

New WIC Coordinator Training

Kathleen Wayne, MS, RD, LD
WIC State Director

Budget/Grant allocations, LA Travel,
State WIC Staffing, DPA Organization,
Regional/Headquarters USDA, and
WIC IT Help Desk

Budget/Grant allocations

- WIC annual funding is driving by a formula
- Formula allocates funds based on two factors:
 - prior 6 months average caseload
 - Geographic differential
- WIC grant funds is approximately 75% of total state's Nutrition Services and Administration (NSA) Funds

Funding Formula

75% NSA = \$5,000,000

Ave Caseload= 26,000

Statewide Average= \$192/client

Urban= -5% \$182

Remote= + 15% \$220

Mixed= \$192

Agency Urban/Rural/ Mixed	caseload	Direct Service Funds	travel	Grant
Urban	200	\$36,400		\$36,400
Remote	200	\$44,000	\$2,000	\$46,000
Mixed	200	\$38,400	\$1,000	\$39,400

WIC Travel Funds

- Special Conditions-Appendix A

Item 10. Travel funds may not be moved from the travel line to any other line in the budget. Out-of-state travel using WIC state funds is not allowable for AKWICC President and Secretary to attend National WIC Association conference .

Item 11. Funds may be moved into the travel line item for direct client services and upon state approval, for staff to attend WIC related training opportunities to support state WIC goals & objectives .

State WIC staffing

August 15, 2011

Family Nutrition Services
Division of Public Assistance
130 Seward Street, Room 508
P.O. Box 110612
Juneau, AK 99811-0612
Phone: 465-3100
Fax: 465-3416

Division of Public Assistance
– FAMILY NUTRITION SERVICES OF ALASKA –
WIC – Women, Infants & Children Program
FMNP – Farmer’s Market Nutrition Program
SFMNP – Senior Farmer’s Market Nutrition Program
CSFP – Commodity Supplemental Food Program

<http://Health.HSS.State.AK.US/DPA/programs/NUTRI/default.htm>

DPA – WIC
3601 C Street, Suite 934
P.O. Box 240249
Anchorage, AK 99524-2049
Program Coordinator – Anchorage
WIC Nutrition Services Coordinator
Name PCN # Phone # Fax #
Fatima Hoger 1465 269-3459 269-1032

Public Health Specialist I
WIC & Community Nutritionist
Name PCN # Phone # Fax #
Elaine Nisonger 1589 269-8446 269-1032

Health Program Manager III
Name PCN # Phone #
Kathleen Wayne 1528 465-8636

Public Health Specialist II
Clinic-Breastfeeding Coordinator
Name PCN # Phone # Fax #
Dana Kent 1499 465-5322 465-3416

Vendor Management / FMNP
Program Coordinator
Name PCN # Phone # Fax #
Sandra Harbanuk 1347 465-4704 465-3416

Project Assistant
Name PCN # Phone # Fax #
Alice Albrecht 1697 465-8630 465-3416

Health Program Associate
Name PCN # Phone # Fax #
Vacant 1698 465-3100 465-3416

WIC System Project Manager
Name PCN # Phone # Fax #
Vault T022 465-6397 465-3416

WIC System Project Assistant
Name PCN # Phone # Fax #
Hoskinson T024 465-6398 465-3416

Program Coordinator – Juneau
Assistant Manager
DPA – WIC
130 Seward Street, Room 508
P.O. Box 110612
Juneau, AK 99811-0612
Name PCN # Phone # Fax #
Becky Carrillo 1567 465-8629 465-3416

Clerical Support
AA I
Name PCN # Phone # Fax #
Vacant 1055 465-3388 465-3416



DPA organization

August 15, 2011

Directors Office
Division of Public Assistance
 P.O. Box 110640
 Juneau, AK 99811-0640
 Phone: 465-3347
 Fax: 465-5154

Division of Public Assistance
 – DIRECTOR’S OFFICE –
 Policy & Program Development / Program Integrity & Analysis /
 Field Services / DPA System Operations /
 Administrative Services

<http://Health.HSS.State.AK.US/DPA/>

Aimee Olejasz – Division Operations Manager
 Operations Support Section PCN – 8213
 P.O. Box 110640 Phone: 465-8826
 Juneau, AK 99811-0640 Faxes: 465-5154 or 5254

Name	Position	PCN #	Phone #
Ron Kreher	Director	8158	465-2680

Name	Position	PCN #	Phone #
Kari Lindsey	AA II	8637	465-2680
Sharon Marvin	OA I	8122	465-3347

Erin Walker-Tolles – Chief
 Policy & Program Development PCN – 8028
 P.O. Box 110640 Phone: 465-6161
 Juneau, AK 99811-0640 Fax: 465-5254

Mary Rikken – Chief
 Program Integrity & Analysis PCN – 8047
 P.O. Box 110640 Phone: 465-4952
 Juneau, AK 99811-0640 Fax: 465-3651

Linda Dawson – Acting Chief Of Field Services
 PCN – 8121
 2030 Sea Level Dr., Suite 301 Phone: 228-3227 or
 Ketchikan, AK 99901 Juneau/465-4986
 Fax: 225-7381

Pat Nault – WIC System Project Manager
 Women, Infants, & Children’s Program PCN – T022
 130 Seward Street Phone: 465-6397
 Juneau, AK 99811-0640 Fax: 465-3416

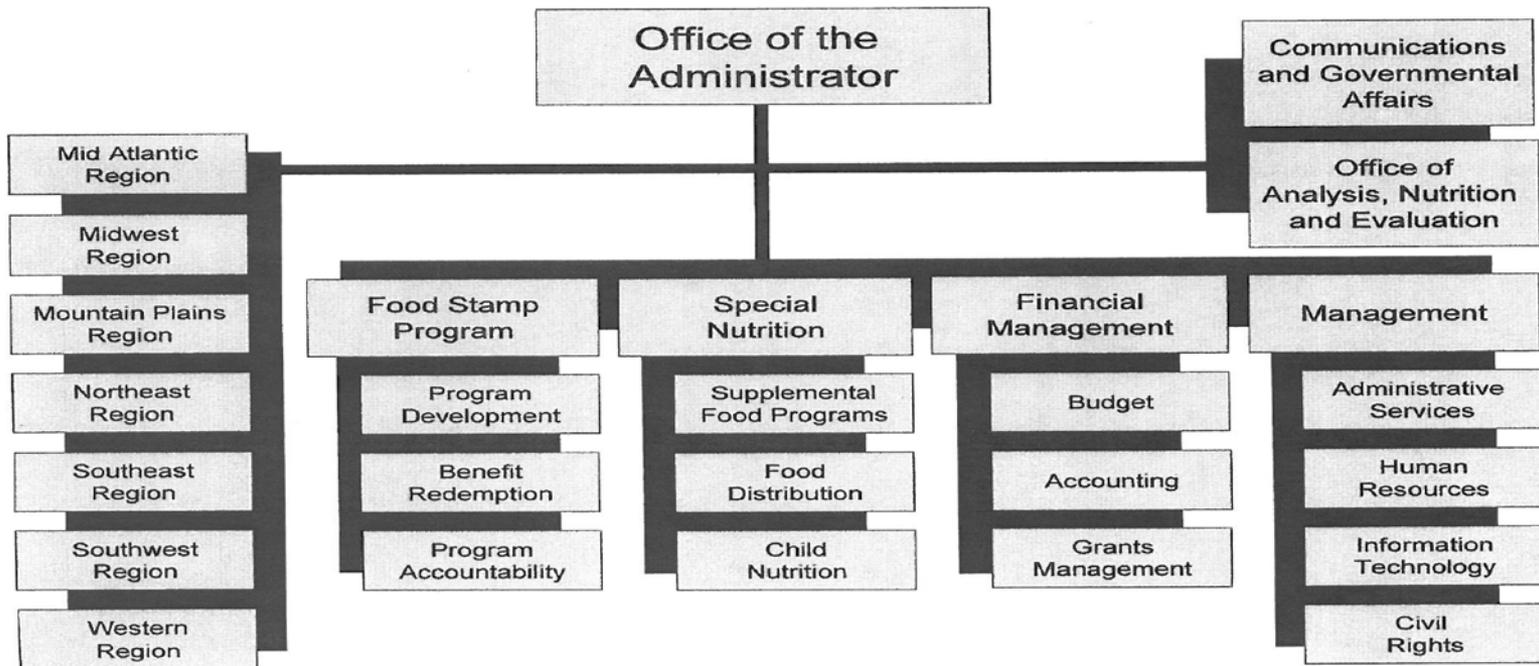
Vacant – EIS Project Manager
 DPA System Operations PCN – T023
 3601 C Street, Suite 434 Phone: 269-7841
 Anchorage, AK 99503 Fax: 561-7658

Miriha Scalf – Admin Operations Manager II
 Administrative Services PCN – 8123
 P.O. Box 110640 Phone: 465-1754
 Juneau, AK 99811-0640 Fax: 465-5031

Carolyn Spalding – Public Assistance Program Officer
 Federal Program Compliance Review
 PCN – N12006
 PO Box 110640 Phone: 465-8259
 Juneau, AK 99811-0640 Fax: 465-5154

USDA Food & Nutrition Services (FNS)

U.S. Department of Agriculture Food and Nutrition Service

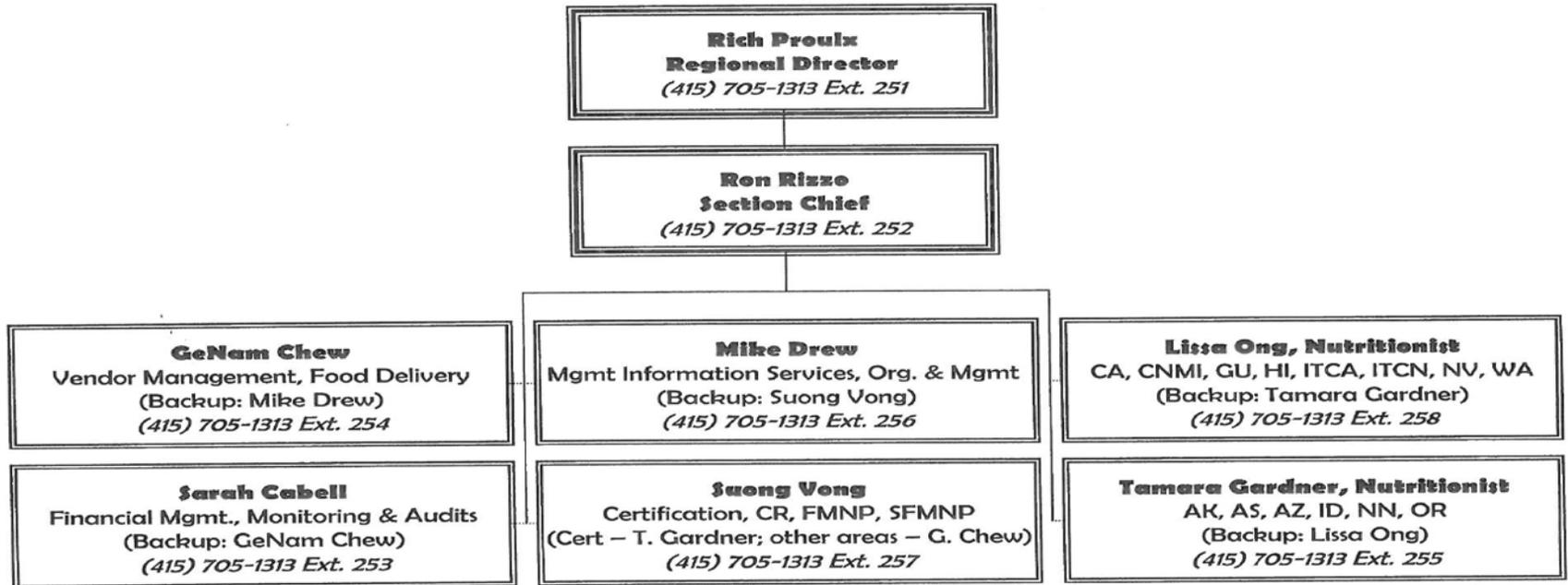


Aug. 10, 2005

Western Regional Office, USDA/FNS

Supplemental Nutrition Programs

Food and Nutrition Service
Western Regional Office
Effective January 2008



Programs Supported: WIC, FMNP, SFMNP

WIC IT Helpdesk Procedures

Reply to: **All Local Agencies Memorandum No-06-20**

Date: May 8, 2006

TO: X-LA WIC Coordinators
X-Satellites

FROM: Kathleen Wayne
State WIC Program Manager

SUBJECT: IT Help Desk Procedures

Information- X

Policy- X
Action- X

Routine (hard copy only) - X
Urgent (fax and hard copy)-

Help Desk

As you know, the IT Customer Service help desk can be contacted to resolve any computer or AKWIC-related problems. To facilitate the resolution of these problems, the State Agency recommends that WIC staff use the following procedures when contacting the help desk.

Contact the help desk at ISHelpDesk@health.state.ak.us. E-mail is the preferred method of contacting the help desk, as it is continually monitored. You can also contact the help desk via phone at 1-888-484-5763 or 465-8200. In the event that you must leave a voice message, your problem may not be as quickly resolved. Phone messages are not generally checked as frequently as e-mail.

Describe the nature of the problem. If the problem involves a specific work station or printer, it would be helpful to have the property tag number of the equipment in question.

Provide contact information, including:

- Your name
- The clinic from which you are phoning
- Your phone number
- Your e-mail address

Identify the main contact person for the problem. This is important, as the help desk will try to contact this individual when the problem is resolved. If the contact person is different than the individual e-mailing in the problem, be sure to provide appropriate contact information.

WIC IT Helpdesk Procedures- cont.

Ask for the HEAT ticket number of the problem. All problems tracked through the help desk are assigned a number from a computerized tracking system called HEAT. It is important that you obtain the HEAT ticket number, as you will reference it in the future in the event that you need to follow-up on the problem's resolution. (If you have e-mailed the help desk regarding a problem, the help desk will reply with a HEAT ticket number.) Only address one main issue per ticket.

Allow for a reasonable period of time to resolve the problem. If it's an emergency – example: “My printer won't print WIC warrants!” – the help desk should attempt a resolution within an hour of your contact. However, if the problem is less pressing – “I can't run the **Active Participation Report.**” – we would expect a resolution within ten calendar days.

Contact the help desk a second time if the problem is not resolved in a timely manner. Important: Always reference the HEAT ticket number assigned to your problem.

Refer the problem to the State Agency if it has not been resolved in a reasonable time frame after your second help desk contact. You can phone Daniel Collison at 465-4696 or via e-mail at Daniel.Collison@health.state.ak.us. Please reference your HEAT ticket number when contacting Mr. Collison.

~~The help desk has also requested that the state agency provide it with a list of all WIC clinic staff. Such a listing will better enable help desk personnel to follow up with clinic staff regarding problems. Accordingly, please complete the attached spreadsheet for all staff at your WIC clinic(s). Please forward the completed checklist to Daniel Collison at the e-mail address listed above no later than close of day Friday, May 19.~~

Thank you for your cooperation. We trust that these procedures will allow for a quick resolution to any computer- or AKWIC-related problems that arise in your clinic.

If you have questions, please contact me at (907) 465-8636. (Kathleen Wayne)

Questions?