

Name of WIC Staff:

Date of Hire:

Frontline Orientation Checklist

This Frontline Checklist must be completed within 90 days of hire. With the completion of this checklist, Frontline staff will be able to:

- Identify the WIC program policies and competencies working in the role as Frontline staff.
- Implement WIC program eligibility and document appropriately in the WIC MIS.
- Provide participant centered services to all participants in the WIC program.

The IL WIC Policy Manual, associated addenda*, and handouts referenced throughout the training checklist can be found on the Community Health Training Center website: www.springfieldul.org/chtcr/resources/wic-policy-and-procedure-manual . Other documents referenced can be found by clicking on the link, copying the shortened link or by asking your supervisor or WIC Coordinator. *Nutrition Practice Standard = NPS. *Policy Practice Standard = PPS.

An evaluation form is provided at the end of this document. Please complete after finishing each section and provide completed evaluation form to Coordinator.

Introduction/Overview of WIC

Date Completed	Activities
	Orientation to agency and clinic, including observing the clinic flow for WIC visits.
	The WIC Works Resource System, WIC Learning Online (WLOL) is a series of free, WIC specific training modules: https://bit.ly/3rCVkDC Create an account to see and complete the following module(s) at a minimum: https://bit.ly/48MtXLC .
	Review WIC 101 (self-paced, approximately 20 minutes).
	Review other module(s) after discussing with Coordinator. List others reviewed:
	Civil Rights Training is required before participating in program activities (within 90 days of hire as part of new employee orientation), (approximately 19 minutes): https://bit.ly/3fJOn8
	Provide Coordinator with your certificate after completing the training.
	Complete/sign the Illinois WIC Employee Confidentiality & Compliance Agreement Signature Form and provide to Coordinator: https://rb.gy/9z6qvc (WIC PM AD Addendum 15.1).

Completed this section on the Evaluation Form.

Illinois WIC Management Information System (MIS) Basics

Date Completed	Activities
	Illinois' I-WIC Web-Based Training (WBT) modules, module worksheets, materials and I-WIC Flow Sheets https://bit.ly/3CB6mPQ Complete the following I-WIC Web-Based Training modules specific to the Frontline role and corresponding worksheets: Modules: 1, 2, 3, 4a, 5a, 6 and 12. Coordinator will review worksheets with you upon completion.
	Complete WBT Worksheet 1_Modules 1thru3_6_12_620
	Complete WBT Worksheet 2_Modules 4a-c_620 questions: 1-17 only
	Complete WBT Worksheet 3_Modules 5_620 questions: 1-14 only
	Review I-WIC MIS Resources document (<i>provided by Coordinator</i>). <i>This document serves as a summary of I-WIC Resources, many which are covered in this Orientation Checklist.</i>
	Review I-WIC Flow Sheets- focused on Frontline/support staff sections, utilize when completing observations of peers to ensure understanding of the WIC process and your role in WIC.

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Date Completed	Activities
	<ul style="list-style-type: none">• Certifying a Participant- Frontline• Mid-Certification Appointment: In Person• Secondary Education Appointment: Individual Education (In-person or Telephone)• Secondary Education Appointment: WIChealth.org <p><i>*Keep available as reference</i></p>
	Complete IWIC Frontline Training via Community Health Training Center, https://rb.gy/8khshp : <ul style="list-style-type: none">• Registration open to those who have been in their role for at least 1 month.• Provide Coordinator with your certificate after completion.• Coordinator will contact DHS.WIC.MISAccess to gain access to the I-WIC Production environment after two weeks of employment or upon completion of IWIC Training. Reference WIC PM AD Addendum PPS: WIC MIS User Request.
	Review with Coordinator WIC EBT equipment and proper use (card reader, signature pad, scanner).
	Review with Coordinator I-WIC Issue Reporting Form process at your agency.
	Observe CPA to understand their role in WIC.

Completed this section on the Evaluation Form.

Illinois WIC Breastfeeding Support and Promotion

Date Completed	Activities
	Discuss with Coordinator places within the clinic where mothers requesting to breastfeed or pump can go, if not comfortable feeding/expressing in public areas.
	Initial Breastfeeding training includes the USDA's Breastfeeding Curriculum and must be completed within six months of hire. https://rb.gy/lwridv <input type="checkbox"/> Only Level 1 required, Date completed: Provide Coordinator with your certificate after completing the training.
	Complete orientation to agency's Breastfeeding Peer Counselor (BFPC) Program, if applicable.
	Observe peer counselor (if applicable), BF Coordinator and/or Designated Breastfeeding Expert (DBE) to understand their role in WIC.

Completed this section on the Evaluation Form.

Illinois WIC Frontline Role and Eligibility Determination Process

IL WIC Policy and related addenda resources can be found: <https://bit.ly/3VmBp9m>

Date Completed	Activities
	Frontline New Employee Orientation WIC Policy Scavenger Hunt Worksheet_12.21 (SSM) <i>(Worksheet/SSM and key provided with Coordinator documents, please ask them for a copy.)</i> <ul style="list-style-type: none">• Complete worksheet/SSM using the IL WIC PM sections referenced in the worksheet• Discuss remaining questions with Coordinator
	Review worksheet with Coordinator after completion <i>(worksheet and key provided with Coordinator documents).</i>
	Review WIC PM AD 4.1, 11.4 and 15 Retention of Records, WIC Staffing: Clerk/Frontline and Employee Compliance.
	Review WIC PM CS 2 and mentioned addenda: Residency Determination.
	Review WIC PM CS 3 and mentioned addenda: Income Eligibility Determination (Adjunctive/Traditional).
	Review WIC PM CS 4 and mentioned addenda: Identity.
	Review Rights and Responsibilities (found in I-WIC Print Documents).
	Review WIC PM SFD 2.2 on Proxy and Designated Shopper roles.

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	<ul style="list-style-type: none">Understanding Roles in WIC https://bit.ly/3POaDoB.
	Review WIC PM AD 1.1 on Vendor Complaint process and mentioned addenda; discuss with Coordinator process to submit for your local agency.
	Review WIC PM CS 10, 11 and mentioned addenda: Participant Records and Transfer of Certification.
	Review WIC PM CS 13 and mentioned addenda: Ineligibility/Termination Process.
	Review WIC PM AD 13 and mentioned addenda: NVRA Process.
	Review Local Referrals and Consent Process at your Agency.

Completed this section on the Evaluation Form.

Illinois WIC Anthropometric and Biochemical Assessment Process (Frontline & Lab)*

* If not applicable to your agency's frontline role, please mark an "N/A" in the corresponding rows.

Date Completed	Activities
	Review WIC PM CS 5.1- 5.4 and mentioned addenda.
	Review Illinois WIC Paper Assessment Tool (WIC PM AD Addendum). <i>Focus on Frontline role functions and screens to complete in the MIS.</i>
	Review Illinois WIC Medical Referral Form (WIC PM CS Addendum).
	Review Anthropometrics Flow Sheet (WIC PM CS Addendum). Complete observations of peers collecting this to ensure understanding of the WIC process and your role.
	Review the following: <ul style="list-style-type: none">WIC Works on-line module: WIC Growth Charts: https://bit.ly/3rzyJL.MCHB Growth Charts Training (washington.edu) modules: https://bit.ly/3rC4e4k. Accurately Weighing and Measuring Infants, Children and Adolescents:<ul style="list-style-type: none"><input type="checkbox"/> Equipment (15 min)<input type="checkbox"/> Technique (25 min)<input type="checkbox"/> Developing & Rating Your Technique (20 min)*WIC does not require head circumference for infants. CDC on-line module:Agency's internal training for anthropometric and biochemical assessment. <input type="checkbox"/> N/AIf your agency does not have internal training, complete: CPA Asst: L1 Ch 5 WIC Lab Training Module and Level 1 Ch 5 Check Your Knowledge worksheet, https://rb.gy/s92alw (Topic 6).

Completed this section on the Evaluation Form.

Illinois WIC Frontline Role with Nutrition Education, Documentation and Customer Services (PCS)

Date Completed	Activities
	Reference the I-WIC Flow Sheet(s)- Secondary Education Appointment: WIChealth.org and Secondary Education Appointment: Individual Education (In-person or Telephone)
	Reference WIC PM NE 5 for types of Nutrition Education available in WIC.
	Review NPS: Documenting in WIC MIS (WIC PM CS Addendum) <i>Focus on: General Guidance, I-WIC Notes (General), Addendum 2: WIC Common Terminology & Approved Abbreviations, Addresses and Names.</i>
	Review and discuss expectations per agency process with Coordinator for: <ul style="list-style-type: none">IL WIC PM NE 4.2, WIC Program Explanation to Participants and addendum Welcome to WIC.IL WIC PM CS 4.3, WIC ID Card (understanding, explanation, and completion).
	Review WICHealth information: https://bit.ly/3EpGAzC . <ol style="list-style-type: none">Create staff log in for support site: https://bit.ly/3efSrWg .Discuss with Coordinator your role in the WICHealth support site.

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	<ul style="list-style-type: none"> Demonstrate how to manually look up completed lessons, when not auto populated into I-WIC. <p>3. Review two modules:</p> <ul style="list-style-type: none"> One breastfeeding One of your choice <p><i>This activity will assist in helping WIC Families access the site & understand its functionality.</i></p>
	Review NPS: Effective Secondary Education addendum only: Benefit Issuance by Frontline: Internet Ed (WIC PM NE Addendum).

Completed this section on the Evaluation Form.

WIC Benefit Issuance

Date Completed	Activities
	Review Illinois WIC Food Package Tables (WIC PM SFD Addendum) and CPA Asst: Level 1 Ch 7 WIC Core Food Package CVE Training https://bit.ly/41Ljiha and Level 1 Ch 7 Check your Knowledge Worksheet https://bit.ly/3tE5AQG <ul style="list-style-type: none"> Staff should be familiar with foods, formulas and Medical Nutritional Prescription Form offered in Illinois WIC. Refer Participants to CPA for any package changes/questions.
	Review educational handouts to understand shopping and the eWIC process: https://bit.ly/3EofXLo <ul style="list-style-type: none"> Using Your Illinois eWIC Card Using Your Illinois eWIC Card Bnft App for Illinois eWIC WIC Benefit App BNFT APP Resource PowerPoint slide deck BNFT App Understanding the Family Shopping List Understanding the Family Shopping List EBT Card Guide for Participants EBT Card Guide for Participants Reading WIC EBT Receipt Reading WIC EBT Receipt WIC EBT Transaction EBT Transactions I-WIC: EBT Card Status IWIC EBT Cards Status FINAL.pdf (springfieldul.org)
	Review Illinois Authorized WIC Food List (WIC PM SFD Addendum).
	Review Illinois Authorized WIC Vendor List and WIC Food Centers (WIC PM SFD Addendum).
	Review with Coordinator the Local Agency process Illinois WIC Vendor Complaint form and detail worksheets.

Completed this section on the Evaluation Form.

Staff Observations

Agency may use current state provided worksheets for (available from RNC) or approved Local Agency Tool.

<p>Observe a <u>variety</u> of <u>Frontline</u> staff for <u>at least a week</u> completing various certification visits offered by agency, document all that apply:</p> <p><input type="checkbox"/> Certification: # reviewed <input type="checkbox"/> Re-Certification: # reviewed</p> <p><input type="checkbox"/> Mid-Certification: # reviewed</p> <p><input type="checkbox"/> PG <input type="checkbox"/> BE <input type="checkbox"/> BP <input type="checkbox"/> NP <input type="checkbox"/> IBE <input type="checkbox"/> IBP <input type="checkbox"/> IFF <input type="checkbox"/> C1 <input type="checkbox"/> C2 <input type="checkbox"/> C3 <input type="checkbox"/> C4</p>

I have been trained on the information above and have completed this list to the best of my ability and will follow up with my Coordinator with any questions.

Staff Signature

Coordinator Signature*

**After reviewing, Coordinator should return completed evaluation to their Regional Nutritionist Consultant. This evaluation is important because it provides information that can help us improve this training.*

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Training Evaluation Form

The purpose of this form is to provide feedback on the training you have recently completed. It may be helpful to have your Training Checklist with you as you complete the evaluation. This evaluation is important because it provides information that can help us improve this training.

1. Date of hire: Enter Date List any credentials or role you have in WIC: [Click here to enter text.](#) N/A
2. How long did it take you to complete the Frontline Training Checklist? Start date: Enter Date End Date: Enter Date

A. Your Role as Frontline

The following section is related to your confidence in your role as Frontline. Please indicate whether you agree or disagree with the following statements.

The activities in the training checklist made me confident in my ability to:	Agree	Disagree	If you do not feel confident, please provide feedback:
Identify the WIC program policies and competencies working in the role as Frontline staff.			
Implement WIC program eligibility and document appropriately in the WIC MIS.			
Provide participant centered services to all participants in the WIC program.			

B. Training Feedback

The following pertains to the training by section, please rank each chapter using the scale provided and provide feedback to improve the training in the space provided.

Introduction and Overview of WIC	
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?	Comments:
What additional modules, if any, did you complete in the WIC Works Resource System (WLOL) on the Percipio platform?	
What topics pertaining to orientation to WIC or your local agency do you feel you need further training on or practice with, if any?	

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Illinois WIC Management Information System (MIS) Basics	
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?	Comments:
What activity did you find <u>most</u> helpful?	
What activity did you find <u>least</u> helpful?	
What topic(s) do you feel you need further training on or practice with?	

Illinois WIC Breastfeeding Support & Promotion	
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?	Comments:
What activity did you find <u>most</u> helpful?	
What activity did you find <u>least</u> helpful?	
What topic(s) do you feel you need further training on or practice with?	

Illinois WIC Frontline Role and Eligibility Determination Process	
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?	Comments:
What activity did you find <u>most</u> helpful?	
What activity did you find <u>least</u> helpful?	
What topic(s) do you feel you need further training on or practice with?	

Illinois WIC Anthropometric and Biochemical Assessment Process (Frontline & Lab)	
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?	Comments:
What activity did you find <u>most</u> helpful?	
What activity did you find <u>least</u> helpful?	
What topic(s) do you feel you need further training on or practice with?	

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Illinois WIC Frontline Role with Nutrition Education, Documentation and Customer Services (PCS)		
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?		Comments:
What activity did you find <u>most</u> helpful?		
What activity did you find <u>least</u> helpful?		
What topic(s) do you feel you need further training on or practice with?		

WIC Benefit Issuance		
On a scale of 1-5 (1 being not at all helpful and 5 being very helpful), how helpful did you find the activities in this section as they relate to your Frontline role?		Comments:
What activity did you find <u>most</u> helpful?		
What activity did you find <u>least</u> helpful?		
What topic(s) do you feel you need further training on or practice with?		

Based on your training experience, please add any additional comments that would be helpful to us in improving this training:

Return this evaluation to your WIC Coordinator.