



Memorandum

#10-013

TO: Regional Medical Directors for
Health Service Regions 4/5, 6 & 5 South, 9/10 and 11
WIC Local Agency Directors

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

DATE: February 16, 2010

SUBJECT: *March 2010 Interactive Distance Learning Network (IDL) Class and Nutrition Education/Clinic Services Qwest Training Schedule*

Attached please find the attached *March 2010 Interactive Distance Learning Network (IDL) Class and Nutrition Education/Clinic Services Qwest Training Schedule*. To view all IDL class descriptions log on to www.dshs.state.tx.us/wichd/tng. The following new classes are available on IDL in March:

- ***How to Complete Local Agency Vouchers*** - A step-by-step class on how to correctly complete monthly WIC local agency vouchers, including new procedures. The DSHS Form *B-13* (voucher) will be used to demonstrate the proper entry of information necessary to comply with state agency guidelines, and to allow prompt payment to contractors. A must for staff who complete and submit billings for WIC local agencies.
- ***IBCLC Study Group*** - This IDL class will require reading before each class, and will discuss topics listed in the IBCLC Exam Blueprint. The course is designed to help WIC staff study for the exam offered in July 2010. Study Group classes will be offered twice a month until the time of the exam. In August a new study group will begin for the following year and will only meet once per month.
- ***Information Systems Security Awareness*** – Focuses on helping information system users become familiar with the system’s security features and how to use them. Staff will learn and understand their own responsibility in security procedures for protecting any sensitive information they manage. This class provides functional training before system users are allowed access to the information system

The following classes are available in March via the *Qwest WEB Conferencing System*. Please refer to the attached schedule for class descriptions:

- *Guidelines for Conducting Your Post NFR study*
- *Meeting with Staff on the PFA Results*
- *An Interpretation of the PFA Data - Part 1 and Part 2*
- *An Interpretation of the PFA Graphs*
- *Hot Topics in Nutrition - Healthy Eating FOR REAL*
- *Certification: Health History/Nutrition Assessment*
- *Certification: Weighing & Measuring Techniques - Part I and Part 2*
- *What is VENA?*
- *Certification: More About Risk Codes*

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 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 March 2010 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.
4. Plan on joining the meeting at least 15 minutes early in order to deal with any technical difficulties you may encounter.
5. If you experience technical difficulties **during** the training, press ***10*** on your telephone keypad to access 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 yolanda.bazdresch@dshs.state.tx.us.

attachment

March 2010 Interactive Distance Learning Schedule

Time	Monday 3/1	Tuesday 3/2	Wednesday 3/3	Thursday 3/4	Friday 3/5
8:30 – 9:30			IDL Made Simple	IDL Made Simple	
9:30 – 10:30				VENA Tips for Completing the VENA Family Documentation Tool Lauren Christian	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 12:00			VENA Reflective Listening Carlos Galvan	Nutrition Benefits of Soy Elizabeth Bruns	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00					
1:00 – 2:00	General Orientation to WIC Pat Ogle		Breastfeeding I Have Too Much Milk! Kristina Arrieta	Breastfeeding Benefits of Breastfeeding – Why Should we Teach Mothers to Breastfeed? Marguerite Kelly	
2:30 – 3:30	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle		Financial How to Complete Local Agency Vouchers Debbie Brookshire	Financial How to Complete Local Agency Vouchers Debbie Brookshire	
4:00 – 5:00					

March 2010 Interactive Distance Learning Schedule

Time	Monday 3/8	Tuesday 3/9	Wednesday 3/10	Thursday 3/11	Friday 3/12
8:30 – 9:30		IDL Made Simple	IDL Made Simple	IDL Made Simple	
9:30 10:30	Critical Referrals Texas Health Steps, ECI and Head Start Carlos Galvan	New Food Packages Allowable Foods Elizabeth Bruns	Certification Health History / Nutrition Assessment Tiffany Brown	Certification Screening for Eligibility Megan Downing	Customer Service/Civil Rights Breaking the Language Barrier Pat Ogle
11:00 12:00	General Information Systems Security Awareness Pat Ogle	New Food Package Food Packages Elizabeth Bruns	VENA What is VENA Tiffany Brown		Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00			Breastfeeding IBCLC Study Group Kristina Arrieta Lindsey Randall		
1:00 – 2:00	1:30 Breastfeeding	Breastfeeding Low Milk Supply Marguerite Kelly	1:30 Spanish Spanish I — Basic Alphabet, Numbers, WIC "Phrases" and Basic Communication Carlos Galvan	VENA VENA Counseling Scenarios Erica Harris	
2:30 – 3:30	Nipple Shields and Supplemental Nursing Systems Kristina Arrieta	Breastfeeding Anatomy and Physiology of the Breastfeeding Process Marguerite Kelly	2:30 VENA Tools for Building Rapport and Personalizing a Counseling Session Lauren Christian	Financial How to Complete Local Agency Vouchers Debbie Brookshire	
4:00 – 5:00					

March 2010 Interactive Distance Learning Schedule

Time	Monday 3/15	Tuesday 3/16	Wednesday 3/17	Thursday 3/18	Friday 3/19
8:30 – 9:30			9:00		
9:30 – 10:30		Certification Overview of GA:01.0 Confidentiality of Applicant / Participant Information Megan Downing	Certification Weighing and Measuring Techniques Tiffany Brown	Nutrition - The Physical Activity and Obesity Connection Carlos Galvan	
11:00 12:00		General How to handle Income and Issuance when there is a change in custody Megan Downing		Nutrition - How Children Develop Food Preferences Erica Harris	
12:00 – 1:00					
1:00 – 2:00		Customer Service/Civil Rights Know Your Civil Rights Rules Pat Ogle	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle		
2:30 – 3:30					
4:00 – 5:00					

March 2010 Interactive Distance Learning Schedule

Time	Monday 3/22	Tuesday 3/23	Wednesday 3/24	Thursday 3/25	Friday 3/26
8:30 – 9:30			8:30 Certification	General IDL Made Simple	
9:30 – 10:30	Customer Service Personalizing Customer Service Pat Ogle	9:00 Certification Advanced Income Screening Megan Downing (90. mins)	More About Risk Codes Tiffany Brown	Nutrition Feeding Preterm Infants Elizabeth Bruns	Customer Service/Civil Rights WIC Disability Issues and Civil Rights Pat Ogle
11:00 – 12:00	Breastfeeding Peer Counselor Program Management – Recruiting Peer Counselors Jewell Stremler	Customer Service Financial Wellness – How to be Resilient in a Tough Economy UT Instructor	Certification The 400s Risk Codes Anita Ramos	EBT EBT Client Disputes Megan Downing	Customer Service/Civil Rights Civil Rights Complaints Pat Ogle
12:00 – 1:00			General “Lunch with Linda” – WIC State Agency Update Linda Brumble	Breastfeeding IBCLC Study Group Kristina Arrieta Lindsey Randall	
1:00 – 2:00		General Formula Approval 201 Clinic Services Staff	1:30 General IDL Made Simple	1:30 Breastfeeding Medication and Lactation	
2:30 – 3:30		General DSHS Child Abuse Reporting Rachel Edwards		Hellen Sullivan 2:45 Breastfeeding Sleepy Baby	
4:00 – 5:00				Marguerite Kelly	

March 2010 Interactive Distance Learning Schedule

Time	Monday 3/29	Tuesday 3/30	Wednesday 3/31		
8:30 – 9:30		General IDL Made Simple	General IDL Made Simple		
9:30 – 10:30	Supervisory Skills Role of the Supervisor Carlos Galvan	Certification Formula Policy: Contract and Non-contract Elizabeth Bruns	Breastfeeding Spice it Up! Hot Tips for Peer Counselors Jewell Stremler		
11:00 12:00	General Information Systems Security Awareness Pat Ogle	Certification Identifying Participants at Risk for Anemia Elizabeth Bruns	Certification Assessing VENA Anita Ramos Erica Harris		
12:00 – 1:00	12:15 WIC Wellness Works Break UT Instructors				
1:00 – 2:00	VENA Motivational Interviewing Lauren Christian	Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads Carlos Galvan	Breastfeeding Common Breast Complications Associated with Breastfeeding Kristina Arrieta		
2:30 – 3:30	VENA Goal Setting: Setting Clients Up for Success Erica Harris		General Updated Drop Ship Procedures Clinic Services Staff		
4:00 – 5:00					

Nutrition Education & Clinic Services

March 2010

QWEST Training Schedule

**Technical assistance for the Qwest WEB conferencing system :
1-800-860-8000**

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #	Instructor
Guidelines for Conducting Your Post NFR study Texas WIC agencies interested in studying the impact of the New Food Rules on their clinic sites should attend this class for instructions on how to collect study data.	Wed 3/3/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
Meeting with Staff on the PFA Results This class provides the PFA study coordinator and PFA team suggestions for meeting with staff on the PFA results.	Thur 3/4/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
An Interpretation of the PFA Data - Part 1 The PFA study coordinator and PFA team learn how to interpret and analyze the statistical data in the WinPFA summary report and reports 1-4.	Wed 3/10/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
An Interpretation of the PFA Data - Part 2 The PFA study coordinator and PFA team learn how to interpret and analyze the statistical data in the WinPFA reports 5, 8, 9, & 10.	Thur 3/11/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
An Interpretation of the PFA Graphs The PFA study coordinator and PFA team learn how to interpret and analyze both staff and client graphs.	Wed 3/17/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
Meeting with Staff on the PFA Results This class provides the PFA study coordinator and PFA team suggestions for meeting with staff on the PFA results	Thur 3/18/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
An Interpretation of the PFA Data - Part 1 The PFA study coordinator and PFA team learn how to interpret and analyze the statistical data in the WinPFA summary report and reports 1-4.	Wed 3/24/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
An Interpretation of the PFA Data - Part 2 The PFA study coordinator and PFA team learn how to interpret and analyze the statistical data in the WinPFA reports 5, 8, 9, & 10.	Thur 3/25/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia
An Interpretation of the PFA Graphs The PFA study coordinator and PFA team learn how to interpret and analyze both staff and client graphs.	Wed 3/31/2010	12:00 - 1:00	*7136902*	(877) 768-0032	Ana Garcia

Nutrition Education & Clinic Services

March 2010

QWEST Training Schedule

Technical assistance for the Qwest WEB conferencing system :

1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #	Instructor
Hot Topics in Nutrition This quarters focus is on Healthy Eating FOR REAL – how to avoid common pitfalls, label reading, ways to avoid overeating in an obesigenic environment	Tue 3/9/2010	12:00 - 1:00	*3357839*	(866) 921-2203	Amy Culp, RD
Hot Topics in Nutrition This quarters focus is on Healthy Eating FOR REAL – how to avoid common pitfalls, label reading, ways to avoid overeating in an obesigenic environment	Tue 3/9/2010	12:00 - 1:00	*3357839*	(866) 921-2203	Amy Culp, RD
Certification: Health History/Nutrition Assessment Teaches the proper procedure for obtaining a health history. Four participant assessment forms (pregnant, breastfeeding, postpartum and child) will be explained, as well as how to complete the forms properly and completely. Material Needed: 4 Participant Assessment forms (P, B, N & C), Health History forms (Women & Children).	Thur 3/4/2010	930 - 10:30	*2836113*	(877) 768-0032	Tiffany Brown, RD, LD
Certification: Weighing & Measuring Techniques - Part I Teaches the proper equipment and procedures for weighing and measuring all WIC applicants and general do's and don'ts will be discussed. Material Needed: Growth Assessment Weighing & Measuring Module.	Thur 3/11/2010	930 - 10:30	*2836113*	(877) 768-0032	Tiffany Brown, RD, LD

**Nutrition Education & Clinic Services
March 2010
QWEST Training Schedule**

**Technical assistance for the Qwest WEB conferencing system :
1-800-860-8000**

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #	Instructor
What is VENA? This training has been slightly revised as of July 2009. This class will help you understand principles of VENA and its focus on an individualized approach to nutrition assessment. After attending this class, you will have a basic understanding of what VENA is and how it promotes positive health outcomes and continuity of care for participants. Material Needed: What is VENA? power point handout (available for download on our website under IDL Training).	Thur 3/16/2010	930 - 10:30	*2836113*	(877) 768-0032	Tiffany Brown, RD, LD
Certification: Weighing & Measuring Techniques - Part II Reviews proper plotting techniques, interpreting growth charts and body mass index calculations, proper usage of gestational wheels and general do's and don'ts will be discussed. Material Needed: Growth Assessment Weighing & Measuring Module; Gestational Wheel.	Thur 3/18/2010	930 - 10:30	*2836113*	(877) 768-0032	Tiffany Brown, RD, LD
Certification: More About Risk Codes Explains and clarifies the most misunderstood risk codes from the Texas Nutrition Risk Code Manual. The "Clinic Assessment Manual" is needed when participating in this training. Material Needed: Clinic Assessment Manual (all clinics have on hand), Participant Assessment Form — 5 copies.	Thur 3/25/2010	930 - 10:30	*2836113*	(877) 768-0032	Tiffany Brown, RD, LD