



## Memorandum

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#09-143

**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:** October 9, 2009

**SUBJECT:** *November 2009 Interactive Distance Learning Class Schedule and Nutrition Education/Clinic Services Qwest Training Schedule*

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Attached please find the *November 2009 Interactive Distance Learning Network (IDL) Class Schedule and Nutrition Education/Clinic Services Qwest Training Schedule*. You may log on to [www.dshs.state.tx.us/wichd/tng](http://www.dshs.state.tx.us/wichd/tng) to view all IDL class descriptions. The following classes have been revised and are available via IDL.

- *Formula Approval 201: New and Revised*
- *Updated Drop Ship Procedures* – all agencies that drop ship at all are encouraged to attend this class to make sure they receive the latest training.

The following classes are available in November via the *Qwest WEB Conferencing System*:

- *The New PFA Codes*
- *The PFA Data Entry Process*
- *Guidelines for Conducting Your Post NFR study*
- *Meeting with Staff on the PFA Results*
- *An Interpretation of the PFA Graphs*
- *Hot Topics in Nutrition: Counseling for Overweight Children*

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 November 2009 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](mailto:yolanda.bazdresch@dshs.state.tx.us).

Attachments

November 2009 IDL Class Schedule

Time	Monday 11/2	Tuesday 11/3	Wednesday 11/4	Thursday 11/5	Friday 11/6
8:30 – 9:30		General IDL Made Simple	General IDL Made Simple	General IDL Made Simple	
9:30 – 10:30	General Orientation to WIC Pat Ogle	New Food Package WIC Approved Foods Elizabeth Bruns	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/Civil Rights Civil Rights Complaints Pat Ogle	New Food Packages Formula and Food Policies for the New Food Rules Elizabeth Bruns	Nutrition How Children Develop Food Preferences Erica Harris		Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00	Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads Carlos Galvan	VENA Tools for Building Rapport and Personalizing a Counseling Session Lauren Christian		Critical Referrals to Outside Agencies Texas Health Steps, ECI, Head Start Carlos Galvan	
2:30 – 3:30	Breastfeeding Benefits of Breastfeeding - Why Should We Teach Mothers to Breastfeed? Kristina Arrieta	VENA VENA Counseling Scenarios Erica Harris		Breastfeeding Spice it Up! Hot Tips for Peer Counselors Jewell Stremler	
4:00 – 5:00					

November 2009 IDL Class Schedule

Time	Monday 11/9	Tuesday 11/10	Wednesday 11/11	Thursday 11/12	Friday 11/13
8:30 – 9:30				General IDL Made Simple	
9:30 – 10:30	Supervisory Skills Effective Team Building Pat Ogle	9:00 Certification Advanced Income Screening Megan Downing (90. mins)		Certification Overview of GA:01.0, Confidentiality of Applicant/Participant Information Megan Downing	Customer Service/Civil Rights  Know Your WIC Civil Rights Rules  Pat Ogle
11:00 12:00	Supervisory Skills Role of the Supervisor Carlos Galvan	EBT EBT Client Disputes Megan Downing		General Updated Drop Ship Procedures Sandra Brown	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 - 1:00					
1:00 – 2:00	1:30 Spanish Spanish I — Basic Alphabet, Numbers, WIC "Phrases" and Basic Communication Carlos Galvan	VENA Reflective Listening Carlos Galvan			
2:30 – 3:30	Breastfeeding Medication and Lactation Marguerite Kelly	VENA Goal Setting: Setting Clients Up for Success Erica Harris			
4:00 – 5:00					

November 2009 IDL Class Schedule

Time	Monday 11/16	Tuesday 11/17	Wednesday 11/18	Thursday 11/19	Friday 11/20	
8:30 – 9:30		General IDL Made Simple		General IDL Made Simple		
9:30 – 10:30	Customer Service Personalizing Customer Service Pat Ogle	Certification Identifying Participants at Risk for Anemia Elizabeth Bruns		9:00 Certification Weighing and Measuring Techniques Tiffany Brown	Certification More About Risk Codes Tiffany Brown	Customer Service/Civil Rights Breaking the Language Barrier Pat Ogle
11:00 – 12:00	Spanish Spanish II — Interaction in the Lab with Non-English Speaking Clients Carlos Galvan	Certification Formula Policies: Contract and Non-Contract Elizabeth Bruns				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 Breastfeeding	Certification Formula Approval 101: New and Revised Formula Team	1:30 General IDL Made Simple	VENA Tips for Completing the VENA Family Documentation Tool Lauren Christian		
2:30 – 3:30	Nipple Shields and Supplemental Nursing Systems Kristina Arrieta	New Food Package Assigning New Food Packages for Participants with Special Health Care Needs Clinic Services Staff		Certification Formula Approval 201: New and Revised Formula Team		
4:00 – 5:00						

November 2009 IDL Class Schedule

Time	Monday 11/23	Tuesday 11/24	Wednesday 11/25	Thursday 11/26	Fri 11/27
8:30 – 9:30					
9:30 – 10:30	Customer Service/Civil Rights Breaking the Language Barrier Pat Ogle	New Food Package Food Packages with the New Food Rules Elizabeth Bruns			
11:00 – 12:00	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle	Certification The 400s Risk Codes Anita Ramos			
12:00 – 1:00	12:15 Nutrition WIC Wellness Break UT Instructor				
1:00 – 2:00	Nutrition The Physical Activity and Obesity Connection Carlos Galvan	VENA Assessing VENA Anita Ramos Erica Harris			
2:30 – 3:30	Breastfeeding Nursing the Older Baby and Weaning Marguerite Kelly	Breastfeeding Skin to Skin Hellen Sullivan			
4:00 – 5:00					

November 2009 IDL Class Schedule

Time	Monday 11/30	Tuesday	Wednesday	Thursday	Friday
8:30 – 9:30					
9:30 – 10:30	<b>Customer Service/Civil Rights</b> <b>Civil Rights Complaints</b> <b>Pat Ogle</b>				
11:00 – 12:00	<b>VENA</b> <b>What is VENA?</b> <b>Tiffany Brown</b>				
12:00 – 1:00					
1:00 – 2:00	<b>Breastfeeding</b> <b>Common Breast Complications Associated with Breastfeeding</b> <b>Kristina Arrieta</b>				
2:30 – 3:30	<b>Breastfeeding</b> <b>Is Mom Producing Enough Milk?</b> <b>Kristina Arrieta</b>				
4:00 – 5:00					

**Nutrition Education & Clinic Services  
November 2009  
QWEST Training Schedule**

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

<b>Class Title and Description</b>	<b>Date</b>	<b>Time</b>	<b>Qwest room number (include **)</b>	<b>Qwest phone number</b>	<b>Instructor</b>
<b>The New PFA Codes -</b> PFA users will learn about the new EBT codes & will be provided instructions for updating their PFA computers with these new codes.	Wednesday 11/4/2009	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
<b>The PFA Data Entry Process</b> PFA users learn how to enter the PFA data into the PFA program. Time-saving steps are included.	Thursday 11/5/2009	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
<b>Hot Topics in Nutrition: Counseling for Overweight Children</b> - Join us to enhance your counseling skills on working with overweight children. RD's eligible for 1 CEU	Tuesday 11/10/2009	12:00 - 1:00	*3357839*	(866) 921-2203	Amy Cup, RD, LD
<b>Guidelines for Conducting Your Post NFR study</b> 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.	Thursday 11/12/2009	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
<b>Meeting with Staff on the PFA Results</b> The class provides the PFA study coordinators with suggestions for meeting with staff on the PFA results.	Friday 11/13/2009	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
<b>Guidelines for Conducting Your Post NFR study</b> 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.	Tuesday 11/17/2009	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
<b>An Interpretation of the PFA Graphs</b> PFA users learn how to the read both staff and client graphs and what each symbol represents.	Wednesday 11/18/2009	12:00 - 1:00	*7136902*	(877) 768-0032	Anna Garcia
<b>Hot Topics in Nutrition: Counseling for Overweight Children</b> - Join us to enhance your counseling skills on working with overweight children. RD's eligible for 1 CEU	Thursday 11/19/2009	12:00 - 1:00	*3357839*	(866) 921-2203	Amy Cup, RD, LD