

Subject: General Staff Responsibilities –CPA and Non-CPA

Effective Date: December 1, 2013

Revised from: October 1, 2013

Policy: Competent professional authorities (CPA) are required by federal regulation to provide certain levels of services related to certification, nutrition education, risk assessment, and food package selection. A CPA is defined in Kansas as a licensed physician, licensed dietitian, registered nurse, or registered physician's assistant. Non-CPA personnel shall not complete portions of the above services that are beyond what is allowed by federal regulation. The State Agency has established seven levels of staff responsibilities based upon these limitations.

The table below briefly defines the limitation of various levels of staff personnel. The levels are defined as:

Level 1:	Receptionist Non CPA	Completes Apply for WIC screens for new applicants. Reviews scheduled appointments and make new appointments. Promotes breastfeeding.
Level 2:	Breastfeeding Peer Counselor Non CPA	May provide all the services of Level 1. Provides counseling and support to breastfeeding dyads over and above standard secondary nutrition education contacts.
Level 3:	Clerk Non CPA	May provide all the services of Level 1. Assists with intake portion of the certification, issues checks, and provides nutrition education information to clients from pamphlets or newsletters. Provides referrals as needed.
Level 4:	Clerk with Specialized Training, LPN, Registered Dietetic Technician Non CPA	May provide all the services of Level 1 and 3. Takes anthropometric and hematological measurements at certification and subsequent client visits as needed. Makes allowed food package changes.
Level 5:	Registered Nurse, Nurse Practitioner, Physician Assistant CPA	May provide all the services of Level 1, 3, and 4. Certifies applicants/clients including assessment of nutrition risk, nutrition counseling, and assigning food packages. Completes Flowsheet and Care Plan for clients. Assists in low risk follow-up nutrition education classes, NEI and NE+ visits. Works with other community programs to integrate WIC nutrition services.
Level 6:	Licensed/Registered Dietitian CPA	May provide all the services of Level 1, 3,4, and 5. Nutrition provider for high-risk clients. As needed, reinforces medical care plan provided by the health care system.
Level 7:	International Board Certified Lactation Consultant (IBCLC)	May provide secondary or high risk nutrition counseling for breastfeeding clients (mothers and/or infants) or dyads (mother infant pairs) with breastfeeding problems.

Reference: § 246.2, 246.7, 246.10, 246.11, WIC Nutrition Services Standards, Standard 1, 3, 10, 12, 13, & 19 (USDA Publication, October 2001)

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Procedure:

The following tables define the roles of Level 1 through Level 6 staff in more detail. Each table reflects the limitations of the particular staff involved throughout the WIC service:

TABLE 1

NUTRITION SERVICE	LEVEL 1 Receptionist Non CPA
Assessment	<ul style="list-style-type: none"> • Prescreens applicants/clients for WIC services using Apply for WIC windows
Education	<ul style="list-style-type: none"> • Assists staff in providing general information in pamphlets and newsletters about WIC services • Promotes breastfeeding as preferred infant feeding method • Creates a client and child-friendly environment
Record Keeping	<ul style="list-style-type: none"> • Collects and records routine information in KWIC • Schedules appointments • Distributes appointment letters to clients for visits
Outreach	
Staff Requirements	<ul style="list-style-type: none"> • Completes KWIC Training Modules based on job duties
Continuing Education Requirement	<ul style="list-style-type: none"> • Although two training opportunities per year are not required, receptionists are to receive training to keep them up-to-date with their WIC responsibilities. Other training may be required by the State Agency. Annual Civil Rights training is required of this position.

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TABLE 2

**In addition to the items in Level 1, the staff may also complete the following:
Refer to Breastfeeding Promotion and Support Policy in PPM**

NUTRITION SERVICE	LEVEL 2 Breastfeeding Peer Counselor Non CPA
Assessment	
Education	<ul style="list-style-type: none"> • Provides peer counseling and breastfeeding support to pregnant women and breastfeeding dyads. • Provides appropriate referrals.
Record Keeping	<ul style="list-style-type: none"> • Records in KWIC, follow-up contacts with clients, as appropriate using Notes window, referrals, handouts and topics.
Outreach	
Staff Requirements	<ul style="list-style-type: none"> • Completes KWIC Training Modules based upon job duties. • Completes breastfeeding peer counselor training course
Continuing Education Requirement	<ul style="list-style-type: none"> • Attends job related continuing education provided by Local Agency and annual breastfeeding training by the State Agency. • Attend annual Civil Rights training

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In addition to the items in Level 1, the staff may also complete the following. This does not include the specific duties of the Breastfeeding Peer Counselor as outlined in Level 2.

NUTRITION SERVICE	LEVEL 3 Clerk Non CPA
Assessment	<ul style="list-style-type: none"> • Explains procedure for collecting measurements to clients • Completes the intake portion of certifications
Education	<ul style="list-style-type: none"> • Explains WIC services to clients • Assists nutrition staff in providing general information in pamphlets and newsletters about healthful foods, food buying and food preparation • Assists CPA in nutrition education activities • Assists in preparation of materials for low risk nutrition education • Orders and maintains materials/aids and supplies • Provides appropriate referrals • Provides breastfeeding promotion and support as appropriate
Record Keeping	<ul style="list-style-type: none"> • Assists with the issuing of, and security for WIC checks and stubs • Assists in tracking those attending low risk nutrition education classes and appointments • Distributes appointment letters clients for visits and missed appointments • Records follow-up contacts with clients, as appropriate • Adjusts the Flow sheet as needed during certification period
Outreach	<ul style="list-style-type: none"> • Provides community outreach as appropriate
Staff Requirements	<ul style="list-style-type: none"> • Completes KWIC and other required training modules based on job duties
Continuing Education Requirement	<ul style="list-style-type: none"> • Receives a minimum of 2 education opportunities per year consistent with WIC job responsibilities plus required civil rights training

Subject: General Staff Responsibilities –CPA and Non-CPA**TABLE 4**

In addition to the items in Level 1 and 3, the staff may also complete the following. This does not include the specific duties of the Breastfeeding Peer Counselor as outlined in Level 2.

NUTRITION SERVICE	LEVEL 4 Clerk with Specialized Training, LPN, Registered Dietetic Technician, Non CPA
Assessment	<ul style="list-style-type: none"> • Maintains and calibrates equipment • Collects height, weight and blood work data
Education	<ul style="list-style-type: none"> • Assists or conducts low risk nutrition education classes from lessons approved by the dietitian • Provides breastfeeding counseling and support to WIC families
Record Keeping	<ul style="list-style-type: none"> • Documents measurements (i.e. anthropometrics and blood work) in KWIC or on Measurement Pad
Outreach	<ul style="list-style-type: none"> • Assists in the promotion of the local WIC program to other community organizations serving WIC families.
Staff Qualifications	<ul style="list-style-type: none"> • Licensed LPN, with the State of Kansas (LPN only), Registered as DTR (Diet Technician only), completed competency training for expanded duties (clerks, med technicians, FACS personnel, etc.)
Staff Requirements	<ul style="list-style-type: none"> • Completes KWIC and other required training modules based on job duties
Continuing Education Requirement	<ul style="list-style-type: none"> • Receives a minimum of 2 education opportunities per year consistent with WIC job responsibilities plus required civil rights training

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In addition to the items in Level 1, 3 and 4, the staff may also complete the following. This does not include the specific duties of the Breastfeeding Peer Counselor as outlined in Level 2.

NUTRITION SERVICE	LEVEL 5 Registered Nurse, Nurse Practitioner, Physician Assistant CPA
Assessment	<ul style="list-style-type: none"> • Conducts dietary assessment • Assesses for nutritional risks
Counseling and Education	<ul style="list-style-type: none"> • Provides nutrition counseling to clients/families at certifications • Provides breastfeeding promotion and support as appropriate • Prescribes appropriate WIC food package • Determines frequency of client follow-up nutrition education • Provides follow-up nutrition education to low risk clients/families • Monitors client care plan recommendations and referrals at low risk follow-up visits • Authorizes special formula issuance • Prepares nutrition education materials/aids to support lesson • Provides in-service education as needed
Record Keeping	<ul style="list-style-type: none"> • Completes the Flowsheet and care plan for clients at the certification visit
Consultation	<ul style="list-style-type: none"> • Consults with health care providers as appropriate to develop care plan • Coordinates client care with other health care providers to improve health care outcomes
Planning & Evaluation	<ul style="list-style-type: none"> • Assists the dietitian with development, implementation and evaluation of Nutrition Services Plan • Assists in planning, implementing and evaluating community interventions
Staff Qualifications	<ul style="list-style-type: none"> • Licensed RN, ARNP, PA with the State of Kansas
Staff Requirements	<ul style="list-style-type: none"> • Completes KWIC and other required training modules based upon job duties
Continuing Education Requirement	<ul style="list-style-type: none"> • Receives a minimum of 2 education opportunities per year consistent with WIC job responsibilities plus required civil rights training

Subject: General Staff Responsibilities –CPA and Non-CPA**TABLE 6**

In addition to the items in Level 1, 3, 4 and 5, the staff may also complete the following. This does not include the specific duties of the Breastfeeding Peer Counselor as outlined in Level 2.

NUTRITION SERVICE	LEVEL 6 Licensed/Registered Dietitian CPA
Assessment	<ul style="list-style-type: none"> • Conducts a needs assessment for the Nutrition Services Plan (Nutrition Services Coordinator only) • Assesses and addresses specialized dietary needs in high-risk clients • Oversees the assessment of the productivity/cost effectiveness of nutrition services with input from other staff (Nutrition Services Coordinator only) • Oversees the compilation, analysis and reporting of health and nutrition data and documents outcomes (Nutrition Services Coordinator only)
Counseling and Education	<ul style="list-style-type: none"> • Provides nutrition counseling to high-risk clients/families • Provides breastfeeding promotion and support as appropriate • Assures and coordinates the high risk client's nutrition care needs as identified by the family and health care team • Prepares or approves nutrition education materials/aids, and lesson plans • Plans, conducts and evaluates ongoing nutrition education efforts of the clinic
Record Keeping	<ul style="list-style-type: none"> • Records outcome of high-risk visits with clients in KWIC record
Consultation	<ul style="list-style-type: none"> • Implements nutrition protocols and monitors compliance with these standards by all CPA staff
Planning & Evaluation	<ul style="list-style-type: none"> • Works with Nutrition Services Coordinator to plan, implement and evaluate the Nutrition Services Plan
Staff Qualifications	<ul style="list-style-type: none"> • Licensed dietitian with the State of Kansas required. Registration with the Commission on Dietetic Registration encouraged
Staff Requirements	<ul style="list-style-type: none"> • Completes KWIC and other required training modules based on job duties
Continuing Education Requirement	<ul style="list-style-type: none"> • Receives a minimum of 2 education opportunities per year consistent with WIC job responsibilities plus required civil rights training

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NUTRITION SERVICE	LEVEL 7 International Board Certified Lactation Consultant May be non-CPA or CPA if also Level 5 or 6
Assessment	<ul style="list-style-type: none"> Assesses breastfeeding dyad.
Counseling and Education	<ul style="list-style-type: none"> Provides breastfeeding counseling to low or high-risk breastfeeding dyads with breastfeeding problems. May assist with preparation of breastfeeding education materials/aids, and lesson plans.
Record Keeping	<ul style="list-style-type: none"> Records outcome of secondary or high-risk visits with clients in KWIC record
Consultation	<ul style="list-style-type: none"> Refers to and/or consults with health care providers as appropriate to develop care plan Coordinates client care with other health care providers to improve health care outcomes
Planning & Evaluation	<ul style="list-style-type: none"> Works with Breastfeeding Coordinator to plan the Nutrition Services Plan
Staff Qualifications	<ul style="list-style-type: none"> Certified by International Board of Lactation Consultant Examiners
Staff Requirements	<ul style="list-style-type: none"> Completes KWIC and other required training modules based on job duties
Continuing Education Requirement	<ul style="list-style-type: none"> Receives a minimum of 2 education opportunities per year consistent with WIC job responsibilities plus required civil rights training