



Memorandum

#09-163

TO: Regional Medical Directors for
Health Service Regions 4/5, 6 & 5 South, 9/10 and 11
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: December 4, 2009

SUBJECT: *January 2010 Interactive Distance Learning Class Schedule*

Attached please find the *January 2010 Interactive Distance Learning Network (IDL) Class and Nutrition Education/Clinic Services Qwest Training Schedule*. To view all IDL class descriptions log on to www.dshs.state.tx.us/wichd/tng. The following classes are new on the IDL class schedule:

- ***Introduction to Formula Approval***
This training will provide certifying authorities with the basic tools for approving special formulas. Guidelines will be provided to enhance decision making skills, using and interpreting the Texas WIC Formulary and successfully communicating with health care providers
- ***How to handle Income and Issuance when there is a change in custody***
This IDL class will provide guidance on common custody situations including foster and kinship placement. After completing this training you will know what is needed for documentation, and how to place administrative locks. You will also know how to handle issuance of benefits when there is a change in custody. Please be familiar with *Policy CS: 11.0* and *CS: 27.0* and bring them to the training

The following classes are available in November via the *Qwest WEB Conferencing System*. Please refer to the attached schedule for class descriptions:

- ***The New PFA Codes***
- ***The PFA Data Entry Process***
- ***Guidelines for Conducting Your Post NFR study***
- ***Meeting with Staff on the PFA Results***
- ***Guidelines for Conducting Your Post NFR study***
- ***An Interpretation of the PFA Graphs***

If you are interested in participating in a training session over the *Qwest WEB Conferencing* system, you must follow the instructions below. The Qwest WEB Conferencing system and the IDL network are two distinct and separate training systems. **Technical assistance for the Qwest system is provided via a Qwest customer service representative at 1-800-860-8000.**

Qwest WEB Conferencing information - Instructions for logging on:

1. You will need a telephone and Internet access with Internet Explorer
2. Go to <http://qwest.conferencing.com/>
Log on to the conference as a participant with the appropriate room number:
Refer to the January 2010 Nutrition Education/Clinic Services Qwest Training Schedule for the specific room number for each class.
3. Participants will be asked how they wish to access the voice portion of the meeting. Choose “**dial in now**” and then call the phone number listed on the schedule for the class you are attending. Then enter the **room number** to join the meeting and then your *personal identifier number* given to you on your computer screen to link your phone and web connections.
4. Plan on joining the meeting at least 15 minutes early in order to deal with any technical difficulties you may encounter.
5. If you experience technical difficulties **during** the training, press *10* on your telephone keypad to access technical support.

If you have any questions or require additional information about the IDL network, please contact Yolanda Baz Dresch, IDL Studio Manager, at (512) 341-4443 or yolanda.bazdresch@dshs.state.tx.us.

Attachments

January 2010 Interactive Distance Learning Network (IDL) Class Schedule

Time	Monday 1/4	Tuesday 1/5	Wednesday 1/6	Thursday 1/7	Friday 1/8
8:30 – 9:30		IDL Made Simple	IDL Made Simple	IDL Made Simple	
9:30 – 10:30		General Orientation to WIC Pat Ogle	Certification Health History / Nutrition Assessment Tiffany Brown	Certification Screening for Eligibility Megan Downing	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 - 12:00		Customer Service WIC Wellness Works Financial Wellness – How to be Resilient in a Tough Economy Jennifer Krueger	New Food Packages Assigning Food Packages for Participants with Special Health Care Needs Clinic Services Staff		Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00		VENA What is VENA? Tiffany Brown	VENA Reflective Listening Carlos Galvan	VENA VENA Counseling Scenarios Erica Harris	
2:30 – 3:30		Breastfeeding Sleepy Baby Marguerite Kelley	VENA Tips for Completing the VENA Family Documentation Tool Lauren Christian	VENA Tools for Building Rapport and Personalizing a Counseling Session Lauren Christian	
4:00 – 5:00					

January 2010 Interactive Distance Learning Network (IDL) Class Schedule

Time	Monday 1/11	Tuesday 1/12	Wednesday 1/13	Thursday 1/14	Friday 1/15
8:30 – 9:30				IDL Made Simple	
9:30 - 10:30	Customer Service Personalizing Customer Service Pat Ogle			New Food Packages WIC Approved Foods Elizabeth Bruns	Customer Service/Civil Rights Know Your WIC Civil Rights Rules Pat Ogle
11:00 - 12:00	Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay- home Dads Carlos Galvan			New Food Package Food Packages with the New Food Rules Elizabeth Bruns	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00	Breastfeeding Skin to Skin Hellen Sullivan			Nutrition - The Physical Activity and Obesity Connection Carlos Galvan	
2:30 – 3:30	Breastfeeding Benefits of Breastfeeding – Why Should we Teach Mothers to Breastfeed? Marguerite Kelley			Spanish Spanish I – Basic Alphabet, Numbers, WIC "Phrases" and Basic Communication Carlos Galvan	
4:00 – 5:00					

January 2010 Interactive Distance Learning Network (IDL) Class Schedule

Time	Monday 1/18	Tuesday 1/19	Wednesday 1/20	Thursday 1/21	Friday 1/22
8:30 – 9:30			9:00	General IDL Made Simple	
9:30 – 10:30			Certification Weighing and Measuring Techniques Tiffany Brown	New Food Packages Formula and Food Policies for the New Food Rules Elizabeth Bruns	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 - 12:00			Certification Introduction to Formula Approval Clinic Services Staff	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle	
12:00 – 1:00			General “Lunch with Linda” WIC State Agency Update Linda Brumble		
1:00 – 2:00			1:30 IDL Made Simple	Certification The 400s Risk Codes Anita Ramos	
2:30 – 3:30			Certification WIC Income Questionnaire – WIC 35-3 Megan Downing	VENA Goal Setting: Setting Clients Up for Success Erica Harris	
4:00 – 5:00					

January 2010 Interactive Distance Learning Network (IDL) Class Schedule

Time	Monday 1/25	Tuesday 1/26	Wednesday 1/27	Thursday 1/28	Friday 1/29
8:30 – 9:30		9:00 Certification Advanced Income Screening	General IDL Made Simple	General IDL Made Simple	
9:30 – 10:30	General DSHS Child Abuse Reporting Rachel Edwards	Megan Downing (90. mins)	Certification More About Risk Codes Tiffany Brown	Certification Overview of GA:01.0 Confidentiality of Applicant / Participant Information Megan Downing	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 – 12:00	General How to handle Income and Issuance when there is a change in custody Mega Downing	General Updated Drop Ship Procedures Sandra Brown		EBT EBT Client Disputes Megan Downing	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00	Spanish Spanish II — Interaction in the Lab with Non- English Speaking Clients	Breastfeeding Nipple Shields and Supplemental Nursing Systems	Breastfeeding Common Breast Complications Associated with Breastfeeding Kristina Arrieta	Certification Assessing VENA Anita Ramos Erica Harris	
2:30 – 3:30	Carlos Galvan 2:00 Critical Referrals	Kristina Arrieta	Breastfeeding Efficient & Effective Use of New Peer Counselor Funding Jewell Stremler	Breastfeeding Medication and Lactation Hellen Sullivan	
4:00 – 5:00	Texas Health Steps, ECI and Head Start Carlos Galvan				

Nutrition Education & Clinic Services
January 2010
QWEST Training Schedule

**Technical assistance for the Qwest WEB conferencing system :
1-800-860-8000**

Class Title and Description	Date	Time	Qwest room number (include **)	Qwest phone number	Instructor
The New PFA Codes PFA users will learn about the new EBT codes & will be provided instructions for updating their PFA computers with these new codes.	Wed. 1/6/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
The PFA Data Entry Process PFA users learn how to enter the PFA data into the PFA program. Time-saving steps are included.	Thursday 1/7/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
Guidelines for Conducting Your Post NFR study Texas WIC agencies interested in studying the impact of the New Food Rules on their clinic sites should attend this class for instructions on how to collect study data.	Wed. 1/13/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
Meeting with Staff on the PFA Results The class provides the PFA study coordinators with suggestions for meeting with staff on the PFA results.	Thursday 1/14/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
Guidelines for Conducting Your Post NFR study Texas WIC agencies interested in studying the impact of the New Food Rules on their clinic sites should attend this class for instructions on how to collect study data.	Wed. 1/20/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
An Interpretation of the PFA Graphs PFA users learn how to the read both staff and client graphs and what each symbol represents.	Thursday 1/21/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia