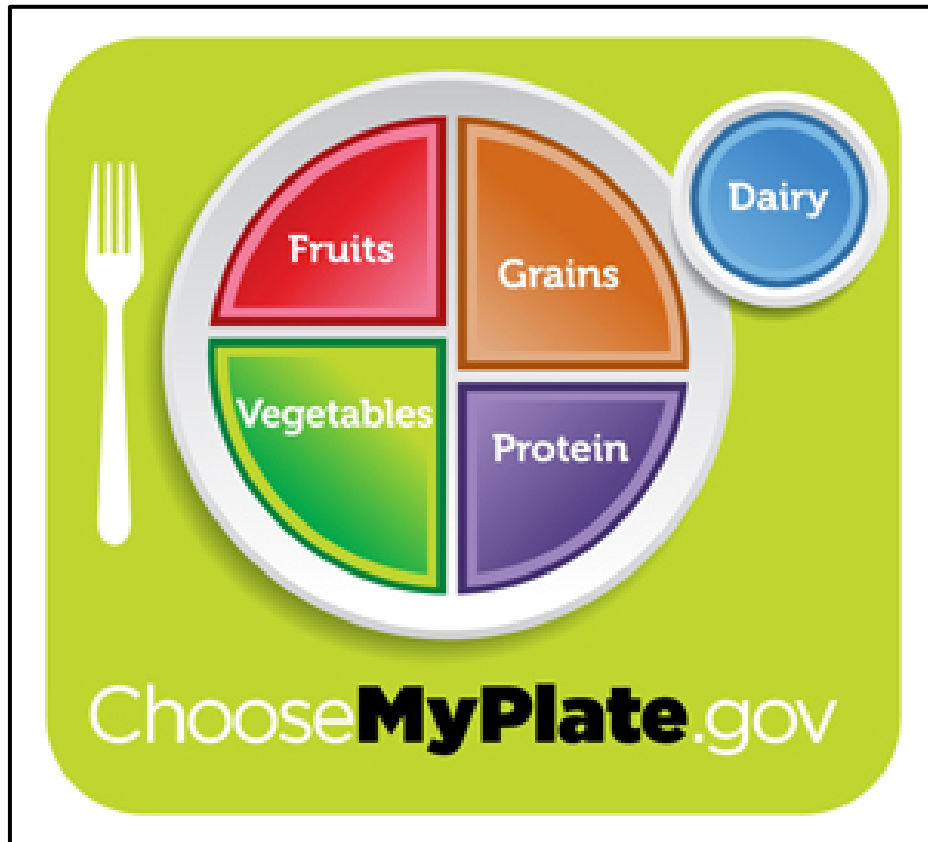


Arizona WIC Training



New Employee Training Plan Instructional Guidebook



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Introduction

Welcome to the Guidebook for completing the *New Employee Training Plan*.

This Guidebook assists the individual designated to oversee the completion of training activities according to the requirements of the New Employee Training Plan. **The responsible designee will be referred to as "Trainer" throughout this instructional guidebook. The new employee (trainee) will be referred to as "Nutrition Educator" throughout this instructional guidebook.**

The Trainer may cooperate with other qualified employees to provide the instruction and guidance needed to complete individual activities. The Trainer ultimately **takes responsibility** for ensuring the Nutrition Educator (trainee) **completes and fully understands** all training courses and activities.

When planned discussions and interactions take place, the Trainer will assess the Nutrition Educator's understanding of concepts and ability to apply skills learned. The Blended Learning Guidebooks and the order of training activities in this plan are designed to be a resource that assists the Trainer in discovering the Nutrition Educator's readiness, or to reveal areas of concern that require additional instruction or practice.

As listed in the plan, courses and activities relevant to a WIC category MUST BE COMPLETED PRIOR TO BEGINNING to counsel with participants of that WIC Category. For example, all courses and activities listed prior to certifying Pregnant participants in week 4 of the 8-12 week Training Timeline must be completed by the Nutrition Educator *BEFORE* they begin counseling with Pregnant participants.

By signing the Competency Achievement Checklists in the Guidebooks, the Trainer expresses confidence that the Nutrition Educator demonstrates the knowledge and skills required for the position according to Chapter 7 of the Arizona WIC Policy and Procedure manual.

The New Employee Training Plan refers to all training activities required for Nutrition Educators (trainees) to successfully perform the responsibilities of a Competent Professional Authority (CPA) in accordance with the WIC Nutrition Services Standards. This Training Plan includes the supervisory and observation activities to be completed by trainers. Arizona WIC requires all training activities to be successfully completed and documented according to the instructions in the New Employee Training Plan Instructional Guidebook *within the first six months* of employment.

WIC new employee training includes:

- 1) **Phase One:** The 8-12 Week Training Timeline
 - Certification Specialist (CS) training activities include those listed until the completion of the Breastfeeding LMS/Guidebook in Week 3
- 2) **Blended Learning Guidebooks** (accompany TRAIN LMS courses)
- 3) **Phase Two:** Periodic Observations with Chart Reviews (until the 6th month of employment)
- 4) **Final Comprehensive Evaluations** (applies to Low Risk appointments)

Overview

Phase One: 8-12 Week Training Timeline

The 8-12 Week Training Timeline includes the mandatory training courses and activities required by Arizona WIC for new employees. *WIC Certification Specialists (CS) are required to complete the [TRAIN LMS](#) courses and activities up to the completion of the Breastfeeding LMS/Guidebook in Week 3 of the timeline.* (No new training activities are initiated for Certification Specialists after the Breastfeeding LMS/Guidebook in Week 3)

WIC Competent Professional Authorities (CPAs) are to complete all courses and activities listed in the 8-12 Week Training Timeline. In Arizona, the CPA position includes those designated as Nutrition Education Specialist (NES), Dietetic Technicians Registered (DTRs), Degreed Nutritionists, and Registered Dietitian Nutritionists (RDNs). *Registered Dietitian Nutritionists will complete all Phase 1 requirements. Since the credentials of Registered Dietitian Nutritionists reflect expertise in Nutrition beyond the requirements of the WIC CPA, RDNs may complete Phase 1 in less than 8 weeks.*

Chapter 7 in the P&P manual requires [TRAIN LMS](#) courses and other learning activities to be completed in a specific order. The 8-12 Week Timeline specifies the required order, and suggests a timeline to begin individual activities. The amount of time an individual may need to complete training activities will vary. The 8-12 Week Training Timeline represents the *maximum* amount of time (according to Chapter 7) which is allowed to complete the scope of mandatory training activities for Nutrition Educators. *Trainers will contact the Nutrition Services Consultant if more than 8-12 weeks is needed to complete the Phase 1 training activities.*

After completing all prerequisite courses with guidebooks for a WIC category, the Nutrition Educator may counsel participants with supervision. As the Nutrition Educator begins certifying a new category of WIC participants each week, the trainer will observe and complete chart reviews of the Nutrition Educator's performance for at least three (3) appointments. Observations with Chart Reviews will be completed for each WIC Category.*

A physical record of chart reviews will be kept on file using the ME form "Chart Review". The trainer will provide necessary feedback to the Nutrition Educator based on findings.

***IF THE TRAINER FEELS THAT ADJUSTMENTS TO THE REQUIRED NUMBER OF OBSERVATIONS OR AMOUNT OF TIME ALLOWED FOR PHASE ONE IS WARRANTED DUE TO EXTENUATING CIRCUMSTANCES, PLEASE CONTACT YOUR NUTRITION SERVICES CONSULTANT OR GRACIE SPEAKER gracie.speaker@azdhs.gov TO SUBMIT AN ALTERNATIVE PLAN AND JUSTIFICATION**

NOTE:

WIC Certification Specialists (CS) - whose job duties do not include counseling participants, assigning risks or food packages - are required to complete those courses and activities in Phase One of the Training Plan until the completion of the Breastfeeding LMS course and Guidebook in Week 3 of the 8 Week Timeline. *It is strongly recommended that Trainers continue monitoring their performance using Local Agency Self-Assessment tools throughout the 6 month probation period for new employees.*

Clerks – The title “clerk” refers to those employees who perform no laboratory assessment and do not counsel or assign risks or food packages. Clerk training includes Civil Rights,, CLAS, WIC 101, HANDS training, PCS: Setting the Stage, Principles of Influence 101, the Breastfeeding LMS course and the Breastfeeding Guidebook.

All courses and activities in the 8-12 Week Timeline are required for WIC Counseling positions such as Nutrition Education Specialists (NES), Nutritionists (Degreed Nutritionists and DTRs), and Registered Dietitian Nutritionists (RDNs). WIC Counselors will continue to be monitored by the use of periodic observations with chart reviews after the completion of the 8-12 Week Timeline activities until the end of the sixth month of employment. During Phase Two all employees will be required to pass a Comprehensive Evaluation for each participant category before officially completing New Employee Training (Comprehensive Evaluations may count toward the required number of observations for Phase 2).

The training requirements for Breastfeeding Peer Counselors (see Chapter 19 of the Arizona WIC Program Policy and Procedure Manual) are not part of this Training Plan.

Blended Learning Guidebooks

Blended Learning is a training approach that combines different learning methods to increase retention and improve mastery of the content and skills taught in courses. Blended Learning has repeatedly shown improved outcomes in settings which combine computer mediated and face-to-face activities.

In the Arizona WIC Program, Blended Learning Guidebooks refer to materials developed to complement the LMS courses which address nutrition-related training topics. Blended Learning Guidebooks are designed to be completed along with their corresponding LMS courses, and include activities which allow Nutrition Educators to apply the knowledge and skills taught by each LMS course. The activities in each Blended Learning Guidebook require discussion and feedback from the Trainer to assess the Nutrition Educator's understanding of the material, and to provide an opportunity for questions or concerns related to each nutrition topic.

Blended Learning Guidebooks have been written for the following LMS Courses:

- **Anthropometry**
- **Hematology**
- **Breastfeeding**
- **Basic Nutrition**
- **Prenatal Nutrition**
- **WIC Listens Western Region PCE Course**
- **Child Nutrition**
- **Infant Nutrition**
- **Postpartum Nutrition**
- **Baby Behaviors**

The 8-12 Week Training Timeline specifies which **LMS Courses and Guidebooks must be completed before the Nutrition Educator will be allowed to perform certain job duties, such as performing lab measurements or counseling with participants.** *For example, the Nutrition Educator will be allowed to counsel with pregnant participants ONLY upon successful completion of the LMS Courses and Guidebook activities for Breastfeeding, Basic Nutrition, and Prenatal Nutrition.*

Phase Two: Periodic Observations with Chart Reviews, and Final Comprehensive Evaluations

After successful completion of the 8-12 Week Training Timeline activities, the Nutrition Educator will be observed periodically (preferably monthly) to identify the need for additional training and to provide feedback. **The Trainer will observe a minimum of fifteen (15) certifications with chart reviews from the beginning of Phase 2 until the end of the sixth month (Does not include Medium Risk and High Risk Nutritionists/RDNs).**

- 3 Infant certifications,
- 3 Child certifications
- 3 Pregnant
- 3 Breastfeeding (EN or PN)
- 3 Postpartum certifications.

Based on the Nutrition Educator's performance, the Trainer will document the need for corrective action and/or additional practice. The ME Tools for Certifications and Chart Review will be used to document the observations. NOTE: When multiple WIC participants are present in a single family appointment, each participant counseled may count toward the total number of observations required.

NOTE: The Phase 2 requirements for WIC Counselors who see High and Medium Risk clients are explained in Appendix A.

Before the six month of employment has ended, Comprehensive Evaluations of **Low Risk appointments** will be completed for each participant category (Infant, Child, Pregnant, Postpartum, Breastfeeding) using the ME tools **Certification Observation**, and the **Scale Rubric for Arizona WIC Appointments**. **Comprehensive evaluations may be counted among the 15 total observations completed for Phase 2.**

Comprehensive Evaluations will be documented utilizing the ME tools located on p. 25-29 in this Instructional Guidebook. (They can also be found at <http://azdhs.gov/prevention/azwic/agencies/index.php#program-integrity>)

*****EMPLOYEES MUST PASS COMPREHENSIVE EVALUATIONS IN THE 6th MONTH WITHOUT SIGNIFICANT ERRORS OR OMISSIONS) BY THE TRAINER IN ORDER TO SUCCESSFULLY COMPLETE NEW EMPLOYEE TRAINING*****

***IF THE TRAINER FEELS THAT ADJUSTMENTS TO THE REQUIRED NUMBER OF OBSERVATIONS OR AMOUNT OF TIME ALLOWED FOR PHASE TWO IS WARRANTED DUE TO EXTENUATING CIRCUMSTANCES, PLEASE CONTACT YOUR NUTRITION SERVICES CONSULTANT OR GRACIE SPEAKER gracie.speaker@azdhs.gov TO SUBMIT AN ALTERNATIVE PLAN AND JUSTIFICATION**

ARIZONA WIC NUTRITION EDUCATOR (CPA) TRAINING PROGRAM

LEARNING AGREEMENT

WIC Nutrition Educator Name: _____

Agency: _____

Trainer Name: _____

Nutrition Educator Starting Date: _____

****Please send electronic copy or fax of Learning Agreement to Nutrition Services Consultant upon completion****

The WIC Nutrition Educator agrees to:

Complete all of the following Arizona WIC Training Courses and Activities within six months of the initiation of the learning agreement. Any modifications to this training plan must have approval from the Arizona WIC State Agency.

Nutrition Educator Initial:

Trainer Initial:

Getting Started with Arizona WIC

1. WIC 101 LMS online learning course in TRAIN (or equivalent Local Agency training)
2. HANDS Training (Local Agency)
3. Local Agency orientation and trainings
4. Conflict of Interest and Confidentiality LMS online learning course **Completed during first week of hire.**
5. Civil Rights LMS (or equivalent Local Agency training) **Completed within 30 days of hire.**
6. CLAS LMS online learning course **Completed within 30 days of hire.**

By signing below I agree to complete all Local Agency orientation training activities as well as the orientation trainings required by the State Agency according to the 8 Week Training Timeline

Nutrition Educator Initial:

Trainer Initial:

PCS and Nutrition Through the Life Cycle LMS Courses:

1. Setting the Stage LMS course
2. Principles of Influence LMS course
3. Breastfeeding LMS course and Blended Learning Guidebook
4. Basic Nutrition LMS course and Blended Learning Guidebook
5. Prenatal Nutrition LMS course and Blended Learning Guidebook
6. WIC Listens LMS Course and Blended Learning Guidebook
7. Child Nutrition LMS course and Blended Learning Guidebook
8. Infant Nutrition LMS course and Blended Learning Guidebook
9. Postpartum Nutrition LMS course and Blended Learning Guidebook
10. Baby Behaviors LMS course and Blended Learning Guidebook

Nutrition Educator Initial:

Trainer Initial:

Nutrition Assessment:

1. Anthropometrics LMS course and Blended Learning Guidebook
2. Hematology LMS course and Blended Learning Guidebook
3. Nutrition Assessment and Dietary Risk Training Modules - workbook and website (<http://azdhsmedia.com/hands/>)

Nutrition Educator Initial:

Trainer Initial:

Nutrition Education and Counseling:

1. Anemia Referrals

2. Lead Screening

3. Food Package

4. Milk Alternatives

5. Medium and High Risk Referrals

6. Nutrition Education Requirements (including Group Education)

7. Touching Hearts, Touching Minds (THTM) materials

8. Formula

Nutrition Educator Initial:**Trainer Initial:****Comprehensive Evaluations:**

The Trainer will conduct a Final Comprehensive Evaluation in the 6th month of training **for Low Risk appointments**. The Nutrition Educator must demonstrate the ability to conduct a complete certification without errors for each of the categories of WIC participants (Pregnant, Breastfeeding, Postpartum, Infant, Child). **For Medium and High Risk Nutritionists/RDNs the Trainer will observe Medium or High Risk appointments for Phase 2 - instead of certification appointments - according to Appendix A**

Upon successful completion of comprehensive evaluations for each WIC category, the Trainer will document the Nutrition Educator's competence to certify WIC participants independently. The Trainer will submit a copy of the **Learning Agreement, 8-12 Week Training Timeline Checklist, Phase 2 Checklist**, and the **Comprehensive Evaluation Checklist** to the WIC Director, who will approve and send to the State Agency (SA). Once reviewed and verified by the SA, a certificate of completion with the Nutrition Educator's name will be printed and mailed to the Local Agency, officially granting authority to perform the duties of a CPA (Competent Professional Authority).

Nutrition Educator Initial:**Trainer Initial:**

Week One 8-12 Week Training Timeline

****Keep this signed original on file****

NOTE: the amount of time needed to complete courses/activities will vary by individual. The Training Timeline is intended to help pace the schedule of training and to illustrate which courses/activities are required before interacting with participants. Please contact your Nutrition Services Consultant to discuss any training schedule concerns for an individual.

Day 1	Day 2	Day 3	Day 4	Day 5
-New Employee Orientation. -Basic new employee information. -Agency specifics. -Sign necessary new employee forms. -Answering Telephones -Email information -Clinic opening & closing procedures	-Begin WIC Introduction OR -Begin "WIC 101" course. - Complete chapters 1-4. -Observe flow of clinic, answering telephones, WIC appointment scheduling, and answering participant's questions. -Begin Conflict of Interest LMS	-Complete WIC Introduction OR -Complete "WIC 101" course. Complete chapters 5 and 6. -Take "WIC 101" -Post-test and review results with trainer. -Begin "HANDS" Training Workbook	-Continue HANDS Training Workbook	-Continue HANDS Training Workbook -- -Observe certifications, health checks or nut ed appointments.

Week 1 Activity	Initial & Date Completed
<input type="checkbox"/> New employee orientation, HR forms, computer log in, agency policy, customer service, etc (LA training)	
<input type="checkbox"/> Read together and initial/sign all items in Learning Agreement (p.8-11)	
<input type="checkbox"/> WIC 101 LMS	
<input type="checkbox"/> Required LMS Course: Conflict of Interest and Confidentiality	
<input type="checkbox"/> Review WIC policy and procedures. (LA training)	
<input type="checkbox"/> Begin HANDS Training Workbook	
<input type="checkbox"/> Observation of clinic flow, answering phones, making appointments (LA training)	

Week Two – 8-12 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Complete HANDS Workbook Training -Other local agency trainings and topics, if applicable (ie: Safety Training, Healthstream) -Begin Civil Rights LMS -Begin CLAS LMS	- Begin Setting the Stage LMS Course. Take Anthro Pre-test and review results with trainer. -Complete Anthropometric Module 1. -Practice measurement techniques. -Observe certifications, health check or nut ed appointments. -Perform measurements on participants, with supervision.	-Complete Anthropometrics Module 2. -Growth Charts -Health Check Appointment Process -Take Anthro Post-test and review with trainer. Observe certifications, health check, or nut ed appointments. -Perform measurements on participants, with supervision.	-Training on Hemocue Quality Control Testing (CLIA)** -Take Hematology Pre-test. - Review results with trainer. - Hematology Modules 1 and 2. -Practice hgb blood tests on WIC employee volunteers. -Hematology Post-test and review results with trainer. -Observe certifications, health check, or nut ed appointments. -Perform anthro measurements and blood tests on participants, with supervision. ** if applicable	-Anemia Referrals -Lead Screening -Begin & complete the “Civil Rights” Module. -Begin & complete the “CLAS” LMS course. -Observe certifications, health check, or nut ed appointments. -Perform anthro measurements and blood tests on participants, with supervision.

Week 2 Activity	Initial & Date Completed
<input type="checkbox"/> Complete HANDS Training Workbook	
<input type="checkbox"/> Required LMS Course: Anthropometrics	
<input type="checkbox"/> Blended Learning Guidebook: Anthropometrics	
<input type="checkbox"/> Practice measuring participants	
<input type="checkbox"/> Growth Charts, manual plotting practice (LA training)	
<input type="checkbox"/> Required LMS Course: Hematology	
<input type="checkbox"/> Blended Learning Guidebook: Hematology	
<input type="checkbox"/> Practice blood tests (LA training)	
<input type="checkbox"/> Anemia referrals (LA training)	
<input type="checkbox"/> Lead screening (LA training)	
<input type="checkbox"/> Required LMS Course: Civil Rights	
<input type="checkbox"/> Required LMS Course: CLAS	
<input type="checkbox"/> Required LMS Course: Setting the Stage (Nutrition Educator observes certifications and Health Checks)	
<input type="checkbox"/> Practices anthropometrics and hemoglobin screening with supervision	

*****CIVIL RIGHTS COURSE MUST BE COMPLETED WITHIN 30 DAYS OF HIRE*****

Week Three – 8 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Take Principles of Influence LMS course -Take Breastfeeding Pre-test. -Complete Breastfeeding Module 1, 2, 3, and 4.	-Complete Breastfeeding Modules 5, 6, and 7. -Review Breastfeeding Physiology. -Complete Breastfeeding Post-test and review results with trainer.	-Begin ABCDE nutrition assessment training. (Not required for Certification Specialists)	-Complete ABCDE nutrition assessment training. (Must attend quarterly GTHM training after Assessment Training and before end of 6 month probation)	-Take Basic Nutrition Pre-test and review results with trainer. -Complete Basic Nutrition Module 1 and 2.

(Courses and Activities beyond Breastfeeding LMS/Guidebook not required for Certification Specialists)

Week 3 Activity	Initial & Date Completed
<input type="checkbox"/> Required LMS Course: Principles of Influence	
<input type="checkbox"/> Required LMS Course: Begin Breastfeeding	
<input type="checkbox"/> Blended Learning Guidebook: Breastfeeding modules 1-7	
<input type="checkbox"/> ABCDE Nutrition Assessment Training – workbook and website (http://azdhsmedia.com/hands) *(Must attend quarterly GTHM training after ABCDE Assessment Training and before end of 6 month probation)	
<input type="checkbox"/> Required LMS Course: Begin Basic Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Basic Nutrition modules 1-2	
<input type="checkbox"/> Practice nutrition assessment using ABCDE	
(Nutrition Educator observes clinic flow and appointments)	
<input type="checkbox"/> Practices anthropometrics and hemoglobin screening with supervision	

Week Four – 8-12 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Complete Basic Nutrition Module 3. -Complete other trainings related to Basic Nutrition -Food Package -Milk Alternatives -Take Basic Nutrition Post-test and review results with trainer.	-Referring to RD and/or Nutritionist -Group Education, if applicable -Use HANDS training database to practice mock certifications for pregnant participants. -Complete Prenatal Nutrition Pre-test and review results with trainer.	-Complete Prenatal Nutrition Modules 1, 2 and 3. -Take Prenatal Nutrition Post-test and review results with trainer. -Trainer observes nutrition educator certifying pregnant participants.	-Complete WIC Listens, Modules 1 and 2. -Review THTM handouts for Women -Certify pregnant participants.	-Review THTM handouts for Mothers of Children. -Certify pregnant participants.

***After completion of Prenatal Nutrition LMS/Guidebook and after Trainer observes Nutrition Educator successfully counsel with Pregnant participants, Nutrition Educator may certify Pregnant participants**

Week 4 Activity	Initial & Date Completed
<input type="checkbox"/> Required LMS Course: Continue Basic Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Continue Basic Nutrition	
<input type="checkbox"/> LA Policies on referrals (nutrition education, other services, etc.)	
<input type="checkbox"/> Food Package (LA Training)	
<input type="checkbox"/> Milk Alternatives (LA Training)	
<input type="checkbox"/> RD Referrals (LA Training)	
<input type="checkbox"/> HANDS Mock Certification for Pregnant Participants	
<input type="checkbox"/> Required LMS Course: Prenatal Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Prenatal Nutrition	
<input type="checkbox"/> Review Touching Hearts, Touching Minds handouts	
<input type="checkbox"/> Required LMS Course: WIC Listens (modules 1, 2)	
<input type="checkbox"/> Blended Learning Guidebook: WIC Listens	
<input type="checkbox"/> Trainer observes at least three (3) certifications of Pregnant participants by Nutrition Educator; also completes at least 3 chart reviews for certifications.	(If fewer than 3 pregnant participants certified in week 4, contact your Nutrition Services Consultant to discuss how to best maintain satisfactory progress according to the training plan.)
<input type="checkbox"/> Nutrition Educator may certify Pregnant Participants independently after	*Nutrition Educators will perform ABCDE Assessments without the Projective Tools until they have attended one of the quarterly Getting to the Heart of the Matter trainings (Register in LMS

demonstrating competency	upon completing ABCDE training)
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Week Five – 8-12 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Review THTM handouts for Infants. -Certify pregnant participants.	-Take Child Nutrition Pre-test. -Complete Child Nutrition Course. -Take Child Nutrition Post-test and review results with trainer. -Trainer observes Nutrition Educator certifying Child Participants.	-Certify children and pregnant participants.	-Complete WIC Listens, Modules 3 and 4. -Certify children and pregnant participants.	-Begin Infant Nutrition Course; complete sections 1 and 2. -Use HANDS training database to practice mock certification for infants. -Observe infant certifications, health check, or nut ed appointments.

****After completion of Child Nutrition LMS/Guidebook and after Trainer observes Nutrition Educator successfully counsel Child appointments, Nutrition Educator may certify Child participants***

Week 5 Activity	Initial & Date Completed
<input type="checkbox"/> Required LMS Course: Child Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Child Nutrition	
<input type="checkbox"/> Required LMS Course: Continue WIC Listens (modules 3,4)	
<input type="checkbox"/> Blended Learning Guidebook: Continue WIC Listens	
<input type="checkbox"/> Required LMS Course: Infant Nutrition (modules 1, 2)	
<input type="checkbox"/> Blended Learning Guidebook: Infant Nutrition	
<input type="checkbox"/> Trainer observes at least three (3) certifications of Child participants by Nutrition Educator; also completes at least 3 chart reviews for Child certifications.	(If fewer than 3 Child participants certified in week 5, contact your Nutrition Services Consultant to discuss how to best maintain satisfactory progress according to the training plan.)
<input type="checkbox"/> Nutrition Educator may certify Pregnant Participants independently after demonstrating competency	

Week Six – 8-12 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Complete Infant Nutrition Course; section 3. -Take Infant Nutrition Post-test and review results with trainer. -Trainer observes Nutr. Educator certifying infant participants**	-Formula -Continue certifying infants**, children, and pregnant participants.	-Continue certifying infants**, children, and pregnant participants.	-Complete WIC Listens, Modules 5 and 6. -Continue certifying infants**, children, and pregnant participants.	-Take Postpartum Nutrition Pre-test. -Complete Postpartum Nutrition, section 1. -Continue certifying infants**, children, and pregnant participants.

***After completion of Infant Nutrition LMS/Guidebook and after Trainer observes Nutrition Educator successfully counsel Infant appointments, Nutrition Educator may certify Infant participants**

****Foster infants and IFFs older than 6 months who are not part of a mother/infant dyad may be certified. Please complete Postpartum LMS/Guidebook/Observations before certifying mother/infant dyads the following week**

Week 6 Activity	Initial & Date Completed
<input type="checkbox"/> Required LMS Course: Continue Infant Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Continue Infant Nutrition	
<input type="checkbox"/> Certify Infant Participants (Observed by Trainer)	
<input type="checkbox"/> Required LMS Course: Continue WIC Listens (modules 5,6)	
<input type="checkbox"/> Blended Learning Guidebook: Continue WIC Listens	
<input type="checkbox"/> Contract and Noncontract Formula (LA Training)	
<input type="checkbox"/> Required LMS Course: Postpartum Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Postpartum Nutrition	
<input type="checkbox"/> Optional: Trainer may observe Nutrition Educator performing certifications of Infant participants which are not part of a mother/infant dyad (such as foster infants or IFF category 6 months or older)	NO MINIMUM NUMBER OF OBSERVATIONS OR CHART REVIEWS OF INFANTS REQUIRED IN WEEK 6 (Infant observations and chart reviews may be completed as mother/infant dyads are counseled later in week 7 and 8)

Week Seven – 8-12 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Complete Postpartum Nutrition, Section 2. -Complete Postpartum Post-test and review results with trainer. -Trainer observes Nutr. Educator certifying postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using Scale Rubric for Arizona WIC Appts.	-Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using the Scale Rubric for Arizona WIC Appts.	-Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using the Scale Rubric for Arizona WIC Appts..	-Complete WIC Listens, Modules 7 and 8. -Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using the Scale Rubric for Arizona WIC Appts..	-Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using the Scale Rubric for Arizona WIC Appts..

****Upon completion of Postpartum Nutrition LMS/Guidebook and after Trainer observes Nutrition Educator successfully counsel Postpartum appointments, Nutrition Educator may certify Postpartum participants***

Week 7 Activity	Initial & Date Completed
<input type="checkbox"/> Required LMS Course: Continue Postpartum Nutrition	
<input type="checkbox"/> Blended Learning Guidebook: Continue Postpartum Nutrition	
<input type="checkbox"/> Required LMS Course: Continue WIC Listens (modules 7,8)	
<input type="checkbox"/> Blended Learning Guidebook: Continue WIC Listens	
<input type="checkbox"/> Certify Postpartum Participants (Observed by Trainer)	
<input type="checkbox"/> Review Nutrition Educator’s PCE skills using Scale Rubric for Arizona WIC Appts (http://azdhs.gov/prevention/azwic/agencies/index.php#program-integrity)	
<input type="checkbox"/> Trainer observes Nutrition Educator perform at least three (3) certifications of Postpartum participants with Infants as part of a mother/infant dyad. Perform Chart Reviews for at least 3 mother/infant dyad certifications completed by Nutrition Educator	(If fewer than 3 Postpartum participants certified in week 7, contact your Nutrition Services Consultant to discuss how to best maintain satisfactory progress according to the training plan.)

Week Eight – 8-12 Week Training Timeline

**** Keep this signed original on file ****

Day 1	Day 2	Day 3	Day 4	Day 5
-Complete Baby Behaviors Pre-test and review results with trainer. -Complete Baby Behavior Modules 1-9. - Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using Scale Rubric for Arizona WIC Appts.	- Take Baby Behaviors Post-test and review results with trainer. -Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using Scale Rubric for Arizona WIC Appts	-Blended Learning Guidebook: Baby Behaviors -Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using Scale Rubric for Arizona WIC Appts	-Complete WIC Listens, Module 9. Continue certifying infants, children, pregnant, and postpartum/breastfeeding participants. ***Review and assess employee's PCE skills using Scale Rubric for Arizona WIC Appts	Outro to HANDS to review any concerns or questions (optional). ***Review and assess employee's PCE skills using Scale Rubric for Arizona WIC Appts End of NES Training

Week 8 Activity	Initial & Date Completed
<input type="checkbox"/> Required LMS Course: Continue WIC Listens (module 9)	
<input type="checkbox"/> Blended Learning Guidebook: Continue WIC Listens	
<input type="checkbox"/> Required LMS Course: Baby Behaviors	
<input type="checkbox"/> Blended Learning Guidebook: Baby Behaviors	
<input type="checkbox"/> Review Nutrition Educator’s PCE skills using Scale Rubric for Arizona WIC Appts (http://azdhs.gov/prevention/azwic/agencies/index.php#program-integrity)	
<input type="checkbox"/> Complete any remaining training activities from previous weeks	
<input type="checkbox"/> IBCLC (preferred) or Registered Dietitian Nutritionist (RD/RDN) observes at least three (3) certifications of Breastfeeding participants and Infants as part of a mother/infant dyad. Perform Chart Reviews for at least 3 mother/infant dyad certifications completed by Nutrition Educator	

Phase 2 - Periodic Observations with Chart Reviews And Comprehensive Evaluation

(Upon successful completion of the 8-12 Week Training Timeline, the Trainer will submit the Phase 1 checklist found in Appendix B to the WIC Director to show the satisfactory completion of all Timeline activities.)

WIC Counselors who see Low Risk clients:

For WIC Counselors such as the NES position who counsel low risk clients, the Trainer will continue to periodically monitor the progress of the Nutrition Educator. The Trainer will conduct observations with chart reviews until the sixth month of employment. Trainer will observe a total of 15 certifications by the end of the sixth month. **It is recommended to conduct observations for each category monthly, if possible, to monitor progress at regular intervals.**

- *Since availability of participants in specific categories (as well as Trainer availability) may prevent the completion of observations for every category each month, the total (minimum) required observations are to be completed by the end of the sixth month.*

Total Observations for Phase 2 (WIC Counselors seeing Low Risk clients):

- 3 Infant Certifications with Chart Reviews (minimum)
- 3 Child Certifications with Chart Reviews (minimum)
- 3 Pregnant Certifications with Chart Reviews (minimum)
- 3 Postpartum Certifications with Chart Reviews (minimum)
- 3 Breastfeeding Certifications with Chart Reviews (minimum)

*For appointments where multiple WIC participants are present in a family, each participant present may count toward the total number of observations required for Phase Two

WIC High Risk Nutritionists/RDNs (Medium and High Risk clients):

- See Appendix A (p. 31) for Phase 2 requirements for High Risk Nutritionists/RDNs, including **Medium Risk Nutritionists**. High Risk Nutritionists/RDNs will be observed counseling high and/or medium risk appointments in Phase 2.

Comprehensive Evaluation (Low Risk clients, sixth month):

Comprehensive Evaluations for Low Risk WIC Counselors using the ME Tools for Certification Observation and the Scale Rubric will be conducted for each WIC Category:

- 1 Infant Certification
- 1 Child Certification
- 1 Pregnant Certification
- 1 Breastfeeding Certification
- 1 Postpartum Certification

NOTE: COMPREHENSIVE EVALUATIONS MAY COUNT TOWARD THE TOTAL NUMBER OF OBSERVATIONS FOR PHASE 2

Phase 2 – 3rd Month

**** Keep this signed original on file ****

NOTE: No minimum number of monthly observations is required. It is recommended to observe and provide feedback on a monthly basis to best support the progress of the Nutrition Educator.

Observations (document number completed)	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Chart Reviews	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Phase 2 – 4th Month

**** Keep this signed original on file ****

NOTE: No minimum number of monthly observations is required. It is recommended to observe and provide feedback on a monthly basis to best support the progress of the Nutrition Educator.

Observations (document number completed)	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Chart Reviews	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Phase 2 – 5th Month

**** Keep this signed original on file ****

NOTE: No minimum number of monthly observations is required. It is recommended to observe and provide feedback on a monthly basis to best support the progress of the Nutrition Educator.

Observations (document number completed)	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Chart Reviews	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Phase 2 – 6th Month

**** Keep this signed original on file ****

NOTE: No minimum number of monthly observations is required. It is recommended to observe and provide feedback on a monthly basis to best support the progress of the Nutrition Educator.

Observations (document number completed)	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	

Chart Reviews	Initial & Date Completed
___ Infant Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Child Certifications (<i>documented with ME Tool Certification Observation</i>)	
___ Pregnant Certification ___ Postpartum Certification ___ Breastfeeding Certification (<i>documented with ME Tool Certification Observation</i>)	



Arizona WIC Program-Certification Observation

REVIEWER: _____

DATE: _____

AGENCY: _____

CLINIC: _____

		Notes
Certifier Name		
Participant ID No.		
Category		
Intake/Family Information		
Invest in the Interaction	0 1 2 3	
Greeted Client/Introduced Self		
Explained purpose of the interview		
Asked permission to review and verify documents		
Proof of ID was provided and recorded correctly		
Proof of address was provided and recorded correctly		
Voter Status updated/ Offer of registration completed		
Education Level Collected/Updated		
Staff verified confidentiality of participant address and phone number		
Proxy policies followed (signatures collected, if applicable)		
Client being certified physically present (physical presence policy being followed)		
Signature obtained for “No proof exists- ID/Address/Income” (if applicable)		
Rights & Obligations Form; the certifier explained (at minimum) Client's Pledge to WIC:		
• Honesty		
• Accurate Information		
• Good Use of the Program		
• Protect Your Benefits		
Signed by representative(s)		
Clients are informed the R&O are located in		

the folder		
VOIDED 2 nd Authorized Rep signature line on WIC ID Folder (if applicable)		
Client		
Accurate birth date & Gender collected and documented correctly		
Proof of Identification provided and recorded accurately		
Child linked to mother’s ID or reason not linked selected		
Foster Status Documented (if applicable)		
Race and ethnicity data collected accurately (at initial cert only)		
Income		
Family size determined correctly		
“Unborn counted” determined correctly		
Participation in adjunctively eligible programs documented correctly (if applicable)		
Proof of Income provided and recorded accurately		
Signature obtained for Zero Income (if applicable)		
Signature obtained for Forgot Documentation (if applicable)		
Signature obtained for No Proof Exists (if applicable)		
Signature obtained for Income Ineligible & copy provided to Authorized Rep (if applicable)		
Certification		
Date(s) correctly recorded for last menstrual period/expected delivery date/actual delivery date (if applicable)		
Anthropometric/Laboratory		
Signature obtained for consent		
Medical data <60 days old entered correctly (if applicable)		
<u>Weight/Length/Height</u>		
Scales are zeroed and balanced before weighing individual		
Dry diaper		
Light clothing		
Without shoes		

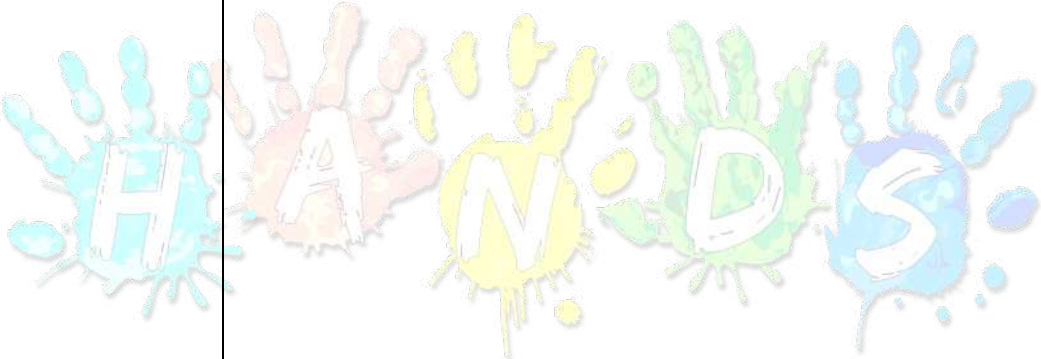
Weighed twice (if scale doesn't take multiple internal measurements)		
Weighed to nearest ounce		
Length board used for infants & children under 24 months or unable to stand unassisted		
Standing height used for children over 24 months & women		
Measured using a standing height board or non-stretched tape with a flat headboard		
Heels slightly apart		
Heels, buttocks and shoulder blades touching wall		
Eyes straight ahead with arms at sides		
Without top hair adornment		
Length/Height measured twice		
Length/Height is measured to nearest 1/8 inch		
<u>Hemocue Lab Procedure</u>		
Cleansed & gloved hands for each test		
Gloves remained on until cuvette was disposed		
Correct site chosen (middle or ring finger, cannot have ring, heel when appropriate)		
Cleansed & dried site, site held to distend skin		
Correct puncture site and depth, first 2 - 3 drops wiped, pressure / bandage applied (no bandage under 2 years)		
No squeezing / milking to collect blood, other method used		
Cuvette container with lid on and stored at room temperature		
The sharp edge of the cuvette is pointed downward		
Filled in one step to front edge, excess blood wiped off		
Checked for air bubbles, discarded if present		
Disposed of used supplies properly in Biohazard / Sharps containers/trash can		
Disposed of gloves after each test & cleansed		

hands		
Blood values recorded accurately		
<u>Masimo Pronto Procedure</u>		
Staff cleansed hands		
Used on a client 2 years old or older		
Cleansed & dried site		
Correct digit gauge used (adult, pediatric)		
Correct finger used (middle or ring, thumbs for small children, no nail polish or rings)		
Sensor is aligned on finger correctly		
Sensor is shielded from excessive light		
Cable runs flat over the top of the hand directly in the middle of the finger with no kinks or twists		
If unable to obtain reading, HemoCue machine is used		
Appropriate pending lab code used (if applicable)		
Nutrition Assessment (VENA) (includes Breastfeeding Assessment)		
Assessment Utilizes critical thinking skills to gather, analyze, evaluate, and prioritize the assessment to appropriately assign WIC Codes	0 1 2 3	
What GHTM tool was used at the beginning of the D part of the assessment?		
Additional notes, if needed:		

Nutrition Discussion		
Nutrition Counseling & Education Offers appropriate, relevant, and accurate counseling and advice	0 1 2 3	
Support Health Outcomes Encourages success by closing the conversation	0 1 2 3	
The nutrition education was appropriate to the client's cultural preferences and consideration to household situation, educational background		
Follow up appointment addressed appropriately Appropriate referrals were made (Including nutritionist)		
Additional notes, if needed:		
Food Package and Issuance		
Food Package tailored appropriately		
Appropriate issuance interval (High Risk, Forgot Documentation)		
Food Benefit/Cash Value Voucher education provided, including lost/stolen policy		
Provided authorized food list		
Provided a current list of authorized vendors (and Farmers’ Markets for CVVs as appropriate)		
Staff checked for clients understanding of WIC foods and using the WIC Food Benefits		
An explanation of the food package and foods received (new clients)		

Signature obtained for receipt of food benefits		
Separation of duties is consistent with policy		
Notes		
Documentation	0 1 2 3	
Uses TGIF note structure appropriately		
Immunizations/Breastfeeding Surveillance		
Immunizations documented correctly (if applicable)		
Breastfeeding surveillance documented correctly (if applicable)		
Customer Service		
Staff logged out of HANDS or locked computer when leaving the workstation		
Clinic environment ensures confidentiality and privacy is maintained		
Accommodations were made to provide services/forms in participant’s preferred language/ Focused on client when a translator was used		
Staff focused on the client and not the computer		
Staff informed client of the right to complain/ complaint hotline number on ID Folder		
Farmers Market Food Instruments		
Participant Guides are provided to clients when FMNP checks are issued		
Proper use and redemption of FMNP checks, and CVVs, including lost/stolen and valid dates are reviewed Maps, names and locations of approved markets in the area		
Eligible and non-eligible foods explained		
Prohibition against cash exchange		
Right to complain/ FMNP complaint hotline number		
Information is available for non-English speaking participants		
Nutrition education is relevant to participant’s ethnic and cultural background		

NOTES:

Participant Name and ID #	Discussion points with the certifier:
	<p>How do you feel the appointment went?</p> <p>What areas do you feel you do well on?</p> <p>What might you do different next time?</p>  A graphic consisting of five handprints in different colors (cyan, orange, yellow, green, blue) arranged horizontally. Each handprint has a white letter in the center, spelling out the word "HANDS". The letters are: H (cyan), A (orange), N (yellow), D (green), S (blue). The handprints have a splatter effect around them.



Arizona WIC Program-Nutrition Discussion Plus Medical Observation



REVIEWER: _____

DATE: _____


AGENCY: _____

SITE: _____

DRAFT	1	Notes
CNW / Nutritionist (list)		
Participant Name/ID (list)		
Reviewed TGIF note and client file before meeting with client		
<u>Invest in the Interaction</u> Greeted Client/Introduced Self Explained purpose of the interview Asked permission to review and verify documents (if applicable)	0 1 2 3	
<u>Assessment</u> Utilizes critical thinking skills to gather, analyze, evaluate, and prioritize the appointment	0 1 2 3	
<u>Nutrition Discussion</u> Offers appropriate, relevant, and accurate counseling and advice	0 1 2 3	
<u>Support Health Outcomes</u> Encourages success by closing the conversation	0 1 2 3	
The nutrition discussion was appropriate to the client's cultural preferences and consideration to household situation, educational background		
Anthropometric/Laboratory		
Medical data <60 days old entered correctly (if applicable)		
<u>Weight/Length/Height</u>		
Scales are zeroed and balanced before weighing individual		
Dry diaper		
Light clothing		
Without shoes		
Weighed twice (if scale doesn't take multiple internal measurements)		
Weighed to nearest ounce		

Length board used for infants & children under 24 months or unable to stand unassisted		
Standing height used for children over 24 months & women		
Measured using a standing height board or non-stretched tape with a flat headboard		
Heels slightly apart		
Heels, buttocks and shoulder blades touching wall		
Eyes straight ahead with arms at sides		
Without top hair adornment		
Length/Height measured twice		
Length/Height is measured to nearest 1/8 inch		
<u>Hemocue Lab Procedure</u> (if applicable)		
Cleansed & gloved hands for each test		
Gloves remained on until cuvette was disposed		
Correct site chosen (middle or ring finger, cannot have ring, heel when appropriate)		
Cleansed & dried site, site held to distend skin		
Correct puncture site and depth, first 2 - 3 drops wiped, pressure / bandage applied (no bandage under 2 years)		
No squeezing / milking to collect blood, other method used		
Cuvette container with lid on and stored at room temperature		
The sharp edge of the cuvette is pointed downward		
Filled in one step to front edge, excess blood wiped off		
Checked for air bubbles, discarded if present		
Disposed of used supplies properly in Biohazard / Sharps containers/trash can		
Disposed of gloves after each test & cleansed hands		
Blood values recorded accurately		
<u>Masimo Pronto Procedure</u> (if applicable)		
Staff cleansed hands		
Used on a client 2 years old or older		

Cleansed & dried site		
Correct digit gauge used (adult, pediatric)		
Correct finger used (middle or ring, thumbs for small children, no nail polish or rings)		
Sensor is aligned on finger correctly		
Sensor is shielded from excessive light		
Cable runs flat over the top of the hand directly in the middle of the finger with no kinks or twists		
If unable to obtain reading, HemoCue machine is used		
Appropriate pending lab code used (if applicable)		
Customer Service		
Staff logged out of HANDS or locked computer when leaving the workstation		
Confidentiality/privacy maintained		
Accommodations were made to provide services/forms in participant’s preferred language/ focused on client when a translator was used (interpreter used appropriately)		
Staff focused on the client and not the computer		

Notes
<p>How do you feel the appointment went?</p> <p>What areas do you feel you do well on?</p> <p>What might you do different next time?</p> <p>What was the client educated on?</p> 

FY14 Scale Rubric for Arizona WIC appointments (http://azdhs.gov/azwic/program_integrity.htm)

Scale Rubric for Arizona WIC appointments ACTION	(0) Lacks Competence	(1) Needs training, guidance, close monitoring	(2) Needs to be mentored in specific identified skills	(3) Demonstrates Competence
Invest in the Interaction Welcome the participant and build rapport by opening the conversation in a warm, inviting, genuine tone with:	Has minimum interaction with client	Staff introduces self	Greets client by name Staff introduces self Sets the agenda Reviews previous notes at an inappropriate time	Reviews previous notes before calling client Greets client by name Staff introduces self Sets the agenda in the spirit of PCS Affirms client
Assessment Utilizes critical thinking skills to gather, analyze, evaluate, and prioritize the assessment to appropriately assign WIC Codes	No assessment completed Doesn’t use ABCDE Asks minimal questions Asks closed ended questions Asks repetitive questions Doesn’t use GTHM Tools appropriately or doesn’t use them at all Fails to identify WIC Codes appropriately	Assessment illogical and does not follow any order or flow Uses ABCDE but misses major portions Introduces GTHM Tool at inappropriate times or doesn’t relate tool to nutrition/breastfeeding Asks the client closed ended questions Asks unproductive and/or irrelevant questions Asks repetitive questions Incomplete or inaccurate assignment of codes	Assessment is choppy Uses ABCDE, misses key areas in a section Introduces GTHM Tool, but does not connect it to the assessment Asks the client closed ended questions, but relevant Actively listens to client Ask probing questions Interrupts complete assessment process to identify WIC codes	Uses ABCDE completely Introduces GTHM tool appropriately Introduces GTHM Tool at start of D and connects it to the assessment Asks the client open ended, relevant questions Ask probing questions to get complete information Reflects what client is saying Identifies WIC Codes after assessment is complete
Nutrition Counseling & Education Offers appropriate, relevant, and accurate counseling and advice	Doesn’t offer to discuss topics based on assessment	Jumps right into education at inappropriate times Offers different topics to discuss based on assessment	Offers different topics to discuss based on assessment and client’s interest at appropriate times Offers anticipatory guidance Offers education in a didactic manner	Offers education at appropriate moments Offers different topics to discuss based on assessment and client’s interest at appropriate times Offers anticipatory guidance Tailors discussion around client’s needs and interests in the spirit of PCS <ul style="list-style-type: none"> o Uses OARS o Asks permission o Uses consensus o Explores and offers ideas o Explores client’s feelings

APPENDIX A - Phase Two Requirements for Medium and High Risk Nutritionists/RDNs

Phase Two Requirements for High Risk Nutritionists/RDNs, including Medium Risk Nutritionists

After successfully completing Phase 1 training, WIC Counselors who see High and/or Medium Risk clients will be observed for the following participant categories: **infant, child, pregnant, postpartum, and breastfeeding** (EN or PN).

Observations for High/Medium Risk appointments will include observations using **Arizona WIC Program-Nutrition Discussion Plus Medical Observation** form (p. 32-34 above) <http://azdhs.gov/azwic/program-integrity.php> (understanding the Nutrition Care Plan note SOAP/PIE/PES will be used in place of TGIF), and must be completed during the first six months of employment. The Trainer will provide any corrective action or additional training needed based on observed performance.

Observations (document number completed)	Initial & Date Completed
___ Infant Appointment (<i>documented with appropriate ME Tool</i>)	
___ Child Appointment (<i>documented with appropriate ME Tool Certification</i>)	
___ Pregnant Appointment ___ Postpartum Appointment ___ Breastfeeding Appointment (<i>documented with appropriate ME Tool</i>)	

WIC DIRECTOR, PLEASE SIGN TO VERIFY RECEIPT AND APPROVAL OF THIS RECORD:

WIC Director Signature

Date

Please submit this form **as soon as possible** upon completion of Phase 2 **High/Med Risk Observations** to your Nutrition Services Consultant.

APPENDIX B – Required forms to send upon completion of Phase 1 and Phase 2 Activities for WIC Counselors (CPA)

Copies of the verification forms below will be sent upon completion to WIC Director, who will keep on file and submit to the Local Agency's Nutrition Services Consultant (mail, scan via email, or fax).

*Contact your Local Agency Nutrition Services Consultant, or WIC New Employee Training Lead Gracie.Speaker@azdhs.gov for more information.

This Appendix includes:

- 1. Phase 1 Training Activities**
- 2. Phase 2 Training Activities**
- 3. Comprehensive Evaluation** (Required for Low Risk appointments only)

<p>PHASE 1 TRAINING CHECKLIST - Please sign/date to verify the completion of all weekly timeline activities in the right column (below)</p> <p>**ATTENTION TRAINERS: SEND THIS COMPLETED FORM TO YOUR WIC DIRECTOR, WHO WILL SIGN AND SUBMIT TO THE NUTRITION SERVICES CONSULTANT**</p> <p><i>(WIC Directors: Submit an electronic or hardcopy to your Nutrition Services Consultant, 150 N. 18th Avenue, Suite 310, Phoenix, AZ 85007)</i></p>	
<p>Week 1 Activities</p>	
Employee orientation: HR, network and email access, LA Policies, etc.	<p>All Week 1 Activities completed (Sign/Date Below)</p> <p><i>By signing below I verify that all week 1 activities have been completed:</i></p> <p>Print Employee Name: _____</p> <p>Trainer signature/date _____</p>
Read together and sign all items in Learning Agreement (p.8-11)	
WIC 101 LMS	
Review WIC policy and procedures.	
Begin HANDS training workbook	
Observation of clinic flow, answering phones, making appointments	
<p>Required LMS Course: Conflict of Interest</p>	
<p>Week 2 Activities</p>	
Complete HANDS Training (LA training)	<p>All Week 2 Activities completed (Sign/Date Below)</p> <p><i>By signing below I verify that all week 2 activities have been completed:</i></p> <p>_____</p> <p>Trainer signature/date _____</p>
Required LMS Course: Anthropometrics	
Blended Learning Guidebook: Anthropometrics	
Practice measuring participants	
Growth Charts, manual plotting practice	
Required LMS Course: Hematology	
Blended Learning Guidebook: Hematology	
Practice hemoglobin screening	
Anemia referrals	
Lead screening referrals	
<p>Required LMS Course: Civil Rights</p>	
<p>Required LMS Course: Conflict of Interest and Confidentiality</p>	
<p>Required LMS Course: CLAS</p>	
<p>Nutrition Educator performs Anthropometrics/Bloodwork with supervision</p>	
<p>Week 3 Activities</p>	
Required LMS Course: Principles of Influence	<p>All Week 3 Activities completed (Sign/Date Below)</p> <p><i>By signing below I verify that all week 3 activities have been completed:</i></p> <p>_____</p> <p>Trainer signature/date _____</p>
Required LMS Course: Setting the Stage	
Required LMS Course: Begin Breastfeeding	
Blended Learning Guidebook: Breastfeeding modules 1-7	
ABCDE Nutrition Assessment Training – workbook/website (LATraining)	
Required LMS Course: Begin Basic Nutrition	
Blended Learning Guidebook: Basic Nutrition modules 1-2	
Practice nutrition assessment using ABCDE and projective tools	
<p>Nutrition Educator observes Certifications and Health Check appointments</p>	
<p>Week 4 Activities</p>	
Required LMS Course: Continue Basic Nutrition	<p>All Week 4 Activities completed (Sign/Date Below)</p> <p><i>By signing below I verify that all week 4 activities have been completed:</i></p> <p>_____</p> <p>Trainer signature/date _____</p>
Blended Learning Guidebook: Continue Basic Nutrition	
LA Policies on referrals (nutrition education, other services, etc.)	
Food Package (LA Training)	
Milk Alternatives (LA Training)	
RD Referrals (LA Training)	
HANDS Mock Certification for Pregnant Participants	
Required LMS Course: Prenatal Nutrition	
Blended Learning Guidebook: Prenatal Nutrition	
<p>Trainer perform at least 3 Observations and 3 Chart Reviews for Pregnant certifications completed by Nutrition Educator</p>	

Phase 1 Training Checklist Continued

Week 5 Activities		All Week 5 Activities completed (Sign/Date Below)
Required LMS Course: Child Nutrition	<p><i>By signing below I verify that all week 5 activities have been completed:</i></p> <p>Print Employee Name: _____</p> <p>_____</p> <p>– Trainer signature/date</p>	
Blended Learning Guidebook: Child Nutrition		
Certify Child Participants (Observed by Trainer)		
Required LMS Course: Continue WIC Listens (modules 3,4)		
Blended Learning Guidebook: Continue WIC Listens		
Required LMS Course: Infant Nutrition (modules 1, 2)		
Blended Learning Guidebook: Infant Nutrition		
Trainer performs at least 3 Observations and 3 Chart Reviews for Child certifications completed by Nutrition Educator		
Week 6 Activities		All Week 6 Activities completed (Sign/Date Below)
Required LMS Course: Continue Infant Nutrition	<p><i>By signing below I verify that all week 6 activities have been completed:</i></p> <p>_____</p> <p>– Trainer signature/date</p>	
Blended Learning Guidebook: Continue Infant Nutrition		
Certify Infant Participants (Observed by Trainer)		
Required LMS Course: Continue WIC Listens (modules 5,6)		
Blended Learning Guidebook: Continue WIC Listens		
Contract and Noncontract Formula (LA Training)		
Required LMS Course: Postpartum Nutrition		
Blended Learning Guidebook: Postpartum Nutrition		
Trainer may perform observations and chart reviews for Infants not part of a mother/infant dyad (for example, foster Infants or IFF greater than 6 mos). HOWEVER Trainer may elect to wait until week 7 so that Infant observations are completed during counseling for mother /infant dyads.		
Week 7 Activities		All Week 7 Activities completed (Sign/Date Below)
Required LMS Course: Baby Behaviors	<p><i>By signing below I verify that all week 7 activities have been completed:</i></p> <p>_____</p> <p>– Trainer signature/date</p>	
Blended Learning Guidebook: Baby Behaviors Guidebook		
Required LMS Course: Continue WIC Listens (modules 7,8)		
Blended Learning Guidebook: Continue WIC Listens		
Required LMS Course: Continue Postpartum Nutrition		
Blended Learning Guidebook: Continue Postpartum Nutrition		
Review Nutrition Educator’s PCE skills using Scale Rubric for Arizona WIC Appts. (http://azdhs.gov/prevention/azwic/agencies/index.php#program-integrity)		
Trainer performs at least 3 Observations and 3 Chart Reviews for Certifications of Postpartum Mother/Infant dyads completed by Nutrition Educator		
Week 8 Activities		All Week 8 Activities completed (Sign/Date Below)
Required LMS Course: Continue WIC Listens (module 9)	<p><i>By signing below I verify that all week 8 activities have been completed:</i></p> <p>_____</p> <p>– Trainer signature/date</p>	
Blended Learning Guidebook: Continue WIC Listens		
Continue Certifying Pregnant, Child, Postpartum, Infant participants		
Review Nutrition Educator’s PCE skills using Scale Rubric for Arizona WIC Appts (http://azdhs.gov/prevention/azwic/agencies/index.php#program-integrity)		
Complete any remaining training activities from previous weeks		
IBCLC or RD/RDN completes at least 3 Observations and 3 Chart Reviews for Certifications of Breastfeeding Mother/Infant dyads completed by Nutrition Educator		

WIC DIRECTOR, PLEASE SIGN TO VERIFY RECEIPT AND APPROVAL OF THIS RECORD OF 8 WEEK TIMELINE COMPLETION:

WIC Director Signature

Date

****Please submit this form **as soon as possible** upon completion of the 8 Week Training Timeline Activities to your Nutrition Services Consultant.****

Phase Two Periodic Observations with Chart Reviews

Phase 2 Observations and Chart Reviews – Checklist and Monthly Progress Template

The form below includes the **minimum required Phase 2 observations** with chart reviews to be completed.

WIC Counselors (CPA) – does not apply to Registered Dietitian Nutritionists or Medium Risk Nutritionists	
Observations with Chart Reviews	Initial & Date Completed
3 Infant Certifications	
3 Child Certifications	
3 Pregnant Certifications	
3 Postpartum Certifications	
3 Breastfeeding Certifications	

Send to WIC Director upon completion. WIC Director sign and send to Consultant

WIC Director Signature _____ Date _____

Comprehensive Evaluations will be completed for each participant category (Infant, Child, Pregnant, Postpartum, Breastfeeding). **Comprehensive evaluations may be counted among the 15 total observations completed for Phase 2.**

The Trainer will consider the Nutrition Educator to have successfully passed the Final Comprehensive Evaluation in the 6th month when the Nutrition Educator completes a certification for each participant category without significant errors or omissions.

Comprehensive Evaluations will be documented utilizing the ME tools located on p. 25-29 in this Instructional Guidebook. They can also be found at <http://azdhs.gov/prevention/azwic/agencies/index.php#program-integrity>)

Send to WIC Director upon completion. WIC Director will sign and send to State Agency Consultant.	
Comprehensive Evaluation (complete certification with no errors)	Initial & Date Completed Print Employee Name:
Infant Certification <i>(Evaluated using Certification Observation and Scale Rubric for Arizona WIC Appointments)</i>	
Child Certification <i>(Evaluated using Certification Observation and Scale Rubric for Arizona WIC Appointments)</i>	
Pregnant Certification <i>(Evaluated using Certification Observation and Scale Rubric for Arizona WIC Appointments)</i>	
Postpartum Certification <i>(Evaluated using Certification Observation and Scale Rubric for Arizona WIC Appointments)</i>	
Breastfeeding Certification <i>(Evaluated using Certification Observation and Scale Rubric for Arizona WIC Appointments)</i>	

WIC DIRECTOR, PLEASE SIGN TO VERIFY RECEIPT AND APPROVAL OF THIS RECORD OF COMPREHENSIVE EVALUATION COMPLETION

WIC Director Signature _____ Date _____