



Week ending issue: October 21, 2016– Issue #310

Policy

Policy from the WIC State Program Certification Policy and Procedure Manual Policy 215.12 Mailing “Using your eWIC Card”

WIC eWIC Cards may be mailed to Priority II infants of mothers not on WIC during pregnancy that were pre-certified using hospital referral data.

Mail the WIC eWIC Card in a separate envelope from the Using your eWIC Card brochure; do not mail the brochure and the eWIC card in the same envelope. Both envelopes must be stamped Return Service Requested. Enclose a letter with the required text.

The following text is required in the letter:

Enclosed is the “Using Your eWIC Card” brochure. The brochure explains how to set your PIN and use the card at the store. You must set-up a PIN number to use the card at the store. The PIN number is for you and should not be shared with anyone.

You will receive the eWIC card in the mail soon. Once you receive the card and set-up the PIN, take the eWIC card to the store when you shop. It is the only identification you need when you use the eWIC card.

Bring this card every time you come to the WIC clinic. It is the only identification you need to pick up benefits.

The enclosures include the “Using our eWIC Card” brochure and letter.

Information

Thank you of the Week

"WIC means that my family can get fresh fruits and vegetables at least once a month that I cannot afford. My one-year-old that suffers from stroke and cerebral palsy can get the much needed vitamin D from the milk that WIC helps me to provide daily. My family would suffer greatly if WIC was not around because not only provides food that keep our family healthy it also provides a lot of nutrition and healthy growth information not always provided to urban communities. I ask you to please not make further cuts to WIC funding it is essential to my family and many others." ~WIC participant

Participant Centered Services

It doesn't matter where a client starts on their journey to being healthier, there are probably many things they could work on to become healthier, ask them what they are most interested in working on and start there. Even if it's not a big change, each successful behavior change will build on the one prior, increasing their confidence in their ability to make health behavior changes.

Find Us on Facebook



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

eWIC/Focus Update

Dates to Remember/Conferences/Webinars/Training etc.

2016 Dates to Remember:

October 2016:

- **Communication and Rapport Workshop – October 26th**

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](#)*

December 2016:

- The Lactation Counselor Training course (CLC) is being offered in Sioux City at UnityPoint - St Lukes December 5-9, 2016. It is very seldom that this training is hosted in Iowa so take advantage while you can. The number of attendees are limited and you need to register four weeks prior to the start date to get the early bird price. To register go to The Center for Breastfeeding website: <http://www.healthychildren.cc/clc.htm>
*[*See the 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.

2017 Dates to Remember:

Contractor's Meeting Webinar- **January 31, 2017 9 am- 12 pm**
Maternal Core Training- **March 29, 2017**
Breastfeeding Core Training- **March 30, 2017**
Infant/Child Core Training- **August 1, 2017**
Coordinator Meeting (In-person)- **August 29, 2017**
Communication and Rapport Core Training- **October 24, 2017**

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, 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

This institution is an equal opportunity provider.



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

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

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

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

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

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.

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

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

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

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.

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 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

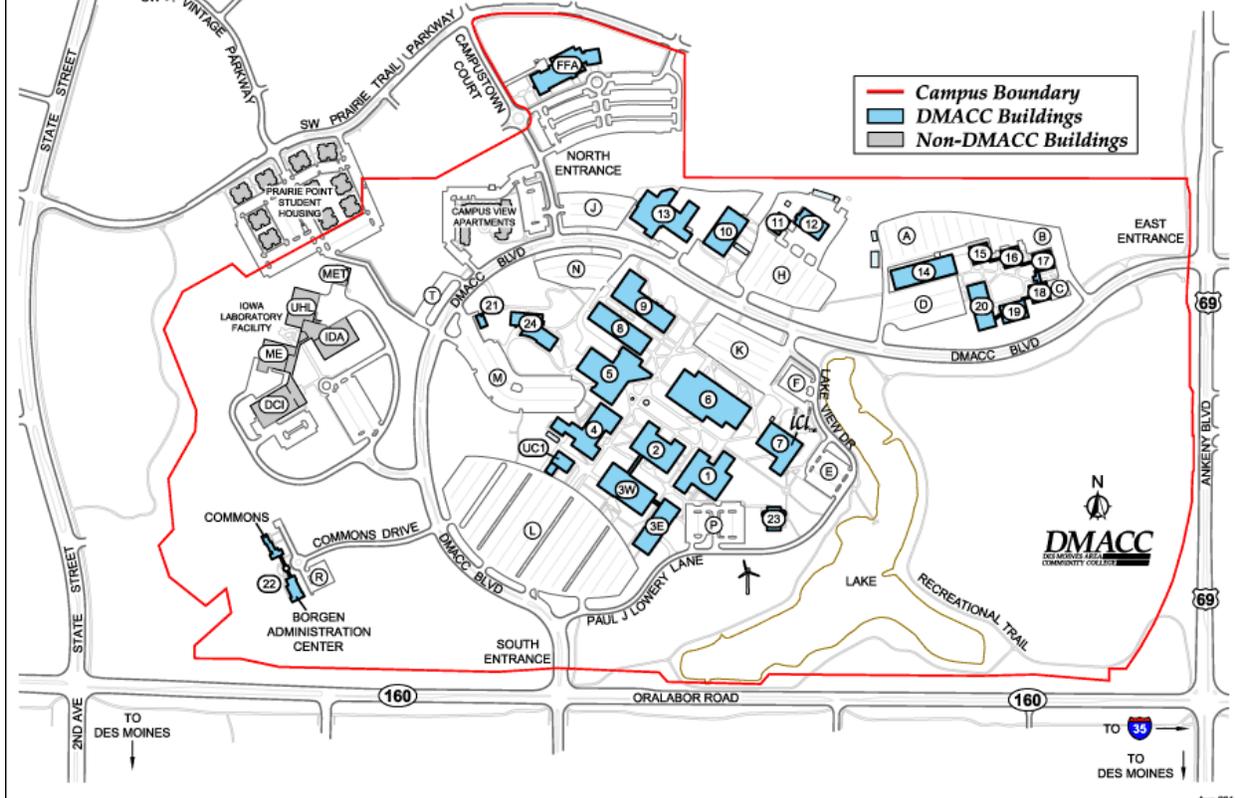
Register online at

https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveltem&item=d sEvYAsYk0v_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



Register Today!

Lactation Counselor Training Course

Join us at UnityPoint Health – St. Luke's

December 5-9

**Register online www.centerforbreastfeeding.org
(712) 279-3279**

Who should attend the Lactation Counselor Training Course?

Anyone who wants to obtain strong, up-to-date, evidence based foundation in breastfeeding knowledge and skills, and achieve the National Certification as a Certified Lactation Counselor (CLC). Attendees have a wide range of background and experience in supporting breastfeeding families.

- Nurses
- Public Health / WIC
- Public Health Nurses
- Hospital Staff
- Midwives
- Peer Counselors
- La Leche League Leaders
- Family Practice Physicians
- Pediatricians
- Nursing Mothers Counsel Members
- Speech / Language and Occupational Therapists
- People interested in sitting for the IBCLC exam
- People interested in ALC/ANLC Certification
- Breastfeeding Advocates
- Perinatal Outreach Workers
- IBCLCs earning CERPs
- Childbirth Educators
- Doulas
- Visiting Nurses
- LPN
- OB GYN

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