

**COVID-19:**

**LA County Local Agency WIC Services and Breastfeeding Support**

<p><b>WIC Agency, Service Area and *Contacts</b> *(for use by facilities and agencies only)</p>	<p><b>General WIC Services:</b></p> <ul style="list-style-type: none"> <li>How the public can contact the WIC agency</li> <li>Current service hours</li> <li>How WIC services are being provided</li> </ul>	<p><b>Breastfeeding Services:</b></p> <ul style="list-style-type: none"> <li>Newborn enrollment and counseling</li> <li>Breastfeeding assistance</li> <li>Peer Counselor and IBCLC functions</li> </ul>	<p><b>Breast Pumps:</b></p> <ul style="list-style-type: none"> <li>Breast pump issuance, delivery and education</li> <li>How do facilities refer to your agency?</li> </ul>
<p><b>Antelope Valley WIC – SPA 1</b></p> <p><b>Pamela Stanley</b> WIC Director 661- 726-6305 <a href="mailto:Pamela.stanley@avhospital.org">Pamela.stanley@avhospital.org</a></p> <p><b>Adela Gomez</b> Regional Breastfeeding Liaison 661- 726-6387 <a href="mailto:Adela.gomez@avhospital.org">Adela.gomez@avhospital.org</a></p>	<p><b>Participant Line:</b> <b>661-949-5805 or 661-726-6300</b> Monday- Friday, 8am- 5pm <a href="http://www.avhospital.org/avwic">www.avhospital.org/avwic</a></p> <p><b>Staff provide services remotely;</b> sites are not currently open for in-person services.</p> <ul style="list-style-type: none"> <li>Staff call applicants and participants on the day of their scheduled appointment and complete any initial certification, recertification, counseling, education. If needed, staff issue a WIC card and remotely issue benefits.</li> <li>Call Center answers any questions, provides guidance and remotely issues benefits.</li> </ul> <p>Applicants are directed to watch the Welcome to WIC Orientation video for applicants posted on WICHEALTH.org</p>	<p><b>Breastfeeding Helpline:</b> <b>661-726-6393</b> Monday-Friday, 8am-5pm</p> <ul style="list-style-type: none"> <li>Mom can leave a message and a CLE will return call within 24 hours, Monday-Friday.</li> </ul> <p>Staff enroll infants over the phone.</p> <p>IBCLC and CLE’s routinely call mothers at 4-5 days postpartum, 2 weeks and any extra follow-ups. They provide breastfeeding assistance; if needed, they offer an in- person consult.</p> <p>Mother and Infant are follow by IBCLC for the following: Infant Issues:</p> <ul style="list-style-type: none"> <li>Hospitalization</li> <li>&gt;10% weight loss</li> <li>Inadequate weight gain</li> </ul>	<p>Pump loan agreements generated by phone.</p> <p>Participants receive instructions to watch a YouTube video on how to properly use the pump.</p> <p>Participants will pick-up assigned pump outside of designated WIC clinic.</p>

		<ul style="list-style-type: none"> <li>• Cleft lip and/or palate</li> <li>• Down Syndrome</li> </ul> <p>Mother Issues:</p> <ul style="list-style-type: none"> <li>• Chronic health problems requiring medication</li> <li>• Hospitalization</li> </ul>	
<p><b>NEVHC WIC – SPA 2</b></p> <p><b>Aqueelah Russell RBL</b>  <a href="mailto:aqueelahrussell@nevhc.org">aqueelahrussell@nevhc.org</a></p>	<p><b>Call Center:</b>  818-361-7541  Monday-Friday 8:00am-5:00pm</p> <p><b>North Hollywood, San Fernando:</b>  Saturday 8:00am-4:30pm</p> <p><b>ALL Sites are currently CLOSED TO THE PUBLIC</b></p> <ul style="list-style-type: none"> <li>• Contact the Call Center for assistance</li> <li>• All interactions and enrollments are conducted by phone. WIC cards are being mailed to participants and benefits are uploaded remotely. Participants are instructed to watch the “California WIC Card” YouTube Video</li> </ul>	<p><b>Breastfeeding Phone Line:</b>  818-837-6349</p> <p>In-person lactation support at 12 clinic sites by IBCLC. Appointments are required. No walk-ins. Breastfeeding phone assessment conducted prior to consultation.</p> <p>Video consultations are available via Doxy.me</p>	<p>Pump loan applications generated by phone.</p> <p>Participants receive instructions to watch a YouTube video on how to properly use the pump.</p> <p>Participants will pick-up assigned pump outside of designated WIC clinic door.</p>
<p><b>Pasadena WIC – SPA3</b></p> <p><b>Charlene Chen, RD, IBCLC</b>  WIC Program Manager,  Health Promotion and Policy Development Division  <a href="mailto:cchen@cityofpasadena.net">cchen@cityofpasadena.net</a></p>	<p><b>Participant Line:</b>  626-744-6520</p> <p>8-5pm M-F (closed every other Friday-4/10, 4/24, 5/8, etc.)</p>	<p><b>Breastfeeding Helpline:</b>  626-744-6520</p> <p>Staff are providing all newborn enrollments and counseling by phone.</p>	<p>Pasadena is now seeing moms with breastfeeding concerns in our office by appointment only. We still contact moms by phone but if staff feels that they need further assessment, we have them come in to see the</p>

<p><b>Gretchen Lacasse, MBA, RD</b> WIC Program Coordinator <a href="mailto:glacasse@cityofpasadena.net">glacasse@cityofpasadena.net</a></p> <p><b>Hideko Schroeder, MPH, RD, IBCLC</b> WIC BF and BFPC Program Coordinator <a href="mailto:hschroeder@cityofpasadena.net">hschroeder@cityofpasadena.net</a></p>	<p><b>Staff provide services remotely;</b> sites are not currently open for in-person services:</p> <ul style="list-style-type: none"> <li>All interactions and enrollments conducted by phone.</li> </ul>	<p>Breastfeeding assistance and follow-ups are by phone. Peer Counselor and IBCLC services are also by phone.</p>	<p>IBCLC. We are also doing pre/post weight check as well.</p>
<p><b>PHFE WIC SPAs 3-8</b></p> <p><b>Cindy Clapp</b> Breastfeeding Department Deputy Director <a href="mailto:Cindy@phfewic.org">Cindy@phfewic.org</a></p> <p><b>Wendy Fung</b> Regional Breastfeeding Liaison <a href="mailto:WenF@phfewic.org">WenF@phfewic.org</a></p> <p><b>Naira Gavurmadzhyan</b> Regional Breastfeeding Liaison <a href="mailto:NairaG@phfewic.org">NairaG@phfewic.org</a></p>	<p><b>Participant Line:</b> 888-942-2229</p> <p>Monday-Friday 8:00am–5:30pm</p> <p><b>Staff mainly provide services remotely.</b> Some sites are opened to offer high risk lactation services.</p>	<p><b>Breastfeeding Helpline:</b> 888-278-6455</p> <p>Monday-Friday 9:00am–5:30pm</p> <p>Staff are conducting all newborn enrollments and counseling by phone. Staff are providing all breastfeeding services by phone, virtually and in-person. This includes Peer Counselor Program contacts and IBCLC contacts.</p>	<p><b>Breast Pump Issuance</b></p> <p>PHFE WIC is mailing electric breast pumps to participants needing a pump by overnight FedEx. Participants can also come to one of our WIC locations for contactless pump pick up.</p> <p>Participants who receive pumps also receive instructions to view a YouTube video on how to assemble the pump and a link to the CDC electric pump cleaning guidelines.</p> <p>WIC staff call participants the next day to assure the pump arrived and to answer participants' questions.</p>

			<p><b>Breast Pump Returns</b></p> <ul style="list-style-type: none"> <li>Participants can return the pump to our designated clinics or at our pump retrieval events. Staff will discuss infant’s feeding needs with the mother by phone, will adjust the food benefits as needed, and will provide 2 or 3 months of WIC benefits whenever possible.</li> </ul>
<p><b>Watts Healthcare WIC- SPA 6</b></p> <p><b>Angelica Pasasi</b> BF Coordinator 323-776 3101 ext. 4514 <a href="mailto:angelica.pasasi@wattshealth.org">angelica.pasasi@wattshealth.org</a></p> <p><b>Christine Cho</b> Associate Director 323-776-3101 ext. 4512 <a href="mailto:christine.cho@wattshealth.org">christine.cho@wattshealth.org</a></p>	<p><b>Participant Line:</b> Phone number: 323-568-3070 Monday – Friday, 8 am-5 pm</p> <p>Text number: 323-553-7496 Website: <a href="https://www.wattshealth.org/wiclandingpage/">https://www.wattshealth.org/wiclandingpage/</a> Instagram: @wattshealthwic</p> <p><b>All sites are open to the public.</b> Participants can choose to complete their appointments in person, by phone, or by video.</p>	<p><b>For Breastfeeding Help:</b> 323-568-3070</p> <p>Staff complete newborn enrollments and counseling by phone, video, and/or in-person.</p> <p>Staff, Peer Counselors, and IBCLCs provide breastfeeding support and follow-up services by phone, video, and in-person, based on participant’s preference.</p>	<p>Staff issue personal pumps or loan multi-user Lactina pumps by phone or in-person. Pumps are picked up at the local WIC office.</p> <p>We are accepting returned multi-user pumps and follow CDC guidelines for pump cleaning and sanitation before loaning to a new user.</p>
<p><b>Lundquist WIC – SPAs 6&amp;7</b></p> <p><b>Jennifer Duran</b></p>	<p><b>Participant Line:</b> 310-661-3080 Monday-Friday 8:00 AM-5:00 PM Wednesdays 10:00 AM-7:00 PM</p> <ul style="list-style-type: none"> <li>Central Telephone Office at (310) 661-3080</li> </ul>	<p><b>Breastfeeding Phone Line:</b> 323-905-1248</p> <p>Staff are doing newborn enrollments by phone and in-person.</p>	<p><u>Agency Pump Issuance</u></p> <ul style="list-style-type: none"> <li>Peer Counselors connect with participants by phone or in-person to</li> </ul>

<p><a href="mailto:jduran@SLAHP.ORG">jduran@SLAHP.ORG</a> Central Phone line (310) 661-3080</p>	<ul style="list-style-type: none"> <li>• Text</li> <li>• Google adds at gotwic.org</li> <li>• Website - wicforyou.org &amp; wicparausted.org</li> <li>• Instagram/Facebook - @wicsouthlosangeles</li> </ul> <p>All general services provided via telephone, video conferencing, and in-person:</p> <ul style="list-style-type: none"> <li>○ This includes enrollments, nutrition education and certifications.</li> </ul>	<ul style="list-style-type: none"> <li>• Peer Counselors, Nutrition Assistants and IBCLCs provide counseling and support by phone, video conferencing and in-person.</li> <li>• Staff send visual tools and education materials to participants by email, or text message.</li> </ul> <p>Staff follow-up by phone one to three days after initial infant certification. Nutrition Assistants provide assessment and full counseling.</p> <p>IBCLCs provide breastfeeding services and support by phone and in-person.</p>	<p>complete pump requests and pump contracts.</p> <ul style="list-style-type: none"> <li>• Staff place a copy of the contract along with BF materials (pumping and storing materials) inside the breast pump case to minimize physical contact.</li> <li>• Participants pick up the pump at the WIC office.</li> <li>• PCs make a 24-hour follow up call to check if the pump is in working order and answer participant's questions or concerns.</li> </ul> <p><u>Hospital referral pump process</u> Hospitals fax request form to the BF Helpline at (323) 905-1248, or call the BF Helpline to request a pump for a mother.</p>
<p><b>Long Beach WIC – SPA 8</b></p> <p><b>Mei-Jyh Wang, MS, RD IBCLC</b></p>	<p><b>Participant Line:</b> 562-570-4242</p> <p><b>Email:</b></p>	<p><b>For Breastfeeding Help:</b> 562-570-4242</p>	<p>Staff can issue electric Lactina pumps and arrange for pick-ups/returns at the local WIC office. Giveaway</p>

<p><a href="mailto:Mei-Jyh.Wang@longbeach.gov">Mei-Jyh.Wang@longbeach.gov</a></p> <p><b>Brandi Nicholson, RDN IBCLC</b>  <a href="mailto:Brandi.Nicholson@longbeach.gov">Brandi.Nicholson@longbeach.gov</a></p>	<p><a href="mailto:Health-WIC@longbeach.gov">Health-WIC@longbeach.gov</a></p> <p>Service Hours: 8:30 am to 5:30 pm Monday-Friday</p> <p>We are providing in-person services with limited capacity at our 5 WIC sites. Virtual appointments are also available.</p>	<p>WIC Operators triage calls and refer them to site staff or Peer Counselors for breastfeeding support or questions.</p> <p>Peer counselors, WIC Nutrition Assistants, RDs and IBCLC provide counseling over the phone.</p> <p>IBCLC provides support on the phone or video via Doxy.me platform</p> <p>Peer Counselors provide individual breastfeeding education and support sessions via Doxy.me.</p>	<p>electric pumps and manual pumps are also available as needed.</p> <p>Facilities (such as hospital NICUs) call, email, fax, or give participants a documented request to bring to the WIC office.</p>
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