

WHO TO CONTACT

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@hhs.texas.gov

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

September 2021



Email address for anyone on this list: firstname.lastname@hhs.texas.gov

Information Response Management (IRM) Group

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) client disputes/complaints (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 AnnualPlanforOPS@hhs.texas.gov	512-632-6821
Approved Foods	Alyssa Rubin	512-341-4515
Approved Product List	Kimberly Minty	512-341-4508

B

Breast Pump Orders /Retrieval / Vendor Issues	Letty De La Rosa	512-341-4567
Breast Pump Policy and Issuance	Ngoc Huynh	512-341-4584
Breastfeeding		
Breastfeeding Lactation Services Funding	Ngoc Huynh	512-341-4584
Mother-Friendly Worksite & Breastfeeding In Public	Julie Stagg	512-776-6917
National Breastfeeding Month	Ngoc Huynh	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

Email address for anyone on this list: `firstname.lastname@hhs.texas.gov`

Texas Ten Step Program (mobile)	Betzabel Botello	512-922-0746
Lactation Support Centers / Hotline (mobile)	Betzabel Botello	512-922-0746

C

Caseload Increases	Elsa Rodriguez	512-341-4573
Child Abuse Reporting Requirements	Carla Alaniz QMB@hhs.texas.gov	512-468-1319
Clinic- Address/Hours of Operation Updates	WICClinics@hhs.texas.gov	
Clinic – Anthropometric Equipment	Leona Duong	512-341-4520
Contracts – Local Agency	Cynthia Wright	512-341-4542

D

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

E

Electronic Benefits Transfer (EBT) (mobile)	Carlos Morgan	512-341-4461 512-917-8976
EBT Cards / Supply Issues	Duane Grabarschick WICEBTSupport@hhs.texas.gov	512-341-4547 512-810-1100
	Stephanie Califf	512-341-4540

F

Farmers Market – Reconciliation	Steven Schnurer	512-341-4487
Fiscal (LA) & Incentive Issues	Tammye Farmer- Holloman	512-341-4578 512-243-4852

Email address for anyone on this list: firstname.lastname@hhs.texas.gov

Fiscal (State) Issues	Natalie Kobidze	512-341-4527
Food Packages	Alyssa Rubin	512-341-4515
Formula Drop Ship (mobile)	Sandra Brown sandra.brown2@hhs.texas.gov	512-423-9531
Formula Issues (mobile)	Michelle Summerfield	512-243-4851
Formula EBT Issues (mobile)	Sandra Brown sandra.brown2@hhs.texas.gov	512-423-9531
Funding Formula	Elsa Rodriguez	512-341-4573
Formula policy, procedures, approvals or drop shipment questions:	formulateam@hhs.texas.gov	

L

Legislative Questions or Requests from Federal or State Legislators	Kristy Hansen	512-341-4564
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M

Materials (forms, brochures, posters, manuals, training / education / outreach materials, videos, DVDs, etc.)	Allison Mayer	512-341-4516
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O

Open Records / Public Information	Leona Duong	512-341-4520
On-site Vendor Evaluations	Victoria Pierce	512-341-4480
Outreach	Jessica Leyendecker	512-341-4509

P

Performance Measures	Tammye Farmer-Holloman	512-341-4578
		512-243-4852
Policies Breastfeeding	Noemi Hernandez	512-341-4579

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Certification / Clinic	Rachel Edwards	512-341-4763
Formula	Sandra Brown sandra.brown2@hhs.texas.gov	512-423-9531 (cell)
Local Agency Accounting	Tammye Farmer-Holloman	512-341-4578 512-243-4852
Nutrition Education	Shirley Ellis	512-341-4570
Vendor	Heather Claybrook	512-341-4537

Q

Quality Management	Carla Alaniz carla.alaniz@hhs.texas.gov	512-468-1319
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R

Records Retention	Olga Mikheeva	512-632-6821
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S

Subpoenas for WIC Information	Kristy Hansen	512-341-4564
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T

Texas Administrative Code WIC	Kristy Hansen	512-341-4564
Texas State Service Desk		800-650-1328
Training		
Breastfeeding	Kristina Arrieta Missy Hammer	512-341-4593 512-341-4457
Certification	Tiffany Brown	512-341-4587
Civil Rights	Olga Mikheeva	512-632-6821
Formula	Michelle Summerfield	512-243-4851 (cell)
Nutrition	Katie Oliver	512-341-4596
Texas Ten Step Program	Betzabel Botello	512-922-0746 (cell)
TXIN Training	Sandra West Debra White	512-341-4417 512-341-4409

Email address for anyone on this list: firstname.lastname@hhs.texas.gov

Vendor	Victoria Pierce	512-341-4480
WIC Certification Specialist (WCS)	Robyn Majors	512-341-4560
WIC Director's Orientation	Doreen LaDuca	512-341-4582
V		
Vendor		
Claims – Payment Inquiry	Laurie Moore WICEBTVendorRedemptions@hhs.texas.gov	512-341-4631
Complaints WICVendorComplaints@hhs.texas.gov	Jennifer Frasier	512-341-4434
Contracts / Questions	Jennifer Frasier Krisy Wilson krisandra.wilson@hhs.texas.gov	512-341-4434 512-341-4401
POS/Claims/Redemption or WICEBTVendorRedemptions@hhs.texas.gov	Carlos Morgan	512-341-4461
Materials or WICVendorInfo@hhs.texas.gov	Jeff Lopez	512-341-4662
Monitoring	LeAnn Fulgham	512-341-4809
Voter Registration	Kristy Hansen	512-341-4564
Volunteer Opportunities- send inquiries to: WICGeneral@hhs.texas.gov		
W		
WIC Certification Specialist (WCS)	Robyn Majors	512-341-4560
WIC FORU Line	Olga Mikheeva WICSupport@hhs.texas.gov	512-632-6821
WIC General	Olga Mikheeva WICGeneral@hhs.texas.gov	512-632-6821
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	Juliette Coronado	512-341-4580

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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	Leigh Schroeder	512-354-5564
Vendor Management & Operations Unit Director	Celeste Lunceford	512-341-4504

2-1-1 Texas / Finding Help In Texas

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.

State Agency Liaisons to TALWD for Standing Committees

Automation Committee		
Board of Directors	Amanda Hovis	512-341-4511
Breastfeeding Committee	Lindsey 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	Angela Gil	512-341-4590

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Email Addresses for State Agency Mailboxes

Purpose

Mailbox Address

Administrative

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

Breastfeeding and Formula

Breast pump questions	WIC.Breastpumps@hhs.texas.gov
Peer counselor questions or how to adapt the program to your agency	WIC.PeerCounselors@hhs.texas.gov
Texas Ten Step questions.....	Texastenstep@hhs.texas.gov
Formula drop ship, issues or questions.....	FormulaTeam@hhs.texas.gov

Financial

Cost Allocation Plan	HHSCOS_Grants@hhs.texas.gov
Disposition requests	WICLARRequests@hhs.texas.gov
Monthly Invoices and Quarterly FSRs.....	WICInvoices@hhs.texas.gov
Purchasing/financial approval requests	WICLARRequests@hhs.texas.gov

Other

General TXIN questions and comments	TXIN@hhs.texas.gov
Policy questions	IRM-Policy@hhs.texas.gov
Texas WIC Training technical assistance.....	TXWICTraining@hhs.texas.gov
Vendor issues	WICvendorinfo@hhs.texas.gov

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Other (continued)

Texas State IT Service Desk (TSSD) WICHelpDesk@hhs.texas.gov

- 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.

Creating Help Desk Ticket

HHSC Consolidated Help Desk Link [IT Help Central - Catalog \(onbmc.com\)](#)

Phone Number..... 512-438-4720

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