

# **ADMINISTRATIVE POLICIES AND PRACTICES WPPM #190-00**

## **Subject: Local Agency Staffing Requirements**

### **Item: Staff Training**

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#### **PURPOSE:**

To outline training requirements for local agency (LA) staff.

#### **POLICY:**

- I. To ensure LA staff is trained to promote health, nutrition, and breastfeeding in an effective and efficient manner, the LA must evaluate progress toward their Nutrition Services Plan (NSP) goals annually. The LA must provide program operations training for project directors, coordinators, Registered Dietitians (RDs), breastfeeding coordinators, and other professional, paraprofessional, and office support staff.

Costs associated with staff training are allowable in accordance with the WIC Contract Management Binder (CMB) currently in the WPPM 1000s.

#### **PROCEDURE(S):**

- I. The LA Staff Training Plan must:
  - A. Include a proposed training schedule, method, and trainer. The training plan must describe how make-up training will take place for staff that misses scheduled breastfeeding, National Voter Registration Act, Civil Rights, and Drug and Alcohol trainings.
  - B. Be based on a needs assessment to ensure that all staff involved in program operations has the abilities and skills required to competently perform their assigned duties.
  - C. Consider the following factors:
    1. Staff turnover/increases.
    2. Current level of staff skills/experience.
    3. Matching current staff responsibilities with general WIC Program goals and services, LA nutrition education goals, breastfeeding goals and participant needs.
    4. Evaluation of the extent of the need for general versus specialized training based upon current staff needs.
    5. Changes in population served.
    6. Targeted areas of training needs identified from site reviews or technical assistance.

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7. Sponsorship of the training (e.g., CDPH/WIC-approved conference, training by established professional organization, etc.).
8. Reasonableness of training cost in comparison to LA's overall budget.

#### II. Mandatory Trainings

Note: See WPPM 130-90 for specific required competencies for the WIC Nutrition Assistant (WNA) position and WPPM 630-14 for training requirements for Breastfeeding Peer Counselors.

#### III. Training Logs

- A. The LA must maintain a log of all training activities attended by LA staff. This log must be kept updated, on file for three years and include at a minimum the following information:
  1. Date(s) of training.
  2. Location.
  3. Subject matter.
  4. Printed names and signatures of staff attending the training.

#### IV. Additional Guidelines

- A. CDPH/WIC may require LA representation at other meetings, seminars, conferences, or training activities. Information regarding other required training will be provided to the LA as the activities are scheduled.
- B. The LA may send staff to training events that are not sponsored by CDPH/WIC.
- C. See Chapter 9, of the Contract Management Binder, Section IV, Travel and Training, for information pertaining to training events that do not require CDPH/WIC approval.

#### **AUTHORITY:**

[7 CFR §246.3\(f\)](#)

[7 CFR §246.6](#)

#### **RESOURCE:**

California WIC Breastfeeding Peer Counseling Program - Peer Counselor Handbook and Facilitator's Guide

Civil Rights Training

LVL Training

National Voter Registration Act Training

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PCE Training

Substance Use Training

WIC Nutrition Assistant (WNA) Training Manual

WNA Candidate's Assessment Workbook

## **CROSS REFERENCE:**

WPPM 120-10 Access to and Security of Confidential Information

WPPM 130-90 Competency Requirements and Certification: WIC Nutrition Assistants

WPPM 150-10 Conflict of Interest: Local Agencies and Vendors

WPPM 190-10 Alcohol and Drug Abuse Training

WPPM 190-20 Civil Rights Training

WPPM 190-30 National Voter Registration Act (NVRA) Training

WPPM 630-14 Training Requirements

WPPM 1000s Contract Management

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#### Mandatory Trainings and Required Time Frames

Who	Type of Training	Required Time Frame
All Staff	<b>Alcohol and drug abuse.</b> See WPPM 190-10	Once every 12 months.
All Staff	<b>Civil rights.</b> See WPPM 190-20	Once every 12 months.
All Staff	<b>National Voter Registration Act.</b> See WPPM 190-30	Once every 12 months.
All Staff	<b>Breastfeeding Education</b> , which may be included in monthly staff meetings, electronically or in newsletters.	Monthly.
All Staff	<b>Code of Conduct Training.</b> This training incorporates topics on LA-vendor confidentiality and conflict of interest, and covers essential topics in WPPM 150-10 and 120-10. The training is conducted by the LA Local Vendor Liaison (LVL) staff using Code of Conduct training materials located on the LVL Training webpage.	Annually.
New Employees who Provide Direct Services	<b>Breastfeeding referral</b> training for situations or questions that are beyond the staff's level of expertise or scope of practice.	Within 3 months of employment.
New Employees who Provide Direct Services	<b>Role of Peer Counselors</b> – Training regarding the role of PCs is required only at LAs with a Breastfeeding Peer Counselor (BPC) Program.	Within 6 months of employment.

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Who	Type of Training	Required Time Frame
New Employees who Provide Direct Services	<b>Breastfeeding training.</b> The LA must use CDPH/WIC-approved curriculum such as the California WIC BCP Program Peer Counselor Manual.	20 hours of training required within 12 months of employment.
All Staff who Provide Direct Services	<b>Breastfeeding updates</b> Updates include current and relevant information which may be satisfied by: <ul style="list-style-type: none"><li>• Staff attending an in-service on current issues in breastfeeding;</li><li>• An external breastfeeding training;</li><li>• Repeating a required breastfeeding training; or</li><li>• Attending a breastfeeding conference.</li></ul> <b>Note:</b> The LA may exempt staff members from the breastfeeding training if the employee has obtained Certified Lactation Educator (CLE), Certified Lactation Counselor (CLC) or the International Board Certified Lactation Consultant (IBCLC) certification within the preceding 3 years.	At least 7 hours every 12 months.
All Staff who Provide Direct Services to Participants	<b>Breast pump issuance.</b> Training includes inventory control, retrieval, basic trouble shooting, assembly, use and cleaning.	Within 6 months of employment & prior to issuing breast pumps.

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Who	Type of Training	Required Time Frame
All Staff who provide one-on-one education or group education	<p><b>Participant Centered Education</b> is the California WIC education standard to help participants learn and change behavior.</p> <p>The LA can refer to the California WIC Participant Centered Education (PCE) web site for some State approved training options.</p>	Within 1st year of employment.
All Staff who must undergo WIC Nutrition Assistant Certification	<p><b>WIC Nutrition Assistant (WNA) training</b> is federally mandated competency-based training for paraprofessionals. See WPPM 130-90 for more information.</p> <p><b>NOTE:</b> WNA candidates also must participate in PCE training. A LA may concurrently offer PCE training to staff that are in the process of completing their WNA certification. The <i>California WIC Training Manual</i> offers some PCE related training but is not sufficient in of itself in meet the PCE training requirement.</p>	Within 6 months of starting the certification process.
Local Vendor Liaisons (LVLs)	Participate in the annual Local Vendor Liaison Training provided by CDPH/WIC as specified in the WIC Contract Management Binder (CMB), Chapter 2, Program Requirements, Section I, Requirements, Subsection E. Vendor Support Coordination.	Annually.
Local Vendor Liaisons (LVLs)	Attend Vendor Training conducted by CDPH/WIC, as specified in the WIC Contract Management Binder (CMB), Chapter 2, Program Requirements, Section I, Requirements, Subsection E. Vendor Support Coordination.	Once within the three year term of the LA contract.