

Call and Questions Technical Assistance Contacts

Calls:	Reason for call:	Transfer to:
General	Apply for Program General information about program	1) County office 2) give phone number to county office 3) Participant Portal
	Reschedule/missed appointment Local Agency Directory	1) County office 2) give phone number to county office
	No benefits on EBT account	1) County office 2) Helpdesk
	Has not received Warehouse order for Formula	1) Helpdesk 2) Food Delivery Coordinator
	Local office not open Local Agency Directory	1) Parent Site 2) Helpdesk
	VOC (moving) to another State	1) County office 2) Helpdesk
	One Call Now (appt reminder) wrong number	1) Helpdesk
	Report Client Abuse of Program	1) P&P Coord 2) Program Integrity Coordinator
	Staff Account locked out	1) pw.wv.gov

		<ul style="list-style-type: none"> 2) Active Directory Self Service Plus Tool Instruction Set 3) Office of Technology 4) Helpdesk
	Public calling looking for DHHR client services	WV DHHR Phone number 1-800-642-8589
	Vendor or Grantee inquiring about lack of payment	<ul style="list-style-type: none"> 1) ASA 2) Director
EBT/Vendor	Call from Grocery Store or Farmer	Vendor Unit
	Vendor or Farmer training	Vendor Unit
	EBT card problems	<ul style="list-style-type: none"> 1) Food Delivery Coordinator 2) Helpdesk
	Store won't let an item be purchased or can't complete a purchase	<ul style="list-style-type: none"> 1) Vendor Unit 2) Food Delivery Coordinator
	Complaint against Vendor or Farmer	Vendor Unit
	Clinic requesting EBT cards	Email Food Delivery Coordinator Brent.W.Warden@wv.gov
	WIC Shopper questions	Vendor Unit

Policy/Complaints	Complaint against Clinic	1) P&P Coord 2) Program Integrity Coord
	Income questions	1) HelpDesk <u>and</u> P&P Coord 2) Program Integrity Coord (or Nutrition Services Trainer)
	Custody questions	1) HelpDesk <u>and</u> P&P Coord 2) Program Integrity Coord (or Nutrition Services Trainer)
	Proof of receiving WIC benefits	1) Helpdesk 2) P&P Coord
Training	Website Training	MIS Trainer or Nutrition Services Trainer *depending on topic
	Extended Training	MIS Trainer
	Crossroads Training	MIS Trainer
	Nutrition Training	Nutrition Trainer
	Blackboard login help	OSA EDTS (Employee Develo... 304-558-2197
	WIC Learning Online login help	Office of Technology
	KnowBe4 Training login help	Chris.s.snyder@wv.gov DHHR Privacy Officer

Outreach	Requesting Outreach Material	Outreach coordinator
	Outreach Events	Outreach coordinator
Equipment	Problems with equipment ie. Computers, printers, etc.	1) Equipment Coordinator 2) Helpdesk 3) Office of Technology
Food Pkg questions	Formula questions	1) Program Integrity Coordinator 2) Nutrition Education Coordinator 3) Deputy Director
	WIC-53	1) Program Integrity Coordinator 2) Nutrition Education Coordinator 3) Deputy Director