



## Memorandum

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**#10-169**

**TO:** WIC Regional Directors  
WIC Local Agency Directors

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

**DATE:** December 3, 2010

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

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To view the January 2011 Interactive Distance Learning Class Schedule and all IDL class descriptions, please log on to [www.dshs.state.tx.us/wichd/tng](http://www.dshs.state.tx.us/wichd/tng).

**The following class has been updated:**

**Screening for Eligibility:** This class has been updated to reflect the changes made to CS: 06.0, CS: 07.0, CS: 08.0, CS: 10.0, CS: 27.0.

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

- The New Growth XP Plotting Software
- Feeding Preterm Infants
- HRRD Hot Topics: Mindful Eating
- Screening for Iron-Deficiency Anemia

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.**

**#10-169, January 2011 Interactive Distance Learning Class Schedule and NECS Qwest  
Training Schedule**

December 3, 2010

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**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 January 2011 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, 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 via email to [yolanda.bazdresch@dshs.state.tx.us](mailto:yolanda.bazdresch@dshs.state.tx.us).

Attachments

**Interactive Distance Learning**

**January 2011 Class Schedule**

**Tech Support 512-341-4443**

|              | <b>Monday</b>    | <b>Tuesday</b>   | <b>Wednesday</b>   | <b>Thursday</b>  | <b>Friday</b>   |
|--------------|------------------|--|--|--|---|
|              | <b>January 3</b> | <b>January 4</b>   | <b>January 5</b>   | <b>January 6</b>   | <b>January 7</b>  |
| <b>8:30</b>  |                  | <b>GENERAL<br/>IDL Made Simple</b>   |  | <b>GENERAL<br/>IDL Made Simple</b>                                       |   |
| <b>9:30</b>  |                  | <b>Certification<br/>WIC APPROVED FOODS<br/>Elizabeth Bruns</b>  | <b>9:00<br/>Certification<br/>WEIGHING AND MEASURING<br/>TECHNIQUES<br/>Tiffany Brown</b>                              | <b>Certification<br/>SCREENING FOR<br/>ELIGIBILITY<br/>Megan Downing</b> | <b>Certification<br/>FORMULA POLICY:<br/>CONTRACT AND NON-<br/>CONTRACT<br/>Elizabeth Bruns</b> |
| <b>11:00</b> |                  | <b>Certification<br/>FOOD PACKAGES<br/>Elizabeth Bruns</b>   | <b>(continued)<br/>WEIGHING AND MEASURING<br/>TECHNIQUES</b>   | <b>(continued)<br/>Screening for Eligibility</b>                         |   |
| <b>12:00</b> |                  |  | <b>Breastfeeding<br/>IBCLC STUDY GROUP<br/>Kristina Arrieta</b>  |  |   |
| <b>1:00</b>  |                  | <b>Breastfeeding<br/>TEXAS WIC BREAST PUMP<br/>PROGRAM 01 – Issuance,<br/>Inventory and Retrieval of<br/>Breast Pumps<br/>Marguerite Kelly</b> | <b>1:30<br/>Spanish<br/>BASIC ALPHABET,<br/>NUMBERS, WIC PHRASES<br/>AND BASIC<br/>COMMUNICATION<br/>Carlos Galvan</b> | <b>VENA<br/>COUNSELING SCENARIOS<br/>Erica Harris</b>                    |   |
| <b>2:30</b>  |                  |  |  |  |   |
| <b>4:00</b>  |                  |  |  |  |   |

**Interactive Distance Learning**

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**Tech Support 512-341-4443**

|              | <b>Monday</b>   | <b>Tuesday</b>  | <b>Wednesday</b>   | <b>Thursday</b>   | <b>Friday</b>   |
|--------------|---|---|--|---|---|
|              | <b>January 10</b>   | <b>January 11</b>   | <b>January 12</b>  | <b>January 13</b>   | <b>January 14</b>   |
| <b>8:30</b>  |   | <b>GENERAL IDL Made Simple</b>  | <b>GENERAL IDL Made Simple</b>   | <b>GENERAL IDL Made Simple</b>  |   |
| <b>9:30</b>  | <b>Breastfeeding<br/>COMMON BREAST<br/>COMPLICATIONS<br/>ASSOCIATED WITH<br/>BREASTFEEDING<br/>Kristina Arrieta</b> | <b>General<br/>EMOTION-BASED<br/>MESSAGING<br/>Jessica Coll</b>   | <b>Certification<br/>HEALTH HISTORY /<br/>NUTRITION ASSESSMENT<br/>Tiffany Brown</b>                   | <b>Breastfeeding<br/>NIPPLE SHIELDS AND<br/>SUPPLEMENTAL NURSING<br/>SYSTEMS<br/>Kristina Arrieta</b> | <b>General<br/>DSHS CHILD ABUSE<br/>POLICY<br/>Rachel Edwards</b> |
| <b>11:00</b> | <b>Common Breast<br/>Complications (con't.)<br/>- 90 mins. -</b>  | <b>VENA<br/>REFLECTIVE LISTENING<br/>Carlos Galvan</b>  |  | <b>(continued)<br/>Nipple Shields and<br/>Supplemental Nursing<br/>Systems</b>                        |   |
| <b>12:00</b> |   |   | <b>General<br/>"LUNCH WITH LINDA" STATE<br/>AGENCY UPDATED<br/>Linda Brumble &amp; Benny<br/>Jasso</b> |   |   |
| <b>1:00</b>  | <b>Breastfeeding<br/>ANATOMY AND<br/>PHYSIOLOGY OF THE<br/>BREASTFEEDING<br/>PROCESS<br/>Marguerite Kelly</b>       | <b>Certification<br/>HANDLING INCOME AND<br/>ISSUANCE WHEN THERE IS<br/>A CHANGE IN CUSTODY<br/>Megan Downing</b> | <b>1:30<br/>VENA<br/>GOAL SETTING: SETTING<br/>CLIENTS UP FOR SUCCESS<br/>Jessica Coll</b>             | <b>Nutrition<br/>THE PHYSICAL ACTIVITY<br/>AND OBESITY<br/>CONNECTION<br/>Carlos Galvan</b>           |   |
| <b>2:30</b>  | <b>Breastfeeding<br/>IS MOM PRODUCING<br/>ENOUGH MILK?<br/>Marguerite Kelly</b>                                     | <b>Customer Service/Civil Rights<br/>Civil Rights Complaints<br/>N. E. Staff</b>                                  |  | <b>Customer Service/Civil<br/>Rights<br/>Civil Rights Complaints<br/>N. E. Staff</b>                  |   |
| <b>4:00</b>  |   |   |  |   |   |

**Interactive Distance Learning**

**January 2011 Class Schedule**

**Tech Support 512-341-4443**

|              | <b>Monday</b> | <b>Tuesday</b>   | <b>Wednesday</b> | <b>Thursday</b>   | <b>Friday</b>   |
|--------------|---------------|--|------------------|---|---|
|              | January 17    | January 18   | January 19       | January 20  | January 21  |
| <b>8:30</b>  |               | <b>GENERAL<br/>IDL Made Simple</b>   |                  | <b>General<br/>IDL MADE SIMPLE</b>  |   |
| <b>9:30</b>  |               | <b>Certification<br/>ADVANCED INCOME<br/>SCREENING<br/>Megan Downing</b>                       |                  | <b>Certification<br/>HANDLING INCOME AND<br/>ISSUANCE WHEN THERE IS<br/>A CHANGE IN CUSTODY<br/>Megan Downing</b>               | <b>9:00<br/>VENA<br/>MOTIVATIONAL<br/>INTERVIEWING<br/>Jessica Coll</b> |
| <b>11:00</b> |               | <b>EBT<br/>EBT CLIENT DISPUTES<br/>Megan Downing</b>   |                  | <b>Certification<br/>OVERVIEW OF GA:01.0<br/>CONFIDENTIALITY OF<br/>APPLICANT/PARTICIPANT<br/>INFORMATION<br/>Megan Downing</b> |   |
| <b>12:00</b> |               |  |                  |   |   |
| <b>1:00</b>  |               | <b>VENA<br/>TIPS FOR COMPLETING THE<br/>VENA FAMILY<br/>DOCUMENTATION TOOL<br/>Anita Ramos</b> |                  | <b>General<br/>UPDATED DROP SHIP<br/>PROCEDURES<br/>Clinic Services Staff</b>   |   |
| <b>2:30</b>  |               | <b>Customer Service/Civil Rights<br/>CIVIL RIGHTS COMPLAINTS<br/>N. E. Staff</b>               |                  | <b>Breastfeeding<br/>SPICE IT UP! HOT TIPS FOR<br/>BREASTFEEDING<br/>COORDINATORS<br/>Jewell Stremmler</b>                      |   |
| <b>4:00</b>  |               |  |                  |   |   |

**Interactive Distance Learning**

**January 2011 Class Schedule**

**Tech Support 512-341-4443**

|              | <b>Monday</b>  | <b>Tuesday</b>  | <b>Wednesday</b>   | <b>Thursday</b>  | <b>Friday</b>  |
|--------------|--|---|--|--|--|
|              | January 24   | January 25  | January 26   | January 27   | January 28   |
| <b>8:30</b>  |  | <b>GENERAL<br/>IDL Made Simple</b>  | <b>GENERAL<br/>IDL Made Simple</b>   | <b>GENERAL<br/>IDL Made Simple</b>   |  |
| <b>9:30</b>  | <b>Supervisory Skills<br/>THE ROLE OF THE<br/>SUPERVISOR<br/>Carlos Galvan</b>   | <b>Certification<br/>SCREENING FOR<br/>ELIGIBILITY<br/>Megan Downing</b>            | <b>Certification<br/>MORE ABOUT RISK CODES<br/>Tiffany Brown</b>   | <b>Certification<br/>WIC INCOME<br/>QUESTIONNAIRE WIC-35-3<br/>Megan Downing</b>   | <b>Certification<br/>THE 400s RISK CODES<br/>Anita Ramos</b> |
| <b>11:00</b> | <b>Customer Service<br/>THE FACE OF THE NEW<br/>WIC CLIENT: Educated,<br/>Unemployed, Stay-home<br/>Dads<br/>Carlos Galvan</b> | <b>(continued)<br/>Screening for Eligibility</b>                                    | <b>(continued)<br/>MORE ABOUT RISK CODES</b>   | <b>VENA<br/>ASSESSING VENA<br/>Anita Ramos &amp; Erica Harris</b>                  |  |
| <b>12:00</b> |  | <b>Breastfeeding<br/>IBCLC STUDY GROUP<br/>Kristina Arrieta</b>                     |  |  |  |
| <b>1:00</b>  | <b>General<br/>INTRODUCTION TO<br/>FORMULA APPROVAL<br/>Clinic Services Staff</b>  | <b>1:30<br/>Breastfeeding<br/>MEDICATIONS AND<br/>LACTATION<br/>Hellen Sullivan</b> | <b>1:30<br/>Spanish<br/>SPANISH II – INTERACTION<br/>IN THE LAB WITH NON-<br/>ENGLISH SPEAKING<br/>CLIENTS<br/>Carlos Galvan</b> | <b>1:30<br/>Spanish<br/>SURVIVAL SPANISH –<br/>BREASTFEEDING<br/>Carlos Galvan</b> |  |
| <b>2:30</b>  | <b>Customer Service/Civil<br/>Rights<br/>CIVIL RIGHTS<br/>COMPLAINTS<br/>N. E. Staff</b>                                       |   | <b>Customer Service/Civil Rights<br/>CIVIL RIGHTS COMPLAINTS<br/>N. E. Staff</b>   |  |  |
| <b>4:00</b>  |  |   |  |  |  |

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**January 2011 Class Schedule**

**Tech Support 512-341-4443**

|              | <b>Monday</b>  | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> |
|--------------|--|----------------|------------------|-----------------|---------------|
|              | <b>January 31</b>  |                |                  |                 |               |
| <b>8:30</b>  |  |                |                  |                 |               |
| <b>9:30</b>  | <b>Customer Service/Civil Rights<br/>CIVIL RIGHTS COMPLAINTS<br/>N. E. Staff</b> |                |                  |                 |               |
| <b>11:00</b> | <b>VENA<br/>WHAT IS VENA?<br/>Tiffany Brown</b>                                  |                |                  |                 |               |
| <b>12:00</b> | <b>12:15<br/>WIC WELLNESS WORKS<br/>Break<br/>UT Instructors</b>                 |                |                  |                 |               |
| <b>1:00</b>  |  |                |                  |                 |               |
| <b>2:30</b>  |  |                |                  |                 |               |
| <b>4:00</b>  |  |                |                  |                 |               |

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

| Class Title and Description   | Date                 | Time             | Qwest room #<br>(include **) | Qwest phone #     |
|---|----------------------|------------------|------------------------------|-------------------|
| <b>Feeding Preterm Infants</b><br>Review of feeding regimen for preterm and low birth weight infants.<br><b>No Materials Needed.</b><br>Instructor: Elizabeth Bruns, RD., LD<br><i>Elizabeth.Bruns@dshs.state.tx.us</i>   | Tuesday<br>Jan., 11  | 11:30 –<br>12:30 | *4776786*                    | (877)<br>768-0032 |
| <b>HRRD Hot Topics: Mindful Eating</b><br>Instructor: Amy Culp, R.D.<br>Moderator: Angela Gil<br><i>Angela.Gil@dshs.state.tx.us</i>   | Tuesday<br>Jan., 11  | 12:00 –<br>1:00  | *3357839*                    | (866)<br>921-2203 |
| <b>The New Growth XP Plotting Software</b><br>New software for automated plotting of heights and weights in the WIC clinic.<br><b>Materials Needed:</b> Growth XP User Instructions.<br>Instructor: Leona Duong, RD., LD<br><i>Leona.Duong@dshs.state.tx.us</i>         | Wed.,<br>Jan. 12     | 11:30 -<br>1:00  | *2836113*                    | (877)<br>768-0032 |
| <b>HRRD Hot Topics: Mindful Eating</b><br>Instructor: Amy Culp, R.D.<br>Moderator: Angela Gil<br><i>Angela.Gil@dshs.state.tx.us</i>   | Thursday<br>Jan., 13 | 12:00 –<br>1:00  | *3357839*                    | (866)<br>921-2203 |
| <b>Screening for Iron-Deficiency Anemia</b><br>Review of WIC policies and procedures related to performing and assessing hemoglobin and hematocrits.<br>Instructor: Elizabeth Bruns, RD., LD<br><i>Elizabeth.Bruns@dshs.state.tx.us</i>                                 | Thursday<br>Jan., 20 | 11:30 –<br>12:30 | *4776786*                    | (877)<br>768-0032 |
| <b>The New Growth XP Plotting Software</b><br>New software for automated plotting of heights and weights in the WIC clinic.<br><b>Materials Needed:</b> Growth XP User Instructions.<br>Instructor: Elizabeth Bruns, RD., LD<br><i>Elizabeth.Bruns@dshs.state.tx.us</i> | Monday<br>Jan., 31   | 11:30 -<br>1:00  | *4776786*                    | (877)<br>768-0032 |