



## Memorandum

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#11-017

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

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

**DATE:** February 11, 2011

**SUBJECT:** March 2011 Interactive Distance Learning Class Schedule

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To view the March 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 classes are available in March 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
- Screening for Iron Deficiency Anemia
- Admin Functions
- Dual Participation
- F5 Refuse Benefits
- Void Benefits
- Farmer's Market 2011
- Inventory and HotCard Reports
- Information Systems Security Awareness
- Void Benefits
- End-of-Day Processing
- FoxFire Level I
- RD-1000 Clinic Backup Training
- Clinic Tape/DC-RW/DVD Clinic Backup Training
- "A Storm is Coming" – How to Protect WIC Systems

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, with 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

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

Attachments

**Interactive Distance Learning**

**March 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
		<b>March 1</b>	<b>March 2</b>	<b>March 3</b>	<b>March 4</b>
<b>8:30</b>		<b>GENERAL IDL Made Simple</b>		<b>GENERAL IDL Made Simple</b>	
<b>9:30</b>		<b>Breastfeeding BREAST COMPLICATIONS ASSOCIATED WITH BREASTFEEDING Kristina Arrieta</b>		<b>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 01 – Issuance, Inventory and Retrieval of Breast Pumps Marguerite Kelly</b>	
<b>11:00</b>		<b>(continued) BREAST COMPLICATIONS Kristina Arrieta</b>		<b>Breastfeeding ANATOMY AND PHYSIOLOGY OF THE BREASTFEEDING PROCESS Marguerite Kelly</b>	
<b>12:00</b>			<b>Breastfeeding IBCLC STUDY GROUP Kristina Arrieta</b>		
<b>1:00</b>		<b>VENA TIPS FOR COMPLETING THE VENA FAMILY DOCUMENTATION TOOL Anita Ramos</b>	<b>1:30 Certification HANDLING INCOME AND ISSUANCE WHEN THERE IS A CHANGE IN CUSTODY Megan Downing</b>	<b>VENA GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS Erica Harris</b>	
<b>2:30</b>				<b>Breastfeeding BENEFITS OF BREASTFEEDING – Why should we teach mothers to breastfeed? Janet Jones</b>	
<b>4:00</b>					

**Interactive Distance Learning**

**March 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>March 7</b>	<b>March 8</b>	<b>March 9</b>	<b>March 10</b>	<b>March 11</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 NIPPLE SHIELDS AND SUPPLEMENTAL NURSING SYSTEMS Kristina Arrieta</b>	<b>Certification HEALTH HISTORY / NUTRITION ASSESSMENT Tiffany Brown</b>	<b>Certification SCREENING FOR ELIGIBILITY Megan Downing</b>	
<b>11:00</b>		<b>(continued) Nipple Shields and Supplemental Nursing Systems</b>		<b>(continued) SCREENING FOR ELIGIBILITY</b>	
<b>12:00</b>					
<b>1:00</b>		<b>Certification WIC APPROVED FOODS Elizabeth Bruns</b>	<b>Breastfeeding SKIN TO SKIN Hellen Sullivan</b>	<b>Breastfeeding SPICE IT UP! HOT TIPS FOR PEER COUNSELORS Kristina Arrieta</b>	
<b>2:30</b>		<b>Certification FOOD PACKAGES Elizabeth Bruns</b>	<b>Customer Service/Civil Rights Civil Rights Complaints N. E. Staff</b>	<b>Breastfeeding DOES JUST ONE BOTTLE REALLY MATTER? Janet Jones</b>	
<b>4:00</b>					

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>March 14</b>	<b>March 15</b>	<b>March 16</b>	<b>March 17</b>	<b>March 18</b>
<b>8:30</b>	<b>Spring Break</b>				
<b>9:30</b>					
<b>11:00</b>					
<b>12:00</b>					
<b>1:00</b>					
<b>2:30</b>					
<b>4:00</b>					

**Interactive Distance Learning**

**March 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>March 21</b>	<b>March 22</b>	<b>March 23</b>	<b>March 24</b>	<b>March 25</b>
<b>8:30</b>		<b>GENERAL IDL Made Simple</b>		<b>GENERAL IDL Made Simple</b>	
<b>9:30</b>		<b>Certification ADVANCED INCOME SCREENING Megan Downing</b>	<b>9:00 Certification MORE ABOUT RISK CODES Tiffany Brown</b>	<b>Certification THE 400s RISK CODES Anita Ramos</b>	
<b>11:00</b>		<b>EBT EBT CLIENT DISPUTES Megan Downing</b>	<b>(continued) MORE ABOUT RISK CODES</b>	<b>Certification OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION Megan Downing</b>	
<b>12:00</b>			<b>General "LUNCH WITH LINDA" STATE AGENCY UPDATED Linda Brumble &amp; Benny Jasso</b>		
<b>1:00</b>		<b>Breastfeeding MEDICATIONS AND LACTATION Hellen Sullivan</b>	<b>1:30 Customer Service/Civil Rights CIVIL RIGHTS COMPLAINTS N. E. Staff</b>	<b>Certification FORMULA POLICY: CONTRACT AND NON- CONTRACT Elizabeth Bruns</b>	
<b>2:30</b>		<b>Customer Service/Civil Rights CIVIL RIGHTS COMPLAINTS N. E. Staff</b>			
<b>4:00</b>					

**Interactive Distance Learning**

**March 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>March 28</b>	<b>March 29</b>	<b>March 30</b>	<b>March 31</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 LATCH AND POSITIONING, USING ASYMETRICAL LATCH Hellen Sullivan</b>	<b>Certification WEIGHING AND MEASURING TECHNIQUES Tiffany Brown</b>	<b>VENA ASSESSING VENA Anita Ramos &amp; Erica Harris</b>	
<b>11:00</b>	<b>General DSHS CHILD ABUSE POLICY Rachel Edwards</b>	<b>General INTRODUCTION TO FORMULA APPROVAL Clinic Services Staff</b>	<b>(continued) WEIGHING AND MEASURING TECHNIQUES</b>	<b>Certification WIC INCOME QUESTIONNAIRE WIC-35-3 Megan Downing</b>	
<b>12:00</b>	<b>12:15 WIC WELLNESS WORKS Break UT Instructors</b>		<b>Breastfeeding IBCLC STUDY GROUP Kristina Arrieta</b>		
<b>1:00</b>	<b>Breastfeeding IS MOM PRODUCING ENOUGH MILK? Marguerite Kelley</b>	<b>Nutrition GERD – A Primer on GERD for CA Staff Elizabeth Bruns</b>	<b>1:30 Customer Service/Civil Rights CIVIL RIGHTS COMPLAINTS N. E. Staff</b>	<b>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 02 – Basic Use, Assembly and Cleaning Marguerite Kelly</b>	
<b>2:30</b>					
<b>4:00</b>					

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>Admin Functions</b> Automation Training; required for new WIC directors.	<b>Tuesday, March 1</b>	9:00	*2208368*	(866) 633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>F5 Refuse Benefits</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>The New Growth XP Plotting Software</b> New software for automated plotting of heights and weights in the WIC clinic. <b>Materials Needed:</b> Growth XP User Instructions. <b>Instructor:</b> Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		2:00 – 3:30	*4776786*	(877) 768-0032
<b>Void Benefits</b> Automation Training		3:00	*2208368*	(866) 633-3380
<b>Farmer's Market 2011</b> Automation Training	<b>Thursday, March 3</b>	9:00	*2208368*	(866) 633-3380
<b>Inventory and HotCard Reports</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Information Systems Security Awareness</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>Void Benefits</b> Automation Training	<b>Tuesday, March 8</b>	9:00	*2208368*	(866) 633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Farmer's Market 2011</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>Admin Functions</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
<b>F5 Refuse Benefits</b> Automation Training	<b>Thursday, March 10</b>	9:00	*2208368*	(866) 633-3380
<b>End of Day Processing</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Inventory and HotCard Reports</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>FoxFire Level I</b> Automation Training		3:00	*2208368*	(866) 633-3380
<b>Screening for Iron-Deficiency Anemia</b> Review of WIC policies and procedures related to performing and assessing hemoglobin and hematocrits. <b>Instructor:</b> Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	<b>Friday, March 11</b>	9:30 – 10:30	*4776786*	(877) 768-0032
<b>Admin Functions</b> Automation Training; required for new WIC directors.	<b>Tuesday, March 15</b>	9:00	*2208368*	(866) 633-3380
<b>Farmer's Market 2011</b> Automation Training	<b>Tuesday, March 15</b>	10:30	*2208368*	(866) 633-3380
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>Clinic Tape/CD-RW/DVD Clinic Backup Training</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380

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

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>End of Day Processing</b> Automation Training; required for new WIC directors.	<b>Thursday, March 17</b>	9:00	*2208368*	(866) 633-3380
<b>F5 Refuse Benefits</b> Automation Training		10:30	*2208368*	(866) 633-3380
<b>“A Storm is Coming:” How to Protect WIC System</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
<b>Information Systems Security Awareness</b> Automation Training	<b>Tuesday, March 22</b>	9:00	*2208368*	(866) 633-3380
<b>Admin Functions</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>Farmer’s Market 2011</b> Automation Training		3:00	*2208368*	(866) 633-3380
<b>FoxFire Level I</b> Automation Training	<b>Thursday, March 24</b>	9:00	*2208368*	(866) 633-3380
<b>Inventory and HotCard Reports</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Void Benefits</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>F5 Refuse Benefits</b> Automation Training		3:00	*2208368*	(866) 633-3380
<b>Feeding Preterm Infants</b> Review of feeding regimen for preterm and low birth weight infants. <b>No Materials Needed.</b> <b>Instructor: Elizabeth Bruns, RD., LD</b> <b><a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a></b>	<b>Monday, March 28</b>	11:30 - 12:30	*4776786*	(877) 768-0032
<b>Farmer’s Market 2011</b> Automation Training	<b>Tuesday, March 29</b>	9:00	*2208368*	(866) 633-3380
<b>Admin Functions</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>End of Day Processing</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
<b>“A Storm is Coming:” How to Protect WIC Systems</b> Automation Training	<b>Thursday, March 31</b>	9:00	*2208368*	(866) 633-3380
<b>Clinic Tape/CD-RW/DVD Clinic Backup Training</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Inventory and HotCard Reports</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380