



Bureau of Nutrition and Health Promotion

Friday Facts

Week ending Issue: March 18, 2011 – Issue #93

Policy

From the WIC Services Policy and Procedure Manual — 370.00 Introduction to Local Agency Review

This section of the Services policy and procedure Manual contains policies and information about on-site agency reviews, record audits, review schedules and review documentation.

The section contains the following policies:

- On-site agency review
- Office visit
- Clinic services record audit
- Clinic visit
- Administrative on-site review
- Agency financial review

Reports

Breast Pumps Due and Issued Reports

Did you know the Breast Pumps Due Report and Breast Pumps Issued Report are both available in IWIN? The **Breast Pumps Due Report** provides a list of participants that currently have breast pumps assigned to them. The **Breast Pumps Issued Report** provides a count of the types of breast pumps issued. For more information regarding this report, please see policy 330.45.

Resources

Family to Family Iowa

Family to Family Iowa is a statewide network of navigators who provide assistance to families of children with special needs (developmental, behavioral, emotional, and physical) at no cost to families. These services help families navigate the supports and services available for their child and of other family members. The network also helps families develop self-advocacy skills through training. The network is currently building a Website at www.familytofamilyiowa.org.

Each WIC office will receive a copy of the new print outreach informational card in the weekly mailing. This card provides a description of Family to Family Iowa and their toll free number. If you would like additional copies of the card for WIC clinics or other agency programs, please call the toll free number listed on the card.

Training

Communication & Rapport Building Skills Workshop – April 29, 2011

A quality WIC nutrition assessment contains elements of both art and science to collect, evaluate and interpret the information provided by clients. Effective communication and rapport building skills foster a sense of trust and help build a relationship between clients and WIC staff. When clients are engaged in the assessment through dialogue and feedback, quality information is collected for the assessment that contributes to individualized services addressing specific client needs and interests. This interactive workshop required for new WIC nurses and dietitians will strengthen communication and rapport building skills.

Please register by April 15th – [*registration information can be found at the end of the Friday Facts.*](#)

EBT Update

Definition of PLU

What is a PLU? Price Look Up code. A PLU is a 4 or 5 digit identifier that is placed on bulk fresh fruits, vegetables, nuts and herbs to make check-out and inventory control easier, faster and more accurate. PLU's have been used in varying degrees by grocery stores since 1990. The PLU is linked to specific produce to describe the item. The International Federation for Produce Standards is working towards standardizing PLU's globally, so when you shop in different stores, you will see the same PLU for specific produce.

Off-line WIC EBT Systems (Texas)

The off-line EBT system was chosen by WIC primarily due to the size of Texas and the remote location of some WIC clinics and grocers. Texas was also drawn to the fact that the off-line system does not require transaction fees for the grocers. The off-line system allows immediate access to benefits regardless of the location of the clinic or the communication ability of the stores.

Texas WIC began piloting an off-line EBT system in El Paso in 2004. The El Paso pilot was welcomed by WIC participants and grocery store personnel. Participants were enthusiastic about the fact that the card could be used anytime during the month and items could be purchased when needed rather than all at one time. Participants also indicated using the EBT card was more socially appealing due to the privacy it provided. Grocery store managers indicated the use of EBT resulted in faster and simpler transactions for cashiers and participants and faster reimbursements for the stores.

Dates to Remember

2011

NETC

- April 18 & 19
- July 25 & 26
- October 24 & 25

Advisory Committee Meetings

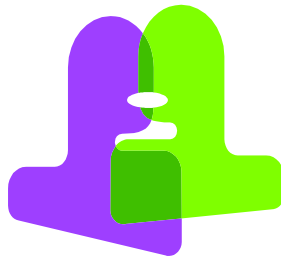
- July 15
- October 7

Core Workshops

- March 28 & 29 - Maternal Nutrition and Breastfeeding Workshop
- April 29 - Communication & Rapport Building Workshop
- June 23 & 24 - Infant and Child Nutrition Workshop

Available Formula

Product	Quantity	Expiration Date	Agency	Contact
Enfaport Lipil	23 – 8 oz cans (ready-to-feed)	9/1/2011	Johnson County WIC	Chuck Dufano @ 319-356-6042
Similac Special Care Premature 24kcal	5 cases 48 pk 2 oz bottles	11/2011	Broadlawns	Nikki Davenport at 515-282-6710
Neosure 12.8 ounces	7 cans – 12.8 ounces	1 can expires 1/1/12; 3 cans expire 4/1/12; 3 cans expire 5/1/12	MICA	Meghan Hansen at 515-232-9020
Elecare, Vanilla	4 cans, 14.1 oz Powdered Elecare Vanilla	Elecare Vanilla – March 2012	Upper Des Moines Opportunity	Julie Erskine @ 712-213-1230



Communication & Rapport Building Skills Workshop

April 29, 2011

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Agenda

- 8:30 Registration
- 9:00 Setting the Stage for Quality Nutrition Assessments
- 9:15 Strengthening Your Questioning Skills with OARS
- 10:15 Stretch Break
- 10:30 Using Stages of Change in Nutrition Assessment
- 11:30 Lunch
- 12:30 Guiding Clients Toward Lifestyle Change: Motivational Interviewing
- 1:45 Putting the MI Pieces Together: Case Study
- 2:15 Stretch Break
- 2:30 Overcoming Barriers to Effective Communication
- 3:30 Using Effective Nonverbal Communication Techniques
- 4:00 Summary & CEUs

Speakers

Patricia Hildebrand, MS, RD, LD, Community Health Consultant
Kimberly Stanek, RD, LD, Community Health Consultant

— Both speakers are employed by the Iowa Department of Public Health —
This workshop is sponsored by the Iowa WIC Program.

Objectives

- Define rapport building and describe its use in nutrition assessment.
- Describe how to use the OARS approach in nutrition assessment.
- 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 workshops will be in the Conference Center — Building 7 in the Maple and Oak Rooms. 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 \$40.00. 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.

Space is limited to 45 participants. Pre-registration is required by April 15.

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

Continuing Education

- 0.62 CEUs have been approved for nurses through Nursing Provider Number 22.
- Certificates of attendance will be provided to dietitians.

To receive a certificate of attendance, nurses and dietitians must attend the session in full.

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.

Overnight Accommodations

A block of non-smoking rooms has been reserved at the Quality Inn and Suites in Ankeny for Thursday evening. The hotel is located off Interstate 35 at Exit 92. Make your reservations before March 28 to receive the state rate. To make your reservation, call (515) 964-8202. Please state that your reservation is for the “WIC Workshop” so you receive the negotiated rate.

Questions?

If you have questions about registration, please call (515) 964-6353. For questions about the agenda, please call (800) 532-1579 and ask for Jill.

REGISTRATION



Communication & Rapport Building Skills Workshop AHNE 993 CRN 27433

April 29, 2011



Name: _____

Address: _____

Agency: _____

Daytime phone: _____

Social Security #: _____

Email address: _____

The registration fee is \$40 for this workshop. Please make checks payable to Des Moines Area Community College.

Send this form and payment by April 15 to:

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



DMACC
DES MOINES AREA
COMMUNITY COLLEGE

Ankeny Campus

