

COVID-19:

LA County Local Agency WIC Services and Breastfeeding Support

<p>WIC Agency, Service Area and *Contacts *(for use by facilities and agencies only)</p>	<p>General WIC Services:</p> <ul style="list-style-type: none"> • How the public can contact the WIC agency • Current service hours • How WIC services are being provided 	<p>Breastfeeding Services:</p> <ul style="list-style-type: none"> • Newborn enrollment and counseling • Breastfeeding assistance • Peer Counselor and IBCLC functions 	<p>Breast Pumps:</p> <ul style="list-style-type: none"> • Breast pump issuance, delivery and education • How do facilities refer to your agency?
<p>Antelope Valley WIC – SPA 1</p> <p>Pamela Stanley WIC Director 661- 726-6305 Pamela.stanley@avhospital.org</p> <p>Adela Gomez Regional Breastfeeding Liaison 661- 726-6387 Adela.gomez@avhospital.org</p>	<p>Participant Line: 661-949-5805 or 661-726-6300 Monday- Friday, 8am- 5pm www.avwic.com</p> <p>Staff provide services remotely; sites are not currently open for in-person services.</p> <ul style="list-style-type: none"> • 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. • Call Center answers any questions, provides guidance and remotely issues benefits. <p>Applicants and participants are directed to watch the YouTube video (California WIC Card for participants) and Welcome to WIC Orientation</p>	<p>Breastfeeding Helpline: 661-726-6393 Monday-Friday, 8am-5pm</p> <ul style="list-style-type: none"> • Mom can leave a message and a CLE will return call within 24 hours. <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"> • Hospitalization • >10% weight loss • Inadequate weight gain • Cleft lip and/or palate 	<p>Participants pick up their pump curbside outside WIC clinics.</p> <p>If needed, WIC will deliver the pump to the hospital.</p>

	video for applicants posted on AV WIC website.	<ul style="list-style-type: none"> • Down Syndrome <p>Mother Issues:</p> <ul style="list-style-type: none"> • Chronic health problems requiring medication • Hospitalization 	
<p>Long Beach WIC – SPA 8</p> <p>Mei-Jyh Wang Mei-Jyh.Wang@longbeach.gov</p>	<p>Participant Line: 562-570-4242</p> <p>Email: Health-WIC@longbeach.gov</p>	<p>For Breastfeeding Help: 562-570-4242</p> <p>Staff are providing all breastfeeding support and services over the phone.</p>	<p>Staff can issue electric Lactina pumps and arrange for pick-up at the local WIC office.</p> <p>If needed, giveaway electric pumps are also available.</p>
<p>Lundquist WIC – SPAs 6&7</p> <p>Jenniffer Duran jduran@SLAHP.ORG Central Phone line (310) 661-3080</p>	<p>Participant Line: 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"> • Central Telephone Office at (310) 661-3080 • Text • Google adds at gotwic.org • Website - wicforyou.org & wicparausted.org • Instagram/Facebook - @wicsouthlosangeles <p>All general services provided via telephone:</p> <ul style="list-style-type: none"> ○ This includes enrollments, nutrition education and certifications. ○ In-person only for WIC card distribution and pump issuance. 	<p>Breastfeeding Phone Line: 323-905-1248</p> <p>Staff are doing newborn enrollments by phone.</p> <ul style="list-style-type: none"> • Peer Counselors, Nutrition Assistants and IBCLCs provide counseling and support by phone. • Staff send visual tools and education materials to participants by email and text message. <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.</p>	<p><u>Agency Pump Issuance</u></p> <ul style="list-style-type: none"> • Peer Counselors connect with participants by phone to complete pump requests and pump contracts. • Staff place a copy of the contract along with BF materials (pumping and storing materials) inside the breast pump case to minimize physical contact. • Participants pick up the pump outside of the WIC office. • PCs make a 24-hour follow up call to check if the pump is in

			<p>working order and answer participant's questions or concerns.</p> <p><u>Hospital referral pump process</u></p> <ul style="list-style-type: none"> 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>NEVHC WIC – SPA 2</p> <p>Aqueelah Russell RBL aqueelahrussell@nevhc.org</p>	<p>Call Center: 818-361-7541 Monday-Friday 8:00am-5:00pm</p> <p>North Hollywood, San Fernando: Saturday 8:00am-4:30pm</p> <p>ALL Sites are currently CLOSED TO THE PUBLIC</p> <ul style="list-style-type: none"> Contact the Call Center for assistance 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 	<p>Breastfeeding Phone Line: 818-837-6349</p> <p>Staff, peer counselors and IBCLCs conduct all lactation support functions by phone.</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>Pasadena WIC – SPA3</p> <p>Charlene Chen, RD, IBCLC WIC Program Manager, Health Promotion and Policy Development Division cchen@cityofpasadena.net</p> <p>Gretchen Lacasse, MBA, RD WIC Program Coordinator glacasse@cityofpasadena.net</p> <p>Hideko Schroeder, MPH, RD, IBCLC WIC BF and BFPC Program Coordinator hschroeder@cityofpasadena.net</p>	<p>Participant Line: 626-744-6520</p> <p>8-5pm M-F (closed every other Friday-4/10, 4/24, 5/8, etc.)</p> <p>Staff provide services remotely; sites are not currently open for in-person services:</p> <ul style="list-style-type: none"> All interactions and enrollments conducted by phone. 	<p>Breastfeeding Helpline: 626-744-6520</p> <p>Staff are providing all newborn enrollments and counseling by phone.</p> <p>Breastfeeding assistance and follow-ups are by phone. Peer Counselor and IBCLC services are also by phone.</p>	<p>Staff assess breastfeeding and need for a pump by phone. Staff provide pump education links to participants who receive a pump.</p> <p>After the participant completes their pump education, they pick up their pump at the WIC facility.</p>
<p>PHFE WIC – SPAs 3-8</p> <p>Cindy Clapp BF Coordinator & Peer Counselor Manager cindy@phfewic.org</p> <p>Wendy McGrail Regional Breastfeeding Liaison wendy@phfewic.org</p>	<p>Participant Line: 888-942-2229 Monday-Friday 8:00am–5:30pm</p> <p>Staff provide services remotely; sites are not currently open for in-person services:</p> <ul style="list-style-type: none"> All WIC services conducted by phone. 	<p>Breastfeeding Helpline: 888-278-6455 Monday-Friday 8:00am–5:30pm</p> <p>Staff are conducting all newborn enrollments and counseling by phone.</p> <p>Staff are providing all breastfeeding services by phone. This includes Peer Counselor Program contacts and IBCLC contacts.</p>	<p>Breast Pump Issuance PHFE WIC is mailing electric breast pumps to participants needing a pump by overnight FedEx.</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>Breastfeeding HelpLine staff call participant the next day</p>

			<p>to assure the pump arrived and to answer participants' questions.</p> <p>Breast Pump Returns Participants will keep the pump at this time; PHFE WIC is not accepting pumps back until WIC centers reopen. 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 benefits whenever possible.</p>
<p>Watts Healthcare WIC- SPA 6</p> <p>Angelica Pasasi BF Coordinator 323-776 3101 ext. 4514 angelica.pasasi@wattshealth.org</p>	<p>Participant Line: Phone number: 323-568-3070 Monday – Friday, 8 am-5 pm</p> <p>Text number: 323-553-7496 Website: https://www.wattshealth.org/wiclandingpage/</p> <p>Staff provide services remotely; sites are not currently open for in-person services:</p> <ul style="list-style-type: none"> • Staff contact participants by phone and text only. 	<p>For Breastfeeding Help: 323-568-3070</p> <p>Staff complete all newborn enrollments and counseling by phone.</p> <p>Staff, Peer Counselors and IBCLCs provide all breastfeeding support and follow-up services by phone.</p>	<p>Staff issue personal pumps over the phone and provide the pumps curbside.</p>