



Week ending issue: September 30, 2016– Issue #308

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

Nicole Newman will serve in the position of State Breastfeeding Coordinator for the Iowa WIC program effective September 30. Nicole's experience at the local agency and the state office along with her background and knowledge with breastfeeding promotion and support will be a strong asset to the Iowa WIC program. Please congratulate Nicole on her new role!

Kimberly Stanek, RD, LD

Community Health Consultant, Division of Health Promotion and Chronic Disease Prevention (HPCDP) | Bureau of Nutrition and Health Promotion | Iowa Department of Public Health | Lucas State Office Building | 321 East 12th Street | Des Moines, Iowa 50319 | P: 515.281.7119 | F: 515.281.4913 | kimberly.stanek@idph.iowa.gov

"Promoting and Protecting the Health of Iowans"

We also want to wish Holly Szcodronski the very best as she has retired from IDPH – State WIC this week. This picture was taken at her retirement potluck, where she received this beautiful quilt with many memories from her 21 years at IDPH.



FIS is providing a little more detail on the different ways a cardholder can reach a live CSR when calling the cardholder IVR number on the back of their eWIC card. Please share with others you feel may need to know.

The WIC EBT IVR, we will transfer to a CSR on the following:

- Fail to enter the card number correctly 3 times
- No response from the client when prompted 3 times for card entry
- Client chooses Lost/Stolen/Damaged
- Fail to enter secondary validation criteria after card number 3 times
- On PIN Select/Reset, fail to enter the PIN or validation criteria correctly 3 times.
- Choose to Dispute a transaction

We do we offer a menu option to go directly to a CSR. The caller is required to minimally try the IVR before they potentially are transferred for assistance.

I hope this helps understand the process better.

Thank you of the Week

Participant Centered Services

Find Us on Facebook



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

eWIC/Focus Update

Dates to Remember/Conferences/Webinars/Training etc.

September:

- NETC Webinar (All New Staff) – September 15, 8:30-11:30 a.m.
- NETC Webinar (Health Professional) – September 22, 8:30-11:30 a.m.
- NETC Webinar (Support Staff) – September 29, 8:30-11:30 a.m.

October:

- **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:

- 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 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.

Available Formula

Product	Quantity	Expiration Date	Agency	Contact
Keto cal. 3:1, 11 oz. Unflavored Powder	8 containers	9-4-16	HACAP	Angela Munson 319-366-7632
Pediasure 1.0	1 case	11-16-16	HACAP	Angela Munson 319-366-
Ketocal 4.1 (vanilla)	1 case	9-9-16	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

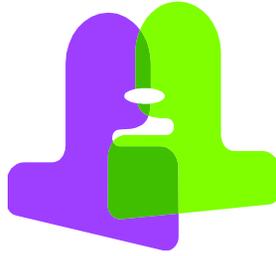
In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national 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=retrievelt&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). <u>Note:</u> 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

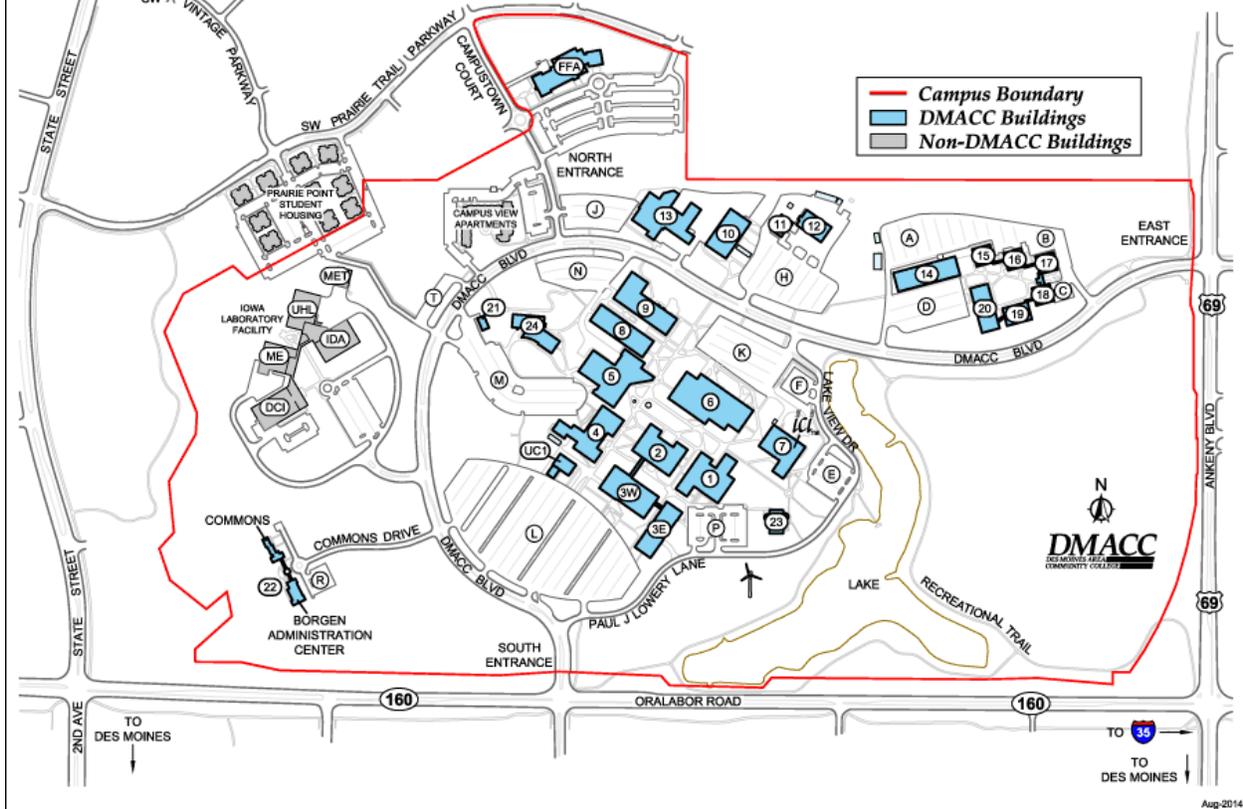
Register online at

https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=retrieveltem&item=dEvYAsYk0v_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”

Important strategies for moms facing lactation challenges: moms who exclusively pump including information on different pumps and flanges; a session on increasing milk supply; a surgical approach to breast cancer in the lactating woman.

November 4, 2016: 8:15 a.m. - 5:00 p.m.

Grace Community Church 877 NE 64th St. Pleasant Hill/Des Moines

To register visit: <http://bit.ly/21euDQv>

Or contact Angela at lactationlady@live.com | 515-210-1868

Facebook hashtag: **#BBNov4Conference**

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

Continuing Education

Nurses will be awarded .76 CEUs Iowa Board of Nursing Provider #17, **Dietitians:** 6 contact hours. **IBCLC:** 6.16 L-Cerps. Certificate of completion will be given to all attendees. Full attendance is required; no partial credit will be given

Cost:

Early bird registration fee (before October 10th) is \$80 per person, which includes lunch and snacks.

Speaker Information:



Dee Kassing has been an IBCLC in private practice for more than 20 years. She has worked part-time at a Level III Neonatal Intensive Care Unit (NICU) and on a hospital postpartum floor. Dee has also been a La Leche League Leader for 30 years and currently serves as an Assistant Area Professional Liaison Leader in Illinois LLL. She is a member of ILCA and USLCA and serves as the Secretary of her local USLCA Chapter. Dee also serves as the Secretary of the Edwardsville (Illinois) Region Breastfeeding Task Force. She loves the “detective work” that accompanies puzzling breastfeeding problems. Her specialty is sucking and latch-on problems. Her 2002 article, “Bottle-feeding as a Tool to Reinforce Breastfeeding,” was voted the Most Useful Article of the Year by readers of JOURNAL OF HUMAN LACTATION. Dee presents Peer Counselor training sessions for WIC

Departments. She is a frequent presenter at Area La Leche League Conferences, and has presented at the ILCA Conference, LLL International Conference, Lactation Consultant in Private Practice Workshop and various state and local conferences.



Tiffany Torstenson, D.O. will be sharing "Surgical Approach to Breast Cancer in the Lactating Woman" Dr. Torstenson graduated from the Des Moines University College of Osteopathic Medicine in 2007 and finished her general surgery residency at Mercy Medical Center in 2012. She went on to a breast surgical oncology fellowship at Mayo Clinic in Rochester, Minn., which she completed in 2013. She returned to Des Moines to join the team at the Katzmann Breast Center. Dr. Torstenson is actively involved in numerous clinical trials and is a huge advocate of these for her patients. She has multiple publications and speaking appearances. She is skilled in ultrasonography and her focuses are on oncoplastic breast surgery and nipple sparing mastectomy. She is actively involved in the surgical education of the residents in the general surgery program at Mercy Medical Center.