

## New Hampshire WIC Policy & Procedure Manual

### Chapter 7. Caseload Management

---

#### Benefit Targeting for High Risk Populations

<b>Purpose</b>	To assure WIC benefits reach the highest risk participants and persons with special needs, such as migrants, homeless, and institutionalized individuals, pregnant women, and applicants residing in rural areas.
<b>Policy</b>	To reach WIC applicants who are considered high risk populations for nutrition services, local agencies and the State Agency shall work cooperatively to publicize services for certain groups.
<b>Authority</b>	Federal Regulations 246.4(a)(5)(i); (6)-(7); (18)-(21)
<b>Procedure</b>	<p>Outreach shall consist of reaching statewide organizations serving such populations, advocacy groups, and community agencies, including the following:</p> <ul style="list-style-type: none"><li>• Pregnant women in the first trimester are reached through outreach to obstetricians, community health centers, and family planning programs. Each local agency is required to develop a performance measure describing local efforts to reach pregnant women in the first trimester, including coordination with primary care services in their own parent agency.</li><li>• Pregnant and parenting teenagers are reached through contacts with high school nurses and guidance counselors, and crisis pregnancy centers.</li><li>• Parents of medically fragile infants are reached through specialty pediatric dietitians and nutritionists providing services in the NH Bureau of Special Medical Services and the Healthy Kids Program to provide special medical formulas.</li><li>• Migrants are provided with WIC information through the NH Department of Education's Migrant Education Program.</li><li>• Homeless people are reached through the NH Department of Health and Human Services Bureau of Homeless and Housing Services. Mailings are done to shelters, which provide temporary housing for families with young children. Members of the NH Coalition to End Homelessness are also contacted regularly with WIC information.</li><li>• Incarcerated pregnant women have been reached through the NH State Prison for Women Family Connections Center.</li></ul>

The State Agency and local agencies have contact with foster, child welfare and protective service agencies (such as the Division of Children, Youth and Families) to assure eligible infant and children are receiving WIC services.

Local agency shall maintain a record of all outreach activities on their training, outreach, and meeting log. Local agency shall record the

# New Hampshire WIC Policy & Procedure Manual

## Chapter 7. Caseload Management

---

source of referral for new families being certified in StarLinc.

Local agency outreach activities, including outreach to high-risk groups, are monitored during Management Evaluation review of outreach logs.

### **Best Practice**

For local agency staff to participate in community coalitions and task forces which include staff from organizations and programs described above.

For local agency WIC Director and Supervisor or Nutrition Coordinator to meet quarterly and review success of outreach efforts and refocus as needed.