

## Appendix

### A. CPA/QN Revised Competency Set, March 2019

**Overview:** To ensure that all nutritionists – including Qualified Nutritionists (QN) and Competent Professional Authorities (CPA) –are proficient in the skills required to support the New York State (NYS) WIC program, the following document identifies and outlines the knowledge requirements and core competencies for local agency staff. The Core Competencies collate best practices in evidence-based approaches to nutrition assessment, participant-centered education and referrals, based on federal and NYS policies, regulations, and USDA staffing requirements. *The Core Competencies are intended to support both QNs and CPAs in their roles to ensure and promote the highest quality in service delivery for the WIC program overall and the health care provided to WIC participants.*

#### The Core Competencies are organized into seven interrelated domains:

1. Comprehensive understanding of WIC program
2. Principles of life-cycle nutrition
3. Nutrition assessment process
4. Nutrition education and counseling
5. Multicultural awareness
6. Critical thinking and decision making
7. Community resources and referrals

Each domain is specified and characterized by a set of behavioral indicators, which are behaviors performed that demonstrate best practices in the given domain. Each sub-area is further broken down into a series of Knowledge, Skills and Attitudes, which serve as a list of actions that staff perform in their role in order to demonstrate competency within each domain. The concepts of leadership, communication, professionalism and ethics are threaded throughout the competencies since these concepts are critical components of all the behaviors and actions described below.

**2019 Update:** *The goal of this document is to capture the breadth and depth of nutrition work at local WIC agencies. With the advent of NYS WIC Policy 1460 that resulted in clear distinctions between QN and CPA work tasks, it was decided that this document should be updated to reflect both the overlap in those roles and identify sub-areas or KSAs that are the sole responsibility of the QN. Throughout this document, QN-specific competencies and language that would change the responsibility of a domain, sub-area or KSA (e.g., “advanced” working knowledge versus working knowledge) from CPA to QN-dependent will be highlighted in light grey.*

Core Competency Domains	Sub-Areas	Knowledge, Skills and Attitudes
<b>1. Comprehensive understanding of WIC program</b>  <i>Nutritionist integrates and demonstrates comprehensive knowledge of WIC program and successfully communicate program purpose.</i>	1.1 Demonstrates mastery in all WIC components, including a high-level understanding of WIC's mission, policies, procedures and program goals and objectives, and appropriately communicates this information to other CPAs, nutrition support staff, participants, and health care, and community organizations.	1.1.1 Applies WIC program knowledge to anticipate participant needs and to encourage program participation. 1.1.2 Presents, promotes, and educates health care and community organizations on the WIC program. 1.1.3 Demonstrates ability to make judgements based on WIC policies and procedures. 1.1.4 Correctly explains a WIC participant's rights and responsibilities. 1.1.5 Understands when referrals to the Bureau of Special Investigations are appropriate. 1.1.6 Correctly identifies the primary WIC services (nutrition education, breastfeeding promotion and support, referrals into health and social services, and nutritious foods). 1.1.7 Performs duties within the context of written policies of the agency where employed, New York State (NYS) policy, and USDA regulations. 1.1.8 Orientates, trains and actively serves as a mentor and content expert for CPAs and other WIC staff.
	1.2 Demonstrates advanced knowledge of and ability to communicate eligibility criteria, food package prescription, and WIC benefit issuance and use.	1.2.1 Correctly screens participants for nutrition risk eligibility and clearly communicates this information at certification. 1.2.2 Understands all aspects of benefit issuance including pro-ration, food package changes 1.2.3 Accurately issues WIC benefits based on nutritional assessment, risk, and participant preference. 1.2.4 Educates WIC participants on the correct use of WIC benefits and understands how to address issues a

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		<p>participant may have with a vendor.</p> <p>1.2.5 Assists participants in finding stores carrying exempt formulas or WIC-eligible nutritionals.</p> <p>1.2.6 Correctly prorates, voids, returns, and reissues WIC benefits when appropriate.</p> <p>1.2.7 Demonstrates understanding of VOC process, including risk assessment and benefit issuance.</p> <p>1.2.8 Coordinates food benefit issuance with nutrition education.</p>
	1.3 Demonstrates high level of knowledge of code of ethics for WIC professionals.	<p>1.3.1 Recognizes and manages conflicts of interest.</p> <p>1.3.2 Understands the impact of personal values and beliefs on practice.</p> <p>1.3.3 Engages participants with honesty, integrity, transparency, and fairness.</p> <p>1.3.4 Recognizes and maintains appropriate relationships and boundaries.</p> <p>1.3.5 Recognizes and manages situations with ethical implications.</p>
	1.4 Maintains strong working knowledge of WIC data systems and technology necessary to support WIC program goals.	<p>1.4.1 Demonstrates comprehensive knowledge of WIC data system.</p> <p>1.4.2 Uses the data system to accurately document correct participant information and nutrition assessment data (including anthropometric measurements, hemoglobin or hematocrit levels, health history, and diet assessment information).</p> <p>1.4.3 Uses the data system to record participant contacts, care plans, and nutrition education provided.</p> <p>1.4.4 Tailors the food package selections and records them in the data system correctly.</p>

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		<p>1.4.5 Uses the data system to schedule appropriate appointments for participants.</p> <p>1.4.6 Uses technology and program equipment/materials in an appropriate and safe manner for work purposes only.</p> <p>1.4.7 Maintains confidentiality of all electronic participant records and information.</p> <p>1.4.8 Locates, interprets, and utilizes pertinent WIC reports and/or data to assist in program planning and goal setting.</p>
	<p>1.5 Serves as a content expert in NYS WIC Quality Assurance (QA) guidelines to ensure compliance with policies, procedures, and validation of data entered and reviewed into NYWIC.</p>	<p>1.5.1 Follows policy and guidelines related to WIC QA systems and processes.</p> <p>1.5.2 Demonstrates ability to complete and fulfill all QA activities with a focus on data accuracy and completeness.</p> <p>1.5.3 Administers and reviews QA forms at designated time periods.</p> <p>1.5.4 Provides feedback to other CPAs and/or supervisors, when applicable, about ways to improve service delivery following QA form and chart reviews.</p> <p>1.5.5 Suggests follow-up training needs for CPAs to supervisors based on QA review results, when necessary.</p>
<p><b>2. Principles of life-cycle nutrition</b></p> <p><i>Nutritionist has an advanced understanding of nutrition issues for</i></p>	<p>2.1 Demonstrates advanced knowledge of food and nutrition requirements and dietary recommendations for women, infants and children.</p>	<p>2.1.1 Works within the scope of practice for their position and accesses appropriate resources.</p> <p>2.1.2 Analyzes health and nutrition histories based on lifecycle stage.</p> <p>2.1.3 Possesses advanced understanding of nutrition concepts.</p>

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<b><i>pregnancy, breastfeeding, the postpartum period, infancy, and early childhood and their impact on the life course.</i></b>		<p>2.1.4 Understands the impact of the parent/child relationship and feeding dynamics on nutritional status, growth, and development.</p> <p>2.1.5 Develop strategies for addressing nutritional status, growth, and development of each lifecycle stage.</p> <p>2.1.6 Comprehensively identifies function and food sources of major nutrients.</p> <p>2.1.7 Applies the principles of food and nutrition (preparation, food safety, and management) to meet the food and nutrition needs of women, infants, and children.</p>
	2.2 Maintains advanced working knowledge of federal and NYS nutrition policy guidance and its implications for women, infants, and children served by WIC (e.g., Dietary Guidelines for Americans, My Plate).	<p>2.2.1 Interprets and compares dietary practices of WIC participants to federal and NYS policy guidelines.</p> <p>2.2.2 Differentiates between safe and inappropriate food and nutrition practices, taking cultural practices into consideration.</p> <p>2.2.3 Utilizes continuing education opportunities to maintain and enhance federal and NYS nutrition policy knowledge.</p> <p>2.2.4 Utilizes federal and NYS nutrition policy guidance to assess the quality and appropriateness of WIC participant's diet.</p>
	2.3 Maintains advanced working knowledge of evidence-based recommendations from the American Academy of Pediatrics, the Academy of Nutrition and Dietetics, the American College of Obstetrics and Gynecology,	<p>2.3.1 Analyzes and compares dietary practices with published and evidence-based recommendations.</p> <p>2.3.2 Maintains current and relevant knowledge of evidence-based recommendations by attending conference, trainings, and webinars.</p> <p>2.3.3 Interprets evidence-based recommendations.</p> <p>2.3.4 Keeps all CPAs abreast of current recommendations</p>

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	the Academy of Breastfeeding Medicine, the Institute of Medicine, and other health professional associations.	and changing evidence-based guidelines.
	<b>Infant and Child Nutrition</b>	
	2.4 Maintains advanced working knowledge of relevant evidence-based recommendations from the American Academy of Pediatrics, and the Academy of Nutrition and Dietetics in the area of infant and child nutrition.	2.4.1 Identifies the impact of feeding on infant development. 2.4.2 Understands the nutritional needs of infants and makes correct recommendations regarding infant feeding. 2.4.3 Educates participants about nutrition-related issues experienced by infants. 2.4.4 Understands the nutritional needs of children 1-5 years of age and makes correct recommendations about feeding practices. 2.4.5 Educates participants about nutrition related issues experienced by children 1-5 years of age. 2.4.6 Recognizes factors that may contribute to childhood obesity. 2.4.7 Provides appropriate counseling for parents, with the goal of promoting a healthy weight for their child. 2.4.8 Provides in-service trainings to CPAs and nutrition support staff on evidence-based recommendations in the area of infant and child nutrition. 2.4.9 Mentors CPAs in infant and child nutrition, including working with participants to establish goals and conducting appropriate follow-up.
	<b>Prenatal Nutrition</b>	

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	<p>2.5 Maintains advanced working knowledge of relevant evidence-based recommendations from the Academy of Nutrition and Dietetics, the American College of Obstetrics and Gynecology, the Academy of Breastfeeding Medicine, and the Institute of Medicine in the area of prenatal nutrition.</p>	<p>2.5.1 Recognizes factors affecting weight gain in pregnancy.</p> <p>2.5.2 Understands and promotes the current prenatal weight gain guidelines.</p> <p>2.5.3 Identifies the importance of proper nutrition for a healthy mother and baby.</p> <p>2.5.4 Educates participants on safe practices and risk-reduction behaviors that impact pregnancy.</p> <p>2.5.5 Recognizes the importance of referral and follow-up of women with nutrition-related health problems.</p> <p>2.5.6 Demonstrates skills in working with pregnant women from special population groups (e.g. adolescents, substance using women, immigrants, refugees, women from shelters).</p> <p>2.5.7 Recognizes the role of prenatal nutrition in the prevention of obesity and chronic diseases both in the mother and infant.</p> <p>2.5.8 Mentors CPAs in prenatal nutrition, including working with participants to establish goals and conducting appropriate follow-up.</p>
	<b>Breastfeeding</b>	
	<p>2.6 Maintains advanced working knowledge of relevant evidence-based recommendations from the American Academy of Pediatrics, the Academy of Nutrition and Dietetics, the American College of Obstetrics and Gynecology, and the Academy of Breastfeeding</p>	<p>2.6.1 Promotes breastfeeding as the biological norm for feeding infants.</p> <p>2.6.2 Recognizes and provides counseling on the health benefits of breastfeeding to both mothers and infants.</p> <p>2.6.3 Assesses real and perceived barriers to breastfeeding and counsels to assist mothers to overcome these barriers.</p> <p>2.6.4 Recognizes potential concerns or contraindications related to breastfeeding and provides appropriate</p>

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	Medicine in the area of breastfeeding.	<p>counseling or referrals.</p> <p>2.6.5 Mentors CPAs in the area of breastfeeding, including working with participants to establish goals and conducting appropriate follow-up.</p> <p>2.6.6 Demonstrates skills in working with breastfeeding women from special population groups (e.g. adolescents, substance using women, immigrants, refugees, women from shelters).</p>
	2.7 Maintains advanced working knowledge of the physiology of breastfeeding and evidence-based techniques for breastfeeding management.	<p>2.7.1 Applies knowledge of anatomy and physiology in the assessment of breastfeeding and breastfeeding problems.</p> <p>2.7.2 Completes breastfeeding assessments at critical points in pregnancy and the early postpartum period according to NYS agency policies.</p> <p>2.7.3 Analyzes common breastfeeding problems and identifies solutions using evidence-based information.</p> <p>2.7.4 Appropriately assesses the need for a breast pump; issues pumps according to NYS policy and provides education on their use.</p> <p>2.7.5 Refers participants to Breastfeeding Counselors, peer counselors, lactation consultants, breastfeeding classes, and pump resources as appropriate.</p> <p>2.7.6 Collaborates and communicates with other members of the breastfeeding support team including the Breastfeeding Coordinator and Peer Counselor as appropriate.</p> <p>2.7.7 Provides mothers with positive reinforcement, encouraging Fully Breastfeeding for as long as desired by the mom and infant.</p>



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		2.7.8 Provide support and encouragement that reflects the mother's feeding decisions.
	<b>Postpartum Women</b>	
	2.8 Maintains advanced working knowledge of relevant evidence-based recommendations from the Academy of Nutrition and Dietetics, and the American College of Obstetrics and Gynecology in the area of postpartum nutritional health.	2.8.1 Understands the nutritional needs of postpartum women and provides counseling as appropriate. 2.8.2 Makes correct recommendations to postpartum participants regarding healthy weight. 2.8.3 Discusses the benefits of healthy weight and nutrition and helps participants set achievable goals. 2.8.4 Understands and identifies signs of post-partum depression and how to provide support or referral for care, as appropriate. 2.8.5 Encourages the importance of follow-up care with their health care provider after delivery and makes referrals when appropriate. 2.8.6 Mentors CPAs in postpartum care, including working with participants to establish goals and conducting appropriate follow-up. 2.8.7 Demonstrates skills in working with postpartum women from special population groups (e.g. adolescents, substance using women, immigrants, refugees, women from shelters).
<b>3. Nutrition assessment process</b>  <i>Nutritionist demonstrates advanced knowledge of the WIC nutrition assessment</i>	3.1 Demonstrates advanced knowledge of effective communication during the assessment process.	3.1.1 Describes the nutrition assessment process to participants and explains the benefits. 3.1.2 Identifies and uses current, evidence-based methods to assess, analyze, and interpret nutritional status to determine priority nutritional problems. 3.1.3 Uses all available information to form a

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<b><i>processes and accompanying leadership skills; including implementing effective communication tactics, knowledge of risk assignment and documentation, and the importance of using appropriate measurement techniques to collect and interpret anthropometric and hematological data.</i></b>		<p>comprehensive and unbiased nutrition assessment.</p> <p>3.1.4 Assesses the communication needs of the participant.</p> <p>3.1.5 Identifies barriers to effective communication.</p> <p>3.1.6 Uses appropriate participant-centered techniques to establish a relationship and begin a conversation.</p> <p>3.1.7 Practices active listening and observation skills.</p> <p>3.1.8 Checks for understanding by paraphrasing or reflecting what was heard.</p> <p>3.1.9 Compares participant's verbal responses to non-verbal behaviors to assess participant's attitude, feelings, and readiness for change.</p> <p>3.1.10 Uses an effective balance of open-ended and closed-ended questions.</p> <p>3.1.11 Affirms participant's feelings, beliefs, and efforts.</p> <p>3.1.12 Expresses empathy for the participant's situation.</p> <p>3.1.13 Selects written information that is appropriate for the target population to understand (i.e. language, reading level, length, format) according to NYS agency policy.</p> <p>3.1.14 Respects participants' cultural differences without passing judgment.</p> <p>3.1.15 Stays focused and engaged with the participant to elicit assessment information (does not read questions from the screen).</p>
	<p>3.2 Demonstrates advanced skills in collecting and utilizing relevant participant data to conduct a complete nutrition assessment.</p>	<p>3.2.1 Uses nutrition assessment information and critical thinking skills to determine eligibility, select appropriate food packages, provide appropriate nutrition education, and make appropriate referrals.</p> <p>3.2.2 Demonstrates appropriate anthropometric measurement techniques specific to infants, children</p>

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		<p>ages 2-5, and adults.</p> <p>3.2.3 Demonstrates appropriate techniques for performing and/or interpreting a hemoglobin or hematocrit assessment.</p> <p>3.2.4 Evaluates hemoglobin or hematocrit results correctly (e.g., adjusts for smoking and elevation) and assigns nutrition risk criteria appropriately.</p> <p>3.2.5 Obtains and interprets relevant assessment data from current and previous WIC visits, through the anthropometric, hematologic, clinical, dietary, family, and social environment information, and assigns nutrition risk criteria appropriately.</p> <p>3.2.6 Understands when bloodwork is required and uses professional judgment to determine when bloodwork should be re-checked.</p> <p>3.2.7 Synthesizes all information before providing education/counseling.</p> <p>3.2.8 Takes action to anticipate and minimize foreseeable risks to privacy and confidentiality.</p> <p>3.2.9 Monitors CPAs and nutrition support staff's hematological techniques and documentation and interpretation of data.</p>
	<p>3.3 Effectively documents accurate and relevant information from WIC nutrition assessments.</p>	<p>3.3.1 Documents pertinent information in a clear and concise manner to provide an overall picture of the participant's health and nutrition status.</p> <p>3.3.2 Uses standardized data collection tools or procedures according to NYS agency policies.</p> <p>3.3.3 Correctly documents all nutrition risks according to NYS agency policies.</p>

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		<p>3.3.4 Maintains appropriate documentation of contacts with participants according to NYS agency policies.</p> <p>3.3.5 Uses accepted documentation format for nutrition care plans according to NYS agency policies.</p>
	3.4 Provides guidance to CPAs and nutrition support staff in nutrition assessment strategies.	<p>3.4.1 Provides guidance in nutrition assessment and counseling to CPAs as needed.</p> <p>3.4.2 Provides guidance to CPAs and nutrition support staff in collecting nutrition assessment data.</p> <p>3.4.3 Participates actively in staff development/training to stay current on nutrition assessment strategies.</p> <p>3.4.4 Participates in evaluating the skills of CPAs and nutrition support staff and makes recommendations for skill development.</p> <p>3.4.5 Trains, monitors and evaluates CPAs and nutrition support staff's growth monitoring techniques.</p> <p>3.4.6 Provides training and oversight to ensure CPA staff accurately assign and document nutrition risk.</p>
	3.5 Demonstrates advanced skills in conducting nutrition assessments, identifying nutrition risks, and assigning appropriate nutrition risk criteria with high risk participants.	<p>3.5.1 Demonstrates mastery in conducting nutritional assessments of high-risk WIC participants.</p> <p>3.5.2 Assigns nutrition risks correctly using appropriate cut-off values and definitions.</p> <p>3.5.3 Provides appropriate follow up for assigned nutrition risk.</p> <p>3.5.4 Provides oversight of CPAs providing care to high risk participants.</p> <p>3.5.5 Demonstrates advanced knowledge of allowable NYS risk criteria and justification for risk assignment.</p>
<b>4. Nutrition education and counseling</b>	4.1 Utilizes advanced participant-centered education skills.	<p>4.1.1 Uses participant-centered education and counseling techniques to build rapport and meaningfully engage</p>

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<p><b><i>Nutritionist provides appropriate participant-centered nutrition education for WIC participants in both individual and group settings.</i></b></p>		<p>the participant.</p> <p>4.1.2 Recognizes the strengths and limitations of a participant.</p> <p>4.1.3 Considers the participant's point of view regarding their needs, concerns, and nutrition and health priorities.</p> <p>4.1.4 Understands the factors that influence an individual's nutrition, health, and lifestyle behaviors.</p> <p>4.1.5 Works with the participant to prioritize and discuss important nutrition-related issues.</p> <p>4.1.6 Guides participants to develop achievable goals and define clear action steps to accomplish their goals.</p> <p>4.1.7 Explains reasoning for the inclusion of the foods in the package and provides advice on ways to include them in the diet.</p> <p>4.1.8 Focuses nutrition education on participant's strengths and interests.</p> <p>4.1.9 Provides health-outcome based anticipatory guidance.</p> <p>4.1.10 Uses effective, easily understood counseling methods or teaching strategies that are relevant to the participant's nutritional risk and interests in order to build participant self-efficacy.</p> <p>4.1.11 Assesses the effectiveness of previous interventions on behavior change.</p> <p>4.1.12 Selects education materials based on the participant's language, culture, literacy level and interests, and effectively presents the material to the participant.</p> <p>4.1.13 Maintains an environment that promotes good nutrition and health.</p>

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		4.1.14 Mentors and provides guidance to WIC staff in providing participant-centered nutrition education.
		4.2.1 Uses critical thinking and knowledge of high-risk indicators to assess participants.
	4.2 Demonstrates advanced skills in counseling high risk participants.	4.2.2 Uses appropriate participant-centered counseling techniques for high risk participants.
		4.2.3 Assists participants in setting specific behavioral SMART goals and actions to improve identified medical and nutritional risks.
		4.2.4 Applies current evidence-based information to education and counseling.
		4.2.5 Conducts follow-up on high risk participants as needed.
		4.2.6 Provides oversight of CPAs providing care to high risk participants.
		4.2.7 Provides, documents, and follows up on referrals, as appropriate.
	4.3 Initiates individual high-risk care plans.	4.3.1 Develops and documents appropriate high-risk care plans with high risk participants.
		4.3.2 Collaborates with the health care provider to coordinate nutrition care of the high-risk participant as needed.
		4.3.3 Develops SMART goals that are relevant to the participant's interests for change.
		4.3.4 Documents notes relevant to high risk care plan and goals to observe participant's behavior change over time to ensure continuity of care.
		4.3.5 Conducts follow-up on high risk participant's activities to assess progress toward achieving goals.

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		4.3.6 Ensures compliance with NYS DOH requirements regarding opening, updating, and closing high risk care plans.
<b>5. Multicultural awareness</b>  <i>Nutritionist demonstrates comprehensive understanding and appreciation for how sociocultural issues (e.g., race, ethnicity, religion, group affiliation, socioeconomic status, and world view) impact participant's nutrition behaviors and practices.</i>	5.1 Demonstrates an advanced understanding and respect for variations in participant cultural backgrounds, values, beliefs, and resources.	5.1.1 Incorporates strategies for interacting with participants from diverse backgrounds. 5.1.2 Respects different belief systems about issues such as blood work, immunizations, dietary supplements, alternative medicine, and traditional healers. 5.1.3 Evaluates cultural practices for their potential to influence participant's health or nutritional status. 5.1.4 Considers each participant's food culture and incorporates varying nutrient contributions in any assessment of eating patterns. 5.1.5 Evaluates food selection and preparation within a cultural context. 5.1.6 Accommodates participant's cultural preferences when tailoring the food package. 5.1.7 Recognizes the limits of own cultural knowledge, skill and abilities, and consults with others when needed.
	5.2 Demonstrates mastery in employing communication, education and counseling strategies to accommodate diverse participant populations, including those with limited English.	5.2.1 Uses culturally appropriate communication strategies to collect nutrition assessment information and provide participant-centered counseling. 5.2.2 Uses interpretation and/or translation services appropriately to communicate with participants with limited English proficiency. 5.2.3 Uses culturally appropriate strategies to assess breastfeeding and dietary practices and health beliefs.

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		5.2.4 Provides educational materials in participant's native language or with an appropriate health literacy format as necessary.
<b>6. Critical thinking and decision making</b>  <i>Nutritionist demonstrates mastery in synthesizing and analyzing participant information and data to draw appropriate conclusions and make clinical decisions.</i>	6.1 Demonstrates mastery in critical thinking and decision making when providing care to participants and leadership to other CPAs and nutrition support staff.	6.1.1 Collects all information before drawing conclusions and deciding upon the best next steps (course of action). 6.1.2 Asks additional questions to clarify information or gather more details. 6.1.3 Recognizes factors that contribute to the identified nutrition problem(s). 6.1.4 Identifies relationships between behaviors/practices and nutritional risk. 6.1.5 Identifies factors that influence the accuracy of anthropometric or hematologic measurements, such as uncooperative child or faulty equipment, and documents them. 6.1.6 Checks the accuracy of inconsistent or unusual data or measurements, documents any discrepancies, and takes appropriate actions as needed (e.g., rechecks measurements, documents factors that interfere with measurements). 6.1.7 Draws conclusions about nutritional status supported by objective data, observations, experience, and reasoning. 6.1.8 Prioritizes nutrition concerns to be addressed. 6.1.9 Tailors the food package to the participant's category, risk, cultural, and personal preferences. 6.1.10 Utilizes critical thinking skills to troubleshoot issues with WIC data system and food package issuance.



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		6.1.11 Mentors WIC staff on critical thinking and decision-making techniques.
<b>7. Community resources and referrals</b>  <i>Nutritionist has a comprehensive knowledge of community resources and appropriately refers WIC participants for services and additional care.</i>	7.1 Demonstrates a comprehensive understanding of community demographics, resources, needs, and issues.	7.1.1 Identifies key referral resources available for WIC participants. 7.1.2 Engages community partnerships to fully understand community needs and resources. 7.1.3 Collaborates with community agencies and partners to promote local services and opportunities (e.g., Health Fairs and community events). 7.1.4 Effectively and regularly communicates information about WIC to community health care providers.
	7.2 Connects participants to health care and community resources through the referral process.	7.2.1 Provides participants with appropriate referrals into health care, as well as to community resources, including mandatory referrals, mental health services, drug, and alcohol services. 7.2.2 Documents referrals appropriately. 7.2.3 Follows-up on referrals provided to participants to determine if action was taken and/or if the participant needs further assistance.
	7.3 Maintains knowledge of participant immunization schedules and appropriately documents when markers are met.	7.3.1 Screens participant's immunization records, identifies when markers are met, and refers appropriately. 7.3.2 Documents current immunization status and referrals.

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