



Memorandum

#10-040

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: April 14, 2010

SUBJECT: May 2010 IDL Class Schedule and NE/CS Qwest Training Schedule

Attached please find the *May 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 class has been *added to the April 2010* class schedule on Thursday, April 29 at 2:30 p.m:

Drinking before birth: the truth and consequences - Most women know that drinking during a pregnancy may not be the best thing for their babies, but few have any idea of the depth and breadth of consequences. Disabilities related to fetal alcohol exposure are far more prevalent than disabilities such as autism, and these disabilities are completely preventable. In this class, you will:

- 1) learn the breadth and depth of the impact of alcohol exposure on the developing fetus
- 2) learn about resources for women struggling with their alcohol use
- 3) learn strategies for families who might have a child who was exposed to alcohol prenatally.

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

- *Certification: Health History/Nutrition Assessment*
- *What is VENA?*
- *Certification: More About Risk Codes*
- *Formula Conference Calls-Formula Can Size Changes and More (Spring 2010)*
- *Streamlining the PFA Process*
- *A New Approach to Meeting with Staff on the PFA Results*
- *Using the Right Codes During the PFA Study Session*
- *Strategies for Motivating Staff to do PFA*
- *Capturing Non-face-to face Times in PFA*

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 May 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.
3. Plan on joining the meeting at least 15 minutes early in order to deal with any technical difficulties you may encounter.
4. 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.

	Monday May 3	Tuesday May 4	Wednesday May 5	Thursday May 6	Friday May 7
8:30		Course: General Class: IDL Made Simple	Course: General Class: IDL Made Simple	Course: General Class: IDL Made Simple	
9:30	Course: General Class: Orientation to WIC	Course: Breastfeeding Class: Nipple Shields and Supplemental Nursing Systems	Course: VENA Class: What is VENA?	Course: VENA Class: Tips for Completing the VENA Family Documentation Tool	Course: Customer Service and Civil Rights Class: WIC Disability Issues and Civil Rights
11:00	Course: Customer Service and Civil Rights Class: Civil Rights Complaints	Course: Breastfeeding Class: Nipple Shields and Supplemental Nursing Systems	Course: Spanish Class: Spanish 1 - Basic Alphabet, Numbers, WIC "Phrases" and Basic Communication	Course: Spanish Class: Spanish 2 - Interaction in the Lab with Non English Speaking Clients	Course: Customer Service and Civil Rights Class: Civil Rights Complaints
12:00			Course: Breastfeeding Class: IBCLC Study Group		
1:00	Course: Breastfeeding Class: Latch-on and Positioning, Using Asymmetrical Latch	Course: Breastfeeding Class: Skin to Skin	1:30 Course: Breastfeeding Class: Benefits of Breastfeeding – Why Should we Teach Mothers to Breastfeed? Instructor: Marguerite Kelley	Course: Breastfeeding Class: Anatomy of the Breastfeeding Process Instructor: Marguerite Kelley	
2:30					
4:00					

	Monday May 10	Tuesday May 11	Wednesday May 12	Thursday May 13	Friday May 14
8:30		Course: General Class: IDL Made Simple	Course: General Class: IDL Made Simple	Course: General Class: IDL Made Simple	
9:30	Course: General Class: Information Systems Security Awareness	Course: Certification Class: WIC Approved Foods	Course: Certification Class: Health History / Nutrition Assessment	Course: Certification Class: Screening for Eligibility	Course: Customer Service and Civil Rights Class: Breaking the Language Barrier
11:00	Course: Critical Referrals to Outside Agencies Class: Texas Health Steps, ECI and Head Start	Course: Certification Class: Food Packages	Course: General Class: Updated Drop Ship Procedures	Course: Certification Class: Screening for Eligibility	Course: Customer Service and Civil Rights Class: Civil Rights Complaints
12:00					
1:00	Course: Breastfeeding Class: Sleepy Baby Instructor: Marguerite Kelley	Course: Breastfeeding Class: Peer Counselor Program Management – Spice it Up! Hot Tips for Peer Counselors	Course: VENA Class: Tools for Building Rapport and Personalizing a Counseling Session		
2:30	Course: Breastfeeding Class: Breastfeeding the Older Baby and Weaning Marguerite Kelley		Course: Customer Service Class: Personalizing Customer Service		

	Monday May 17	Tuesday May 18	Wednesday May 19	Thursday May 20	Friday May 21
8:30		Course: General Class: IDL Made Simple	Course: Certification Class: Weighing and Measuring Techniques	Course: General Class: IDL Made Simple	
9:30	Course: General Class: Information Systems Security Awareness	Course: Certification Class: Formula Policy – Contract and Non-contract	Course: Certification Class: Weighing and Measuring Techniques	Course: Nutrition Class: Feeding Preterm Infants	Course: Customer Service and Civil Rights Class: Civil Rights Complaints
11:00	Course: Supervisory Skills Class: Role of the Supervisor	Course: Certification Class: Identifying Participants at Risk for Anemia	Course: Certification Class: Weighing and Measuring Techniques	Course: Certification Class: Introduction to Formula Approval	Course: Customer Service and Civil Rights Class: Civil Rights Complaints
12:00			Course: General Class: “Lunch with Linda” – State Agency Update		
1:00	Course: VENA Class: Reflective Listening	Course: Breastfeeding Class: Common Breast Complications Associated with Breastfeeding Instructor: Kristina Arrieta	1:30 Course: General Class: IDL Made Simple	Course: Nutrition Class: The Physical Activity and Obesity Connection	
2:30	Course: Breastfeeding Class: Medication and Lactation		Course: Customer Service and Civil Rights Class: Civil Rights Complaints	Course: Breastfeeding Class: I Have Too Much Milk! Instructor: Kristina Arrieta	
4:00					

	Monday May 24	Tuesday May 25	Wednesday May 26	Thursday May 27	Friday May 28
8:30		Course: General Class: IDL Made Simple	Course: Certification Class: More About Risk Codes	Course: General Class: IDL Made Simple	
9:30	Course: Supervisory Skills Class: Effective Team Building	Course: Certification Class: Advanced Income Screening	Course: Certification Class: More About Risk Codes	Course: VENA Class: Tips for Completing the VENA Family Documentation Tool	Course: Customer Service and Civil Rights Class: Civil Rights Complaints
11:00	Course: Spanish Class: Survival Spanish - Breastfeeding	Course: EBT Class: EBT Client Disputes	Course: Course: Certification Class: The 400s Risk Codes	Course: Spanish Class: Spanish 2 Interaction in the Lab with Non English Speaking Clients	Course: Customer Service and Civil Rights Class: Civil Rights Complaints
12:00	12:15 WIC Wellness Works Break UT Instructors			Course: Breastfeeding Class: IBCLC Study Group	
1:00	Course: Breastfeeding Class: Breastfeeding: Myth or Fact? Marguerite Kelley	Course: Customer Service Class: THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads	1:30 Course: General Class: IDL Made Simple	1:30 Course: VENA Class: Goal Setting: Setting Clients Up for Success	
2:30	Course: Breastfeeding Class: Nursing More Than One Instructor: Marguerite Kelley	Course: Breastfeeding Class: Is Mom Producing Enough Milk? Instructor: Kristina Arrieta	Course: VENA Class: VENA Counseling Scenario		
4:00					

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

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

Class Title, Description and Instructor	Date	Time	Qwest room # (include **)	Qwest phone #
<p>Formula Conference Calls-Formula Can Size Changes and More (Spring 2010) We will provide information concerning formula packaging changes. Additional topics may be added closer to the time of the first call.(Repeated 4 times total) <i>Instructors: Formula Team</i> Sandra.Brown@dshs.state.tx.us</p>	Mon., May 3	10-11:30	*6074522*	(877) 768-0032
<p>Streamlining the PFA Process This class will focus on ways to simplify the PFA data collection and PFA data entry process for our TX WIC users. +A17</p>	Thurs., May 6	12:00 - 1:00	*7136902*	(877) 768-0032
<p>A New Approach to Meeting with Staff on the PFA Results PFA study coordinators learn about narrowing the presentation of the PFA results to staff to include key statistics. <i>Instructor: Anna Garcia</i> Anna.Garcia@dshs.state.tx.us</p>	Friday May 7	12:00 - 1:00	*7136902*	(877) 768-0032
<p>Using the Right Codes During the PFA Study Session PFA users learn about the PFA codes and which best describe the tasks performed by staff during the PFA study session. Creating new codes is an option and participants learn how to customize their code list. <i>Instructor: Anna Garcia</i> Anna.Garcia@dshs.state.tx.us</p>	Tues., May 11	12:00 - 1:00	*7136902*	(877) 768-0032

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<p>Strategies for Motivating Staff to do PFA Study coordinators learn what other PFA users are doing to motivate their staff to do PFA. <i>Instructor: Anna Garcia</i> Anna.Garcia@dshs.state.tx.us</p>	Wed., May 12	12:00 - 1:00	*7136902*	(877) 768-0032
<p>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. Materials Needed: What is VENA? power point handout (available for download on our website under IDL Training). <i>Instructor: Tiffany Brown, R.D., L.D.</i> Tiffany.Brown@dshs.state.tx.us</p>	Thurs., May 13	9:30 - 10:30	*2836113*	877-768-0032

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<p>Capturing Non-face-to face Times in PFA PFA users learn about documenting non-face-to-face times and the impact on the PFA results. Instructor: Anna Garcia Anna.Garcia@dshs.state.tx.us</p>	<p>Wed., May 19</p>	<p>12:00 - 1:00</p>	<p>*7136902*</p>	<p>(877) 768-0032</p>
<p>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. Materials Needed: <i>Postpartum Participant Form, Health History for Children and Infant Midpoint Review Form.</i> Instructor: Tiffany Brown, RD, LD Tiffany.Brown@dshs.state.tx.us</p>	<p>Thurs., May 20</p>	<p>9:30 - 10:30</p>	<p>*2836113*</p>	<p>(877) 768-0032</p>
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<p>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. Materials Needed: <i>Clinic Assessment Manual, Range of Prenatal Weight Gain Grid (WIC-4), Infant Participant Form (WIC-36), Breastfeeding Participant Form (WIC-40).</i> Instructor: Tiffany Brown, RD, LD Tiffany.Brown@dshs.state.tx.us</p>	<p>Thurs., May 27</p>	<p>9:30 - 10:30</p>	<p>*2836113*</p>	<p>(877) 768-0032</p>