LOCAL AGENCY TRAINING TOOL

Staff Training Streamlined

HISTORY

- ReNEW Training subcommittee
- Support Local Agencies to meet training documentation needs

WHAT WE KNOW

- **Training is:**
  - **Time consuming**
  - **Documentation is difficult to maintain**
  - **Often abbreviated**

  - **Essential for:**
    - Staff development
    - Good customer service

WHY?

The State and local agency ensure that staff receive sufficient orientation, competency-based training and, as appropriate, continuing education activities as well as periodic performance evaluations. *7 CFR 246.11(c)(2); NSS Standard #5 All new staff is oriented to the program.*

The tools were developed to ensure LA staff are trained similarly, meeting specific position based competencies.

WHO AND WHEN

- All staff
- Upon hire and ongoing as needed

BENEFITS

- Improved and streamlined documentation of training (LAP).
- Ensure staff is meeting all competency areas.
- Assist with yearly performance evaluations.

LA TRAINING TOOL-GUIDANCE

Guidance Document for Utilization of Training Expectations And Meeting Competency Areas

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The State and local agency ensure that staff receive sufficient orientation, competency-based training and, as appropriate, continuing education activities as well as periodic performance evaluations.

Training of new staff is essential to ensure that optimal service is provided to WIC participants. As crucial as training is, the organization of and actual training of new staff can be difficult and time consuming. It is important to provide thorough training to ensure that staff is knowledgeable of both their role and other staff roles within the WIC clinic. Additionally, performance evaluation tools (chart audits, observations, peer reviews, etc.) for new and veteran staff are critical in identifying staff member's needs for additional training and/or support.

Many local agencies experience challenges associated with new hires including reduced staffing and the demands of getting staff trained quickly. Often pieces of training are missed because of clinic demands and the pressure of having new staff servicing participants shortly after hire. While this may fill a void in service, it could potentially cause long term issues when staff is not trained adequately. Several issues may occur including poor customer service, provision of incorrect information to participants, potentially unhappy staff and higher than normal staff turnover. This tool was developed to ensure all local agency staff statewide is trained in a similar fashion and meet specific competencies based on each WIC position.

It is expected that this tool will be used for training of all staff at every level and should be initiated upon hire. You will see there are targeted timelines to ensure specific areas are reviewed in order of importance. Since Civil Rights and Customer Service are high priority topics, they should be reviewed shortly after hire and prior to providing direct participant service.

Working for WIC you'll find that the clinic environment and expectations change on a regular basis. It will take most people a full year or more to develop skills and meet competencies necessary for their position at WIC. While some skills may be mastered early on, staff's receptiveness to feedback is

Guidance Document

Coordinator

Program Nutritionist

Site Nutritionist

Nutritionist

Nutrition Aide II

Nutrition Aide I

Program Assistant

COMPETENCY AND DOCUMENTATION

A Competency Areas includes:

- Recommended timelines
- Defined Competency areas
- Resources necessary to meet competencies

B Competency Assessment includes:

- Expected knowledge or skills learned following training
- Questions to assess if competency met

C Documentation of training includes:

- Initial review date and supervisor initials of completion
- Annual review date and supervisor initials of completion
- As needed date and supervisor initials of completion

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WHERE

- CT WIC webpage
- LA Training tool hyperlink

THANK YOU

- Training Sub-committee members
  - Danielle Smiley
  - Kestene Spencer
  - Gloria Kelly
  - Marissa St. John
  - Cheryl Ziff