

Tele-WIC Service Center (TWSC) Training Plan

Fall 2022

Supervisor Information

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Workgroup Contacts

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General Information

Description

Welcome to the NC WIC Team! We are so glad that you have joined us for this momentous occasion of beginning to launch the *THIS-WIC* grant as funded by Tufts and the USDA with a goal of modernizing the WIC experience. We will be reviewing a vast amount of information in a short time. Please feel free to use Teams for conversation and email for items which do not require an immediate answer.

Expectations and Goals

As you have learned from the job description and interview, the expectation of the RDs who staff the TWSC is to serve as a support system for local agencies during times of vacancy. The TWSC calendar will be filled with appointments by the agencies as needed. For certification appointments, integrity items will be covered by the agencies and TWSC staff will conduct virtual nutrition assessments via Google Meets. TWSC staff will complete high-risk nutrition education appointments in their entirety. TWSC staff will then report back to agencies after appointments have been completed via an email to communicate any follow up criteria and convey all actions completed (more on this later). For TWSC staff to be effective, they must have a thorough understanding of the WIC Program, local agency work patterns, and grant deliverables. Through the next 2 weeks, we will cover this information.

Training Requirements

Required Materials

- WIC Basic Training (WBT) modules 1-10
- THIS-WIC grant overview
- Nutrition Assessment Care Plan (NACP) series 1-3
- WIC Breastfeeding Curriculum series 1-4
- Human Subjects Research Training
- Civil Rights and NVRA Training
- Crossroads Training
- Google Meets Training
- Teletask/Secure Document Upload Training

Required Experiences

- In-person or virtual introduction to all pilot agencies staff.
- In-person or virtual introduction to all state office staff.
- Shadowing of 5+ nutrition assessments completed by nearest local agency.

Required Reading

WIC Program Manual <https://www.ncdhhs.gov/ncwic> > [WIC Program Manual](#), 2022 edition

THIS-WIC Grant Information <https://thiswic.nutrition.tufts.edu/>, Tufts website

THIS-WIC Grant Proposal <https://ncnutrition.adobeconnect.com/p7ly342elpqa/>, NC submission

Training Schedule

Week 1	Topic(s)	Reading(s)/Training(s)
Day 1	Welcome and Overview Onboarding procedures and paperwork Task: WBT 1 (35 min) Task: WBT 10 (35 min) Eligibility Task: WBT 2 (65 min)	Training Plan and Job Description WPM: Chapters 1 , 2 , 3 WBT Module 1 WBT Module 10 WPM: Chapters 6A , 6B WBT Module 2
Day 2	Civil Rights Task: WBT 7 (40 min) Task: Civil Rights Webinar (95 min) Task: Tufts Training (60 min)	WPM: Chapters 4 , 6D , 6F , 16 WBT Module 7 Civil Rights Training Human Subject Research Training
Day 3	Nutrition Assessment Task: WBT 3 (65 min) Task: The Nutrition Assessment (45 min) Care Plan Task: WBT 4 (65 min) Task: The Care Plan (60 min) Task: Counseling (45 min)	WPM: Chapter 6C , 6E WBT Module 3 NACP 1 TWSC vs LA crosswalk (TBD) WBT Module 4 NACP 2 NACP 3
Day 4	Nutrition Education Task: Create WICHealth.org profile Task: Complete WICHealth.org trainings Task: Explore WICHealth.org as participant Breastfeeding Promotion Task: WBT 8 (50 min)	WPM: Chapter 5 WICHealth.org registration flyer WICHealth.org Academy flyer WICHealth.org Academy WPM: Chapter 9 WBT Module 8
Day 5	Food Packages and Issuance Task: WBT 5 (50 min) Task: WBT 6 (40 min) Tufts THIS-WIC Grant	WPM: Chapter 7 , 8 WBT Module 5 WBT Module 6 NC's THIS-WIC Grant

Resources
ncdhhs.gov
Customer Service Desk

www.ncdhhs.gov/ncwic
WPM: Chapter [17](#)

Week 2	Topic(s)	Reading(s)
Day 1	Crossroads Training Task: training with Karen	Crossroads Resources
Day 2	Scheduling for the TWSC Crossroads: practice in UAT	TWSCAppointments.doc (working) Scenarios worksheet
Day 3	Google Meets Meet pilot agencies Explore Training Catalog	Google Meets Instructions Schedule for pilot meeting WIC Training Catalog
Day 4	Shadow in agency	Nearest agency: TBD
Day 5	Shadow in agency	Nearest agency: TBD

Additional training to come

Participant portal training (still in development)

[WIC Breastfeeding Support Curriculum](#) Levels 1, 2 & 3, and 4