

WHO TO CONTACT

Texas WIC Program

Early Family Nutrition and Development 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.

November 2023



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) AnnualPlanforOPS@hhs.texas.gov	Olga Mikheeva (cell) Olga.mikheeva@hhs.texas.gov	512-632-6821
Acquire WICAcquire@hhs.texas.gov	Andrea Mitchell (cell) Andrea.mitchell@hhs.texas.gov	512-299-4444
	Edith Way (cell) Edith.way@hhs.texas.gov	469-859-8101
Approved Foods	Alyssa Rubin Alyssa.rubin@hhs.texas.gov	
Approved Product List	Kimberly Minty (cell) Kimberly.minty@hhs.texas.gov	512-341-4508 512-659-0918

B

Breast Pump Orders /Retrieval / Vendor Issues	Letty De La Rosa (cell) Leticia.delarosa@hhs.texas.gov	512-552-1458
Breast Pump Policy and Issuance	Zoe Adams (cell) Zoe.Adams@hhs.texas.gov	512-560-3482

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

Breastfeeding

Breastfeeding Lactation Services Funding	Zoe Adams (cell) Zoe.Adams@hhs.texas.gov	512-560-3482
Mother-Friendly Worksite & Breastfeeding In Public	Stephanie Sieswerda (cell) TexasMotherFriendlyWorksite@dshs.texas.gov	512-776-3207
National Breastfeeding Month	Zoe Adams (cell) Zoe.Adams@hhs.texas.gov	512-560-3482
Peer Counselor Program	Asia Sartor (cell) Asia.sartor@hhs.texas.gov	512-552-1601
Prenatal Breastfeeding Education Bags	Letty De La Rosa (cell) Leticia.delarosa@hhs.texas.gov	512-552-1458
Promotion, Education, Policy	Safia Hussain (cell) Safia.Hussain@hhs.texas.gov	512-423-9531
Rights at Work	Department of Labor	866-487-9243
Texas Ten Step Program	Betzabel Botello (cell) Betzabel.botello@hhs.texas.gov	512-922-0746
Lactation Support Centers / Hotline	Betzabel Botello (cell) Betzabel.botello@hhs.texas.gov	512-922-0746

C

Caseload Increases	Elsa Rodriguez (cell) Elsa.rodriquez2@hhs.texas.gov	469-859-9005
Child Abuse Reporting Requirements QMB@hhs.texas.gov	Nicole Notarianni (cell) Nicole.notarianni@hhs.texas.gov	512-783-7185
Clinic – Address/Hours of Operation Updates	WICClinics@hhs.texas.gov	512-810-0726
Clinic – Anthropometric Equipment	Leona Duong (cell) Leona.duong@hhs.texas.gov	512-413-7356
Contracts – Local Agency	Melissa Martinez (cell) Melissa.martinez01@hhs.texas.gov	512-380-4344

D

Disaster – After Hours Contacts	Edgar Curtis (cell) Edgar.curtis@hhs.texas.gov	512-964-1127
	Amanda Hovis (cell) Amanda.hovis@hhs.texas.gov	512-623-0843
Dietetic Internship	Melissa Mouton (cell) Melissa.mouton@hhs.texas.gov	512-466-8236

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

E

Electronic Benefits Transfer (EBT)	Carlos Morgan (cell) Carlos.morgan@hhs.texas.gov	512-341-4461 512-917-8976
EBT Cards / Supply Issues WICEBTSupport@hhs.texas.gov	Duane Grabarschick (cell) Duane.grabarschick@hhs.texas.gov	512-341-4547 512-810-1100
	Stephanie Califf (cell) Stephanie.califf@hhs.texas.gov	512-341-4540 512-656-8576

F

Farmers Market		
Reconciliation	Steven Schnurer (cell) Steven.schnurer@hhs.texas.gov	512-341-4487 512-922-6103
Fiscal (LA) & Incentive Issues	Tammye Farmer-Holloman (cell) Tammye.farmerholloman@hhs.texas.gov	512-243-4852
Fiscal (State) Issues	Natalia Kobidze Natalia.kobidze1@hhs.texas.gov	
Food Packages	Alyssa Rubin Alyssa.rubin@hhs.texas.gov	
Formula Drop Ship	Jessica Plank (cell) Jessica.plank@hhs.texas.gov	512-547-8105
Formula Issues	Riana Dalton (cell) Riana.dalton@hhs.texas.gov	512-751-7537

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

Funding Formula	Elsa Rodriguez (cell) Elsa.rodriquez2@hhs.texas.gov	469-859-9005
Formula policy, procedures, approvals or drop shipment questions:	Formulateam@hhs.texas.gov	

L

Learning Management System (WIC LMS)	Kirk Black (cell) TXWICTraining@hhs.texas.gov	512-586-0225
	Angela Gil (cell) Angela.Gil@hhs.texas.gov	512-468-5486
Legislative Questions or Requests from Federal or State Legislators	Kristy Hansen (cell) Kristy.hansen@hhs.texas.gov	512-423-2949

M

Materials	Allison Mayer (cell) Allison.mayer@hhs.texas.gov	512-757-9894
-----------	---	--------------

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

O

Open Records / Public Information	Leona Duong (cell) Leona.duong@hhs.texas.gov	512-413-7356
On-site Vendor Evaluations	Victoria Pierce (cell) Victoria.pierce@hhs.texas.gov	512-341-4480 512-527-4483
Outreach	Jessica Leyendecker Jessica.leyendecker@hhs.texas.gov	

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

P

Performance Measures	Paula Kanter (cell) Paula.kanter@hhs.texas.gov	512-484-3743
Policies		
Breastfeeding	Safia Hussain (cell) Safia.Hussain@hhs.texas.gov	512-423-9531
Certification / Clinic	Rachel Edwards (cell) Rachel.edwards@hhs.texas.gov	512-468-7317
Formula	Esther Giezendanner (cell) esther.giezendanner@hhs.texas.gov	512-552-6783
Local Agency Accounting	Tammye Farmer-Holloman (cell) Tammye.farmerholloman@hhs.texas.gov	512-243-4852
Nutrition Education	Shirley Ellis (cell) Shirley.ellis@hhs.texas.gov	512-771-2338
Vendor	Miranda Brown (cell) Miranda.brown1@hhs.texas.gov AND Jennifer White (cell) Jennifer.white@hhs.texas.gov	302-463-9756 903-440-3816

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

Q

Quality Management	Nicole Notarianni (cell) nicole.notarianni@hhs.texas.gov	512-783-7185
Quality Improvement-Clinical	Cynthia Gaxiola (cell) Cynthia.gaxiola@hhs.texas.gov	512-341-4699 512-940-4469
Quality Improvement-Fiscal	Alaina D'Auria (cell) Alaina.dauria@hhs.texas.gov	512-341-4721 512-436-2673

R

Records Retention	Olga Mikheeva (cell) Olga.mikheeva@hhs.texas.gov	512-632-6821
-------------------	---	--------------

S

Subpoenas for WIC Information	Kristy Hansen (cell) Kristy.hansen@hhs.texas.gov	512-423-2949
-------------------------------	---	--------------

T

Texas Administrative Code WIC	Kristy Hansen (cell) Kristy.hansen@hhs.texas.gov	512-423-2949
Texas State Service Desk		800-650-1328
Training		
Breastfeeding	Kristina Arrieta Kristina.arrieta@hhs.texas.gov Missy Hammer Missy.hammer@hhs.texas.gov	

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

Certification	Doreen LaDuca (cell) doreen.laduca@hhs.texas.gov	512-468-8505
Civil Rights	Olga Mikheeva (cell) Olga.mikheeva@hhs.texas.gov	512-632-6821
Formula	Riana Dalton (cell) Rianadalton@hhs.texas.gov	512-751-7537
Nutrition	Katie Oliver Katie.oliver@hhs.texas.gov	
Texas Ten Step Program	Betzabel Botello (cell) Betzabel.botello@hhs.texas.gov	512-922-0746
TXIN Training	Sandra West Sandra.west@hhs.texas.gov	
	Debra White Debra.white1@hhs.texas.gov	
Vendor	Victoria Pierce (cell) Victoria.pierce@hhs.texas.gov	512-341-4480 512-527-4483
WIC Certification Specialist (WCS)	Tammy Jimenez (cell) tammy.jimenez@hhs.texas.gov	512-739-1571
WIC Director's Orientation	Doreen LaDuca (cell) Doreen.laduca@hhs.texas.gov	512-468-8505
Transcript Review	Paula Kanter (cell) Paula.kanter@hhs.texas.gov	512-484-3743

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

Tammy Jimenez
(cell)
tammy.jimenez@hhs.texas.gov

512-739-1571

V

Vendor

Claims – Payment Inquiry
WICEBTVendorRedemptions@hhs.texas.gov

Laurie Moore
(cell)
laurie.moore@hhs.texas.gov

512-341-4631

512-925-8426

Complaints
WICVendorComplaints@hhs.texas.gov

Jennifer Frasier
(cell)

512-341-4434

512-771-6253

Contracts / Questions

Jennifer Frasier
(cell)
Jennifer.frasier@hhs.texas.gov

512-341-4434

512-771-6253

Krisy Wilson
(cell)
krisandra.wilson@hhs.texas.gov

512-341-4401

512-585-0611

Point of Sales
POS/Claims/Redemption

Carlos Morgan
(cell)
Carlos.morgan@hhs.texas.gov

512-341-4461

512-917-8976

or WICEBTVendorRedemptions@hhs.texas.gov

Materials

Jeff Lopez
(cell)
Jeffery.lopez@hhs.texas.gov

512-341-4662

512-589-5333

or WICVendorInfo@hhs.texas.gov

Monitoring

Andrew Levy
(cell)
Andrew.levy@hhs.texas.gov

512-341-4628

512-940-1749

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

Voter Registration	Kristy Hansen (cell) Kristy.hansen@hhs.texas.gov	512-341-4564 512-423-2949
Volunteer Opportunities- send inquiries to: WICGeneral@hhs.texas.gov		

W

WIC Certification Specialist (WCS) Coordinator	Tammy Jimenez (cell) tammy.jimenez@hhs.texas.gov	512-739-1571
WIC FORU Line WICSupport@hhs.texas.gov	Olga Mikheeva (cell) olga.mikheeva@hhs.texas.gov	512-632-6821
WIC General WICGeneral@hhs.texas.gov	Olga Mikheeva (cell) olga.mikheeva@hhs.texas.gov	512-632-6821
WIC State Plan	Kristy Hansen (cell) Kristy.hansen@hhs.texas.gov	512-423-2949
WIC Statistics	Leona Duong (cell) Leona.duong@hhs.texas.gov	512-413-7356
HHS WIC Website	Jonell Clardy Jonell.clardy@hhs.texas.gov	
TexasWIC.org	Juliette Coronado (cell) Juliette.coronado@hhs.texas.gov	512-435-1287

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

Nutrition Services Section Leadership

Section Director / State WIC Director	Edgar Curtis (cell) Edgar.curtis@hhs.texas.gov	512-964-1127
Business Support & Operations Unit Director	Curtis Bush (cell)	512-517-2401
Nutrition Education / Clinic Services Unit Director	Amanda Hovis (cell) Amanda.hovis@hhs.texas.gov	512-623-0843
Program Services Unit Director	Leigh MacLean (cell) Leigh.maclean@hhs.texas.gov	512-354-5564 972-816-2113
Vendor Management & Operations Unit Director	Celeste Lunceford (cell) celeste.lunceford@hhs.texas.gov	512-341-4504 512-217-8185

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 (cell) Amanda.hovis@hhs.texas.gov	512-623-0843
Breastfeeding Committee	Nikki Morrow (cell) Nikki.Morrow@hhs.texas.gov	713-859-0776 254-534-0947

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

Certification Committee	Rachel Edwards (cell) Rachel.edwards@hhs.texas.gov	512-468-7317
Food Delivery Committee	Edgar Curtis (cell) Edgar.curtis@hhs.texas.gov	512-964-1127
	Shirley Ellis (cell) Shirley.ellis@hhs.texas.gov	512-771-2338
Legislative Committee	Kristy Hansen (cell) Kristy.hansen@hhs.texas.gov	512-423-2949
Nutrition Education Committee	Shirley Ellis (cell) Shirley.ellis@hhs.texas.gov	512-771-2338
Outreach / Marketing Committee	Jessica Leyendecker Jessica.leyendecker@hhs.texas.gov	
Project Funding / Adm. Committee	Amanda Hovis (cell) Amanda.hovis@hhs.texas.gov	512-623-0843
Training Committee	Angela Gil (cell) Angela.gil@hhs.texas.gov	512-468-5486

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

Email Addresses for State Agency Mailboxes

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 Clinic Locator or emergency notifications, Updates to disaster contact list, 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

Disposition requests	WIC_LA_ContractManagement@hhs.texas.gov
Monthly Invoices and Quarterly FSRs	WICInvoices@hhs.texas.gov
Purchasing/financial approval requests	WICLARRequests@hhs.texas.gov

Other

Acquire	WICAcquire@hhs.texas.gov
General TXIN questions and comments	TXIN@hhs.texas.gov
Policy questions	IRM-Policy@hhs.texas.gov
Texas WIC Training LMS technical assistance	TXWICTraining@hhs.texas.gov
Vendor issues	WICvendorinfo@hhs.texas.gov
Texas State IT Service Desk (TSSD)	WICClinics@hhs.texas.gov
Texas State Service Desk 1-800-650-1328	(Cell) 512-810-0726

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