**Use of Personal Phones for Calling WIC Participants**

**1. BEFORE you place a call, please use OPI to Text the participant the following**

\*NOTE: If participants has indicated NO to receiving texts, please skip this step.

For existing WIC Participants:

Hi this is [FULL NAME] from the WIC Program. Many of us are now working remotely while our WIC sites are closed due to COVID-19. We would like to talk to you to update your WIC record and issue your food benefits. I will call you now and my phone number will show up as a blocked number.

Hola, mi nombre es [FULL NAME] del programa de WIC. Algunos de nosotros estamos trabajando desde casa mientras nuestras oficinas se mantienen cerradas en relación al COVID-19. Nos gustaría hablar con usted para actualizar sus archivos y emitir sus beneficios. Le hablare hoy y mi número de teléfono saldrá bloqueado.

For new WIC Participants:

Hi this is [FULL NAME] from the WIC Program. Many of us are now working remotely while our WIC sites are closed due to COVID-19. We would like to talk to you to enroll you in the WIC Program and issue your food benefits. I will call you now and my phone number will show up as a blocked number.

Hola, mi nombre es [FULL NAME] del programa de WIC. Algunos de nosotros estamos trabajando desde casa mientras nuestras oficinas se mantienen cerradas en relación al COVID-19. Nos gustaría hablar con usted para inscribirla en el programa de WIC y emitir sus beneficios. Le hablare hoy y mi número de teléfono saldrá bloqueado.

**2. Block Caller ID**

When using your personal phone, please block your phone number. The call will then go through with no Caller ID.

To block your number from being displayed temporarily for a specific call:

* 1. Enter **\*67**.
  2. Enter the number you wish to call (including area code).
  3. Tap **Call**. The words "Private," "Anonymous,", “No Caller ID” or some other indicator will appear on the recipient's phone instead of your mobile number.

You have successfully blocked Caller ID for a specific call. (Note: Calls to 800 numbers and 911 will not allow Caller ID Blocking.)

1. **If a participant expresses concern that you might not really be calling from WIC**

Here are some strategies to try:

Say: I understand your concerns right now. We have many WIC staff trying to reach our WIC families to make sure they have the food they need. Because we are not in the WIC office and are working from home, our phone numbers are not showing up as WIC. I have a couple options for you that I can try so you can feel reassured I am from WIC.

* I see I have an email address in your file, I can send you an email from my WIC email account.
* I can text you a copy of the WIC Rights and Responsibilities form that explains your rights and responsibilities for using the program, and our responsibilities for serving you. This text will come from our texting system and will come through as phone number 91997.
* My name is FULL NAME and my employee number is XXXXX. You can call our main number at 1 888 WIC BABY (1 888 942-2229) to confirm I am from WIC or you can get connected to a WIC counselor through our main number.

1. **Clear call history from your personal phone**

Please remember that WIC participant phone numbers are considered confidential information. At the end of each day, please delete your call history from your personal phone.