

# WIC New Staff Training Guide: Phase 4

JULY 25, 2023

## NST Phase 4

Phase 4 focuses on additional skill development, specifically in the areas of High-Risk Counseling, 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

## HuBERT Practice Exercises (Recommended)

**Preceptors:** Consider HuBERT mentoring, staff role, and skill level when determining which practice exercises will be completed.

Consider downloading files from FileZilla to a shared file for new staff member to access.

- [HuBERT Structured Exercises for Hands-On Practice](#)
  - Create High Risk Note with SOAP Note Template- 0213highrisknote

## Breastfeeding Support and 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 level applicable to your role.
- **Self-Study** for Level 1-3 is found on the [MDH Learning Center](#).
  - **Level 1:** Clerk, Peer, CPA, DBE
  - **Level 2:** Peer, CPA, DBE
  - **Level 3:** CPA, DBE
  - **Level 4:** Designated Breastfeeding Expert (DBE)

*The LA BF Coordinator should provide one-to-one BF training until the WIC Breastfeeding Curriculum is completed.*

## Breastfeeding Activity for Front-line Staff

- [WIC Breastfeeding Support-How front-line staff promote breastfeeding](#)
- [Staff and Supervisor Discussion Tool- How front-line staff can promote and support breastfeeding](#)

## Preceptor Notes

- Contact the state BF Coordinator with questions on how to complete the WIC Breastfeeding Curriculum.
- Use the materials below along with one-to-one coaching to support staff skill building.

## Additional Training Resource (Optional)

- [WIC Lactation Continuing Education](#)
- [WIC Breastfeeding Support / USDA](#) (videos)
- Additional On Demand Breastfeeding Education -found on [WIC Lactation Continuing Education](#)
- Review ***Breastfeeding Resources & References for Health Professionals*** (Order the most current version on [Materials Order form.](#))

## PCS Training and 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:

- Building Rapport
  - [Molly Kellogg Step by Step](#) Engaging the Client podcast
- Active Listening
  - Review and complete activities in [Active Listening-Oregon WIC](#)
- Open-ended Questions
  - [Molly Kellogg Step by Step](#) Open-ended Questioning podcast
- Affirmations
  - [Molly Kellogg Step by Step](#) Affirming podcast
- Reflective Listening
  - [Molly Kellogg Step by Step](#) Reflecting podcast
- Explore/Offer/Explore
  - Review [Explore Offer Explore--Oregon WIC](#)
- Summarizing
  - [Molly Kellogg Step by Step](#) Summarizing podcast
- Goal Setting

- [Goal Setting - March 2016](#)

## 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.

## Additional Training Resource (Optional)

- [Communicating with Participants](#) (WLOL/USDA)
- [Communication and Counseling Over the Phone \(PDF\)](#) (MDH WIC)
- [Training Videos - WIC Customer Service](#) (Arizona WIC)
- [Customer Service and Conflict Resolution](#) (Louisiana WIC)
- Sign up for the Learning Dynamics **Customer Service Notes for WIC**
  - Send name and email address to [info@learningdynamics.com](mailto:info@learningdynamics.com)

## Cultural Humility and Services\*\*

- View [Working with Language Interpreters Module](#)
- Read and review [11 Helpful Tips for Working with an Over-the-Phone Interpreter](#) (Language Line Solutions)
- Read handout on [Diversity in Minnesota](#)
- 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 Training Resource (Optional)

- [Cultural Humility--People, Principles and Practices, a documentary \(Vivian Chavez\)](#)

## 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

## Reference – Complete Listing of Hyperlinks

### [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](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](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](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>)

WIC Lactation Continuing Education

(<https://www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings>)

WIC Breastfeeding Support / USDA- Video Gallery

(<https://wicbreastfeeding.fns.usda.gov/video-gallery>)

WIC Agency Materials Order Form

(<https://www.health.state.mn.us/forms/cfh/wicmaterials/index.html?target=AGENCY>)

Skills Spotlight

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

Goal Setting - March 2016

(<https://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>)

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

Offering Nutrition Education Explore/Offer/Explore Sandwich Technique--Oregon WIC

([https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/orwl/explore\\_offer\\_explore.pdf](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>)

MN WIC Webinar- Telephone Communications

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

MN WIC Webinar- 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>)

WIC Learning Online- Communicating with Participants

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

Customer Service and Conflict Resolution

(<https://ldh.la.gov/assets/oph/nutrition/WIC/WICCivilRights/2017ConflictResolution/index.html>)

Communication and Counseling Over the Phone

(<https://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/0602phone.pdf>)

Training Videos - WIC Customer Service

([https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0\\_w4UA\\_GsJx](https://www.youtube.com/playlist?list=PLeL9ROmy1WLSGVpILHRx6y0_w4UA_GsJx))

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>)

Cultural Awareness: Introduction ([https://wicphet.org/sites/default/files/courses/cultural-awareness/introduction/story\\_html5.html](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>)

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](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); to obtain this information in a different format, call: 1-800-657-3942. *This institution is an equal opportunity provider.*