



## Memorandum

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**#11-050**

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

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

**DATE:** April 22, 2011

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

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To view the *May 2011 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).

**These classes have been updated and will be presented in May on IDL:**

***Goal Setting: Setting Clients up for Success*** - This session explores tips and tools for helping clients set goals and move towards positive behavior changes. Topics include transitioning into goal-setting during a counseling session, helping clients identify goals that are meaningful and realistic for their family's lifestyle, and helping clients build confidence and motivation to start making changes. Participants of this session will have an opportunity to share ideas for ways to help make goal setting easier, and identify a tip or tool that they can incorporate into their counseling to help clients set goals. During this session we will also view video clips of counselors from "*The Real WIC World: VENA DVD of WIC*" as they effectively guide clients in setting goals within the VENA framework.

***How Peer Counselors can use the Breastfeeding Educational Activity Kits*** - This lesson is designed to familiarize you with the breastfeeding education activity kits, also known as *Grow and Glow Kits*. You will be introduced to the various visual aids in the *Breastfeeding Educational Activity Kits* and will demonstrate how these visual aids can enhance breastfeeding education in the classroom, and can be used for individual counseling, training WIC staff, and other clinic or community-based education.

The following classes are available in May 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
- Screening for Iron Deficiency Anemia
- Formula Policies: Contract and Non-Contract
- Admin Functions
- Dual Participation
- F5 Refuse Benefits
- Void Benefits
- Farmer's Market 2011
- Inventory Reports
- Hot Card Reports
- Information Systems Security Awareness
- Void Benefits
- Formula Exchnage
- End-of-Day Processing
- FoxFire Level I
- RD-1000 Clinic Backup Training
- Clinic Tape/DC-RW/DVD Clinic Backup Training

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, 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**

**May 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>May 2</b>	<b>May 3</b>	<b>May 4</b>	<b>May 5</b>	<b>May 6</b>
<b>8:30</b>		<b>GENERAL IDL Made Simple</b>	<b>GENERAL IDL Made Simple</b>		
<b>9:30</b>		<b>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 02 – Basic Use, Assembly and Cleaning Marguerite Kelly</b>	<b>VENA GOAL SETTING: SETTING CLIENTS UP FOR SUCCESS Frances Diep</b>	<b>Nutrition GERD – A Primer on GERD for CA Staff Elizabeth Bruns</b>	
<b>11:00</b>		<b>General INTRODUCTION TO FORMULA APPROVAL Clinic Services Staff</b>		<b>Certification HANDLING INCOME AND ISSUANCE WHEN THERE IS A CHANGE IN CUSTODY Megan Downing</b>	
<b>12:00</b>			<b>Breastfeeding IBCLC STUDY GROUP Kristina Arrieta</b>		
<b>1:00</b>		<b>1:30 Breastfeeding NIPPLE SHIELDS AND SUPPLEMENTAL NURSING SYSTEMS Kristina Arrieta</b>	<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>1:30 Breastfeeding COMMON BREAST COMPLICATIONS ASSOCIATED WITH BREASTFEEDING Kristina Arrieta</b>	
<b>2:30</b>		<b>(continued) Nipple Shields and Supplemental Nursing Systems</b>			
<b>4:00</b>					

**Interactive Distance Learning**

**May 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>May 9</b>	<b>May 10</b>	<b>May 11</b>	<b>May 12</b>	<b>May 13</b>
<b>8:30</b>		<b>GENERAL IDL Made Simple</b>		<b>GENERAL IDL Made Simple</b>	
<b>9:30</b>		<b>Certification WIC APPROVED FOODS Elizabeth Bruns</b>	<b>Certification HEALTH HISTORY / NUTRITION ASSESSMENT Tiffany Brown</b>	<b>Certification SCREENING FOR ELIGIBILITY Megan Downing</b>	
<b>11:00</b>		<b>Certification FOOD PACKAGES Elizabeth Bruns</b>		<b>(continued) SCREENING FOR ELIGIBILITY</b>	
<b>12:00</b>					
<b>1:00</b>		<b>1:30 Breastfeeding BENEFITS OF BREASTFEEDING – Why should we teach mothers to breastfeed? Janet Jones</b>	<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>VENA TIPS FOR COMPLETING THE VENA FAMILY DOCUMENTATION TOOL Anita Ramos</b>	
<b>2:30</b>					
<b>4:00</b>					

**Interactive Distance Learning**

**May 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>May 16</b>	<b>May 17</b>	<b>May 18</b>	<b>May 19</b>	<b>May 20</b>
<b>8:30</b>		<b>IDL Made Simple</b>		<b>IDL Made Simple</b>	
<b>9:30</b>		<b>Breastfeeding TEXAS WIC BREAST PUMP PROGRAM 01 – Issuance, Inventory and Retrieval of Breast Pumps Marguerite Kelly</b>	<b>9:00 Certification WEIGHING AND MEASURING TECHNIQUES Tiffany Brown</b>	<b>VENA REFLECTIVE LISTENING Frances Diep</b>	
<b>11:00</b>		<b>Breastfeeding ANATOMY AND PHYSIOLOGY OF LACTATION Marguerite Kelley</b>	<b>(continued) WEIGHING AND MEASURING TECHNIQUES</b>	<b>General FORMULA APPROVAL 201 Clinic Services Staff</b>	
<b>12:00</b>			<b>General “LUNCH WITH LINDA” STATE AGENCY UPDATED Linda Brumble &amp; Benny Jasso</b>		
<b>1:00</b>		<b>1:30 Certification FORMULA POLICY: CONTRACT AND NON-CONTRACT Elizabeth Bruns</b>	<b>1:30 Customer Service/Civil Rights Civil Rights Complaints IRM Staff</b>	<b>Certification THE 400s RISK CODES Anita Ramos</b>	
<b>2:30</b>					
<b>4:00</b>					

**Interactive Distance Learning**

**May 2011 Class Schedule**

**Tech Support 512-341-4443**

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>May 23</b>	<b>May 24</b>	<b>May 25</b>	<b>May 26</b>	<b>May 27</b>
<b>8:30</b>		<b>GENERAL IDL Made Simple</b>		<b>GENERAL IDL Made Simple</b>	
<b>9:30</b>	<b>Breastfeeding MEDICATION AND LACTATION Hellen Sullivan</b>	<b>Certification ADVANCED INCOME SCREENING Megan Downing</b>	<b>Certification MORE ABOUT RISK CODES Tiffany Brown</b>	<b>Certification OVERVIEW OF GA:01.0 CONFIDENTIALITY OF APPLICANT/PARTICIPANT INFORMATION Megan Downing</b>	
<b>11:00</b>	<b>Breastfeeding SKIN TO SKIN Hellen Sullivan</b>	<b>EBT EBT CLIENT DISPUTES Megan Downing</b>	<b>(continued) MORE ABOUT RISK CODES</b>	<b>VENA VENA Counseling Scenarios Angela Gil</b>	
<b>12:00</b>	<b>Nutrition WIC WELLNESS BREAK UT Insturctor</b>				
<b>1:00</b>	<b>Breastfeeding HOW PEER COUNSELORS CAN USE THE BF EDUCATIONAL ACTIVITY KITS Kristina Arrieta</b>		<b>1:30 Customer Service/Civil Rights CIVIL RIGHTS COMPLAINTS N. E. Staff</b>	<b>VENA ASSESSING VENA Anita Ramos / Erica Harris</b>	
<b>2:30</b>					
<b>4:00</b>					

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
	<b>May 30</b>	<b>May 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>					

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>Gastroesophageal Reflux</b> Instructor: Elizabeth Bruns, RD., LD <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>	Monday May 2	11:30	*4776786*	(877)768-0032
<b>Formula Exchange</b> Automation Training.	Tuesday May 3	9:00	*2208368*	(866)633-3380
<b>Farmers Market 2011</b> Automation Training.		10:30	*2208368*	(866)633-3380
<b>F5 Refuse Benefits</b> Automation Training.		1:30	*2208368*	(866)633-3380
<b>Clinic Tape/CD-RW/DVD Clinic Backup Training</b> Automation Training; required for new WIC directors		3:00	*2208368*	(866)633-3380
<b>Admin Function</b> Automation Training; required for new WIC directors	Thursday May 5	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>		10:30	*4776786*	(877)768-0032
<b>Inventory Reports</b> Automation Training; required for new WIC directors.		1:30		
<b>HotCard Reports</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866)633-3380
<b>“A Storm is Coming:” How to Protect WIC Systems –</b> Automation Training	Tuesday May 10	9:00	*2208368*	(866)633-3380
<b>F5 Refuse Benefits</b> Automation Training		10:30	*2208368*	(866)633-3380
<b>WIC Systems Hardware Training</b> Automation Training		1:30	*2208368*	(866)633-3380
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866)633-3380
<b>Farmers Market 2011</b> Automation Training.	Thursday May 12	9:00	*2208368*	(866)633-3380
<b>Formula Exchange</b> Automation Training;		10:30	*2208368*	(866)633-3380

## Nutrition Education & Clinic Services Qwest Training Schedule May 2011 - 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: Elizabeth Bruns, RD., LD</b> <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		11:30	*4776786*	(877)768-0032
<b>End of Day Processing</b> Automation Training; required for new WIC directors.		1:30	*4776786*	(877)768-0032
<b>FoxFire Level I</b> Automation Training		3:00	*2208368*	(866)633-3380
<b>Information Systems Security Awareness</b> Automation Training	Tuesday May 17	9:00	*2208368*	(866)633-3380
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866)633-3380
<b>Clinic Tape/CD-RW/DVD Clinic Backup Training</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866)633-3380
<b>WIC Systems Hardware Training</b> Automation Training	Thursday May 19	9:00	*2208368*	(866)633-3380
<b>Admin Function</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866)633-3380
<b>Dual Participation</b> Automation Training; required for new WIC directors.		1:30	*2208368*	(866)633-3380
<b>F5 Refuse Benefits</b> Automation Training		3:00	*2208368*	(866)633-3380
<b>Inventory Reports</b> Automation Training; required for new WIC directors.	Tuesday May 24	9:00	*2208368*	(866)633-3380
<b>HotCard Reports</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866)633-3380
<b>“A Storm is Coming:” How to Protect WIC Systems –</b> Automation Training		1:30	*2208368*	(866)633-3380
<b>Feeding Preterm Infants</b> Review of feeding regimen for preterm and low birth weight infants. <b>No Materials Needed.</b> <b>Instructor: Elizabeth Bruns, RD., LD</b> <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		2:00	*4776786*	(877)768-0032
<b>RD-1000 Clinic Backup Training</b> Automation Training; required for new WIC directors.		3:00	*2208368*	(866)633-3380

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

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Class Title and Description	Date	Time	Qwest room # (include **)	Qwest phone #
<b>Formula Exchange</b> Automation Training;	Thursday May 26	9:00	*2208368*	(866) 633-3380
<b>End of Day Processing</b> Automation Training; required for new WIC directors.		10:30	*2208368*	(866) 633-3380
<b>Information Systems Security Awareness</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>FoxFire Level I</b> Automation Training	Tuesday May 31	9:00	*2208368*	(866) 633-3380
<b>Screening for Iron-Deficiency Anemia</b> Review of WIC policies and procedures related to performing and assessing hemoglobin and hematocrits. <b>Instructor: Elizabeth Bruns, RD., LD</b> <a href="mailto:Elizabeth.Bruns@dshs.state.tx.us">Elizabeth.Bruns@dshs.state.tx.us</a>		9:30	*4776786*	(877) 768-0032
<b>WIC Systems Hardware Training</b> Automation Training		10:30	*2208368*	(866) 633-3380
<b>Void Benefits</b> Automation Training		1:30	*2208368*	(866) 633-3380
<b>Formula Exchange</b> Automation Training;		3:00	*2208368*	(866) 633-3380