



## Memorandum

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**# 14-100**

**TO:** WIC Regional Directors  
WIC Local Agency Directors

**FROM:** Lindsay Rodgers Manager  
Nutrition Services Section

**DATE:** September 2, 2014

**SUBJECT:** WIC Service Desk Saturday Support for WIC Clinics

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The WIC Service Desk currently provides support for the WIC clinics on Saturdays from 8:00 a.m. to 1:00 p.m. In response to requests for extended Saturday coverage, beginning September 6, 2014, WIC Service Desk staff will be available by cell phone Saturday afternoons from 1:00 p.m. to 5:00 p.m.

This coverage is intended to provide support for significant outages such as:

- ◆ All workstations are not able to login to the WIC server.
- ◆ TexasWIN software problems that prevent all workstations from issuing benefits.

On-call WIC Service Desk staff are not able to provide support for issues such as:

- ◆ Participant information,
- ◆ Resolving client disputes,
- ◆ Requests for expedited transfers or replacement benefits,
- ◆ Extending closing hours in TexasWIN, and
- ◆ TexasWIN software issues involving a single participant or family.

For outages that prevent a clinic from providing direct participant services between 1:00 and 5:00 p.m. on Saturdays, please call 512 810-0726.

The regular hours for the WIC Service Desk at 800-650-1328 will remain the same:

- ◆ Monday – Thursday, 7:00 a.m. to 6:30 p.m.
- ◆ Friday, 7:00 a.m. to 5:30 p.m.
- ◆ Saturday, 8:00 a.m. to 1:00 p.m.

If you have any questions or require additional information about the Service Desk Saturday hours, please contact Jim Wieland, Service Desk Manager, at [jim.wieland@dshs.state.tx.us](mailto:jim.wieland@dshs.state.tx.us) or 512-341-4408.