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**#10-146**

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

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

**DATE:** October 29, 2010

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

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To view the December 2010 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 class is new:**

***Handling Income and Issuance when there is a change in custody:*** This IDL class will provide you guidance for common custody situations including foster and kinship placement. After completing this training you will know what is needed for documentation, and how to place administrative locks. You will also know how to handle issuance of benefits when there is a change in custody. Please be familiar with *Policy CS: 11.0* and the *Change in Custody Form* and bring them to the training.

***NOTE:*** The IDL Studio will be closed from December 17, 2010 to January 3, 2011 and the video/audio stream will be off-line. During this time, it may appear that your IDL system is not be working, but that may not necessarily be the case. Regularly scheduled classes will resume January 4, 2011 and you may check your IDL system for functionality at that time. If you need technical assistance, please call the IDL Studio at 512-341-4443.

The following classes are available in December 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

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 December 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.

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**

**December 2010 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>November 1</b>	<b>November 2</b>	<b>December 1</b>	<b>December 2</b>	<b>December 3</b>
<b>8:30</b>			<b>GENERAL IDL Made Simple</b>	<b>GENERAL IDL Made Simple</b>	
<b>9:30</b>			<b>Certification RISK CODE CHANGES AND FORMS Tiffany Brown</b>	<b>VENA REFLECTIVE LISTENING Carlos Galvan</b>	<b>Cust. Service/Civil Rights BREAKING THE LANGUAGE BARRIER Pat Ogle</b>
<b>11:00</b>			<b>(continued) RISK CODE CHANGES AND FORMS</b>	<b>Breastfeeding SKIN TO SKIN Hellen Sullivan</b>	<b>Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS Pat Ogle</b>
<b>12:00</b>			<b>Breastfeeding IBCLC STUDY GROUP Kristina Arrieta</b>		
<b>1:00</b>			<b>1:30 General ORIENTATION TO WIC Pat Ogle</b>	<b>General DRINKING BEFORE BIRTH: THE TRUTH AND CONSEQUENCES Leah Davies, TOPDD</b>	
<b>2:30</b>			<b>General INFORMATION SYSTEMS SECURITY AWARENESS Pat Ogle</b>		
<b>4:00</b>					

**Interactive Distance Learning**

**December 2010 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>December 6</b>	<b>December 7</b>	<b>December 8</b>	<b>December 9</b>	<b>December 10</b>
<b>8:30</b>			<b>GENERAL IDL Made Simple</b>	<b>GENERAL IDL Made Simple</b>	
<b>9:30</b>		<b>9:00</b> Certification <b>FORMULA POLICY: CONTRACT AND NON- CONTRACT</b> Elizabeth Bruns	Nutrition <b>THE PHYSICAL ACTIVITY AND OBESITY CONNECTION</b> Carlos Galvan	<b>CERTIFICATION</b> Screening for Eligibility Megan Downing	<b>Cust. Service/Civil Rights KNOW YOUR WIC CIVIL RIGHTS RULES</b> Pat Ogle
<b>11:00</b>		General <b>EMOTIONAL EATING: WHY WE DO IT AND HOW TO STOP</b> UT Instructors	Certification <b>OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION</b> Megan Downing	(continued) Screening for Eligibility	<b>Cust. Service/Civil Rights CIVIL RIGHTS COMPLAINTS</b> Pat Ogle
<b>12:00</b>			Breastfeeding <b>IBCLC STUDY GROUP</b> Kristina Arrieta		
<b>1:00</b>		Breastfeeding <b>NIPPLE SHIELDS AND SUPPLEMENTAL NURSING SYSTEMS</b> Kristina Arrieta	<b>1:30</b> Certification <b>RISK CODE CHANGES AND FORMS</b> Tiffany Brown	<b>VENA</b> <b>TIPS FOR COMPLETING THE VENA FAMILY DOCUMENTATION TOOL</b> Anita Ramos	
<b>2:30</b>		(continued) Nipple ShieldS and Supplemental Nursing Systems	(continued) <b>RISK CODE CHANGES AND FORMS</b>	<b>VENA</b> <b>GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS</b> Erica Harris	
<b>4:00</b>					

**Interactive Distance Learning**

**December 2010 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	December 13	December 14	December 15	December 16	December 17
<b>8:30</b>		<b>GENERAL IDL Made Simple</b>		<b>General IDL MADE SIMPLE</b>	
<b>9:30</b>	<b>Customer Service THE FACE OF THE NEW WIC CLIENT: Educated, Unemployed, Stay-home Dads Carlos Galvan</b>	<b>Certification WIC APPROVED FOODS Elizabeth Bruns</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>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 02 – Basic Use, Assembly and Cleaning Marguerite Kelly</b>	<b>Certification FOOD PACKAGES Elizabeth Bruns</b>	<b>(continued) WEIGHING AND MEASURING TECHNIQUES</b>	<b>EBT EBT CLIENT DISPUTES Megan Downing</b>	
<b>12:00</b>			<b>General “LUNCH WITH LINDA” STATE AGENCY UPDATED Linda Brumble &amp; Benny Jasso</b>		
<b>1:00</b>	<b>Spanish BASIC ALPHABET, NUMBERS, WIC PHRASES AND BASIC COMMUNICATION Carlos Galvan</b>	<b>Certification THE 400s RISK CODES Anita Ramos</b>	<b>1:30 Breastfeeding COMMON BREAST COMPLICATIONS ASSOCIATED WITH BREASTFEEDING Kristina Arrieta</b>	<b>Certification FORMULA APPROVAL 301 Clinic Services Staff</b>	
<b>2:30</b>		<b>VENA COUNSELING SCENARIOS Erica Harris</b>	<b>Common Breast Complications (con't.) - 90 mins. -</b>	<b>Certification HANDLING INCOME AND ISSUANCE WHEN THERE IS A CHANGE IN CUSTODY Megan Dwoning</b>	
<b>4:00</b>					

**Interactive Distance Learning**

**December 2010 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>December 20</b>	<b>December 21</b>	<b>December 22</b>	<b>December 23</b>	<b>December 24</b>
<b>8:30</b>	<b>IDL Studio Closed</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>					

**Interactive Distance Learning**

**December 2010 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>December 27</b>	<b>December 28</b>	<b>December 29</b>	<b>December 30</b>	<b>December 31</b>
<b>8:30</b>	<b>IDL Studio Closed</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>					

## Nutrition Education & Clinic Services Qwest Training Schedule December 2010 - Technical Assistance 1-800-860-8000

Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<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:</b> Leona Duong, RD., LD <a href="mailto:Leona.Duong@dshs.state.tx.us">Leona.Duong@dshs.state.tx.us</a>	<b>Monday Dec. 6</b>	<b>11:30 - 1:00</b>	<b>*2836113*</b>	<b>(877) 768-0032</b>
<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:</b> Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	<b>Friday Dec. 10</b>	<b>9:30 – 11:00</b>	<b>*2836113*</b>	<b>(877) 768-0032</b>
<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:</b> Leona Duong, RD., LD <a href="mailto:Leona.Duong@dshs.state.tx.us">Leona.Duong@dshs.state.tx.us</a>	<b>Wed Dec. 15</b>	<b>2:00 – 3:30</b>	<b>*2836113*</b>	<b>(877) 768-0032</b>
<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:</b> Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	<b>Tuesday Dec. 21</b>	<b>9:30 – 11:00</b>	<b>*2836113*</b>	<b>(877) 768-0032</b>
<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:</b> Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	<b>Thursday Dec. 30</b>	<b>11:30 – 1:00</b>	<b>*2836113*</b>	<b>(877) 768-0032</b>
<b>Feeding Preterm Infants</b> Review of feeding regimen for preterm and low birth weight infants. <b>No Materials Needed.</b> <b>Instructor:</b> Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	<b>Thursday Dec. 16</b>	<b>11:30 – 12:30</b>	<b>*4776786*</b>	<b>(877) 768-0032</b>