



## Memorandum

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**#11-117**

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

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

**DATE:** September 16, 2011

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

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To view the October 2011 Interactive Distance Learning Class Schedule (IDL) and NECS Qwest Training Schedule, scroll down to the bottom of this document. You may also log on to [www.dshs.state.tx.us/wichd/tng](http://www.dshs.state.tx.us/wichd/tng) to view the IDL schedule and all class descriptions.

The following classes are new on IDL and Qwest:

- Choose My Plate
- Understanding Food Allergies
- Communicating with Low Literacy
- CCNE Lesson Backgrounder: Help Your Child Have a Healthy Weight
- CCNE Lesson Backgrounder: Health Media Diet
- Motivating for Behavior Change
- Dental Health

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, including 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, Nutrition Education/Clinic Services Unit, 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**

**October 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>October 3</b>	<b>October 4</b>	<b>October 5</b>	<b>October 6</b>	<b>October 7</b>
<b>8:30</b>		<b>IDL Made Simple</b>			
<b>9:30</b>		<b>Certification SCREENING FOR ELIGIBILITY Megan Downing</b>	<b>9:00 Certification HEALTH HISTORY / NUTRITION ASSESSMENT Tiffany Brown</b>	<b>Certification OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION Megan Downing</b>	
<b>11:00</b>	<b>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 02 – Basic Use, Assembly and Cleaning Marguerite Kelly</b>	<b>Con't. SCREENING FOR ELIGIBILITY</b>	<b>VENA VENA: Navigating with OARS ** Erin Thornberry</b>	<b>Nutrition UNDERSTANDING FOOD ALLERGIES ** Kaylene Thompson</b>	
<b>12:00</b>		<b>VENA VENA COUNSELING SCENARIOS ** Angela Gil</b>			
<b>1:00</b>	<b>1:30 General DSHS CHILD ABUSE REPORTING POLICY Rachel Edwards</b>	<b>1:30 Breastfeeding THE TEXAS TEN STEP PROGRAM Veronica Hendrix</b>	<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>1:30 Breastfeeding COMMON BREAST COMPLICATIONS ASSOCIATED WITH BREASTFEEDING Janet Jones</b>	
<b>2:30</b>					
<b>4:00</b>					

\*\* Also available in Qwest. See Qwest class schedule for specific date/time.

**Interactive Distance Learning**

**October 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>October 10</b>	<b>October 11</b>	<b>October 12</b>	<b>October 13</b>	<b>October 14</b>
<b>8:30</b>				<b>General IDL Made Simple</b>	
<b>9:30</b>		<b>Breastfeeding DOES JUST ONE BOTTLE REALLY MATTER? Janet Jones</b>	<b>Certification Introduction to Formula Approval Sandra Brown</b>	<b>Certification MORE ABOUT RISK CODES Tiffany Brown</b>	
<b>11:00</b>		<b>Nutrition HOW CHILDREN DEVELOP FOOD PREFERENCES ** Kaylene Thompson</b>	<b>VENA GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS ** Frances Diep</b>	<b>(continued) MORE ABOUT RISK CODES</b>	
<b>12:00</b>		<b>Class Management A NEW SPIN ON TEACHING GROUP CLASSES ** Hildreth England</b>	<b>Breastfeeding IBCLC Study Group Kristie Arrieta</b>	<b>VENA TOOLS FOR BUILDING RAPPORT AND PERSONALIZING A COUNSELING SESSION ** Debbie Lehman / Angela Gil</b>	
<b>1:00</b>		<b>Certification THE 400s RISK CODES Anita Ramos</b>		<b>1:30 EBT EBT Client Disputes Megan Downing</b>	
<b>2:30</b>					

\*\* Also available in Qwest. See Qwest class schedule for specific date/time.

**Interactive Distance Learning**

**October 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>October 17</b>	<b>October 18</b>	<b>October 19</b>	<b>October 20</b>	<b>October 21</b>
<b>8:30</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 Formula Approval 101 Sandra Brown</b>	<b>Certification HANDLING INCOME AND ISSUANCE WHEN THERE IS A CHANGE IN CUSTODY Megan Downing</b>	
<b>11:00</b>		<b>Certification FOOD PACKAGES ** Elizabeth Bruns</b>	<b>Nutrition CCNE Lesson Development ** Meghan Coffey</b>	<b>VENA VENA NETWORKING: Tools of the Trade ** Frances Diep</b>	
<b>12:00</b>		<b>General EMOTION-BASED MESSAGING ** Hildreth England</b>	<b>General “LUNCH WITH LINDA” STATE AGENCY UPDATED Linda Brumble &amp; Benny Jasso</b>	<b>Nutrition CCNE LESSON BACKGROUNDER: HEALTHY MEDIA DIET ** Hildreth England</b>	
<b>1:00</b>				<b>VENA Tips for Completing the VENA Family Documentation Tool Anita Ramos</b>	
<b>2:30</b>					
<b>4:00</b>					

\*\* Also available in Qwest. See Qwest class schedule for specific date/time.

**Interactive Distance Learning**

**October 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>October 24</b>	<b>October 25</b>	<b>October 26</b>	<b>October 27</b>	<b>October 28</b>
<b>8:30</b>			<b>General IDL Made Simple</b>		
<b>9:30</b>		<b>9:00 Certification WEIGHING AND MEASURING TECHNIQUES Tiffany Brown</b>	<b>Certification ADVANCED INCOME SCREENING Megan Downing</b>		
<b>11:00</b>	<b>Nutrition CHOOSE MY PLATE ** Meghan Coffey</b>	<b>Con't. WEIGHING AND MEASURING TECHNIQUES</b>		<b>Nutrition DENTAL HEALTH Meghan Coffey</b>	
<b>12:00</b>		<b>Nutrition COMMUNICATING WITH LOW LITERATURE ** Erin Thornberry</b>	<b>Nutrition HELP YOUR CHILD HAVE A HEALTHY WEIGHT ** Debbie Lehman</b>	<b>12:15 Nutrition MOTIVATING FOR BEHAVIOR CHANGE ** Frances Diep</b>	
<b>1:00</b>		<b>1:30 Breastfeeding PEER COUNSELORS' SCOPE OF PRACTICE Kristina Arrieta</b>	<b>1:30 Breastfeeding IS MOM PRODUCING ENOUGH MILK? Marguerite Kelly</b>		
<b>2:30</b>		<b>3:00 Breastfeeding BRIDGING THE GAP: Using Marketing Principles to Promote Breastfeeding to Healthcare Professionals Veronica Hendrix</b>			

\*\* Also available in Qwest. See Qwest class schedule for specific date/time.

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>October 31</b>				
<b>8:30</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>					

\*\* Also available in Qwest. See Qwest class schedule for specific date/time.

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>End of Day Processing</b> Automation Training; required for new WIC directors.	Tuesday Oct 4	9:00	*2208368*	(866) 633-3380
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors		10:30	*2208368*	(866) 633-3380
<b>Identifying Participants at Risk for Iron-Deficiency Anemia</b> Review of WIC policies and procedures related to performing and assessing hemoglobin and hematocrits. 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>WIC Systems Hardware Training</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>“A Storm is Coming:” How to Protect WIC Systems –</b> Automation Training		3:00	*2208368*	(866) 633-3380
<b>Tools for Building Rapport and Personalizing a Counseling Session</b> NE-VENA Training Instructor: Debbie Lehman, PhD, RD, LD,	Wed., October 5	11:00	*5915227*	(877) 326-0664
<b>A Fresh Spin on Teaching Group Classes</b> Instructor: Hildreth England, RD, LD <a href="mailto:Hildreth.England@dshs.state.tx.us">Hildreth.England@dshs.state.tx.us</a>		12:30	*1133224*	(877) 326-0664
<b>Admin Function</b> Automation Training; required for new WIC directors	Thur., October 6	9:00	*2208368*	(866) 633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors		10:30	*2208368*	(866) 633-3380
<b>Contract and Non-Contract Formula Policy</b> Instructor: Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		11:00	*4776786*	(877) 768-0032
<b>VENA Counseling Scenarios</b> Instructor: Angela Gil, RD, LD <a href="mailto:Angela.Gil@dshs.state.tx.us">Angela.Gil@dshs.state.tx.us</a>		12:00	*3357839*	(866) 921-2203
<b>F5 Refuse Benefits</b> Automation Training		1:30	*2208368*	(866) 633-3380

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>Void 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. Instructor: Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	Friday, Oct. 7	9:30	*4776786*	(877) 768-0032
<b>WIC Approved Foods</b> Clinic Services Training Instructor: Elizabeth Bruns, RD, LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	Tuesday, Oct. 11	9:30	*4776786*	(877) 768-0032
<b>Food Packages</b> Clinic Services Training Instructor: Elizabeth Bruns, RD, LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		11:00	*4776786*	(877) 768-0032
<b>VENA: Navigating with OARS</b> NE-VENA Training Required: View DVD segment prior to attendance. <i>The Real WIC World: Applying VENA in the Clinic, Module 3: Identifying and Exploring Concerns</i> For more information about the DVD, refer to All-Project Memo 11-016. Instructors: Erin Thornberry <a href="mailto:Erin.Thornberry@dshs.state.tx.us">Erin.Thornberry@dshs.state.tx.us</a>	Wed, Oct. 12	11:00	*1796544*	(866) 921-2204
<b>Emotion-Based Messaging</b> Instructor: Hildreth England, RD, LD <a href="mailto:Hildreth.England@dshs.state.tx.us">Hildreth.England@dshs.state.tx.us</a>		12:30	*1133224*	(877) 326-0664
<b>Understanding Food Allergies</b> Instructor: Kaylene Thompson, RD <a href="mailto:Kaylene.Thompson@dshs.state.tx.us">Kaylene.Thompson@dshs.state.tx.us</a>	Thursday Oct. 13	11:00	*5141936*	(866) 539-1119
<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. Instructor: Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		2:30	*4776786*	(877) 768-0032

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>VENA Goal Setting: Setting Clients Up for Success</b> Required: view DVD segment prior to attendance. <i>The Real WIC World: Applying VENA in the Clinic, Module 4: Helping Clients Set Goals</i> For more information about the DVD, refer to All-Project Memo 11-016. Instructor: Frances Diep, RD, LD <a href="mailto:Frances.Diep@dshs.state.tx.us">Frances.Diep@dshs.state.tx.us</a>	Monday, Oct. 17	12:00	*1796544*	(866) 921-2204
<b>Inventory Reports</b> Automation Training; required for new WIC directors.	Tuesday Oct. 18	9:00	*2208368*	(866) 633-3380
<b>HotCard Reports</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Admin Function</b> Automation Training; required for new WIC directors		1:00	*2208368*	(866) 633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors		3:00	*5141936*	(866) 539-1119
<b>Communicating with Low Literature</b> Instructor: Erin Thornberry <a href="mailto:Erin.Thornberry@dshs.state.tx.us">Erin.Thornberry@dshs.state.tx.us</a>	Wed. Oct. 19	11:00	*3372457*	(877) 326-0664
<b>CCNE Lesson Backgrounder: A Healthy Media Diet</b> Instructor: Hildreth England, RD, LD <a href="mailto:Hildreth.England@dshs.state.tx.us">Hildreth.England@dshs.state.tx.us</a>		11:00	*1133224*	(877) 326-0664
<b>VENA Networking: Tools of the Trade</b> NE-VENA Training Instructor: Frances Diep, RD, LD <a href="mailto:Frances.Diep@dshs.state.tx.us">Frances.Diep@dshs.state.tx.us</a>		12:00	*1796544*	(866) 921-2204
<b>Formula Exchange</b> Automation Training	Thursday Oct. 20	9:00	*2208368*	(866) 633-3380
<b>“A Storm is Coming:” How to Protect WIC Systems –</b> Automation Training		10:30	*2208368*	(866) 633-3380
<b>How Children Develop Food Preferences</b> Nutrition Education Instructor: Kaylene Thompson, RD <a href="mailto:Kaylene.Thompson@dshs.state.tx.us">Kaylene.Thompson@dshs.state.tx.us</a>		11:00	*5141936*	(866) 539-1119

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>CCNE Lesson Backgrounder: Help Your Child Have a Healthy Weight</b> Instructor: Instructor: Debbie Lehman, PhD, RD, LD <a href="mailto:Debbie.Lehman@dshs.state.tx.us">Debbie.Lehman@dshs.state.tx.us</a>		11:00	*5915227*	(877) 326-0664
<b>Information Systems Security Awareness</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>CCNE Lesson Backgrounder: Healthy Media Diet</b> Nutrition Education Instructor: Hildredth England, RD, LD <a href="mailto:Hildredth.England@dshs.state.tx.us">Hildredth.England@dshs.state.tx.us</a>	Tuesday, Oct. 25	11:00	*6074522*	(877) 326-0664
<b>High Risk RD Quarterly "Hot Topic" - Food Allergies</b> Instructors: Kaylene Thompson, RD & Leona Duong, RD, LD <a href="mailto:Kaylene.Thompson@dshs.state.tx.us">Kaylene.Thompson@dshs.state.tx.us</a> <a href="mailto:Leona.Duong@dshs.state.tx.us">Leona.Duong@dshs.state.tx.us</a>		12:00	*5141936*	(866) 539-1119
<b>The March of Dimes and WIC Collaboration: An Information Session</b> Moderator: Kim Petrilli, March of Dimes Matt Harrington, WIC <a href="mailto:Matt.Harrington@dshs.state.tx.us">Matt.Harrington@dshs.state.tx.us</a>	Wed., Oct. 26	10:00	*1133224*	(877) 326-0664
<b>CCNE Lesson Development</b> Instructor: Meghan Coffey <a href="mailto: Meghan.Coffey@dshs.state.ts.us">Meghan.Coffey@dshs.state.ts.us</a>		11:00	*6550118*	(866) 921-2204
<b>Choose My Plate</b> Nutrition Education Instructor: Angela Gil, RD, LD <a href="mailto:Angela.Gil@dshs.state.tx.us">Angela.Gil@dshs.state.tx.us</a>		12:00	*3357839*	866-921-2203
<b>Information Systems Security Awareness</b> Automation Training	Thur., Oct. 27	9:00	*2208368*	(866) 633-3380
<b>Clinic Tape/CD-RW/DVD Clinic Backup Training</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866) 633-3380

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>End of Day Processing</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866) 633-3380
<b>Motivating for Behavior Change</b> Nutrition Education Instructor: Frances Diep, RD, LD <a href="mailto:Frances.Diep@dshs.state.tx.us">Frances.Diep@dshs.state.tx.us</a>	Monday, Oct. 31	12:00	*1796544*	(866) 921-2204