Arizona WIC Training

HANDS New Hire Course

Part 2

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 10 Modules

- Module 1: Introduction to HANDS
- Module 2: Intake
- Module 3: Eligibility
- Module 4: Assessment Part 1
- Module 5: Assessment Part 2
- Module 6: Completing the Certification
- Module 7: Appointments
- Module 8: Precertification
- Module 9: Transfers
- Module 10: Breast Pump Issuance and Return

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

INSTRUCTION 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
    - Growth Chart Reference Sheet
    - Tips for Creating Useful Notes
    - Assessment Resources

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 - Resources for Trainers 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 4: ASSESSMENT PART 1

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 4: Assessment Part 1
- ☐ Complete the HANDS New Hire Activity 4 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 4 and HANDS New Hire Activity 4

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 4, 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 4

COMPETENCY:

1. Trainee can identify the sections of the Medical screens.
2. Trainee is able to document anthropometric and blood work data.
3. Trainee understands how to utilize Weight Gain Grids and Growth Charts.

MEDICAL

1. What are your Agency's policies and procedures for collecting anthropometric measurements?
2. What are your Agency's policies and procedures for collecting blood work?
3. When would you use a Pending Lab Code?
4. How is the Medical screen linked to the Assessment screen?
5. What would you do if you noticed an error related to anthropometrics on the Assessment screen?
6. How would you start a conversation about a client's growth/weight gain?
7. What would you do if a client didn't want to talk about growth/weight?
8. How are Pending WIC Codes and benefit issuance related?
9. Where is the Multi Fetal Flag checkbox? Why is it important?
10. Is birth data required for foster children?

11. When do you need to change the R (recumbent) and S (standing) button?

12. Enter medical information and view the growth charts for each member of the family you created in Part 1:
    a. Baby (IPN, 10 months old):
        i. Birth data: 4 pounds, 3 ounces and 19 inches
        ii. Today's length: 28 and 6/8 inches
        iii. Today's weight: 21 pounds, 4 ounces
        iv. Hemoglobin: 12.5
        v. Why is hemoglobin needed for this infant?

        vi. What graphs are appropriate for this client?

    b. Child (C2):
        i. Today’s height: 33 and 2/8 inches
        ii. Today’s weight: 27 pounds, 5 ounces
        iii. Hemoglobin value of 9.2
        iv. What graphs are appropriate for this client?

    c. Mom (PG2 16 weeks pregnant):
        i. Pre- Pregnancy Weight: 140 pounds
        ii. Today’s height: 5 ft., 6 inches
        iii. Today’s weight: 145
        iv. Hemoglobin: 13.1

13. What, if any, WIC Codes would you expect HANDS to assign based on this data?

14. View the Assessment screen for each family member to check the assigned codes.

TRAINING NOTES

MODULE 5: ASSESSMENT PART 2

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 5: Assessment Part 2
- ☐ Complete the HANDS New Hire Activity 5 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 5 and HANDS New Hire Activity 5

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 5, 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 5

COMPETENCY:

1. Trainee demonstrates understanding of the Assessment screen.
2. Trainee can complete Assessments for a family.
3. Trainee is able to enter Breastfeeding Surveillance data for an infant.

ASSESSMENT

1. What are your Agency's policies and procedures for adding new assessments?

2. What tools do you have to assist you with completing a client assessment?

3. What steps do you need to take before you save an assessment in order to ensure accuracy?

4. How can you connect with your client, while still collecting all of the assessment information you need?

5. Complete an Assessment for each member of the family you created using the information below.

    a. What would be your opening question/approach for this family?

    b. Baby:
        i. Information collected during the ABC(E) portion of the assessment:
            1. Mom states all was going well with baby, and although the baby was born early, he/she has "caught up" and is doing well. There are no other medical or E concerns.
        ii. Information collected during the D portion of the assessment:
            1. Mom's response to your opening question is that she feels breastfeeding is special to her, but since she's been pregnant, she's been more sensitive and nursing has been a bit painful. She enjoys the morning, nighttime and comfort nursing and doesn't

want to stop those, but feels that she probably couldn't offer the breast anymore because of the sensitivity and pain. She nurses the baby about 3 times per day and has been offering about 9 ounces of Similac® Advance per day. She mixes the formula appropriately, 1 scoop per 2 ounces of water. She uses filtered tap water. She first offered the formula about 2 months ago.

2. Her little one is eating solids well and feeding him/herself finger foods like puffs, avocado and soft foods. Eats meats (ground) ok, but is a bit pickier with these foods. Her pediatrician recently recommended Vitamin D drops, and she has started putting them in her baby's bottle. She does have some questions about cups and when she can start offering milk.

iii. Child:
   1. Information collected during the ABC(E) portion of the assessment: Mom tells you that her 2-year-old has been healthy since birth and that the doctor has no concerns about weight or health. The doctor did recently suggest a multi-vitamin which she has started.
   2. Information collected during the D portion of the assessment: Mom says her 2-year-old is a picky eater, though fruit is always a hit. Veggies are another story, though zucchini is a favorite. Is also a bit picky with meat, though meatballs and meats in sauces are generally eaten. They offer 1% milk a couple of times per day in a regular cup, and cheese is often a snack. They eat 3 meals per day plus 2 snacks and additional treats on occasion. She says that they try to eat family meals but that sometimes it is hard with her job schedule. She notices her 2-year-old does not eat as well when she's been away at work and always wants to sit on her lap.

iv. Mom:
   1. Information collected during the ABC(E) portion of the assessment:
      a. Mom tells you that she hasn't seen the doctor yet. She recently switched jobs and didn't have healthcare--though they just got on AHCCCS and have made an appointment. She feels her weight gain has been a little lower than her previous two pregnancies. She's been sick with this pregnancy, and she's been sick with all of them.
   2. Information collected during the D portion of the assessment:

a. In addition to what she told you about nursing her baby, she tells you that she takes her prenatal though she has to take it at night. Sometimes she feels too sick to eat and has thrown up a few times. She knows not to eat certain foods that aren't cooked well and has stopped drinking caffeine. She'd like to be able to eat a little more because she was worried she wasn't gaining enough due to her sickness. She'd like to breastfeed her next baby as well, though she'd like her 10-month-old to wean soon.

v. What WIC Codes do <u>you</u> think apply for each family member?
Baby: ______________________
Child: ______________________
Mom: ______________________

vi. What WIC Codes did HANDS assign?

BREASTFEEDING SURVEILLANCE

1. What is Initiation? Duration?

2. Why is breastfeeding information collected?

3. When is Breastfeeding Surveillance information collected?

4. Complete the Breastfeeding Surveillance screen for the baby using the information in the previous section.

TRAINING NOTES

MODULE 6: COMPLETING THE CERTIFICATION

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 6: Completing the Certification
- ☐ Complete the HANDS New Hire Activity 6 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 6 and HANDS New Hire Activity 6

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 6, 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 6

COMPETENCY:

1. Trainee is able to complete the Care Plan.
2. Trainee can complete the Assessment process for a family.
3. Trainee demonstrates understanding of Notes, including Staff Alerts.

CARE PLAN

1. What are your Agency's policies and procedures for using the Active checkbox?
2. What are your Agency's policies and procedures for High Risk referrals?
3. Does your Agency use the Referral Organization field?
4. How are the Referral and Income screens related?
5. Complete the Care Plan screens for each member of the family you created.
   a. What contact type would you document for this family?
   b. What referrals would you offer to this family?
6. Complete the Assessment process for each member of the family you created.

NOTES

1. Where can you add notes?

2. Why are notes important?

3. Who else might see your note?

4. When would you use the General Info Note Type?

5. When would you use a Staff Alert Note Type?

6. What tools do you have to ensure your note is complete?

7. Write a TGIF note for each member of the family you created.
    a. What nutrition education topics would you include in your notes? Why?

    b. What information would you include about the baby's food package?

8. Review the notes below and answer the following questions.
    a. What do you need as a staff member for this note to be useful?
        i. Note 1

        ii. Note 2

        iii. Note 3

    b. How does this note provide continuity of care? Would you be have all of the information needed to follow-up with the client?
        i. Note 1

ii. Note 2

iii. Note 3

c. What would you add to this note?
   i. Note 1

   ii. Note 2

   iii. Note 3

d. What would you remove from this note?
   i. Note 1

   ii. Note 2

   iii. Note 3

e. What else would you do to improve this note?
   i. Note 1

   ii. Note 2

   iii. Note 3

Note 1

t; nut ed
g; to try to conintue to nurse
I; still trying to pump to praised mom for not giving up
F; to see rd

Note 2

1. T: USED FACES: UNSURE LOOK TOOL (IF USED). MOM/FAMILY FEELS SHE NEEDS TO UNPACK FROM MOVE SO SHE CAN CONCENTRATE ON COOKING HEALTHIER MEALS 2. G: MOM/FAMILY WILL UNPACK, THEN GET BACK TO COOKING 3. I: DISCUSSED 1/1 CHILDREN, TAKING PRENATALS, MOM HAS HIGH BLOOD SUGAR, DR. IS WATCHING, EATS LOTS OF CHIPS, DOES GET SOME F/V IN. NOT MUCH MILK AND FILTERED WATER MANUALLY ASSIGNED CODE(S) DUE TO BF FEELINGS: BOTTLE IS MORE CONVENIENT, LAST TIME HAD LATCH ON PROBLEMS, GOING TO WING IT WHEN TIME GET HER, ENCOURAGED HER TO TRY AGAIN. FOOD PACKAGE (TAILORING, SPECIAL NEEDS FOOD PACKAGE) BECAUSE 4. F: FOLLOW-UP ABOUT (REFERRALS MADE, TOPICS FOR NEXT TIME, NEXT APPT TYPE, ETC) HOW HEALTHIER EATING GOING AND BF IF HAD BABY.

Note 3

T= NONE NEEDED (WOW MOM IS TALKATIVE) G= I=THESE TWINS ARE DOING FANTASTIC! MOMIS SUPER HAPPY WITH THIER GROWTH. MOM STILL TAKING PNV DAILY. IS EATING A WELL BALANCED DIET AND DRINKING LOTS OF WATER. SHE FEELS VERY TIRED STILL, BUT SHE IS REALLY ROCKIN THIS 'MOM WITH TWINS BUSINESS' LIKE A CHAMP. BABIES WERE BORN EARLY. MASON WAS RELEASED FROM NICU, BUT MARLEE HAD TO STAY A BIT MORE. HAS HAD AN AIRWAY ISSUE. LIFE WAS TOO DIFFICULT TO CONTINUE OFFERING BMILK TO BOTH BABIES, THEY ARE NOW IFF. ONE HOME. ONE NICU. ANOTHER CHILD AT HOME. JUST TOO MUCH GOING ON. OLDER BROTHER IS EXSTATIC TO HAVE THE BABIES TOO! MADDEN IS TAKING A DAILY VITAMIN, WE DISCUSSED HOW HE COULD BE TAKING ONE WITH IRON. LIKES TO EAT A VARIETY OF FOODS, INCLUDING YOGURT. F=MOM HGB AT NEXT APT AND BRING THE PUMP BACK ISSUED ONE MONTH BENEFITS PENDING APPROVAL OF FORMULA FORMS.

TRAINING NOTES

MODULE 7: APPOINTMENTS

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 7: Appointments
- ☐ Complete the HANDS New Hire Activity 7 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 7 and HANDS New Hire Activity 7

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 7, 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 7

COMPETENCY:

1. Trainee demonstrates understanding of the Appointment Scheduling screens and functions.
2. Trainee is able to schedule clients for various types of appointments.
3. Trainee can reschedule and cancel appointments.

CLIENT SERVICES - APPOINTMENTS

1. What are your Agency's policies and procedures for scheduling appointments?
2. Does your Agency use the Check-in/Check-out feature?
3. Does your Agency use Pending Services? How is this functionality helpful?
4. Why would you use the Appointments screen in Client Services instead of going to the Scheduling module?
5. How do you sort items in the Appointment History section?
6. View the Appointments screen for the family you created.
   a. Add a Pending Service for one of your clients.
   b. Schedule an appointment for the family using the Find Appointment Availability function.

SCHEDULING - APPOINTMENT SHEET

1. What are your Agency's policies and procedures for scheduling time frames, i.e. the 10 and 20 day rules?

2. How does the 10 and 20 day rule functionality work in HANDS?

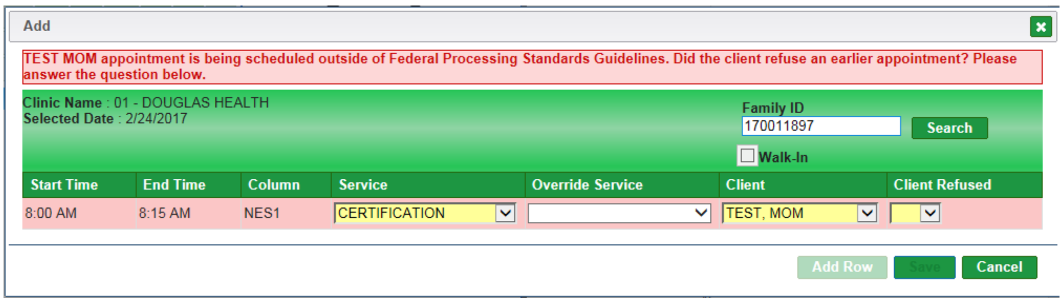

Figure 1 - Scheduling Module

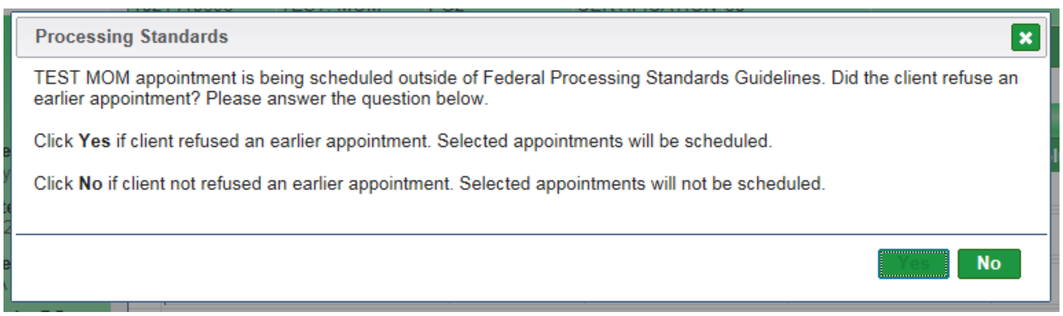

Figure 2 - WIC Services Module

3. What would you do if only two of three scheduled clients came in for an appointment?

4. Do you have the Override role? If so, when would you use it?

5. Describe the color-coding for appointment types. What does each color mean?

6. How do you filter items in the Appointment Sheet? How do you use more than one filter?

7. What is the Keep/Delete pop-up? How is it used?

   When a client has more than one appointment scheduled, a window will display asking whether to keep or delete the future appointments for the family (see below). Select Keep to keep all of the scheduled appointments. Select Delete to remove the appointments listed in the message window.

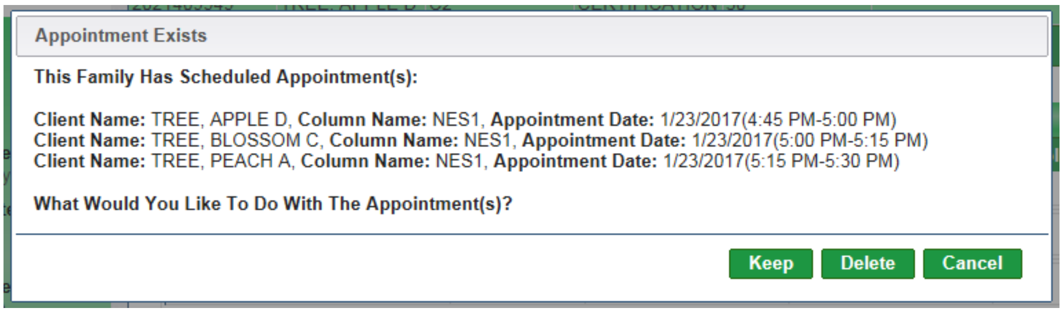

Figure 3 - Keep/Delete

7. What are your Agency's policies and procedures for recording walk-ins?

8. How do you view the Walk-in List?

9. Does your Agency use Appointment Mailing Labels? If so, what are the steps for creating labels?

10. Use the family you created to practice using the Appointment Sheet.
    a. Practice searching for the family using the filter option on the screen.

    b. Schedule an appointment for each family member.

    c. Practice rescheduling and canceling appointments.

d. Practice adding clients as walk-ins.

TRAINING NOTES

MODULE 8: PRECERTIFICATION

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 8: Precertification
- ☐ Complete the HANDS New Hire Activity 8 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 8 and HANDS New Hire Activity 8

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 8, 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 8

COMPETENCY:

1. Trainee demonstrates understanding of the Precertification process.
2. Trainee is able to pre-certify a client.

PRECERTIFICATION

1. What are your Agency's policies and procedures for using the Precertification process?

2. Why would you pre-certify a client?

3. Practice pre-certifying clients using the Precertification screens.

4. Practice creating appointments for the clients you pre-certify.

TRAINING NOTES

MODULE 9: TRANSFERS

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 9: Transfers
- ☐ Complete the HANDS New Hire Activity 9 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 9 and HANDS New Hire Activity 9

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 9, 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 9

COMPETENCY:

1. Trainee demonstrates understanding of transfer processes.
2. Trainee can perform both In and Out-of-state Transfers.

IN-STATE TRANSFER

1. What are your Agency's policies and procedures for in-state transfers?

2. How do you transfer a single client? When might you need to transfer a single client?

3. How do you transfer an entire family?

4. Practice in-state transfers for both clients and families.

OUT OF STATE TRANSFER

1. What are your Agency's policies and procedures for out-of-state transfers?

2. What documentation do you need to perform an out-of-state transfer?

3. What format is used for the Verification of Certification (VOC) number?

4. How do you perform an out-of-state transfer for a participant who is returning to your Agency?

5. What additional services or referrals could be useful for someone who has just moved to your area?

6. Practice transferring clients using the Out of State Transfer screens.

TRAINING NOTES

MODULE 10: BREAST PUMP ISSUANCE AND RETURN

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 10: Breast Pump Issuance and Return
- ☐ Complete the HANDS New Hire Activity 10 either individually, with other trainees, or with your trainer
- ☐ Meet with your trainer to discuss Module 10 and HANDS New Hire Activity 10

TRAINER'S STEPS:

- ☐ Have the trainee complete Activity 10, 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 10

COMPETENCY:

1. Trainee demonstrates understanding of the Breast Pump Issuance and Return screen.
2. Trainee can issue and return breast pumps.

BREAST PUMP ISSUE AND RETURN

1. What are your Agency's policies and procedures for issuing a breast pump?

2. Which clients are eligible to receive a breast pump?

3. What are your Agency's policies and procedures for returning a breast pump?

1. What are your Agency's policies and procedures for changing a pump Status?

2. Why is it important to double-check that the pump serial number on the case matches the serial number on the pump itself?

3. Why is it important to double-check that the serial number on the pump matches the serial number in HANDS?

4. What education would you provide to a client when you issue a pump?

5. What referrals would you offer a client when you issue a pump?

6. What steps would you follow if your client needs to extend their pump due date?

7. What breast pump information is located in Active Record?

8. Practice issuing and returning a breast pump.

TRAINING NOTES

Competency Achievement Checklist / HANDS New Hire Part 2

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 can identify the sections of the Medical screens.		
	Trainee is able to document anthropometric and blood work data in HANDS.		
	Trainee understands how to utilize Weight Gain Grids and Growth Charts.		
	Trainee demonstrates understanding of the Assessment screen.		
	Trainee can complete Assessments for a family.		
	Trainee is able to enter Breastfeeding Surveillance data for an infant.		
	Trainee is able to complete the Care Plan.		
	Trainee can complete the Assessment process for a family.		
Competencies, Continued	Trainee demonstrates understanding of Notes, including Staff Alerts.		
	Trainee demonstrates		

	understanding of the Appointment Scheduling screens and functions.		
	Trainee is able to schedule clients for various types of appointments.		
	Trainee can reschedule and cancel appointments.		
	Trainee demonstrates understanding of the pre-certification process.		
	Trainee is able to pre-certify a family.		
	Trainee demonstrates understanding of transfer processes.		
	Trainee can perform both In and Out-of-State Transfers.		
	Trainee demonstrates understanding of the Breast Pump Issuance and Return screen.		
	Trainee can issue and return breast pumps.		
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.