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**SECTION: ADMINISTRATIVE POLICIES AND PRACTICES**

**SUBJECT: Local Agency Staffing Requirements**

**ITEM: Staff Training**

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## **Policy**

To ensure local agency (LA) staff is trained to promote health, nutrition, and breastfeeding in an effective and efficient manner, the LA shall evaluate progress toward their Nutrition Services Plan (NSP) goals annually. The LA shall provide program operations training for project directors, coordinators, Registered Dietitians (RDs), breastfeeding coordinators, and other professional, paraprofessional, and office support staff.

Costs associated with staff training are allowable in accordance with Chapter 5 of the Women, Infants and Children (WIC) Program Contract Management Binder (CMB).

## **Required Procedures**

I. The LA Staff Training Plan shall:

- A. Include a proposed training schedule, method, and trainer. The training plan shall describe how make-up training will take place for staff that misses scheduled breastfeeding, National Voter Registration Act, Civil Rights, and Drug and Alcohol trainings;
- B. Be based on a needs assessment to ensure that all staff involved in program operations has the abilities and skills required to competently perform their assigned duties;
- C. Consider the following factors:
  1. Staff turnover/increases;
  2. Current level of staff skills/experience;
  3. Matching current staff responsibilities with general WIC Program goals and services, local agency nutrition education goals, breastfeeding goals and participant needs;
  4. Evaluation of the extent of the need for general versus specialized training based upon current staff needs;

5. Changes in population served;
6. Targeted areas of training needs identified from site reviews or technical assistance;
7. Sponsorship of the training (e.g., State Agency (SA) approved conference, training by established professional organization, etc.); and
8. Reasonableness of training cost in comparison to local agency's overall budget.

## II. Mandatory Trainings

**Note:** See WIC Program Manual (WPM) [130-90](#) for specific required competencies for the WIC Nutrition Assistant (WNA) position and WPM [630-14](#) for training requirements for Breastfeeding Peer Counselors.

Mandatory Trainings and Required Time Frames		
Who	Type of Training	Required Time Frame
WIC Director or designee and Breastfeeding Coordinator	<b>California WIC Conference</b>	Annually
At least one local agency Registered Dietitian (RD)	A <b>Nutrition</b> training event other than the California WIC Conference	Each federal fiscal year
All Staff	<b>Alcohol and drug abuse.</b> See WPM <a href="#">190-10</a>	Once every 12 months
	<b>Civil rights.</b> See WPM <a href="#">190-20</a>	Once every 12 months
	<b>National Voter Registration Act.</b> See WPM <a href="#">190-30</a>	Once every 12 months
	<b>Breastfeeding Education</b> , which may be included in monthly staff meetings, electronically or in newsletters.	Monthly

Mandatory Trainings and Required Time Frames		
Who	Type of Training	Required Time Frame
All Staff	<b>Code of Conduct Training.</b> This training incorporates topics on local agency-vendor confidentiality and conflict of interest, and covers essential topics in WPM <a href="#">150-10, Conflict of Interest</a> and <a href="#">120-10, Access to and Security of Confidential Information</a> . The training is conducted by the local WIC agency Local Vendor Liaison (LVL) staff using <a href="#">Code of Conduct</a> training materials located on the LVL Training webpage.	Annually
New Employees who Provide Direct Services to Participants	<b>Breastfeeding referral</b> training for situations or questions that are beyond the staff's level of expertise or scope of practice.	Within 3 months of employment
	<b>Role of Peer Counselors</b> – Training regarding the role of PCs is required only at LAs with a Breastfeeding Peer Counselor (BPC) Program.	Within 6 months of employment
	<b>Breastfeeding training.</b> The LA shall use State approved curriculum such as the <a href="#">California WIC BPC Program Peer Counselor Manual</a> .	20 hours of training required within 12 months of employment
All Staff who Provide Direct Services to Participants	<p><b>Breastfeeding updates</b></p> <p>Updates include current and relevant information which may be satisfied by:</p> <ul style="list-style-type: none"> <li>• Staff attending an in-service on current issues in breastfeeding;</li> <li>• An external breastfeeding training;</li> <li>• Repeating a required breastfeeding training; or</li> <li>• Attending a breastfeeding conference.</li> </ul> <p><b>Note:</b> The LA may exempt staff members from the breastfeeding training if the employee has obtained Certified Lactation Educator (CLE), Certified Lactation Counselor (CLC) or the International Board Certified Lactation Consultant (IBCLC) certification within the preceding 3 years.</p>	At least 7 hours every 12 months

Mandatory Trainings and Required Time Frames		
Who	Type of Training	Required Time Frame
All Staff who Provide Direct Services to Participants	<b>Breast pump issuance.</b> Training includes inventory control, retrieval, basic trouble shooting, assembly, use and cleaning.	Within 6 months of employment and prior to issuing breast pumps to participants
All Staff who provide one-on-one education or group education	<b>Participant Centered Education</b> is the California WIC education standard to help participants learn and change behavior.  The LA can refer to the <a href="#">California WIC Participant Centered Education (PCE)</a> web site for some State approved training options.	Within 1st year of employment
All Staff who must undergo WIC Nutrition Assistant Certification	<b>WIC Nutrition Assistant (WNA) training</b> is federally mandated competency-based training for paraprofessionals. See WIC Program Manual (WPM) Section 130-90 <a href="#">Competency Requirements and Certification: WIC Nutrition Assistants (WNAs)</a> for more information.  <b>NOTE:</b> WNA candidates also must participate in PCE training. A local agency may concurrently offer PCE training to staff that are in the process of completing their WNA certification. The <a href="#">California WIC Training Manual</a> offers some PCE related training but is not sufficient in of itself in meet the PCE training requirement.	Within 6 months of starting the certification process

Mandatory Trainings and Required Time Frames		
Who	Type of Training	Required Time Frame
Local Vendor Liaisons (LVLs)	<ul style="list-style-type: none"> <li>Participate in the annual <b>Local Vendor Liaison Training</b> provided by the State WIC Program, as specified in the WIC Contract Management Binder (CMB), <a href="#">Chapter 2</a>, Program Requirements, Section I, Requirements, Subsection E. Vendor Support Coordination.</li> </ul>	Annually
	<ul style="list-style-type: none"> <li>Attend <b>Vendor Training</b> conducted by the State WIC Program, as specified in the WIC Contract Management Binder (CMB), Chapter 2, Program Requirements, Section I, Requirements, Subsection E. Vendor Support Coordination.</li> </ul>	Once within the three year term of the local agency contract

### III. Training Logs

A. The LA shall maintain a log of all training activities attended by LA staff. This log shall be kept updated, on file for three years and include at a minimum the following information:

1. Date(s) of training;
2. Location;
3. Subject matter; and
4. Printed names and signatures of staff attending the training.

### Guidelines

- I. The SA may require LA representation at other meetings, seminars, conferences, or training activities. Information regarding other required training will be provided to the LA as the activities are scheduled.
- II. The LA may send staff to training events that are not sponsored by the SA.
- III. See Chapter 9, of the Contract Management Binder, Section IV, Travel and Training for information pertaining to training events that do not require SA approval.

## Authority

7 CFR 246.3 (f)  
7 CFR 246.6

## Resources

[California WIC Breastfeeding Peer Counseling Program - Peer Counselor Handbook and Facilitator's Guide](#)

[Civil Rights Training](#)

[Loving Support through Peer Counseling: A Journey Together](#)

[LVL Training](#)

[National Voter Registration Act Training](#)

[PCE Training](#)

[Substance Use Training](#)

[WIC Nutrition Assistant \(WNA\) Training Manual](#)

[WNA Candidate's Assessment Workbook](#)