

## New Hampshire WIC Policy & Procedure Manual

### Chapter 8. CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES

#### C. Health Care Agreements, Referrals, and Coordination

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##### Referrals

**Purpose** Staff shall assess the health and social needs of participants at certification, re-certification and mid-certification appointments in order to offer appropriate referrals to State and community health and human service programs.

**Policy** Local agencies shall provide WIC Program applicants and participants or their designated proxies with information on other health-related and public assistance programs, and when appropriate, shall refer applicants and participants to such programs.

**Authority** 7 CFR 246.7(b)

**Procedure** Local agency staff shall assure WIC participants and families have information (address and phone number at a minimum) on health and human service assistance programs in their community that they may be eligible for or be interested in.

At a minimum, an assessment shall be done of referral needs at intake when income is being determined, and at nutrition education when nutrition risk is being determined.

The following are programs that are mandatory referrals if indicated: SNAP/Food Stamp Program, TANF (Temporary Assistance for Needy Families), Medicaid, maternal and child health programs, prenatal care services, immunization services, dental services, private physicians, hospitals, well child programs, children with special health care needs, breastfeeding peer counseling services, Head Start and Early Head Start, and homeless facilities.

Additional programs that may be offered include: SSI (Supplemental Security Income), EPSDT (Early Periodic Screening and Diagnostic Treatment), family planning services, postnatal care, schools, EFNEP (Expanded Food and Nutrition Education Program), child protective services, domestic violence services, substance abuse programs, child abuse counseling, foster care agencies, and mental health services.

Referral networks shall be established with the above programs in order to assure that the WIC Program receives applicants from these services.

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In situations when a WIC participant has immediate needs for food beyond what WIC may provide, local agencies shall also make referrals to:

Food pantries, soup kitchens, SNAP/Food Stamp program, TEFAP, and similar community food assistance programs.

All referrals made shall be documented in StarLINC on the Referral screen, including the source of referral to WIC for applicants at their initial certification visit. This allows tracking of referrals made by each agency, and is available in a StarLINC Referrals to and From Report, and is available by agency and by clinic.

#### **Exception**

None

#### **Best Practice**

The local agency shall develop a list of referral sources specific to their service area, and offer each family a copy of the list at certification appointments, indicating which specific programs may be appropriate for the family.

The local agency director or coordinator shall run the Referral to and From Report monthly, and review the report for types of referrals made and referrals that are lacking or limited.

The parent agency (either a community action agency or a community health center) shall have information available to WIC staff at clinics to allow participants to easily apply for their services, such as expedited or online applications for Head Start or dental services.