral Criteria](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex6/6a.pdf" \o "https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex6/6a.pdf) as a reference guide and resource for all high-risk conditions. High-risk CPAs will also be seeing infants who may need medical formula. High-Risk CPA training may need to include procedures for ordering medical formula and working closely with health care providers. Also, make sure all high-risk policies outlined in this section are reviewed.

### Breastfeeding Coordinators

The Breastfeeding Coordinator is the point person for breastfeeding in the agency. Responsibilities include planning and coordinating local breastfeeding promotion and support activities. Exact responsibilities will vary based on agency size and other staff roles. The Breastfeeding Coordinator, WIC Coordinator, and other lead staff in the agency should work to define roles. The role of the Breastfeeding Coordinator often includes identifying breastfeeding materials, development and dissemination of local breastfeeding policies and the breastfeeding component of the nutrition education plan, training new staff, assuring all CPA staff have training on breastfeeding and breastfeeding counseling, keeping up to date with current breastfeeding information and sharing knowledge with staff, and serving as a liaison with other community breastfeeding programs/coalitions. (See MOM [Section 4.4](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4_4.pdf))

The agency should have a [Designated Breastfeeding Expert](https://wicworks.fns.usda.gov/node/qualifications-wic-designated-breastfeeding-expert)  (DBE) (a CPA who has at least one year of experience in counseling breastfeeding women, has completed the **USDA Breastfeeding Curriculum** training through level 4, and provides breastfeeding support, including more complex breastfeeding situations.) If the Breastfeeding Coordinator is not the DBE, another individual should be identified to fill this role.

### Paraprofessional CPAs

In addition to the training activities outlined in the NST Plan, Paraprofessional CPAs have additional training requirements. Refer to MOM [Section 4.3.1](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4_3.pdf).

### Documentation of Training

Once the trainee has completed the New Staff Training outlined and the preceptor has indicated that competencies in each WIC function have been attained, the trainee and the preceptor will complete the NST Phase (Level I-IV) Documentation ***at the end of each section***. Maintain this documentation for review at your agency’s next Management Evaluation. Continue to mentor your trainee as they develop WIC knowledge and counseling skills. Ongoing staff continuing education requirements are outlined in the Staff Training policy MOM [Section 4.5](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4_5.pdf).

**NOTE:** *Skill Checks* and Information System *Practice Exercises* are included in the training modules unless otherwise noted.

Certification Procedures and [WIC Module Answer Keys](https://www.health.state.mn.us/people/wic/localagency/training/answerkeys.html) are found on the [WIC New Staff Training](https://www.health.state.mn.us/people/wic/localagency/training/nst.html) page.

*Modules are from MDH WIC unless otherwise noted.*

## WIC Training Plan for New Employees

## NST Phase I

Phase I of the New Staff Training focuses on immediate skills and competencies that will allow a new staff person to begin navigating HuBERT and performing tasks in the clinic. After completion of Phase I, the staff person is qualified to complete *demographics, income assessment, height/weight/hematological measurements and some HuBERT functions*. Staff who do not meet the education requirements of a CPA may be trained to perform all Phase I tasks if desired by the agency. It is recommended that after completion of Phase I, CPAs be given the opportunity to observe appointments while practicing Information System functions and completing the Height/Weight/Blood portions of appointments, with additional mentoring. **Remember to complete the documentation at the end of each phase.**

**\*\*Required for all new staff**

#### 

### Introduction to WIC**\*\***

Complete [Introduction to WIC Module (pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/introtowic.pdf)

#### Additional Training Resources (optional)

**WIC 101**: [WIC Learning Online](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol) (USDA Module)

[The Story of WIC](https://www.nwica.org/overview-and-history) (NWA)

### HuBERT Training Modules

[HuBERT Training Modules](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

Hardware and Software

Participant List

Prescreen

Initial Contacts for Meeting Processing Standards

Participant Folder

Appointment Scheduling

Demographics

### HuBERT Practice Exercises (recommended):

[HuBERT Structured Exercises for Hands-On Practice](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html" \l "exercises" \o "HuBERT Structured Exercises for Hands-On Practice)

**Preceptors:** Consider HuBERT mentoring, staff role, and skill level when determining which practice exercises will be completed.

Hardware/Software

Participant Search/List

Prescreen

Participant Folder Activities

### Security Training**\*\***

**Required:** Within 10 days of receiving HuBERT access

View[Security Training](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#security) modules

Review MOM [Section 1.19](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1_19.pdf), Conflict of Interest

### Overview of Certification**\*\***

Complete [WIC Certification Overview](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/cert.pdf) module

### HuBERT Training Modules

[HuBERT Training Modules](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

Certification Guided Script (CGS) Overview

Income Assessment

Health Information

* Pregnancy
* Postpartum/Breastfeeding
* Infant/Child

### HuBERT Practice Exercises (recommended):

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

Income Assessment activities

Activities under CGS Section

Link Mom and Baby

Linked Infant’s Health Information

Child Over 2 & Health Information

### Introduction to Breastfeeding (BF)**\*\***

Complete the *Level 1 Breastfeeding Curriculum*(Level 1 Self-study found on the [MDH Learning Center](https://minnesota.myabsorb.com/admin/login))

#### Additional Training Resource

Read and complete [Breastfeeding Promotion](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfpromotion.pdf) and Practice Activities

Explore the[Breastfeeding 101](https://wicbreastfeeding.fns.usda.gov/breastfeeding-101)(USDA) topic areas

### Anthropometric Measurements

Complete [WIC Anthropometrics Module](https://www.health.state.mn.us/training/cfh/wic/nutrition/anthropometric/story.html)

Utilize the [MN WIC Anthropometrics Guidebook- Trainee](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthrotrainee.docx) Edition to complete the module

Complete the [Anthropometrics Module Post-test](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthroposttest.docx)

#### Preceptor Resource:

* Use the [MN WIC Anthropometrics Guidebook- Preceptor](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthropreceptor.docx" \o "https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthropreceptor.docx) Edition to support staff learning.
* Use the MOM [Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf) when evaluating anthropometric competencies

#### Additional Training Resource

Complete [MN WIC Anthropometric Manual](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthro.pdf)

* Reference this manual for Minnesota WIC specific anthropometric procedures and equipment requirements.

### Hematological Measurements and Assessment

Complete [Introduction to Hematological Assessment](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/blood.pdf)

#### Preceptor resource:

Use the ***Observation of correct procedure for blood collection and assessment chart*** (page 6 of [Introduction to Hematological Assessment](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/blood.pdf)) when observing hematological assessment proficiencies.

**NOTE:** All Local Agencies are required to have a written Exposure Control Plan. The Exposure Control Plan establishes guidelines, precautions, laboratory rules and standard operating procedures that will limit occupational exposure to blood borne pathogens and other infectious agents.

### HuBERT Training Modules

[HuBERT Training Modules](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

Height/Weight/Blood

Growth and Weight Gain Grids

### HuBERT Practice Exercises (recommended)

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

Height/Weight and Blood

**Continue to the next page for NST Phase I Documentation**

## NST Phase I Documentation

| **WIC Training Activity** | **Competency Assessment** | **Date Completed** | **Trainee Initials** | **Preceptor Initials** |
| --- | --- | --- | --- | --- |
| **Introduction to WIC** | * Passed Final Skills Check with 90% accuracy |  |  |  |
| **HuBERT Training Modules and *assigned* HuBERT Practice Exercises** | * Completed all HuBERT modules and assigned practice exercises * Demonstrates ability to navigate specified areas of HuBERT |  |  |  |
| **Security Training** | * Completed the Security Training post-test with 90% accuracy * Record completion date on Agency’s **Security Training Module Tracking** log ([Security Training](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#security)) |  |  |  |
| **Overview of Certification** | * Completed practice activities and observations * Passed Final Skills Check with 90% accuracy |  |  |  |
| **Introduction to Breastfeeding** | * Demonstrates minimum competencies in BF promotion by observation by preceptor |  |  |  |
| **Anthropometric Measurements** | * Passed Anthropometric Module Post-test with 90% accuracy * Demonstrates competency in weighing and measuring: *(preceptor must observe)*   + - Infants     - > 24 Mo.     - PG/PP |  |  |  |
| **Hematological measurements and assessment** | * Completed Practice Activities * Passed Final Skill Check with 90% accuracy * Demonstrates correct procedure for blood collection & assessment for all WIC categories:   + - 9 mth old baby     - Child     - Woman |  |  |  |

## NST PHASE II

Phase II introduces the nutrition assessment and education portions of the certification appointments, including Information System procedures. It also introduces the food prescription and food package education. After completion of Phase II, the CPA is qualified to independently assign the food package and educate the participant on WIC foods and shopping, while ***under the supervision of another CPA*** who will perform the nutrition assessment and nutrition education portions of the certs/midcerts/additional education visits, as the new CPA completes *Phase III.***Remember to complete the documentation at the end of each phase.**

### Nutrition Assessment & Risk Assignment

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

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

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

#### Additional Training Resources (optional)

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

* Assessment Tools
* Skills Spotlight: Developing Specific Assessment Skills

### HuBERT Training Modules

[**HuBERT Training Modules**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

Nutrition Assessment

Risk Factors/High Risk/Pseudo-Certs

Mid-certification Assessments (MCAs)

### HuBERT Practice Exercise (recommended)

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

**Activities under CGS grouping:**

Assign Risk Factors in Nutrition Assessment

Delete a Nutrition Assessment Contact

### Nutrition Education

Complete [Nutrition Education module](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/nuted/index.html)

Complete Nutrition Education Module [Discussion Guide](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/nemodule/guide.pdf) activities

Review [MOM 6.3 Initial Education](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_3.pdf)

Review[MOM 6.7 Additional Education](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_7.pdf)

#### Preceptor Resource:

* MOM[Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)

### HuBERT Training Modules

**[HuBERT Training Modules](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)**

Nutrition Education

Manage Notes

Referrals

### HuBERT Practice Exercises (recommended)

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

**Manage Notes and Alerts:**

Create SOAP Note

Create Breastfeeding Note

Create Breastfeeding Note without Using Template

**Nutrition Education Tab:**

Edit Nutrition Education Contacts

**Certification Guided Script:**

Add Referral

Edit Referral Contact

End Certification

### Food Prescription

Review [Minnesota Operations Manual (MOM)](https://www.health.state.mn.us/people/wic/localagency/mom.html" \l "fp1" \o "https://www.health.state.mn.us/people/wic/localagency/mom.html#fp1) 7. Food Package

Review MOM Exhibits [**7-J**](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex7/7j.pdf) *Mom & Baby WIC Food Packages* and [**7-K**](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex7/7k.pdf) *Standard food Packages at a Glance Children & Women*

### HuBERT Training Modules

**[HuBERT Training Modules](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)**

Food Package/Prescription, Modules 1-4

Benefit Management Modules

### HuBERT Practice Exercises (recommended)

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

Create new food packages in the HuBERT training environment for a 6–9-month infant, a child, a pregnant & BF woman

Food Prescription

### Food Package and Shopping**\*\***

View[Welcome to WIC Video](http://www.health.state.mn.us/people/wic/shopforwic/video.html)

View [Using Your WIC Card](https://www.health.state.mn.us/people/wic/shopforwic/index.html#usecard1) video

View [My MN WIC App](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#app) module

Complete[The WIC Shopping Experience](https://www.health.state.mn.us/training/cfh/wic/ewic/wicshoppingexperiencetraining/index.html) module

### HuBERT Training Modules (if appropriate and not already viewed)

Benefit Management Modules: (Found under [**HuBERT Training Modules**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html))

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

ViewCivil Rights Training Module([WIC Civil Rights & Interpreter Training](https://www.health.state.mn.us/people/wic/localagency/training/civilrights.html))

### HuBERT Training Modules

[**HuBERT Training Modules**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

Transfers

Manage Notes – if not already reviewed

Manage Alerts

Scan Documents

### HuBERT Practice Exercises (recommended):

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

In-State and Out of State (VOC) Transfers

Manage Notes and Alerts

* Create Household Alert
* Edit Alert
* Delete Alert
* Create Individual Alert

**Continue to the next page for NST Phase II Documentation**

## NST Phase II Documentation

| **WIC Training Activity** | **Competency Assessment** | **Date Completed** | **Trainee Initials** | **Preceptor Initials** |
| --- | --- | --- | --- | --- |
| **Nutrition Assessment & Risk Assignment** | * Passed post-test with 90% accuracy * Completed Risk Code Practice workbook and reviewed answers with preceptor |  |  |  |
| **HuBERT Training Modules and *assigned* HuBERT Practice Exercises** | * Completed all HuBERT modules and assigned practice exercises * Demonstrates ability to navigate specified areas of HuBERT |  |  |  |
| **Nutrition Education** | * Completed and reviewed Nutrition Education Module Discussion Guide and activities with preceptor * Demonstrated ability to provide accurate and appropriate nutrition education (beginning competencies) |  |  |  |
| **Food Package and Shopping** | * Reviewed the **Shopping Guide** with preceptor and demonstrates understanding of WIC-allowed foods and shopping procedures * Demonstrates the ability to explain the food package and shopping procedures to a participant |  |  |  |
| **Civil Rights Training** | * Reviewed Civil Rights module and scenarios with preceptor * Completion date recorded on Agency’s Civil Rights log |  |  |  |

## NST Phase III

Phase III focuses on competencies in nutrition assessment and education by participant category. Participant Centered Education skills are also introduced. Competencies in Nutrition Assessment and Education by participant category are evaluated through observation of certification and additional education appointments. **Remember to complete the documentation at the end of each phase.**

It is suggested that a new staff person focus on one participant category until competencies are attained and demonstrated, and then move on to another category. This may not always be possible. Trainees can utilize the education resources as needed to develop competencies while practicing with participants. Once competencies are demonstrated, the staff person is qualified to see that category of participant ***independently, through the entire certification process***. Observations by the preceptor to evaluate competencies may count towards the **required observations** in the first year of employment. (See the MN WIC Program [Staff Monitoring Plan](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4g.pdf) for specific requirements.)

***The Basic Nutrition modules are required for those without a degree in nutrition*** *(i.e., nurses)*. They are optional for those with a nutrition degree but *are recommended as a review*. Additional training resources are available under the [WIC Training for Local Agency Staff](https://www.health.state.mn.us/people/wic/localagency/training/index.html) section of the MN WIC website. We encourage staff to look through the many resources available.

### Basic Nutrition Modules

*Required* for non-nutrition credentialed staff

[WIC Nutrition Modules](https://www.health.state.mn.us/people/wic/localagency/training/nutmodules.html)

Micronutrients and Water

Energy Balance and Metabolism

Nutrition Related Diseases

Putting it into Practice

### Pregnancy

[WIC Nutrition Modules](https://www.health.state.mn.us/people/wic/localagency/training/nutmodules.html): (*required* for non-nutrition credentialed staff)

[WIC/FHV Maternal & Child Nutrition Webinars- First in a Series](https://minnesota.myabsorb.com/#/online-courses/f169523d-2050-4021-8815-bc741c7f9b1e) (Prenatal Health and Nutrition); Found on the [MDH Learning Center](https://minnesota.myabsorb.com/#/login)

Hypertensive Disorders of Pregnancy and Gestational Diabetes

### Other:

Review MOM [Section 6.4 Drug and Harmful Substance Use Education](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_4.pdf)

Review MOM [Section 6.5 Breastfeeding Education for Pregnant Women](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_5.pdf)

#### Preceptor Resource

MOM[Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)

#### Topics of the Month:

[Topic of the Month](https://www.health.state.mn.us/people/wic/localagency/index.html#topicmonth1) memos

Healthy Pregnancy Outcomes

Preeclampsia

### Infant Nutrition

**Modules** *required* for non-nutrition credentialed staff

[WIC/FHV Maternal & Child Nutrition Webinars- Second in a Series](https://minnesota.myabsorb.com/#/online-courses/078a0df7-3030-4eb6-89e7-dad585358e25) (Infant Health and Nutrition); Found on the [MDH Learning Center](https://minnesota.myabsorb.com/#/login)

[Introduction to Infant Formula](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/introformula/index.html)

[Standard Infant Formula](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/standardform/index.html)

[WLOL](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)- **Feeding Infants: Nourishing Attitudes and Techniques** (USDA)

[Baby Behavior Training for New WIC Employees](https://www.health.state.mn.us/docs/people/wic/localagency/training/bb/guide.pdf) - [MDH Learning Center](https://www.health.state.mn.us/about/tools/learningcenter.html) (Arizona WIC)

#### Preceptor Resource

* MOM[Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)
* [MN WIC Baby Behavior Preceptor Guide (PDF)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bbpreceptor.pdf)

#### Additional Training Resource

[Infant & Young Toddler Feeding Guidelines](https://www.health.state.mn.us/people/wic/localagency/wedupdate/topics/ne.html#infant)

[MN WIC Baby Behavior Education- Video Clips](https://www.youtube.com/playlist?list=PLnv1INVkmxmtYaMmowS5oBHnbgmps7Ai1)

[Baby Behavior Spotlights](http://www.health.state.mn.us/people/wic/localagency/wedupdate/topics/ne.html#bb)

[WIC Baby Behavior](https://www.health.state.mn.us/people/wic/localagency/training/bb.html) Training and Tools

### 

### Child Nutrition

**Modules** *required* for non-nutrition credentialed staff

[WIC/FHV Maternal & Child Nutrition Webinars- Third in a Series](https://minnesota.myabsorb.com/#/online-courses/836774b4-d0c2-4b4c-a1ea-b473f76097d5) (Toddler and Preschools Nutrition and Health); Found on the [MDH Learning Center](https://minnesota.myabsorb.com/#/login)

[Pediatric Overweight and Obesity](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod6pedoverwt/index.html)

[WIC Toddler Behavior Training](https://minnesota.myabsorb.com/#/online-courses/a85dd05b-7582-4b03-b756-6c6fe65c3540)- [MDH Learning Center](https://www.health.state.mn.us/about/tools/learningcenter.html) (Arizona WIC)

#### Preceptor Resource

MOM[Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)

[MN WIC Toddler Behavior Preceptor Guide (PDF)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/toddler.pdf" \o "https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/toddler.pdf)

#### Additional Training Resource

[**Eat Play Love—**Raising Healthy Eaters](https://healthy-food-choices-in-schools.extension.org/eat-play-love-raising-healthy-eaters/) (Dairy Council of California)

[Early Childhood Nutrition: How to Get Feeding off to a Positive and Healthy Start](https://vimeo.com/66840419" \o "https://vimeo.com/66840419) (Dairy Council of California)

[Topic of the Month](https://www.health.state.mn.us/people/wic/localagency/index.html#topicmonth1): [Iron Deficiency Anemia](https://www.health.state.mn.us/docs/people/wic/localagency/topicmonth/anemia.pdf)

[**Responsive Feeding Exercise for Staff**](https://minnesota.myabsorb.com/files/787db6b6-4fdb-47ed-9f8e-f480e331b7db/Private/Courses/a85dd05b-7582-4b03-b756-6c6fe65c3540/Responsive%20Feeding%20Exercise%20for%20Staff(1).docx) ([MDH LC](https://www.health.state.mn.us/about/tools/learningcenter.html)- WIC Toddler Behavior Training Resource)

### Postpartum Woman Module

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

[Section 6.7: Additional Nutrition Education](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_7.pdf): Review components of the “*Postpartum Exit Counseling*” contact.

[Postpartum Care](https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2022/topic/1005topic.pdf)- Topic of the Month

#### Preceptor Resource

* MOM[Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)

#### Additional Training Resource

### Counseling Skills

View the ***Introduction to Participant-Centered Counseling Skills*** Training found at the [MDH Learning Center](https://www.health.state.mn.us/about/tools/learningcenter.html)

View the ***Participant-Centered Counseling Skills in Action*** Training found at the [MDH Learning Center](https://www.health.state.mn.us/about/tools/learningcenter.html)

Complete activities assigned by preceptor

#### Preceptor Resource

* Use the [PCS Observation form](http://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html) for evaluating competencies

#### Additional Training Resource

Explore the resources on Molly Kellogg’s [WIC Step by Step](http://www.mollykellogg.com/programs/step-by-step-wic-log-on/) Client-Centered Skills for WIC Counselors.

* Additional [PCS training resources](http://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/index.html) can be found on the MDH WIC website

**Continue to the next page for NST Phase III Documentation**

## NST Phase III Documentation

| **WIC Training Activity** | **Competency Assessment** | **Date Completed** | **Trainee Initials** | **Preceptor Initials** |
| --- | --- | --- | --- | --- |
| **Basic Nutrition Modules** | * Complete modules and quizzes with 90% accuracy |  |  |  |
| **Pregnancy** | * Demonstrates minimum competencies in Pregnancy certification, nutrition assessment and counseling as evaluated by 2 observations and 2 chart audits by the preceptor |  |  |  |
| **Infant Nutrition** | * Demonstrates minimum competencies in Infant certification, nutrition assessment and counseling as evaluated by 2 observations and 2 chart audits by the preceptor * Complete Baby Behavior Course and Post Test in MDH LMS * Demonstrates BB competencies by incorporating BB education into prenatal and infant appointments as appropriate |  |  |  |
| **Child Nutrition** | * Demonstrates minimum competencies in Child nutrition assessment and counseling as evaluated by 2 observations and 2 chart audits by the preceptor * Complete Toddler Behavior (TB) Course and Post Test * Demonstrate competencies in TB by incorporating TB education in child appointments |  |  |  |
| **Postpartum Module** | * Demonstrates minimum competencies in BF/PP certification, nutrition assessment and counseling as evaluated by 2 observations and 2 chart audits by the preceptor * Complete the PP module and quiz * Review “*Postpartum Exit Counseling*” components |  |  |  |
| **Counseling Skills** | * Completed Introduction to Participant-Centered Counseling Skills Training * Completed the Participant-Centered Counseling Skills in Action Training * Completed activities assigned by preceptor * Demonstrates beginning competencies in PCS skills when appointments are observed by preceptor (can be combined with categorical observations) |  |  |  |

## NST Phase IV

Phase IV focuses on additional skill development, specifically in the areas of High-Risk Counseling, Breastfeeding, PCS skills and Baby Behavior Education. The training areas can be completed in any order or even simultaneously. These trainings should be completed within 12 months of a new staff’s start date (18 months for part-time staff) because developing skills in these areas is an integral part of providing quality WIC services. As a reminder to preceptors, ***staff need time and opportunities for training and mentorship*** in order to continue to develop their skills in these areas. **Remember to complete the documentation at the end of each phase.**

### High Risk Counseling

Required for individuals who will be doing High Risk Counseling. See MOM [Section 6.6](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_6.pdf)

**Complete High Risk Counseling modules:**

High Risk Policy & Criteria, [Module 1: High Risk Care Policy and Criteria](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/highriskpolicyandcriteriamod1/index.html)

Providing High Risk Care, [Module 2: Providing High Risk Care](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/providinghighriskcaremod2/index.html)

High Risk Documentation, [Module 3: Documenting High Risk Care and Follow-up](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/highriskdocumentationmod3/index.html)

### Other

Complete [Medical Formula Module](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/medformula/index.html)

Review MOM [Section 6.6 High-Risk Individual Nutrition Care Plans](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_6.pdf)

Review [Exhibit 6-A High Risk and Medical Referral Criteria](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex6/6a.pdf)

“Implications for WIC Services” are being added to the [WIC Risk Criteria](https://www.health.state.mn.us/people/wic/localagency/riskcodes/index.html). This information helps guide high risk care for specific conditions. Review “Implications for WIC Services” for risk codes 201, 211 and 354 to become familiar with where to find this guidance as it becomes available.

Review MOM [Section 7.6](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7_6.pdf) Medical Documentation

Review MOM [Section 7.9](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7_9.pdf) Food Package 3

Review relevant [Formula Guidance- WIC Staff](https://www.health.state.mn.us/people/wic/localagency/contract.html)

#### Preceptor Resource

* MOM [Exhibit 4-H: Checklist for Certification Observation](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)

### HuBERT Training Modules

**High Risk Counseling:** [HuBERT Training Modules](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

Food Package/Prescription, Modules 5-7

Risk Factors/High Risk – if helpful to view again

Manage Notes – if helpful to view again

### HuBERT Practice Exercises (recommended)

[**HuBERT Structured Exercises for Hands-On Practice**](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

Create High Risk Note with SOAP Note Template

### Breastfeeding Education Training and Skill Development

Complete the ***WIC Breastfeeding Curriculum***.

Complete the training level applicable to your role.

* **Level 1: Clerk, Peer, CPA, DBE –** **Level 1 Self-Study is found on the** [**MDH Learning Center**](https://minnesota.myabsorb.com/#/login)
* **Level 2: Peer, CPA, DBE- Level 2 Self-Study is found on the** [**MDH Learning Center**](https://minnesota.myabsorb.com/#/login)
* **Level 3: CPA, DBE**
* **Level 4: Designated Breastfeeding Expert (DBE)**

The LA BF Coordinator should provide one-to-one BF training until the WIC Breastfeeding Curriculum is completed.

### Activity for Front-line Staff

[WIC Breastfeeding Support-How front-line staff promote breastfeeding](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfsuppport.pdf" \o "https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfsuppport.pdf)

[Staff and Supervisor Discussion Tool- How front-line staff can promote and support breastfeeding](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfdiscuss.docx)

#### Preceptor Notes

* Contact the state BF Coordinator with questions on how to complete the WIC Breastfeeding Curriculum.
* Use the materials below along with one-to-one coaching to support staff skill building.

#### Additional Training Resource

[WIC Lactation Continuing Education](https://www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings)

[WIC Breastfeeding Support / USDA](https://wicbreastfeeding.fns.usda.gov/video-gallery" \o "https://wicbreastfeeding.fns.usda.gov/video-gallery) (videos)

Additional On Demand Breastfeeding Education -found on [WIC Lactation Continuing Education](https://www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings)

Review ***Breastfeeding Resources & References for Health Professionals***(Order the most current version on [Materials Order form](https://www.health.state.mn.us/forms/cfh/wicmaterials/index.html?target=AGENCY).)

### PCS Training and Skills Development

Review [Skills Spotlight](https://www.health.state.mn.us/people/wic/localagency/training/na.html#skills)series to assist in developing specific assessment skills.

Review[PCS Counseling Skills](http://www.health.state.mn.us/docs/people/wic/localagency/training/pcs/skills/counseling.pdf)handout and complete a self-evaluation of competencies in each PCS skill

If trainee has already attained/demonstrated competencies in a PCS skill, training for that skill is optional.

**Skills include:**

Building Rapport

* [Molly Kellogg Step by Step](http://www.mollykellogg.com/programs/step-by-step-wic-log-on/) Engaging the Client podcast

Active Listening

* Review and complete activities in [Active Listening-Oregon WIC](http://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/active_listening.pdf)

Open-ended Questions

* [Molly Kellogg Step by Step](http://www.mollykellogg.com/programs/step-by-step-wic-log-on/) Open-ended Questioning podcast

Affirmations

* [Molly Kellogg Step by Step](http://www.mollykellogg.com/programs/step-by-step-wic-log-on) Affirming podcast

Reflective Listening

* [Molly Kellogg Step by Step](http://www.mollykellogg.com/programs/step-by-step-wic-log-on) Reflecting podcast

Explore/Offer/Explore

* Review [Explore Offer Explore--Oregon WIC](http://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/explore_offer_explore.pdf)

Summarizing

* [Molly Kellogg Step by Step](http://www.mollykellogg.com/programs/step-by-step-wic-log-on) Summarizing podcast

Goal Setting

* + [Goal Setting - March 2016](https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/2016webinars.html#mar2016)

#### Preceptor Note

* Focus on one of the [PCS Counseling Skills](http://www.health.state.mn.us/docs/people/wic/localagency/training/pcs/skills/counseling.pdf) at a time
* Additional [PCS Skills and Resources](http://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/index.html) on the MN WIC Website

#### Preceptor Resource

[PCS Mentoring Resources](http://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html)

**Note:** Each agency is encouraged to assign a PCS Mentor to each new staff person. Developing PCS skills is an ongoing process.

### Customer Service Training**\*\***

Review [Welcoming Participants](https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/development.html#welcoming)

View **one** **or more** of the following trainings and discuss with preceptor:

* [Using Active Listening in Workplace Situations](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol) (WLOL, USDA)
* [Telephone Communications](https://youtu.be/ifEWszwUinU) (MDH WIC)
* [Dealing with Difficult People](https://youtu.be/IJ9WyhSispM) (MDH WIC)
* [Communication Skills for Dialoguing Across Difference](https://www.edx.org/course/communication-skills-bridging-divides-catalystx-ildiv1x-0) (edX) Choose the ‘audit course’ option.

#### Additional Training Resource

[Communicating with Participants](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol" \o "https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol) (WLOL/USDA)

[Communication and Counseling Over the Phone (PDF)](https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/0602phone.pdf) (MDH WIC)

[Training Videos - WIC Customer Service](https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0_w4UA_GsJx" \o "https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0_w4UA_GsJx) (Arizona WIC)

[Customer Service and Conflict Resolution](https://ldh.la.gov/assets/oph/nutrition/WIC/WICCivilRights/2017ConfictResolution/index.html) (Louisiana WIC)

Sign up for the Learning Dynamics ***Customer Service Notes for WIC***

* Send name and email address to [info@learningdynamics.com](mailto:info@learningdynamics.com)

### 

### Cultural Humility and Services**\*\***

View [Working with Language Interpreters Module](https://www.health.state.mn.us/training/cfh/wic/civilrights/langinterpret/index.html)

Read and review [11 Helpful Tips for Working with an Over-the-Phone Interpreter](https://www.health.state.mn.us/docs/people/wic/localagency/program/civilrights/helpfultips.pdf) (Language Line Solutions)

Read handout on [Diversity in Minnesota](https://www.health.state.mn.us/people/wic/localagency/cultural.html#diversity)

View[Cultural Awareness: Introduction](http://wicphet.org/sites/default/files/courses/cultural-awareness/introduction/story.html) (WI WIC)

Observe at least 2 appointments using the Language Line *and* an in-house interpreter (if applicable for agency)

#### Additional Training Resource

[Cultural Humility--People, Principles and Practices](https://www.youtube.com/watch?v=SaSHLbS1V4w), a documentary (Vivian Chavez)

### HuBERT Administrator Modules

Only for staff who will be assigned these tasks

[WIC Information System Training](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html" \o "https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html)

Build Clinic Calendar

Local System Administration (LSA)

HuBERT Reports

Infoview -Training Modules

**Continue to the next page for NST Phase IV Documentation**

## NST Phase IV Documentation

| **WIC Training Activity** | **Competency Assessment** | **Date Completed** | **Trainee Initials** | **Preceptor Initials** |
| --- | --- | --- | --- | --- |
| **High Risk Counseling** | * Demonstrates knowledge of assessment and counseling recommendations for high-risk conditions and knows where to find “Implications for WIC Services” * Demonstrates the ability to write SOAP Notes (or agency’s form of a HR note) to meet High Risk Criteria policy as determined through 4 chart reviews of high-risk conditions * Demonstrates knowledge of Medical Formulas and the Management procedure as determined through 2 chart audits. |  |  |  |
| **HuBERT Training Modules and *assigned* HuBERT Practice Exercises** | * Completed HuBERT modules and assigned practice exercises * Demonstrated ability to navigate specified areas of HuBERT |  |  |  |
| **Breastfeeding Education Training and Skill Development** | * Demonstrates knowledge and skills in discussing breastfeeding with prenatal and breastfeeding moms. Complete Baby Behavior Course and Post Test in MDH LMS * Preceptor to observe 2 prenatal additional education contacts related to BF education and 2 BF infant certification appointments. |  |  |  |
| **Activity for Front-line Staff** | * Completed Breastfeeding Support for Front-line Staff activity Complete Toddler Behavior Course and Post Test * Reviewed Breastfeeding Support Discussion Tool with preceptor |  |  |  |
| **Postpartum Module** | * Demonstrates minimum competencies in BF/PP certification, nutrition assessment and counseling as evaluated by 2 observations and 2 chart audits by the preceptor |  |  |  |
| **PCS Training and Skill Development** | * Demonstrates beginning competencies in PCS skills:   + Building Rapport   + Active Listening   + Open-ended Questions   + Affirmations   + Reflective Listening   + Explore/Offer/Explore   + Summarizing   + Goal Setting |  |  |  |
| **Customer Service Training** | * Completed trainings and discussed with preceptor * Demonstrates participant-centered customer service as determined by observation |  |  |  |
| **Cultural Humility and Services** | * Completed and discussed training with preceptor * Demonstrates competencies in working effectively with a phone or in-person interpreter |  |  |  |
| **HuBERT Administrator Modules** | * Demonstrated ability to perform designated HuBERT functions |  |  |  |

**Continue to next page for Required Training by Job Classification and WIC Clinic Roles**

## Required Training by Job Classification and WIC Clinic Roles

**R=** **Required Training for Staffing Category**

X = Recommended Training for Staffing Category

**R/**X = Some trainings under the topic are required, some are not. Refer to full training plan for guidance.

**D** = Up to the **discretion** of the preceptor. HuBERT trainings will depend on staff role. Most are necessary for CPA role.

**\*\*** Trainings required for all staff are indicated by **\*\*** on training plan and below.

1 Refer to [MOM 4.3](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4_3.pdf) for additional Paraprofessional CPA training requirements.

| **Training Topic**  Refer to complete Training Plan for links to trainings. | **Clerk**  (Scheduling, issue benefits, shopping education, Ht/Wt) | **CPA**  (No Nutrition degree) | **CPA**  (Nutrition degree) | **Para-Professional CPA1** | **WIC Administrator** (No computer access or client contact) | **Peer Breastfeeding Counselor** |
| --- | --- | --- | --- | --- | --- | --- |
| Introduction to WIC **\*\*** | **R** | **R** | **R** | **R** | **R** | **R** |
| Security Training **\*\***  (Within 10 days of obtaining Information System log in) | **R** | **R** | **R** | **R** |  | **R** |
| Overview of Certification **\*\*** | **R** | **R** | **R** | **R** | X | **D** |
| Breastfeeding Promotion Module **\*\*** | **R** | **R** | **R** | **R** | X | X |
| Anthropometric Measurements | **R**/X (Required if doing ht/wt) | **R** | **R** | **R** | **D** | **D** |
| Hematological Measurements | **R**/X (Required if doing hgbs) | **R** | **R** | **R** | **D** | **D** |
| Nutrition Assessment & Risk Assignment | **D** | **R** | **R** | **R** | **D** | **D** |
| Nutrition Education Overview | **D** | **R** | **R** | **R** | **D** | **D** |
| Food Prescription | **D** | **R** | **R** | **R** | **D** | **D** |
| Food Package and Shopping **\*\*** | **R** | **R** | **R** | **R** | X |  |
| Civil Rights Training **\*\*** (within 6 months of hire) | **R** | **R** | **R** | **R** | X | **R** |
| Basic Nutrition Modules | **D** | **R** | X | **R** | **D** | **D** |
| Pregnancy Nutrition | **D** | **R** | **R**/X | **R** | **D** | **D** |
| Infant Nutrition | **D** | **R** | **R**/X | **R** | **D** | **D** |
| Child Nutrition | **D** | **R** | **R**/X | **R** | **D** | **D** |
| Postpartum Nutrition | **D** | **R** | **R**/X | **R** | **D** | **D** |
| Counseling Skills | **D** | **R** | **R** | **R** | **D** | X |
| High Risk (HR) Nutrition Counseling | **D** | **R/**X (**R**=Required if seeing HR) | **R/**X (**R**=Required if seeing HR) | **D** | **D** | **D** |
| Identification of high-risk participants and referral to a High-Risk CPA | **D** | **D** | **D** | **R** | **D** | **D** |
| Breastfeeding Training and Skills Development | X | **R** | **R** | **R** | **D** | X |
| WIC Breastfeeding Support- How frontline staff promote breastfeeding | **R** | **D** | **D** | **D** | **D** | **D** |
| Baby Behavior Skills Development | X | **R** | **R** | **R** | **D** | X |
| PCS Training and Skills Development | X | **R** | **R** | **R** | **D** | X |
| Customer Service Training **\*\*** | **R** | **R** | **R** | **R** | **D** | **D** |
| Cultural Humility **\*\*** | **R** | **R** | **R** | **R** | X | X |
| HuBERT Modules—refer to training outline | **R**/X | **R** | **R** | **R** | **D** | **D** |

**R** = **Required Training for Staffing Category**

X = Recommended Training for Staffing Category

**R/**X = Some trainings under the topic are required, some are not. Refer to full training plan.

**D** = Up to the **discretion** of the preceptor. HuBERT trainings will depend on staff role. Most are necessary for CPA role.

**\*\*** Trainings required for all staff are indicated by **\*\*** on training plan and above chart.

1 Refer to [MOM 4.3](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4_3.pdf) for additional Paraprofessional CPA training requirements.

## **Reference - Complete Listing of Hyperlinks**

[WIC Information System User Roles & Definitions (https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/rolesdefined.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/rolesdefined.pdf)

[Equipment/Supplies Request- Minnesota WIC (https://www.health.state.mn.us/people/wic/tools/index.html#hubert)](Equipment/Supplies%20Request-%20Minnesota%20WIC%20(https://www.health.state.mn.us/people/wic/tools/index.html#hubert))

[MN WIC Local Agency Directory (https://www.health.state.mn.us/forms/cfh/wicdirectory/index.html?localAgency)](https://www.health.state.mn.us/forms/cfh/wicdirectory/index.html?localAgency)

[Change WIC Staff on MDH Website (https://redcap.health.state.mn.us/redcap/surveys/?s=AX4E84PMLR)](https://redcap.health.state.mn.us/redcap/surveys/?s=AX4E84PMLR)

[WIC Wednesday Updates (https://www.health.state.mn.us/people/wic/localagency/wedupdate/index.html)](https://www.health.state.mn.us/people/wic/localagency/wedupdate/index.html)

[Subscribe to Minnesota WIC Updates (https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic\_id=MNMDH\_677)](https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_677)

[Request to Submit WIC User Access Changes (https://redcap.health.state.mn.us/redcap/surveys/?s=WXHYATKLRF)](https://redcap.health.state.mn.us/redcap/surveys/?s=WXHYATKLRF)

[Module Answer Keys (https://www.health.state.mn.us/people/wic/localagency/training/answerkeys.html)](https://www.health.state.mn.us/people/wic/localagency/training/answerkeys.html)

[MN WIC Program Staff Monitoring Plans (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4g.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4g.pdf)

[WIC Staff Training (https://www.health.state.mn.us/people/wic/localagency/training/index.html)](https://www.health.state.mn.us/people/wic/localagency/training/index.html)

[Section 6.6 (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6\_6.pdf)](file:///\\DATA9FB\CFHdata\CFH\SNP\Training%20and%20Development-staff\NST%20Plan%202021%20version\Section%206.6%20(MOM)%20(https:\www.health.state.mn.us\docs\people\wic\localagency\program\mom\chsctns\ch6\sctn6_6.pdf))

[Exhibit 6-A High-Risk and Medical Referral Criteria (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex6/6a.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex6/6a.pdf)

[Qualifications and Roles: WIC-Designated Breastfeeding Expert (https://wicworks.fns.usda.gov/node/qualifications-wic-designated-breastfeeding-expert)](file:///C:\Users\kelnhc1\Desktop\Qualifications%20and%20Roles:%20WIC-Designated%20Breastfeeding%20Expert%20(https:\wicworks.fns.usda.gov\node\qualifications-wic-designated-breastfeeding-expert))

[Section 4.4 (MOM) (http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4\_4.pdf)](file:///\\DATA9FB\CFHdata\CFH\SNP\Training%20and%20Development-staff\NST%20Plan%202021%20version\MOM%20Section%204.4%20(http:\www.health.state.mn.us\docs\people\wic\localagency\program\mom\chsctns\ch4\sctn4_4.pdf))

[Section 4.4.2 (MOM) (http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4\_4.pdf)](file:///\\DATA9FB\CFHdata\CFH\SNP\Training%20and%20Development-staff\NST%20Plan%202021%20version\MOM%20Section%204.4.2%20(http:\www.health.state.mn.us\docs\people\wic\localagency\program\mom\chsctns\ch4\sctn4_4.pdf))

[Section 4.3.1 (MOM) (http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4\_3.pdf)](file:///\\DATA9FB\CFHdata\CFH\SNP\Training%20and%20Development-staff\NST%20Plan%202021%20version\MOM%20Section%204.3.1%20(http:\www.health.state.mn.us\docs\people\wic\localagency\program\mom\chsctns\ch4\sctn4_3.pdf))

[Section 4.5 (MOM) (http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch4/sctn4\_5.pdf)](file:///\\DATA9FB\CFHdata\CFH\SNP\Training%20and%20Development-staff\NST%20Plan%202021%20version\MOM%20Section%204.5%20(http:\www.health.state.mn.us\docs\people\wic\localagency\program\mom\chsctns\ch4\sctn4_5.pdf))

[WIC New Staff Training (https://www.health.state.mn.us/people/wic/localagency/training/nst.html)](https://www.health.state.mn.us/people/wic/localagency/training/nst.html)

[Introduction to WIC Module (pdf)(https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/introtowic.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/introtowic.pdf)

[WIC Learning Online (WIC 101) (https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)

[The Story of WIC (https://www.nwica.org/overview-and-history)](https://www.nwica.org/overview-and-history)

[HuBERT Training Modules (https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html)

[HuBERT Structured Exercises for Hands-on Practice (http://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/exercises/index.html#hwsw)](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises)

[Security Training (https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#security)](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#security)

[Section 1.19 (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1\_19.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1_19.pdf)

[WIC Certification Overview Module (PDF) (http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/cert.pdf)](WIC%20Certification%20Overview%20Module%20(PDF)%20(http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/cert.pdf))

[Level 1 MN WIC USDA Breastfeeding Curriculum (https://minnesota.myabsorb.com/#/online-courses/3a7cc10b-fb4e-43c3-bb04-7e4813e7364e)](https://minnesota.myabsorb.com/#/online-courses/3a7cc10b-fb4e-43c3-bb04-7e4813e7364e)

[Breastfeeding 101 (https://wicbreastfeeding.fns.usda.gov/breastfeeding-101)](Breastfeeding%20101%20(https://wicbreastfeeding.fns.usda.gov/breastfeeding-101))

[WIC Learning Online Job Aids- WIC Breastfeeding Basics (https://wicworks.fns.usda.gov/resources/wic-learning-online-job-aids)](https://wicworks.fns.usda.gov/resources/wic-learning-online-job-aids)

[Breastfeeding Promotion (PDF) (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfpromotion.pdf)](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfpromotion.pdf)

[WIC Anthropometrics Module (https://www.health.state.mn.us/training/cfh/wic/nutrition/anthropometric/story.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/anthropometric/story.html)

[MN WIC Anthropometrics Guidebook- Trainee (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthrotrainee.docx)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthrotrainee.docx)

[Anthropometrics Module Post-test (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthroposttest.docx)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthroposttest.docx)

[Anthropometric Manual Minnesota WIC Program (PDF) (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthro.pdf)](file:///C:\Users\kelnhc1\Desktop\Anthropometric%20Manual%20Minnesota%20WIC%20Program%20(PDF)%20(https:\www.health.state.mn.us\docs\people\wic\localagency\training\nutrition\nst\anthro.pdf))

[MN WIC Anthropometrics Guidebook- Preceptor (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthropreceptor.docx)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/anthropreceptor.docx)

[Exhibit 4-H: Checklist for Certification Observations (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)](file:///C:\Users\kelnhc1\Desktop\Exhibit%204-H:%20Checklist%20for%20Certification%20Observations%20(https:\www.health.state.mn.us\docs\people\wic\localagency\program\mom\exhbts\ex4\4h.pdf))

[Introduction to Hematological Assessment (PDF) (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/blood.pdf)](http://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/blood.pdf)

[Nutrition Assessment Module (PDF) (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 (https://www.health.state.mn.us/people/wic/localagency/training/na.html)](https://www.health.state.mn.us/people/wic/localagency/training/na.html)

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

[Nutrition Education Module (https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/nuted/index.html)](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)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/nemodule/guide.pdf)

[6.3 Initial Education (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6\_3.pdf)](http://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)](http://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)](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)](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex7/7j.pdf)

[Standard Food Packages at a Glace- Child & Women (Exhibit 7-K) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex7/7k.pdf)](http://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)](http://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)](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)](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)](https://www.health.state.mn.us/training/cfh/wic/ewic/wicshoppingexperiencetraining/index.html)

[HuBERT Training- Benefit Management (https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/benefitmanagement.html)](HuBERT%20Training-%20Benefit%20Management%20(https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/benefitmanagement.html))

[WIC Civil Rights & Interpreter Training (https://www.health.state.mn.us/people/wic/localagency/training/civilrights.html)](https://www.health.state.mn.us/people/wic/localagency/training/civilrights.html)

[Nutrition Continuing Education Resources (http://www.health.state.mn.us/people/wic/localagency/training/nutrition/conted.html)](Nutrition%20Continuing%20Education%20Resources%20(http://www.health.state.mn.us/people/wic/localagency/training/nutrition/conted.html))

[Nutrition Basics (https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod1nutbas/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod1nutbas/index.html)

[WIC Nutrition Modules (https://www.health.state.mn.us/people/wic/localagency/training/nutmodules.html)](https://www.health.state.mn.us/people/wic/localagency/training/nutmodules.html)

[Topic of the Month (https://www.health.state.mn.us/people/wic/localagency/index.html#topicmonth1)](https://www.health.state.mn.us/people/wic/localagency/index.html#topicmonth1)

[Section 6.4: Drug and Harmful Substance Abuse Education (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6\_4.pdf)](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_4.pdf)

[Section 6.5: Breastfeeding Education for Pregnant Women (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6\_5.pdf)](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_5.pdf)

[Exhibit 4-H: Checklist for Certification Observations (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)](http://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex4/4h.pdf)

[WIC/FHV Maternal & Child Nutrition Webinars- First in a Series (https://minnesota.myabsorb.com/#/online-courses/f169523d-2050-4021-8815-bc741c7f9b1e)](https://minnesota.myabsorb.com/#/online-courses/f169523d-2050-4021-8815-bc741c7f9b1e)

[Introduction to Infant Formula (https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/introformula/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/introformula/index.html)

[Standard Infant Formula (https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/standardform/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/standardform/index.html)

[Introduction to Solid Foods (https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod4introsol/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod4introsol/index.html)

[Feeding Infants: Nourishing Attitudes and Techniques (USDA) (https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)

[Baby Behavior Training Guide](https://www.health.state.mn.us/people/wic/localagency/training/bb/index.html) (<https://www.health.state.mn.us/people/wic/localagency/training/bb/index.html>)

[WIC/FHV Maternal & Child Nutrition Webinars- Second in a Series (https://minnesota.myabsorb.com/#/online-courses/078a0df7-3030-4eb6-89e7-dad585358e25)](https://minnesota.myabsorb.com/#/online-courses/078a0df7-3030-4eb6-89e7-dad585358e25)

[Minnesota Department of Health Learning Center (https://www.health.state.mn.us/about/tools/learningcenter.html)](Minnesota%20Department%20of%20Health%20Learning%20Center%20(https://www.health.state.mn.us/about/tools/learningcenter.html))

[Infant & Young Toddler Feeding Guidelines (https://www.health.state.mn.us/people/wic/localagency/wedupdate/topics/ne.html#infant)](file:///C:\Users\kelnhc1\Desktop\Infant%20&%20Young%20Toddler%20Feeding%20Guidelines%20(https:\www.health.state.mn.us\people\wic\localagency\wedupdate\topics\ne.html#infant))

[MN WIC Baby Behavior Education- Videos (https://www.youtube.com/playlist?list=PLnv1INVkmxmtYaMmowS5oBHnbgmps7Ai1)](https://www.youtube.com/playlist?list=PLnv1INVkmxmtYaMmowS5oBHnbgmps7Ai1)

[MN WIC Baby Behavior Preceptor Guide (PDF) (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bbpreceptor.pdf)](MN%20WIC%20Baby%20Behavior%20Preceptor%20Guide%20(PDF)%20(https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bbpreceptor.pdf))

[Baby Behavior -Spotlights (https://www.health.state.mn.us/people/wic/localagency/wedupdate/topics/babybehavior.html)](https://www.health.state.mn.us/people/wic/localagency/wedupdate/topics/babybehavior.html)

[WIC Baby Behavior (https://www.health.state.mn.us/people/wic/localagency/training/bb.html)](https://www.health.state.mn.us/people/wic/localagency/training/bb.html)

[WIC/FHV Maternal & Child Nutrition Webinars- Third in a Series (https://minnesota.myabsorb.com/#/online-courses/836774b4-d0c2-4b4c-a1ea-b473f76097d5)](https://minnesota.myabsorb.com/#/online-courses/836774b4-d0c2-4b4c-a1ea-b473f76097d5)

[Pediatric Overweight and Obesity (https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod6pedoverwt/index.html)](Pediatric%20Overweight%20and%20Obesity%20(https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/mod6pedoverwt/index.html))

[Early Childhood Nutrition: How to Get Feeding off to a Positive and Healthy Start (https://vimeo.com/66840419)](https://vimeo.com/66840419)

[WIC Toddler Behavior Training (https://minnesota.myabsorb.com/#/online-courses/a85dd05b-7582-4b03-b756-6c6fe65c3540)](https://minnesota.myabsorb.com/" \l "/online-courses/a85dd05b-7582-4b03-b756-6c6fe65c3540" \o "https://minnesota.myabsorb.com/#/online-courses/a85dd05b-7582-4b03-b756-6c6fe65c3540)

[Minnesota Department of Health Learning Center (https://www.health.state.mn.us/about/tools/learningcenter.html)](Minnesota%20Department%20of%20Health%20Learning%20Center%20(https://www.health.state.mn.us/about/tools/learningcenter.html))

[Eat Play Love—Raising Healthy Eaters (https://healthy-food-choices-in-schools.extension.org/eat-play-love-raising-healthy-eaters/)](https://healthy-food-choices-in-schools.extension.org/eat-play-love-raising-healthy-eaters/)

[Iron Deficiency Anemia (TOM) (https://www.health.state.mn.us/docs/people/wic/localagency/topicmonth/anemia.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/topicmonth/anemia.pdf)

[Responsive Feeding Exercise for Staff (https://minnesota.myabsorb.com/files/787db6b6-4fdb-47ed-9f8e-f480e331b7db/Private/Courses/a85dd05b-7582-4b03-b756-6c6fe65c3540/Responsive%20Feeding%20Exercise%20for%20Staff(1).docx)](https://minnesota.myabsorb.com/files/787db6b6-4fdb-47ed-9f8e-f480e331b7db/Private/Courses/a85dd05b-7582-4b03-b756-6c6fe65c3540/Responsive%20Feeding%20Exercise%20for%20Staff(1).docx)

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

[MN WIC Toddler Behavior Preceptor Guide (PDF) (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/toddler.pdf)](file:///C:\Users\kelnhc1\Desktop\MN%20WIC%20Toddler%20Behavior%20Preceptor%20Guide%20(PDF)%20(https:\www.health.state.mn.us\docs\people\wic\localagency\training\nutrition\nst\toddler.pdf))

[WIC Step by Step (https://mollykellogg.com/programs/step-by-step-wic-log-on/)](http://www.mollykellogg.com/programs/step-by-step-wic-log-on/)

[WIC PCS Skills and Resources (https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/index.html)](http://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/index.html)

[Mentor Resources- PCS Observation Guide (https://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html)](http://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html)

[Module 1: High Risk Care Policy and Criteria (https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/highriskpolicyandcriteriamod1/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/highriskpolicyandcriteriamod1/index.html)

[Module 2: Providing High Risk Care (https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/providinghighriskcaremod2/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/providinghighriskcaremod2/index.html)

[Module 3: Documenting High Risk Care and Follow-up (https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/highriskdocumentationmod3/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/nst/highriskdocumentationmod3/index.html)

[Medical Formula Module (https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/medformula/index.html)](https://www.health.state.mn.us/training/cfh/wic/nutrition/modules/medformula/index.html)

[Allowed WIC Nutrition Risk Criteria (https://www.health.state.mn.us/people/wic/localagency/nutrition/riskcodes/index.html)](https://www.health.state.mn.us/people/wic/localagency/nutrition/riskcodes/index.html)

[Section 7.6 (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7\_6.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7_6.pdf)

[Section 7.9 (MOM) (https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7\_9.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7_9.pdf)

[Formula Guidance- WIC Staff (https://www.health.state.mn.us/people/wic/localagency/contract.html)](https://www.health.state.mn.us/people/wic/localagency/contract.html)

[WIC Breastfeeding Support-How front-line staff promote breastfeeding (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfsuppport.pdf)](WIC%20Breastfeeding%20Support-How%20front-line%20staff%20promote%20breastfeeding%20(https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfsuppport.pdf))

[Staff and Supervisor Discussion Tool- How front-line staff can promote and support breastfeeding (https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfdiscuss.docx)](https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfdiscuss.docx)

[WIC Lactation Continuing Education (https://www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings)](https://www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings)

[WIC Breastfeeding Support / USDA- Video Gallery (https://wicbreastfeeding.fns.usda.gov/video-gallery)](https://wicbreastfeeding.fns.usda.gov/video-gallery)

[WIC Agency Materials Order Form (https://www.health.state.mn.us/forms/cfh/wicmaterials/index.html?target=AGENCY)](https://www.health.state.mn.us/forms/cfh/wicmaterials/index.html?target=AGENCY)

[Skills Spotlight (https://www.health.state.mn.us/people/wic/localagency/training/na.html#skills)](https://www.health.state.mn.us/people/wic/localagency/training/na.html#skills)

[PCS Counseling Skill (https://www.health.state.mn.us/docs/people/wic/localagency/training/pcs/skills/counseling.pdf)](PCS%20Counseling%20Skill%20(https://www.health.state.mn.us/docs/people/wic/localagency/training/pcs/skills/counseling.pdf))

[Open-Ended Questions: Sixth in a Series (https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/1215nutassess.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/1215nutassess.pdf)

[Active Listening-Oregon WIC (https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/active\_listening.pdf)](http://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/active_listening.pdf)

[Offering Nutriton Education Explore/Offer/Explore Sandwich Technique--Oregon WIC (https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/explore\_offer\_explore.pdf)](http://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/explore_offer_explore.pdf)

[WIC PCS Skills and Resources (https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/index.html)](http://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/index.html)

[Mentoring Resources (https://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html)](http://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html)

[Goal Setting - March 2016 (https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/2016webinars.html#mar2016)](https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/2016webinars.html#mar2016)

[Welcoming Participants (https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/development.html#welcoming)](https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/development.html#welcoming)

[WIC Learning Online- Communicating with Participants (https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)

[WIC Learning Online-Using Active Listening in Workplace Situations (https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)](https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol)

[MN WIC Webinar- Telephone Communications (https://www.youtube.com/watch?v=ifEWszwUinU)](https://www.youtube.com/watch?v=ifEWszwUinU)

[MN WIC Webinar- Dealing with Difficult People (https://youtu.be/IJ9WyhSispM)](https://youtu.be/IJ9WyhSispM)

[Communication Skills for Dialoguing Across Difference (https://www.edx.org/course/communication-skills-bridging-divides-catalystx-ildiv1x-0)](https://www.edx.org/course/communication-skills-bridging-divides-catalystx-ildiv1x-0)

[Customer Service and Conflict Resolution (https://ldh.la.gov/assets/oph/nutrition/WIC/WICCivilRights/2017ConfictResolution/index.html)](https://ldh.la.gov/assets/oph/nutrition/WIC/WICCivilRights/2017ConfictResolution/index.html)

[Communication and Counseling Over the Phone (https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/0602phone.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/0602phone.pdf)

[Training Videos - WIC Customer Service (https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0\_w4UA\_GsJx)](https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0_w4UA_GsJx)

[Working with Language Interpreters Module (https://www.health.state.mn.us/training/cfh/wic/civilrights/langinterpret/index.html)](Working%20with%20Language%20Interpreters%20Module%20(https://www.health.state.mn.us/training/cfh/wic/civilrights/langinterpret/index.html))

[Cultural Humility--People, Principles and Practices (https://www.youtube.com/watch?v=SaSHLbS1V4w)](https://www.youtube.com/watch?v=SaSHLbS1V4w)

[11 Helpful Tips for Working with an Over-the-Phone Interpreter (https://www.health.state.mn.us/docs/people/wic/localagency/program/civilrights/helpfultips.pdf)](https://www.health.state.mn.us/docs/people/wic/localagency/program/civilrights/helpfultips.pdf)

[Diversity in Minnesota (https://www.health.state.mn.us/people/wic/localagency/cultural.html#diversity)](https://www.health.state.mn.us/people/wic/localagency/cultural.html#diversity)

[Cultural Awareness: Introduction (https://wicphet.org/sites/default/files/courses/cultural-awareness/introduction/story\_html5.html)](http://wicphet.org/sites/default/files/courses/cultural-awareness/introduction/story.html)

[WIC Information System Training (https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html)](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html)

*Minnesota Department of Health - WIC Program, 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, health.wic@state.mn.us,* [*www.health.state.mn.us*](http://www.health.state.mn.us)*; to obtain this information in a different format, call: 1-800-657-3942.*

*This institution is an equal opportunity provider.*