

WIC New Staff Training Guide: Phase 4

JANUARY 2024

Congratulations, you have moved on to the final phase of new staff training. We hope you are enjoying learning your new role.

Each phase (1-4) in the WIC New Staff Training (NST) Guide provides a comprehensive outline of training necessary for you to attain minimum competencies within WIC. Full training 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.

Ask your supervisor if there are any special instructions for you and who can answer questions you may have. Your supervisor/preceptor may refer to the [Training New WIC Staff: Guidance for Coordinators/Preceptors](#) for additional guidance to support you.

Starting in mid-2024, agencies will begin the rollout to transition the WIC Information System from HuBERT to WINNIE. All staff in the agency should begin formal [WINNIE Training](#) as recommended based on their rollout date.

NST PHASE 4

Phase 4 focuses on additional skill development, specifically in the areas of High-Risk Counseling, Medical Formula, Breastfeeding, and PCS skills. 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 record the completion of these modules on the [Phase 4 New Staff Training Documentation](#) form.

**Required for all new staff

High risk counseling

Required for individuals who will be doing High Risk Counseling. (See MOM [Section 6.6](#))

- **Complete High Risk Counseling modules:**
 - High Risk Policy & Criteria, [Module 1: High Risk Care Policy and Criteria](#)

- Providing High Risk Care, [Module 2: Providing High Risk Care](#)
- High Risk Documentation, [Module 3: Documenting High Risk Care and Follow-up](#)

Other

- Complete [Medical Formula Module](#)
- Review MOM [Section 6.6 High-Risk Individual Nutrition Care Plans](#)
- Review [Exhibit 6-A High Risk and Medical Referral Criteria](#)
- “Implications for WIC Services” are being added to the [WIC Risk Criteria](#). 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 Medical Documentation](#)
- Review MOM [Section 7.9 Food Package 3](#)
- Review relevant [Formula Guidance- WIC Staff](#)

Preceptor resource

-MOM [Exhibit 4-H: Checklist for Certification Observation](#)

HuBERT training modules

- **High Risk Counseling:** [HuBERT Training Modules](#)
 - Food Package/Prescription, Modules 5-7
 - Risk Factors/High Risk – if helpful to view again
 - Manage Notes – if helpful to view again

Breastfeeding support & skill development

As you continue through the NST Guide, build your skills in breastfeeding support, assessment, and education by completing the Breastfeeding Curriculum Level (1-4) appropriate for your role in the WIC clinic.

- **Complete** the WIC Breastfeeding Curriculum training levels applicable to your role.
- **Self-Study** for the Breastfeeding Curriculum is found on the [Minnesota Department of Health \(MDH\) Learning Center](#). (Log on and search “breastfeeding” to see available options).
 - **Level 1:** Clerk, Peer, CPA, DBE
 - **Level 2:** Peer, CPA, DBE
 - **Level 3:** CPA, DBE
 - **Level 4:** Designated Breastfeeding Expert (DBE)

The Local Agency Breastfeeding Coordinator should provide one-to-one breastfeeding training until the WIC Breastfeeding Curriculum is completed.

Breastfeeding activity for front-line staff

- [WIC Breastfeeding Support-How front-line staff promote breastfeeding](#)

Preceptor resource

-Staff and Supervisor Discussion Tool- How front-line staff can promote and support breastfeeding

Preceptor notes

-Contact the state BF Coordinator with questions on completing the WIC Breastfeeding Curriculum.

-Use the materials below along with one-to-one coaching to support staff skill building.

PCS training & skills development

- Review [Skills Spotlight](#) series to assist in developing specific assessment skills.
- Review [PCS Counseling Skills](#) 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:

The following resources cover basic skills in participant-centered counselling skills. These tools are the foundation of quality nutrition counseling. It is recommended that you practice each of these skills one at a time. It will be helpful to return to these resources every six months or so as you are developing the skills and learn how they work all together.

- Listen to the Molly Kellogg [WIC Step by Step](#) podcast for each of the topics below:
 - **Building Rapport**- Engaging the Client podcast
 - **Open-ended Questions**- Open-ended Questioning podcast
 - **Affirmations**- Affirming podcast
 - **Reflective Listening**- Reflecting podcast
 - **Summarizing**- Summarizing podcast
- Review and complete activities in Active Listening
 - ["Active Listening..."](#) (Oregon WIC)
- Review the Explore/Offer/Explore Sandwich Technique:

- [Offering Nutrition Education Explore Offer Explore Sandwich Technique](#) (Oregon WIC)
- View the Goal Setting webinar:
 - [Goal Setting - March 2016](#) (MDH WIC)

Preceptor note

- Focus on one of the [PCS Counseling Skills](#) at a time
- Additional [PCS Skills and Resources](#) on the MN WIC Website

Preceptor resource

-[PCS Mentoring Resources](#)- Required for PCS Mentors

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](#)
- View **one or more** of the following trainings and discuss with preceptor:
 - [Using Active Listening in Workplace Situations](#) (WLOL, USDA)
 - [Telephone Communications](#) (MDH WIC)
 - [Dealing with Difficult People](#) (MDH WIC)
 - [Communication Skills for Dialoguing Across Difference](#) (edX) Choose the 'audit course' option.

Cultural humility & services**

- View [Working with Language Interpreters Module](#)
- Read and review [11 Helpful Tips for Working with an Over-the-Phone Interpreter](#) (Language Line Solutions)
- View [Cultural Awareness: Introduction](#) (WI WIC)

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

Additional staff resources (optional)

Minnesota specific resources on cultures found within our state.

- [Diversity in Minnesota](#) (MDH WIC)

- [WIC Cultural Toolkit](#) (MDH WIC)
 - Introduction to working with other cultures
 - Toolkits for highlighted cultures

HuBERT administrator modules

Only for staff who will be assigned these tasks.

- [WIC Information System Training](#)
 - Build Clinic Calendar
 - Local System Administration (LSA)
 - HuBERT Reports
 - Infoview -Training Modules

Putting your training into practice

- Complete certifications/recertifications/midcertifications/follow up for participants meeting high risk criteria.
- Assist participants requiring a medical formula.
- Continue developing Participant Centered Skills.
- Practice the HuBERT skills from this phase in the Training Database. Find or create participants on your training laptop for your practice. If you would like to practice with structured exercises, see [HuBERT Practice Exercises: Phase 4](#). (Do not enter fake data into HuBERT production!)

NOTE: For additional optional exercises that may help you further develop your skills and understanding, see [Additional Training Resources: Phase 4](#).

Reference – complete listing of hyperlinks:

[Training New WIC Staff: Guidance for Coordinators/Preceptors](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/guidance.pdf>)

[WINNIE Training](#)

(<https://www.health.state.mn.us/people/wic/localagency/winnie/training.html>)

[Phase 4 New Staff Training Documentation](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/phase4doc.docx>)

Module 1: High Risk Care Policy and Criteria

(<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>)

Module 3: Documenting High Risk Care and Follow-up

(<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>)

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)

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>)

WIC Risk Criteria

(<https://www.health.state.mn.us/people/wic/localagency/nutrition/riskcodes/index.html>)

Section 7.6 Medical Documentation

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch7/sctn7_6.pdf)

Section 7.9 Food Package for Infants, Women and Children with Qualifying

(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>)

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

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/modules.html>)

HuBERT Structured Exercises for Hands-On Practice

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html#exercises>)

Minnesota Department of Health (MDH) Learning Center

(<https://www.health.state.mn.us/about/tools/learningcenter.html>)

WIC Breastfeeding Support-How front-line staff promote breastfeeding

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/bfsupport.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>)

Skills Spotlight

(<https://www.health.state.mn.us/people/wic/localagency/training/na.html#skills>)

Goal Setting - March 2016

(www.health.state.mn.us/people/wic/localagency/training/pcs/skills/2016webinars.html#mar2016)

PCS Counseling Skill

(<https://www.health.state.mn.us/docs/people/wic/localagency/training/pcs/skills/counseling.pdf>)

WIC Step by Step (<http://www.mollykellogg.com/programs/step-by-step-wic-log-on/>)

"Active Listening..."

(https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/active_listening.pdf)

Offering Nutrition Education Explore/Offer/Explore Sandwich Technique

(https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/explore_offer_explore.pdf)

WIC Mentoring Resources

(<https://www.health.state.mn.us/people/wic/localagency/training/pcs/mentor/index.html>)

Welcoming Participants

(<https://www.health.state.mn.us/people/wic/localagency/training/pcs/skills/development.html#welcoming>)

WIC Learning Online-Using Active Listening in Workplace Situations

(<https://wicworks.fns.usda.gov/resources/wic-learning-online-wlol>)

Telephone Communications (<https://www.youtube.com/watch?v=ifEWszwUinU>)

Dealing with Difficult People (<https://youtu.be/IJ9WYhSispM>)

Communication Skills for Dialoguing Across Difference

(<https://www.edx.org/course/communication-skills-bridging-divides-catalystx-ildiv1x-0>)

Working with Language Interpreters Module

(<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>)

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>)

Diversity in Minnesota

(<https://www.health.state.mn.us/people/wic/localagency/cultural.html#diversity>)

WIC Cultural Toolkit (www.health.state.mn.us/people/wic/localagency/culturaltool.html)

Cultural Awareness: Introduction (https://wicphet.org/sites/default/files/courses/cultural-awareness/introduction/story_html5.html)

WIC Information System Training

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/training/index.html>)

HuBERT Practice Exercises: Phase 4

(www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/hubert4.pdf)

Additional Training Resources: Phase 4

(www.health.state.mn.us/docs/people/wic/localagency/training/nutrition/nst/additional4.pdf)

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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