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**#11-033**

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

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

**DATE:** March 18, 2011

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

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To view the April 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 April 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 Reports
- Hot Card 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

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.

March 18, 2011

Page 2

### **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**

**April 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>April 4</b>	<b>April 5</b>	<b>April 6</b>	<b>April 7</b>	<b>April 8</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>Certification SCREENING FOR ELIGIBILITY Megan Downing</b>	<b>VENA WHAT IS VENA? Tiffany Brown</b>	<b>Certification ADVANCED INCOME SCREENING Megan Downing</b>	
<b>11:00</b>		<b>(continued) SCREENING FOR ELIGIBILITY</b>	<b>10:30 Certification HEALTH HISTORY / NUTRITION ASSESSMENT Tiffany Brown</b>	<b>EBT EBT CLIENT DISPUTES Megan Downing</b>	
<b>12:00</b>			<b>Breastfeeding IBCLC STUDY GROUP Kristina Arrieta</b>		
<b>1:00</b>		<b>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 01 – Issuance, Inventory and Retrieval of Breast Pumps Marguerite Kelly</b>	<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>Breastfeeding ANATOMY AND PHYSIOLOGY OF THE BREASTFEEDING PROCESS Marguerite Kelly</b>	
<b>2:30</b>					
<b>4:00</b>					

**Interactive Distance Learning**

**April 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>April 11</b>	<b>April 12</b>	<b>April 13</b>	<b>April 14</b>	<b>April 15</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>VENA VENA Counseling Scenarios Angela Gil</b>	<b>Certification WEIGHING AND MEASURING TECHNIQUES Tiffany Brown</b>	<b>Breastfeeding NIPPLE SHIELDS AND SUPPLEMENTAL NURSING SYSTEMS Kristina Arrieta</b>	
<b>11:00</b>			<b>(continued) WEIGHING AND MEASURING TECHNIQUES</b>	<b>(continued) Nipple Shields and Supplemental Nursing Systems</b>	
<b>12:00</b>					
<b>1:00</b>			<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>VENA TIPS FOR COMPLETING THE VENA FAMILY DOCUMENTATION TOOL Anita Ramos</b>	
<b>2:30</b>					
<b>4:00</b>					

**Interactive Distance Learning**

**April 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>April 18</b>	<b>April 19</b>	<b>April 20</b>	<b>April 21</b>	<b>April 22</b>
<b>8:30</b>		<b>IDL Made Simple</b>	<b>IDL Made Simple</b>	<b>IDL Made Simple</b>	
<b>9:30</b>		<b>Certification WIC APPROVED FOODS Elizabeth Bruns</b>	<b>Certification MORE ABOUT RISK CODES Tiffany Brown</b>	<b>Breastfeeding COMMON BREAST COMPLICATIONS ASSOCIATED WITH BREASTFEEDING Kristina Arrieta</b>	
<b>11:00</b>		<b>Certification FOOD PACKAGES Elizabeth Bruns</b>	<b>(continued) MORE ABOUT RISK CODES</b>	<b>(continued) COMMON BREAST COMPLICATIONS</b>	
<b>12:00</b>		<b>General "LUNCH WITH LINDA" STATE AGENCY UPDATED Linda Brumble &amp; Benny Jasso</b>			
<b>1:00</b>		<b>1:30 VENA GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS Frances Diep</b>	<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>Breastfeeding MEDICATION AND LACTATION Hellen Sullivan</b>	
<b>2:30</b>					
<b>4:00</b>					

**Interactive Distance Learning**

**April 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>April 25</b>	<b>April 26</b>	<b>April 27</b>	<b>April 28</b>	<b>April 29</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>General FORMULA APPROVAL 101 Clinic Services Staff</b>	<b>Breastfeeding BENEFITS OF BREASTFEEDING – Why should we teach mothers to breastfeed? Janet Jones</b>	<b>Breastfeeding LATCH AND POSITIONING, USING ASYMETRICAL LATCH Hellen Sullivan</b>	<b>Certification HANDLING INCOME AND ISSUANCE WHEN THERE IS A CHANGE IN CUSTODY Megan Downing</b>	
<b>11:00</b>	<b>General DSHS CHILD ABUSE POLICY Rachel Edwards</b>	<b>Certification FORMULA POLICY: CONTRACT AND NON-CONTRACT Elizabeth Bruns</b>		<b>Certification OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION Megan Downing</b>	
<b>12:00</b>					
<b>1:00</b>	<b>Certification THE 400s RISK CODES Anita Ramos</b>	<b>Breastfeeding SPICE IT UP! HOT TIPS FOR PEER COUNSELORS Kristina Arrieta</b>	<b>1:30 Customer Service/Civil Rights CIVIL RIGHTS COMPLAINTS N. E. Staff</b>	<b>Breastfeeding SKIN TO SKIN Hellen Sullivan</b>	
<b>2:30</b>					
<b>4:00</b>					

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

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>Inventory Reports</b> Automation Training; required for new WIC directors.	Tuesday April 5	9:00	*2208368*	(866) 633-3380
<b>Farmers Market 2011</b> Automation Training.		10:30	*2208368*	(866) 633-3380
<b>Admin Function</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
<b>Void Benefits</b> Automation Training	Thursday April 7	9:00	*2208368*	(866) 633-3380
<b>F5 Refuse Benefits</b> Automation Training		10:30	*2208368*	(866) 633-3380
<b>Information Systems Security Awareness</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>End of Day Processing</b> Automation Training; required for new WIC directors.	Tuesday April 12	9:00	*2208368*	(866) 633-3380
<b>FoxFire Level I</b> Automation Training		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
<b>WIC Systems Hardware Training</b> Automation Training	Thursday April 14	9:00	*2208368*	(866) 633-3380
<b>FoxFire Level I</b> Automation Training.		10:30	*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> Instructor: Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		11:30	*4776786*	(877) 768-0032
<b>Inventory Reports</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>Farmers Market 2011</b> Automation Training.		3:00	*2208368*	(866) 633-3380
<b>Information Systems Security Awareness</b> Automation Training	Tuesday April 19	9:00	*2208368*	(866) 633-3380
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380

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

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>Screening for Iron-Deficiency Anemia</b> Review of WIC policies and procedures related to performing and assessing hemoglobin and hematocrits. <b>Instructor: Elizabeth Bruns, RD., LD</b> <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		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
<b>Farmer's Market 2011</b> Automation Training	Tuesday April 26	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>F5 Refuse Benefits</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>Void Benefits</b> Automation Training		3:00	*2208368*	(866) 633-3380
<b>FoxFire Level I</b> Automation Training	Thursday April 28	9:00	*2208368*	(866) 633-3380
<b>WIC Systems Hardware Training</b> Automation Training		10:30	*2208368*	(866) 633-3380
<b>Inventory Reports</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380
<b>HotCard Reports</b> Automation Training; required for new WIC directors.		3:00	*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: Elizabeth Bruns, RD., LD</b> <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	Friday April 29	9:30	*4776786*	(877) 768-0032