



Memorandum

#11-077

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: June 3, 2011

SUBJECT: *Texas WIC Staff Required Training DVD - Customer Service, Civil Rights and Information Systems Security*

The *Texas WIC 2010 Staff Required Training* DVD and letter was sent to all agencies on August 27, 2010. The DVD was intended to help you fulfill your staff's yearly requirement for training on Customer Service, Civil Rights and Information Systems Security. It included a bonus section covering the Department of State Health Services (DSHS) *Child Abuse Policy*. The DVD is a recorded compilation of four existing classes currently taught live on the Interactive Distance Learning (IDL) network. *The Simple Truths of Service*, a book and DVD supplement to the required customer service training was also sent to your agency.

The *Texas WIC 2010 Staff Required Training* DVD begins with "Civil Rights" and reviews all policies that affect WIC clinic operations. Next, "Information Systems Security" covers WIC staff responsibilities for protecting any sensitive information they manage. Then, "Personalizing Customer Service" explains how to enhance customer service for WIC applicants and participants by adding the personal touch. Viewing *The Simple Truths of Service* supplemental DVD before viewing "Personalizing Customer Service" is highly recommended as it is referred to throughout the program. Finally, the "DSHS Child Abuse Policy" section highlights revisions to the *DSHS Child Abuse Screening, Documenting, and Reporting Policy* as well as the *Reporting Form*.

We encourage using this DVD for individual or group training. Viewing all four segments will fulfill the state and federal requirement for yearly training for all 4 of these topics: *Customer Service, Civil Rights, Information Systems Security, and Child Abuse Policy*. Please keep in mind that the deadline for Civil Rights and Customer Service staff training is September 31 (end of fiscal year). The other two should be done on an annual basis for all staff. You are free to duplicate the DVD yourself. The State Agency is unable to stock this DVD and will not be able to reproduce copies unless the information needs updating.

If you have any questions regarding this DVD or its contents, please contact Yolanda BazDresch, IDL Studio Manager, at (512) 341-4443 or Yolanda.Bazdresch@dshs.state.tx.us.