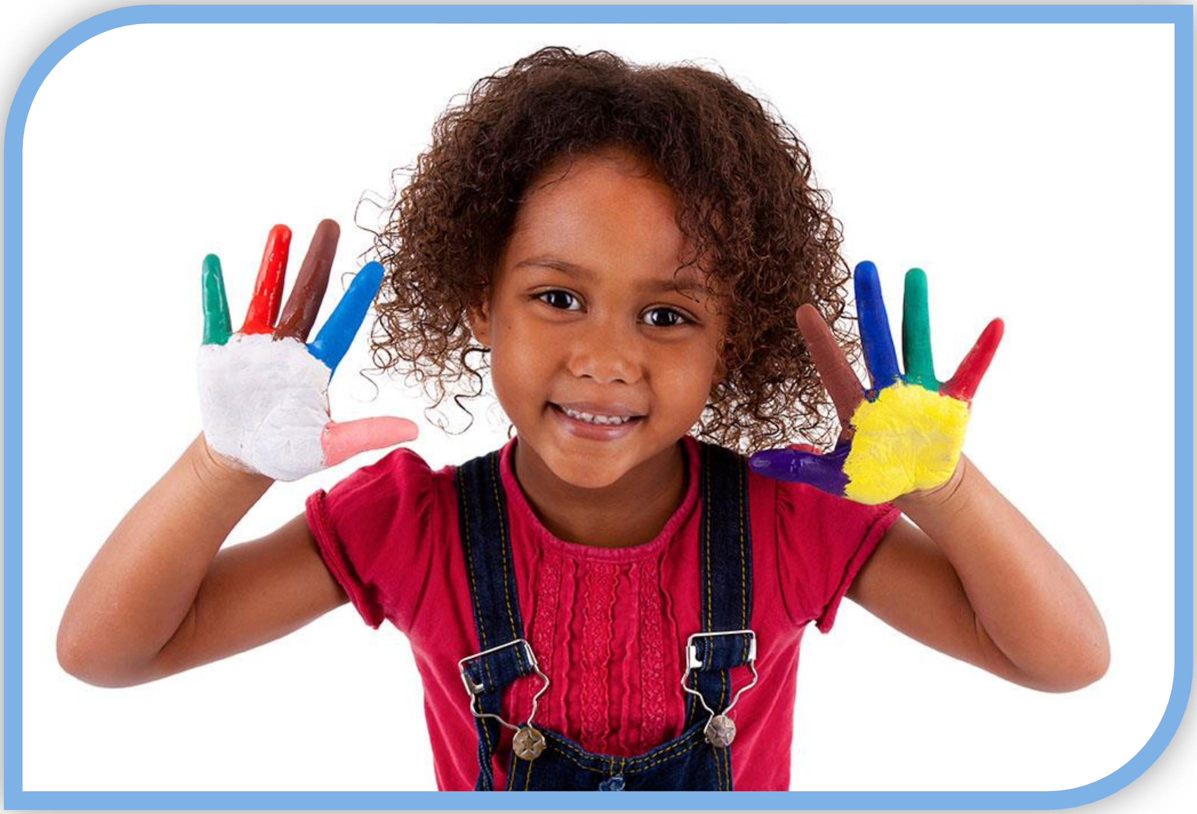
Arizona WIC Training

HANDS New Hire Course

Part 1



Trainee Guidebook

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WHAT WILL THE TRAINEE LEARN?

Welcome to WIC. We're happy to have you on our team. Arizona WIC and its partners worked together to create the Health and Nutrition Delivery System, or HANDS.

HANDS is a tool that assists and supports you in serving our clients in the best, most efficient way possible. It helps you enroll clients in the WIC program, document the services you provide, and issue benefits, while you connect with each participant.

While HANDS is an incredible tool, it is important to remember that your critical thinking, active listening, and participant-centered service skills are what really make a difference in the lives of our clients. The connection you make with each participant can truly make a difference. With that in mind, let's get started!

The HANDS New Hire course consists of X Modules

- Module 1: Introduction to HANDS
- Module 2: Intake
- Module 3: Eligibility

After completing the HANDS New Hire course, the trainee will:

1. Be able to log into and navigate through HANDS
2. Search for and retrieve client/family records
3. Complete the certification process for a client
4. Understand how to update family and client records
5. Know how to issue benefits to a family
6. Demonstrate understanding of the Appointment Scheduling screens and functions in HANDS
7. Consider how they themselves can provide excellent customer service to WIC participants

TRAINE EDUCATION LEVEL

Prerequisite for taking the HANDS New Hire course: WIC 101

ITEMS NEEDED FOR THIS COURSE

- Pen or pencil

- Access to Arizona WIC Manuals, either a hard copy or on the website, http://azdhs.gov/prevention/azwic/agencies/index.php#manuals
    - To save paper, you do not need to make copies of or print the policies or procedures
- Access to Local Agency policies and procedures
- Job aids:
    - Types of System Messages
    - Linking a Mother and Her Children
    - Income
    - Out of State Transfer Process

THINGS TO REMEMBER

- Each trainee shall receive a guidebook for this course, which is theirs to keep.
- Trainees are encouraged to take notes, highlight, or write in their guidebook.
- Training group size may be comprised of one or more trainees.
- If they need help or have questions about the information in the baby behavior course, trainees are encouraged to ask the trainer.
- As the trainer, you will assess the trainee's competence to apply the knowledge and skills taught in the baby behavior course training. A competent trainee offers appropriate answers to questions and demonstrates the ability to use critical thinking in the face-to-face activities and interactive discussions in this guidebook. If the trainee cannot determine appropriate responses or apply the information learned to typical scenarios in the WIC setting, the trainer will note the need for additional training.

RESOURCES

1. HANDS Help Desk 1-888-432-9225
2. CMA HANDS Clinic Training Manual
3. USDA WIC Home http://www.fns.usda.gov/wic/women-infants-and-children-wic
4. Arizona WIC Home http://www.azdhs.gov/prevention/azwic/index.php
5. Arizona HANDS Training Website http://www.azdhs.gov/azwic/trainers/index.htm
6. Arizona WIC - Together We Can http://azdhs.gov/azwic/together/change.htm
7. Arizona Nutrition Assessment Training http://azdhsmedia.com/hands/index.php
8. Arizona WIC Local Agencies Home http://azdhs.gov/azwic/local_agencies.htm
9. Arizona WIC Program Policy and Procedure Manual http://azdhs.gov/prevention/azwic/agencies/index.php#manuals
10. Arizona WIC Laboratory Manuals http://azdhs.gov/documents/prevention/azwic/manuals/azwic-lab-manual.pdf
11. Arizona WIC Risk Manual http://azdhs.gov/documents/prevention/azwic/manuals/nutrition-risk-manual.pdf
12. Arizona WIC Anthropometrics Module http://azdhs.gov/documents/prevention/azwic/manuals/wic-anthropometrics-module.pdf

MODULE 1: INTRODUCTION TO HANDS

TRAINEE'S STEPS:

Begin the LMS HANDS New Hire course. Please complete the following steps:

- ☐ Login to: https://az.train.org/DesktopShell.aspx
- ☐ Open the HANDS New Hire LMS course
- ☐ Complete Module 1: Introduction to HANDS
- ☐ Complete the HANDS New Hire Activity 1 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 1 and HANDS New Hire Activity 1

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 1, either individually, or as a group with the other trainees. As the trainer, you may decide whether or not to be present while the trainee works on the activity.
- ☐ Once finished, the trainee shall meet with the trainer to review the answers to the activity. Please answer all questions the trainee may have and clarify any incorrect answers.

HANDS NEW HIRE ACTIVITY 1

COMPETENCY:

1. Trainee is able to log into and navigate through HANDS.
2. Trainee recognizes the common actions, icons, and features found throughout the system.
3. Trainee will identify different system messages.

STANDARDIZED ITEMS

1. What items are standardized in HANDS?

2. What are the benefits of standardized items?

SYSTEM MESSAGES

1. What types of system messages can be found in HANDS?

2. What do red messages mean? How about yellow?

3. Why is it important to read messages when they are displayed?

LOGIN AND HOME SCREENS

1. Log-in to your Agency and Clinic Training Database
    a. How do you know which Local Agency and Clinic you are logged into?

b. What important updates do you see?

c. What items are in the Training Menu? What item or items do you think you would use the most?

d. How about the WIC Service Desk menu? When do you think it would be a good idea to check this area?

e. What Main Menu items can you see?

NAVIGATION

1. Search for a family provided by your Trainer/Helping HAND, and select the family by clicking on the Family ID to view the Family Information screen.
   a. What action buttons do you see?

   b. What Certification Flow Menu tabs do you see? Click on the tabs to navigate to each screen.

   c. What icons are on the tabs? What do the icons mean?

2. Check out the navigation menu in Active Record
    a. Search for the Breast Pump Issuance and Return screen using the Search feature
    b. Search for the same screen by scrolling through the menu
        i. Which search method do you prefer?

3. Practice navigating back to the Client Family Search screen
    c. Use the navigation menu in Active Record to select the Search screen
    d. Click on the Main Menu – WIC Services
        i. Which route do you think you will use more?

4. (Farmers Market Benefit Issuance) While you are on the Client Family Search screen, locate the navigation menu, search for the Print Test Checks screen, and perform a test print. When should you do a test print?

NOTES

MODULE 2: INTAKE

TRAINEE'S STEPS:

Begin the LMS HANDS New Hire course. Please complete the following steps:

- ☐ If necessary, log back into: https://az.train.org/DesktopShell.aspx
- ☐ If necessary, re-open the HANDS New Hire LMS course
- ☐ Complete Module 2: Intake
- ☐ Complete the HANDS New Hire Activity either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 2 and HANDS New Hire Activity 2

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 2, either individually, or as a group with the other trainees. As the trainer, you may decide whether or not to be present while the trainee works on the activity.
- ☐ Once finished, the trainee shall meet with the trainer to review the answers to the activity. Please answer all questions the trainee may have, and clarify any incorrect answers.

HANDS NEW HIRE ACTIVITY 2

COMPETENCY:

1. Trainee is able to search for and retrieve client/family records.
2. Trainee is able to add new family and client files to the system.
3. Trainee can complete the intake process for a family.

CLIENT FAMILY SEARCH

1. Search for a family provided by your Trainer/Helping HAND
    a. Authorized Rep's Name:

    b. Family ID:

    c. Search by Clinic, Agency, and State.
        i. How does changing the search affect your results?

        ii. How do you know if a client is in your clinic?

2. Why is it important to search all clients statewide before entering a new family/client record?

FAMILY INFORMATION

1. Think back to Video Scenario 1 where the staff member was focused mainly on entering information into the computer. Have you ever been treated that way? How would you feel if you were the client in this scenario?

2. Now think about Video Scenario 2. What was different? If you were a client, how would you prefer to be treated?

3. Why is it important to set the tone and invest in the client interaction during an appointment?

4. Is the “How did you hear about WIC?” field required at your Agency?

5. Is the “Email Address” field mandatory at your Agency?

6. Does your Agency offer Voter Registration? If it does, what are the procedures?

7. What would you do if the primary Authorized Representative chose to name a second Authorized Rep. who is not in the office that day and is not currently on the ID Folder?

    a. Is this procedure the same for Proxy 1 and 2?

8. What four checkboxes would you use to ensure participant safety and confidentiality?

    a. When would you ask about these items?

9. What types of identification are acceptable?

10. What might happen to your interaction with the client when there is a lot of information to enter, like there is on the Family Information screen? How can you stay present and engaged?

11. Add a family which includes the following. You will use this family in future activities
    a. A recently pregnant woman (over age 18, 16 weeks pregnant) and her significant other

       Authorized Rep 1 name:

       Authorized Rep 2 name:

       Family ID:

    b. A proxy who is not present

CLIENT REGISTRATION

1. Add the following clients to the family you created on the Family Information screen:
    a. A recently Pregnant Woman (over age 18, 16 weeks pregnant)

       PG2 name:

       Date of Birth:

       Due Date:

    b. Ten-month-old

       Ten-month-old's name and gender:

Date of Birth:

Expected Delivery Date:

c. Two-year-old

Two-year-old's name and gender:

Date of Birth:

Expected Delivery Date:

2. Add each client to HANDS, and list their Client IDs below:
   a. PG2:

   b. Ten-month-old:

   c. Two-year-old:

3. What did you notice about linking mother and her children? Why do you think it's best practice to add a mother to the system first?

4. If a child could not be linked to his or her mother, how would you document this?

5. Why is the Foster Care question important?

6. How would you document if a client declined to identify their Race or Ethnicity?

7. What would you do if the Potential Duplicates pop-up displayed for one of your clients?

8. What are your Agency's policies and procedures for collecting signatures on the Client Registration screen?

9. What information needs to be verified during subsequent certifications?

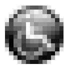
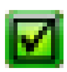
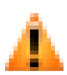
ACTIVE RECORD

1. Observe the layout of Active Record
    a. Use the hover feature for the clients listed at the bottom of Active Record
        i. What information do you see in the hover?

2. Change client records using the Active Record. How do you know which client record you are viewing?

3. Fill in the missing information for the Active Record icons:

Icon	Information
	**Name:** **Meaning:**
	**Name:** **Meaning:**

	**Name:** **Meaning:**
	**Name:** **Meaning:**
	**Name:** **Meaning:** **What does it mean if the icon is green?**
	**Name:** **Meaning:**
	**Name:** **Meaning:**
	**Name:** **Meaning:** **What happens if you click on this icon?**
	**Name:** **Meaning:**

IMMUNIZATION

1. When is immunization data required?

2. How does your Agency verify immunization status?

3. What referrals would you make if the client wasn't up to date on their immunizations? How would you document these referrals?

4. Add Immunization information for the ten-month-old you created.

NOTES

MODULE 3: ELIGIBILITY

TRAINEE'S STEPS:

Begin the LMS HANDS New Hire course. Please complete the following steps:

- ☐ If necessary, log back into: https://az.train.org/DesktopShell.aspx
- ☐ If necessary, re-open the HANDS New Hire LMS course
- ☐ Complete Module 3: Eligibility
- ☐ Complete the HANDS New Hire Activity either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 3 and HANDS New Hire Activity 3

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 3, either individually, or as a group with the other trainees. As the trainer, you may decide whether or not to be present while the trainee works on the activity.
- ☐ Once finished, the trainee shall meet with the trainer to review the answers to the activity. Please answer all questions the trainee may have and clarify any incorrect answers.

HANDS NEW HIRE ACTIVITY 3

COMPETENCY:

1. Trainee is able to enter Adjunct Eligibility and income information for a family.
2. Trainee knows the differences between entering income for foster family members and other members of the family.
3. Trainee is able to add certification information to a client record.
4. Trainee can complete the eligibility process for a family.

INCOME ELIGIBILITY

1. What are your Agency's policies and procedures for documenting Adjunct Eligibility?

2. What are your Agency's policies and procedures for updating Adjunct Eligibility?

3. How does entering referral information here affect the Care Plan - Referrals screen?

4. Is entering referrals mandatory on the Income Eligibility screen?

    a. How about the Care Plan screen?

5. Where can you find policies and procedures for determining income eligibility?

6. What is best practice for documenting multiple income providers?

7. How is documenting foster family member's income different than documenting the rest of the family?

8. What are your Agency's policies and procedures for collecting signatures on the Income Eligibility screen?

9. When would you use the Statement of Documentation Form?

10. What would you do if a client forgot to bring proof of income to his or her certification appointment?

11. If you needed to update income information after 30 days had passed, how would you ensure the most accurate information was recorded in HANDS?

12. Add income for the family you created in Activity 2 using the following information:
    a. The family size is 6 with and their monthly income is $1168.75. This income is applicable for all family members. The Authorized Rep. states that Baby is participating in AHCCCS; however, she only brought paystubs with her, and you are unable to verify adjunct eligibility status. She says the family is not participating in any other Adjunctively Eligible programs.
        i. Would you count the unborn baby in the family size?

        ii. Is this participating in an Adjunctively Eligible Program with or without proof?

        iii. Would this entire family be adjunctively eligible?

iv. How would you document this in the Adjunct Programs Grid?

v. How would you document this in the Income Providers Grid?

vi. What would you do if the Authorized Rep brought proof of participation in an adjunctively eligible program later in the certification?

CERTIFICATION ACTION

1. What are your Agency's policies and procedures on physical presence?

2. What portion of the process to link a mother to her children is completed on this screen? What would happen if the process wasn't completed?

3. What is the difference between IPN and IPN+?

4. When would you extend a client's certification?

5. What steps would you take if a client told you she switched from partially nursing to exclusively nursing?

6. What are some examples of instances where you would terminate a certification?

    a. How about reinstating a certification?

7. What do you need to do before you enter a new certification for an existing client?

8. Complete the Certification Action screen for each client in the family you created based on the following information:
    a. Mom is 16 weeks pregnant
    b. Baby was exclusively nursing; however, mom has started experiencing breast sensitivity since becoming pregnant and has recently started her infant on Similac® Advance and is now partially nursing.
        i. Baby is ten months old
        ii. Baby was born four weeks early
    c. Child is two years old

NOTES

Competency Achievement Checklist / HANDS New Hire Curriculum

Trainee's Name ______________________

Local Agency ______________________

Competency Achievement Checklist HANDS New Hire Curriculum			
At this checkpoint:	**Evaluate this:**	**Competency Achievement Date**	**Initials**
LMS Pre-test	Trainee completed the LMS Pre-test.		
Learning Activities	Trainee accurately *completed* all activities specified for this course.		
	All activities were *discussed* with the trainee and reviewed for accuracy.		
Competencies	Trainee is able to log into and navigate through HANDS.		
	Trainee recognizes the common actions, icons, and features found throughout the system.		
	Trainee will identify different system messages.		
	Trainee is able to search for and retrieve client/family records.		
	Trainee is able to add new family and client files to the system.		
	Trainee can complete the intake process for a family.		
	Trainee is able to enter Adjunct Eligibility and income information for a family.		
	Trainee knows the differences between entering income for foster family members and other members of the family.		
Competencies, Continued	Trainee is able to add certification information to a client record.		
	Trainee can complete the eligibility process for a family.		
LMS Post-test	Trainee has achieved a score of		

	80% or better.		

I verify ____ has achieved the learning objectives of the *HANDS New Hire LMS Course* and is competent to continue with WIC training.
The trainee meets the criteria set by the State to receive a *Certificate of Completion* for this course.

Trainer(s) Signature ____
Date_______________________

File this signed competency achievement checklist in the appropriate employee training file, in accordance with WIC policy.