



Memorandum

#10-026

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: March 12, 2010

SUBJECT: *April 2010 Interactive Distance Learning Class Schedule and Nutrition
Education/Clinic Services Qwest Training Schedule*

Attached please find the *April 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 new classes are available on IDL in April.

What You Need to Know about Food Allergies and Intolerances, and the New WIC Food Packages - This presentation will cover food allergies and intolerances, and the new WIC soy food and gluten-free cereal food packages. Clinic Services staff will present information that will provide attendees with basic information on immune reactions and sensitivities to food that will help local agency staff to better determine appropriate food packages for participants

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

- *The Post-NFR Project*
- *Meeting with Staff on the PFA Results*
- *Certification: Health History/Nutrition Assessment*
- *Certification: Weighing & Measuring Techniques - Part I and Part 2*
- *Certification: More About Risk Codes*

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.**

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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 March 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

April 2010 Interactive Distance Learning Schedule

Time	Monday	Tuesday	Wednesday	Thursday 4/1	Friday 4/2
8:30 – 9:30				IDL Made Simple	
9:30 – 10:30				General Orientation to WIC Pat Ogle	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 12:00				VENA Tips for Completing the VENA Family Documentation Tool Lauren Christian	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00				1:30 Breastfeeding	
2:30 – 3:30				Nipple Shields and Supplemental Nursing Systems Kristina Arrieta	
4:00 – 5:00					

April 2010 Interactive Distance Learning Schedule

Time	Monday 4/5	Tuesday 4/6	Wednesday 4/7	Thursday 4/8	Friday 4/9
8:30 – 9:30		2010 Nutrition and Breastfeeding Conference	2010 Nutrition and Breastfeeding Conference	2010 Nutrition and Breastfeeding Conference	
9:30 10:30	General Information Systems Security Awareness Pat Ogle				Customer Service/Civil Rights Breaking the Language Barrier Pat Ogle
11:00 12:00	VENA Reflective Listening Carlos Galvan				Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00	Certification Screening for Eligibility				
2:30 – 3:30	Megan Downing				
4:00 – 5:00					

April 2010 Interactive Distance Learning Schedule

Time	Monday 4/12	Tuesday 4/13	Wednesday 4/14	Thursday 4/15	Friday 4/16
8:30 – 9:30		IDL Made Simple	IDL Made Simple	Nutrition WIC Wellnes Works – Walk Across the Word with WIC - Coordinator Training UT Instructors	
9:30 – 10:30	Customer Service Personalizing Customer Service Pat Ogle	Certification WIC Approved Foods Elizabeth Bruns	Certification Health History / Nutrition Assessment Tiffany Brown		Customer Service/Civil Rights Know Your Civil Rights Rules Pat Ogle
11:00 12:00	Critical Referrals Texas Health Steps, ECI and Head Start Carlos Galvan	Certification Food Packages Elizabeth Bruns	Spanish Survival Spanish – Breastfeeding Carlos Galvan	Breastfeeding Effective and Efficient Use of New Peer Counselor Funding Jewell Stremler	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00			Breastfeeding IBCLC Study Group Kristina Arrieta Lindsey Randall		
1:00 – 2:00	Supervisory Skills Role of the Supervisor Carlos Galvan	VENA VENA Counseling Scenarios Erica Harris		VENA Tools for Building Rapport and Personalizing a Counseling Session Lauren Christian	
2:30 – 3:30	General Updated Drop Ship Procedures Sandra Brown	Spanish Spanish I — Basic Alphabet, Numbers, WIC "Phrases" and Basic Communication Carlos Galvan	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle	Certification Introduction to Formula Approval Sandra Brown	
4:00 – 5:00					

April 2010 Interactive Distance Learning Schedule

Time	Monday 4/19	Tuesday 4/20	Wednesday 4/21	Thursday 4/22	Friday 4/23
8:30 – 9:30		General IDL Made Simple	8:30 Certification Weighing and Measuring Techniques Tiffany Brown	General IDL Made Simple	
9:30 – 10:30	Supervisory Skills Effective Team Building Pat Ogle	Certification Formula Policy: Contract and Non-contract Elizabeth Bruns		Breastfeeding Peer Counselor Program Management – Spice it Up! Hot Tips for Peer Counselors Jewell Stremler	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 – 12:00	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle	Certification Identifying Participants at Risk for Anemia Elizabeth Bruns		General Formula Approval 301 Clinic Services Staff	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00		12:15 Nutrition WIC Wellnes Works – Walk Across the Word with WIC - Coordinator Training UT Instructors	General “Lunch with Linda” – WIC State Agency Update Linda Brumble		
1:00 – 2:00	1:30 Nutrition - What You Need to Know about Food Allergies and Intolerances, and the New WIC Food Packages		1:30 General IDL Made Simple	VENA Goal Setting: Setting Clients Up for Success Erica Harris	
2:30 – 3:30	Tiffany Brown Elizabeth Bruns	General DSHS Child Abuse Reporting Rachel Edwards	Breastfeeding Sleepy Baby Marguerite Kelly	Nutrition Feeding Preterm Infants Elizabeth Bruns	
4:00 – 5:00					

April 2010 Interactive Distance Learning Schedule

Time	Monday 4/26	Tuesday 4/27	Wednesday 4/28	Thursday 4/29	Friday 4/30
8:30 – 9:30		9:00 Certification	Certification	General IDL Made Simple	
9:30 – 10:30	General Information Systems Security Awareness Pat Ogle	Advanced Income Screening Megan Downing (90. mins)	More About Risk Codes Tiffany Brown	Certification WIC Income Questionnaire – WIC-35-3 Megan Downing	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 12:00	Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads Carlos Galvan	EBT EBT Client Disputes Megan Downing	Certification The 400s Risk Codes Anita Ramos	Certification Overview of GA:01.0 Confidentiality of Applicant / Participant Information Megan Downing	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00	12:15 WIC Wellness Works Break UT Instructors		Breastfeeding IBCLC Study Group Kristina Arrieta Lindsey Randall		
1:00 – 2:00	Nutrition - The Physical Activity and Obesity Connection Carlos Galvan	Nutrition How Children Develop Food Preferences Erica Harris	1:30 IDL Made Simple	Spanish Spanish II — Interaction in the Lab with Non-English Speaking Clients Carlos Galvan	
2:30 – 3:30	Breastfeeding Common Breast Complications Associated with Breastfeeding Kristina Arrieta		Breastfeeding Anatomy and Physiology of the Breastfeeding Process Marguerite Kelly		
4:00 – 5:00					

Nutrition Education & Clinic Services

April 2010

QWEST Training Schedule

Technical assistance for the Qwest WEB conferencing system :

1-800-860-8000

Class Title, Description and Instructor	Date	Time	Qwest room # (include **)	Qwest phone #
The Post-NFR Project PFA Study coordinators receive instructions for submitting results of the pre- and post- New Food Rules project. <i>Instructor: Anna Garcia</i> anna.garcia@dshs.state.tx.us	Thur., April 1	12:00 - 1:00	*7136902*	(877) 768-0032
Meeting with Staff on the PFA Results This class provides the PFA study coordinator and PFA team suggestions for meeting with staff on the PFA results. <i>Instructor: Anna Garcia</i> anna.garcia@dshs.state.tx.us	Wed., April 14	12:00 - 1:00	*7136902*	(877) 768-0032
The Post-NFR Project PFA Study coordinators receive instructions for submitting results of the pre- and post- New Food Rules project. <i>Instructor: Anna Garcia</i> anna.garcia@dshs.state.tx.us	Thur., April 15	12:00 - 1:00	*7136902*	(877) 768-0032
The Post-NFR Project PFA Study coordinators receive instructions for submitting results of the pre- and post- New Food Rules project. <i>Instructor: Anna Garcia</i> anna.garcia@dshs.state.tx.us	Tue., April 20	12:00 - 1:00	*7136902*	(877) 768-0032
The Post-NFR Project PFA Study coordinators receive instructions for submitting results of the pre- and post- New Food Rules project. <i>Instructor: Anna Garcia</i> anna.garcia@dshs.state.tx.us	Wed., April 21	12:00 - 1:00	*7136902*	(877) 768-0032
The Post-NFR Project PFA Study coordinators receive instructions for submitting results of the pre- and post- New Food Rules project. <i>Instructor: Anna Garcia</i> anna.garcia@dshs.state.tx.us	Thur., April 15	12:00 - 1:00	*7136902*	(877) 768-0032

Nutrition Education & Clinic Services

April 2010

QWEST Training Schedule

Technical assistance for the Qwest WEB conferencing system :

1-800-860-8000

Class Title, Description and Instructor	Date	Time	Qwest room # (include **)	Qwest phone #
Certification: Health History/Nutrition Assessment Teaches the proper procedure for obtaining a health history. Four participant assessment forms (pregnant, breastfeeding, postpartum and child) will be explained, as well as how to complete the forms properly and completely. Material Needed: <i>Postpartum Participant Form, Health History for Children and Infant Midpoint Review Form.</i> <i>Instructor: Tiffany Brown, RD, LD</i> Tiffany.Brown@dshs.state.tx.us	Thur., April 15	9:30 - 10:30	*2836113*	(877) 768-0032

<p>Certification: Weighing & Measuring Techniques - Part I Teaches the proper equipment and procedures for weighing and measuring all WIC applicants and general do's and don'ts will be discussed. Material Needed: <i>Growth Assessment Weighing & Measuring Module</i>. Instructor: Tiffany Brown, RD, LD Tiffany.Brown@dshs.state.tx.us</p>	<p>Thur., April 22</p>	<p>9:30 - 10:30</p>	<p>*2836113*</p>	<p>(877) 768-0032</p>
<p>Certification: More About Risk Codes Explains and clarifies the most misunderstood risk codes from the Texas Nutrition Risk Code Manual. The "Clinic Assessment Manual" is needed when participating in this training. Material Needed: <i>Clinic Assessment Manual (all clinics have on hand), Participant Assessment Form — 5 copies</i>. Instructor: Tiffany Brown, RD, LD Tiffany.Brown@dshs.state.tx.us</p>	<p>Tue., April 27</p>	<p>9:30 - 10:30</p>	<p>*2836113*</p>	<p>(877) 768-0032</p>
<p>Certification: Weighing & Measuring Techniques - Part II Reviews proper plotting techniques, interpreting growth charts and body mass index calculations, proper usage of gestational wheels and general do's and don'ts will be discussed. Material Needed: <i>Growth Assessment Weighing & Measuring Module; Gestational Wheel, Girls Birth to 36 Months Growth Chart, Range of Prenatal Weight Gain Grid and Gestational Wheel Pregnancy Calculator</i>. Instructor: Tiffany Brown, RD, LD Tiffany.Brown@dshs.state.tx.us</p>	<p>Thur., April 29</p>	<p>9:30 - 10:30</p>	<p>*2836113*</p>	<p>(877) 768-0032</p>