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**Subject: Local Agency Staff Training – New Employees**

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Effective Date: August 1, 2013

Revised from: October 1, 2012

**Policy:** WIC new employee training involves training modules, on-the-job clinic observation, and the day-long Kansas WIC New Employee Breastfeeding Training (Using Loving Support to Grow and Glow in WIC). Some of the training is done through Kansas TRAIN. <http://ks.train.org>

Training for all employees is organized as follows.

- Level 1 – New Employee Minimum Training - Required to obtain security clearance for the Kansas WIC automation system (KWIC). (Clerk, RN/RD, Receptionist, Breastfeeding Peer Counselor, KWIC Administrator, Local Agency Vendor Manager) Refer to [WIC Training Completion Sheet Level 1](#).
- Level 2 – New Employee Expanded Training – Required within 3 months after obtaining KWIC security clearance unless otherwise noted. Earlier completion is encouraged. (Clerk, RN/RD, Receptionist, Breastfeeding Peer Counselor, KWIC Administrator, Local Agency Vendor Manager) Refer to [WIC Training Completion Sheet Level 2](#).
- Level 3 – Advanced Training by Title (WIC Coordinator, Nutrition Services Coordinator, Breastfeeding Coordinator, Local Agency Vendor Manager)
- Level 4 – Required Ongoing Training
- Level 5 – Advanced Training for Skill Development

New employees complete Level 1 and 2 and may need to complete some of Level 3 training. The components of the first two training levels are assigned based on the employee's job function and KWIC security status requested. (See [ADM 07.02.01 KWIC User Security](#) to determine appropriate KWIC security status.)

Training is designed to help the WIC employee learn WIC policies, KWIC functionality, and to develop the skills to appropriately provide WIC services. Through a self-instructional approach, individuals learn concepts necessary to perform and/or improve job-related functions. Training modules are generally divided into several types, all requiring a computer and internet access.

- Modules completed through KS-TRAIN. (<http://ks.train.org>)
- Modules obtained from the [Kansas WIC web site training page](#).
  - Policy modules - Require a computer with Internet access to read the read on-line WIC policies.
  - KWIC modules - These modules require use of a computer with Internet access to be able to connect to KWIC Online Training. The KWIC Online Training has a "practice" database of fictional clients. Staff must obtain access information from the State Agency.

The Local Agency must keep records documenting completion of training described in this policy.

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**Procedure:**

1. Initial training for new employees takes place via self-instructional modules under the supervision of the WIC Coordinator or designee. This person should be in a position to directly evaluate employee progress. If there is no supervisor trained in WIC procedures, the Local Agency (LA) should contact the State Agency (SA) for assistance.
2. When there is a new WIC employee to be trained, the LA WIC Coordinator contacts the SA to report the new employee. The following e-mail address has been established to handle such requests: [wicstaffchange@kdheks.gov](mailto:wicstaffchange@kdheks.gov) . Contacts may also be made by telephone. The SA needs the following information:
  - a. New employee name – spelled as desired in the KWIC system
  - b. Start date and desired training start date, if different
  - c. Name of person being replaced and date of departure
  - d. WIC title for new employee, if applicable. (WIC Coordinator, Breastfeeding Coordinator, Nutrition Services Coordinator, Local Vendor Manager, Civil Rights Coordinator)
  - e. KWIC security status desired. See [ADM 07.02.01 KWIC User Security](#) for information about determining appropriate KWIC security status.
3. SA sends the following to the LA WIC Coordinator or designated supervisor:
  - a. Information about [training materials on the Kansas WIC website](#)
  - b. User name and password for KWIC Online Training.
4. LA WIC Coordinator (or designated supervisor):
  - a. Helps the employee set up an account on KS-TRAIN (if the employee does not already have an account). See [Using KS-TRAIN for WIC Training](#) for information, including technical requirements.
  - b. Helps the employee get started training based on the [WIC Training Completion Sheet – Level 1](#). (Several modules can be completed prior to getting access to KWIC Online Training.)
  - c. Helps the employee access the KWIC Online Training. See [Accessing the KWIC Online Training Environment](#) for information, including troubleshooting tips.
  - d. Ensures the employee completes Level 1 training as soon as possible. During the last two business days of the month, CQuest will refresh the KWIC Online Training database and change passwords. This new employee will no longer have access. It is helpful but not necessary for the employee to finish the Level 1 training by the end of the month due to this monthly refresh. The employee or supervisor must contact the SA to get new login information to finish the remaining modules if KWIC training crosses into a new month.
  - e. Serves as coach to answer questions for the new employee about KWIC, WIC policy, and local procedures. If LA staff members are unable to answer the question, call the assigned State staff member. When training new employees, the KWIC Help Desk is to be used for KWIC problems, not as a training coach.
  - f. Periodically reviews progress and assigns new modules, using the WIC Training Completion Sheet for documentation.

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- g. Arranges for the new employee to observe WIC clinic. Arrangements can be made to visit another clinic to observe, if desired. Contact the SA if needed.
    - h. The LA WIC Coordinator or supervisor contacts the SA to request for KWIC security access when the employee has completed the training or is nearing completion. Because this process may take time, the Coordinator may choose to contact the SA up to three days before the final modules will be completed. Contact the SA using the special e-mail address [wicstaffchange@kdheks.gov](mailto:wicstaffchange@kdheks.gov) or by telephone.
5. The SA contacts the KWIC Help Desk and asks that the new employee be entered into KWIC and given the appropriate security clearance.
6. The KWIC Help Desk sends the LA WIC Coordinator and SA an email with the new employee username and access information.
7. When the employee has completed Level 1 training and received notification of username, she/he:
  - a. Calls the KWIC Help Desk at 866-516-3606 to set up a personal password and ensure access to the local clinic.
  - b. Can begin work in the clinic using KWIC.
8. The LA WIC Coordinator or supervisor develops a plan with the employee to complete Level 2 training. Refer to [WIC Training Completion Sheet Level 2](#).
  - a. Completion is required within 3 months after obtaining KWIC security clearance unless otherwise noted. Earlier completion is encouraged.
  - b. Determine in what month Level 2 training will occur and contact the SA for a user name and password for KWIC Online Training. (May be done in the same month as Level 1 training, using the original username and password.)
  - c. The LA WIC Coordinator or supervisor periodically reviews progress and assigns new modules, using the WIC Training Completion Sheet for documentation.
  - d. Each local WIC staff person is an important part of a mother's breastfeeding support team and so is required to attend the Kansas WIC New Employee Breastfeeding Training ("Using Loving Support to Grow and Glow in WIC") within about a year of employment. This is a day-long training held twice a year in different cities. Employees may wait to attend the closer training. Details about the breastfeeding training are provided in [Information Memos](#) and on the Kansas WIC website [Training page](#).
9. The LA WIC Coordinator or supervisor assesses the employee's WIC role to determine if any Level 3 training is needed. If yes, develops a plan for completion.
10. WIC Training Completion Sheets are filed at the LA according to local filing policies. Training documentation is to be accessible for review by the SA Management Evaluation team.