



## Memorandum

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#09-171

**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 23, 2009

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

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Attached please find the *February 2010 Interactive Distance Learning Schedule* and the *Nutrition Education/Clinic Services February 2010 Qwest Training Schedule*. To view all IDL class descriptions log on to [www.dshs.state.tx.us/wichd/tng/idl-cal-dates.shtm](http://www.dshs.state.tx.us/wichd/tng/idl-cal-dates.shtm).

The following class is available in February via the *Qwest WEB Conferencing System: High Risk RD Sharing Session*. Please refer to the attached schedule for the class description.

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 *Nutrition Education/Clinic Services February 2010 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.

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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, Nutrition Education/Clinic Services Unit, at (512) 341-4443 or [yolanda.bazdresch@dshs.state.tx.us](mailto:yolanda.bazdresch@dshs.state.tx.us).

Attachments

February 2010 Interactive Distance Learning Schedule

Time	Monday 2/1	Tuesday 2/2	Wednesday 2/3	Thursday 2/4	Friday 2/5
8:30 – 9:30		IDL Made Simple	IDL Made Simple		
9:30 – 10:30	General Orientation to WIC Pat Ogle	Breastfeeding Anatomy and Physiology of the Breastfeeding Process Hellen Sullivan	Breastfeeding Benefits of Breastfeeding – Why Should we Teach Mothers to Breastfeed? Hellen Sullivan		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	Breastfeeding Skin to Skin Hellen Sullivan	VENA Reflective Listening Carlos Galvan	Spanish Spanish II – Interaction in the Lab with Non-English Speaking Clients Carlos Galvan	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00	Breastfeeding Peer Counselor Program Management – Recruiting Peer Counselors Jewell Stremler		VENA Tools for Building Rapport and Personalizing a Counseling Session Lauren Christian	VENA Tips for Completing the VENA Family Documentation Tool Lauren Christian	
2:30 – 3:30	Spanish Spanish I – Basic Alphabet, Numbers, WIC "Phrases" and Basic Communication Carlos Galvan	Breastfeeding I Have Too Much Milk! Kristina Arrieta	Customer Service Personalizing Customer Service Pat Ogle		
4:00 – 5:00					

February 2010 Interactive Distance Learning Schedule

<b>Time</b>	<b>Monday 2/8</b>	<b>Tuesday 2/9</b>	<b>Wednesday 2/10</b>	<b>Thursday 2/11</b>	<b>Friday 2/12</b>
<b>8:30 – 9:30</b>		<b>IDL Made Simple</b>	<b>IDL Made Simple</b>	<b>IDL Made Simple</b>	
<b>9:30 10:30</b>	<b>Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads Carlos Galvan</b>	<b>New Food Packages WIC Approved Foods Elizabeth Bruns</b>	<b>Certification Health History / Nutrition Assessment Tiffany Brown</b>	<b>Certification  Screening for Eligibility  Megan Downing</b>	
<b>11:00 12:00</b>	<b>Critical Referrals Texas Health Steps, ECI and Head Start Carlos Galvan</b>	<b>New Food Package Food Packages with the New Food Rules Elizabeth Bruns</b>	<b>General How to handle Income and Issuance when there is a change in custody Mega Downing</b>		
<b>12:00 – 1:00</b>					
<b>1:00 – 2:00</b>	<b>Breastfeeding Nursing More Than One Marguerite Kelly</b>	<b>Breastfeeding Latch-on and Positioning, Using Asymmetrical Latch Hellen Sullivan</b>	<b>Nutrition - The Physical Activity and Obesity Connection Carlos Galvan</b>		
<b>2:30 – 3:30</b>	<b>Breastfeeding Sleepy Baby Marguerite Kelley</b>	<b>Breastfeeding Is Mom Producing Enough Milk? Kristina Arrieta</b>	<b>Customer Service/Civil Rights Civil Rights Complaints Pat Ogle</b>		
<b>4:00 – 5:00</b>					

February 2010 Interactive Distance Learning Schedule

Time	Monday 2/15	Tuesday 2/16	Wednesday 2/17	Thursday 2/18	Friday 2/19	
8:30 – 9:30		General IDL Made Simple	9:00	General IDL Made Simple		
9:30 – 10:30		General Formula Approval 101 Clinic Services Staff	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		New Food Packages Assigning Food Packages to Participants with Special Health Care Needs Clinic Services Staff		Certification Formula Policy: 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			Breastfeeding Nipple Shields and Supplemental Nursing Systems Kristina Arrieta	1:30 IDL Made Simple	VENA Goal Setting: Setting Clients Up for Success Erica Harris	
2:30 – 3:30				Breastfeeding Myth or Fact? Marguerite Kelly		
4:00 – 5:00						

February 2010 Interactive Distance Learning Schedule

Time	Monday 2/22	Tuesday 2/23	Wednesday 2/24	Thursday 2/25	Friday 2/26
8:30 – 9:30			<b>8:30</b> Certification	General IDL Made Simple	
9:30 – 10:30	Supervisory Skills Role of the Supervisor Carlos Galvan	<b>9:00</b> Certification Advanced Income Screening Megan Downing (90. mins)	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 DSHS Child Abuse Reporting Rachel Edwards	EBT EBT Client Disputes Megan Downing	Certification The 400s Risk Codes Anita Ramos	Breastfeeding Spice it Up! Hot Tips for Breastfeeding Coordinators Jewell Stremler	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00	<b>12:15</b> WIC Wellness Works Break UT Instructors				
1:00 – 2:00	Breastfeeding Medication and Lactation Hellen Sullivan	Breastfeeding Common Breast Complications Associated with Breastfeeding Kristina Arrieta	General Updated Drop Ship Procedures Sandra Brown	Certification Assessing VENA Anita Ramos Erica Harris	
2:30 – 3:30	Spanish Survival Spanish – Breastfeeding Carlos Galvan	VENA VENA Counseling Scenarios Erica Harris	Supervisory Skills Effective Team Building Pat Ogle		
4:00 – 5:00					

**Nutrition Education & Clinic Services  
February 2010  
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>
<p><b>High Risk RD Sharing session</b> For this webconference sharing session, in addition to sharing some of the recent counseling trends, we'll ask you to collaborate and share ideas and topics that you'd like to discuss at the 2010 NEBF conference High risk breakout session. Also accepting volunteers who may be experts in an area and wish to lead table discussions. Some topics already being considered: time constraints, apathetic participants, scheduling follow-up appointments, forms.</p>	<b>2/9/10</b>	<b>12:00-1:00</b>	<b>*3357839*</b>	<b>(866) 921-2203</b>	<b>Lauren Christian, RD Lisa Rankine, RD</b>
<p><b>High Risk RD sharing session</b> For this webconference sharing session, in addition to sharing some of the recent counseling trends, we'll ask you to collaborate and share ideas and topics that you'd like to discuss at the 2010 NEBF conference High risk breakout session. Also accepting volunteers who may be experts in an area and wish to lead table discussions. Some topics already being considered: time constraints, apathetic participants, scheduling follow-up appointments, forms.</p>	<b>2/11/10</b>	<b>12:00-1:00</b>	<b>*3357839*</b>	<b>866 921-2203</b>	<b>Lauren Christian, RD Lisa Rankine, RD</b>