

13.0 New Employee Training**13.02 Competent Professional Authority (CPA) Training Plan**

New Employee Orientation will be comprised of on your own study, webinars and hands on training. Please refer to the Person Responsible column to know how each area should be approached for trainings. In addition please review the agenda for a new employee training. The agenda recommends times to set aside and people you can contact should you have questions regarding the self-study information. Training can start anytime, however SDWIC –IT WBT’s should be completed before Week 5. State WIC office will attempt to schedule week 5 of the agenda each month. Please refer to M:DOH\OFCHS\Orientation – Employee or Student for list of scheduled dates.

SUGGESTED AGENDA**Week One: CPA & Secretary’s On Own****9-12 CST.**

- Overview of WIC Program - PP13.01B
- State WIC Office Organization - PP13.01A
- Voices of WIC Video
- SDWIC-IT Training Web Based Tutorials
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9-12 CST.

- WIC Foods and Food Packages – PP13.01D
- WIC Check Issuance – PP13.0E
- Who We Serve and How We Serve - PP13.0C
- SDWIC-IT Training Web Based Tutorial

Week Two: CPA & Secretary’s On Own**9-12 CST.**

- WIC Resources Part I – Tools for Your Job – PP13.01F
- WIC Resources Part 2 – Additional Tools for Your Job - PP13.01G
- Important WIC Program Requirements – PP 13.01H
- SDWIC-IT Training Web Based Tutorials

9-12 CST.

- Clinic Environment – PP13.01I

- Nutrition Education and Marketing Plans - PP13.01J
- Evaluations and Self-Assessment – PP13.01K
- SDWIC-IT Training Web Based Tutorials

Week Three: CPA & Secretary's On Own

9-12 CST.

- Overview of Certification Process – PP13.02A
- SDWIC – IT Training Web Based Tutorials

Week Four: CPA's On Own

9-12 CST.

- Principles of Maternal, Infant and Child Nutrition – PP13.02B
- Anthropometrics/Assessing for WIC Risk – PP13.02C (On your own)
Anthropometrics Manual
- Biochemical Techniques /Assessing for WIC Risk – PP13.02D (On your own)
www.hemocuelearningcenter.com
- Nutrition Assessment & Education PP13.02E (On Your Own)
- Food Packages – Connection to Nutrition Risk PP13.02F (On Your Own)
- Contract and Therapeutic Formulas – 13.02G (On your own)
- Behavioral Change Model – Stages of Change – PP13.02H (On your own)
- Other Factors Impacting Health – PP13.02I (On your own)
- Breastfeeding Peer Counselor Program – PP13.02J (On your own)

Week Five: CPA & Secretary's Group Facilitated 1st Day in Pierre SD

1-5 CST.

- Understanding Your WIC Customers – Communication with All Participants -Toolkit 6.1
- Communication Skills – The Spirit of Participant Centered Communication -Toolkit 2.1
- Communication Skills – Customer Service Skills - Toolkit 1.1
- Understanding Your WIC Customers – Building Rapport with Diverse Participants -Toolkit 1.2
- Facilities and Use of Space – Family/Friendly Environments – Toolkit 4.1
- Facilities and Use of Space – Is Your Environment Family/Friendly – Toolkit 4.2
- Hands on to get everyone on TEST site and Introduction to the SDWIC-IT application.

8-5 CST. CPA & Secretary's Group Facilitated 2nd Day in Pierre SD

- SDWIC – IT Training

Appointments & Scheduling
Processing Time Frames
Certification vs. Follow up Counseling Appointments
Over view of the Guided Script
Using the Daily Schedule
Precertification PG Woman
Intake Process PG Woman
Scheduling Flexibility and Categorical Scheduling

- Service Delivery – Access to WIC Services – Toolkit 5.1
- Service Delivery – Service Delivery Flow – Toolkit 5.2

8-5 CST. CPA & Secretary's Group Facilitated 3rd Day in Pierre SD

- **SDWIC – IT Training**

Transfers, In State, between families and adding Foster Child to existing family Priority Waiting List
Check Issuance, Voided Checks Over view of Food Pkg.'s already prescribed, voids/reissuing.
Inventory of WIC Items – Brief Over view of ADMIN Model Breast Pumps, Infant Formula
Entering Staff Training information, referral information and a quick view of templates.
Overview of the Certification Process

8-5 CST. CPA Group Facilitated 4th Day in Pierre SD

- **SDWIC – IT Training**

Anthropometrics/Assessing For WIC Risk
Biochemical Techniques/Assessing For WIC Risk
Nutrition Assessment and Education
Referral System
Prescribing WIC Food Packages
Certification of an NPP woman and IFF infant, Cert of BE and IBE including the issuance of Breastfeeding is Best Voucher.

8-12 CST. CPA's 5th Day in Pierre SD

- Communication Skills – Evoking Motivation for Adopting Healthy Behaviors – Toolkit 2.2
- Communication Skills – Sharing Information and Strategies – Toolkit 2.3
- Communication Skills – Goal Setting – Toolkit 2.4
- Strategies for Group Education/Facilitating Successful Groups – Toolkit 3.1
- Strategies for Group Education/ Planning Successful Group Education – Toolkit 3.2
- Review of Guided Script, Use of the Help Menu Items and Misc.
- Questions
- Phone numbers for 3Sigma, Dawn (Help Desk) and when to call who.

Suggested Training Program Schedule

- **Red text** identifies critical path topics needed before secretaries are ready for independent clinic work
- **Blue text** identifies major milestones in training plan sequence
- Topics are grouped by section and subsection

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
MODULE ONE: WIC IN SOUTH DAKOTA (Who We Serve and How We Serve); SDWIC-IT TRAINING PART I							
	1-1a. State WIC Office Organization <ul style="list-style-type: none"> • Goals and Objectives • Roles of State WIC staff, Regional staff, Local Agency staff • Technical Assistance – State office staff and Regional staff 	PowerPoint 13.01A	Local Agency Computer WIC Policy & Procedure (P&P) Chapter 13	30 minutes	Review Activity	On Your Own	
	1-1b. Overview of WIC Program <ul style="list-style-type: none"> • What is WIC? – Purpose and Goals • Who's Eligible for WIC? • Nutrition Education and Support • BF Promotion and Education (including Breast Pumps) <ul style="list-style-type: none"> ○ Overview of BF Peer Counseling Program 	PowerPoint 13.01B	Local Agency Computer WIC P&P Chapter 13	30 minutes	Quiz	On Your Own	
	1-1c. How We Serve	PowerPoint 13.01C	Local Agency Computer WIC P&P Chapter 13	30 minutes	Group Activity	On Your Own	
	1-1d. Voices of WIC Video	Altarum DVD	Local Agency Computer Share Drive – WIC Forms	10 minutes	None	On Your Own	
	1-1e.. WIC Foods & Food Packages <ul style="list-style-type: none"> • SD Food Guide • WIC Food Package Overview • Where To Shop – WIC Authorized Vendors • Vendor Training 	PowerPoint 13.01D Food Guide Pamphlet	Local Agency Computer WIC P&P Chapter 13	45 minutes	Quiz	On Your Own	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
	1-1f. WIC Check Issuance <ul style="list-style-type: none"> Mailed, Lost/Stolen Checks Replacing/Exchanging Checks Check Cashing Procedures Manual Check Inventory Staff Practice: Finding WIC Foods at Grocery Store (How to Shop with WIC Checks) 	Power Point 13.01E	Local Agency Computer WIC P&P Chapter 13	30 min.	Quiz Practice Shopping	On Your Own	
	1- 1g. Communication Skills – Customer Service Skills <ul style="list-style-type: none"> 7 Principles of Professional Behavior towards Customers How to Lose Customers without Really Trying 	Toolkit Module 1.1	Group Presentation/ Webinar Pierre – Week 5	45 min	Written Activity	State Staff	
	1-1h. Communication Skills – Dealing with Difficult Situations	Toolkit Module 1.2	Group Presentation / Webinar Pierre – Week 5	30 minutes	Group Activity	State Staff	
	1-1i.. Communication Skills – The Spirit of Participant-Centered Communication	Toolkit Module 2.1	Group Presentation / Webinar Pierre – Week 5	45 minutes	Written Activity	State Staff	
	1-1j. Understanding Your WIC Customers – Building Rapport with Diverse Participants	Toolkit Module 6.1	Group Presentation/ Webinar Pierre – Week 5	30 minutes	Group Activity	State Staff	
	1-1K. SDWIC-IT Training Web Based Tutorials	WBT's	Local Agency Computer	6-8 hours	Review Materials	On Your Own	
	REGIONAL MANAGER RESPONSIBILITIES						
	1-1l. New Staff Observation: How SD WIC-IT Fits In <ul style="list-style-type: none"> Greeting, Initial Intake Income, Address, Categorical Scheduling Appointments, Check 		Employee observes experienced staff using SDWIC-IT	1 st week of employment		Regional Manager	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
	Issuance <ul style="list-style-type: none"> • Phone Duties 						
	STATE OFFICE RESPONSIBILITIES						
	1-2a. WIC Resources Part I – Tools for Your Job <ul style="list-style-type: none"> • Policy & Procedure Manual • CHS Manual • WIC Local Agency Memos • Forms Catalog/WIC Materials • Check Stock • Printers, Signature Pads, Scanners, MICR Toner 	PowerPoint 13.01F	Local Agency Computer WIC P&P Chapter 13	30 minutes	Activity	On Your Own	
	1-2b. WIC Resources Part II – Additional Tools for Your Job <ul style="list-style-type: none"> • Websites (WIC, DOH, Directors, Local Agency) • Shared Drive, WIC Forms • Audio-Visual Catalog • Educational Materials – Publications, Nutrition Care Manuals, wichealth.org, WIC TALKS 	PowerPoint 13.01G	Local Agency Computer WIC P&P Chapter 13	30 minutes	Activity	On Your Own	
	1-2c. Important WIC Program Requirements <ul style="list-style-type: none"> • Civil Rights (<i>training required yearly for all staff</i>) • Voter Registration • Confidentiality • Child Abuse Reporting • Minors and Local Agency Staff on WIC • Violations of WIC/Misuse • Complaints: Vendors, Client/Proxy, Program/Staff 	PowerPoint 13.01H	Local Agency Computer WIC P&P Chapter 13	30 minutes	Quiz	On Your Own	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
	1-2d: SDWIC-IT Training – Web Based Tutorials	WBT's	Local Agency Computer	6-8 hours	Review Material	On Your Own	
	1-2e. Clinic Environment	PowerPoint 13.01l	Local Agency Computer	30 minutes	Quiz	On Your Own	
	1-2f. Facilities and Use of Space – Family-Friendly Environments (Lesson/Information)	Toolkit Module 4.1	Group Presentation/ Webinar Pierre – Week 5	30 minutes	Group Activity	State Staff	
	1-2g. Facilities and Use of Space – Is Your Environment Family-Friendly? Practice what you've learned in your clinic	Toolkit Module 4.2	Group Presentation/ Webinar	30 minutes	Quiz	State Staff	
	1-2h SDWIC-IT Training Part 1 <ul style="list-style-type: none"> • Appointments and Scheduling – Understanding Policies • Processing Time Frames • Certification vs. Follow-up Counseling Appointments • Appointment Reminders • Scheduling Flexibility and Categorical Scheduling • Transfers, Priority Waiting Lists • Check Issuance, Voided Checks • Inventory of WIC Items – Breast Pumps, Infant Formula 		SD State Trainer for SDWIC-IT in Pierre SD Pierre – Week 5	3 ½ days	SDWIC-IT Test Environment	State Staff - Dawn	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
MODULE TWO: SOUTH DAKOTA WIC SERVICE DELIVERY							
	2-1a. Service Delivery – Access to WIC Services	Toolkit Module 5.1	Group Presentation/ Webinar Pierre – Week 5	30 minutes	Written Activity	State Staff	
	2-1b. Service Delivery – Service Delivery Flow	Toolkit Module 5.2	Group Presentation/ Webinar Pierre – Week 5	30 minutes		State Staff	
	2-1c. Nutrition Education and Marketing Plan (NEMP) <ul style="list-style-type: none"> Purpose and Goals of NEMP/Overview of Staff Roles 	PowerPoint 13.01J	Local Agency Computer WIC P&P Chapter 13	1 hour	Quiz	Own Your Own	
	2-1d. Management Evaluations and Self-Assessment Self-Assessment <i>(review required yearly for all staff)</i>	PowerPoint 13.01K	Local Agency Computer WIC P&P Chapter 13	1 hour	None	On Your Own	
	2-1e. SDWIC-IT Training Web Based Tutorials	WBT's	Local Agency Computer	6-8 hours	Review Materials	On Your Own	
At the end of Section 2-2, CPAs need to complete the critical path topics in Module 3 before working independently in clinic.							
MODULE THREE: WIC CERTIFICATION, NUTRITION ASSESSMENT & EDUCATION, BREASTFEEDING SUPPORT; SDWIC-IT TRAINING PART II							
	3-1a. Overview of Certification Process <ul style="list-style-type: none"> Flow of Client through Clinic: Intake-Assessment-Education-Benefit Issuance Roles of Staff: Secretary, CPA <ul style="list-style-type: none"> CPA – Nurse CPA – Nurse/Nutrition Educator CPA – Registered Dietitian CPA – Nutrition Educator Overview of Staff Responsibilities within SDWIC-IT 	PowerPoint 13.02A	Local Agency Computer WIC P&P Chapter 13	1 hour	Quiz Written Activity: <i>Local Agency Clinic Flow and Staff Roles</i>	On Your Own	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
	3-1b. Principles of Maternal, Infant and Child Nutrition <ul style="list-style-type: none"> Maternal, Infant and Child Nutrition Breastfeeding is Best for Baby (Loving Support Curriculum) (<i>training is required yearly for CPA staff</i>) Contract and Therapeutic Formulas 	PowerPoint 13.02B	Local Agency Computer WIC P&P Chapter 13	1 hour	Self-study Quiz	On Your Own	
	3-1 c. Communication Skills – Goal Setting	Toolkit Module 2.4	Group Presentation/ Webinar Pierre – Week 5	30 minutes		State Staff	
	3-2a. SDWIC-IT: Anthropometrics/Assessing for WIC Risk <ul style="list-style-type: none"> Anthropometrics Manual 	PowerPoint 13.02C	Local Agency Computer WIC P&P Chapter 13 & SDWIC-IT in Pierre Week 5	SDWIC-IT	Quiz & SDWIC-IT Test Environment	PP -On Your Own & State Staff - Dawn	
	3-2b. SDWIC-IT: Biochemical Techniques /Assessing for WIC Risk <ul style="list-style-type: none"> www.hemocuelearningcenter.com 	PowerPoint 13.02D	Local Agency Computer WIC P&P Chapter 13 & SDWIC-IT in Pierre Week 5	SDWIC-IT	Quiz & SDWIC-IT Test Environment	PP -On Your Own & State Staff - Dawn	
	3-2c. SDWIC-IT: Nutrition Assessment and Education <ul style="list-style-type: none"> Assessing for WIC Nutritional Risk <ul style="list-style-type: none"> Clinical Dietary Learner-Centered Facilitated Education (<i>training required yearly for CPA & RN staff</i>) Goal Setting – Learner-Centered 	PowerPoint 13.02E	Local Agency Computer WIC P&P Chapter 13 & SDWIC-IT in Pierre Week 5	SDWIC-IT	Quiz & SDWIC-IT Test Environment	PP -On Your Own & State Staff - Dawn	
	3-2d. SDWIC-IT: Prescribing WIC Food Packages <ul style="list-style-type: none"> Connection of Food Package to Nutritional Risk Food Package Prescription from SDWIC-IT 	PowerPoint 13.02F	Local Agency Computer WIC P&P Chapter 13 & SD State Trainer for SDWIC-IT in Pierre SD	SDWIC-IT	Quiz & SDWIC-IT Test Environment	PP -On Your Own & State Staff - Dawn	
	3-2e.Contract and Therapeutic Formulas	PowerPoint 13.02G	Local Agency Computer	SDWIC-IT	Quiz	PP-On Your Own	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
			WIC P&P Chapter 13			& State Staff – Dawn	
	3-3a. Behavioral Change Model – Stages of Change	PowerPoint 13.02H	Local Agency Computer WIC P&P Chapter 13	45 minutes	Quiz	Own Your Own	
	3-3b. Communication Skills – Evoking Motivation for Adopting Healthy Behaviors	Toolkit Module 2.2	Group Presentation/ Webinar Pierre Week 5	45 minutes	Written Activity	State Staff	
	3-3c. Communication Skills – Sharing Information and Strategies	Toolkit Module 2.3	Group Presentation/ Webinar Pierre Week 5	45 minutes		State Staff	
<p style="text-align: center;">AT THE END OF SECTION 3-3, CPAs ARE READY FOR CLINIC TIME WITH OBSERVATION. CPAs will begin working through Module Four (competency-based hands-on site training) and need to complete Sections 2-3 and 3-4 topics (all non-critical path topics).</p>							
	3-4a. Other Factors Impacting Health <ul style="list-style-type: none"> Immunizations Alcohol and Drugs – Referrals, Mandatory Reporting (<i>training required yearly for all staff</i>) 	PowerPoint 13.02I	Local Agency Computer WIC P&P Chapter 13	45 minutes		On Your Own	
	3-4b. Breastfeeding Peer Counselor Program – BPCP Clinics Loving Support Curriculum – Entire Training	PowerPoint 13.02J	Local Agency Computer WIC P&P Chapter 13	45 minutes		On Your Own	
	3-4c. Strategies for Group Education – Facilitating Successful Groups	Toolkit Module 3.1	Group Presentation/ Webinar Pierre Week 5	1 hour	Written Activity	State Staff	
	3-4d. Strategies for Group Education – Planning Successful Group Education	Toolkit Module 3.2	Group Presentation/ Webinar Pierre Week 5	30 minutes	None	State Staff	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
MODULE FOUR: BRINGING IT ALL HOME (On-the-Job Training and Practice)							
	4-1a. Certification Eligibility Determination <ul style="list-style-type: none"> Income, Address, Categorical Observe PCS Skills During Above Activities 		On-the-job Training	4 weeks	Observation Chart Audit	Regional Manager	
	4-1b. Nutrition Assessment – all WIC categories <ul style="list-style-type: none"> Anthropometrics, Biochemical, Clinical, Dietary Observe PCS Skills During Above Activities 		On-the-job Training	4 weeks	Observation Chart Audit	Regional Manager	
	4-1c. Individual Nutrition Education – Certification and Secondary Ed Contacts <ul style="list-style-type: none"> Motivational Interviewing Skills for Detecting Behavior Change Readiness Client-led Nutrition Goal Setting Educating Clients on WIC Foods Observe PCS Skills During Above Activities 		On-the-job Training	4 weeks	Observation	Regional Manager	
	4-1d. Group Nutrition Education – For Sites Using Group Ed <ul style="list-style-type: none"> Observe PCS Skills/Facilitated Group Education 		On-the-job Training	4 weeks	Observation	Regional Manager	
	4-1e. Breastfeeding Education and Support – Certification and Secondary Ed Contacts <ul style="list-style-type: none"> BF Support Skills for Pregnant Clients BF Support Skills for Postpartum Clients 		On-the-job Training	6 weeks	Observation	Regional Manager	
	4-1f. Food Package Prescriptions – Certification <ul style="list-style-type: none"> Educating Clients on Food Packages Prescribed to All WIC Family Members Reviewing WIC Shopping in Grocery Store Observe PCS Skills During Above Activities 		On-the-job Training	2 weeks	Observation Chart Audit	Regional Manager	
	4-1g. Back-Up Duties for Secretary <ul style="list-style-type: none"> Greeting clients, Initial Intake, Phone Duties 		On-the-job Training	2 weeks	Observation Chart Audit	Regional Manager	

	Topic	Materials Needed	Format	Length	Competency Requirement	Person Responsible	Date Completed
	<ul style="list-style-type: none"> Scheduling Appointments, Check Issuance 						
	4-1h. Evaluations and Self-Assessment <ul style="list-style-type: none"> Self-Assessment <i>(review required yearly for all staff)</i> 		Individual Presentation/ Webinar	1 hour		State Staff Regional Manager	

Please call Jackie Binder 605-668-5955 Office or Shelby Sloan 605-394-2540 Office if you need assistance.