

Continuing Education

NURSING CEUs:

This activity has been submitted to the Washington State Nurses Association Approver of Continuing Nursing Education (A-CNE) for approval to award contact hours. The Washington State Nurses Association Approver of Continuing Nursing Education (A-CNE) is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Licensed Medical Nutrition Therapists (LMNT) CEUs: CEUs have been applied for.

RD CEUs: CEUs will apply based on attendees' individual plan submitted and approved by CDR.

Special Thanks

PLANNING COMMITTEE

Marge Blankenship, Co-Chair
Jackie Johnson, Co-Chair
Narissa Scales
Lindsey Howell
Alex Ramirez
Barb Packett
Ashley Arntt

WIC-CSFP CONFERENCE

May 2 & 3, 2017
Kearney, NE



General

This conference will provide an opportunity for professional development, skill building and networking in the areas of nutrition & health, cultural competency & interviewing, client services and breastfeeding to continue the work of caring for our WIC & CSFP families in Nebraska.

Registration

REGISTRATION DUE APRIL 7th!

- Registration cost is **\$125.00**
- Fee includes materials, hot breakfast buffet, lunch & breaks each day.
- Use the fillable registration form to submit your registration.

Hotel

MAKE YOUR RESERVATIONS NOW!

- Room Rate is **\$91/night**
- Call Holiday Inn, Kearney NE (308) 237-5971
- When reserving rooms, specify you are with "Nebraska Health & Human Services – WIC/CSFP" in order to guarantee the group rate.
- Make your room reservation no later than **March 31, 2017.**

Infants

Infants under 6 months of age are welcome.

Please respect the learning needs of other participants and care for your baby outside of the meeting room if your baby makes either "happy" or "sad" sounds.

Breastfeeding Room

For those attending who are not staying at the hotel, a breastfeeding room will be available if needed. Check with the conference registration desk for more information.

Handouts

- NEW THIS YEAR: In an effort to save money and go green, digital copies of session handouts will be made available to you on our WIC website rather than providing printed paper copies for all sessions at the conference.
- Handouts will be available for you to print off the ones you need prior to the conference. They will be available at the link below by April 19, 2017.

http://dhhs.ne.gov/publichealth/Pages/wic_training_CSFP.aspx

May 2, 2017

- 7:00-8:00** *Registration & Hot Breakfast Buffet*
- 8:00-8:15** *Welcome & Opening Remarks*
- 8:15-8:45** ***Language Access & Interpreting*** – Barry Olsen & Katharine Allen
- 8:45-9:15** ***How to Work with Family Members as Interpreters Ethically & Safely*** – Barry Olsen & Katharine Allen
- 9:20-10:20** CONCURRENT SESSIONS:
1) ***Strategies for Providers & Bilingual Staff to Work in a Language Access Team*** – Barry Olsen
2) *Introduction to Community Interpreter Ethics & Protocols* – Katharine Allen
- 10:20-10:45** BREAK
- 10:45-11:45** CONCURRENT SESSIONS:
1) ***Heritage Health Provider Panel*** – Carmen Bachle
2) *Consecutive Interpreting* – Katharine Allen
3) *Sight Translation* – Barry Olsen
- 11:45-1:00** PLATED LUNCH & SERVICE AWARDS
- 1:00-2:00** CONCURRENT SESSIONS:
1) *The Difference Between Poverty & Abuse/ Mandatory Reporting* – Casey Smith
2) *Consecutive Interpreting* – Katharine Allen
3) *Sight Translation* – Barry Olsen
4) **CSFP topic TBD** – Barb Packett
- 2:05-3:05** CONCURRENT SESSIONS:
1) *Best Breastfeeding Practices to Reduce Health Disparities & Promote Exclusive and Extended Breastfeeding, Part I*– Dr. Marianne Neifert
2) **CSFP topic TBD** – Barb Packett
- 3:05-3:25** BREAK
- 3:25-4:25** CONCURRENT SESSIONS:
1) *Best Breastfeeding Practices to Reduce Health Disparities & Promote Exclusive and Extended Breastfeeding, Part II*– Dr. Marianne Neifert
2) **CSFP topic TBD** – Barb Packett
- 4:30-5:30** ***Life in Balance: Improving the Quality of Your Journey***
Dr. Marianne Neifert

May 3, 2017

- 7:00-8:00** *Registration & Hot Breakfast Buffet*
Vendor Manager Working Breakfast – Lisa Steinbach
- 8:00-10:00** ***Trauma Informed Care*** – Gay Gillard & Jenny Brown
- 10:00-10:20** BREAK
- 10:20-11:20** ***Early Engagement Strategies to Increase Client Engagement*** – Dr. Kathryn Speck
Dietary Fat & Cholesterol: Sources, Intake and Health Implications – Dr. Timothy Carr
- 11:25-12:25** *Foster Care* – Nichole Hersch & Rick Moses
Using Motivational Interviewing in Brief Encounters – Dr. Kathryn Speck
CSFP topic TBD – Barb Packett
- 12:25-1:45** LUNCH BUFFET
- 1:45-2:45** *Working with Difficult Clients* – Dr. Kathryn Speck
CSFP topic TBD – Barb Packett
- 2:50-3:50** *What We Do Matters* – Lisa Boeke
CSFP topic TBD – Barb Packett
- 3:50-4:10** *Closing Remarks, Evaluations & Adjourn*

Session Descriptions

Language Access & Interpreting in Social Services:

Working with clients who don't speak English is challenging for both the client and provider. This session provides a big picture overview of language access requirements and best practices in social services, with a special focus on creating effective interpreting services.

How to Work with Family Members as Interpreters Ethically & Safely:

Nebraska has a growing immigrant and refugee community who speak diverse and uncommon languages. When a qualified interpreter can't be found, family members are sometimes volunteer to interpret. This session explores the pros and cons (including the legal front) of having family members interpret. It will give you realistic and effective tools for collaborating with family interpreters, highlighting client safety and agency compliance with program regulations.

Strategies for Providers & Bilingual Staff to Work in a Language Access Team:

Providers struggle when full and transparent communication is not always achieved. This session will give staff a step-by-step process to work together as a language access team to provide services to non-English speaking clients.

Introduction to Community Interpreter Ethics & Protocols: (for all bilingual staff and interpreters attending conference)

This session provides a brief, practice-based orientation to interpreter ethics and protocols, including confidentiality, transparency and impartiality. Professional introduction and interpreter positioning protocols will be demonstrated. Participants will be given clear steps for continued professional development.

Heritage Health Provider Panel: (for non-bilingual staff attending conference)

This session will provide information about the services that are available through Heritage Health and how to refer families to these services. ** This session will be videotaped to allow staff attending the "Introduction to Community Interpreter Ethics & Protocols" presentation to view later.*

Consecutive Translating: (for all bilingual staff and interpreters attending conference)

Social services interpreting takes place in settings where clients and providers communicate through question and answer conversations. Consecutive interpreting is the interpreting mode interpreters need in this setting. This session provides bilingual staff with a basic, practice-based orientation to how to correctly use consecutive interpreting in social service settings with clear strategies for development.

Sight Translation: (for all bilingual staff and interpreters attending conference)

Social services settings have many different kinds of documents that clients have to read and fill out, including intake forms, consents and authorizations, informational brochures and client rights and responsibilities. These forms cause a significant barrier to service for non-English speaking clients and often are too complex or long for bilingual staff to accurately (sight translate) read into the client's language. This session provides bilingual staff with clear guidelines for which forms should be sight translated and the basic steps for an accurate sight translation.

The Difference Between Poverty & Abuse/Mandatory Reporting:

Staff question when or if they should make a report in situations that are not readily apparent as abuse. This session will address the difference between situations that are due to poverty and those that are abuse/neglect. It will provide information on how and when to make a report. The discussion will include what happens after a report is made and the resources available to help these families. ** This session will be videotaped to allow staff attending the "Sight Translation & Consecutive Translating" presentations to view later.*

Best Breastfeeding Practices to Reduce Health Disparities and Promote Exclusive and Extended Breastfeeding, Parts I & II:

This session will offer evidence-based strategies to better support all mothers to establish and maintain an abundant milk supply and achieve exclusive and extended breastfeeding. Topics to be discussed include: ethnic and racial breastfeeding disparities; effective prenatal preparation and optimal hospital practices to support the initiation of breastfeeding; the critical importance of the first two weeks in establishing an abundant supply; the use of lactation technologies among newborns at-risk for ineffective breastfeeding; the early follow-up and assessment of breastfeeding dyads; and the vital need for ongoing anticipatory guidance and support to enable mothers to keep breastfeeding going. The practical and empowering information presented will equip health professionals to implement evidence-based, clinical strategies to effectively promote exclusive and extended breastfeeding for all mother-baby pairs and reduce disparities.

Session Descriptions

CSFP Sessions: Titles to be Determined

There is a tremendous amount of information that will be shared with CSFP staff during these sessions from new reports to program updates and procedures. You don't want to miss learning all that Barb has to share! The content of each session will be determined before the conference and shared with staff at registration.

Life Balance:

Virtually every health care worker knows the feeling – too much to do and too little time or energy to do it all well. This session will target dedicated, and often-depleted, WIC staff, lactation professionals, and other health care workers who sometimes forget to re-fill their own emotional tanks as they respond to their clients' unceasing needs. Juggling professional and personal responsibilities can create toxic overload that undermines both roles and contributes to job burn-out. Worse yet, unhealthy work stress threatens to create "compassion fatigue" by draining health care workers of a deeply cherished attribute. This informative, entertaining, and inspiring session will address the universal quest of contemporary life-- finding a balance. The timeless, practical life-strategies, gleaned from Dr. Mom's personal journey and professional encounters, will equip WIC personnel and other health care workers to increase personal fulfillment, enhance productivity, prevent burnout, align priorities, promote resilience, and practice self-care. Discover how reordering our own harried lives can better equip us to sensitively counsel and support breastfeeding clients at risk for increased levels of stress that contribute to early weaning. Come prepared to laugh and learn – leave rejuvenated and re-energized about your life and your work!

Trauma Informed Care:

Trauma Informed Care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives. This session will provide information about how trauma affects consumers seeking services, what trauma informed care is, how to create safe environments for WIC & CSFP clients and ways to avoid re-traumatizing practices.

Front Desk Etiquette: (for clerks & CSFP staff)

You will learn best practices when communicating with clients over the phone as you ask screening questions such as race, income and family situations. You will learn strategies to enhance welcoming behaviors and gain tools to reduce participant stress during WIC & CSFP visits.

Dietary Fat & Cholesterol: Sources, Intake and Health Implications: (for CPAs)

This session will provide information important for counseling purposes to help consumers know where fat exists in the food supply. There may be a few surprises for some people. Dr. Carr will dig deeper into the different kinds of fat, why these differences matter, and their impact on health. He will talk about how to create messages for consumers.

Using Motivational Interviewing in Brief Encounters: (for CPAs)

In this session Dr. Speck will provide a model using Motivational Interviewing that allows you to engage clients and enhance motivation during the brief encounters that are a part of WIC visits.

Foster Care: (for clerks)

This session will address all your questions about foster care including what is happening in Nebraska, how are children placed, what happens next, those extended visitation periods, what about the placement papers, and who do you contact with questions. This will be your opportunity to learn the ins and outs of foster care to make working with foster families easier. ** This session will be videotaped to allow CPAs attending the "Fats & Lipids" presentation to view later.*

Working with Difficult Clients:

Dr. Speck will provide information about the dynamics of working with participants whose readiness for change is low and provide tools to help develop an action plan when working with difficult clients in all types of situations we experience.

What We Do Matters:

WIC has a long history of helping families achieve better health and nutrition for them and their families. WIC staff face challenging situations every day and many times frustration sets in. This session will provide insight into the impact you have on each of your client's and their families lives. WIC staff CARE and it shows.