Nebraska WIC Training Center

Reminder Check list – complete prior to attending WIC Clerk or CPA Training Center

1. Training Center Request Form


Nebraska WIC – Training Center Request

Link: eWIC Training Center Request Form – to formally request a training session

Once you know that your new staff is hired and what available training session you would like him/her to attend, complete the form and send it to Jackie.

- Click on link above to open this document.
- Complete the form.
- Save it on your computer.
- Email it to jackie.johnson@nebraska.gov

This same form is completed if you have existing staff needing to be cross trained to fill in for emergency situations ie. CPA staff cross training to learn the clerk position.

2. Journey Train New User Request Form


Journey

Add New User Request Form

Link: Journey Training New User Computer Log on Form

- Important! Complete and submit this form right away! It is currently taking an average of about 4 weeks to get new staff access to Journey. Unfortunately, it sometimes takes longer. So please do this step right away so your staff can have Journey access sooner.
- Please complete this form so that our Help Desk can get your new staff access to the Journey computer system
- After this form is submitted to our WIC help desk (dhhs.wichelp@nebraska.gov), your new staff will receive their own user ID and password to log into Journey Train. Once new staff receives the logon information, they will use this information to log into **eWIC Journey Train** and complete the required pre-training computer practice activities before coming to the training center. Please help guide your new staff through the logon process and if you have problems contact our WIC help desk.
- If the new staff's Journey train account is not set up in time for your new staff, you should walk them through the activities using your account. Do not share log on information.
- After new staff successfully completes their scheduled Clerk or CPA session with our Training Center, our training center coaches will inform the help desk and request that they "turn on" their access to **eWIC Journey Production**. Staff will use the same user name and password to access eWIC Journey Production as they did to access eWIC Journey Train, but access to the real eWIC Journey Production system won't be turned on until their training in Lincoln is completed.

3. Home Agency Activities
Link for CPA's:

Click Link: CPA pre-training activities and clinic observations

- Help your new staff work through the activities on the pre-training check list. The starred activities on the checklist should be completed prior to coming to the training center. Part of this pre-training includes observing/shadowing multiple types of appointments. Please do not skip out on the observations. This is a huge part of their learning and an opportunity for new staff to start building a basic framework for their WIC house of knowledge. If you are not able to arrange for observations/shadowing at one of your clinics, be sure to let me know so I can help you come up with some alternate observation plans. Allow at least 80 WIC clinic hours to complete these activities. *Please have new staff bring a copy of completed check list form to the training*

- Below are links to a couple of additional eWIC videos. The first one is 4 minutes and is a short introduction to eWIC. The second video was taken live in a clinic showing how a staff member explained eWIC to a client and used the flip chart and other resources. It is best practice for all staff to be using the flip chart to explain eWIC to clients. The video does lag and buffer a bit, be patient as it is a good video. Please make sure your staff are able to model how to use the flip chart to explain ewic so you new staff can observe them.
  - INTRODUCTORY eWIC VIDEO: (4 minutes)
  - eWIC VIDEO of staff explaining ewic to a client (13 min).

- NEW 2023 - I'm also including a link to a recent WIC Foods and formula presentation. I haven't had a chance to include this in the digital resource packet yet so am including the link here. Within this presentation are links to the recorded webinar.

3. Home Agency Activities
Link for Clerks:

Click Link: Pre-training Activities (Clerk)

- Help your new staff work through the activities on the pre-training check list. The starred activities on the checklist should be completed prior to coming to the training center. Part of this pre-training includes observing/shadowing multiple types of appointments. Please do not skip out on the observations. This is a huge part of their learning and an opportunity for new staff to start building a basic framework for their WIC house of knowledge. If you are not able to arrange for observations/shadowing at one of your clinics, be sure to let me know so I can help you come up with some alternate observation plans. Allow at least 80 WIC clinic hours to complete these activities. *Please have new staff bring a copy of completed check list form to the training*

	• Below are links to a couple of additional eWIC videos. The first one is 4 minutes and is a short introduction to eWIC. The second video was taken live in a clinic showing how a staff member explained eWIC to a client and used the flip chart and other resources. It is best practice for all staff to be using the flip chart to explain eWIC to clients. This video is unscripted. The video does lag and buffer a bit, be patient as it is a good video. Please make sure your staff are able to model how to use the flip chart to explain ewic.
	  ◦ INTRODUCTORY eWIC VIDEO: (4 minutes)
	  ◦ eWIC VIDEO of staff explaining ewic to a client (13 min).

4. Digital Handouts  	Instead of sending hard copies of handouts, we are trying to go paperless. Your handouts are being provided to trainees in digital form J. If you plan to print all of these resources, be sure to allow time to print and assemble them. Trainee should briefly review the training resources so they know what is included and bring these references to your training sessions! Here are the links to handouts that may be referenced during training: Handouts – CPA's Handouts - Clerks For CPA's - *From the handouts link above, at a minimum, please print off and bring hard copies of "risk code definition sheets" and the "nutrition Interview" packets as well as hard copies of the common cheat sheets from our training packet that your agency staff like to use at their desk.* ***Please review*** *the risk code definition sheets and the nutrition interview packet prior to your training so you are familiar with them.* For Clerks – from the packet above, at a minimum, it is helpful to have the following printed for reference: rights and responsibilities - detailed; rights and responsibilities summary; race ethnicity determination; proof required at certification summary sheet, income averaging template; basic model food packages; food brochure; TAP Additional resources are also located on our website.
5. Medicaid Phone verification  (1 page) Form	Start the process to register your new WIC staff to assess Medicaid on the phone or the website (for any staff assigned Clerical Roles) Link: Medicaid Phone Verification Access – Confidentiality Form • Scan and email the completed form to Alicia with our help desk - dhhs.wichelp@nebraska.gov • As soon as the form is submitted, staff will be able to start using phone verification option when they have been trained

Web Verification  (2 page) form	Link: Medicaid Web Verification – Confidentiality Form • Staff may type in their name where it asks for their signature • WIC supervisor may type in their name where it ask for their signature • Use “save as” to save the form; file name should be staff first name_last name • Attach the saved completed PDF file to an email and send to Alicia with our help desk (do not scan and send) dhhs.wichelp@nebraska.gov • Getting access for web verification takes longer. Access is granted to each employee by Medicaid usually within 2 weeks to 2 months. After Medicaid receives the assigned password, they send the information to WIC • For any questions about the Medicaid forms contact Alicia with our help desk at dhhs.wichelp@nebraska.gov
6. Equipment & room needs for the remote training session	Zoom technology: We will be using zoom technology for part of this training so trainees will need access to a computer preferably with a camera with a microphone. I would suggest ordering a camera with a microphone if there is not one on their computer. I’m hearing that they are currently hard to come by so it might be helpful to order one and have it ahead of time before you need it. Internet Access: Trainees will need internet access to be able to refer to training resources located on our NE WIC public website Journey Train: Trainees will need Journey Train loaded onto their computer and have their account set up prior to the training. Please contact Alicia with our WIC help desk if you need Journey Train reloaded onto a computer. If you are unable to get a Journey Train account set up in time for staff to complete their pre-training, you may need to walk-through the computer activities with the new trainee using your Journey Train account (but not sharing your password.) Training Location: Since part of this training is done remotely, they will need a quiet room to work in without disruptions. It may be helpful to put a sign on the door so that other staff know that training is in progress to help avoid disruptions.
7. Send Trainee Contact Information to the training team	Phone & email: Our training team will need “contact information” for the trainee. We will need the trainees email address to send out the Zoom invites for the training. We will also need the trainees personal cell phone number to contact the trainee if there are changes in the training schedule outside of regular business hours or technical issues that we need to resolve over the phone. Trainees need to have access to an agency cell phone for any “remote” visits that we may be doing with clients over the phone. ***Please send this contact information to our training team. For clerk training – send your contact info to: Jackie.johnson@nebraska.gov ltinnerstet@lincoln.ne.gov - Laura Tinnerstat Tyneil.Bradford@charlesdrew.com – Tyneil Bradford

	sherrera@oneworldomaha.org – Sharon Herrera For CPA training – send trainee contact info to: Jackie.johnson@nebraska.gov agoshorn@lincoln.ne.gov – Ann Goshorn DSchmidt@familyservicelincoln.org – Dionna Schmidt jwemhoff@cdhd.ne.gov – Jennifer Wemhoff
8. For CPAs - Gather CPA educational materials Send the list to our training team	Educational Materials: What are the top 10 educational resources your CPA's use? Something new we are asking is for you to have new CPA's to review all of the educational resources that your WIC program provides and bring a hard copy with them to the training. That way when it comes to educating clients, staff can use their own resources that they will be using in clinic. If the coaches have additional suggestions for other good resources available they can let the trainees know. So our CPA coaches have an idea of what your clinic is using, please send a list of at least the top 10 educational resources that your CPA's are using to the following: Jackie.johnson@nebraska.gov agoshorn@lincoln.ne.gov – Ann Goshorn DSchmidt@familyservicelincoln.org – Dionna Schmidt jwemhoff@cdhd.ne.gov – Jennifer Wemhoff

If you are a training coordinator and notice that something needs updated on this checklist, please be sure to let me know. For questions, be sure to please reach out to Jackie Johnson – Jackie.johnson@nebraska.gov

9.26.23