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# Introduction

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<th>Welcome to the <em>California WIC Training Manual</em>.</th>
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| Purpose | This manual was designed for you to learn independently at your own pace. It was designed mainly for paraprofessionals so they can become certified WIC Nutrition Assistants (WNA's).

Other WIC staff can also use this manual to:
- "brush up" on their skills,
- review content, and/or
- learn new information. |
| Content | This manual covers the 6 tasks for certification. Each of these tasks is split into learning modules. |
| Learning Modules | There are 6 Tasks and each contains learning modules. Each of these learning modules contain:
- Overview
- Content
- Progress Check
- Learning Activities
- Progress Check Answers
- Additional Resources |
| Additional Resources | If you are curious to learn more information about different topics throughout the tasks, use the additional resources |
ADDITIONAL RESOURCES

GENERAL RESOURCES

- WIC Program Manual (WPM)
  To find an online copy of the WPM:
  1) Go to the California Department of Public Health’s website for the Women, Infants and Children Program:
     ○ http://www.cdph.ca.gov
  2) Under “Professional Resources,” click on the “Local WIC Agencies” link
  3) Under “Administrative,” click on the “WIC Program Manual Link”
  4) You will find the WIC Program Manual Index here

The chart below tells you where to find the policies and procedures pertaining to each section of the Training Manual:

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TASK SPECIFIC RESOURCES

Task I: Communication and Cultural Competence

- WIC Learning Center: [http://www.nal.usda.gov/wicworks/Learning_Center](http://www.nal.usda.gov/wicworks/Learning_Center)  
  - “WIC Clinic Environment and Customer Service”
- FISH Philosophy: [www.charthouse.com](http://www.charthouse.com)
- WIC Civil Rights Training: [www.cdph.ca.gov/programs/wicworks/Pages/WICCivilRightsTraining.aspx](http://www.cdph.ca.gov/programs/wicworks/Pages/WICCivilRightsTraining.aspx)
- CA WIC Training: “Be a Service Star: Customer Service”
- CA WIC Training: “Cultural Diversity”
- Good Communication Skills: [www.goodcommunicationskills.net](http://www.goodcommunicationskills.net)

Task II: Certification and Recertification

- Refer to General Resources
- WIC Learning Center: [http://www.nal.usda.gov/wicworks/Learning_Center](http://www.nal.usda.gov/wicworks/Learning_Center)  
  - “Nutrition Assessment and WIC Certification”

Task III: Health Assessment

**General**

  - Under “Specific Audiences”
    - Preschoolers (2-5 yrs)
    - Pregnancy & Breastfeeding
    - General Population
- WIC Learning Center: [http://www.nal.usda.gov/wicworks/Learning_Center](http://www.nal.usda.gov/wicworks/Learning_Center)  
  - “Breastfeeding Promotion and Support”
  - “Nutrition Assessment and WIC Certification”
  - “Nutrition Education, Counseling, Materials and Evaluation”
  - “Program Coordination and Participant Referrals”
  - “Lifecycle Nutrition”

**Prenatal, Post-Partum, Breastfeeding Women**

• Healthy Pregnancy: DHHS. National Women's Health Information Center. [http://www.womenshealth.gov/pregnancy/]
• California WIC Breastfeeding Peer Counseling Manual “Mother’s Helping Mothers”
• La Leche League International: [http://www.lli.org]
• Promotion of Mother's Milk: [http://www.promom.org/]
• Kellymom: [http://www.kellymom.com]
• Nursing Mother, Working Mother, Gayle Pryor
• Medications and Mothers’ Milk 2004, Thomas Hale, PhD
• The Womanly Art of Breastfeeding, Seventh edition, Le Leche League International

**Infant & Child**

• What to Expect the First Year, Heidi Murkoff, 2003
• What to Expect the Toddler Years, Heidi Murkoff, 1996
• Ellyn Satter’s Books:
  o Child of Mine
  o How to Get Your Kid to Eat
  o Secrets of Feeding a Healthy Family
  o Your Child’s Weight: Helping Without Harming
• Secrets of Baby Behavior, Jane Heinig, PhD, IBCLC: [http://www.secretsofbabybehavior.com]
• University of California, Human Lactation Center, [http://lactation.ucdavis.edu]

**Task IV: Individual Education**

• Motivational Interviewing: [http://www.motivationalinterview.org]
• WIC Learning Center: VENA (Value Enhanced Nutrition Assessment), [http://www.nal.usda.gov/wicworks/Learning_Center/Assessment_VENA.html]
• Building Motivational Interviewing Skills: A Practitioner's Workbook, David B. Rosengren, 2009
• Motivational Interviewing in Health Care: Helping Patients Change Behavior, Rollnick, Miller, Butler, 2007
• Motivational Interviewing: Preparing People for Change (2nd edition), Miller, Rollnick, 2002
• California WIC Staff Incentives and Workshop Designs
  o “Rolling with Resistance”
  o “Open Questions”
• California WIC Statewide Projects, Initiatives and Studies:
  o “Finding the Teacher Within”
  o “Family-Centered Education”

**Task V: Food Instruments and Food Packages**

  - Refer to General Resources
  - WIC Learning Center: [http://www.nal.usda.gov/wicworks/Learning_Center](http://www.nal.usda.gov/wicworks/Learning_Center)
    - “WIC Foods and Food Packages”

**Task VI: Group Education**

• Global Learning Partners: [www.globalearning.com](http://www.globalearning.com)
• Toastmasters International, [http://www.toastmasters.org](http://www.toastmasters.org)
• California WIC Staff Incentives and Workshop Designs
  - “Affirm, Add and Move On”
  - “Rolling with Resistance”
  - “Open Questions”
  - “Teacher Safety: What to Do if You Don’t Know”
• California WIC Statewide Projects, Initiatives and Studies:
  - “Finding the Teacher Within”
  - “Family-Centered Education”
  - “Learner-Centered Group Education Evaluation”