

# WHO TO CALL

## **Texas WIC Program** Health and Developmental Services

*Outside of Austin/Travis County*

**877-341-4491**

follow the menu options

*Within Austin/Travis County*

**512-341-4400**

press 1 followed by extension number

Email is also available for anyone on this list:

*firstname.lastname@hpsc.state.tx.us*

*This phone list, designed as a resource for WIC Local Agency Directors,  
includes contact information for questions or concerns in specific areas.*

**January 2019**



## Information Response Management (IRM)

**IRM Policy Liaisons** *should be called first for most communication. They are the link between the Local Agencies and the State Agency, and should be called for assistance in locating an appropriate person or topic.*

Clinic/LA calls regarding screening for eligibility or policy /other inquiries:  
1-877-341-4491

*Select option 6, then option 4.*

*After that, choose (1) damaged cards or (2) policy issues.*

Client/participant calls for reporting lost or stolen card, or general public inquiries:  
1-800-WIC-FORU (1-800-942-3678)

### A

Annual Plan of Operations (APO)	Olga Mikheeva	512-341-4649
Approved Foods	Alyssa Rubin	512-341-4515
Approved Product List	Lee Ann Fulgham	512-341-4809

### B

Breast Pump Orders /Retrieval / Vendor Issues	Letty De La Rosa	512-341-4567
Breast Pump Policy and Issuance	Neesha Burkht	512-341-4584
<b>Breastfeeding</b>		
Breastfeeding Lactation Services Funding	Neesha Burkht	512-341-4584
Mother-Friendly Worksite & Breastfeeding In Public	Julie Stagg	512-776-6917
National Breastfeeding Month	Neesha Burkht	512-341-4584
Peer Counselor Program	Asia Sartor	512-341-4505
Prenatal Breastfeeding Education Bags	Letty De La Rosa	512-341-4567
Promotion, Education, Policy	Noemi Hernandez	512-341-4579
Rights at Work	Department of Labor	866-487-8243
Texas Ten Step Program	Veronica Hendrix	512-341-4592

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**C**

Caseload Increases	Elsa Rodriguez	512-341-4573
Child Abuse Reporting Requirements	Gloria Staats <a href="mailto:QMB@hsc.state.tx.us">QMB@hsc.state.tx.us</a>	512-341-4502
Clinic-Address/Hours of Operation Updates <a href="mailto:WICClinics@hsc.state.tx.us">WICClinics@hsc.state.tx.us</a>		
Clinic – Anthropometric Equipment	Leona Duong	512-341-4520
Contracts – Local Agency	Tanya Latortue	512-341-4526

**D**

Disaster – After Hours Contacts		
<i>(mobile)</i>	Edgar Curtis	512-239-8970
<i>(mobile)</i>	Amanda Hovis	512-623-0843
Dietetic Internship	Melissa Mouton	512-341-4510

**E**

Electronic Benefits Transfer (EBT) <i>(mobile)</i>	Carlos Morgan	512-341-4461 512-839-6541
EBT Cards / Supply Issues	Paul Le	512-341-4540

**F**

Farmers Market – Cash Value Benefits (CVB)	Carlos Morgan	512-341-4750
Fiscal (LA) & Incentive Issues	Tanya Latortue	512-341-4526
Fiscal (State) Issues	Natalie Kobidze	512-341-4527
Food Packages	Alyssa Rubin	512-341-4515
Formula Drop Ship	Sandra Brown	512-341-4576
Formula Issues	Gabby Serna	512-341-4595
Formula EBT Issues	Sandra Brown	512-341-4576
Funding Formula	Tanya Latortue	512-341-4526
Formula policy, procedures, approvals or drop shipment questions:	<a href="mailto:formulateam@hsc.state.tx.us">formulateam@hsc.state.tx.us</a>	

Email address for anyone on this list: [firstname.lastname@hsc.state.tx.us](mailto:firstname.lastname@hsc.state.tx.us)

**L**Legislative Questions or Requests from  
Federal or State Legislators

Kristy Hansen

512-341-4564

**M**

Materials

*(forms, brochures, posters, manuals, training / education / outreach materials, videos, DVDs, etc.)*

Angela Gil

512-341-4590

**O**

Open Records / Public Information

Leona Duong

512-341-4520

On-site Vendor Evaluations

William Hale

512-341-4433

Outreach

Jessica Leyendecker

512-341-4509

**P**

Performance Measures

Tanya Latortue

512-341-4526

Policies

Breastfeeding

Noemi Hernandez

512-341-4579

Certification / Clinic

Rachel Edwards

512-341-4763

Local Agency Accounting

Tanya Latortue

512-341-4526

Nutrition Education

Shirley Ellis

512-341-4570

Vendor

Heather Claybrook

512-341-4537

**Q**

Quality Management

Gloria Staats

512-341-4502

[QMB@hhsc.state.tx.us](mailto:QMB@hhsc.state.tx.us)**R**

Records Retention

Olga Mikheeva

512-341-4649

**S**

Subpoenas for WIC Information

Kristy Hansen

512-341-4564

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**T**

Texas Administrative Code WIC	Kristy Hansen	512-341-4564
<b>Training</b>		
Breastfeeding	Kristina Arrieta Missy Hammer	512-341-4593 512-341-4457
Certification	Tiffany Brown	512-341-4587
Civil Rights	Olga Mikheeva	512-341-4649
Computer System	Jessica Crawford	512-341-4711
Formula	Sandra Brown	512-341-4576
Nutrition	Debbie Lehman	512-341-4517
Texas Ten Step Program	Veronica Hendrix	512-341-4592
Vendor	Jeff Lopez William Hale	512-341-4662 512-341-4433
WIC Certification Specialist (WCS)	Tiffany Brown	512-341-4587
WIC Director's Orientation	Allison Mayer	512-341-4516

**V**

Vendor		
Claims – Payment Inquiry	Laurie Moore	512-341-4631
Complaints	Jennifer Frasier	512-341-4434
Contracts / Questions	Jennifer Frasier Futurea Patterson	512-341-4434 512-341-4507
Issues	Carlos Morgan	512-341-4750
or <a href="mailto:WICEBTSupport@hhsc.state.tx.us">WICEBTSupport@hhsc.state.tx.us</a>		
Materials	Jeff Lopez	512-341-4662
or <a href="mailto:WICVendorInfo@hhsc.state.tx.us">WICVendorInfo@hhsc.state.tx.us</a>		
Monitoring	La Don Woodson	512-341-4402
Voter Registration	Kristy Hansen	512-341-4564
Volunteer Opportunities- send inquiries to:		
<a href="mailto:WICGeneral@hhsc.state.tx.us">WICGeneral@hhsc.state.tx.us</a>		

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## W

WIC Certification Specialist (WCS)	Tiffany Brown	512-341-4587
WIC FORU Line	Olga Mikheeva	512-341-4649
WIC General	Olga Mikheeva	512-341-4649
WIC State Plan	Kristy Hansen	512-341-4572
WIC Statistics	Leona Duong	512-341-4520
HHS WIC Website	Jonell Clardy	512-341-4453
TexasWIC.org	Jessica Leyendecker	512-341-4509

## Nutrition Services Section Leadership

Section Director / State WIC Director	Edgar Curtis	512-341-4563
Business Support & Operations Unit Director	Curtis Bush	512-341-4859
Nutrition Education / Clinic Services Unit Director	Amanda Hovis	512-341-4511
Program Services Unit Director	Ellen Watkins	512-341-4572
Vendor Management & Operations Unit Director	Celeste Lunceford	512-341-4504

## 2-1-1 Texas / Finding Help In Texas

[www.211texas.org](http://www.211texas.org)

This is a toll free line for information and referral to Health and Human Services Programs in the caller's community. 2-1-1 services are available throughout the state 24 hours a day, seven days a week.

Email address for anyone on this list: [firstname.lastname@hhsc.state.tx.us](mailto:firstname.lastname@hhsc.state.tx.us)

## State Agency Liaisons to TALWD for Standing Committees

### **Automation Committee**

Board of Directors	Amanda Hovis	512-341-4511
Breastfeeding Committee	Lindsey Dermid-Gray	512-341-4594
Certification Committee	Rachel Edwards	512-341-4763
Food Delivery Committee	Edgar Curtis	512-341-4504
	Shirley Ellis	512-341-4570
Legislative Committee	Kristy Hansen	512-341-4564
Nutrition Education Committee	Shirley Ellis	512-341-4570
Outreach / Marketing Committee	Jessica Leyendecker	512-341-4505
Project Funding / Adm. Committee	Amanda Hovis	512-341-4511
Training Committee	Sheena Abraham	512-341-4560

Email address for anyone on this list: [firstname.lastname@hhsc.state.tx.us](mailto:firstname.lastname@hhsc.state.tx.us)

# Email Addresses for State Agency Mailboxes

## Purpose

## Mailbox Address

### Administrative

Annual Plan of Operations .....	<a href="mailto:AnnualPlanforOps@hhsc.state.tx.us">AnnualPlanforOps@hhsc.state.tx.us</a>
Approval to close, relocate, or open a new clinic .....	<a href="mailto:ClinicSiteRequests@hhsc.state.tx.us">ClinicSiteRequests@hhsc.state.tx.us</a>
Approval for clinic auxiliary/research projects .....	<a href="mailto:Auxiliary-Research.Requests@hhsc.state.tx.us">Auxiliary-Research.Requests@hhsc.state.tx.us</a>
Clinic schedule changes/closures, corrections to Zip Locator or emergency notifications, WIC Director changes .....	<a href="mailto:WICClinics@hhsc.state.tx.us">WICClinics@hhsc.state.tx.us</a>
Continuing education, certificates, or registration for breastfeeding classes .....	<a href="mailto:WIC.CECoordinator@hhsc.state.tx.us">WIC.CECoordinator@hhsc.state.tx.us</a>
Job openings (Local agency and State) .....	<a href="mailto:WICjobs@hhsc.state.tx.us">WICjobs@hhsc.state.tx.us</a>
WIC Catalog or WIC material questions .....	<a href="mailto:WICMaterials@hhsc.state.tx.us">WICMaterials@hhsc.state.tx.us</a>

### Breastfeeding and Formula

Breast pump questions .....	<a href="mailto:WIC.Breastpumps@hhsc.state.tx.us">WIC.Breastpumps@hhsc.state.tx.us</a>
Peer counselor questions or how to adapt the program to your agency .....	<a href="mailto:WIC.PeerCounselors@hhsc.state.tx.us">WIC.PeerCounselors@hhsc.state.tx.us</a>
Texas Ten Step questions .....	<a href="mailto:Texastenstep@hhsc.state.tx.us">Texastenstep@hhsc.state.tx.us</a>
Formula drop ship, issues or questions .....	<a href="mailto:FormulaTeam@hhsc.state.tx.us">FormulaTeam@hhsc.state.tx.us</a>

### Financial

Cost Allocation Plan .....	<a href="mailto:HHSCOS_Grants@hhsc.state.tx.us">HHSCOS_Grants@hhsc.state.tx.us</a>
Disposition requests .....	<a href="mailto:WICLARRequests@hhsc.state.tx.us">WICLARRequests@hhsc.state.tx.us</a>
Monthly Vouchers and Quarterly FSRs .....	<a href="mailto:WICVouchers@hhsc.state.tx.us">WICVouchers@hhsc.state.tx.us</a>
Purchasing/financial approval requests .....	<a href="mailto:WICLARRequests@hhsc.state.tx.us">WICLARRequests@hhsc.state.tx.us</a>

### Other

General TXIN questions and comments .....	<a href="mailto:TXIN@hhsc.state.tx.us">TXIN@hhsc.state.tx.us</a>
Policy questions .....	<a href="mailto:IRM-Policy@hhsc.state.tx.us">IRM-Policy@hhsc.state.tx.us</a>
Texas WIC Training technical assistance .....	<a href="mailto:TXWICTraining@hhsc.state.tx.us">TXWICTraining@hhsc.state.tx.us</a>
Vendor issues .....	<a href="mailto:WICvendorinfo@hhsc.state.tx.us">WICvendorinfo@hhsc.state.tx.us</a>

Email address for anyone on this list: [firstname.lastname@hhsc.state.tx.us](mailto:firstname.lastname@hhsc.state.tx.us)



## Other (continued)

Texas State IT Service Desk (TSSD).....[WICHelpDesk@hsc.state.tx.us](mailto:WICHelpDesk@hsc.state.tx.us)

- Inventory issues – Inventory Data Loader (IDL),  
New Inventory and EBT cards
- Password/Non-Mosaic user access issues
- Network issues at the Local Agency/clinic office
- Problems with the EBT card reader-writer or signature pad
- Problems with the LA/clinic PC or printer
- EBT Client Disputes
- For unusual issues like a fire, break-in or theft of clinic equipment, or an impending severe weather event, please call Verdtek and the TSSD.

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