

REGISTRATION

CLERICAL TRAINING - March 30 & 31, 2010
To register online visit: www.eandtmphi.org

Name _____

WIC Role _____

Local Agency _____

Address _____

City _____

State _____ Zip _____

Phone _____

Fax _____

Email _____

Payment

\$45 Registration Fee

Payment Enclosed

Payment to Follow

Bill Agency

Special Needs (check if applicable)

Vegetarian Meal

Other Special Needs - please contact our office

Please send registration form and make check payable to:

Michigan Public Health Institute
Education & Training
2436 Woodlake Circle, Suite 380
Okemos, MI 48864
Fax: (517) 324-6080
Phone: (517) 324-8330

Space is Limited. Register by March 9.

If you have any questions regarding your registration,
please contact MPH at (517) 324-8330.



MICHIGAN DEPARTMENT OF COMMUNITY HEALTH

CLERICAL *Training*

Tuesday & Wednesday
March 30 & 31, 2010
9:00 a.m. - 4:00 p.m.

Doubletree Hotel
Dearborn

Written cancellations are due 5 working days
before the training for a full refund. Please email
or fax to: eandtreg@mph.org or (517) 324-6080.
Cancellations received after March 23
are subject to the full fee.

Cancellations made by participants due to inclement
weather conditions and weather emergencies are subject to
the full registration fee.

Online Registration is now available!
Come visit our website:
www.eandt.mphi.org

Please see other side for additional information.

Coordination Provided By:
Education & Training
Michigan Public Health Institute
www.eandt.mphi.org

PURPOSE

This training will provide an opportunity to learn about the clerk's role in performing WIC services. It will help clerks apply WIC policy, based on federal regulations, to clerical functions. They will gain skills in customer service and communication that will enable them to better serve the participants in their programs and to function as WIC team members. This training will also help clerks become familiar with ACME standards as they apply to clerks.

OBJECTIVES

The objectives of this workshop are:

1. Describe the role of the WIC clerk;
2. Demonstrate knowledge of clerk functions in the MI-WIC environment.
3. Demonstrate knowledge of customer service to clients and team members.
4. Recognize and understand cultural differences.
5. Demonstrate knowledge in dealing with language barriers.

AUDIENCE

This workshop is intended for local agency staff who perform clerical tasks in the WIC program.

PRESENTERS

Shawn Watson Davis
is a nationally renowned Human Service Professional with more than 10 years experience as a consultant and trainer.

Ron Parsons, Ph.D., L.M.S.W.
is a WIC Consultant for the WIC Division at the Michigan Department of Community Health.

Joyce Bryant, M.H.S.A, RD
is a WIC Consultant for the WIC Division at the Michigan Department of Community Health.

Cheryl Bernard, M.P.A
is a WIC Consultant for the WIC Division at the Michigan Department of Community Health.

LOCATION & LODGING

Doubletree Hotel - Dearborn
5801 Southfield Expressway
Detroit, MI 48228
(313) 336-3340

Participants requiring overnight lodging are responsible for making their own arrangements. A reasonably priced hotel in the area is listed above.

REGISTRATION INFORMATION

To register for this workshop, please completely fill out the registration form on the backside of this flyer, and mail or fax the form to MPHI no later than March 9.

Limited space is available. Please respond quickly!

Online registration is now available. Visit us at our website at:

www.eandt.mphi.org

The cost for each participant to attend is \$45. Registration includes: continental breakfasts, lunches and materials.

All participants registering in advance will receive a confirmation letter, including a map and directions. If you do not receive a confirmation letter by March 16, please contact MPHI at (517) 324-8330.

Written cancellations are due 5 working days before the training for a full refund. Please email or fax to: eandreg@mphi.org or (517) 324-6080. Cancellations received after March 23, are subject to the full fee. Please see other side for additional cancellation information.

AGENDA

THIS IS A TWO-DAY WORKSHOP

8:30 a.m. - 9:00 a.m.	Registration & Continental Breakfast
9:00 a.m. - 12:00 p.m.	Training
12:00 p.m. - 1:00 p.m.	Lunch (provided)
1:00 p.m. - 4:00 p.m.	Training
4:00 p.m.	Adjourn