



Memorandum

#11-112

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: August 26, 2011

SUBJECT: September 2011 Interactive Distance Learning Class Schedule and NECS
Qwest Training Schedule

To view the September 2011 Interactive Distance Learning (IDL) Class Schedule and the Nutrition Education/Clinic Services (NECS) Qwest Training schedule, scroll down to the bottom of this document. You may also log on to www.dshs.state.tx.us/wichd/tng to view the IDL schedule and all class descriptions.

For a complete list of classes available through the *Qwest WEB Conferencing System*, please refer to the schedule below. 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 log-in:

NOTE: The Qwest WEB Conferencing System can be used at any facility where you have a phone and a PC with internet connectivity.

First, log in on the phone –

1. Call the toll-free telephone number listed with the class you want to attend.
2. Enter the meeting number, including the asterisks before and after, listed with the class you want to attend.
3. You will be put in the “waiting room” until the session starts.

Then log in via your computer and your WEB Browser –

1. The log-in starts from the web page: <http://qwest.conferencing.com/>.
2. Click on “Participant/Presenter.” This will check your browser settings and then the meeting log-in screen will appear.
3. Enter the meeting room number listed with the class you want to attend.
4. Enter your display “name or names.” Choose “Already Connected.”

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Click on “Join Meeting;” you will be taken into the meeting session –

1. Dial the number shown at the bottom of your screen into your telephone to synchronize your *phone* and *web* connections.

Plan on joining the meeting at least 15 minutes early in order to deal with any technical difficulties you may encounter. If you experience technical difficulties during the training, please press *10* on your telephone keypad for 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

Interactive Distance Learning

September 2011 Class Schedule

Tech Support 512-341-4443

	Monday	Tuesday	Wednesday	Thursday	Friday
				September 1	September 2
8:30					
9:30				Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 01 – Issuance, Inventory and Retrieval of Breast Pumps Marguerite Kelly	
11:00				Certification HANDLING INCOME AND ISSUANCE WHEN THERE IS A CHANGE IN CUSTODY Megan Downing	
12:00					
1:00				1:30 General DSHS CHILD ABUSE REPORTING POLICY Rachel Edwards	
2:30					
4:00					

** Also available in Qwest. See Qwest class schedule for specific date/time.

Interactive Distance Learning

September 2011 Class Schedule

Tech Support 512-341-4443

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 5	September 6	September 7	September 8	September 9
8:30		General IDL Made Simple		General IDL Made Simple	
9:30		Breastfeeding THE TEXAS TEN STEP PROGRAM Veronica Hendrix	9:00 Certification HEALTH HISTORY / NUTRITION ASSESSMENT Tiffany Brown	Certification SCREENING FOR ELIGIBILITY Megan Downing	
11:00		VENA VENA: Navigating with OARS ** Frances Diep / Erin Thornberry	Certification WIC INCOME QUESTIONAIRE WIC-35-3 Megan Downing	11:15 Certification OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION Megan Downing	
12:00					
1:00		Certification Formula Approval 201 Sandra Brown	1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff	Certification THE 400s RISK CODES Anita Ramos	
2:30					

** Also available in Qwest. See Qwest class schedule for specific date/time.

Interactive Distance Learning

September 2011 Class Schedule

Tech Support 512-341-4443

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 12	September 13	September 14	September 15	September 16
8:30		IDL Made Simple		IDL Made Simple	
9:30	Certification Formula Approval 301 Sandra Brown	Certification WIC APPROVED FOODS Elizabeth Bruns	9:00 Certification WEIGHING AND MEASURING TECHNIQUES Tiffany Brown	Breastfeeding BRIDGING THE GAP: Using Marketing Principles to Promote Breastfeeding to Healthcare Professionals Veronica Hendrix	
11:00	Nutrition CCNE Lesson Development ** Meghan Coffey	Certification FOOD PACKAGES Elizabeth Bruns	(continued) WEIGHING AND MEASURING TECHNIQUES	VENA VENA COUNSELING SCENARIOS ** Angela Gil	
12:00			Breastfeeding IBCLC Study Group Kristie Arrieta		
1:00		Breastfeeding COMMON BREAST COMPLICATIONS ASSOCIATED WITH BREASTFEEDING Kristina Arrieta	1:30 Breastfeeding SKIN TO SKIN Hellen Sullivan	VENA Tips for Completing the VENA Family Documentation Tool Anita Ramos	
2:30		Breastfeeding DOES JUST ONE BOTTLE REALLY MATTER? Janet Jones			
4:00					

** Also available in Qwest. See Qwest class schedule for specific date/time.

Interactive Distance Learning

September 2011 Class Schedule

Tech Support 512-341-4443

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 19	September 20	September 21	September 22	September 23
8:30		General IDL Made Simple		General IDL Made Simple	
9:30		Certification ADVANCED INCOME SCREENING Megan Downing	Breastfeeding PEER COUNSELORS' SCOPE OF PRACTICE Kristina Arrieta	VENA GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS ** Frances Diep	
11:00		VENA VENA NETWORKING: Tools of the Trade ** Frances Diep		EBT EBT Client Disputes Megan Downing	
12:00			General "LUNCH WITH LINDA" STATE AGENCY UPDATED Linda Brumble & Benny Jasso		
1:00		1:30 Breastfeeding BENEFITS OF BREASTFEEDING – Why Should we Teach Mothers to Breastfeed? Janet Jones		1:30 Class Management A FRESH SPIN ON TEACHING GROUP CLASSES ** Hildreth England	
2:30					
4:00					

** Also available in Qwest. See Qwest class schedule for specific date/time.

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 26	September 27	September 28	September 29	September 30
8:30		GENERAL IDL Made Simple			
9:30		Breastfeeding MEDICATION AND LACTATION Hellen Sullivan	Certification MORE ABOUT RISK CODES Tiffany Brown	Nutrition HOW CHILDREN DEVELOP FOOD PREFERENCES ** Kaylene Thompson	
11:00		Breastfeeding IS MOM PRODUCING ENOUGH MILK? Marguerite Kelly	(continued) MORE ABOUT RISK CODES	VENA TOOLS FOR BUILDING RAPPORT AND PERSONALIZING A COUNSELING SESSION ** Debbie Lehman / Angela Gil	
12:00					
1:00		1:30 Certification FORMULA POLICY: CONTRACT AND NON-CONTRACT Elizabeth Bruns	1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff	1:30 Nutrition EMOTION-BASED MESSAGING** Hildreth England	
2:30		(continued) Formula Policy			
4:00					

** Also available in Qwest. See Qwest class schedule for specific date/time.

Nutrition Education & Clinic Services Qwest Training Schedule September 2011 - Technical Assistance 1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
Admin Function Automation Training; required for new WIC directors	Thursday Sept. 1	9:00	*2208368*	(866) 633-3380
Contract and Non-Contract Formula Policy Instructor: Elizabeth Bruns, RD., LD <i>Elizabeth.Bruns@dshs.state.tx.us</i>		11:30	*4776786*	(877) 768-0032
Dual Participation Automation Training; required for new WIC directors		10:30	*2208368*	(866) 633-3380
Inventory Reports Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
HotCard Reports Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
End of Day Processing Automation Training; required for new WIC directors.	Tuesday Sept. 6	9:00	*2208368*	(866) 633-3380
RD-1000 Clinic Backup Training Automation Training; required for new WIC directors		10:30	*2208368*	(866) 633-3380
WIC Systems Hardware Training Automation Training		1:30	*2208368*	(866) 633-3380
Clinic Tape/CD-RW/DVD Clinic Backup Training Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
Void Benefits Automation Training	Thursday Sept. 8	9:00	*2208368*	(866) 633-3380
F5 Refuse Benefits Automation Training		10:30	*2208368*	(866) 633-3380
“A Storm Is Coming:” How to Protect WIC Systems – Automation Training		1:30	*2208368*	(866) 633-3380
Formula Exchange Automation Training		3:00	*2208368*	(866) 633-3380
Inventory Reports Automation Training; required for new WIC directors.	Tuesday Sept. 13	9:00	*2208368*	(866) 633-3380

Nutrition Education & Clinic Services Qwest Training Schedule September 2011 - Technical Assistance 1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
VENA Goal Setting: Setting Clients Up for Success Required: view DVD segment prior to attendance. <i>The Real WIC World: Applying VENA in the Clinic, Module 4: Helping Clients Set Goals</i> For more information about the DVD, refer to All-Project Memo 11-016. Instructor: Frances Diep, RD, LD <u>Frances.Diep@dshs.state.tx.us</u>		9:30	*1796544*	(866) 921-2204
HotCard Reports Automation Training; required for new WIC directors.	Tuesday Sept. 13	10:30	*2208368*	(866) 633-3380
VENA Counseling Scenarios .Instructor: Angela Gil, RD, LD <u>Angela.Gil@dshs.state.tx.us</u>		11:00	*3357839*	(866) 921-2203
Admin Function Automation Training; required for new WIC directors		1:30	*2208368*	(866) 633-3380
Dual Participation Automation Training; required for new WIC directors		3:00	*5141936*	(866) 539-1119
FoxFire Level I Automation Training	Thursday Sept. 15	9:00	*2208368*	(866) 633-3380
How Children Develop Food Preferences .Instructor: Kaylene Thompson, R.D. <u>Kaylene.Thompson@dshs.state.tx.us</u>		9:30	*5141936*	(866) 539-1119
WIC Approved Foods Clinic Services Training .Instructor: Elizabeth Bruns, RD, LD <u>Elizabeth.Bruns@dshs.state.tx.us</u>		11:30	*4776786*	(877) 768-0032
WIC Systems Hardware Training Automation Training		10:30	*2208368*	(866) 633-3380
Information Systems Security Awareness Automation Training		1:30	*2208368*	(866) 633-3380
Food Packages Clinic Services Training .Instructor: Elizabeth Bruns, R.D., L.D. <u>Elizabeth.Bruns@dshs.state.tx.us</u>		2:30	*4776786*	(877) 768-0032
CCNE Lesson Development .Instructor: Meghan Coffey <u>Meghan.Coffey@dshs.state.tx.us</u>	Monday Sept 19	11:00	*6550118*	(866) 921-2204
“A Storm Is Coming:” How to Protect WIC Systems – Automation Training	Tuesday Sept. 20	9:00	*2208368*	(866) 633-3380

Nutrition Education & Clinic Services Qwest Training Schedule September 2011 - Technical Assistance 1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
Formula Exchange Automation Training		10:30	*2208368*	(866) 633-3380
A Fresh Spin on Teaching Group Classes Instructor: Hildreth England, RD, LD Hildreth.England@dshs.state.tx.us		12:30	*1133224*	(877) 326-0664
F5 Refuse Benefits Automation Training		1:30	*2208368*	(866) 633-3380
Void Benefits Automation Training		3:00	*2208368*	(866) 633-3380
VENA Networking: Tools of the Trade NE-VENA Training Instructor: Frances Diep, RD, LD Frances.Diep@dshs.state.tx.us	Wed. Sept. 21	9:30	*1796544*	(866) 921-2204
Information Systems Security Awareness Automation Training	Thursday Sept. 22	9:00	*2208368*	(866) 633-3380
VENA: Navigating with OARS NE-VENA Training Required: View DVD segment prior to attendance. <i>The Real WIC World: Applying VENA in the Clinic, Module 3: Identifying and Exploring Concerns</i> For more information about the DVD, refer to All-Project Memo 11-016. Instructors: Frances Diep, RD, LD & Erin Thornberry Frances.Diep@dshs.state.tx.us Erin.Thornberry@dshs.state.tx.us	Thursday Sept. 22	9:30	*1796544*	(866) 921-2204
Tools for Building Rapport and Personalizing a Counseling Session NE-VENA Training Instructor: Debbie Lehman, PhD, RD, LD,		11:30	*5915227*	(877) 326-0664
RD-1000 Clinic Backup Training Automation Training; required for new WIC directors		1:30	*2208368*	(866) 633-3380
End of Day Processing Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
Identifying Participants at Risk for Iron-Deficiency Anemia Review of WIC policies and procedures related to performing and assessing hemoglobin and hematocrits. Instructor: Elizabeth Bruns, RD., LD Elizabeth.Bruns@dshs.state.tx.us	Monday Sept. 26	11:30	*4776786*	(877) 768-0032

Nutrition Education & Clinic Services Qwest Training Schedule September 2011 - Technical Assistance 1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
Admin Function Automation Training; required for new WIC directors	Tuesday Sept. 27	9:00	*2208368*	(866)633-3380
Dual Participation Automation Training; required for new WIC directors		10:30	*2208368*	(866)633-3380
CCNE Quarterly Sharing Session Instructor: Frances Diep, RD, LD Frances.Diep@dshs.state.tx.us		11:00	*1796544*	(866) 921-2204
Drop Ship Procedures for Ordering Formula Instructor: Sandra Brown, MS, RD Sandra.Brown@dshs.state.tx.us		12:30	*6074522*	(877) 768-0032
Emotion-Based Messaging Instructor: Hildreth England, RD, LD Hildreth.England@dshs.state.tx.us		12:30	*6074522*	(877) 326-0664
Inventory Reports Automation Training; required for new WIC directors.		1:30	*2208368*	(866)633-3380
HotCard Reports Automation Training; required for new WIC directors.		3:00	*2208368*	(866)633-3380
Formula Exchange Automation Training.	Thursday Sept. 29	9:00	*2208368*	(866) 633-3380
Void Benefits Automation Training		10:30	*2208368*	(866) 633-3380
CCNE Quarterly Sharing Session Instructor: Frances Diep, RD, LD. Frances.Diep@dshs.state.tx.us		11:00	*1796544*	(866) 921-2204
“A Storm Is Coming:” How to Protect WIC Systems – Automation Training		1:30	*2208368*	(866) 633-3380
F5 Refuse Benefits Automation Training		3:00	*2208368*	(866) 633-3380