

## Section II: Local Agency Procedure Manual

### IV. Local Organization and Management

#### A. Local Agency Staffing

##### **Purpose**

To ensure that each local agency employs or contracts with adequate staff to ensure participants receive high-quality nutrition services.

##### **Policy**

Each Local Agency is required to have qualified staff to fulfill each required role.

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#### **1. Staffing**

- Qualified staff must be employed or on contract to provide WIC services in accordance with the federal regulations, State Plan policy, and agency contracts.
  - Contract budget, participation, and local agency needs should be considered when determining staffing levels for WIC services.

#### **2. Local Agency Staff Training**

- Completion of all required and necessary training for a position will be overseen by the direct supervisor over the staff. Any training related to Nutrition and Breastfeeding must also be reviewed with the Nutrition Coordinator (this may or may not be a different person than the supervisor). The role of the Nutrition Coordinator is to ensure the staff have the competencies necessary to provide nutrition and breastfeeding education within the role's scope and using the most up to date and relevant information.
  - The Nutrition Coordinator is a required role in WIC and is further described below.
- All new staff must complete the following training, at a minimum:
  - Civil Rights (prior to system access granted and then annually)
  - All training described for role on the Staff Training Form (in eLearn)
    - Form and supporting documents must be submitted to the State Nutrition Coordinator within 60 days of hire. If there is reason to exempt a training, this will be documented on the form. Exemptions will only be made when the staff has prior training or experience in the area adequate to meet the requirements of the position.
  - New Employee Training within 12 months of hire. This training is offered about every 6 months and is managed by the State Nutrition Coordinator. This training is designed for any staff who deliver direct services in clinic.

- Continuing education is required for all staff who provide direct clinic services to participants which includes some component of nutrition and/or breastfeeding education.
  - Staff employed  $\geq 20$  hours per week are required to complete 12 credit hours per 12 months, staff employed  $< 20$  hours per week are required to complete 6 credit hours per 12 months.
  - Continuing Education Credits (CECs) must be approved (pre or post event) by using the *Continuing Education Credit Approval Form*, which is submitted to the Nutrition Coordinator at the State Office.

### 3. Local WIC Clinic Roles:

- **WIC Director (required)**
  - A WIC Director is responsible for overseeing the administrative aspects of the WIC Program. Typical responsibilities include fiscal management, program planning, staff supervision, serving as a contract liaison and ensuring breastfeeding promotion and support activities within the local program.
- **Competent Professional Authority (CPA) (Required)**
  - The role of the CPA in WIC is to:
    - Assess and document nutrition risk
    - Prescribe and issue food packages
    - Develop care plans to meet the participant needs and stated goals
    - Provide participant centered, up to date and culturally relevant nutrition and breastfeeding education and support. Refer high-risk individuals to the agency Registered Dietitian Nutritionist (RDN) or other specified professional on the *High-Risk Referrals* attachment and make other referrals as required or appropriate.
  - At least one of the following credentials/qualifications are required to fulfill the role of the CPA:
    - Registered Dietitian (RD)/Registered Dietitian Nutritionist (RDN)
      - Each local agency must have at least one RD/RDN on staff or contract to provide high-risk nutrition services to participants, provide consult on Nutrition & Breastfeeding Education plans, coordinate nutrition and breastfeeding related training for staff to ensure scope of practice and evidence-based services are adhered to, and review and approve prescriptions under Food Package III including food packages (when indicated by healthcare provider).
      - RDNs must be state-licensed and maintain their licensure and credential in good standing throughout their employment in WIC.

- Refer to attachment *WIC Remote Registered Dietitian Scope of Services* for additional detail on the role of a contracted/remote RD/RDN.
  - Nutritionist with a bachelor's or master's degree from any college/university which is accredited/approved by the Accreditation Council for Education in Nutrition and Dietetics (ACEND)
  - Dietetic Technician, Registered (DTR)
  - Registered Nurse (RN)- this *does not* include Licensed Practical Nurses (LPNs)
  - Physician (Medical Doctor or Doctor of Osteopathic medicine)
  - Physician's Assistant (PA)
- Other professional with a health and/or science related degree with adequate coursework (within the last 10 years if not actively working in the field of health and/or nutrition) which will include, at a minimum:
  - Basic Nutrition
  - Nutrition in the Life Cycle
  - Completed series of Anatomy/Physiology
  - One additional course in nutrition such as Community Nutrition, Weight Management, Culinary Nutrition, Nutrition in Chronic Disease, Motivational Interviewing, or equivalent counseling class.
- Prior to hiring the local agency must submit the *Request for Hire* form to the State Nutrition Coordinator for approval. Documentation to support the credential, training, education, or experience will be submitted according to the role as identified on the form. The Nutrition Coordinator, or their designee, may consider other candidates on a case-by-case basis.
- **Nutrition Coordinator (NC) (required)**
  - This role must be filled by a Registered Dietitian Nutritionist (RDN), and is responsible for:
    - Ensuring the WIC clinic is delivering nutrition services, including education and support, using up to date, relevant and participant-centered methods, and information. This role will also provide oversight and coordination around the development of the annual Nutrition & Breastfeeding Plans as well as ongoing monitoring of plan progress.
      - Required training for staff will be enforced by the staff's direct supervisor, however, the NC will coordinate on this effort to ensure the training needs related to quality services and alignment with the annual Nutrition & Breastfeeding plans are met

- **Breastfeeding Coordinator (BC) (required)**

- The BC will:
  - Promote and support breastfeeding both within the clinic and through community engagement and partnerships. This person must be familiar with the WIC program and policies
  - Manage breast pump inventory and issuance
  - Be available for consult on breastfeeding issues outside of the scope of clinic or peer counseling staff
  - Ensure clinic staff are providing relevant, up to date and participant centered services (within scope) related to breastfeeding
- The BC will meet qualifications as a CPA or will be an aide with an additional lactation credential (CLC or equivalent).
  - BC without additional lactation credentials will enroll in a certified lactation counselor (CLC, or equivalent) course within one year of assuming the role
  - Additional preferred qualifications for the BC include:
    - One year of experience in counseling women about how to breastfeed successfully, and
    - Hold credentials of International Board-Certified Lactation Consultant (IBCLC)\* as granted by the International Board of Lactation Consultant Examiners
- A Designated Breastfeeding Expert (DBE) is required for all breastfeeding peer counselor programs. The DBE may or may not be the agency's BC.
  - See the breastfeeding peer counselor program policy for additional position details.

#### **4. Local Agency Retail Coordinator (LARC) (required)**

- Each local agency will select a staff member to act as a LARC. This position is the primary local contact for WIC Authorized Retailers. The WIC State Office may delegate vendor monitoring, pre-authorization visits, compliance buys, and vendor training to LARCs. Training of the LARC will be provided by the State office vendor team.

#### **7. Nutrition Aide (optional)**

- A Nutrition Aide, Nutrition Assistant or similar job title is responsible for a variety of duties dependent upon the local agency's needs and staff competencies.
  - Typical job duties include, but are not limited to:
    - Gathering demographic information
    - Screening and determining categorical, residential, and financial eligibility
    - Gathering height, weight, and biochemical information
    - Describing food delivery system and food list
    - Issuing benefits and explaining use

- Scheduling appointments
- Making referrals to community services
- Providing excellent customer service to participants
- Performing general clerical duties
- Providing program outreach
- Per the Clinical Laboratory Improvement Act regulations, staff performing biochemical tests must possess a high-school diploma or the equivalent.
- After completing appropriate training, as documented by the local agency Nutrition Coordinator, Nutrition Aides may collect participant health information and provide low-risk, basic nutrition, and breastfeeding education.