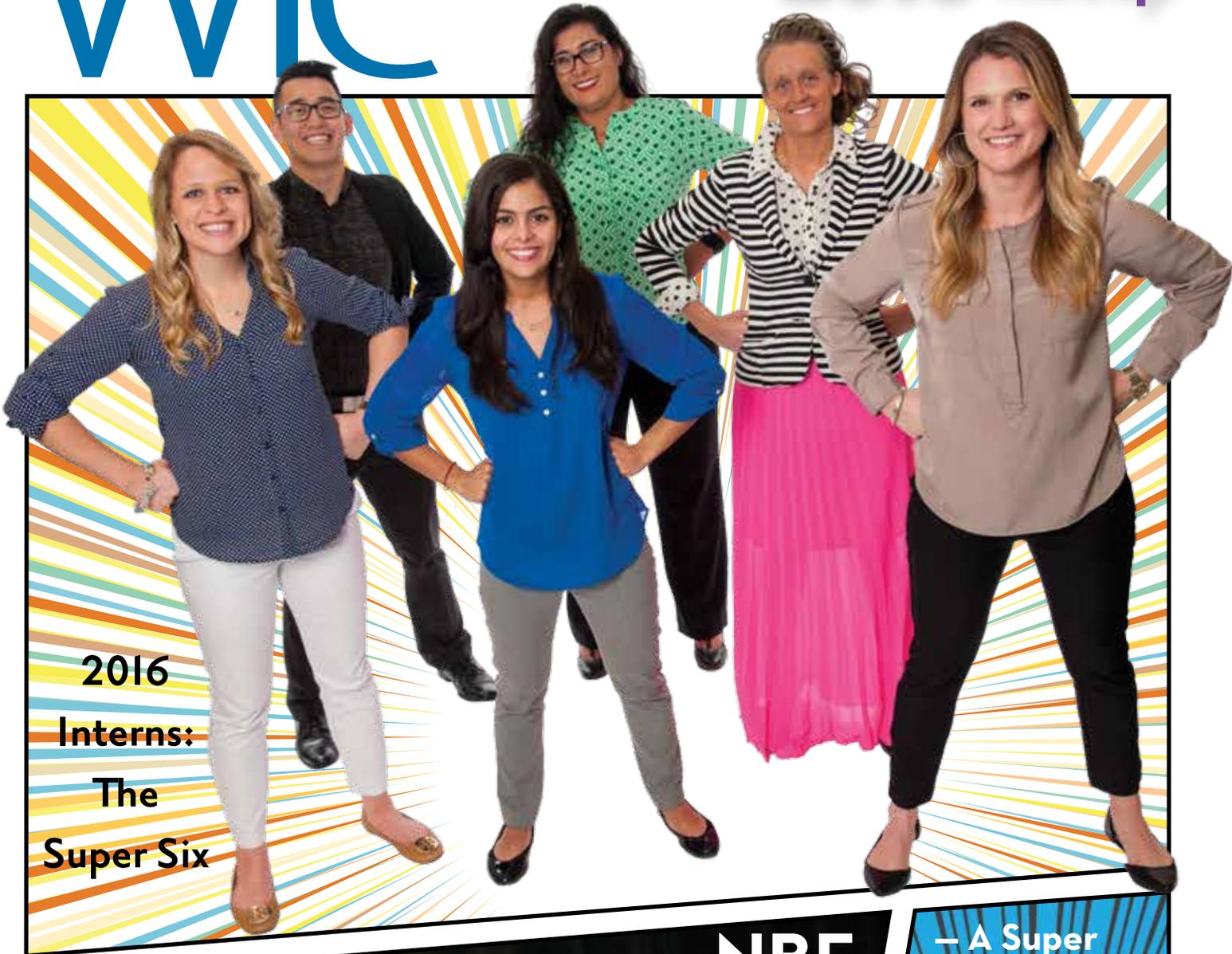


WIC News

2016 Recap



**2016
Interns:
The
Super Six**



NBF

**— A Super
Conference**

2016 — A Year Preparing for Changes

Many of you have undoubtedly heard the expression, “The only thing that is constant is change.” It’s a fitting expression for what’s happening at Texas WIC. In early September, WIC Director Lindsay Rodgers moved to a new position, the Director of Health and Developmental Services at the Texas Health and Human Services Commission. I will serve as acting WIC director as we began the process of filling the position.

I’m the Associate Commissioner of the Family and Community Health Services Division at DSHS. It’s a long title, but my role is to provide strategic direction and oversight to community and population-based health programs, including WIC. It is an absolute honor to be part of the WIC family and work so closely with your group.

Just as the state agency is going through changes, many of your agencies are going through a transition as well. There are new faces ready to tackle new challenges in your communities. For some of you it’s exciting. For others, it may be scary or intimidating. It often helps to reflect on the great things we’ve already accomplished, and that’s what this month’s WIC News is all about.

On page 18 we’ll look at the accomplishments of local agency staff who are moving into retirement after spending decades serving WIC families.

This year was also filled with many achievements at the local agencies. Turn to page 14 to see how one local agency improved

its clinic experience, and how another local agency earned a USDA award.

This year’s Nutrition and Breastfeeding Conference was filled with laughter, tears, and tons of information. Read a recap of each session on page four.

We close out 2016 preparing for changes with new leadership and colleagues, and changes to how we do business with the eventual roll-out of TXIN. There will likely be challenges, but as we’ve seen in 2016, WIC is resilient and there is no challenge we can’t overcome. Your dedication to families in need fuels your work with passion and supports a level of care that impacts the lives of so many people. Let’s look forward to 2017, not with fear or trepidation, but with excitement, hope, and rekindled inspiration to improve even more lives of Texas families.



From the desk of Evelyn Delgado

— Associate Commissioner
Family and Community Health Services



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Texas WIC News (USPS 016-975) is published bimonthly by the Department of State Health Services, P.O. Box 149347, Austin, Texas 78714-9347 <http://www.dshs.texas.gov/wichd/default.shtm>. Subscriptions are free. Periodicals postage paid at Austin, Texas.

POSTMASTER: Send address changes to WICNewsSubscriptions@dshs.state.tx.us or WIC News Subscriptions, Texas WIC News, Texas Department of State Health Services, P.O. Box 149347, Austin, TX 78714-9347.

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The Power of YOU 2016 NBF Conference Recap



Welcoming Remarks: The Power of You

DR. JOHN HELLERSTEDT | DSHS COMMISSIONER ♦ EDDIE LONGORIA | SPECIAL NUTRITION PROGRAMS DIRECTOR (USDA) ♦ EVELYN DELGADO | ASSISTANT COMMISSIONER FOR FAMILY AND COMMUNITY HEALTH SERVICES ♦ LINDSAY RODGERS | TEXAS WIC DIRECTOR ♦ AMANDA HOVIS | DIRECTOR NUTRITION EDUCATION/CLINIC SERVICES UNIT ♦ MELANIE SMITH | COMMUNICATION STRATEGIST



The Nutrition Education & Breastfeeding Conference (NBF) opened with the song “That Power” by Justin Bieber as a way to introduce this year's theme “The Power of You.” ♦ Amanda Hovis welcomed everyone with the focus on “You” and the power that everyone who works for WIC has to influence change. ♦ Lindsay Rodgers discussed how “The Power of You” is about harnessing what’s inside. It’s about being inspired to try something new with the intent of pushing yourself to achieve something you haven’t before. Lindsay finds inspiration in the words of Mr. Rogers, *“If you could only sense how important you are to the lives of those you meet; how important you can be to the people you may never even dream of. There is something of yourself that you leave at every meeting with another person.”* Lindsay asked, “Isn’t that the very core of what we seek in our service to our WIC families?” ♦ Dr. John Hellerstedt said, “Your hands, your heart, your education give moms what they need.” Dr. Hellerstedt commended Baby-Friendly hospitals, and challenged hospitals that are not, to become Baby Friendly. ♦ Eddie Longoria added, “Every single one of you have the power to be a super hero. You have the power to make a significant change in families’ lives.” ♦ Evelyn Delgado focused on the collaboration with other programs and the “creativity that keeps coming from WIC!”

CONTRIBUTED BY MARGUERITE KELLY, IBCLC, RLC | BREASTFEEDING TRAINING SPECIALIST



ABOVE: AMANDA HOVIS, LINDSAY RODGERS, JOHN HELLERSTEDT, EVELYN DELGADO, EDDIE LONGORIA

Pre-conference Workshop: Baby Friendly Hands on Training

CHRISTINE WISEMAN, RN, IBCLC | CITY OF DALLAS WIC ♦ ELIZABETH SANCHEZ, IBCLC, RLC | CITY OF DALLAS WIC ♦ ELENA TOVAR, CLC | CITY OF DALLAS WIC ♦ DANI CAGLE, IBCLC | METHODIST DALLAS MEDICAL CENTER ♦ REBA GODFREY, RNC-MNN, IBCLC, LCCE | METHODIST CHARLTON MEDICAL CENTER ♦ LINDA JACKSON, MA, LCCE | METHODIST RICHARDSON MEDICAL CENTER ♦ JANICE BALLOU, DNP, PPCNP-BC, IBCLC | PARKLAND HEALTH AND HOSPITAL SYSTEM



This presentation had a powerful board of seven presenters who emphasized the role health-care workers play in successful breastfeeding practices. The City of Dallas collaborated with Texas Ten Step Hospitals to meet Baby-Friendly education requirements for clinical skills training. This innovative endeavor of practices will serve as an impactful model for training that can be duplicated in WIC agencies all over Texas.

CONTRIBUTED BY TIFFANY BROWN, RD, LD | WIC CERTIFICATION SPECIALIST PROGRAM COORDINATOR



JACKIE VEGA

Pre-conference Workshop: The Secrets of Super Healthy Kids

JACKIE VEGA, RDN | MEAL PLAN MANAGER/DEVELOPER, SUPER HEALTHY KIDS



Super Healthy Kids is a website that provides resources, such as creative kid friendly recipes and products. The goal of Super Healthy Kids is “...to help both parents and educators make it easier to feed kids nutritious fruits and veggies. Recipes are fun, simple and delicious.” Jackie Vega discussed the tools, resources, and habits that Super Healthy Kids use to be successful. Key takeaways included: using social media as a tool for ideas and growth, knowing your audience, keeping track of who you want to connect with for sharing, being consistent in everything, and being prepared to adapt to changes. To find out more about Super Healthy Kids, go to <http://www.superhealthykids.com/>

CONTRIBUTED BY PAULA KANTER, RD | CLINIC NUTRITION SPECIALIST



How To Make a Difference & Make Change Happen

ASHANTI BRANCH, MEd | THE EVER FORWARD CLUB

Do you have someone you can “get real” with? A person you answer honestly when they ask, “How are you doing?” This was one of the key messages of opening keynote speaker Ashanti Branch’s presentation. Branch’s speech focused on the figurative mask we wear to show the world a certain image. In the presentation Branch led the audience in an exercise where all participants wrote down what they hide behind their “mask.” The audience then crumpled up the paper, closed their eyes and threw the crumpled up paper across the room. A few of the responses were shared revealing many of the attendees shared the same insecurities. Branch told the audience to remember we all wear a mask, and stressed the importance of allowing our clients to feel comfortable enough to “get real” with us. For it is when our clients take off their masks, that we can truly help them.

CONTRIBUTED BY MELANIE SMITH | COMMUNICATION STRATEGIST



ASHANTI BRANCH

Super Healthy Kids and Super Healthy Meals

JACKIE VEGA, RDN | MEAL PLAN MANAGER/DEVELOPER, SUPER HEALTHY KIDS

Are you looking for ideas on how to prepare healthy and nutritious family meals on a budget? In this session, Jackie Vega shared some simple tips one can use to improve meals and add more nutrition on a budget. In her presentation, Jackie explored the modern day challenges surrounding healthy homemade family meals and shared tools, ideas, and resources that participants can use to make meal planning and preparation simple and enjoyable for families and individuals.

CONTRIBUTED BY FAITH NJORGE, MS | NUTRITION CONSULTANT



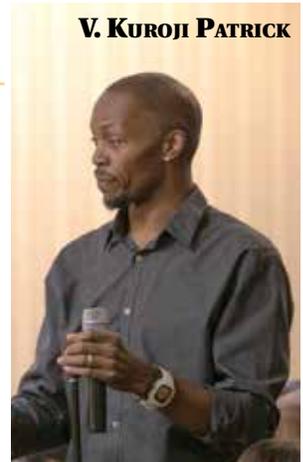
JACKIE VEGA

Who Invited the Dentist?

V. KUROJI PATRICK, FOFBC | JHAZAMORAS PUBLISHING, LLC/ARTISTICALLY REACHING TOMORROWS SCHOLARS

If you thought this session was about how nursing prevents cavities, you would be wrong. Instead, Patrick discussed how and why WIC clinic staff should reach out to businesses and organizations in their neighborhoods to build partnerships to help reach breastfeeding goals. The cleaners or the laundromat in the strip mall where you are located could be a place you can encourage staff to be a mother-friendly workplace. You might ask the cashier or caretaker, who happens to be pregnant, how she is planning to feed her baby. Remember, if you don’t ask, the answer is no. When you return to your clinic, look around. Your next outreach location could be the dentist next door or across the street.

CONTRIBUTED BY SANDY BROWN, MS, RD | TEAM LEAD, FOOD/FORMULA SPECIALIST



V. KUROJI PATRICK

A Child’s Weight: How to Help Without Harming

DANA STURTEVANT, MS, RD | BE NOURISHED

Have you ever struggled with how to approach counseling a family on the tricky subject of weight? During her session, registered dietitian and motivational interviewing guru Dana Sturtevant discussed how to support parents in raising competent eaters. She highlighted Ellyn Satter’s division of responsibility for feeding and addressed common pitfalls that exacerbate weight issues like restraining food intake, erratic mealtimes, and pressuring kids about eating. At the end she addressed counseling strategies such as “OPEN EARS” skills including asking open-ended questions, asking permission first, eliciting change talk, nurturing confidence, empathizing, affirming, reflectively listening, and summarizing. Participants also did an activity to practice these skills in a mock counseling session. CONTRIBUTED BY ERICA HARRIS, MS, RD, LD | NUTRITION EDUCATION CONSULTANT



DANA STURTEVANT





JENNIFER R. THOMAS

Breastfeeding Strategies for a Successful Practice

JENNIFER THOMAS MD, MPH, IBCLC, FAAP, FABM | LAKESHORE MEDICAL CLINIC

Dr. Jenny Thomas began her talk with the announcement that she is an owner of the Green Bay Packers. Someone told her she wasn't doing enough for breastfeeding so she called Lambeau field, the home of the Green Bay Packers, and told them that the Viking's have breastfeeding rooms for moms so why don't the Packers? They are now building breastfeeding rooms for mothers and babies. She challenged all of us to do the same in our own communities. Breastfeeding is now the "standard of care" in health care. We have a lot of work to do in maternity-care services. One-in-four babies in the United States receives formula supplementation before the baby is 48 hours old. She noted that little information is given in the antenatal period and WIC is the answer.

CONTRIBUTED BY, MARGUERITE KELLY, IBCLC, RLC | BREASTFEEDING TRAINING SPECIALIST



ALISA SANDERS

IBCLCs: Why Ask for All Five in Your Lactation Provider?

ALISA SANDERS RN, IBCLC, RLC, CCE | THE LACTATION FOUNDATION

So, why ask for an international board certified lactation consultant (IBCLC) in your lactation provider? IBCLCs specialize in the clinical management of breastfeeding which includes: preventive healthcare, patient education, nutrition counseling, and therapeutic treatment. It is the only certification requiring 90 hours of lactation-specific education, college level health science courses, 300-1000 clinical practice hours, and an exam by an independent international board of examiners. Other programs do not require high school diploma, GED, or college level courses. No other certification requires retesting. Breastfeeding peer counselors, a vital part of the team to helping moms succeed, can help with problems like latch, position, sore nipples, and engorgement. However, moms need to refer to the IBCLC when a problem does not resolve in a day or two, or if it is a high risk situation. CONTRIBUTED BY, MARGUERITE KELLY, IBCLC, RLC | BREASTFEEDING TRAINING SPECIALIST



DANA STURTEVANT

Health at Every Size: The New Peace Movement

DANA STURTEVANT, MS, RD | BE NOURISHED

Have you ever wondered what it means to be "healthy"? Does the weight, size, or body frame of an individual determine if someone is "healthy"? Sturtevant explained that weight does not determine healthiness. We should be teaching people to be healthy without focusing on their weight and instead eat for well-being. She explained a study that showed 77 percent of people who lose weight will regain it within five years and sometimes gain more than they lose. She shared that people who are in the "overweight" range are sometimes found to be the healthiest. It is best to maintain your weight rather than losing and regaining it in order to be "healthy." The focus should be on metabolic fitness and not cosmetic fitness.

CONTRIBUTED BY ANITA RAMOS, RD | CLINIC SERVICES TRAINING SPECIALIST



SARA LAW

Eating Local: Creating Pathways to Local Produce for WIC Families

SARA LAW | SUSTAINABLE FOOD CENTER

"Thank you for making this possible. I love coming to the markets, and double dollars makes it possible for me to eat more local, fresh, organic, and happy fruits and veggies."

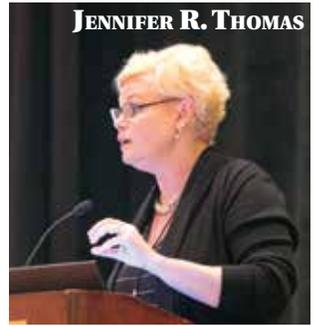
This is a quote from a participant who enjoys using her shopping list to get benefits at the Sustainable Food Center (SFC) Farmers' Market. Sara Law explained the many services provided at SFC in Austin including cooking classes and gardening programs (seeds and compost) in addition to the farmers' markets. To contact Sara for ideas on how to reach out to farmers' markets in your area, please go to <http://sustainablefoodcenter.org/>

CONTRIBUTED BY LISA RANKINE, RD | CLINIC SERVICES PROGRAM COORDINATOR



An Approach to the Fussy Breastfed Infant (Reflux, Colic and Breastfeeding)

JENNIFER R. THOMAS, MD, MPH, IBCLC, FAAP, FABM | AURORA HEALTH CARE



Pediatrician and national breastfeeding advocate, Dr. Jenny Thomas, shared incredible insight into treating the fussy infant. Her presentation was engaging, witty, and thought provoking as she explored the various causes of fussiness in newborns like neonatal abstinence syndrome, colic, growth spurts, reflux disease, and mom's with oversupply. She also provided great information on normal newborn behaviors and discussed expectations for the parent and clinician. CONTRIBUTED BY VERONICA HENDRIX, LVN, IBCLC, RLC | TEXAS TEN STEP PROGRAM COORDINATOR

Touchpoints™ — A Framework for Connecting with Families

ANDREA URQUIDEZ, RD | TARRANT COUNTY WIC PROGRAM



What if we could have stronger parent-child attachment, improved parenting, and better relationships between families and providers? What if we could anticipate potential stumbling blocks and struggles for families and prepare parents for them before they happen? Andrea Uriquidez has been using Touchpoints in her clinics for years and she says they achieve all of that and more. Touchpoints are “predictable periods of regression and disorganization that occur before bursts in a child’s development.” Working with families to help identify and give guidance for those periods improves the mental and physical health of the child and parents as well as improves the parent-health care provider relationship. Andrea discussed case studies showing what the child’s behavior was communicating, identified what the parents were doing right, and determined what ways the counselor could help the family make plans for that new stage.

CONTRIBUTED BY JESSI CANO, RD, IBCLC | INFANT FEEDING SPECIALIST

Attention WIC Shoppers: Reducing Barriers at the Grocery Store

SUSAN POAG | SUMA SOCIAL MARKETING



What is the biggest challenge for WIC clients? SUMA Social Marketing wanted to find out. They researched the WIC experience from the clinic to the grocery store. They found that WIC clients love the education and food. They also think WIC staff are friendly, flexible, helpful, and knowledgeable. One client said, “I like that they have a nutritionist, because it is really hard to get good advice for you and your baby.” SUMA found that the biggest challenges WIC clients face are clinic wait time and shopping for WIC foods. SUMA recommended ways to make the WIC program even better for clients. Clients loved WIC sections or aisles in grocery stores and SUMA recommended that WIC encourage stores to have a WIC section. They also recommended that WIC staff get more training on WIC shopping so they can better educate their new WIC clients. The wait time in the clinic is an excellent time to show the Approved Foods video to new clients, as most clients don’t watch the video at home.

CONTRIBUTED BY JESSICA LEYENDECKER, MPH | ENGAGEMENT SPECIALIST

The Power of Compost

JOSEPH DE LEON | DSHS COMMUNICATIONS, AUSTIN COMPOST COALITION



Composting improves the environment by reducing landfill trash, greenhouse gases, and chemical use; it also protects groundwater, saves resources, and creates a meaningful opportunity to connect with nature. Attendees learned the necessary components, ideal mix, and suggested methods for success. De Leon shared tips on creating a compostable material collection program at work, which provides one of the necessary components, the green material. Attendees also learned how to use the finished product to enrich soil. Recommended resources: www.austintexas.gov/composting and <http://compostcoalition.com> CONTRIBUTED BY MARIANNE DESCHAMPS | EXECUTIVE ASSISTANT





CANDACE
STOHS-KRAUSE



KAREN FEATHERSTON

TXIN to the Future!

KAREN FEATHERSTON ♦ CANDACE STOHS-KRAUSE | TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Many WIC clinics are anxiously awaiting the rollout of TXIN after seeing the program in action at the 2016 NBF conference. Both “TXIN: to the Future” sessions were packed as NBF attendees learned what to expect when TXIN arrives in their clinics. Highlights of the system include added functionality like inventory management of office supplies, a virtually paperless system, and the integration of all necessary information on one computer. Features that received the most positive responses were the capability to automatically text participants about upcoming or missed appointments, disable and re-issue a lost or stolen card right in the clinic, and transfer a client to your office in a matter of minutes versus five to seven business days. TXIN is expected to launch in pilot agencies in June 2017. It will roll out to the rest of the local clinics between October 2017 and May 2018. CONTRIBUTED BY MELANIE SMITH | COMMUNICATIONS STRATEGIST

The Power to Support New Parents & Prevent Childhood Adversity

JOHN BICKEL, LCSW-S ♦ CARY CAIN, MPH, BSN, RN | TEXAS CHILDREN'S HOSPITAL



JOHN BICKEL

Unfortunately, adverse childhood events are more common than one would like to think. Adverse childhood events include physical, emotional, or sexual abuse; neglect; and household dysfunction such as a parent with mental illness or substance abuse. The WIC clinic is often a family’s entry point into the healthcare system and serves as a hub for referrals to local resources. Therefore, it is important that WIC staff recognize risk factors for child maltreatment and prevent adverse events before they happen. One way to prevent child maltreatment is to prepare new parents for normal infant behavior. Child abuse occurs most among children less than one year old, and it peaks at around 2 months old. This increase at 2 months coincides with a peak in crying for a newborn — known as the Period of Purple Crying. To learn more about this period and how to educate parents, visit purplecrying.info. Another key to prevention is knowing what local resources are available in your area. Dfcguide.org is an online guide for access to care and community resources in the Houston area.

CONTRIBUTED BY JESSICA LEYENDECKER, MPH | ENGAGEMENT SPECIALIST



MIA SNEED

A Focus on Equity: An Introduction to the Social Determinants of Health & the Life Course Theory

MIA SNEED, MSSW | HEALTH AND HUMAN SERVICES COMMISSION

Mia Sneed explained the concept of disparities and inequities, beginning with a slide depicting three people standing on chairs reaching the apples on a tree. A second slide showed three people trying to reach the apples without chairs. Sneed explained how “The Life Course Perspective offers a new way of looking at health, not as disconnected stages unrelated to each other, but as an integrated continuum.” She talked about how some inequities begin at pre-conception and can continue through the life course. She talked about African American infants under one year having a much higher mortality rate than other races. Health disparities can result from multiple factors, including: poverty, environmental threats, inadequate access to health care, individual health risks and behavioral factors, and educational inequalities.

Have you heard these statements in the clinic? “I provided the referral but they did not go to the specialist.” “I explained the benefits of breastfeeding but she didn’t breastfeed.” Sneed offered possible explanations: Maybe the participant doesn’t have transportation. Maybe the mom is returning to work in two weeks and will not be able to pump at work. She discussed the fact that some African American participants do not feel they can trust health care providers, due to poor experiences in the past. Solutions are not the same for every participant.

LISA RANKINE, RD | CLINIC SERVICES PROGRAM COORDINATOR



A Corrective Action Plan (CAP) Writing Workshop: Effective, Complete, and Accurate

GLORIA STAATS MS | TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Why do we need a CAP? A Corrective Action Plan or CAP provides a step-by-step plan of action that ensures accountability for the implementation of a change. It also includes follow-up and ongoing monitoring of the change. This year Gloria Staats and the Quality Management Branch (QMB) team provided a writing workshop that incorporated real-world WIC findings. The session offered CAP examples and tips for completing CAPs. Attendees worked together to complete an accurate, effective, and complete CAP using the new required QMB CAP template.

CONTRIBUTED BY NOEMI HERNANDEZ, MBA, RD, LD, IBCLC | WIC FOOD/FORMULA SPECIALIST



GLORIA STAATS

Clear & Compelling: Effective Communication to Engage Low Health Literate Audiences

MICHAEL MACKERT, PhD | THE UNIVERSITY OF TEXAS AT AUSTIN

Did you know approximately one third to one half of all people struggle to understand health messages? Even people who are able to read and write struggle to understand complex medical information. This is important since low health literacy is associated with poor health outcomes, trouble understanding medication instructions, utilization of preventative health services, and increased hospitalizations. Dr. Michael Mackert emphasized the importance of modifying our approach to achieve greater behavior change success. To do this, he suggests communicating using plain language, following the American Medical Association's guidelines: slow down, use plain, non-medical language, show or draw pictures, limit the amount of information, repeat information, use the teach-back or show-me technique to assess clients' understanding, and create a shame-free environment. WIC clients rely on us to provide up-to-date health information and, for some, we are their only source of healthcare. When you communicate nutrition and breastfeeding information in a way that clients can easily understand, you're helping change behaviors, which ultimately changes lives. To learn about Dr. Mackert's research, visit www.healthcommunicationresearch.com.

CONTRIBUTED BY KELLEY REED, RD, LD | NUTRITION EDUCATION SPECIALIST



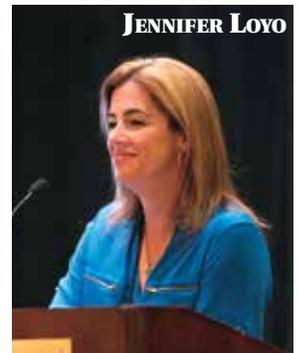
MICHAEL MACKERT

Infant Formulas: Navigating Marketing & Health Claims

DR. JENNIFER LOYO, PhD, RD ♦ DR. KARISSA HORTON, PhD | LIMETREE RESEARCH

Do you find yourself overwhelmed with all the different infant formulas in the grocery aisles today? Have you ever wondered what all those claims mean on the labels? What about questions regarding Texas WIC infant formula issuance? Dr. Loyo and Dr. Horton gave the attendees of this session an insight into the marketing and health claims put on labels by formula manufacturers and presented evidence based research as to whether these claims had any basis. Dr. Loyo went into details about each of the major brands of infant formula and provided information to help local agency staff help WIC families decipher each type of infant formula.

CONTRIBUTED BY AKATA SANGHANI, MS, RD, LD, IBCLC | WIC FOOD/FORMULA SPECIALIST



JENNIFER LOYO

Safe Sleep for Texas Babies: Comprehensive Recommendations to Reduce Risk of Sleep-Related Infant Death

JULIE STAGG MSN, RN, IBCLC, RLC | TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Are we providing a safe sleep message that aligns with our clients' parental concerns? The main takeaway message was not only to provide parents with the evidence-based safe-sleep recommendations, but also discuss rationale of recommendations and address parents' common concerns. Julie Stagg provided resources on safe sleep along with a list of national and state initiatives on safe sleep. One of those national initiatives is the Eunice Kennedy Shriver National Institute of Child Health and Human Development (NICHD) Safe to Sleep Campaign. For more information, visit <http://www.nichd.nih.gov/sts/>

CONTRIBUTED BY NOEMI HERNANDEZ, MBA, RD, LD, IBCLC | WIC FOOD/FORMULA SPECIALIST



Karissa Horton



JULIE STAGG



ABOVE: **LAURA WARREN** (LEFT) AND **SHERRY SANTA**

Connecting Parents of Children With Disabilities to Other Parents for Support

LAURA WARREN ♦ SHERRY SANTA | TEXAS PARENT TO PARENT

Both Laura Warren and Sherry Santa shared moving personal stories that led them to supporting families with children who face disabilities. The focus of this session was on understanding the different stages families go through when they find out their child has a disability. It is critical to help these families navigate not only their emotions, but how to get services and connect with other families who are experiencing the same thing. We want these families to know they are not alone and that we are here to help them on their journey. Laura and Sherry shared many wonderful resources for these families, including the Texas Parent to Parent Support website: <http://www.txp2p.org/>
CONTRIBUTED BY KATIE COYNE, MS, IBCLC | BREASTFEEDING TRAINING SPECIALIST



VANESSA VAN EDWARDS

Your Inner Leader

VANESSA VAN EDWARDS | SCIENCE OF PEOPLE

Vanessa Van Edwards' presentation was packed with actionable items applicable to every life situation. Edwards delivered an insightful presentation teaching the skills to help us be winners. She shared research showing that first impressions are made as soon as someone sees you. What draws people to someone is their charisma, intelligence, and warmth; traits we can all have. By using power poses before you walk into a room, make a phone call, or before you present on a topic, helps you to display confidence wherever you go. Tell yourself you deserve to be here and others will believe you do. Whether we know it or not, we all look at a person's hands first when we meet them. Hands are our trust indicators. Hands show intention. Sixty percent of our communication is non-verbal so watch your body language. She also shared research on how to tell if someone is lying. Knowing when someone is lying helps uncover hidden emotions in the people you are interacting with. Learning how to spot a lie can also help you have more honest interactions with the people in your life. Sometimes people are embarrassed so they tell a lie or a half truth, learning to detect a lie can also help you to redirect the conversation so the other person can learn to trust you. Power pose gets the highest rating for confidence, smile for warmth, and authoritative voice tone for confidence and intelligence. Points emphasized were: use power poses prior to meetings or teaching, use your hands, start and end meetings with a handshake or a hug, use a neutral voice tone when giving instructions, and use a lower register voice tone to show confidence and authoritativeness.

CONTRIBUTED BY, MARGUERITE KELLY, IBCLC, RLC | BREASTFEEDING TRAINING SPECIALIST



V. KUROJI PATRICK

Now That I Have Dad?

V. KUROJI PATRICK, FOFBC | JHAZAMORAS PUBLISHING, LLC/ARTISTICALLY REACHING TOMORROWS SCHOLARS

V. Kuroji Patrick, FOFBC (Father of Five Breastfed Children), highlighted how WIC can play a significant role in reinforcing fathers as parents. He emphasized the need for educating fathers with the same messages we convey to mothers. Fathers are equally interested in the infant's weight, health, and brain development just as mothers are. Patrick encourages fathers to serve as advocates for WIC since we have the capability to involve fathers from the very beginning of pregnancy until the birth of their child.

CONTRIBUTED BY TIFFANY BROWN, RD, LD | WIC CERTIFICATION SPECIALIST PROGRAM COORDINATOR



Amazing Human Body 101: Digestion and Health

CONTRIBUTED BY DEBBIE LEHMAN, PHD, RD, WIC WELLNESS COORDINATOR

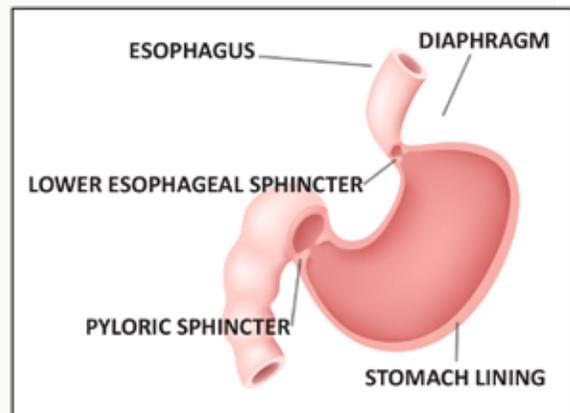
Our body cannot use the food we eat unless it is broken down into much smaller particles and absorbed into our blood stream. Digestion is the process in which foods are broken down into their smallest parts so the body can use them for energy. The digestive system contains the organs and chemicals needed for food breakdown to occur.

Carbohydrates get broken down to simple sugars (glucose, fructose, and galactose). Proteins are broken down into amino acids. Fats are broken down into fatty acids and glycerol. Each of these end products has its own unique functions in the body.



The mouth. The process of digestion starts in the mouth. Chewing breaks the food down. An enzyme in saliva begins the initial stages of carbohydrate breakdown. The mouth and tongue shape the food into a ball of chewed food called a bolus, and the bolus is then swallowed.

Down the esophagus to the stomach. Smooth muscles lining the esophagus help massage the bolus down the esophagus and into the stomach. The stomach is filled with stomach acid that begins the breakdown of protein, but pauses the breakdown of carbohydrates by the saliva enzyme. The stomach contains a sphincter (or one-way valve) that allows a slow, controlled release of the partially digested food into the small intestine.



The small intestine is no small matter. The small intestine is the main site of digestion. In the small intestine, enzymes secreted by the pancreas and gallbladder neutralize (deactivate) the stomach acid and further break down carbohydrates and protein molecules. Fats begin their breakdown in the small intestine. Vitamins, minerals, glucose, amino acids, cholesterol, and fats are absorbed through the cells lining the small intestine and into the blood. This nutrient-rich blood flows to the liver, which removes toxins, and is then sent to the heart to be pumped out to the rest of the body cells.

(Continued on WWW — Insert D)

Correction: In the July/August WIC Wellness Works article, Building Better Bone Health, almonds were incorrectly listed as containing vitamin D in the table provided in insert D. While almonds are a good source of calcium, they do not contain any vitamin D. We sincerely apologize for the error.

Take Care of Yourself to Take Care of Others

CONTRIBUTED BY LISA CARRIGG, TEXAS STATE DIETETIC INTERN

What do you think you need to be healthy? Exercise and nutritious food? While these are important, there are other pieces needed to complete the whole picture of your health and well-being.

Self-care is a term that includes any intentional actions you take in order to care for your physical, mental/emotional, and spiritual health. Only you can sense when you're in need of some time for yourself. Are you listening to your needs?

Self-care actions are intentional and should be integrated into your day-to-day lifestyle. Just like you go to work or a class, you should practice self-care. You have to think about and identify what you need. You also should make concrete plans and actions to ensure, regardless of changing life circumstances, that you are able to meet those needs. Self-care is creating balance in your life that leaves you feeling refreshed or recharged. Everyone has unique needs so self-care can look different from person to person.

When you take care of yourself it allows you to be the best version of yourself. You may feel more energized, focused, and capable. When stressful times come you are better able to manage them.

What does self-care look like?

Mental/Emotional self-care: Being kind to yourself with your words and thoughts like you would a close friend is an example of practicing this aspect of self-care.

Physical self-care: Paying attention to your body's signals. Spend time moving your body in a way you enjoy. You can also try taking a long hot bath with an essential oil or bath salts that smell relaxing to you.

Spiritual Health self-care: Spend time exploring your own values and priorities, do kind things for others, read, have conversations with others that help you explore and increase your knowledge of yourself and the universe.

You likely spend time taking care of others in your life and considering their needs, be sure to give yourself the same love and attention. You deserve it too. Does one of these areas need more attention in your life than the others? Make a plan to schedule time for things that fulfill your needs in this area just as you would another activity.

Share your wellness success stories for a chance to be spotlighted in Texas WIC News and inspire other WIC staff! Contact your State Wellness Coordinator, Debbie Lehman, at Debbie.Lehman@dshs.state.tx.us or 1-512-341-4517.

recipe

Gingerbread Waffles

Makes 4 (4-section) waffles
Serving size: 2 waffle sections

Ingredients

3 cups all-purpose flour
4 teaspoons baking powder
2 teaspoons ground cinnamon
2 teaspoons ground ginger
1 teaspoon ground allspice
½ teaspoon salt
4 large eggs
⅔ cup packed brown sugar
1 cup canned pumpkin puree
1 ¼ cups milk
½ cup molasses
½ cup (1 stick) melted butter
Syrup or fresh fruits for topping



Preparation

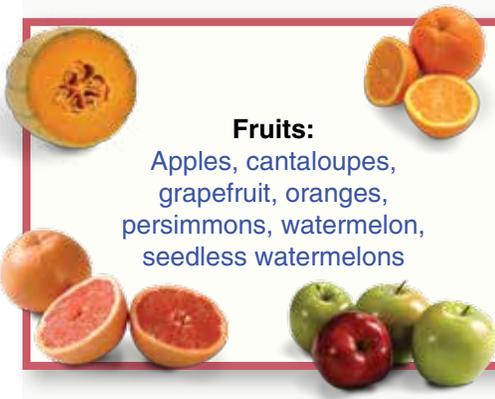
Preheat waffle iron.

In a large bowl combine flour, baking powder, cinnamon, ginger, allspice, and salt. In a medium bowl, beat eggs and brown sugar until fluffy, then beat in pumpkin, milk, molasses and melted butter. Stir the wet mix into the dry mix until just moist. Spray the iron with cooking spray and cook 4 waffles, 4 sections each. Serve with toppings of choice.

Nutrition Information Per Serving (2 waffle sections):

206 calories, 7 g total fat (1 g saturated fat), 10 mg cholesterol, 475 mg sodium, 32 g carbohydrate (2 g dietary fiber), 5 g protein

Texas Seasonal Produce



Fruits:

Apples, cantaloupes, grapefruit, oranges, persimmons, watermelon, seedless watermelons



Vegetables:

Beets, broccoli, green cabbage, carrots, cauliflower, celery, cucumbers, mushrooms, kale, kohlrabi, field peas, hot peppers, sweet peppers, pumpkin, spinach, squash, sweet potatoes, tomatoes, greenhouse tomatoes, turnips, zucchini



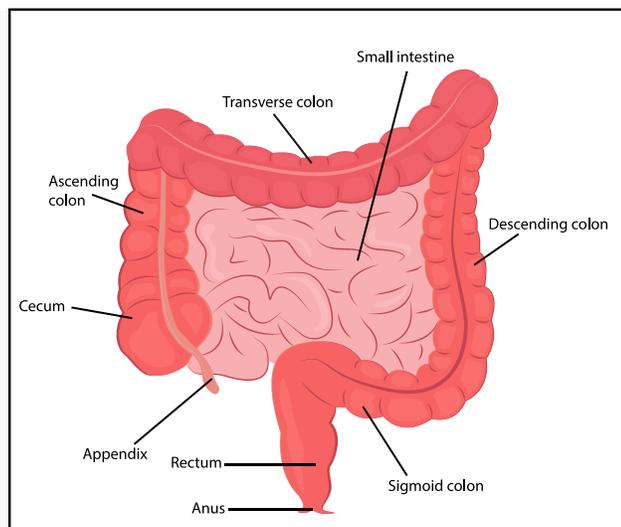
Amazing Human Body 101: Digestion and Health

(Continued from WWW — Insert A)

Large intestine reclaims anything left of benefit. No further digestion happens in the large intestine, except for some fiber that is acted on by healthy bacteria. However, electrolytes (sodium and potassium) and water are reabsorbed in the large intestine, and all that is left is waste materials, which are eliminated from the body in feces. The end.

What is Gut Health?

Our large intestine (or “gut”) is the home for a unique variety of beneficial “good” bacteria. These bacteria help in the digestion of fibers our body can’t break down, fight against the bad bacteria that make us sick, and even play a role in our mood and overall health. When good bacteria dies or is damaged, we need to help build them back up. Some foods contain probiotics (good bacteria) — look for “live or active cultures” on the food label. Yogurt is an excellent source of good bacteria. Also, certain foods make great “food” for good bacteria. These foods are called prebiotics. Examples include whole grains, beans, legumes, broccoli and other cruciferous vegetables, bananas, artichokes, garlic, and honey.



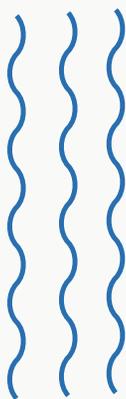
Resources

International Foundation for Functional Gastrointestinal Disorders. The Digestive System. <http://iffgd.org/manage-your-health/the-digestive-system>. Last updated October 28, 2015.



Mind Games

Review the pair of words below and try to find a third word that is connected or associated with both of these words. For example: the first pair is PIANO and LOCK. The answer is KEY. The word key is connected with both the word piano and the word lock: there are KEYS on a piano and you use a KEY to lock doors.



1. BOOT – OUT
2. CORN – WEB
3. JUMPING – KNIFE
4. LADY – SPRAY
5. QUICK – DOLLAR

Answer key:

1. Camp
2. Cob
3. Jack
4. Bug
5. Sand

Diabetes Awareness Month: Gestational Diabetes – Test Your Knowledge

by Mandy Seay, RD, LD, CDE
Clinic Services Training Coordinator

Pregnant women who have never had diabetes but who have high blood glucose (sugar) levels during pregnancy are said to have gestational diabetes (GDM).

GDM is steadily increasing in our country. While the diagnosis may be scary for many women, it is an opportunity for us to help prevent diabetes in two generations. Take the quiz to see what you know.

1. What's the diet like for a woman with GDM?
 - a. Identical to type 2 diabetes meal plans.
 - b. Small balanced meals spaced throughout the day. No milk, fruit, or yogurt in the morning.
 - c. A limit of 50 grams of carbohydrate a day.
 - d. Only meat and vegetables.
2. It is safe for women with GDM to have which of the following sweets, in small amounts?
 - a. Cookies
 - b. Chocolate
 - c. Regular soda
 - d. All of these
 - e. None of these
3. Women with GDM are advised to check for ketones in the morning. If ketones are present in high amounts, it is likely:
 - a. The woman is eating perfectly.
 - b. The woman is eating large amounts of carbohydrate or eating too frequently.
 - c. The woman is not eating enough carbohydrate or needs to eat more frequently.
 - d. The woman will lose weight more easily after the baby is born.
4. What percentage of women with gestational diabetes will get type 2 diabetes later in life?
 - a. 10 percent
 - b. 25 percent
 - c. 50 percent
 - d. 75 percent
5. When should a woman diagnosed with GDM get tested for type 2 diabetes?
 - a. Six to twelve weeks after giving birth
 - b. Six to twelve months after giving birth
 - c. When thinking about having another child
 - d. When experiencing symptoms

Answers:

1. B: Carbohydrates must be carefully controlled at each meal and snack. Blood sugar is often high in the morning, so it is recommended women avoid milk, fruit, and yogurt because they can quickly make the blood sugar rise even more.
2. E: Women with GDM should not eat any sugary foods. Sugary foods raise blood sugar quickly. Nutrient and fiber-rich carbohydrates should be eaten instead. Artificial sweeteners are okay in small amounts.
3. C: High levels of ketones are usually a sign the body is using fat for energy instead of food. Ketones may be harmful for the baby. To avoid ketones, a sufficient amount of carbohydrate must be consumed throughout the day.
4. C: Half. Leading a healthy lifestyle can prevent or delay the onset of type 2 diabetes.
5. A: Prediabetes and diabetes can be present without symptoms, so it's important to get checked 6-12 weeks after pregnancy and every one to three years after.



Two newly updated gestational diabetes materials with more meal plans and updated information are now available in the WIC catalog.

A Super Year for WIC Interns

by Leslie Bagby, RDN, LD, CNSC and Melissa Mouton, MS, RDN, LD

2016 was a special year for the WIC Dietetic Internship with Melissa Mouton, MS, RDN, LD, beginning her first year as WIC Dietetic Internship Director. Since it was a transition year, the 2016 class was limited to six interns. The interns instantly bonded and soon became known as the “Super Six.” Here’s how they sum up their 2016 internship experiences:



Amanda Assali

“Monumental, Transformative, Invigorating”

Amanda graduated from the University of Houston in 2011 and has worked for University of Texas Health WIC (LA 17) for more than two years. Amanda, who has a culinary background, was surprised at the strong friendship and support network she quickly developed with her fellow interns. She learned that she “thrives on opportunities for growth,” adding “I have a great passion and space in my heart for the world of community and public health.”

Briana Gattis

“Never Stop Learning”



In 2013, Briana started at Outreach Health Services (LA 76) shortly after earning her Master of Science in Family and Consumer Sciences. Briana applied to the internship to advance her career, but also recognized her agency could benefit from having another dietitian on board. One of Briana’s favorite memories was “meeting like-minded people who share my interests.” Briana learned she has a true passion for helping people: “I really

enjoy seeing people become better versions of themselves through the education I provide them.”



Rebecca Reed

“All Worth It!”

Becca is a 2008 graduate of Texas A&M where she was captain of the women’s rugby team. Her passion for people and a healthy lifestyle led her to work for Brazoria County WIC (LA 46) in 2010. When Becca started the internship, her daughter was 15 months old. Her advice to any moms or dads applying to the internship: “If you have a great support system, not only is it possible, but you won’t feel like you are neglecting your family. As an intern you will succeed, and it will all be worth it.”



Shandolyn "Shan" Rankin

"Life-Changing, Mind-Blowing, Fun"

Shan earned her Bachelor of Science degree in Food Science and Nutrition from Sam Houston State University in 2011 and now works for UTMB Regional WIC (LA 77). One highlight for Shan was learning about motivational interviewing. "Motivational interviewing gives you the skills to really listen and reach into your client's situation." Shan was excited to discover the internship curriculum went beyond dietetics. She gained experience in presentation techniques, research methods, literature review procedures, as well as some very beneficial "life skills."



Vinh Nguyen

"Rewarding, Challenging, Humbling"

Vinh is a 2011 graduate of The University of Texas Austin and has worked for the City of Dallas WIC (LA 07) for the past 3 years. Vinh not only gained nutrition knowledge, but became a better educator through skills like motivational interviewing. He acknowledges that the internship required a lot of work, commitment, and time-management skills. Vinh's motto: "Even when things may seem impossible, it's important to keep pushing through. You only fail when you stop trying."



Sara Garcia

"Enriching, Life-Changing, Doable"

Sara came to the Texas WIC Dietetic Internship from the Houston Health Department WIC Program (LA 26). After graduating from The University of Texas Austin in 2003, she was immediately hired at WIC. Sara, who is an IBCLC, applied to the internship for personal growth and education, but also believes it is important for her two children, ages 5 and 8, to know the importance of pursuing life goals. "It wasn't easy to step out of my comfort zone and into the challenging timelines and demands of the internship." But through careful planning and dedication, Sara did it!

Local Agency 07: *City of Dallas WIC Program Highlights*

SUBMITTED BY CYNTHIA WACHTLER, RDN, LD

WIC Innovation Center

Fresh is the key word at the new innovation center in Dallas. Fresh ideas, fresh counseling techniques, and fresh produce. The monthly Farmers' Market is the favorite of both staff and participants. It continues to grow as more and more families take advantage of the locally grown fruit and vegetables.

Nutrition and education counseling now includes Heart Buttons, a strategy that allows staff to tap into the deepest desires of a mom's heart and change behavior. Moms will soon be able to watch cooking demos in our new kitchen and relax in our freshly renovated classroom.

Summer Feeding Program

Seven clinics in Dallas took part in the Texas Department of Agriculture Summer Feeding program. Temporary site managers were hired and trained to manage the delivery and distribution of meals.



Get Kidz Fit Event

Families joined LA 07 and other agencies as part of the Get Kidz Fit event. The event took place in Centennial Hall at Fair Park. WIC had an information booth and manned the registration table for the event.

Loving Support Recognition for the City of Dallas WIC Program's Community Baby Café

The International Board of Lactation Consultant Examiners® (IBLCE) and International Lactation Consultant Association® (ILCA) have recognized Community Baby Café for excellence in lactation care. This is the second year that Community Baby Café has received the IBCLC Care Award in recognition for staffing professionals who hold the prestigious International Board Certified



Lactation Consultant® certification (IBCLC) and providing a lactation program for breastfeeding families. In addition, the facility demonstrated that it has recently completed activities that help protect, promote, and support breastfeeding.

Community Baby Café Staff Sandra Rodriguez, IBCLC and Gina Elsaadany, BFPC

Local Agency 48: Harris County Public Health and Environmental Service

SUBMITTED BY REGINA GUIDRY-SCHMAHL, ASSISTANT WIC DIRECTOR

Moving in the Right Direction — Relocation of Cypress Station WIC Center (Site 07)

The Cypress Station WIC clinic opened its doors in April. The move allows the northern Harris County clinic to accommodate the area's large client base. The larger space also offered the opportunity to implement a more client-centered office flow. We perform all steps of certification (intake, anthropometrics, hematocrit, and nutrition counseling) in one office. The following staff comments reflect feedback from clients:

"Having all certification processes taking place in one room allows the staff to utilize our skills to the fullest."

— LAUREN JILES, SITE SUPERVISOR

"...Clients love the new location, spaciousness, and just going to one room before benefits issuance."

— STACEY HENRY, NUTRITIONIST

"Some [clients] say this new process is quicker. They are happy they don't have to [wait] to be called over and over."

— HERMELINDA CHAVEZ, WIC CERTIFICATION SPECIALIST

"...comments from the clients are that they like not having to move from office to office during certification periods. ...They expressed it is more confidential than the other offices. ...[and] this site is more family friendly. Most like the fact that we have two restrooms with changing tables. The flow is simply the best that I have worked within my 19 years of employment."

— HANNAH SPENCER, SENIOR NUTRITION ASSISTANT



Left to right: Olga DeSantiago, Cristina Guzman, Sa'Wayla Ugwuebu, Elizabeth Stinsman, Elizabeth Perez, Brenda Howard, Gwen Sims, Regina Schmahl-Guidry, Jolene Norbert-Harrell, Lauren Jiles, Dulce Urquilla, Dr. Umair Shah, Coraliz Acevedo, Les Becker and Andrew Foland.

Local Agency 46: Brazoria County

SUBMITTED BY KRISTINA ARRIETA, MPH, IBCLC, PEER COUNSELOR COORDINATOR

The Brazoria County WIC agency is the recipient of a Loving Support Award of Excellence for exemplary efforts in supporting breastfeeding WIC mothers. This award was part of the U.S. Department of Agriculture's (USDA) National WIC Breastfeeding week.

"WIC programs work to empower mothers to breastfeed, and the work the Brazoria County local agency has done is very impressive and we hope WIC organizations throughout the region can look to them as a model on how to increase WIC participation," said Southwest Regional Administrator Bill Ludwig.

All Texas WIC agencies are eligible to apply for the honor, which considers their breastfeeding performance measures, effective peer counseling programs, and community partnerships. Brazoria County WIC Local Agency 46 is one of the four local WIC agencies in Texas that have qualified for the award since the program began. Brazoria County was the only Texas recipient this year.



Left to right: Lee Ann McDaniel, Maria Chavez, Linda Wingieir, Maria Lopez, Claudia Gernand, Rebecca Slawik, and Maricela Smith.

Local Agency 74: *Brownwood – Brown County Health Department*

SUBMITTED BY BRENDA J. PATEK, RD, LD

Local Agency 74 in Brownwood combined food and reading for its Obesity Prevention Mini Grant. The agency called it “Story Time Adventures.”



Left to right: Dawn Means, Dina Lopez, Rosa Herrera, Brenda Patek, Brandy Tunnel, and Annabel Morales.

The first book shared was *Oliver's Vegetables*. Staff read the book to families and shared foods that Oliver grew in his garden. The vegetables were also food families could purchase through WIC. Staff say participants enjoyed trying new foods.

Staff also shared the book *Growing Vegetable Soup*. Families participating planted a vegetable in a pot and were able to take it home.



Local Agency 03: *Cameron County*

SUBMITTED BY CYNTHIA CAMERON, RDN, LD

Cameron County has been working on the Obesity Prevention Mini Grant to focus on healthy snacks, portion control, and physical activity.



Participants enjoyed eating Ants On A Log (celery stick, peanut butter, and raisins.)

Our mini chefs joined together to become WIC Fitness For the Future.



During our physical activity class, participants enjoyed a small game of soccer and were able to take a soccer ball home to stay active this summer.

Local Agency 26: *City of Houston Health Department*

SUBMITTED BY ROSANA MORAES, MS, RD, LD

Eating for the Health of It! Shape — “MyPlate” with Color, Texture, and Flavor

City of Houston Health Department held “Shape up ‘MyPlate’ with Color, Texture and Flavor.” It was a master cooking class on March 1, to celebrate National Nutrition Month® 2016. More than 160 staff attended the four-hour interactive culinary event designed to:

1. Enhance staff’s cooking skills and confidence in preparing healthy and quick recipes at home or in the WIC setting.
2. Brainstorm ideas and suggestions for implementing cooking demos for WIC participants.
3. Foster team building skills.

The program started with a series of cooking demonstrations presented by Chef Carol Pock from Rice Epicurean and Chef Miles from Central Market in Houston. Staff engaged in a hands-on session, where they were assigned to prepare one meal from five recipe categories. The categories were appetizers, wraps, green salads (mixed greens or kale crunchy recipes), vegetarian protein packed salads, and fruit snacks. Staff prepared 18 recipes, presented and tasted each other’s dishes. At the end of the program, participants were asked to discuss their experience in preparing the dishes and provide feedback related to the feasibility for making the recipes in the WIC setting. They also discussed changes they would make to each recipe and how well their team worked together when preparing their assigned dishes.



Houston Health Department Open House (4/9/16)

As a result of increased staff confidence in conducting food demos and having cooking kits left over from the master culinary workshop, cooking demos were offered in six of the WIC sites in April 2016.



As of February 2016, LA 26 has reached its highest breastfeeding rate of 86.2% born-to-WIC infants ever breastfed. In October 2015 a new texting program called “Peer Talk” was implemented. This program played a great role increasing breastfeeding rates for LA 26.

2016 Local Agency Retirees



Carol Ann Harris — Local Agency 48

Carol Ann Harris, Senior Field Supervisor, retired from Harris County Public Health's WIC program in October. She started with LA 48 in May of 1996, and during her 20 years of service she has seen the LA participation grow from 20,000 to 60,000. Carol served on several groups during her tenure and worked hard to establish an internal partnership with the Harris County Public Health Refugee Program to encourage referrals to the Antoine WIC Center.

Rosalinda Ramirez —
Local Agency 03



Rosalinda Ramirez, CSA, retired on January 29, 2016. The Cameron County Department of Health and Human Services presented Ramirez with a Certificate of Retirement for her 22 years of dedicated and faithful service to the department.

Cathy Rivera— Local Agency 03



Cathy Rivera, CA/Clinic Supervisor, retired on January 29, 2016. Rivera was recognized in Commissioners' Court and by the Cameron County Department of Health and Human Service for her 25 years of dedicated and faithful service to the department.

Sandra Bickley —
Local Agency 03



Sandra Bickley, CA/Clinic Supervisor, retired on February 29, 2016. The Cameron County Department of Health and Human Services recognized her for 21 years of dedicated and faithful service to the department.

Cabriela Garcia —
Local Agency 03



Gabriela Garcia, CSA, retired on February 24, 2016. The Cameron County Department of Health and Human Services recognized her for 24 years of dedicated and faithful service to the department.

Deborah Perry —
Local Agency 37



In her 34 years of service Deborah Perry touched many lives, and certified generations of families. Some of the agency's current WIC employees were also serviced by her as WIC clients and learned a lot from her. Perry is well known in the community and respected by all. She was dedicated to her job.



Catherine Espiricueta
— Local Agency 07

Community Service Worker Catherine Espiricueta retired in March 2016 after 25 years of

work and service to the WIC program. Catherine was a wonderful nutrition education teacher.



Sonia Day Haynes —
Local Agency 07

Community Service Worker Sonia Day Haynes (pictured center) retired in March 2016

after nearly 25 years of service to the WIC program. At one time or another, Sonia worked in every one of the 19 Local Agency 07 WIC clinics.



Linda Fillinger — Local Agency 64

Linda started the Medina county WIC program and served as the director for 29 years. She started with one site in Hondo, Texas and expanded to seven sites during her years of service. She was also very involved with the TALWD board.



Marcia Gail Reed — Local Agency 48

Marcia Gail Reed, a 15-year employee of Harris County Public Health, served as an Administrative Technician to more than 150 internal staff and 64,000 WIC participants. Reed continually sought

quality improvement throughout the years, enhancing daily operations and producing an efficient work place.

by Eaton Wright, B.S., NUT
Nutrition Expert

Hello everybody! Eaton here to wrap-up the year in fine fashion. As I look back at the year, I am reminded of a professional development training that I attended between March-June 2016 on The Importance of Citizenship. Not the... *Oh say can you see, by the dawn's early light* kind of citizenship. The citizenship that I'm thinking of is organizational citizenship.

Organizational citizenship is loosely defined as any work behavior that is discretionary (you're not required to do it), not obviously recognized by the formal reward system (you don't get \$\$\$ for doing it), and that promotes the effective functioning of the work place (it makes your boss ☺).

Okay, everybody, let's finish up the year on a strong note with a little quiz on citizenship.

Quiz:

1. Which of the following is not a benefit of citizenship:
 - a. Increased job performance
 - b. Increased turnover and absenteeism
 - c. Increased job satisfaction
 - d. Increased commitment to the organization
2. True or False – There is no downside to being a good citizen in the workplace.
3. An organization's leadership can foster citizenship by doing which of the following:
 - a. Setting a good example
 - b. Establishing trust
 - c. Empowering employees to make a difference in the work place
 - d. Showing appreciation
 - e. All of the above
4. True or False – citizenship is a necessary part of any high functioning work place.

Answers:

1. The answer is B. Turnover and absenteeism is lower in offices where staff routinely engage in citizenship. Job satisfaction is highest in offices where staff routinely bring turnovers, especially cherry, apple, and peach turnovers.
2. The answer is False. While there are many benefits of citizenship, there may be a few drawbacks, such as employee burn out, volunteering becomes volun“tolding,” informal activities may become part of the formal performance evaluation, and decreased time spent on formal tasks.
3. The answer is E. When it comes to citizenship, a leader who goes above-and-beyond, in the eyes of staff is invaluable. They set the tone, making exceptional... ordinary.
4. The answer is True. While my colleague, David Raymond, might argue that coffee is the lubrication that greases the wheel of the work place, he might also contend that organizational citizenship is the glue that holds the work place together. One thing is certain, he would not approve of mixing metaphors. Sorry, David.

Reference

Organ, D.W. (1988). Organizational citizenship behavior: The good soldier syndrome. Issues in organization and management series. Lexington Books.



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Publication No. 06-10664

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