

Name of WIC Staff:

Date of Hire:

Competent Professional Authority (CPA) Orientation

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

- Identify the WIC program policies and competencies working in the role as a CPA.
- Implement WIC nutritional assessment to assign appropriate risk factors, provide education, tailor benefits and provide referrals.
- Provide participant centered nutrition counseling and education 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/3fJJO8
	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 are found here: https://bit.ly/3CB6mPQ . Coordinator will review worksheets with you upon completion.
	Complete WBT Worksheet 1_ Modules 1-3; 6 & 12
	Complete WBT Worksheet 2_ Modules 4b-4c
	Complete WBT Worksheet 3_ Modules 5b-5d
	Complete WBT Worksheet 4_ Modules 7-11
	Review with Coordinator the I-WIC Issue Reporting Form process at your agency.
	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 the following I-WIC Flow Sheets: <i>*Keep available as reference.</i> <ul style="list-style-type: none">• Certifying a Participant – CPA• Mid-Certification• Individual Education• WIChealth

	<p>Complete IWIC CPA Training via Community Health Training Center: https://bit.ly/3MewyTD:</p> <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. <i>Reference WIC PM AD Addendum PPS: WIC MIS User Request.</i>
	Observe Intake/Frontline 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.
	<p>Initial Breastfeeding training includes the USDA’s Breastfeeding Curriculum and must be completed within six months of hire. Illinois (lactationeducation.com)</p> <p><input type="checkbox"/> Level 1, Date completed:</p> <p><input type="checkbox"/> Level 2, Date completed:</p> <p><input type="checkbox"/> Level 3, Date completed:</p> <p>Provide Coordinator with your certificate(s) after completion.</p>
	<p>Review the NPS Breastfeeding (IL WIC PM AD 10.1 Addendum).</p> <ul style="list-style-type: none"> • Print Addendum 2 “WIC Breastfeeding Dyad Education” to be used as a guide for participant education.
	Review NPS: WIC Staff Breastfeeding Competencies (IL WIC PM AD 11.5 Addendum).
	Explore the following website for more information on breastfeeding support resources. USDA WIC Breastfeeding Support: https://rb.gy/za9e06
	<p>Observe peer counselor (if applicable), BF Coordinator and/or Designated Breastfeeding Expert to understand their role in WIC.</p> <ul style="list-style-type: none"> • Discuss with Coordinators procedure for documenting on the IWIC Breastfeeding screens. Resource: Documenting in WIC MIS.
	Complete orientation to agency’s Breastfeeding Peer Counselor (BFPC) Program, if applicable.

Completed this section on the Evaluation Form.

Illinois WIC Nutrition Assessment Process

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

Date Completed	Activities
	<p>Review IL WIC PM CS 5 and mentioned addenda.</p> <ul style="list-style-type: none"> • 5.3 Anthropometric Flow Sheet • 5.3 WIC Medical Referral Form: English • 5.3 WIC Medical Referral Form: Spanish • 5.3 Validation/Calibration Log • 5.5 IWIC Assessment Guide: Pregnant • 5.5 IWIC Assessment Guide: Breastfeeding • 5.5 IWIC Assessment Guide: Postpartum • 5.5 IWIC Assessment Guide: Infant • 5.5 IWIC Assessment Guide: Child
	<p>Review IL WIC PM AD 2.7 and the addenda Illinois WIC Paper Assessment Tools. <i>Focus on CPA role functions and screens to complete in the MIS.</i></p>

	<p>Complete the following MCHB Growth Charts Training (washington.edu) modules: https://bit.ly/3rC4e4k</p> <ul style="list-style-type: none"> • 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) <p><i>*WIC does not require head circumference for infants.</i></p>
	<p>Review NPS Growth of Infants and Children 8.2022: https://bit.ly/3ytReBq</p>
	<p>Complete Category Specific Risk Factor Training and SSM (Topic 2 under WIC Staff Training on CHTC webpage) https://bit.ly/3ChhJLq</p> <ul style="list-style-type: none"> <input type="checkbox"/> Infant <input type="checkbox"/> Women <input type="checkbox"/> Children (Refer to CHTC website for availability) <p><input type="checkbox"/> Reviewed SSM(s) with the Coordinator. (Infant Key provided with Coordinator Documents.) Provide Coordinator with your certificate(s) after completion.</p>
	<p>Review and save the resources for WIC Nutrition Risks: I-WIC Nutrition Risk Criteria / USDA WIC Nutrition Risks: https://bit.ly/3jLxCVI.</p> <ul style="list-style-type: none"> • The IWIC Nutrition Risk screen may also be used to ensure risk factors are assessed and assigned correctly. Click on "Reason" or "Risk Help" for more information on risk factors assigned.
	<p>Complete Value Enhanced Nutrition Assessment (VENA) and WIC (Topic 3 under WIC Staff Training on CHTC webpage): https://bit.ly/3vheyQM</p> <p><i>*Have slides, VENA Guidance Document and self-study module pulled up as you are viewing the training. You can click on links to videos in the slides.</i></p> <p><input type="checkbox"/> Reviewed SSM(s) with the Coordinator. (Key provided with Coordinator Documents.) Provide Coordinator with your certificate(s) after completion.</p>
	<p>Review Local Referrals and Consent Process at your Agency</p>

Completed this section on the Evaluation Form.

Illinois WIC Nutrition Education and Counseling

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

Date Completed	Activities
	<p>Review IL WIC PM Nutrition Education 6.1, common nutrition concerns specific for each participant category.</p> <ul style="list-style-type: none"> • Find and save an additional resource for infant nutrition: USDA Infant Nutrition and Feeding Manual: https://bit.ly/2YOfpWZ
	<p>Review NPS: Effective Counseling Methods</p>
	<p>Complete the Circle Charts SSM and Worksheet: https://bit.ly/3AQZFYN</p> <ul style="list-style-type: none"> • Review all Circle Charts and the education that could be offered for each topic. <p><i>*Keep as a desk top reference for providing category specific nutrition education.</i> Review SSM Worksheet with Coordinator (Key provided with Coordinator Documents).</p>
	<p>Review IL WIC PM Nutrition Education 1.1 and addendum NPS: Effective Secondary Education.</p>
	<p>Review the NPS Documenting in WIC MIS (IL WIC PM Certification Standards (CS) 10.3 Addendum).</p> <ul style="list-style-type: none"> • Review local agency Nutrition Ed/Counseling Notes in I-WIC with the Nutrition Coordinator to identify best practices in completing notes.
	<p>Review and discuss expectations per agency process with Coordinator for:</p> <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)

	<p>Review and be familiar with Nutrition Education handouts offered by DHS and your local agency: Centralized Resource Library: https://rb.gy/epm14</p> <ul style="list-style-type: none"> • Look at Me Now- Infants 9-12 months provides required education when providing fresh vegetables.
	<p>Review WICHealth information: https://bit.ly/3EpGAzC</p> <ol style="list-style-type: none"> 1. Create staff log in for support site: https://bit.ly/3efSrWg 2. Review “Client Search”, “For Staff” and “Academy” sections. 3. Review two modules by logging in as client: <ul style="list-style-type: none"> • One breastfeeding • One of your choice <p><i>Completing this task will assist staff in helping WIC Families access the site and understand its functionality</i></p>
	<p><u>OPTIONAL</u>: For more knowledge on basic nutrition:</p> <ul style="list-style-type: none"> • Complete the National Nutrition Certification Program (NNCP) and post-test: https://rb.gy/4erkw. <p>Explore the following websites for more information on the DGA, MyPlate and food safety.</p> <ul style="list-style-type: none"> • MyPlate U.S. Department of Agriculture • Dietary Guidelines for Americans, 2020-2025 and Online Materials Dietary Guidelines for Americans • People at Risk of Food Poisoning FoodSafety.gov (focus on children under five and pregnant women)

Completed this section on the Evaluation Form.

Illinois WIC Benefit Issuance

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

Date Completed	Activities
	<p>Review CPA Competencies for Issuing Formulas (<i>Power Point and SSM worksheet and Key provided with Coordinator documents</i>).</p> <ul style="list-style-type: none"> • Complete SSM, review with Coordinator after completion.
	<p>Review the following participant educational handouts which can be found on the Community Health Training Center under Resources/ IWIC: https://rb.gy/vmq40i</p> <p>EBT Card Resources:</p> <ul style="list-style-type: none"> • Using Your Illinois eWIC Card • WIC Benefit App • WIC Food list • (Illinois WIC) EBT Card Guide for Participants • Reading WIC EBT Receipt (How to Read Your Illinois WIC EBT Receipt) • (WIC) EBT Transactions • BNFT App (slides explaining how to use the Benefit App) <p>Materials:</p> <p>Understanding the Family Shopping List</p> <p>Other Resource:</p> <ul style="list-style-type: none"> • “Healthy Options at WIC” Women and Children: https://rb.gy/t3whop
	<p>Review Illinois Authorized WIC Vendor List (available from Coordinator) and WIC Food Centers. WIC PM SFD Addendum: WIC Food and Nutrition Centers Program.</p>
	<p>Review Local Agency process for Illinois WIC Vendor Complaint form and detail worksheets.</p>

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>CPA</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</p> <p><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>
	<p>Observe a <u>variety</u> of <u>CPA</u> staff for <u>at least a week</u> completing various secondary education visits offered by agency, document all that apply:</p> <p><input type="checkbox"/> In person Individual: # observed</p> <p><input type="checkbox"/> Telephone Individual: # observed</p> <p><input type="checkbox"/> Internet Education: # observed</p> <p><input type="checkbox"/> Self-Study Modules: # observed</p> <p><input type="checkbox"/> Group: # observed</p>

Illinois WIC State Trainings (Virtual/Remote)

WIC Clinic experience as a CPA is recommended for a minimum of 90 days before completing the following trainings.

Date Completed	Activities
	<p>Introduction to Participant Center Counseling Training: https://bit.ly/3MppvaX</p> <ul style="list-style-type: none"> • Required training every three years (IL WIC PM NE1.1).
	<p>Introduction to Medically Prescribed Formula (MPF) Training: https://bit.ly/3MqkcYy</p> <ul style="list-style-type: none"> • Required training in order to issue medically prescribed formula (IL WIC PM AD 11.3). • After successful completion of the MPF Training: <ul style="list-style-type: none"> ○ Your Coordinator will request your role to be changed to CPA. <i>Resource: Addendum PPS WIC MIS User Requestion Action: https://bit.ly/3VmBp9m</i> ○ Review Explanation of WIC Foods Benefits video to learn how to work with Healthcare and Family Services (HFS) for: MPF formulas in excess of what WIC offers; MPF not on the IL WIC Formulary; or when a participant is 100% tube feeding.

Completed Training Evaluation and returned to Coordinator*.

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. Keep completed checklist on file for review.

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.*

Name of WIC Staff:

Date of Hire:

Training Evaluation

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 CPA Training Checklist? Start date: Enter Date End Date: Enter Date

A. Your Role as a CPA

The following section is related to your confidence in your role as a CPA. 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 the in role as a CPA.			
Use the VENA approach in the implementation of the WIC nutrition assessment to assign appropriate risk factors, provide education, tailor benefits, and provide referrals.			
Provide participant centered nutrition counseling and education to all participants in the WIC program.			
Provide basic breastfeeding counseling, support, and referrals.			

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.

Orientation 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 CPA 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?		

WIC 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 CPA 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?		

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 CPA 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 Nutrition Assessment 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 CPA 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?		

Nutrition Education and Counseling		
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 CPA 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 CPA 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?		

State Trainings		
Did you complete Participant Centered Counseling Training yet?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date completed:
Did you complete MPF Training yet?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date Completed:

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.