

September Team of the Month: WIC Vendor Management Team

Which of the following criteria does your nominee most embody?

Excellence in Teamwork Inspiring a Positive Attitude
Exemplifying the Mission and Core Values of MPHD

Please provide a specific example that illustrates why you feel this team should be the MPHD Team of the Month:

I would like to nominate Stephanie Egan and Maggie Sanchez of the WIC Vendor Management Team for Team of the Month. Their dedication, professionalism, and collaborative spirit have had a significant impact on both our program and the communities we serve.

Stephaine and Maggie consistently go above and beyond to ensure that WIC vendors are supported, compliant, and well-informed. Their efforts not only strengthen vendor relationships but also directly improve participant access to nutritious foods. They approach challenges with a solutions-focused mindset, whether navigating state requirements, addressing vendor concerns, or supporting clinics with complex vendor-related questions.

A recent example demonstrates their exceptional level of care in supporting clinics and their participants in need. A mother had been experiencing ongoing issues with her WIC card, and despite the clinic's best efforts, the problem could not be resolved. I reported that this mom was at risk of losing her benefits and was struggling with transportation, safety, and personal hardships. Without hesitation, Stephaine and Maggie jumped in, phoned the mom, and then went even further by meeting her at a grocery store to personally help her navigate the issue.

This act of service was more than troubleshooting a technical problem; it was a demonstration of compassion and commitment to the families we serve. They listened to the mom's challenges, offered reassurance, and made sure she knew she was not alone. Their willingness to step outside of their traditional job duties showed the true spirit of customer service in public health, supporting our neighbors and lightening the burdens they carry.

This scenario reflects the heart of the WIC program and highlights why Stephaine and Maggie are so deserving of recognition as Team of the Month.

Nominated by: Molly Fitzgerald



Dr. Areola, Stephanie Egan, Lauren Cromer, Maggie Sanchez, and D'Yuanna Allen-Robb