



Memorandum

#10-103

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: August 6, 2010

SUBJECT: September 2010 Interactive Distance Learning Class Schedule and Nutrition Education/Clinic Services Qwest Training Schedule

To view the *September 2010 Interactive Distance Learning Class Schedule and Nutrition Education/Clinic Services Qwest Training Schedule* and all IDL class descriptions, please log on to www.dshs.state.tx.us/wichd/tng. The following new classes will be presented on IDL in September: ***“Updated Risk Codes and Forms”***: This training will explain all risk code changes that will be implemented October 1, 2010. Revisions to *Participant forms* and *Health History forms* will also be reviewed. **NOTE:** This class will be presented four times during September, and will ***not be available through the Qwest WEB Conferencing System*** because training on the content of the forms is more effective via the IDL system.

“Texas Health Steps Overview” Texas Health Steps provides early and periodic screening, diagnosis, and treatment for medical and dental needs to children on Medicaid from birth through 20 years of age. Another goal of the Texas Health Steps program is to link clients with health care providers who provide both primary and preventive care in medical homes. It is implemented in partnerships between clients, providers, state agencies, health delivery models, and facilitated by staff at the Texas Department of State Health Services

“Mindful Eating - In Five Steps!”(WIC Wellness Works) Mindful eating is about being aware of how and why you eat, as well as what you eat. The more aware you are of your eating behavior, the more you're able to avoid mindless eating patterns that contribute to weight gain like passive eating, social eating, and emotional eating. Join us for this informative presentation and learn how to become a mindful eater (in control of your eating behavior) in five simple steps!

The following classes are available in September via the ***Qwest WEB Conferencing System***. Please refer to the schedule below for class dates, times and descriptions:

PFA: A Presentation of the “Post NFR Project” Results
An Interpretation of the PFA Graph
An Interpretation of the PFA Data – Part 1
An interpretation of the PFA Data – Part 2
Hot Topics in Nutrition

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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 September 2010 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. 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, 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.

September 2011 Class Schedule Interactive Distance Learning (IDL)

	Monday	Tuesday	Wednesday	Thursday	Friday
			September 1	September 2	September 3
8:30			General IDL MADE SIMPLE	General IDL MADE SIMPLE	
9:30			General ORIENTATION TO WIC Pat Ogle	VENA REFLECTIVE LISTENING Carlos Galvan	Cust. Service/Civil Rights WIC DISABILITY ISSUES AND CIVIL RIGHTS Pat Ogle
11:00			Breastfeeding LATCH-ON AND POSITIONING, USING ASYMETRIAL LATCH Hellen Sullivan	Spanish BASIC ALPHABET, NUMBERS, WIC PHRASES AND BASIC COMMUNICATION Carlos Galvan	Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS Pat Ogle
12:00					
1:00			Certification RISK CODE CHANGES AND FORMS Tiffany Brown	VENA COUNSELING SCENARIOS Erica Harris	
2:30			(continued) RISK CODE CHANGES AND FORMS		
4:00					

September 2011 Class Schedule Interactive Distance Learning (IDL)

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 6	September 7	September 8	September 9	September 10
8:30		GENERAL IDL Made Simple	Certification RISK CODE CHANGES AND FORMS Tiffany Brown	GENERAL IDL Made Simple	
9:30		Breastfeeding NIPPLE SHIELDS AND SUPPLEMENTAL NURSING SYSTEMS Kristina Arrieta	(continued) RISK CODE CHANGES AND FORMS	CERTIFICATION Screening for Eligibility Megan Downing	Cust. Service/Civil Rights KNOW YOUR WIC CIVIL RIGHTS RULES Pat Ogle
11:00		(continued) Nipple Shield and Supplemental Nursing Systems	Critical Referrals to Outside Agencies TEXAS HEALTH STEPS OVERVIEW Paula Hughes	(continued) Screening for Eligibility	Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS Pat Ogle
12:00			Breastfeeding IBCLC STUDY GROUP Kristina Arrieta & Lindsey Randall		
1:00		Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads Carlos Galvan	1:30 General UPDATED DROP SHIP PROCEDURES Clinic Services Staff		
2:30					
4:00					

September 2011 Class Schedule Interactive Distance Learning (IDL)

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 13	September 14	September 15	September 16	September 17
8:30		General IDL MADE SIMPLE Yolanda Baz Dresch		General IDL MADE SIMPLE Yolanda Baz Dresch	
9:30	General INFORMATION SYSTEMS SECURITY AWARENESS Pat Ogle	Certification INTRODUCTION TO FORMULA APPROVAL Clinic Services Staff	9:00 Certification WEIGHING AND MEASURING TECHNIQUES Tiffany Brown	Certification WIC APPROVED FOODS Elizabeth Bruns	Cust. Service/Civil Rights WIC DISABILITY ISSUES AND CIVIL RIGHTS Pat Ogle
11:00	Supervisory Skills ROLE OF THE SUPERVISOR Carlos Galvan	Nutrition/ WIC Wellness Works MINDFUL EATING – IN 5 EASY STEPS! UT Instructors	(continued) WEIGHING AND MEASURING TECHNIQUES	Certification FOOD PACKAGES Elizabeth Bruns	Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS Pat Ogle
12:00			General “LUNCH WITH LINDA” STATE AGENCY UPDATED Linda Brumble & Benny Jasso		
1:00	Spanish INTERACTION IN THE LAB WITH NON-ENGLISH SPEAKING CLIENTS Carlos Galvan	Nutrition THE PHYSICAL ACTIVITY AND OBESITY CONNECTION Carlos Galvan	1:30 General IDL MADE SIMPLE	Breastfeeding SLEEPY BABY Marguerite Kelly	
2:30	Breastfeeding SKIN TO SKIN Hellen Sullivan	Breastfeeding BENEFITS OF BREASTFEEDING Marguerite Kelly	Breastfeeding MEDICATION AND LACTATION Hellen Sullivan		
4:00					

September 2011 Class Schedule Interactive Distance Learning (IDL)

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 20	September 21	September 22	September 23	September 24
8:30		General IDL MADE SIMPLE	Certification RISK CODE CHANGES AND FORMS Tiffany Brown	General IDL MADE SIMPLE	
9:30	Supervisory Skills EFFECTIVE TEAM BUILDING Pat Ogle	Certification ADVANCED INCOME SCREENING Megan Downing	(continued) RISK CODE CHANGES AND FORMS	Certification IDENTIFYING PARTICIPANTS AT RISK FOR ANEMIA Elizabeth Bruns	Cust. Service/Civil Rights WIC DISABILITY ISSUES AND CIVIL RIGHTS Pat Ogle
11:00	Customer Service PERSONALIZING CUSTOMER SERVICE Pat Ogle	EBT EBT CLIENT DISPUTES Megan Downing	Certification THE 400s RISK CODES Anita Ramos	Certification OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION Megan Downing	Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS Pat Ogle
12:00			Breastfeeding IBCLC STUDY GROUP Kristina Arrieta & Lindsey Randall		
1:00	General EMOTION-BASED MESSAGING Jessica Coll	Certification FORMULA POLICY: CONTRACT AND NON- CONTRACT Elizabeth Bruns	1:30 VENA GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS Erica Harris	Breastfeeding BREASTFEEDING THE OLDER BABY AND WEANING Marguerite Kelly	
2:30					
4:00					

September 2011 Class Schedule Interactive Distance Learning (IDL)

	Monday	Tuesday	Wednesday	Thursday	Friday
	September 27	September 28	September 29	September 30	
8:30		General IDL MADE SIMPLE	General IDL MADE SIMPLE	General IDL MADE SIMPLE	
9:30	CUST SVC/CIVIL RIGHTS Civil Rights Complaints Pat Ogle	Breastfeeding IS MOM PRODUCING ENOUGH MILK? Kristina Arrieta	Breastfeeding COMMON BREAST COMPLICATION ASSOCIATED WITH BREASTFEEDING Kristina Arrieta	General DSHS CHILD ABUSE POLICY Rachel Edwards	
11:00	Spanish SURVIVAL SPANISH – BREASTFEEDING Carlos Galvan	Breastfeeding I HAVE TOO MUCH MILK! Kristina Arrieta		Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS Pat Ogle	
12:00					
1:00		VENA TIPS FOR COMPLETING THE VENA FAMILY DOCUMENTATION TOOL Anita Ramos	Certification RISK CODE CHANGES AND FORMS Tiffany Brown	VENA Assessing VENA Anita Ramos & Erica Harris	
2:30			(continued) RISK CODE CHANGES AND FORMS		
4:00					

Nutrition Education & Clinic Services Qwest Training Schedule September 2010 - Technical Assistance 1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<p>PFA: A Presentation of the "Post NFR Project" Results Attendees are provided post-New Food Rules results and learn about the impact of NFR in Texas WIC clinics <u>Instructor: Anna Garcia</u> <u>Anna.Garcia@dshs.state.tx.us</u></p>	Wednesday 9/1/2010	12:00 - 1:00	*7136902*	(877) 768-0032
<p>An Interpretation of the PFA Graph Texas WIC PFA study coordinator and PFA team learn to interpret and analyze the staff graph and the client graph <u>Instructor: Anna Garcia</u> <u>Anna.Garcia@dshs.state.tx.us</u></p>	Thursday 9/2/2010	12:00 - 1:00	*7136902*	(877) 768-0032
<p>PFA: A Presentation of the "Post NFR Project" Results Attendees are provided post-New Food Rules results and learn about the impact of NFR in Texas WIC clinics <u>Instructor: Anna Garcia</u> <u>Anna.Garcia@dshs.state.tx.us</u></p>	Thursday 9/16/2010	12:00 - 1:00	*7136902*	(877) 768-0032
<p>PFA: A Presentation of the "Post NFR Project" Results Attendees are provided post-New Food Rules results and learn about the impact of NFR in Texas WIC clinics <u>Instructor: Anna Garcia</u> <u>Anna.Garcia@dshs.state.tx.us</u></p>	Tuesday 9/28/2010	12:00 - 1:00	*7136902*	(877) 768-0032
<p>An Interpretation of the PFA Data-Part 1 This class provides the Texas WIC PFA study coordinator and PFA team instructions for interpreting and analyzing the PFA statistical data to include the WinPFA summary report and reports 1-4 <u>Instructor: Anna Garcia</u> <u>Anna.Garcia@dshs.state.tx.us</u></p>	Wednesday 9/29/2010	12:00 - 1:00	*7136902*	(877) 768-0032
<p>An Interpretation of the PFA Data-Part 2 This class provides the Texas WIC PFA study coordinator and PFA team instructions for interpreting and analyzing the PFA statistical data to include the WinPFA reports 5, 8, 9, & 10 <u>Instructor: Anna Garcia</u> <u>Anna.Garcia@dshs.state.tx.us</u></p>	Thursday 9/30/2010	12:00 - 1:00	*7136902*	(877) 768-0032

Nutrition Education & Clinic Services Qwest Training Schedule

September 2010 - Technical Assistance 1-800-860-8000

Hot Topics in Nutrition Details on this month's topic will be announced via email at a future date. For more information please contact: <u>Leona Duong, R.D., L.D.</u> <u>Leona.Duong@dshs.state.tx.us</u>	TBA	TBA	TBA	TBA
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