



July 16, 2024

Chris Hill, Collin County Judge  
Collin County Health Care Services, LA# 71

**RE: Retention Stipend for WIC staff  
Employee Retention**

**Purpose**

The WIC program needs your support to help ensure WIC staff receive a one-time retention stipend to keep the exceptional staff that provide services in your community. This is a one-time retention stipend that is only available this program year that must be utilized and invoiced in September of 2024.

**Background**

Over the last 2 years Texas WIC staff have managed multiple crises. These have included a national formula shortage which required a great amount of extra work and dedication. Staff went above and beyond in an incredibly stressful situation, providing assistance to families in crisis unable to locate formulas for their infants. Staff assisted and reissued formula benefits multiple times as well as helped clients in locating alternative formulas. In addition, there have been multiple occasions where staff have had to reschedule client visits and reissue cash value benefits for fruits and vegetables, doubling the staff workload. There have been regional floods, power outages and tornados. Despite all of the crises, staff have remained steadfast in providing exceptional services to the participants in our communities.

Staff retention is crucial to the WIC program. WIC is a highly complex program, and it takes a new staff member approximately six months to become proficient providing WIC services. Over recent years the complexity of providing services to our WIC population has risen. Serving our participants has required our staff to improve their knowledge of nutrition topics, effective counseling, and developmental milestones. Throughout the last two years they have integrated multiple changes in technology brought on by a continuously modernized management information system. They have incorporated those changes into their everyday business practices and educated clients on the client facing improved functionality. Despite the ongoing changes, Texas WIC staff have continued to provide exceptional services exemplified in our customer service scores that are sent to participants after each clinic visit. In the last two years Texas WIC staff have an average customer service score of 6.62 out of a possible 7. Equally impressive is the average Net Promoter score of 89 (net promoter scores range from -100 to +100). A score in this range falls into the "World Class" category. Staff of

July 16, 2024

Page 2

this caliber are hard to find in the workforce and they are the heart of our program. It is imperative that we retain the very skilled workforce that makes up Texas WIC.

### **Funding**

Texas WIC is providing additional funding to Local Agencies for a one-time retention stipend to each WIC employee. WIC will cover costs associated with a one-time retention stipend of \$4,000 to each WIC employee. Only one retention stipend can be given per person. That value can be prorated for staff that work less than 100% on WIC. These funds are only available for this purpose.

### **Eligible Employees**

The retention stipend should be applied to all staff that contribute to the WIC customer experience.

### **Allowability**

The State Agency strongly encourages you to provide this stipend to all WIC staff. Retention stipend pay is an allowable cost and is an effective tool to retain our very skilled workforce and continue to ensure quality services to all the participants in your communities.

### **Time Limited**

In order to take advantage of this benefit to the Texas WIC workforce, the one-time stipend must be awarded to staff in September 2024 and invoiced in fiscal year 2024, ending on September 30, 2024. No additional funding is available after that period.

### **Funding and Reimbursement**

Employee stipend funding will be reflected on the fourth quarter funding letter.

Thank you for your support as a Parent Agency and Local Agency that provides World Class WIC services to your community. You should be very proud of the services and the individuals you have that provide services at your agency.

Sincerely,

*Edgar Curtis*

Edgar Curtis  
Texas WIC Director  
Health and Human Services Commission

Cc: Jannette Sepeda  
Amanda Hovis, NECS Director  
Tammye Farmer-Holloman, WIC Financial Liaison