



Memorandum

#12-018

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: March 21, 2012

SUBJECT: Quality Assurance (QA) Trainings

The Quality Management Branch will provide a series of training sessions regarding the WIC QA process. To help Local Agencies (LAs) with their QA process, objectives such as how to conduct a self-audit and what is required in a corrective action plan will be included. The Powerpoint presentations will be available to all of the local agencies during the CenturyLink training.

The first QA training class is scheduled for **Wednesday, May 2, 2012** from 10:00 to 11:30 a.m. Future trainings, listed below, will be included in the *Nutrition Education & Clinic Services Online Staff Training Schedule*.

- QA 101: QA Foundation and How to Conduct a Self-Audit Using the Core Tool*
- QA 201: How to Conduct a Self-Audit Using the Clinical Tool*
- QA 202: How to Conduct a Record Review*
- QA 301: Getting Ready for a Fiscal Review*
- QA 302: Financial Management QA Monitoring I*
- QA 303: Financial Management QA Monitoring II*
- QA 304: How to Conduct a Food Delivery Self-Audit*
- QA 401: What Is Needed in a Corrective Action Plan (CAP)?*

If you are interested in participating in the training sessions, you will need to follow the instructions provided below.

Instructions for Login

NOTE: The CenturyLink Web-Conferencing System can be used at any facility with a phone and a PC with internet connectivity.

If you are a first-time user of the online web-conferencing system –

- Perform a web browser test at:
<https://stateoftx-dshs.qwestccc.com/utilities/fullbrowsertest.aspx>
- Click on the following link to install the latest version of Adobe Flash Player (free):
<http://www.adobe.com/software/flash/about/>

Once you have verified that your browser works and the Flash Player is up to date, follow the login instructions below.

First, log in on the phone:

1. Call 1-877-820-7831.
2. Enter the participant passcode 402483#, including the pound sign (#) at the end.

Next, log in via your computer:

3. Enter the following web page address into your internet browser (Internet Explorer, Firefox, Safari, etc.) –
<http://stateoftx-dshs.centurylinkccc.com/CenturylinkWeb/QAFoundationSelfAuditCoreTool>
4. Click the “Guest” tab; enter your name and email address.
5. Click “Join Meeting” and “I’m Already Dialed In.”

Plan on joining the training at least 15 minutes early in order to deal with any technical difficulties you may encounter. If you have issues logging in, contact Customer Support at 1-800-485-0844. During the training, please use the following prompts on your telephone.

- Press *1 to hear a help menu.
- Press *6 to mute or “un-mute” line.
- Press *4 to increase meeting volume.
- Press *7 to decrease meeting volume.
- Press *5 to increase your voice volume.
- Press *8 to decrease your voice volume.

If you have any questions or require additional information, please contact Gloria Staats, QI Nutrition Consultant, Quality Management Branch, at (512) 776-2176 or 1-888-963-7111, extension 2176, or gloria.staats@dshs.state.tx.us.