

<p style="text-align: center;">Texas WIC Health and Human Services Commission</p>
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Effective June 1, 2022

Policy No. TR:03.0

Required Local Agency Training

Purpose

To ensure timely systematic training occurs for all WIC staff that addresses WIC program updates, performance issues, continuing education and knowledge-based topics related to nutrition, public health and WIC.

Authority

State Policy

Policy

The LA shall designate a training coordinator and all LAs shall provide and document specific trainings for appropriate staff within required timeframes.

Procedures

- I. The LA must submit the training coordinator's name and contact information to the state agency (SA) annually on the NEBF Plan. No further notification is necessary unless the coordinator changes.
- II. The training coordinator shall ensure that:
 - A. appropriate and timely staff training is conducted for LA staff.
 - B. all new staff involved in program operations have abilities and skills required to competently perform their assigned duties.
 - C. performance issues identified during Quality Assurance (QA) observations and/or record reviews are addressed.

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- III. Required trainings must be completed within specific timeframes, as listed in the [Training Requirement charts](#).
- A. WIC staff must complete all required trainings in the following sections listed in the Training Requirement chart and train on the procedures prior to performing duties independently:
 - 1. Core Skills
 - 2. Clinic Services
 - 3. Nutrition Knowledge, Education and Counseling
 - 4. Infant Feeding
 - B. Required trainings must be taken by all local agency staff, who have direct contact with clients. This includes parent agency staff and volunteers who have direct client contact and are assisting the local agency. Refer to the Training Requirement Charts for the role they are performing. The LA director may choose to require trainings for other staff that do not have direct client contact.
 - C. For monitoring purposes, an agency will be considered out of compliance if an annual training is completed more than 15 months after the previous date.
 - D. CA, WCS, clerical staff, Peer Counselors, and Peer Dads must receive training monthly.
 - E. Upon completion of the Basic Nutrition module the remaining modules may be completed in any order within the required timeframes as listed in the Training Requirement chart.
 - F. Self-paced training and hands-on skills training may be completed simultaneously or at the discretion of the LA Director, but not in place of required training.
 - G. LAs may use trainings developed by their parent agency or other entities for the ongoing Hospitality, Human Trafficking and Intimate Partner Violence trainings to fulfill requirements. New employees

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should take the state agency version of these courses in the first year of employment.

- IV. Staff training and education must be documented and maintained for review during Quality Assurance monitoring visits.
- A. The documentation format including but not limited to spreadsheets or scanned sign-in documents may be determined by the LA director. The LA should be prepared to submit documentation electronically for monitoring review. Training documentation must include:
 - 1. name of employee
 - 2. position
 - 3. training topic
 - 4. date training was completed
 - B. WIC employees who switch agencies can transfer training records for any required trainings to the new agency and must include the requirements listed in IV.a.