

<p style="text-align: center;"><b>Nutrition Services</b> <b>Department of State Health Services</b></p>
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Effective October 1, 2015

Policy No. TR:03.0

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**Required Local Agency Training/Summary**

**Purpose**

To ensure systematic training that addresses local agency (LA) staff performance issues, provide updates and broadens staff's knowledge of various topics related to public health, nutrition, and WIC, and encourages continuing education and the optimum utilization of all resources in order to serve clients in the most effective, efficient and courteous manner.

**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 shall submit the training coordinator's name to the state agency (SA) at the time of selection. 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; and
  - B. staff training and education be documented and maintained for review during monitoring visits.
- III. The required LA trainings shall:
  - A. Ensure that all staff involved in program operations has abilities and skills required to completely perform their assigned duties.

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- B. Include topics which address performance problems identified in Quality Assurance (QA) observations and or record reviews.
- IV. Method of storage and format of the documentation for required staff trainings are at the discretion of the LA director. Training documentation shall include:
  - A. name of employee;
  - B. job title;
  - C. training topic; and
  - D. date training was completed.
- V. Required trainings must be completed within specific timeframes, as listed in the Training Requirement chart. All staff responsible for the procedure and/ or technique listed in the Training Requirement chart shall be trained on the procedure before performing it independently. Link to Training Requirement charts: <http://www.dshs.state.tx.us/wichd/tng/tng1.shtm>
  - A. CA, WCS, clerical staff, Peer Counselors, and Peer Dads shall receive training monthly.
  - B. New staff, including contract staff, must complete all required trainings in the following sections listed in the Training Requirement chart prior to performing duties independently:
    - 1. Core Skills;
    - 2. Clinic Services;
    - 3. Nutrition Knowledge, Education and Counseling; and
    - 4. Breastfeeding.
  - C. All staff are required to complete annual trainings such as:
    - 1. civil rights: staff such as administrators, janitors, etc. who do not come in contact with WIC applicants/participants are not required to receive civil rights and customer service training. All other existing staff shall receive civil rights training (see [Policy CR: 08.0](#)).
    - 2. customer service; and

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3. security awareness training: LA or parent agency developed training must include:
    - a. ongoing security of the system, staff, and data; and
    - b. disaster recovery and program business continuity.
  4. SA developed civil rights, customer service, and security awareness self-paced training modules are also available.
- D. 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.
- E. SA developed training modules and/or locally developed training programs may be used to train staff.
- F. Self-paced training and hands-on skills training may be completed simultaneously or at the discretion of the LA Director.