

# WIC WISE Training

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# Welcome & Introductions

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# Agenda

- WIC WISE Training Approach
- Computer-Based Training (CBT)
- Instructor-Led Training (ILT)
- WIC WISE Learning Portal
- CBT Demonstration
- Q & A

# WIC WISE Training Approach

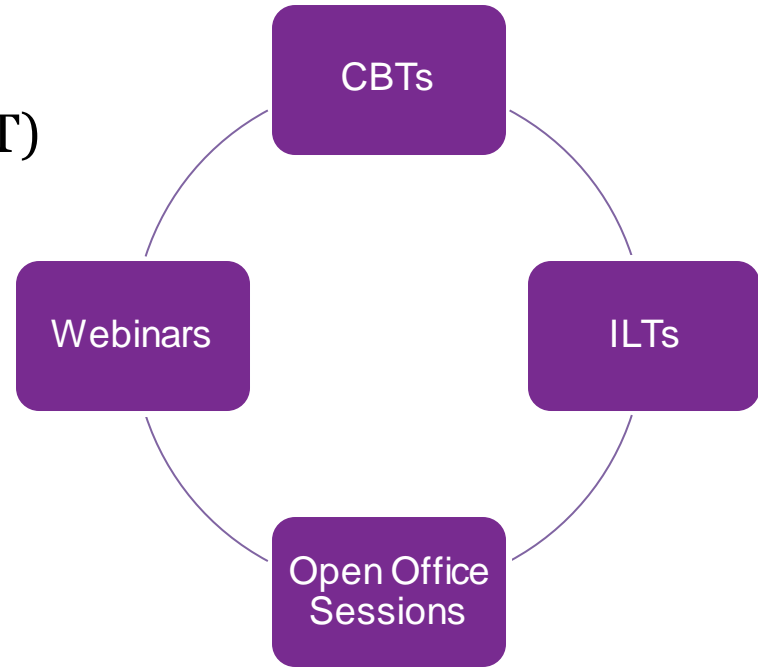


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# WIC WISE Training Delivery Methods

- Computer-Based Training (CBT)
- Instructor-Led Training (ILT)
- Open Office Sessions
- Recorded Webinars



# WIC WISE Training Timeline

## **4 months** before Go Live date

- Determine staff numbers and roles

## **4 weeks** before Go Live date

- Access WIC WISE Learning Portal
- Complete CBTs

## **2 weeks** before Go Live date

- Attend ILTs

# WIC WISE Training Paths

- Front End Staff
- Front End + WIC Nutrition Assistant (WNA) OR Registered Dietitian (RD)
- Front End + WIC Nutrition Assistant (WNA) +Breastfeeding Peer Counselor
- Breastfeeding Peer Counselor or IBCLC only (non-WNA)
- Local Agency Admin

# Computer-Based Training (CBT)





# Computer-Based Training Overview

- CBTs provide a foundation of WIC WISE functionality and navigation of a web-based system
- Staff are assigned CBTs based on their roles and responsibilities in your local agency
- Each CBT is no more than 45 minutes, most are much shorter
- Time to complete all CBTs will vary from 7 to 15 hours depending on the staff's role
- CBTs are prerequisites to be completed prior to ILTs

# Computer-Based Training (CBT)

## Clinic Module

Front End Staff	01-CLN Intro to WIC WISE 20 min	02-CLN Search for and Opening Records 30 min	03-CLN Certifying Prenatal Applicant (Part 1) 40 min	05-CLN Certifying BF Applicant and Infant (Part 1) 30 min	07-CLN Certifying a Foster Child Applicant 15 min	08-CLN Transfers 20 min	13-CLN Managing Appointments 20 min	15-CLN Managing Notes 20 min
	14-CLN Special Income Scenarios 10 min							

Front End + WNA or RD	01-CLN Intro to WIC WISE 20 min	02-CLN Search for and Opening Records 30 min	03-CLN Certifying Prenatal Applicant (Part 1) 40 min	04a-CLN, 04b-CLN Certifying Prenatal Appl (Part 2a and 2b) 60 min	05-CLN Certifying BF Applicant and Infant (Part 1) 30 min	06a-CLN, 06b-CLN Certifying BF Appl and Infant (Part 2a and 2b) 60 min	07-CLN Certifying a Foster Child Applicant 15 min	08-CLN Transfers 20 min
	11-CLN Food Packages 20 min	12-CLN Other Cert Action Activities 20 min	13-CLN Managing Appointments 20 min	14-CLN Special Income Scenarios 10 min	15-CLN Managing Notes and Alerts 20 min	16-CLN Benefits Screens 20 min	17-CLN Formula Change Process 10 min	19-CLN System Message Document Man 10 min

Front-end + WNA + BFPC	01-CLN Intro to WIC WISE 20 min	02-CLN Search for and Opening Records 30 min	03-CLN Certifying Prenatal Applicant (Part 1) 40 min	04a-CLN, 04b-CLN Certifying Prenatal Appl (Part 2a and 2b) 60 min	05-CLN Certifying BF Applicant and Infant (Part 1) 30 min	06a-CLN, 06b-CLN Certifying BF Appl and Infant (Part 2a and 2b) 60 min	07-CLN Certifying a Foster Child Applicant 15 min	08-CLN Transfers 20 min
	11-CLN Food Packages 20 min	12-CLN Other Cert Action Activities 20 min	13-CLN Managing Appointments 20 min	14-CLN Special Income Scenarios 10 min	15-CLN Managing Notes and Alerts 20 min	16-CLN Benefits Screens 20 min	17-CLN Formula Change Process 10 min	18-CLN Breastfeeding Peer Activities 25 min

Breastfeeding Peer Counselor (BFPC) or IBCLC	01-CLN Intro to WIC WISE 20 min	02-CLN Search for and Opening Records 30 min	09-CLN Breastfeeding Status Change 20 min	18-CLN Breastfeeding Peer Counselor Activities 25 min
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## Admin Module

LA Admin	01-CLN Intro to WIC WISE 20 min	19-CLN System Messages and Document Management 10 min	01-ADM Scheduling and Auto Dialer 20 min	02-ADM Local Agency Admin 10 min	03-ADM Breast Pump Inventory 15 min
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# Instructor-Led Training (ILT)



# What is Instructor-Led Training?

- In-person training
- Facilitated in a computer lab
- Hands-on practice in the WIC WISE training environment
- Scenarios and data that simulate real-life cases

# Instructor-Led Training Overview

- Mixed local agency classrooms
- 2 Trainers in each classroom:
  - ✓ 1 WIC WISE System Trainer
  - ✓ 1 CDPH/WIC Trainer with policy/WIC Program knowledge
- Maximum classroom capacity of 25 students
- Training locations throughout the state

# Sample ILT Schedule – By Classroom

2 Weeks prior to Go Live				
Mon	Tues	Weds	Thurs	Fri
		<b>½ Day Admin</b> Session 01-ADM Start: 8:30am, End: 12:00pm	<b>2 Day Clinic Session</b> Session 02-CLN Start: 8:30am, End: 4:30pm	
<b>2 Day Clinic Session</b> Session 01-CLN Start: 8:30am, End: 4:30pm		<b>½ Day Admin</b> Session 02-ADM Start: 1:00pm, End: 4:30pm		
1 Week prior to Go Live				
Mon	Tues	Weds	Thurs	Fri
		<b>½ Day Admin</b> Session 03-ADM Start: 8:30am, End: 12:00pm	<b>2 Day Clinic Session</b> Session 04-CLN Start: 8:30am, End: 4:30pm	
<b>2 Day Clinic Session</b> Session 03-CLN Start: 8:30am, End: 4:30pm		<b>½ Day Admin</b> Session 04-ADM Start: 1:00pm, End: 4:30pm		



# WIC WISE Learning Portal

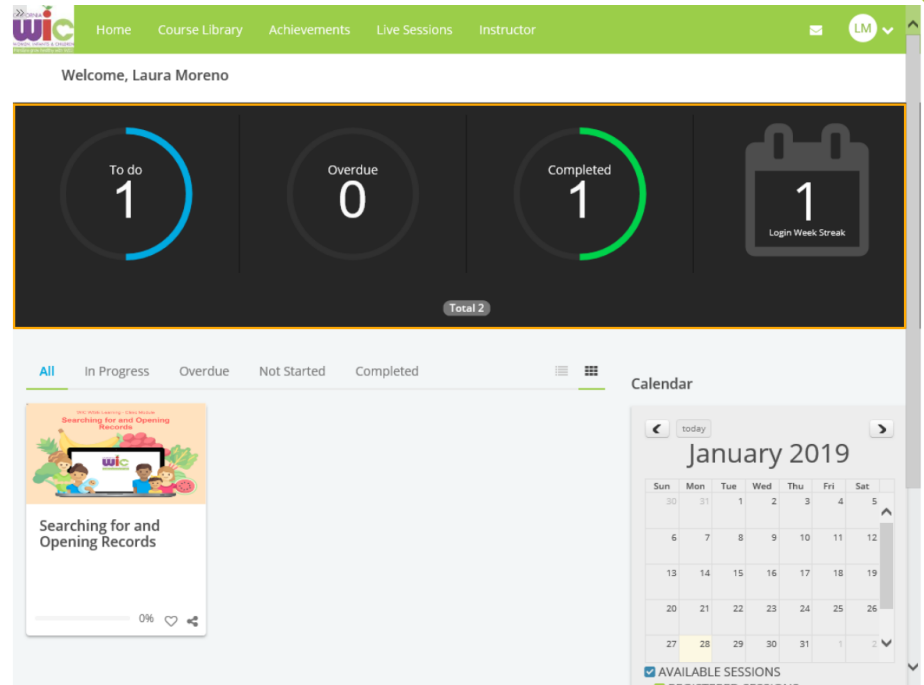


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# WIC WISE Learning Portal

- Used by staff to complete CBT and track ILT registration
- Access provided via email
- Job Aid to support access and login will be provided
- Admin reporting capability for monitoring staff course completion and evaluations



The screenshot shows the WIC WISE Learning Portal interface. At the top, there is a green navigation bar with the WIC logo and links for Home, Course Library, Achievements, Live Sessions, and Instructor. A user profile icon for 'LM' is visible in the top right. Below the navigation bar, a welcome message reads 'Welcome, Laura Moreno'. The main dashboard features four circular progress indicators: 'To do' (1), 'Overdue' (0), 'Completed' (1), and 'Login Week Streak' (1). A 'Total 2' badge is positioned below the 'Completed' indicator. Below these indicators, there are tabs for 'All', 'In Progress', 'Overdue', 'Not Started', and 'Completed'. A course card titled 'Searching for and Opening Records' is displayed, showing a 0% completion rate. To the right, a calendar for January 2019 is visible, with a 'today' indicator and a 'Calendar' title. The calendar shows dates from 30 to 31, with the 27th highlighted. A checkbox for 'AVAILABLE SESSIONS' is located below the calendar.



# WIC WISE Learning Portal

**Weeks 4 and 3  
prior to Go  
Live**

Start of CBT and  
track completion

2 weeks

**Weeks 2 and 1  
prior to Go  
Live**

Start of ILT and  
track completion

2 weeks

**Weeks 0 and  
+1 Post Go Live**

Reference  
materials for WIC  
WISE support

2 weeks

# CBT Demonstration



# Q & A

[WICcard@cdph.ca.gov](mailto:WICcard@cdph.ca.gov)



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