

Florida WIC Breastfeeding Curriculum

Self-Study User Guide

For WIC Staff Completing Independent Learning

The screenshot displays the 'WIC Breastfeeding Curricula' self-study user guide interface. On the left, a circular image shows a woman smiling and breastfeeding a baby. The main content area is a dark purple navigation menu with the following sections and options:

- Program Basics**
 - WIC and Breastfeeding
 - Counseling
- Breastfeeding Essentials**
 - Preparing for Breastfeeding
 - Normal Breastfeeding
 - Breastfeeding Assessment
 - Problem Solving
- Expand Topics** (dropdown arrow)
- Staff Roles**
 - Peer Counselors
 - Peer Counselor Management
 - WIC Designated Breastfeeding Experts
- Resources**
 - Breastfeeding Class
 - Videos
 - Picture Stories
 - Documents
 - Websites
 - Local

At the bottom of the interface, there is a navigation bar with the following options: Overview, Research, Listening Sessions, and Next Steps. The date 'SEPTEMBER 2020' is displayed in the center. The bottom right corner features the logo for 'WIC BREASTFEEDING SUPPORT' with the tagline 'LEARN TOGETHER. GROW TOGETHER.' and the text 'U.S. DEPARTMENT OF AGRICULTURE'.

PRODUCED BY EVERY MOTHER, INC. THROUGH A COOPERATIVE AGREEMENT WITH THE UNITED STATES DEPARTMENT OF AGRICULTURE, FOOD AND NUTRITION SERVICE, SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC), #CFDA 10.557

Welcome

Welcome to your independent learning journey with the *WIC Breastfeeding Curriculum*. This curriculum is produced by the U.S. Department of Agriculture, Food and Nutrition Service through a cooperative agreement with Every Mother, Inc. This comprehensive competency-based curriculum is designed for State and local WIC agencies for training all levels of WIC staff in breastfeeding promotion and support strategies in the WIC program.

This *Self-Study Users Guide* is designed for WIC staff who will be completing some of their training independently. This might supplement in-person training provided your State or local agency staff. This guide gives step-by-step instructions to make your independent learning experience meaningful and rewarding.

About the WIC Breastfeeding Curriculum

The *WIC Breastfeeding Curriculum* focuses on your role in promoting and supporting breastfeeding. It covers a wide range of learning topics (referred to as platforms), including:

- **WIC and Breastfeeding** – WIC’s role in promoting and supporting breastfeeding participants and building partnerships within the community.
- **Counseling** – Using active listening skills to communicate effectively with WIC participants.
- **Preparing for Breastfeeding** – Supporting WIC mothers during their pregnancy.
- **Normal Breastfeeding** – Helping mothers get off to a good start with breastfeeding.
- **Breastfeeding Assessment** – Conducting appropriate breastfeeding assessments of mothers and babies.
- **Problem Solving** – Addressing common and complex challenges of breastfeeding.
- **Staff Roles: Peer Counselors** – Roles and responsibilities of WIC peer counselors.
- **Staff Roles: Designated Breastfeeding Experts** – Roles and responsibilities of WIC DBEs.

Each of these platforms have 3-8 individual sub-topics within them (referred to as dashboards). For example, *WIC and Breastfeeding* includes the dashboards: breastfeeding promotion, national initiatives, WIC food packages, health communication, and continuity of care.

Tiered Levels of Learning

The curriculum is structured in four tiered levels of learning based on staff roles. Each level builds on one another to take staff to higher levels of learning based on their role in WIC.

The tiered levels include:

| Level | WIC Staff | Breastfeeding Role |
|----------|--|--|
| 1 | All WIC staff, including support staff | Basic breastfeeding promotion, basic communication approaches, and how to support WIC mothers with breastfeeding. |
| 2 | WIC Peer Counselors and other WIC staff who support new mothers with breastfeeding | Supporting normal breastfeeding, including early practices to get breastfeeding off to a good start, positioning and latch, and supporting mothers from pregnancy through weaning. |
| 3 | WIC Competent Professional Authorities (CPAs) and breastfeeding coordinators | Assisting mothers with breastfeeding concerns, clinic practices that support breastfeeding. |
| 4 | WIC Designated Breastfeeding Experts (DBEs) | Assisting WIC mothers experiencing complex breastfeeding challenges that are beyond the scope of Level 2 peer counselors and Level 3 WIC staff. |

Content is organized by learning level in each platform and dashboard. Each level of training content enables the learner to dive deeper into content specific to their role. This enables WIC staff to be fully aware of their roles and responsibilities supporting breastfeeding, as well as their scope of practice in WIC.

- WIC support staff – Complete all Level 1 content
- Peer counselors and other WIC staff – Complete all Level 1 and 2 content
- WIC CPAs and local agency Breastfeeding Coordinators – Complete all Levels 1, 2, and 3 content
- WIC DBEs – Complete all Levels 1-4 content

Self-Study Videos

All content in the *WIC Breastfeeding Curriculum* was recorded into videos that can be used for independent study. These self-study videos include audio narration with slides, similar to a webinar. The slides have meaningful photos, graphics, and animations to help enhance your learning. Each video is short, ranging from around 5 to 15 minutes in length. The videos for each level have been condensed into one video (for that level) and have been posted onto TRAIN. As you will find, the content for level 2 was divided into 3 videos (Level 2A, 2B, 2C):

| Level | Course ID on TRAIN | Length of videos |
|-----------|--------------------|---------------------|
| 1 | 1100832 | 2 hours, 42 minutes |
| 2A | 1100875 | 3 hours 25 minutes |
| 2B | 1100876 | 4 hours, 11 minutes |
| 2C | 1100877 | 2 hours, 49 minutes |
| 3 | 1101438 | 4 hours, 30 minutes |
| 4 | 1101439 | 7 hours, 39 minutes |

Your Self-Study Checklist

Before you begin viewing the videos, be sure to have the following items ready.

- Equipment – Computer with speakers and mouse.
- Handouts – You will pause the video to complete these. Some handouts/activities will be completed with the trainer.
- WIC Action Journal – You will use this to set goals after completing each video and to track your progress.
- Posttests – You will complete the multiple choice/true-false questions after you complete each level on TRAIN. Additionally, your supervisor/trainer will provide the *Short Answer/Discussion Test Questions* for each level that you complete.

Equipment

The videos are uploaded by level on TRAIN. A computer mouse will help you pause the video at certain points to work on handouts or activities. Computer speakers may be helpful to augment your computer audio, if needed.

Handouts

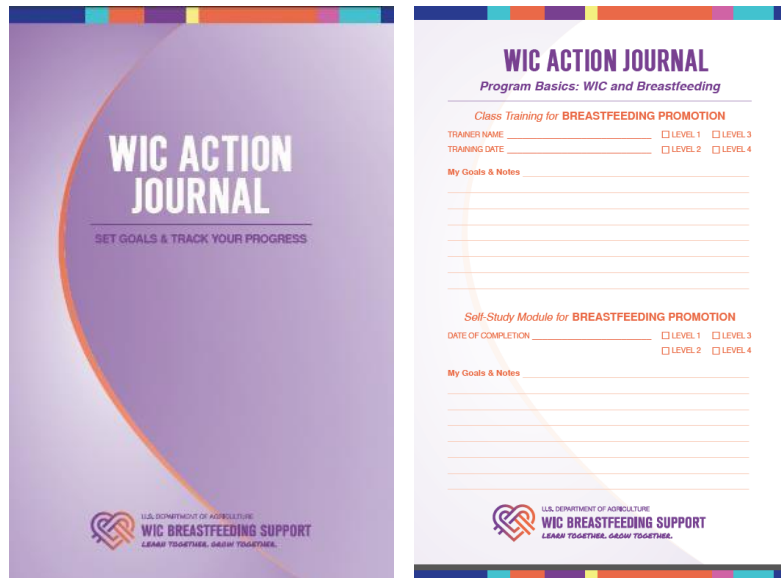
Some videos include handouts or worksheets for you to complete. You will be able to print these handouts from the *Resource* tab on TRAIN for each level. Alternatively, your trainer or supervisor may provide you with the handouts needed for the self-study videos you will be completing. These worksheets are an important part of your learning. They help you reflect on what you are learning and apply it in your specific WIC setting.



When appropriate, you will be instructed to pause the video to complete the handout or activity. The “Pause Video” slide will remain up for 5 seconds to give you time to hit the pause button. After you have completed the worksheet, you can resume the video and complete your learning for that topic.

WIC Action Journal

The *WIC Action Journal* is a tracking tool for your personal use. Use this to note topics you have completed in the *WIC Breastfeeding Curriculum* and whether you completed each one by self-study or through a direct training experience. You can also record notes about key content you do not want to forget and set goals for how you will use the information you learn. A separate page is provided for each of the curriculum topics.



As you complete each video you will be directed to pause and record your notes and goals in your *WIC Action Journal* before moving on to the next video.

Posttests

The *WIC Breastfeeding Curriculum* includes posttests to complete as you finish each dashboard topic. The posttests are organized by learning level within the dashboard topic. They include:

- Multiple choice and true/false questions will be answered in TRAIN after each level is completed.
- Your trainer will also provide short answer questions for each level.
- You are encouraged to ask your supervisor/trainer any clarifying questions that you have BEFORE you take the posttests. The tests are “open note,” and you must receive 80% or greater to pass.
- “Putting It All Together Discussion Opportunity” scenarios will also be a part of the posttest for each level. Discuss with your trainer or supervisor to help you apply what you learned based on your role in WIC.

About Each Video

The self-study videos align with the *WIC Breastfeeding Curriculum* Master Platform topics and dashboards that are used for in-person training. Each dashboard is broken into shorter topical segments to make independent learning manageable by selecting videos that fit it into your daily schedule. The self-study learning videos all begin with an overview of the content that will be covered in that video. For example, the first platform is *WIC and Breastfeeding*, and the first dashboard is “Breastfeeding Promotion.” The first video is a Level 1 video titled, “Why and How WIC Supports Breastfeeding.” The buttons on the slide identify the topics on that dashboard that are covered in the video.

The screenshot shows a video interface with the following content:

- Top Left:** WIC and Breastfeeding
- Top Right:** Breastfeeding Promotion
- Center:** Level 1 Video: Why and How WIC Supports Breastfeeding
- Left Column (Why WIC Promotes):**
 - Level 1
 - History of BF Support
 - Why WIC Supports
 - Definition of Breastfeeding
- Middle Column (Ways WIC Supports):**
 - Level 1
 - Welcoming Families
 - Education
 - Clinic Environment
 - Breastfeeding Rooms
- Right Column (Integrating Breastfeeding):**
 - Level 1
 - Why It Matters
- Bottom Right:** U.S. DEPARTMENT OF AGRICULTURE WIC BREASTFEEDING SUPPORT LEARN TOGETHER, GROW TOGETHER.

Following the overview, the narrator will begin the content relevant to the video topic. At various points throughout the video, you may be asked to pause the video to complete a handout or an activity. Each video concludes with a reminder to record your notes and goals in your *WIC Action Journal* and a reminder to complete the posttest. **Since the posttests have been condensed into one comprehensive posttest for each level, disregard the narrator’s prompt to complete each posttest.**

List of Videos

The chart on the next pages outlines the self-study videos by platform, dashboard topic, and level. The chart also notes the handouts that are needed for each video, as well as the estimated duration for each video. Additional time will be needed to complete handouts, worksheets, and posttests.

Estimated Time Required for Self-Study Videos

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|------------------------------|--|---|--------------------|---|--------------|---|---------------|--|---------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| WIC and Breastfeeding | 1-1: <i>Breastfeeding Promotion</i> | Why and How WIC Supports Breastfeeding Handout: Is Your Clinic BF Friendly (OPTIONAL for levels 1 and 2) Roles of WIC Staff Handout: Circle of Care for WIC Moms | 17:22 10:01 | LEVEL 2A CONTENT BEGINS Scope of Practice | 4:56 | Integrating Breastfeeding Support Handout: WIC Breastfeeding Support Services Worksheet | 12:09 | | |
| | 1-2: <i>National Initiatives</i> | National Breastfeeding Goals | 4:07 | Breastfeeding Policy Initiatives and Laws | 8:19 | | | | |
| | 1-3: <i>Food Packages</i> | WIC Food Packages | 8:44 | | | Tailoring Food Packages | 4:27 | Role of DBE in Tailoring Food Packages | 4:27 |
| | 1-4: <i>Health Communication</i> | | | Technology Group Education | 6:22 9:14 | Videoconferencing Adult Learning Handout: Easy to Understand | 5:24 14:52 | Conducting Staff Training Handout: WIC Staff Training Plan | 5:31 |
| | 1-5: <i>Continuity of Care</i> | Community of Support | 4:00 | Community Partnerships Making Referrals | 5:21 6:59 | Building Community Partnerships Engaging Providers | 9:26 5:56 | | |
| Counseling | 2-1: <i>Beliefs and Basics</i> | Personal Beliefs Handout: What If? Handout: Personal Inventory | 11:39 | | | | | | |
| | | Listening Skills Handout: Emotion Practice | 9:04 | | | | | | |

| Platform | Dashboard | Level 1 Self-Study Video Minutes | Level 2 Self-Study Video Minutes | Level 3 Self-Study Video Minutes | Level 4 Self-Study Video Minutes |
|----------|---|--|--|---|---|
| | | Customer Service Handout: Switching Our Language 7:19 | | | |
| | 2-2: 3-Step Counseling | Open-Ended Questions Handout: What's Missing? Handout: Open or Closed? Handout: 3-Step Practice #2: Open Up! Affirmation Handout: Practice #1 Affirm! 17:10 20:02 | Basic Education and Probing Handout: Conversation Starters Ready or Not Handout: Counseling Role Plays 14:38 4:27 | | |
| | 2-3: Difficult Counseling Situations | | Language Approaches 11:30 Counseling in Difficult Situations 9:54 Adverse Outcomes 3:47 | Addressing Barriers to Counseling 6:51 | Supporting Mothers Facing Difficult Situations 8:32 |
| | 2-4: Advanced Counseling | | | VENA Skills-Building Handout: Sample Affirmations 11:16 Setting S.M.A.R.T. Goals for Breastfeeding Handout: Setting Breastfeeding Goals 4:47 Motivational Interviewing Basics 12:58 | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|------------------------------------|--|-----------------------------------|-------------|--|--------------|---|--------------|---|-------------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | | | Handout: Breastfeeding Balance Sheet Evoking Motivation and Confidence Handout: Motivation/Confidence Ruler Handout: Putting it all Together | 17:10 | | |
| Preparing for Breastfeeding | 3-1: <i>Reasons to Breastfeed</i> | Why Breastfeeding Matters | 8:35 | Impact of Breastfeeding | 7:34 | Microbiome | 3:39 | | |
| | | | | Components of Human Milk | 8:18 | | | | |
| | 3-2: <i>Barriers to Breastfeeding</i> | Common Myths and Barriers | 6:39 | Addressing Barriers to Breastfeeding | 24:31 | Contraindications to Breastfeeding | 8:58 | DBE Role in Assisting Moms with Contraindications | 9:50 |
| | 3-3: <i>Family Support</i> | Supporting Families | 9:48 | Partner Support | 12:42 | | | | |
| | | | | Grandparent Support | 9:26 | | | | |
| | | | | Talking with Moms | 7:14 | | | | |
| | 3-4: <i>Pregnancy</i> | Feeding Decisions | 7:46 | Feeding Intentions | 9:50 | Social-Ecological Model | 13:35 | | |
| | | | | Stages of Pregnancy | 10:29 | Handout: Mind the Gap | | | |
| | 3-5: <i>How Milk Is Made</i> | Promoting Exclusive Breastfeeding | 3:34 | Breast Development | 6:19 | | | | |
| | | | | Parts of the Breast | 5:06 | | | | |
| | | | | Handout: Draw a Breast | | | | | |
| | | | | Hormones and Building Confidence | 8:29 | | | | |
| Normal Breastfeeding | 4-1: <i>Hospital Support</i> | | | LEVEL 2B CONTENT BEGINS | | Partnerships | 11:23 | Post-Discharge Follow-Up | 3:06 |
| | | | | Preparing for the Hospital | 12:25 | Handout: Continuum of Care Worksheet | | | |
| | | | | Handout: Counseling Practice: Hospital Experience | | | | | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|----------|-----------------------------------|--------------------------|---------|---|--------------|--------------------------|---------|---|-------------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | Baby-Friendly Hospital Initiative (BFHI) | 4:38 | | | | |
| | 4-2: <i>Early Days</i> | | | First Hour and Skin-to-Skin Practices | 12:49 | | | | |
| | | | | Early Practices | 6:11 | | | | |
| | | | | Feeding Cues | 13:19 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Early Days Handout: Counseling Role Plays: Early Days | 6:48 | | | | |
| | 4-3: <i>Baby Behavior</i> | | | Normal Baby Behaviors Handout: Baby Talk Practice | 13:53 | | | Assisting with Persistent Infant Crying | 6:58 |
| | | | | Infant Sleep and Crying Patterns | 10:03 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Baby Behavior Handout: Role Play: Baby Behavior | 5:58 | | | | |
| | 4-4: <i>Position and Latch</i> | | | Basic Technique | 32:57 | | | | |
| | | | | Unique Situations | 8:11 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Position and Latch Handout: Role Play: Position and Latch | 5:52 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|----------|---------------------------------------|---------------------------|---------|---|---------|------------------------------------|---------|---|---------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | 4-5: <i>Ongoing Breastfeeding</i> | Being a New Mom | 4:46 | Helping Mothers Manage the Early Weeks | 23:46 | Nutrition During Breastfeeding | 8:20 | Helping Mothers with Ongoing Challenges | 8:40 |
| | | | | Talking with Moms Handout: Counseling Practice: Ongoing Breastfeeding Handout: Role Play: Ongoing Breastfeeding | 5:08 | | | | |
| | 4-6: <i>Milk Expression</i> | Requests for Breast Pumps | 2:12 | Hand Expression | 14:03 | Pumping Assessment and Guidelines | 10:53 | Troubleshooting Pumping Concerns | 6:58 |
| | | | | Handling and Storing Human Milk | 4:45 | | | | |
| | | | | Using a Breast Pump | 9:41 | | | | |
| | | | | Milk Sharing | 2:50 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Milk Expression Handout: Role Play: Milk Expression | 6:27 | | | | |
| | 4-7: <i>Mother/Baby Separation</i> | Legislation | 2:35 | Reasons for Separation | 15:06 | Supporting Moms at Work and School | 7:41 | | |
| | | | | Support Options for Work and School Handout: Workplace Space Solutions | 17:36 | | | | |
| | | | | Childcare and Maintaining Production | 7:56 | | | | |
| | | | | Talking with Moms | 5:21 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|---------------------------------|-------------------------|--------------------------|---------|--|---------|--|-------------|--|--|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | Handout: Counseling Practice: Mother/Baby Separation Handout: Role Play: Mother Baby Separation Handout: Sample Pumping Schedules | | | | | |
| Breastfeeding Assessment | 5-1: Prenatal | | | | | Prenatal Factors That Can Affect Breastfeeding Handouts: Prenatal Breastfeeding Assessment /Supports Questions (Level 3) | 6:33 | Health Factors Handout: Prenatal Breastfeeding Assessment Questions (Level 4) | 9:07 |
| | 5-2: Breastfeeding Dyad | | | | | Conducting a Breastfeeding Assessment Handout: Touchpoints for Breastfeeding Assessment Handout: General Observation Worksheet | 6:47 | Taking a Breastfeeding History Handout: Breastfeeding History Assessment Worksheet Breast Assessment Handout: Breast Assessment Worksheet Infant Assessment Handout: Infant Assessment Worksheet Feeding Assessment Handout: Feeding Assessment Worksheet | 3:59 10:55 12:21 9:24 |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|------------------------|--|--------------------------|---------|--|-------------|---|-------------|--|--------------|
| | | Minutes | Minutes | Minutes | Minutes | Minutes | Minutes | Minutes | Minutes |
| | | | | | | | | Handout: Dyad Assessment Scenarios | |
| | 5-3: <i>Care Plans and Case Studies</i> | | | | | Care Plans Overview 6:15 | | Case Examples: Infants Handout: Case Examples: Infants | 27:08 |
| | | | | | | Case Examples Handout: Assessment Case Examples 27:00 | | Case Examples: Maternal Handout: Case Examples: Maternal | 21:28 |
| Problem Solving | 6-1: <i>Common Maternal Issues</i> | | | LEVEL 2C CONTENT BEGINS | | | | | |
| | | | | Sore Nipples Handout: Common Maternal Issues Summary (Level 2) | 7:32 | | | | |
| | | | | Engorgement | 4:50 | | | | |
| | | | | Plugged Ducts, Mastitis, Abscess | 9:23 | | | | |
| | | | | Structural Concerns | 7:25 | | | | |
| | | | | Talking with Moms Handout: Common Maternal Issues: Scenarios | 4:24 | | | | |
| | | | | Handout: Common Maternal Issues: Tips/Solutions Cards | | | | | |
| | 6-2: <i>Common Infant Issues</i> | | | Latch Difficulties Handout: Common Infant Issues Summary (Level 2) | 9:08 | Working as a Team for Common Infant Issues: Handout: Common Infant Issues Summary (Level 3) | 9:32 | | |
| | | | | Slow Weight Gain | 7:07 | | | | |
| | | | | Multiples | 5:19 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|----------|--|-------------------------------|---------|---|--------------|---|--------------|---|----------------------------------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | Other Infant Concerns Talking with Moms Handout: Infant Problems: Scenarios Handout: Infant Problems: Tips/Solutions Cards | 7:47 3:30 | | | | |
| | 6-3: <i>Low Milk Production</i> | Why Women Doubt | 2:33 | Signs of Low Milk Production Handout: Low Milk Production Summary (Level 2) | 14:45 | Assessing Low Milk Production Handout: Low Milk Production Summary (Level 3) Handout: Low Milk Scenarios | 15:47 | Assisting Mothers Handout: Low Milk Production Summary (Level 4) | 14:28 |
| | 6-4: <i>Supplementation</i> | Handling Requests for Formula | 4:36 | Supporting Moms with Combination Feeding Handout: Supplementation Summary (Level 2) Talking with Moms | 8:11 4:04 | Supplementation Returning to Breastfeeding Handout: Supplementation Summary (Level 3) Handout: Supplementation Scenarios Handout: Touchpoints for Breastfeeding Assessment | 4:36 5:49 | Assisting Moms with Combination Feeding Handout: Feeding Plan Components Handout: Supplementation Summary (Level 4) Assisting Moms who Return to Breastfeeding | 8:13 6:13 |
| | 6-5: <i>Complex Maternal Problems</i> | | | | | Metabolic Disorders Other Maternal Conditions Handout: Complex Maternal Problems Summary (Level 3) | 8:41 9:19 | Nipple Conditions Breast Conditions Induced Lactation Other Complex Conditions | 33:04 32:00 10:21 16:07 |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|---|--|--------------------------|---------|--|--------------|--|--------------|--|---|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | | | | | Handout: Complex Maternal Problems Summary (Level 4) | |
| | 6-6: <i>Complex Infant Problems</i> | | | | | GI/Nutrition Issues Handout: Complex Infant Problems Summary (Level 3) | 10:46 | GI Issues Latch Issues Underweight Issues Compromised Infants Other Conditions Handout: Complex Infant Problems Summary (Level 4) Handout: Complex Infant Problems Scenarios | 9:52 9:32 6:20 22:00 12:48 |
| | 6-7: <i>Preterm Infants</i> | | | Promoting Human Milk for Vulnerable Babies | 10:29 | Care Plan for Vulnerable Babies | 4:56 | Advanced Care Plan for Vulnerable Babies | 10:47 |
| | 6-8: <i>Management Tools</i> | | | Breast Compression and Massage | 5:12 | | | Massage Techniques Breastfeeding Aids Alternative Feeding Devices Handout: Using Management Tools Scenarios | 8:35 34:01 17:52 |
| Staff Roles: Peer Counselors | 7-1: <i>Peer Counselors</i> | | | Job Duties Handout: Charting Your Progress Handout: Peer Counselor Job Description Handout: Managing Your Work Day | 29:44 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video Minutes | | Level 2 Self-Study Video Minutes | | Level 3 Self-Study Video Minutes | | Level 4 Self-Study Video Minutes | |
|----------|-----------|-------------------------------------|--|-------------------------------------|--|-------------------------------------|--|---|--------------|
| | | | | | | | | Scope of Practice Handout: DBE Scope of Practice Handout: Referral Partners | 26:32 |
| | | | | | | | | Training DBEs Handout: WIC DBE Competencies Handout: DBE Shadowing Tool | 6:00 |

| Platform | Dashboard | Level 1 Self-Study Video Minutes | Level 2 Self-Study Video Minutes | Level 3 Self-Study Video Minutes | Level 4 Self-Study Video Minutes |
|----------|---|---|--|---|---|
| | | Customer Service Handout: Switching Our Language 7:19 | | | |
| | 2-2: 3-Step Counseling | Open-Ended Questions Handout: What's Missing? Handout: Open or Closed? Handout: 3-Step Practice #2: Open Up! Questions Handout: Conversation Starters Affirmation Handout: Practice #1 Affirm! 17:10 20:02 | Basic Education and Probing Handout: Probe-Practice Conversation Starters Ready or Not Handout: Counseling Role Plays 14:38 4:27 | | |
| | 2-3: Difficult Counseling Situations | | Language Approaches Counseling in Difficult Situations Adverse Outcomes 11:30 9:54 3:47 | Addressing Barriers to Counseling 6:51 | Supporting Mothers Facing Difficult Situations 8:32 |
| | 2-4: Advanced Counseling | | | VENA Skills-Building Handout: Sample Affirmations Handout: Reflective Listening Setting S.M.A.R.T. Goals for Breastfeeding Handout: Setting Breastfeeding Goals Motivational Interviewing Basics 11:16 4:47 12:58 | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|------------------------------------|--|-----------------------------------|-------------|--|--|--|--------------|---|-------------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | | | Handout: Breastfeeding Balance Sheet Evoking Motivation and Confidence Handout: Motivation/ Confidence Ruler Handout: Putting it all Together | 17:10 | | |
| Preparing for Breastfeeding | 3-1: <i>Reasons to Breastfeed</i> | Why Breastfeeding Matters | 8:35 | Impact of Breastfeeding Components of Human Milk | 7:34 8:18 | Microbiome | 3:39 | | |
| | 3-2: <i>Barriers to Breastfeeding</i> | Common Myths and Barriers | 6:39 | Addressing Barriers to Breastfeeding | 24:31 | Contraindications to Breastfeeding | 8:58 | DBE Role in Assisting Moms with Contraindications | 9:50 |
| | 3-3: <i>Family Support</i> | Supporting Families | 9:48 | Partner Support Grandparent Support Talking with Moms | 12:42 9:26 7:14 | | | | |
| | 3-4: <i>Pregnancy</i> | Feeding Decisions | 7:46 | Feeding Intentions Stages of Pregnancy Handout: Conversation Starters | 9:50 10:29 | Social-Ecological Model Handout: Mind the Gap | 13:35 | | |
| | 3-5: <i>How Milk Is Made</i> | Promoting Exclusive Breastfeeding | 3:34 | Breast Development Parts of the Breast Hormones and Building Confidence | 6:19 5:06 8:29 | | | | |
| Normal Breastfeeding | 4-1: <i>Hospital Support</i> | | | LEVEL 2B CONTENT BEGINS Preparing for the Hospital Handout: Counseling Practice: Hospital Experience | 12:25 | Partnerships Handout: Continuum of Care Worksheet | 11:23 | Post-Discharge Follow-Up | 3:06 |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|----------|-----------------------------------|--------------------------|---------|---|---------|--------------------------|---------|---|---------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | Baby-Friendly Hospital Initiative (BFHI) | 4:38 | | | | |
| | 4-2: <i>Early Days</i> | | | First Hour and Skin-to-Skin Practices | 12:49 | | | | |
| | | | | Early Practices | 6:11 | | | | |
| | | | | Feeding Cues | 13:19 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Early Days Handout: Counseling Role Plays: Early Days | 6:48 | | | | |
| | 4-3: <i>Baby Behavior</i> | | | Normal Baby Behaviors Handout: Baby Talk Practice | 13:53 | | | Assisting with Persistent Infant Crying | 6:58 |
| | | | | Infant Sleep and Crying Patterns | 10:03 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Baby Behavior Handout: Role Play: Baby Behavior | 5:58 | | | | |
| | 4-4: <i>Position and Latch</i> | | | Basic Technique | 32:57 | | | | |
| | | | | Unique Situations | 8:11 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Position and Latch Handout: Role Play: Position and Latch | 5:52 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|----------|---------------------------------------|---------------------------|---------|---|---------|------------------------------------|---------|---|---------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | 4-5: <i>Ongoing Breastfeeding</i> | Being a New Mom | 4:46 | Helping Mothers Manage the Early Weeks | 23:46 | Nutrition During Breastfeeding | 8:20 | Helping Mothers with Ongoing Challenges | 8:40 |
| | | | | Talking with Moms Handout: Counseling Practice: Ongoing Breastfeeding Handout: Role Play: Ongoing Breastfeeding | 5:08 | | | | |
| | 4-6: <i>Milk Expression</i> | Requests for Breast Pumps | 2:12 | Hand Expression | 14:03 | Pumping Assessment and Guidelines | 10:53 | Troubleshooting Pumping Concerns | 6:58 |
| | | | | Handling and Storing Human Milk | 4:45 | | | | |
| | | | | Using a Breast Pump | 9:41 | | | | |
| | | | | Milk Sharing | 2:50 | | | | |
| | | | | Talking with Moms Handout: Counseling Practice: Milk Expression Handout: Role Play: Milk Expression | 6:27 | | | | |
| | 4-7: <i>Mother/Baby Separation</i> | Legislation | 2:35 | Reasons for Separation | 15:06 | Supporting Moms at Work and School | 7:41 | | |
| | | | | Support Options for Work and School Handout: Workplace Space Solutions | 17:36 | | | | |
| | | | | Childcare and Maintaining Production | 7:56 | | | | |
| | | | | Talking with Moms | 5:21 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video Minutes | | Level 2 Self-Study Video Minutes | | Level 3 Self-Study Video Minutes | | Level 4 Self-Study Video Minutes | |
|---------------------------------|-----------------------------------|-------------------------------------|--|--|--|--|-------------|--|--|
| | | | | Handout: Counseling Practice: Mother/Baby Separation Handout: Role Play: Mother Baby Separation Handout: Sample Pumping Schedules | | | | | |
| Breastfeeding Assessment | 5-1: <i>Prenatal</i> | | | | | Prenatal Factors That Can Affect Breastfeeding Handouts: Prenatal Breastfeeding Assessment/Support Questions (Level 3) | 6:33 | Health Factors Handout: Prenatal Breastfeeding Assessment Questions (Level 4) | 9:07 |
| | 5-2: <i>Breastfeeding Dyad</i> | | | | | Conducting a Breastfeeding Assessment Handout: Touchpoints for Breastfeeding Assessment Handout: General Observation Worksheet | 6:47 | Taking a Breastfeeding History Handout: Breastfeeding History Assessment Worksheet Breast Assessment Handout: Breast Assessment Worksheet Infant Assessment Handout: Infant Assessment Worksheet Feeding Assessment Handout: Feeding Assessment Worksheet | 3:59 10:55 12:21 9:24 |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|------------------------|--|--------------------------|--|--|---|--|---|--------------------------|--|
| | | Minutes | | Minutes | | Minutes | | Minutes | |
| | | | | | | | | | Handout: Dyad Assessment Scenarios |
| | 5-3: <i>Care Plans and Case Studies</i> | | | | | Care Plans Overview 6:15 | | | Case Examples: Infants 27:08 |
| | | | | | | Case Examples Handout: Assessment Case Examples 27:00 | | | Case Examples: Infants Handout: Case Examples: Infants Case Examples: Maternal Handout: Case Examples: Maternal 21:28 |
| Problem Solving | 6-1: <i>Common Maternal Issues</i> | | | LEVEL 2C Content BEGINS Sore Nipples Handout: Common Maternal Issues Summary (Level 2) Engorgement Plugged Ducts, Mastitis, Abscess Structural Concerns Talking with Moms Handout: Common Maternal Issues: Scenarios Handout: Common Maternal Issues: Tips/Solutions Cards | 7:32 | | | | |
| | | | | | 4:50 | | | | |
| | | | | | 9:23 | | | | |
| | 6-2: <i>Common Infant Issues</i> | | | Latch Difficulties Handout: Common Infant Issues Summary (Level 2) Slow Weight Gain Multiples | 9:08 7:07 5:19 | | Working as a Team for Common Infant Issues: Handout: Common Infant Issues Summary (Level 3) | 9:32 | |

| Platform | Dashboard | Level 1 Self-Study Video | | Level 2 Self-Study Video | | Level 3 Self-Study Video | | Level 4 Self-Study Video | |
|----------|--|-------------------------------|---------|---|--------------|---|--------------|--|----------------------------------|
| | | | Minutes | | Minutes | | Minutes | | Minutes |
| | | | | Other Infant Concerns Talking with Moms Handout: Infant Problems: Scenarios Handout: Infant Problems: Tips/Solutions Cards | 7:47 3:30 | | | | |
| | 6-3: <i>Low Milk Production</i> | Why Women Doubt | 2:33 | Signs of Low Milk Production Handout: Low Milk Production Summary (Level 2) | 14:45 | Assessing Low Milk Production Handout: Low Milk Production Summary (Level 3) Handout: Low Milk Scenarios | 15:47 | Assisting Mothers Handout: Low Milk Production Summary (Level 4) | 14:28 |
| | 6-4: <i>Supplementation</i> | Handling Requests for Formula | 4:36 | Supporting Moms with Combination Feeding Handout: Supplementation Summary (Level 2) Talking with Moms | 8:11 4:04 | Supplementation Returning to Breastfeeding Handout: Supplementation Summary (Level 3) Handout: Supplementation Scenarios Handout: Touchpoints for Breastfeeding Assessment | 4:36 5:49 | Assisting Moms with Combination Feeding Handout: Feeding Plan Components Handout: Supplementation Summary (Level 4) Assisting Moms who Return to Breastfeeding Handout: Supplementation (Level 4) | 8:13 6:13 |
| | 6-5: <i>Complex Maternal Problems</i> | | | | | Metabolic Disorders Other Maternal Conditions Handout: Complex Maternal Problems Summary (Level 3) | 8:41 9:19 | Nipple Conditions Breast Conditions Induced Lactation Other Complex Conditions | 33:04 32:00 10:21 16:07 |

| Platform | Dashboard | Level 1 Self-Study Video Minutes | | Level 2 Self-Study Video Minutes | | Level 3 Self-Study Video Minutes | | Level 4 Self-Study Video Minutes | |
|---|---------------------------------|-------------------------------------|--|--|-------|--|-------|--|--|
| | | | | | | | | Handout: Complex Maternal Problems Summary (Level 4) Handout: Complex Maternal Problems Scenarios | |
| | 6-6: Complex Infant Problems | | | | | GI/Nutrition Issues Handout: Complex Infant Problems Summary (Level 3) | 10:46 | GI Issues Latch Issues Underweight Issues Compromised Infants Other Conditions Handout: Complex Infant Problems Summary (Level 4) Handout: Complex Infant Problems Scenarios | 9:52 9:32 6:20 22:00 12:48 |
| | 6-7: Preterm Infants | | | Promoting Human Milk for Vulnerable Babies | 10:29 | Care Plan for Vulnerable Babies | 4:56 | Advanced Care Plan for Vulnerable Babies | 10:47 |
| | 6-8: Management Tools | | | Breast Compression and Massage | 5:12 | | | Massage Techniques Breastfeeding Aids Alternative Feeding Devices Handout: Using Management Tools Scenarios | 8:35 34:01 17:52 |
| Staff Roles: Peer Counselors | 7-1: Peer Counselors | | | Job Duties Handout: Charting Your Progress Handout: Peer Counselor Job Description Handout: Managing Your Work Day | 29:44 | | | | |

| Platform | Dashboard | Level 1 Self-Study Video Minutes | | Level 2 Self-Study Video Minutes | | Level 3 Self-Study Video Minutes | | Level 4 Self-Study Video Minutes | |
|----------|-----------|-------------------------------------|--|-------------------------------------|--|-------------------------------------|--|---|--------------|
| | | | | | | | | Scope of Practice Handout: DBE Scope of Practice Handout: Referral Partners | 26:32 |
| | | | | | | | | Training DBEs Handout: WIC DBE Competencies Handout: DBE Shadowing Tool | 6:00 |