

REQUIRED TRAININGS FOR EMPLOYEES

WPPM #1000-30

Job Aid

Refer to the bottom of this document for descriptions of staff categories.

Annual Trainings

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
A1. Civil Rights <i>Authority:</i> WPPM 190-20 Contractor Scope of Work (SOW) FNS Instruction 113-1 22 CCR §40693 Civil Rights	All Staff	New staff: within 3 months of hire All staff: every 12 months Make-up training within 30 days for those who miss scheduled date, or within 30 days of returning to work after a leave of any duration	Posted on Local Agency SharePoint Site (LASS) > Staff Training > Civil Rights Page Group session or self-paced
A2. Code of Conduct: Confidentiality and Conflict of Interest <i>Authority:</i> WPPM 120-10, 140-10, 140-20, 150-10 SOW	All Staff	New staff: within 3 months of hire All staff: every 12 months Make-up training within 30 days for those who miss scheduled date, or within 30 days of returning to work after a leave of any duration	Posted on LASS > Staff Training > Code of Conduct Page Group session or self-paced
A3. National Voter Registration Act (NVRA) <i>Authority:</i> WPPM 190-30 SOW	Direct Service	New direct service staff: within 3 months of hire All direct service staff: every 12 months Make-up training within 30 days for those who miss scheduled date, or within 30 days of returning to work after a leave of any duration	Posted on LASS > Staff Training > National Voter Registration Act Page Group session or self-paced

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<p>A4. Substance Use: Alcohol and Drug Abuse Training a. Initial training b. Refresher annual training</p> <p><i>Authority:</i> WPPM 190-10 SOW</p>	<p>Nutrition Educators; Peer Counselors</p>	<p>a. Newly hired staff: within 3 months of hire b. All nutrition educators and peer counselors every 12 months; may substitute a community expert version annually for any staff who have completed the original training</p>	<p>a. Posted on LASS > Staff Training > Substance Use Page Group session or self-paced b. LAs may opt to use a short refresher version, or invite a community partner to provide training, for staff who have previously completed the basic training (A4a.). LAs would add local agency-developed updates as appropriate</p>
<p>See also N4 for NSP related trainings</p>			

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Breastfeeding

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>B1. Breastfeeding promotion and support at WIC</p> <p><i>Authority:</i> WPPM 600-20</p>	<p>All Encouraged for interns, students, & volunteers</p>	<p>New staff:</p> <ul style="list-style-type: none"> Level 1 Breastfeeding Self Study User Guide completed within 3 months of hire Review LA written BF Promotion Policy within 3 months of hire <p>Review LA written BF Promotion Policy every 12 months</p>	<p>New Staff: Posted to LASS > Staff Trainings > Breastfeeding > Self-Study User Guide Level 1</p> <p>Review: Developed by each local agency to reflect LA written policy</p>
<p>B2. Breastfeeding referral training</p> <p><i>Authority:</i> WPPM 600-30 <i>Nutrition Services Standards (NSS) Standard 8</i></p>	<p>Direct Service</p>	<p>New staff: within 3 months of hire</p>	<p>Developed by each local agency to reflect LA protocols</p>
<p>B3. Competency-based USDA breastfeeding training or an equivalent curriculum approved by CDPH/WIC</p> <p><i>Authority:</i> <i>NSS Standard 8</i></p>	<p>Nutrition Educators</p> <p>Encouraged for all Direct Service</p>	<p>New staff: within 12 months of hire</p>	<p>USDA website for Grow and Glow WIC</p>

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Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
B4. Role of Peer Counselors <i>Authority:</i> <i>WPPM 630-14</i>	Direct Service	Within 6 months of hire (only at LA with Peer Counselor program)	Developed by local agency to reflect LA Breastfeeding Peer Counseling (BFPC) referral procedures and the role of the BFPC within the WIC agency
B5. Annual / ongoing breastfeeding updates <i>Authority:</i> <i>WPPM 190-00</i> <i>Nutrition Services Plan (NSP)</i> <i>NSS Standard 8</i>	Direct Service	Every 12 months: minimum of 4 hours	Selected and provided by LA
B6. Breast pump issuance <i>Authority:</i> <i>NSS Standard 8</i>	Direct Service	Before issuing any pumps or within 12 months of hire	Developed by LA to reflect LA protocols and staffing

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Breastfeeding Peer Counseling Program (BFPC)

(Only at LA with Peer Counselor program)

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>P1. Competency based USDA BFPC Training or an equivalent curriculum approved by CDPH/WIC)</p> <p><i>Authority:</i> WPPM 630-14 NSS Standard 9</p>	<p>Peer Counselors</p>	<p>Before counseling BFPC participants</p>	<p>Email wicbreastfeeding@cdph.ca.gov for a copy.</p>
<p>P2. Documentation of Peer Counseling Contacts</p> <p>a. Peer Counseling Database (PCDB) Training</p> <p>b. WIC Web Information System Exchange (WIC WISE) Computer Based Trainings (CBT), Quick, Reference Guides (QRG), and Job Aids</p> <p><i>Authority:</i> NSS Standard 9</p>	<p>Peer Counselors; PC Coordinator; PC-Funded IBCLC</p>	<p>Before counseling BFPC participants</p>	<p>Review written procedures for documenting participant contacts in the PCDB and WIC WISE</p>

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Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>P3. BFPC Management Training</p> <p><i>Authority:</i> WPPM 630-14 NSS Standard 9</p>	<p>PC Coordinator</p> <p>Encouraged for WIC Directors; IBCLCs</p>	<p>Within 6 months of hire</p>	<p>USDA website for Peer Counseling Training for WIC Managers</p>
<p>P4. Staff meetings for PC / Breastfeeding in-services</p> <p><i>Authority:</i> WPPM 630-14 NSS Standard 9</p>	<p>Peer Counselors</p>	<p>Monthly</p>	<p>a. Attend regularly scheduled staff meetings for in-services on breastfeeding topics or case study reviews and discussion led by a PC Supervisor / IBCLC, BF Coordinator, or an IBCLC</p> <p>b. Have the opportunity to attend regular WIC all staff meetings</p>
<p>P5. Shadow/observe PC Supervisor or IBCLC, WIC nutritionist, or experienced PC providing breastfeeding counseling.</p> <p><i>Authority:</i> WPPM 630-14 NSS Standard 9</p>	<p>Peer Counselors</p>	<p>New PCs: at least 8 shadowing opportunities (minimum of 4 hours total) prior to counseling participants</p> <p>All other PCs: 4 hours of shadowing opportunities annually</p>	

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Local Vendor Liaison

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
L1. Local Vendor Liaison (LVL) training <i>Authority:</i> SOW Attachment 1 Task 6	Local Vendor Liaison	Annually	Posted to LASS > Local Vendor Liaison Page > LVL Assignments & Training
L2. Vendor Training <i>Authority:</i> SOW Attachment 1 Task 6	Local Vendor Liaison	Once each contract period	Posted to LASS > Grocers > Vendor Education or email WICLVL@cdph.ca.gov to request attendance to a Vendor Training

Baby Behavior

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
C1. Baby Behavior Basics (Module A) <i>Authority:</i> WIC WIN 2021-44 WPPM 600-10	Nutrition Educators; Peer Counselors	Within 12 months of hire	Posted to LASS > Staff Training > Baby Behavior Page. Choose one option: 1. New Tools to Reduce Overfeeding or 2. Baby Behavior Computer Based Training (CBT) from Arizona WIC

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Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>C2. Baby Behavior Skill Building and Refresher Trainings (Module B) 3 Modules</p> <ol style="list-style-type: none"> 1. Baby Cues 2. Crying 3. Sleep <p><i>Authority:</i> WIC WIN 2021-44 WPPM 600-10</p>	<p>Nutrition Educators; Peer Counselors</p>	<p>Within 12 months of completing C1, <i>Foundations of Baby Behavior</i> (Recommended after staff have some time to observe baby behavior)</p>	<p>Posted to LASS >Staff Training > Baby Behavior Page</p>
<p>C3. Baby Behavior Participant Education Training (Module C)</p> <p><i>Authority:</i> WIC WIN 2021-44 WPPM 600-10</p>	<p>Nutrition Educators</p>	<p>New staff educators prior to teaching the following mandatory classes: <i>Understanding Your Baby's Behavior</i> or <i>Let's Talk: Newborn Feeding Secrets</i> and <i>Understanding Your Baby's Cues</i></p>	<p>Staff Training for Participant Education: Prenatal Education and Early Infancy and Staff Training for <i>Let's Talk: Newborn Feeding Secrets</i>. Posted to LASS > Staff Training > Baby Behavior Page</p>

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Nutrition Education and Counseling Skills

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>N1. Participant Centered Education</p> <p><i>Authority:</i> SOW VENA NSS</p>	<p>Nutrition Educators</p> <p>Encouraged but not required for Peer Counselors</p>	<p>Within 12 months of hire</p>	<p>As a part of the WNA Training Task IV, the WNA Trainee will receive this training. Posted to LASS > Staff Training > Participant Centered Education Page</p> <p>Nutrition Educators new to WIC who are not required to complete the WNA Training in its entirety must complete Task IV</p>
<p>N2. Participant Centered Education—modules for use at the local agency</p> <p><i>Recommended but not required</i></p>	<p>Nutrition Educators (Optional)</p>	<p>These CBT and in-service modules are not mandatory but LAs are encouraged to offer as needed to reinforce PCE principles and practices</p>	<p>Posted on LASS > Staff Training > Participant Centered Education</p> <ul style="list-style-type: none"> Participant Centered Services CBT Modules PCE Individual In-Service Modules <p>Designed to be facilitated by local agency trainer</p>
<p>N3. WIC Nutrition Assistant (WNA)</p> <p><i>Authority:</i> WPPM 130-90 SOW</p>	<p>Nutrition Educators</p>	<p>Candidate must complete all tasks prior to receiving certification. Average time needed ranges from 6-12 months</p> <p>Exempt: RD/RDN/ RDE, DN, RN are CPAs and do not require WNA certification. LASS > Staff Training > New Nutritionist Checklist</p>	<p>Posted to LASS > Staff Training > WNA Training and Resources Page</p> <p>WNA certificate provided by CDPH/WIC must be kept on file at the LA</p>

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Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>N4. Nutrition Services Plan (NSP) Training</p> <p><i>Authority:</i> NSP NSS WPPM 100-02</p>	<p>Nutrition Educators</p>	<p>Requirements included within the NSP Workplan and Handbook.</p>	<p>Nutrition Services Plan (NSP) posted to LASS > Nutrition Services Plan Page</p> <p>Any training designated within the NSP must be completed within the Federal Fiscal Year (FFY) for the NSP</p>
<p>N5. Depression Screening</p> <p><i>Authority:</i> WPPM 700-02</p>	<p>Direct Service</p>	<p>Within 6 months of hire</p>	<p>Posted to LASS > Staff Training > Depression Screening Page</p> <p>Nutrition educators must complete all components of the training. Overview without practice is sufficient for other direct service staff.</p>
<p>N 6. Maternal, infant and child Nutrition topics</p> <p><i>Authority:</i> SOW NSP NSS Standard 7 & 8</p>	<p>Direct Service</p>	<p>Minimum of 8 hours annually, with a minimum of 4 hours breastfeeding topic training and 4 hours of current nutrition topics</p>	<p>Based on a Learning Needs Assessment and staff observations, and emerging nutrition topics. These skill-building and learning opportunities will support staff roles and responsibilities such that they are able to provide accurate and relevant information and education to participants as appropriate. The training content provided is based on the staff member's scope of practice.</p>

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Basic Skills / WIC Program Operations

Training Name & Authority	Who must complete	When it must be completed	Resources and Options for completing training
<p>S1. WIC WISE Clinic Training</p> <ul style="list-style-type: none"> a. Computer-Based Training (CBT) b. Instructor-Led Training (ILT) or equivalent training <p>Authority: SOW</p>	<p>Direct Service</p>	<ul style="list-style-type: none"> a. CBTs – must complete prior to attending ILTs or equivalent training b. ILTs or equivalent training - Within 3 months of hire 	<ul style="list-style-type: none"> a. CBT access: Staff will receive an email from system@litmos.com upon ILT registration. b. Register for ILTs on LASS > Staff Training > WIC WISE Page <p>Go to LASS > Staff Training Tile > WIC WISE Page for training options.</p> <p>Equivalent training: covers all topics in CDPH/WIC ILTs and adequately prepares staff to use WIC WISE</p>
<p>S2. WIC WISE Admin Training</p> <ul style="list-style-type: none"> a. Computer-Based Training (CBT) b. Instructor-Led Training (ILT) or equivalent training <p>Authority: SOW</p>	<p>All staff who are responsible for WIC WISE admin duties</p>	<ul style="list-style-type: none"> a. CBTs – must complete prior to attending ILTs or equivalent training b. ILTs or equivalent training – complete prior to receiving WIC WISE permissions for access to Admin module 	<ul style="list-style-type: none"> a. CBT access: Staff will receive an email from system@litmos.com upon ILT registration. b. Register for ILTs on LASS > Staff Training > WIC WISE Page <p>Go to LASS > Staff Training Tile > WIC WISE Page for training options.</p> <p>Equivalent training: covers all topics in CDPH/WIC ILTs and adequately prepares staff to use WIC WISE</p>

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<p>S3. WIC WISE Reporting a. Clinic Module and/or b. Admin Module</p> <p><i>Authority:</i> WPPM 100-01</p>	<p>Staff who have appropriate roles and permissions to generate WIC WISE reports</p>	<p>Before generating reports in WIC WISE</p>	<p>Materials and recordings posted to LASS:</p> <ul style="list-style-type: none"> • Data and Research > DARE Home Page. • WIC WISE Report QRG posted to LASS > Data and Research > DARE Home Page
<p>S4. WIC Reporting, Analytics and Data (WRAD)</p>	<p>Any staff needing to run trend reports and create advanced data reports. Staff must have a WIC WISE login</p>	<p>Before using WRAD, it requires completion of WRAD Viewer Training.</p>	<p>Materials and recordings posted to LASS > Data and Research > WRAD Resources Page</p> <p>Access to WRAD requires WIC Director approval as well as approval from CDPH/WIC to assess data analytical skills and experience. An approved user will be assigned either a Viewer or Explorer role.</p>
<p>S5. Hemoglobin Screening</p> <p><i>Authority:</i> SOW</p>	<p>All staff who are authorized to do hemoglobin testing</p>	<p>Before administering hemoglobin screening to a WIC participant</p>	<p>Appropriate training based on device and screening system (invasive vs non-invasive) used by LA. For example, LASS> Staff Training > Pronto Page</p>
<p>S6. Measuring height and weight</p> <p><i>Authority:</i> SOW</p>	<p>All staff authorized to collect anthropometric measurements</p>	<p>Before weighing and measuring WIC participants</p>	<p>Suggested resource: Go to LASS > Staff Training > WNA > WIC Training Manual > WNA Manual, Task III, Module B</p>

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S7. Care Plan Documentation <i>Authority:</i> WPPM 400-07 SOWNSS Standard 7 & 14	Nutrition Educators	WNA candidates receive this as part of their training. Newly hired non-WNA educators, e.g. RD, RDE, DN, must complete within 3 months of hire.	Posted to LASS > Staff Training > Nutrition Assessment and Documentation
S8. Participant Goal Setting <i>Authority:</i> VENA	Nutrition Educators	WNA candidates receive this as part of their training. Newly hired non-WNA educators, e.g. RD, RDE, DN, must complete within 3 months of hire.	Choose at least one training option Posted to LASS > Staff Training > Goal Setting
S9. Mandated Reporter Training <i>Authority:</i> WPPM 120-30	Direct Service	Within 3 months of hire	The 4-hour General Training available from the California Department of Social Services Child Abuse Mandated Reporter Training
S10. Sexual Orientation and Gender Identity (SOGI) Training <i>Authority:</i> AB-959	Nutrition Educators	Prior to counseling participants	LASS > Staff Training > SOGI Training Page
S11. Customer Service Training New employee training on WIC services and customer service. <i>Authority: NSS Standard 2</i>	Direct Service	Within 3 months of hire	Coming Soon

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Descriptions of Staff Categories

ALL STAFF: Personnel or sub-contractors including all WIC staff, managers, administrators, interns, students, and volunteers, who are responsible for the ongoing conduct of WIC program operations. Includes personnel directly connected with the administration or enforcement of the program including persons investigating or prosecuting violations in the WIC Program under Federal, State, or local authority. This is the most inclusive category.

EXEMPTIONS: Any staff person who does not have any contact or potential contact with applicants/participants or access to information in WIC WISE is not required to complete any trainings. This includes operational personnel who do not certify or serve WIC applicants, participants, and administrators who do not directly supervise WIC staff. Example: An accountant that works in an administration office and has no contact with applicants/participants.

DIRECT SERVICE: All staff or volunteers who interact directly or indirectly with WIC participants. Includes phone staff and clerks; Peer Counselors; staff contracted to provide breastfeeding support (e.g. IBCLC or other lactation support sub-contractors); nutrition educators including WNAs, RDs, DNs, interns, site managers, WIC directors. Local agencies are encouraged—but not required—to offer the *Direct Service* trainings to staff who are housed at WIC and provide WIC services but who are paid through other funding sources such as Nutrition Education and Obesity Prevention (NEOP), First Five, etc.

LOCAL VENDOR LIAISON: Local agencies designate one or more staff to fill this position. The Local Vendor Liaison (LVL) provides technical assistance and serves as a local resource for WIC authorized vendors.

NUTRITION EDUCATORS: This includes all staff designated as Competent Professional Authorities who provide (or may potentially provide) any amount of individual or group nutrition and/or health education to WIC participants. Includes WNA in training, WNA, RD, DN, dietetic interns, lactation consultants.

PEER COUNSELOR: Peer Counselors who function under the PC-only model. Peer Counselors who are PC/WNA must meet all training associated with being a PC as well as all those required of WNAs.