



Memorandum

#23-079

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: December 18, 2023

SUBJECT: New trainings, updated schedule available for December, January and February

Live Online Training Schedule

The attached training schedules for December, January and February are now available to view on the [HHSC WIC Training](#) Webpages under the Texas WIC Live Online Training Schedule header.

[Live Online Training Schedules](#)

[Calendar At-A-Glance](#)

If you have any questions, please contact Angela Gil at Angela.Gil@hhs.texas.gov.

New Recorded Trainings Available in the Texas WIC Training Catalog

Qualtrics – Your WIC Experience



This recorded training is now available to view in the WIC Training Catalog under the Administration tag.

The training will cover checking tickets, exporting tickets and using the TexasWIC.org Apply Now dashboard in the Qualtrics platform.

This training covers:

- What is asked on the Your WIC Experience client experience survey and how it is distributed.
- What conditions trigger a ticket and how to view and work them in the Qualtrics Ticket Interface.
- Using emailed ticket notifications (or creating an Outlook rule to divert them) vs exporting ticket spreadsheets.
- Required actions of local agency staff according to GA:25.0 Hospitality Policy and QA:2.0 Ticket Timeframes.
- How to visualize your data using the Your WIC Experience dashboards in Qualtrics.

Register for [Qualtrics Your WIC Experience](#)

The Ins and Outs of Invoicing

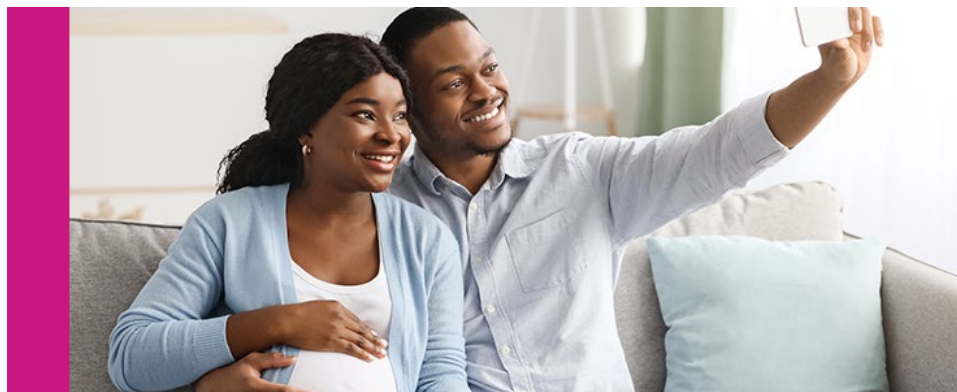


This recorded training is now available to view in the WIC Training Catalog under the Administration tag.

This recorded webinar will cover monthly invoices, reporting indirect costs and other adjustments. There will be a demonstration on how to prepare monthly invoices and quarterly Financial Status Report (FSRs) which include indirect costs and adjustments for fiscal findings such as unallowable sales tax, late fee penalties, and misallocations.

Register for [The Ins and Outs of Invoicing](#)

What to Expect as Gen Z Starts to Parent



In this recorded presentation, Joe Waters and Dr. Erickson discuss Gen Z as parents. Our objectives for this workshop are to review some of the most significant challenges facing Gen Z parents, discuss demographic shifts that impact how this generation identifies themselves, and to engage participants in creating strategies to support the flourishing and well-being of these Gen Z parents and their young children.

Register for [What to Expect as Gen Z Starts to Parent](#)

New Live Online Trainings

Lunch and Learn: What are TOTs and why do we care about them? with Dr. Jimi Francis

"Tethered oral tissues" (TOTs) is a term that encompasses conditions where certain tissues in the mouth are restricted or attached in a way that may affect oral function. This restriction can occur in the tongue, lips, or cheeks. Two common conditions falling under the umbrella of tethered oral tissues are tongue tie (ankyloglossia) and lip tie. This can restrict the range of motion of the tongue and or lips, potentially affecting the ability to breastfeed or, later in life, the ability to eat, speak, and perform other oral activities.

By the end of this learning session, students will be able to define ankyloglossia, also known as tongue tie; will be able to describe lip and buccal ties; and will be able to describe current research understanding of available diagnoses and treatments. This training will be recorded for the LMS.

Date: Thursday, January 11, 2024

Time: 12-1 pm CST

Link: [What are TOTs: 01/11/24](#)

Texas WIC Leadership Training Series



We are excited to announce a training series geared towards local agency directors, supervisors and team leads taught by Brian Brandt of Core Insights, a leadership development company.

Improve your leadership skills and become a more engaged and effective leader in both your professional and personal life. Through these trainings, you will learn to step out of your comfort zone and increase your confidence as a leader.

Please register for the live trainings at the links below. All trainings will also be recorded and added to the LMS at a future date.

Expand Your Comfort Zone

This session will enable participants to expand their comfort zone by applying approaches to confidently handle situations commonly faced by leaders in the workplace. Specific focus is on operating during ambiguity and change. In this session, we'll consider ways to grow in our confidence, and specify which items we should focus on in vague and dynamic situations. We'll get specific by looking at real scenarios.

Date: Wednesday, February 13

Time: 12-1:30 pm CST

Please register in advance: [Expand Your Comfort Zone 02/13/24](#)

Organizational Attractiveness: Retaining and Recruiting for Today's Employees

How can you attract and retain top talent? Do you understand expectations of current and potential employees? We'll examine the current data and best practices for hiring and retaining employees in this fast-moving session that is certain to have you walk away with some actionable items.

Date: Tuesday, March 5

Time: 12-1:30 pm CST

Please register in advance: [Organizational Attractiveness 03/05/24](#)

Building Up Your Team: Improving Morale

In this fast-paced session, we'll experience hands-on activities that can be applied in our own environments immediately. We'll evaluate our team's status and see how to move them forward. Be ready to gain principles for building others up, and enhancing morale.

Date: Wednesday, April 3

Time: 12-1:30 pm CST

Please register in advance: [Building Up Your Team 04/03/24](#)

Registration Now Open

How to Talk About Food: Best Practices for Culturally Appropriate Conversations



We all talk about food multiple times a day. We talk about what we cook, our favorite restaurants, what we ate last night, and what we want to eat next. Food is a connector for all humans because we all have to eat.

In this presentation, we'll delve into the best practices for culturally appropriate conversations about food. The presentation will highlight culturally appropriate dietary counseling practices from a culinary—not clinical—lens, practices that may be used to better connect with clients, families and caregivers. Presented by Breana Lai Killeen, MPH, RD, a dietitian, chef, farmer, former Test Kitchen Manager for EatingWell Magazine and an expert in culturally competent recipe development.

This training is geared toward WIC Registered Dietitians, Nutritionists, and WCS Staff but all are welcome to attend. It will be presented live on Zoom and recorded for the WIC LMS.

Speaker Bio:

Breana Lai Killeen is a food writer, recipe developer, culinary nutritionist, and farmer with 15+ years of experience creating editorial and digital content. She has written and edited over 2500 recipes, articles and presentations for top brands including EatingWell, Allrecipes, Cabot Creamery, Hello Fresh, POM Wonderful, the National Beef Council, and the Dairy Council. Breana has a master's degree in public health from the University of North Carolina at Chapel Hill, is a graduate of Le Cordon Bleu London, a Wine Spirit & Education Trust trained sommelier and is a registered dietitian.

Breana loves teaching people how to cook, especially if it involves using up all the bits and pieces left in the veggie drawer to make something seemingly impressive for her 2-year-old twins. When she's not cooking or chasing toddlers, you can find her out on Killeen Crossroads Farm in Vermont wrangling 175 chickens, 9 cows, 2 dogs and her tractor-loving husband.

Date: Thursday, January 25, 2024

Time: 12-1 pm CST

Please register in advance: [How To Talk About Food 1/25/24](#)

Navigating Nutritional Challenges in Hyperemesis Gravidarum



Hyperemesis gravidarum (HG) or severe nausea and vomiting in pregnancy leads to significant nutritional deficiencies and food aversions during pregnancy. Resulting malnutrition may cause serious complications such as Wernicke's encephalopathy in the mother, and malformations and neurodevelopmental issues in the child. But effective treatment and support prevent many complications. In this talk, Kimber MacGibbon, RN will cover:

1. How to recognize when it's more than morning sickness.
2. Assess the severity of HG so you can refer for needed care.
3. Understand coping strategies for the many challenges of HG.

After this talk, you will be able to confidently recommend practical nutritional strategies that really help mothers and babies have a healthier future.

This training is open to Registered Dietitians, Nutritionists, and WCS Staff. It will also be recorded and available for a limited time in the WIC LMS.

**This activity has been awarded 1.5 CNE by the University of Texas at Austin School of Nursing's Accredited Provider Unit. University of Texas at Austin School of Nursing is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. Those who attend the entire session and complete an evaluation will receive a CNE Certificate.*



The University of Texas at Austin
School of Nursing



Speaker Bio:

Kimber MacGibbon has been a Registered Nurse for over 30 years, with 23 years focused on hyperemesis gravidarum. She is the Executive Director and co-founder of the Hyperemesis Education and Research Foundation and personally consults on hundreds of complex cases each year. She is an author on over 40 publications, advocates with national leadership, and leads the development of educational initiatives as well as innovative clinical resources for managing HG. She had two pregnancies with HG until delivery and is passionate about improving the care mothers receive to reduce the significant adverse outcomes for mother and baby.

Date: Tuesday, February 6

Time: 12-1:30 pm CST

Please register in advance: [Hyperemesis Gravidarum 02/06/24](#)

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|----------------------|------------|--|--|---|---|
| December 2023 | | | | | |
| 12/4 | 1:00-5:00 | <p>Virtual Advanced Lactation Management: Session 1</p> <p>This advanced-level class utilizes critical thinking & problem-solving skills during activities and case studies. Topics include: Advanced Maternal Complications, Medications, and Counseling During Complex Situations, part 1. The 4 sessions can be taken in any order.</p> <p>CE hours awarded for several disciplines. See registration page for specific information.</p> | LA staff who counsel breastfeeding mothers | <p>https://TALWD.Eventbrite.com</p> <p>Please register in advance.</p> | <p>Missy.Hammer@hhs.texas.gov</p> |
| 12/5 | 12:00-1:30 | <p>Lunch and Learn: Stress Management</p> <p>Join Brian Brandt for this session as we focus on resiliency, recovery and stress reduction. In this session, we'll consider keys to identifying, addressing and reducing our stress so we're better equipped to focus on what matters most. This training will be recorded for the WIC LMS.</p> | All WIC Staff | <p>Please register in advance.</p> <p>Stress Management 12/5/23</p> | <p>Angela.Gil@hhs.texas.gov</p> |
| 12/06 | 12:00-1:30 | <p>TXIN and myWIC Features You Need to Know</p> <p>In this training, we will discuss upcoming TXIN and myWIC features for clients and staff related to nutrition education and other topics.</p> | All WIC Staff | <p>TXIN and myWIC Features You Need to Know 12.06.23</p> | <p>juliette.coronado@hhs.texas.gov</p> <p>anita.ramos@hhs.texas.gov</p> |
| 12/06 | 1:00-5:00 | <p>Virtual Advanced Lactation Management: Session 2</p> <p>This advanced-level class utilizes critical thinking & problem-solving skills during activities and case studies. Topics include: Biomechanics of Lactation, Advances in Maternal Nutrition during Lactation, part 1, and Counseling During Complex Situations, part 2. The 4 sessions can be taken in any order.</p> <p>CE hours awarded for several disciplines. See registration page for specific information.</p> | LA staff who counsel breastfeeding mothers | <p>https://TALWD.Eventbrite.com</p> <p>Please register in advance.</p> | <p>Missy.Hammer@hhs.texas.gov</p> |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------|-------------|---|---|--|--|
| 12/07 | 12:00-1:00 | Lunch and Learn: Ask the Formula Team. The state Formula Team will respond to formula questions submitted by LA Staff | All WIC Staff | 12/07/2023 Ask the Formula Team | Esther.Giezendanner@hhs.texas.gov |
| 12/08 | 10:00-11:30 | TXIN and myWIC Features You Need to Know In this training, we will discuss upcoming TXIN and myWIC features for clients and staff related to nutrition education and other topics. | All WIC Staff | TXIN and myWIC Features You Need to Know 12.08.23 | juliette.coronado@hhs.texas.gov anita.ramos@hhs.texas.gov |
| 12/08 | 1:00-2:30 | Social Media Outreach Part 1 - Getting Started This social media training will focus on how to best serve current clients and reach new clients using digital tools and your social media presence, including best practices for creating and managing Facebook and Instagram accounts, as well as tips for connecting with others and curating content to get your account up and running! | Directors, Outreach Coordinators, LA Staff who create content or post on social media | Social Media Outreach: Part 1 - 12.08.2023 | jessica.leyendecker@hhs.texas.gov |
| 12/11 | 9:00-10:30 | Social Media Outreach Part 2 - Moving Forward This social media training will help you learn how to establish a brand voice and provide you with the digital tools you need to create content that resonates, inspires, and educates your audience. In this session, you will learn how to get organized using a social media content calendar, which types of posts generate more engagement, guidelines for each platform, and how and when to post. We will also share best practices on engagement with your new followers. | Directors, Outreach Coordinators, LA Staff who might create content or post on social media | Social Media Outreach: Part 2 - 12.11.2023 | jessica.leyendecker@hhs.texas.gov |
| 12/11 | 1:00-5:00 | Virtual Advanced Lactation Management: Session 3 This advanced-level class utilizes critical thinking & problem-solving skills during activities and case studies. Topics include: Advanced Lactation Equipment, NICU Lactation Counseling, and Advanced Infant Issues (Pediatric Complications). The 4 sessions can be taken in any order. CE hours awarded for several disciplines. See registration page for specific information. | LA Staff who counsel breastfeeding mothers | https://TALWD.Eventbrite.com Please register in advance. | Missy.Hammer@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|----------------------------------|---|--|--|--|--|
| 12/12 | 1:00-2:00 | <p>Lunch and Learn: CS:07.0 Income Screening as a Certification Requirement Policy Updates Join us to learn about policy updates to CS:07.0, Income Screening as a Certification Requirement. The updates include current flexibilities for the certification documentation aimed to streamline the eligibility determination and improve the participant experience. The updated policy will be effective November 1st.</p> | WIC staff who determine income eligibility, Supervisors and WIC Directors. | CS:7.0 Income Screening as a Certification Requirement Policy Updates 12.12.23 | Doreen.laduca@hs.texas.gov |
| 12/12 12/14 12/19 12/21 | 1:00-5:00 8:30-5:00 8:30-5:00 8:30-12:30 23 hours of live virtual instruction over a 2-week period. See the Texas WIC Training Catalog for additional times and to register. | <p>TXIN Application Virtual Training</p> <p>Training Day 1 On Day 1, we provide a history of the TXIN application and explore navigation. During this session, we create a family record, add an endorser, add the participants to the family record, and document proof of residency.</p> <p>Training Day 2 On Day 2 we certify a participant and sign the Rights & Responsibilities document. This session includes a special presentation on creating and managing VENA, Risk Codes, and High-Risk Referrals in TXIN.</p> <p>Training Day 3 In this session, we create a benefits issuance, and demonstrate how to verify and write WIC benefits to a Texas Card. Additionally, we discuss, Scheduling, completing the Daily Rider, performing recertifications, mid-certs & mid-reviews, managing transfers, and VOCs. The session also includes a presentation on using the myWIC app.</p> <p>Training Day 4 This day is all about formula management! In this session we verify formula, replace & exchange formula, return formula, create and approve a prescription, issuing a drop ship order, and managing breast pumps in TXIN.</p> | New and/or existing TXIN users | December - TXIN Virtual Training | sandra.west@hhs.texas.gov debra.white1@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------|------------|--|---|---|--|
| 12/13 | 1:00-5:00 | <p>Virtual Advanced Lactation Management: Session 4 This advanced-level class utilizes critical thinking & problem-solving skills during activities and case studies. Topics include: Advances in Maternal Nutrition during Lactation, part 2 and Biospecificity and Composition of Human Milk. The 4 sessions can be taken in any order. CE hours awarded for several disciplines. See registration page for specific information.</p> | LA staff who counsel breastfeeding mothers | <p>https://TALWD.Eventbrite.com Please register in advance.</p> | <p>Missy.Hammer@hhs.texas.gov</p> |
| 12/14 | 12:00-1:30 | <p>TXIN and myWIC Features You Need to Know In this training, we will discuss upcoming TXIN and myWIC features for clients and staff related to nutrition education and other topics.</p> | All WIC Staff | <p>TXIN and myWIC Features You Need to Know 12.14.23</p> | <p>juliette.coronado@hhs.texas.gov anita.ramos@hhs.texas.gov</p> |
| 12/15 | 9:00-10:30 | <p>Social Media Outreach Part 3: Nuts and Bolts In this social media session, we will dive deeper into how to fill and edit your social media account with posts and content. You will learn the specific imagery requirements for each platform, resources to locate quality images/videos, and how to create your own images and video content. Become a pro with our expert-level recommended camera options, lighting best practices, staging tips, and editing tools. Plus, learn how to gauge success using a few key metrics.</p> | Directors, Outreach Coordinators, LA Staff who create content or post on social media | <p>Social Media Outreach: Part 3 - 12.15.2023</p> | <p>Jessica.leyendecker@hhs.texas.gov</p> |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------------------------|------------|---|---|---|--|
| January 2024 | | | | | |
| 01/08 | 9:00-9:30 | Live Storm Orientation This class must be taken at least once before attending Virtual Lactation Principles (VLP) or Virtual Advanced Lactation Management (VALM) sessions. This is a review of how to use the LiveStorm platform. You will be automatically registered. | Anyone attending a LiveStorm breastfeeding class. | | Missy.Hammer@hhs.texas.gov |
| 01/08 | 1:00-2:00 | Nutrition Notes Training An exciting new feature is coming to TXIN and myWIC in early February! Nutrition Notes will allow nutritionists and WCS's to write a personalized note to each client and recommend specific educational resources based on the conversation you have during certification. The Nutrition Notes will be a required field and serve as VENA documentation. | WIC Staff | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |
| 01/09 01/10 01/11 | 9:00-12:00 | Virtual Lactation Principles (3 days) This breastfeeding course addresses the fundamentals of breastfeeding, utilizing various case studies, activities and group discussions. All 3 days are required to receive a completion certificate or continuing education (CE) hours. No partial credit is awarded. CE hours awarded for several disciplines. See registration page for specific information. | Staff offering breastfeeding education | www.TALWD.org Please register in advance. | Missy.Hammer@hhs.texas.gov |
| 01/09 | 12:00-1:00 | Nutrition Notes Training An exciting new feature is coming to TXIN and myWIC in early February! Nutrition Notes will allow nutritionists and WCS's to write a personalized note to each client and recommend specific educational resources based on the conversation you have during certification. The Nutrition Notes will be a required field and serve as VENA documentation. | WIC Staff | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|----------------------------------|---|---|--|---|--|
| 01/09 01/11 01/30 01/31 | 23 hours of live virtual instruction over a 2-week period. See the Texas WIC Training Catalog for exact times. | <p>TXIN Application Training Day 1 On Day 1 we provide a history of the TXIN application and explore navigation. During this session, we create a family record, add an endorser, add the participants to the family record, and document proof of residency.</p> <p>TXIN Application Training Day 2 On Day 2 we certify a participant and sign the Rights and Responsibilities document. This session includes a special presentation on creating and managing VENA, Risk Codes, and High-Risk Referrals in TXIN.</p> <p>TXIN Application Training Day 3 In this session, we create a benefits issuance, and demonstrate how to verify and write WIC benefits to a Texas WIC Card. Additionally, we discuss, Scheduling, completing the Daily Rider, performing recertifications, mid-certs & mid-reviews, managing transfers, and VOCs. The session also includes a presentation on using the myWIC app & TXIN Sandbox.</p> <p>TXIN Application Training Day 4 This day is all about formula management! In this session we verify formula, replace & exchange formula, return formula, create and approve a prescription, create a drop ship order, and managing breast pumps in TXIN.</p> | New and/or existing TXIN users | January 2024 TXIN Virtual Training | sandra.west@hhs.texas.gov debra.white1@hhs.texas.gov |
| 01/09 | 1:00-2:00 | <p>Lunch and Learn: Clarification of CS:17.0 and Guidelines for the Nutrition Assessment This training will clarify policy and procedure questions related to the Nutrition Assessment Process, weighing, measuring and bloodwork assessment.</p> | CA's and WCS's who conduct nutrition assessments | Clarification of CS:17.0 and Guidelines for the Nutrition Assessment 01.09.2024 | doreen.laduca@hhs.texas.gov |
| 01/11 | 12:00-1:00 | <p>Lunch and Learn: What are TOTs and why do we care about them? with Dr. Jimi Francis. "Tethered oral tissues" (TOTs) is a term that encompasses conditions where certain tissues in</p> | Staff who provide breastfeeding counseling. | What are TOTs? 1/11/24 | Kristie.Arrieta@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------|------------|---|-----------------|--|--|
| | | <p>the mouth are restricted or attached in a way that may affect oral function. This restriction can occur in the tongue, lips, or cheeks. Two common conditions falling under the umbrella of tethered oral tissues are tongue tie (ankyloglossia) and lip tie. This can restrict the range of motion of the tongue and or lips, potentially affecting the ability to breastfeed or, later in life, the ability to eat, speak, and perform other oral activities. By the end of this learning session, students will be able to define ankyloglossia, also known as tongue tie; will be able to describe lip and buccal ties; and will be able to describe current research understanding of available diagnoses and treatments. This training will be recorded for the LMS.</p> | | | |
| 01/16 | 12:00-1:00 | <p>Nutrition Notes Training An exciting new feature is coming to TXIN and myWIC in early February! Nutrition Notes will allow nutritionists and WCS's to write a personalized note to each client and recommend specific educational resources based on the conversation you have during certification. The Nutrition Notes will be a required field and serve as VENA documentation.</p> | WIC Staff | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |
| 01/17 | 12:00-1:00 | <p>Nutrition Notes Training An exciting new feature is coming to TXIN and myWIC in early February! Nutrition Notes will allow nutritionists and WCS's to write a personalized note to each client and recommend specific educational resources based on the conversation you have during certification. The Nutrition Notes will be a required field and serve as VENA documentation.</p> | WIC Staff | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------|------------|---|--|--|--|
| 01/18 | 12:00-1:00 | <p>Lunch and Learn: Managing Changes in Custody This webinar will review four changes in custody scenarios (Bio to Bio, Bio to Foster, Foster to Bio and Foster to Foster), how to determine if current month's benefits may be issued to the transferring participant, and how to issue them using the participant transfer process.</p> | LA Clinic staff with a good understanding of basic TXIN functionality. | Managing Custody Changes In TXIN 01.18.2024 | doreen.laduca@hhs.texas.gov |
| 01/19 | 9:00-10:00 | <p>Nutrition Notes Training An exciting new feature is coming to TXIN and myWIC in early February! Nutrition Notes will allow nutritionists and WCS's to write a personalized note to each client and recommend specific educational resources based on the conversation you have during certification. The Nutrition Notes will be a required field and serve as VENA documentation.</p> | WIC Staff | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |
| 01/23 | 9:00-10:00 | <p>Nutrition Notes Training An exciting new feature is coming to TXIN and myWIC in early February! Nutrition Notes will allow nutritionists and WCS's to write a personalized note to each client and recommend specific educational resources based on the conversation you have during certification. The Nutrition Notes will be a required field and serve as VENA documentation.</p> | WIC Staff | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |
| 01/23 | 1:00-2:00 | <p>Lunch and Learn: Understanding Primary, Secondary and Perceived Low Milk Supply This presentation will help WIC staff learn how to assess and manage low milk supply as well as concerns about low milk supply. Staff will learn the difference in perceived low supply, primary low supply and secondary low supply.</p> | LA staff who counsel breastfeeding women | Understanding Primary, Secondary and Perceived Low Milk Supply 1/23/24 | Asia.Sartor@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 12/19/23

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------|------------|---|----------------------------|--|--|
| 01/25 | 12:00-1:00 | <p>How to Talk About Food: Best Practices for Culturally Appropriate Conversations</p> <p>We all talk about food multiple times a day. We talk about what we cook, our favorite restaurants, what we ate last night, and what we want to eat next. Food is a connector for all humans because we all have to eat. In this presentation, we'll delve into the best practices for culturally appropriate conversations about food. The presentation will highlight culturally appropriate dietary counseling practices from a culinary—not clinical—lens, practices that may be used to better connect with clients, families and caregivers. Presented by Breana Lai Killeen, MPH, RD, a dietitian, chef, farmer, former Test Kitchen Manager for EatingWell Magazine and an expert in culturally competent recipe development. This training will be recorded for the LMS.</p> | WIC RD, Nutritionists, WCS | How To Talk About Food 1/25/24 | angela.gil@hhs.texas.gov |
| 01/30 | 1:00-2:00 | <p>Lunch and Learn: 60 Second Empathy</p> <p>When things are very busy, empathy often goes out the window as we feel pressured to focus solely on problem solving. But without empathy, the client is less receptive to our help, and may dismiss our advice altogether. In this class, you'll learn several empathic communication techniques that will only take up about a minute total of your counseling session, while still being effective.</p> | WIC LA Staff | 60 Second Empathy 1/30/24 | Michelle.Poole@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 2/1/24

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|----------------------|------------|---|--|--|--|
| February 2024 | | | | | |
| 02/01 | 12:00-1:00 | <p>Lunch and Learn: Practicing in myWIC Did you know that WIC staff have access to a sandbox area in myWIC, similar to the TXIN Sandbox? This session will demonstrate how the myWIC app sends information to TXIN and how staff can practice creating and confirming information submitted in the sandbox! In this Lunch & Learn session, staff will learn how to create a pretend family in the TXIN Sandbox, send the family an invitation to sign-up for myWIC, and then create a pretend account in the myWIC sandbox. Staff can see exactly what the client sees when signing up to use the myWIC app and can follow the steps to submit required documents.</p> | New and existing staff wanting to learn more about the myWIC app | Practicing in myWIC 02.01.2024 | doreen.laduca@hhs.texas.gov |
| 02/05 | 12:00-1:00 | <p>Nutrition Notes Training This training will cover the new Nutrition Notes feature that will allow nutritionist and WCS's to write a personalized note to each client. This feature will replace the current VENA documentation and is recommended for all staff who provide nutrition counseling.</p> | Nutritionists, WCS's | Nutrition Notes Live Training Link | andrea.urquidez@hhs.texas.gov |
| 02/06 | 12:00-1:30 | <p>Lunch and Learn: Navigating Nutritional Challenges in Hyperemesis Gravidarum Hyperemesis gravidarum (HG) or severe nausea and vomiting in pregnancy leads to significant nutritional deficiencies and food aversions during pregnancy. Resulting malnutrition may cause serious complications such as Wernicke's encephalopathy in the mother, and malformations and neurodevelopmental issues in the child. Join Kimber MacGibbon, RN, with the Hyperemesis Education and Research Foundation as she discusses HG treatment and support to help prevent complications. After this talk, you will be able to confidently recommend practical nutritional strategies that really help mothers and babies have a healthier future.</p> | WIC Dietitians, Nutritionists, WCS | Please register in advance: Hyperemesis Gravidarum 02/06/24 | Angela.gil@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 2/1/24

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|----------------------------------|--|--|--|---|--|
| 02/06 02/08 02/13 02/15 | 23 hours of live virtual instruction over a 2-week period. See the Texas WIC Training Catalog for exact times. | <p>TXIN Application Training Day 1 On Day 1, we provide a history of the TXIN application and explore navigation. During this session, we create a family record, add an endorser, add the participants to the family record, and document proof of residency.</p> <p>TXIN Application Training Day 2 On Day 2 we certify a participant and sign the Rights and Responsibilities document. This session includes a special presentation on creating and managing VENA, Risk Codes, and High-Risk Referrals in TXIN.</p> <p>TXIN Application Training Day 3 In this session, we create a benefits issuance, and demonstrate how to verify and write WIC benefits to a Texas WIC Card. Additionally, we discuss, Scheduling, completing the Daily Rider, performing recertifications, mid-certs & mid-reviews, managing transfers, and VOCs. The session also includes a presentation on using the myWIC app & TXIN Sandbox.</p> <p>TXIN Application Training Day 4 This day is all about formula management! In this session we verify formula, replace & exchange formula, return formula, create and approve a prescription, create a drop ship order, and managing breast pumps in TXIN.</p> | New and Existing TXIN Users | February 2024 TXIN Virtual Training (adobeconnect.com) | Debra.white1@hhs.texas.gov Sandra.west@hhs.texas.gov |
| 02/08 | 12:00–1:00 | <p>Lunch and Learn: How to Be a Breastfeeding Detective. In this interactive class, you'll be presented with three case studies presenting common concerns related to breastfeeding. Based on suggestions in the chat, the instructors will role play investigating the situation from different angles, and the results will be discussed as a group.</p> | Staff offering breastfeeding education | How to Be a Breastfeeding Detective 2/8/24 | Michelle.Poole@hhs.texas.gov |
| 02/12 | 12:00-1:00 | <p>Nutrition Notes Q&A Session Following release of the Nutrition Notes feature, this will be an open Q&A session with state staff</p> | Nutritionists, WCS's | Nutrition Notes Q&A Session Link | andrea.urquidez@hhs.texas.gov |
| 02/13 | 9:00-10:00 | <p>Nutrition Notes Q&A Session Following release of the Nutrition Notes feature, this will be an open Q&A session with state staff</p> | Nutritionists, WCS's | Nutrition Notes Q&A Session Link | andrea.urquidez@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 2/1/24

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------------------------|------------|---|---|--|--|
| 02/13 | 12:00-1:30 | <p>WIC Leadership Series: Expand Your Comfort Zone Brian Brandt will discuss how attendees can expand their comfort zone by applying approaches to confidently handle situations commonly faced by leaders in the workplace. Specific focus is on operating in the midst of ambiguity and change. We'll consider ways to grow in our confidence and specify items we should focus on in vague and dynamic situations. We'll get specific by looking at real scenarios.</p> | WIC Directors, Supervisors, Team Leads | Please register in advance: Expand Your Comfort Zone 02/13/24 | Angela.gil@hhs.texas.gov |
| 02/15 | 12:00-1:00 | <p>SNAP-Ed Sharing Session: Preparing for FY25 Session #1 This session will discuss updates for FY25 SNAP-Ed to assist local agencies with completing the Initial Funding Survey. Additionally, updates and reminders will be provided to FY24 SNAP-Ed local agencies. This session is offered 2 times - staff only need to attend one.</p> | Local agencies directors and staff receiving FY24 SNAP-Ed funds or interested in receiving FY25 SNAP-Ed funds | SNAP-Ed Sharing Session #1 02.15.24 | allison.mcadow@hhs.texas.gov |
| 02/20 | 8:30-9:00 | <p>Live Storm Orientation This class must be taken at least once before attending Virtual Lactation Principles (VLP) or Virtual Advanced Lactation Management (VALM) sessions. This is a review of how to use the LiveStorm platform. You will be automatically registered. Please note VLP class will begin @ 9am on this day.</p> | Anyone attending a LiveStorm breastfeeding class. | | Missy.Hammer@hhs.texas.gov |
| 02/20 02/21 02/22 | 9:00-12:00 | <p>Virtual Lactation Principles (3 days) **Special Timing for Orientation immediately prior at 8:30AM.** This breastfeeding course addresses the fundamentals of breastfeeding, utilizing various case studies, activities and group discussions. All 3 days are required in order to receive a completion certificate or continuing education (CE) hours. No partial credit is awarded. CE hours awarded for several disciplines. See registration page for specific information. Advanced registration is required.</p> | Staff offering breastfeeding education | Please register in advance at www.TALWD.org . | Missy.Hammer@hhs.texas.gov |

Texas WIC Live Online Training Schedule

Updated: 2/1/24

| Date | Time | Session Description | Target Audience | Training Link | Contact for Questions |
|-------|------------|---|--|---|--|
| 02/20 | 1:00-2:00 | <p>Lunch and Learn: Managing Returned Formula This training will go over our policy FD.19.0 - Managing Returned Formula, and documentation required for all returned formula at WIC. This training will also answer frequently asked questions and concerns from Local Agency staff related to returned formula and procedures to follow.</p> | WIC Staff who manage return formula | Managing Returned Formula 2/20/24 | Gabrielle.Serna@hhs.texas.gov |
| 02/21 | 1:00-2:00 | <p>SNAP-Ed Sharing Session: Preparing for FY25 Session #2 This session will discuss updates for FY25 SNAP-Ed to assist local agencies with completing the Initial Funding Survey. Additionally, updates and reminders will be provided to FY24 SNAP-Ed local agencies. This session is offered 2 times - staff only need to attend one.</p> | Local agencies directors and staff receiving FY24 SNAP-Ed funds or interested in receiving FY25 SNAP-Ed funds | SNAP-Ed Sharing Session #2 02.21.24 | allison.mcadow@hhs.texas.gov |
| 02/22 | 12:00-1:00 | <p>Lunch and Learn: Client Disputes This training will provide an overview of what LA staff need to gather for a Client Dispute and the process for submitting the dispute on behalf of a WIC client.</p> | LA Clinic staff with a good understanding of basic TXIN functionality and WIC food packages. | Client Disputes 02.22.2024 | doreen.laduca@hhs.texas.gov |
| 02/27 | 12:00-1:30 | <p>Lunch and Learn: WIC Shopping 101 This live, interactive training event is designed for staff in a variety of roles. Join to learn about WIC foods, shopping resources available for clients, common challenges and tips for supporting the shopping experience.</p> | Local Agency Staff and State Staff | WIC Shopping 101 (02/27/2024) | kaylene.thompson@hhs.texas.gov or alyssa.rubin@hhs.texas.gov |
| 02/28 | 12:00-1:00 | <p>WIC Summer Meals Program: Sharing Session This session will cover the basics of operating summer meal service, including matching with food sponsors, clinic responsibilities, and best practices. We will share FY24 updates and information for agencies interested in participating in FY25</p> | Local agency directors and staff receiving FY24 Summer Meals funding or interested in receiving FY25 Summer Meals funding. | WIC Summer Meals Program (02/28/2024) | marissa.gregurek@hhs.texas.gov |

December Live Trainings

2023

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|---|---|--|---|
| | | | | 1 |
| 4 1-5 pm Virtual Adv. Lactation Management: Session 1 | 5 12-1:30 pm Lunch and Learn: Stress Management | 6 12-1:30 pm TXIN and myWIC Features You Need to Know 1-5 pm Virtual Adv. Lactation Management: Session 2 | 7 12-1 pm Lunch and Learn: Ask the Formula Team | 8 10-11:30 am TXIN and myWIC Features You Need to Know 1-2:30 pm Social Media Outreach Part 1 |
| 11 9-10:30 am Social Media Outreach Part 2 1-5 pm Virtual Adv. Lactation Management: Session 3 | 12 1-2 pm Lunch and Learn: CS:07.0 Policy Updates 1-5 pm TXIN Application Day 1 | 13 1-5 pm Virtual Adv. Lactation Management: Session 4 | 14 8:30 am-5 pm TXIN Application Day 2 12-1:30 pm TXIN and myWIC Features You Need to Know | 15 9-10:30 am Social Media Outreach Part 3 |
| 18 | 19 8:30 am-5 pm TXIN Application Day 3 | 20 | 21 8:30 am-12:30 pm TXIN Application Day 4 | 22 |
| 25 | 26 | 27 | 28 | 29 |

Visit the [Texas WIC Live Online Training Schedule](#) for detailed information of each training.

January Live Trainings

2024

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--|---|--|--|---|
| 1 | 2 | 3 | 4 | 5 |
| 8 | 9 | 10 | 11 | 12 |
| 9-9:30 am LiveStorm Orientation 1-2 pm Nutrition Notes Training | 9 am-12 pm Virtual Lactation Principles (Day 1) 12-1 pm Nutrition Notes Training 1-2 pm Lunch and Learn: CS:17.0 1-5 pm TXIN Application Day 1 | 9 am-12 pm Virtual Lactation Principles (Day 2) | 9 am-12 pm Virtual Lactation Prin. (Day 3) 12-1 pm Lunch and Learn: What are TOTs 8:30 am – 5 pm TXIN Application Day 2 | |
| 15 | 16 | 17 | 18 | 19 |
| | 12-1 pm Nutrition Notes Training | 12-1 pm Nutrition Notes Training | 12-1 pm Lunch and Learn: Managing Custody Changes | 9-10 am Nutrition Notes Training |
| 22 | 23 | 24 | 25 | 26 |
| | 9-10 am Nutrition Notes Training 1-2 pm Lunch and Learn: Understanding Low Milk Supply | | 12-1 pm Lunch and Learn: How to Talk About Food | |
| 29 | 30 | 31 | | |
| | 1-2 pm Lunch and Learn: 60 Second Empathy 1-5 pm TXIN Application Day 3 | 8:30 am – 12:30 pm TXIN Application Day 4 | | |

Visit the [Texas WIC Live Online Training Schedule](#) for detailed information of each training.

February Live Trainings

2024

| Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|--|---|--------|
| | | | 1 12-1 pm Lunch and Learn: Practicing in myWIC | 2 |
| 5 12-1 pm Nutrition Notes Training | 6 12-1:30 pm Lunch and Learn: Hyperemesis Gravidarum 1-5 pm TXIN Application Day 1 | 7 | 8 8:30 am – 5 pm TXIN Application Day 2 12-1 pm Lunch and Learn: How to be a Breastfeeding Detective | 9 |
| 12 12-1 pm Nutrition Notes Q&A Session | 13 9-10 am Nutrition Notes Q&A Session 1-5 pm TXIN Application Day 3 12-1:30 pm WIC Leadership: Expand Your Comfort Zone | 14 | 15 8:30 am – 12:30 pm TXIN Application Day 4 12-1 pm SNAP-Ed Sharing Session #1 | 16 |
| 19 | 20 8:30-9 am LiveStorm Orientation 9 am-12 pm Virtual Lactation Principles (Day 1) 1-2 pm Lunch and Learn: Managing Returned Formula | 21 9 am-12 pm Virtual Lactation Principles (Day 2) 1-2 pm SNAP-Ed Sharing Session #2 | 22 9 am-12 pm Virtual Lactation Principles (Day 3) 12-1 pm Lunch and Learn: Client Disputes | 23 |
| 26 | 27 12-1:30 pm WIC Shopping 101 | 28 12-1 pm WIC Summer Meals Sharing Session | 29 | |

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