



***Week ending issue: October 14, 2016– Issue #309***

## ***Policy***

### **Policy from the WIC State Program Certification Policy and Procedure Manual Policy 215.12 Feeding Changes Before Certification Appointment**

A certification appointment must be completed at the WIC clinic in order to make any changes to the formula or feeding method.

The certification appointment provides an opportunity to discuss breastfeeding in the early weeks and the use of supplemental formula and its potential impact on breastfeeding. This information is critical to prevent unintended early weaning.

The certification appointment provides an opportunity to monitor infant growth and to discuss formula preparation and feeding. Telephone follow-up is inadequate for infants needing formula changes in the early weeks of life.

Formula samples cannot be provided before the certification appointment in either situation described above.

## ***Information***



The Loving Support Award of Excellence, will be launched Friday, October 14th. The Loving Support Award of Excellence was developed to recognize and celebrate local WIC agencies that provide exemplary breastfeeding programs and support services. Local WIC agencies that have operated a peer counseling program for at least one year, which meets all of the required core components of the FNS [Loving Support® Model](http://www.fns.usda.gov/wic/breastfeeding-promotion-and-support-wic) for a successful peer counseling program are eligible to apply by going to <http://www.fns.usda.gov/wic/breastfeeding-promotion-and-support-wic>.

The applications, instructions, and frequently asked questions will be available to view and download on the public web starting October 14th

## **Certifying mothers exclusively BF multiples that are still in the hospital:**

We have had some questions come up about why agencies cannot get the correct BF multiples food package to issue to mothers being certified while their infants are still in the NICU. This has happened most often with those that are coming in for a pump from WIC after giving birth to premature infants. Focus requires the babies to both be added under the "Infants born from this pregnancy" box to trigger the correct food package, and also requires those infants to be certified for mom to receive the desired food package. Please obtain the necessary information for certification from the hospital like proof of ID (crib card, Medicaid card, etc.), birth and recent weight, and other pertinent information to certify the infants. Contact your consultant if you have any questions.

### *Thank you of the Week*

WIC Shout Out: "Being a breastfeeding mother has been one of the most amazing experiences of my life and I am forever grateful for your generosity. I can only hope that more mothers are able to enjoy this time in their life with the support of programs like yours. I always knew that I wanted to breastfeed, and now I am a bigger advocate than ever. While it may not be for everyone, breastfeeding is right for me and my baby."

– WIC Participant

"Thank you so much to the Euclid office today!! Everyone was so friendly and the downsize really made the experience so much easier!

Huge shout-out to the ladies who worked with me, I'm sure one was the supervisor. I went in for my scheduled appointment and asked if I could borrow a pump to stock up for my honeymoon and then to take it with me so I could keep up my supply. They gave me a brand new electric pump and carrying bag, I can't thank them enough! They... are always so encouraging with my breastfeeding and it's so wonderful to be supported. One of my biggest fears for going on my honeymoon was that I would lose my supply, but I'm so happy that I'll be able to keep on going strong!! Thank you so much, this is such a wonderful program and I gave a shout-out on my personal FB page as well." ~ Broadlawns WIC Participant

### *Participant Centered Services*

*Act as if what you do makes a difference.*

*It does.*

William James

Try going into every interaction, every phone call, every face to face contact, every appointment with the mindset that you are the only source of support that client has, because you just might be!

### *Find Us on Facebook*



<https://www.facebook.com/IowaWIC>

## eWIC/Focus Update

### WIC Shopper App Stats

The data below shows WIC Shopper App data for September.

	Shopping Trips	Total Users	New Users	Registered Users	Shoppers using sca
January	1,739	575		354	
February	4,297	1,471	637	1,016	
March	12,127	3,536	1,682	2,698	
April	20,543	6,817	3,004	5,702	
May	45,494	11,354	4,257	9,959	1
June	53,990	0	4,236	14,195	1
July	75,280	18,366	3,460	17,655	1
August	83,858	20,347	2,839	18,887	1
September	73,732	20,988	2,007	20,884	1

### Invalid Account Message

Participants may see in the WIC Shopper App a message that states “Invalid Account”. This message will appear on the WIC Shopper App if the PIN is locked. Changes are planned for January so the description on the App explains that the card has been locked and will refer the participant to the help button in the App for the resolution.

## Dates to Remember/Conferences/Webinars/Training etc.

### October 2016:

- **Communication and Rapport Workshop – October 26<sup>th</sup>**

#### **Registration now open for the 2016 Communication and Rapport Workshop**

The 2016 Communication and Rapport core training will be held Wednesday October 26, 2016 at DMACC’s Ankeny Campus.

#### **Policy 300.10 states:**

Dietitians, nutrition educators and nurses providing nutrition services (functioning as a CPA) must attend the four core training workshops and optimally, all workshops will be completed in the first year of employment. *Please see the agenda and registration information at the end of this edition of Friday Facts. The deadline for registration is October 21, 2016.*

## November 2016:

- Breastfeeding Conference Available in the Des Moines Area  
**'Lactation Challenges'**

The conference will be held- Friday, November 4 from 8:15-5:00 at Grace Community Church, 877 NE 64th St. Pleasant Hill/Des Moines.

*\*See the attached flyer at the end of this issue of Friday Facts*

## NETC 2016 Schedule

NETC Webinar (All New Staff) – November 10, 8:30-11:30 a.m.  
NETC Webinar (Health Professional) – November 16, 8:30-11:30 a.m.  
NETC Webinar (Support Staff) – November 17, 8:30-11:30 a.m.

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## 2017 Dates to Remember:

Contractor's Meeting Webinar- 1/31/17 9 am- 12 pm

Maternal Core Training- 3/29/17

Breastfeeding Core Training- 3/30/17

Infant/Child Core Training- 8/1/17

Coordinator Meeting (In-person)- 8/29/17

Communication and Rapport Core Training- 10/24/17

## NETC 2017 Schedule:

### January:

NETC Go-To-Meeting (All new staff) – January 12, from 8:30-11:30 (Nicole and Nikki)

NETC Go-To-Meeting (Health Professional) – January 19, from 8:30-11:30 (Kimberly and Nikki)

NETC Go-To-Meeting (Support Staff) – January 26, from 8:30-11:30 (Connie and Nicole)

### March:

NETC Go-To-Meeting (All new staff) – March 9, from 8:30-11:30 (Nicole and Nikki)

NETC Go-To-Meeting (Health Professional) – January 16, from 8:30-11:30 (Kimberly and Nikki)

NETC Go-To-Meeting (Support Staff) – January 23, from 8:30-11:30 (Connie and Nicole)

### May:

NETC Go-To-Meeting (All new staff) – May 11, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Health Professional) – May 24, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Support Staff) – May 25, from 8:30-11:30 (State staff TBD)

**July:**

NETC Go-To-Meeting (All new staff) – July 13, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Health Professional) – July 20, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Support Staff) – July 27, from 8:30-11:30 (State staff TBD)

**September:**

NETC Go-To-Meeting (All new staff) – September 14, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Health Professional) – September 21, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Support Staff) – September 28, from 8:30-11:30 (State staff TBD)

**November:**

NETC Go-To-Meeting (All new staff) – November 9, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Health Professional) – November 15, from 8:30-11:30 (State staff TBD)

NETC Go-To-Meeting (Support Staff) – November 16, from 8:30-11:30 (State staff TBD)

**Available Formula**

Product	Quantity	Expiration Date	Agency	Contact
Pediasure 1.0	1 case	11-16-16	HACAP	Angela Munson 319-366-
Tolerex formula	7 boxes w/ 6 pkts each plus 2	2/17	HACAP	Angela Munson 319-366-7632
RTU Neosure	26 containers	9-1-17	Upper Des Moines Opportunity	Tammy Chapman, RD, LD 712-859-3885, Ext.
RCF Concentrate	11 cans	5/2017	Webster County WIC	Kathy Josten, LD, CBE 515-573-4107
Therapeutic Pediasure 1.5 cal. per ml 350 calorie	68 - 8oz cans		North Iowa Community Action	Carla Miller, LBSW (641)423-5044 ext. 24
Enfaport	4 cartons of 6—6 fl oz bottles		NICA	Janelle Pansegrau, 641-423-5044
Alfamino Infant 14.1 oz powder	3 containers	5/28/17	Pottawattamie County WIC	Kristine Wood, MS, RDN, LD 712-328-5886

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD- 3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights 1400  
Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

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## **Communication & Rapport Building Skills Workshop October 26, 2016**

A quality WIC nutrition assessment contains elements of both art and science to collect, evaluate and interpret the information provided by participants. Effective communication and rapport building skills foster a sense of trust and help build a relationship between participants and WIC staff. When participant-centered assessment and education techniques are used to encourage dialogue and feedback, quality information is collected for the assessment that contributes to individualized services addressing specific needs and interests. This interactive workshop for WIC nurses and dietitians will strengthen communication and rapport building skills.

### **Agenda**

- 8:15 Registration
- 8:30 Setting the Stage for Quality Nutrition Assessments- Nikki
- 8:45 Using Stages of Change in Nutrition Assessment-Kimberly
- 9:30 Stretch Break
- 9:45 OARS and 3-Step Counseling- Nicole
- 10:30 Motivational Interviewing-Nikki
- 11:15 Emotion-Based Counseling-Kimberly
- 11:30 Rolling with Resistance and Jumping over Barriers- Kimberly
- 12:00 Lunch
- 1:00 Putting it All Together with PCE-Nicole
- 1:30 Western Region WIC PCE Video- “WIC Recertification Appointment” and “Providing Feedback”- Nikki
- 2:00 Putting Everything to Work-Activities-Kimberly (break included)
- 3:30 CEU's and Adjourn

### **Speakers**

Nikki Davenport RD, LD, Nutrition Services Coordinator, IDPH  
Nicole Newman, RD,LD, Community Health Consultant, IDPH  
Kimberly Stanek, RD, LD, Community Health Consultant, IDPH

This workshop is sponsored by the Iowa Department of Public Health (IDPH), WIC Program.

## Objectives

- Define rapport building and describe its use in nutrition assessment.
- Describe how to use the various approaches in nutrition assessment and education.
- Identify a participant's stage of change and suggest appropriate counseling strategies.
- Identify barriers to communication and develop strategies to overcome them.
- Demonstrate non-verbal communication techniques that result in positive communication.
- Suggest at least one way to use the assessment ruler in nutrition assessment and counseling.

## Location

The workshop will be held at the Ankeny campus of the Des Moines Area Community College. The workshop will be held in the FFA Enrichment Center, Room 208. Parking is available at no charge. A map of the campus and directions to the campus are attached to this agenda.

## Registration

The registration fee for each workshop is \$50.00. This fee covers lunch, breaks and print materials. You may register by:

- Mail using the enclosed registration form or
- Telephone by calling (515) 964-6800 or 1-800-342-0033 or
- Register online at [https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveItem&item=dsEvYAsYk0v\\_mtRmQ-yD9w\\*\\*&coursetype=EVNT](https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveItem&item=dsEvYAsYk0v_mtRmQ-yD9w**&coursetype=EVNT)

Space is limited to 45 participants. Pre-registration is required by October 19.

This event would only be cancelled due to natural or political catastrophes with notice provided to all registrants via phone and email.

## Continuing Education

- 6.3 contact hours have been approved for nurses through DMACC-Iowa Board of Nursing Provider Number 22.
- Certificates of attendance will be provided to dietitians.

To receive a certificate of attendance, nurses and dietitians must attend the entire day.

## Breastfed Infants Welcome

Mothers may bring quiet breastfeeding babies less than 6 months of age to the workshops. Due to the professional nature of the sessions, mothers are expected to care for their babies outside the meeting room when needed. Mothers are strongly encouraged to bring a support person along to provide baby care outside the meeting room.

## Questions?

If you have questions about registration, please call (515) 256-4908. For questions about the agenda, please call (800) 532-1579 and ask for Kimberly, Nicole or Nikki

## General Information

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**Registration fee** The registration fee for the workshop is \$50.00. This fee covers lunch, breaks and print materials.

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**Deadline** Space is limited so pre-registration is required by October 21, 2016.

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**How to register** You may register by

- Mail using the enclosed registration form or
- Telephone by calling (515) 964-6800 or 1-800-342-0033 or

Online at  
[https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveItem&item=dsEvYAsYk0v\\_mtRmQ-yD9w\\*\\*&coursetype=EVNT](https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveItem&item=dsEvYAsYk0v_mtRmQ-yD9w**&coursetype=EVNT)

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To drop or withdraw your registration and receive a full refund, you must notify Registration at least 48 hours (two business days) before the start of class. DMACC registration 515-964-6800.

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**Location** The workshop will be held at the Ankeny campus of the Des Moines Area Community College. The workshop will be in Room 208 of the FFA Enrichment Center

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**Parking** Parking is available at no charge. A map of the campus is enclosed. Please notice the change in location. (See campus map.)

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**CEUs**

- Certificates of attendance will be provided to dietitians.
- In order to receive a certificate attendance for files, CEUs must be requested.
- Continuing Education Contact Hours are approved by DMACC IBON #22
- 100% attendance is required to issue contact hours

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**Infants attending** Mothers may bring quiet breastfeeding babies less than 6 months of age to the workshops. Due to the professional nature of the sessions, mothers are expected to care for their babies outside the meeting room when needed. It may be easiest to bring a support person along to provide baby care outside the meeting room.

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*Continued on next page*

## General Information, Continued

**Directions from Interstate 35** Follow these directions if you will be traveling to Ankeny on Interstate 35.

Step	Action
1	Exit the interstate at Exit 90 and turn west onto Oralabor Road (also known as Highway 160). Note: This exit is marked for the community college.
2	Move to the right lane and continue on Oralabor Road to the intersection with Highway 69.
3	Turn north (or right) onto Highway 69 and move to the left lane.
4	Continue on Highway 69 to the first stoplights and turn west into the campus.
5	Watch for signs to the FFA Enrichment Center

**Directions from Interstate 80** Follow these directions if you will be traveling to Ankeny from Interstate 80.

Step	Action
1	Exit the interstate at Exit 136 and turn north onto Highway 69.
2	Move to the left lane and continue north on Highway 69 approximately three miles. At the intersection with Highway 160, you can see the campus across the intersection and to the left.
3	Continue north through the intersection. Turn west (left) at the next stoplight to enter the campus.
4	Watch for signs to the FFA Enrichment Center

### Meeting sponsors

These workshops are sponsored by the

- Iowa WIC Program, Iowa Department of Public Health
- Des Moines Area Community College

### Questions

Use the table below to determine who to call with questions.

IF you have questions about...	THEN call...
registration	(515) 964-6800.
the agenda	1 (800) 532-1579 and ask for Nikki, Kimberly, or Nicole

## REGISTRATION

**Communication & Rapport Building Skills Workshop**  
HECE 983, CRN #16841  
DMACC Ankeny Campus, FFA Enrichment Center, Room 208  
October 26, 2016

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Agency: \_\_\_\_\_

How did you hear about this workshop?

Required for new WIC employee       Received information from MCH Agency

Daytime phone: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Social Security #: \_\_\_\_\_

Email address: \_\_\_\_\_

**Please email Nikki Davenport at [Nikki.davenport@idph.iowa.gov](mailto:Nikki.davenport@idph.iowa.gov) if you would like a vegetarian meal. The meal may contain dairy products.**

The registration fee is \$50 for this workshop. Please make checks payable to Des Moines Area Community College.

**Temperature in this room may be variable, please bring a sweater. There is a drinking fountain and vending machines in the building. Please notice the change in location. This workshop is in the FFA Enrichment Center, Room 208**

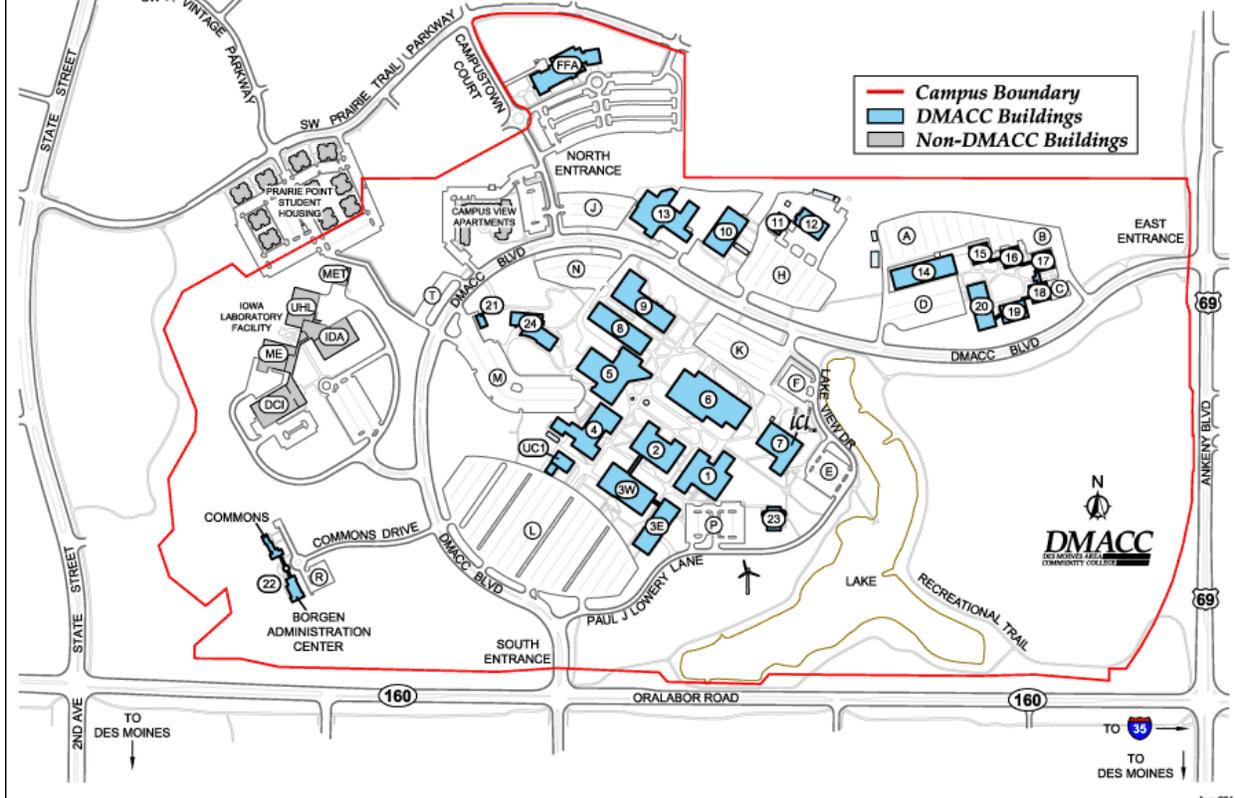
**Register online at**

[https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveltem&item=dsEvYAsYk0v\\_mtRmQ-yD9w\\*\\*&coursetype=EVNT](https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveltem&item=dsEvYAsYk0v_mtRmQ-yD9w**&coursetype=EVNT) or **Send this form and payment by**

**October 21, 2016 to:**

Des Moines Area Community College  
Registration Building 1  
2006 Ankeny Blvd.  
Ankeny, Iowa 50021

# ANKENY CAMPUS





# Basking Babies' 2016 Conference

## "Lactation Challenges"

Friday, November 4, 2016

8:15AM -5:00PM

**The PARC Event Center at 5374 NE 12th Ave, Pleasant Hill, IA 50327**

Speakers:

**Dee Kassing**, an IBCLC for over 20 years, and **Dr. Tiffany Torstenson**, Surgeon



**Breastfeeding and Breast Cancer**  
**Surgical Approach to Breast Cancer in the Lactating Woman**  
**Moms Who Exclusively Pump**  
**Increasing Milk Supply**



Continuing education credits for **Nurses, Dieticians and IBCLCs**

**Certificate of completion** will be given to all attendees.

Registration fee includes lunch/snacks. Early bird registration is \$80/ person.

Display Tables

Massage Therapist doing chair massage throughout the day!!!

#BBNov4Conference

<http://www.basking-babies.com/upcoming-2016-fall-conference-information.html>