



TEXAS
Health and Human
Services



Memorandum

#20-074

TO: WIC Regional Directors
WIC Local Agency Directors

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

DATE: December 8, 2020

SUBJECT: Change in Formula Approval Hours

Beginning December 21, 2020, the formula team's hours of availability will change to 7:30 a.m. to 5:00 p.m., Monday – Friday and 9:00 a.m. to 1:00 p.m. on Saturdays. Following an assessment of the volume of requests received throughout the day, we do not anticipate this change to have great impact on services. This change will allow the state office to provide optimal service to the local agency (LA) staff during key business hours.

LA staff may continue to send formula requests or emails to the team after 5:00 p.m. and state staff will respond the following business day.

For formula requests or questions, please email FormulaTeam@hhs.state.tx.us.

For questions regarding this memo, please contact Andrea Urquidez at andrea.urquidez@hhs.texas.gov or 512-419-8762.