

SECTION: ADMINISTRATIVE POLICIES AND PRACTICES

SUBJECT: Local Agency Staff Requirements

ITEM: Office Support Staff: Requirements and Responsibilities

Purpose

To define the role and responsibilities of office support staff in the WIC program.

Authority

State agency directive

Requirements

Office support staff are not required to possess any credentials. However, if they are a WNA candidate, they can complete some WNA duties if authorized. See WPM 130-90.

Responsibilities

Office support staff (non-WNAs), as well as WNA and Professional Staff, may perform non-nutrition education functions such as:

- I. Greeter or receptionist duties
 - A. income, address, and category screening,
 - B. collecting certification documentation, and
 - C. inputting data into the Integrated Statewide Information System (ISIS).
- II. Educating participants on non-nutrition issues such as program orientation, including the use of the food instruments.
- III. Completing the food instrument issuance and security procedures.