

ITCA WIC TRAINING PROGRAM

Module 7:

Referrals

Helping WIC Clients use other Health and Social Services

June 2006
ITCA WIC Competencies

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Instructions

To complete each competency units complete the following steps:

1. Read the introduction.
2. Read each section.
3. Complete the Self-Evaluation at the end of each section.
4. If you have trouble answering the questions, read the section again or ask your director for more information.
5. Make arrangements with your director at the Skill Checks to demonstrate your ability to apply your knowledge in the clinic.
6. After you complete all of the Self-Evaluations and Skill Checks, make arrangements with your director to complete the Unit Assessment.
7. Submit the original Unit Assessment and Skill Checks to ITCA. Copies should be kept at the local agency.

7 – 1 Introduction to referrals

Objectives

After completing this section, you will be able to:

- ✓ Identify problems that need referrals
- ✓ Know which referrals are mandatory or must be provided for every client.
- ✓ Identify health and social service programs
- ✓ Refer clients to programs.
- ✓ Document referrals and follow-up.

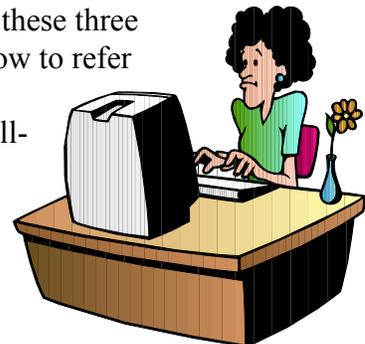
Overview

So far, you have learned a lot about the steps involved in certifying a person for the WIC program. But remember back in Unit 2, we learned that there are three things that the WIC program provides.

They are:

- ❖ Nutrition and Breastfeeding Education
- ❖ Nutritious Foods
- ❖ Referrals to Health and Social Services

In the next three units, you will be learning about these three areas of WIC. In this unit, you will learn about how to refer clients to health and social services in your area. WIC can help clients improve their health and well-being by providing nutritious foods and nutrition education. But clients have so many other needs. Sometimes it is difficult to deal with all these problems at one time.



One of our responsibilities in WIC is informing clients about services that help them resolve their problems. We make referrals to these services and then follow-up on the results to assist clients in getting all of the health and social services that they need. By helping clients find the help they need, we increase the chance that they will improve their quality of life.

This unit is divided into three sections:

- ❖ **How to Identify Problems That Need Referrals**
- ❖ **Finding Referral Resources**
- ❖ **Making Referrals and Follow-up**

7 – 2 How to Identify Referrals Needed

Objectives

After completing this section, you will be able to:

- ✓ List at least three ways to identify non-nutritional problems of WIC clients.
- ✓ Describe how to respect clients' rights and privacy.
- ✓ Prioritize common needs of clients.

Overview

In this section, you will learn about how to refer clients to health and social services in your area. WIC can help clients improve their health and well being by providing nutritious foods and nutrition education. But clients have so many other needs. Sometimes it is difficult to deal with all these problems at one time.

Ways to Identify Client Needs

A problem exists if a client needs help in meeting day-to-day needs. Client needs fall into several categories including: Basic Needs, Legal/Public Safety, Education/Employment, Family Issues, Health Care and Mental Health.

The first step in making referrals is to identify what kind of help the client needs. At certification appointments, you can screen for problems using nutrition questionnaires and medical referral forms. At other WIC appointments, you may also identify other problems clients have, including needing a doctor or adequate housing, by using information from interviews or observations.

You may also find that the problems you identified at the first visit are solved, and new problems have developed. Clients often have multiple needs, and you can help them to decide which are most important.

How can you identify client needs?

You can help identify a client's needs and concerns by using the following information:

- ❖ Responses to fields on the ITCA STARS Screens such as Health Interview
- ❖ Responses to questions on the Nutrition Assessment Questionnaires
- ❖ Growth Charts and Prenatal Weight Gain Grids
- ❖ Referral Information
- ❖ Needs and concerns mentioned by the parent or caretaker
- ❖ Observation

To identify needs, look for the following information:

- ❖ **Personal Information and Income Screens**
 - Income
 - Family size
 - Age and sex of children under age 5
 - Other health and community services the family receives, such as TANF and Food Stamps
 - Housing Situation

- ❖ **Health Information and Immunizations Screens**
 - Height and weight
 - Hemoglobin
 - History of Diabetes
 - Immunizations

- First and Last Visit to doctor

❖ **Pregnancy Information Screen**

- Years of Education
- Pregnancy History
- Prenatal Care
- Pre-pregnancy Weight



❖ **Alcohol and Tobacco Screens**

- Alcohol Use
- Cigarette or Chewing Tobacco Use

❖ **Pregnancy Outcome Screens**

- Weight gain during Pregnancy
- Infant birth weight and length
- Gestational age of infant at birth
- Breastfeeding information

❖ **Nutrition Assessment Questionnaires**

- Whether the family is eating nutritious foods
- How much food is eaten
- How frequent and regular meals and snacks are
- How the food is prepared
- Family indicates they run out of food
- Family indicates they do not have a refrigerator, running water or stove

❖ **Referral Forms**

- Medical Problems
- Social Problems

❖ **The information obtained by talking to the client**

- Employment status
- Family Planning Methods or Plans
- Living conditions
- Medical history
- Mental or emotional problems

❖ **The information obtained by observing the client**

- How the parents and children interact
- Physical appearance of the parent and child
- How well the parent or caretaker understands and makes decisions
- The parent's behavior in clinic
- The child's behavior
- Body language

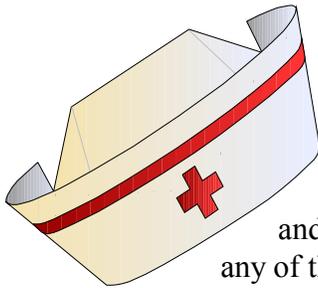


- Tone of voice
- Physical appearance

Helping to Prioritize a Clients Needs

- ❖ Many clients will have multiple needs and concerns. Trying to address five or six needs at once will only confuse the client. In these cases, help prioritize her needs so that the most important can be addressed first. Once those needs are taken care of, then work on a couple more at each clinic visit until all needs are addressed.
- ❖ When a client returns to the clinic for a second appointment, you may find that the needs you identified with the client at the first visit are solved, and new needs have developed. Introducing clients to directories such as the Community Services section of the Yellow Pages or other local sources of information helps them solve their own problems. When clients can meet their own needs, they will feel a sense of increased self esteem and control.
- ❖ How do you prioritize a client's needs? This can be difficult because the client may not prioritize her needs the same way you do. It is up to the client to make decisions. You can't tell a client what to do. You can make suggestions and provide guidance, but ultimately they have to make the decision to help themselves. Always remember that handling life threatening situations and meeting basic needs are top priorities. Generally, needs can be prioritized in this order:

1) emergencies 2) basic needs and 3) other needs



1. Emergencies

Emergencies include life-threatening situations. The number to call in these situations is 9-1-1. Other emergency needs include child abuse and family violence, disaster services, public safety, rape and sexual assault and suicide prevention. Although it may be appropriate in any of these situations to call 9-1-1, there may be other numbers that offer more comprehensive services. Find out what services are available in your community.

2. Basic Needs



Basic needs include the following kinds of concerns:

- **financial assistance**
- **transportation**
- **food**
- **utilities**
- **housing**

These are basic necessities of life. A person must eat to survive. Money is something everyone needs to secure the basics. Without a place to live, it is hard to get a job and can result in increased illness. Lack of transportation will limit a person's options. Electricity and water are important for cooking and preventing illness.

3. Other needs

When needs fall into categories other than emergencies and basic needs, try to understand the situation from the client's point of view. Help them prioritize their needs. No matter what a client's needs are, always remain respectful of values and opinions. You cannot force anyone to make a change. You can only try to guide them toward workable solutions. It is up to the client to actually take the necessary steps.

Example

Florina comes in to WIC and say she needs a job. In talking with her, you find out her rent hasn't been paid in three months, she is in danger of being evicted, hasn't been eating well lately, and has a three year old for whom she will need child care. She thinks a job will solve all her problems, but really her most pressing need is to secure housing. Without a place to live, most employers will not hire her. And she will have trouble making food to eat. Secondly, she needs food. If Florina isn't eating right she cannot interview well. Once the basics have been taken care of, you can then help her to look for childcare and finally for a job or job training program.



Sensitivity With Clients

Being sensitive to a client's needs means respecting their privacy.

❖ Ethics and Problem-Solving

The only questions you must ask WIC clients are those about WIC eligibility, food, nutrition problems, substance abuse and ongoing health care.

It is not appropriate to ask clients about their personal lives and personal problems. If a client brings up personal problems with you, then and only then, is it appropriate to ask other kinds of questions. Any questions asked should be for the purpose of helping make clear the types of services the client needs.

You can help a client open up about voluntary information by asking open-ended questions such as, "What is your housing situation?" Remember, follow the client's lead - if they seem to want to talk more, ask more questions; if not and they seem to become quiet, don't pursue the conversation. Think carefully when you discuss personal problems and be sensitive to what they are saying to you in words and in the way they move their body. This sensitivity will help the client trust you and she may talk with you later when she is more comfortable.

❖ Confidentiality

What WIC clients tell you is confidential. To protect clients' rights and privacy:

- ✓ Do not discuss clients or their problems with someone other than your supervisor. If there is a need to share information about a client in a staff meeting or as part of a case study, do not mention the client's name.
- ✓ Do not talk about clients in front of other clients.
- ✓ Do not give information about clients to people who should not have it. Discuss with your director any requests for information about a client.

Breaking confidentiality is unprofessional and affects the trust that clients have in the WIC staff. WIC records are the property of your agency. Discuss with the director your agency's policies concerning client records.



Skill Check

1. Chose three random client files in STARS. Looking at the information in the file, identify non-nutritional needs and problems that might suggest referrals to other agencies and programs. Discuss your findings with the director or nutritionist.

7 – 3 Finding Referral Resources

Objectives

After completing this section, you will be able to:

- ✓ List at six general areas of client needs that suggest referral.
- ✓ Identify services provide by TANF, AHCCCS, and Food Stamp program.
- ✓ Locate the agency's community resource listing, and will be able to provide information on referral resources in the community.
- ✓ Identify several appropriate referral sources to meet client needs.

Overview

In this section, you will be get some practice utilizing your Local Agency Community Resource Listing.

Identifying Referral Resources



Once you have identified a client's needs you can identify and recommend agency and community resources that may help with these needs. You will need to be a good detective to find available resources that offer the right kind of services to help clients.

On the following pages is a chart that lists common needs and problems of WIC clients. These needs are divided into six general categories:

Basic Needs

Education/Employment

Family Issues

Health Care

Mental Health

Legal/Public Safety

The chart describes referral resources that provide community services to address these problems and needs.

Referral Chart

Needs/Problems	Community Services Categories	Referral Resources
1. Basic Needs		
Financial Assistance		
<ul style="list-style-type: none"> • Poor budgeting • Refusal to use or unaware of economic assistance programs such as Food Stamps and TANF 		Temporary Assistance for Needy Families (TANF) General Assistance Supplemental Security Income (SSI) Social Security
Food		
<ul style="list-style-type: none"> • Insufficient income to buy food • Poor food selection and/or food preparation skills • Inadequate knowledge of good nutrition • Refusal to use or unaware of food assistance programs such as Food Stamps, Commodity Foods, Food Distribution on Indian Reservations, food banks • Unprepared for food emergencies 		WIC EFNEP Programs/ Agricultural Extension Farmers Markets Food Stamps School Breakfast and Lunch Program Head Start Food Banks, Pantries
Housing		
<ul style="list-style-type: none"> • Crowded household • Living in shelter • Homelessness • Rehabilitation • Needs low-cost housing or emergency place to stay 		City, county or tribal housing authority Shelters Community housing groups Disaster Services- American Red Cross

Needs/Problems**Community Services Categories****Referral Resources****Transportation**

- Does not own or drive car; must rely on others for transportation
- Unreliable car
- Lives a great distance from clinic or store
- Harsh weather restricts mobility
- Lack of public transportation
- Disabled

Carpools, van pools
 Safe Ride
 Dial-A-Ride
 Public Transportation
 Volunteer Organizations
 Rehabilitation Services

Utilities

- Sewage problems
- Inadequately heated/cooled home
- No electricity or plumbing in home
- Excessive utility bills

Low Income Home Energy Assistance Program
 Weatherization Assistance Program
 Short Term Crisis Services
 Utility Repair, Replacement, Deposit
 Telephone Assistance Program
 Arizona Public Service or Salt River Project
 Energy Wise Assistance Program
 Southwest Gas
 Citizen's Utilities Service
 Tucson Electric Power
 Service to Help Arizonans with Relief on Energy
 Low Income Fund for Emergencies

Needs/Problems	Community Services Categories	Referral Resources
2. Education/Employment		
Education		
<ul style="list-style-type: none"> • Low literacy level • Inability to speak and/or write English • Unaware of educational resources available in the community • Unable to complete high school due to pregnancy • Special needs children • Preschool education 	<p>Local school districts Adult schools Continuation High Schools Community Colleges Literacy programs Parenting classes Teen mother programs Head Start County Dept of Education Parks and Recreation Vocational education</p>	
Employment		
<ul style="list-style-type: none"> • Unemployed family wage earner due to lack of job opportunities • Lack of job/career training to secure a better income • Job layoffs • Poor job hunting skills 	<p>Job Training Partnership Act (JTPA) Unemployment Insurance Community based job programs State, county, city, and tribal job listings or hotlines Welfare to Work program JOBS Program One Stop Career Center</p>	
Libraries		
<ul style="list-style-type: none"> • Lack of information • Interest in recreational learning • Interest in reading to children 	<p>Tribal, city, college or university libraries</p>	

Needs/Problems	Community Services Categories	Referral Resources
3. Family Issues		
Adoption/Foster Care		
<ul style="list-style-type: none"> • Adoption Counseling • Getting back child who was placed in foster care 		Adoption Agencies Foster Care Child Protective Services
Child Abuse and Family Violence		
<ul style="list-style-type: none"> • Spouse abuse • Child abuse or neglect • Elder abuse or neglect 		Department of Social Services Domestic Violence hotlines Counseling and Parenting Classes Shelters
Child Care		
<ul style="list-style-type: none"> • Refusal to use or unaware of affordable day care • Single parent 		Child Care Resource and Referral Latchkey programs Head Start Department of Economic Security (DES)
Family Planning		
<ul style="list-style-type: none"> • Parental failure to use available family planning resources • Teen parent 		Planned Parenthood Indian Health Service Community clinics
Missing Children and Runaways		
<ul style="list-style-type: none"> • Missing children 		Missing child programs Runaway hotlines Youth shelters

Needs/Problems	Community Services Categories	Referral Resources
Senior Services		
<ul style="list-style-type: none"> • Elderly parents 		Meals for Seniors Area Agency on Aging Congregate meal or home-delivered meals programs Arizona Long Term Care Services Foundation for Senior Living
Veterans Services		
<ul style="list-style-type: none"> • Military discharge • Medical care and counseling for veterans • Home loans for veterans 		Veterans Administration
Volunteer Services		
<ul style="list-style-type: none"> • Desire to learn new skill for future job • Sentence of community service instead of jail 		Volunteer bureau
Youth and Teen Services		
<ul style="list-style-type: none"> • Juvenile services • Teen pregnancy • After school recreation 		Mentoring programs Big brother/Big Sister YMCA/YWCA Teen mother programs

Needs/Problems	Community Services Categories	Referral Resources
4. Health Care		
AIDS/HIV		
<ul style="list-style-type: none"> • Mother or child with HIV/AIDS • High risk sexual or drug behavior 		AIDS programs and counseling AIDS hotlines and testing
Death and Dying		
<ul style="list-style-type: none"> • Death in the family 		Bereavement groups Hospice Mental health counseling
Disability Services		
<ul style="list-style-type: none"> • Handicapped transportation • Translation services • Developmentally delayed • Learning disabilities • Handicapped or disabled wage earners • Handicapping conditions 		Arizona Long Term Care System Rehabilitation Services Administration Independent Living rehabilitation Services Vocational Rehabilitation Employment Support Services March of Dimes Children's Rehabilitative Services
Health Care		
<ul style="list-style-type: none"> • No medical care • Unaware of AHCCCS or KidsCare • Limited money to pay medical bills and ineligible for AHCCCS or KidsCare • Poor continuity of medical care • No established family physician relationship; uses emergency room • Illness/injury/health problems • Diabetes in family • Excessive medical bills 		Tribal and community health centers AHCCCS KidsCare MediCare Indian Health Service County Health Department Diabetes Prevention Program

Needs/Problems	Community Services Categories	Referral Resources
Maternal and Child Health		
<ul style="list-style-type: none"> • Poor adjustment to parenthood • Poor parenting skills • Lack of prenatal and infant health care • Immunizations not up to date • Runs out of formula • Breastfeeding support • Special needs child 		<ul style="list-style-type: none"> Parenting classes Indian Health Service AHCCCS/KidsCare providers County Health Department Public Health Nurses Community Health Representatives La Leche League Children’s Rehabilitative Services Arizona Early Intervention Program Children’s Information Center Hotline
5. Legal/Public Safety		
Emergency		
<ul style="list-style-type: none"> • Life-threatening emergencies 		<ul style="list-style-type: none"> 9-1-1 Poison Control Suicide prevention
Consumer Information		
<ul style="list-style-type: none"> • Problems with a store or product 		<ul style="list-style-type: none"> Better Business Bureau
Disaster Services		
<ul style="list-style-type: none"> • Catastrophes such as fire, flood 		<ul style="list-style-type: none"> American Red Cross Salvation Army
Environmental Information		
<ul style="list-style-type: none"> • Water supply contaminated • Lead exposure • Pest infestation • Toxic spills 		<ul style="list-style-type: none"> Tribal or City Water Quality Program Pest Control Health Department Inter Tribal Council of Arizona

Needs/Problems	Community Services Categories	Referral Resources
Immigrant and Refugee Services		
<ul style="list-style-type: none"> • Immigrant 		Immigration and Naturalization Service Refugee Resettlement
Legal Services		
<ul style="list-style-type: none"> • Irregular or non-existent child support • Custody or support issues • Family member in jail • Divorce/separation • Legal problems such as eviction, utility cutoffs, collection agencies 		Child Support Enforcement District Attorney Public Defender's Office Legal Aid Child Protective Services Community Action Programs
Public Safety		
<ul style="list-style-type: none"> • Unsafe neighborhood 		9-1-1 Law enforcement Neighborhood watch
Rape and Sexual Assault		
<ul style="list-style-type: none"> • Rape or sexual assault • Sexual harassment 		Shelters
Voter Information		
<ul style="list-style-type: none"> • Voter Registration 		County Registrar WIC Tribal Registrar Department of Motor Vehicles

Needs/Problems	Community Services Categories	Referral Resources
6. Mental Health		
Alcohol and Drug Abuse		
<ul style="list-style-type: none"> • Drug/alcohol abuse 		Prevention programs Self-help groups Alcoholics Anonymous Treatment programs Health Department Regional Behavioral Health Authority
Self-Help Resources		
<ul style="list-style-type: none"> • Weight maintenance • Eating disorders • Smoking 		Weight management programs Smoking cessation programs Diabetes prevention programs
Suicide Prevention		
<ul style="list-style-type: none"> • Feeling suicidal 		Suicide crisis hotline

Six Categories of Referrals

The table on the preceding pages shows a summary of client needs and appropriate referral resources. These needs were broken into six categories: basic needs, education/employment, family, health care, legal/public safety and mental health. On the following pages, these six areas are explained in more detail.

1. Basic Needs

❖ Financial Assistance

➤ Temporary Assistance for Needy Families (TANF)

TANF provides money for eligible families with needy dependent children under the age of 18 and their caretaker, parent, or relative. If the dependent child is age 18, he or she must be at least a half-time student in a high school, vocational, or technical training program and expected to complete the program before turning 19. This is a temporary program. The primary responsibility of the client is to work toward self-sufficiency. Dependent children may be eligible for cash assistance if the children are without the support or care of a parent due to death, disability, unemployment of both parents, hospitalization of a parent, or absence of a parent due to desertion, separation or divorce. A caretaker or a relative caring for a dependent child must be financially eligible to receive cash assistance benefits.



○ To qualify an applicant must:

- ✓ be a resident of Arizona, a U.S. citizen or a qualified legal immigrant
- ✓ be actively seeking employment or participate in DES approved work activities and must not refuse available employment
- ✓ have their school-aged children immunized and enrolled in a school program
- ✓ cooperate in establishing paternity in order to obtain child support payments
- ✓ meet income and resource guidelines
- ✓ sign a Personal Responsibility Agreement saying they will comply with all of the above

Time Limits

Families may only receive cash assistance two out of every five years (24 consecutive months in 60 months), for a lifetime maximum of five years. These time limits are effective as of November 1, 1995. There are some exemptions for certain Indian Reservations, adults with a disability, people

over age 62, and some victims of domestic violence or JOBSTART clients.
Where to apply: Local DES or tribal TANF office

➤ **General Assistance**

The General Assistance program provides cash assistance for up to 12 months within a 36 month period to persons who have a medical disability that prevents them from working or to persons who stay home to care for a disabled person.

Eligibility Information

A medical disability can be a physical or mental condition that is expected to last at least 12 months from the day a person applies for benefits.

- **To qualify an applicant must:**
 - ✓ be a resident of Arizona, a U.S. citizen or a qualified legal immigrant
 - ✓ meet income and resource guidelines
 - ✓ be over age 18 and cannot work due to disability and do not receive cash assistance or stays home to care for a disabled person

Where to apply: Local DES office



➤ **Social Security**

Social security is a federal retirement and disability insurance program. People pay taxes into the program during their working years and they an/or members of their family receive monthly benefits when they retire, become disabled, or upon death.

As we work and pay taxes, we earn Social Security credits. A worker can earn a maximum of 4 credits per year. Most people need about 40 credits (10 years of work) to qualify for benefits. The amount of the benefit depends on when a person was born, the type of benefit applied for and lifetime average earnings.

Retired workers over 65 can receive full cash benefits. Upon a worker's death, certain family members such as a surviving spouse, unmarried children under 18 or a dependent parent may be eligible for benefits.

- **Eligible individuals include:**
 - ✓ disabled workers
 - ✓ unmarried persons disabled before age 22
 - ✓ spouses who care for a disabled child under age 16
 - ✓ disabled surviving spouse of a deceased insured worker if the widow(er) is age 50-59

If a person becomes disabled, they should file for disability benefits as soon as possible. Apply at Social Security Administration Office.

❖ Food Assistance

➤ Supplemental Nutrition Assistance Program (SNAP- formerly Food Stamps)

SNAP gives clients an EBT card that can be spent like money to buy food. The EBT card has the amount of food they can buy programmed on the card. It is used like a debit card at the grocery store. SNAP usually provides only part of the food needed by the family; some cash may need to be spent along with SNAP benefits in order to buy enough food for a month.

○ Eligibility Information

To qualify an applicant and their household must meet at least one of the following:

- be income eligible, or
- receive Cash Assistance, or
- be elderly, disabled, and/or homeless

Where to apply: Local DES Offices



➤ Arizona Cooperative Extension/Expanded Food and Nutrition Education Program (EFNEP)

The extension offers a variety of life skills programs and workshops for low-income families on food safety, nutrition, parenting, money management, consumer affairs and gardening. EFNEP is a program of the extension that offers free classes on planning meals, budgeting food money, food buying and preparing healthy foods. A person must be income eligible to participate in the free classes.

➤ Food Distribution Program on Indian Reservations

This program provides a monthly box of groceries instead of food stamps. A person must be income eligible and live on participating Indian Reservations. Apply at local tribal offices.

➤ School Breakfast and Lunch Programs

All children, regardless of income, may receive meals through these programs. The USDA reimburses the school for meals if the family is below 185% of the poverty level. Children from families with incomes below 130% of the poverty level receive free meals.

Children from families with incomes below 185% of the poverty level receive reduced-price meals. Children from families with incomes above 185% of the poverty level pay for their school meals, unless the school district votes to pay for them. Apply at local schools.



➤ Head Start

Head Start is a free educational program for preschoolers and their families.

Children receive nutritious meals and educational activities to prepare them for school.

❖ Housing

➤ Local Housing Authorities

Housing authorities provide a variety of programs that may be able to help people find affordable housing. Each program is slightly different. Eligibility is usually based on income and who is in the family such as number of children, elderly, disabled, etc. Apply at local Housing Authority



➤ Homeless Shelters

Shelters provide emergency shelter, transitional housing, counseling, emergency meals and other services. Eligibility varies with each individual shelter.

❖ Transportation

➤ Safe Ride or Dial-a-Ride

These services may be available in some communities. Sometimes these services are tailored to meet the needs of seniors or those with disabilities.

➤ Public Transportation

In urban areas bus service is available.



❖ Utilities

➤ Weatherization Assistance Program

This federal program repairs and replaces windows and doors, repairs heating and cooling units and provides attic insulation to reduce energy bills. Applicants must meet income guidelines in order to be eligible for the program. Apply at local Community Action Program.

➤ Utility Repair, Replacement and Deposit (URRD)

This program provides eligible individuals with emergency assistance in making utility deposits and repairs or replacing heating and cooling related appliances. Applicants must be in a crisis situation due to unforeseen circumstances (such as loss of income or health related emergency) and who meet income guidelines. Apply at local Community Action Program.



➤ Telephone Assistance Program (TAP)

This program provides basic monthly telephone service and installation fees for low income US West customers who have a medical need for phone service. Apply at local Community Action Program.

➤ **Lifeline Telephone Discount Program and the Link-Up Program**

Lifeline provides a credit of around \$5 per month on the basic service portion of the phone bill. Link-up provides reduced connection charges or \$30 whichever is less. Applicants must be currently participating in at least one of the following programs: Food Stamps, Federal Public Housing Assistance, Supplemental Security Income, AHCCCS or Low Income Home Energy Assistance Program. Apply at local Community Action Program.



➤ **Utility Assistance Programs**

Many local utility companies have programs that help low income families pay utility bills by giving discounts, weatherization, and in-home energy education. Apply at local Community Action Program or contact local utility company.

2. Employment and Education

❖ Employment

➤ **JOBS-Food Stamp Employment and Training Programs**

This program provides employment services, work experience and training for people receiving Cash Assistance, Two Parent Employment Program or Food Stamps. You will be referred to this program when you apply for any of the programs listed above.



➤ **Two Parent Employment Program (TPEP)**

TPEP provides cash assistance to families with a dependent child when both parents live in the home and can work. The family's main wage earning parent must be unemployed or under-employed (part-time job). An applicant must meet income and resource limits to qualify for the program. Apply at local DES office.

➤ **Job Training Partnership Act (JTPA)**

JTPA is a federal employment and training program designed to serve low income adults, youths and dislocated workers. It provides a variety of services including skills training, GED training, counseling, job search assistance, on the job training and many other services. Applicants must meet income requirements unless they

are dislocated workers. Apply at JTPA office.

➤ **One Stop Career Centers**

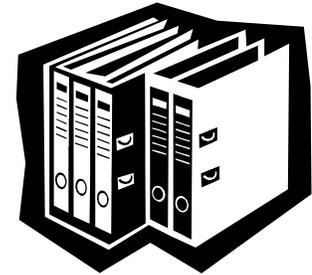
This program coordinates information about a variety of employment and training programs. Most services are open to the general public, but individual program offerings may require specific eligibility criteria.



❖ **Education**

➤ **Community Colleges**

Community colleges offer English as a Second Language classes, GED preparation and testing and adult basic education classes.



➤ **Adult Education**

Many school districts provide adult education classes which may include GED preparation and English as a Second Language classes.

➤ **Literacy Programs**

These programs teach educational and social survival skills of reading, writing and speaking English.

➤ **Parenting Classes**

These classes focus on providing parents with skills necessary to raise children. Some classes assist parents who have had children removed from their homes to improve their parenting skills in preparation for the return of their children to the home.

➤ **Vocational Education Programs**

These programs provide on the job training and re-skilling opportunities. Many communities offer vocational programs that are run by community agencies and may be targeted to specific groups.

3. Family Issues

❖ **Adoption/Foster Care**

➤ **Foster Care Programs**

These programs assist with the recruitment, training and licensing of persons who want to care for children in their own homes.

➤ **Child Protective Services**

This agency places children in foster homes when needed.

❖ **Child Abuse and Family Violence**

➤ **Department of Social Services**

These agencies provide information, counseling, referrals and/or services related to prevention and treatment of child abuse and neglect, spouse abuse and elder abuse and neglect.

➤ **Domestic Violence Hotlines**

Hotlines provide information, counseling and referrals related to prevention and treatment of child abuse and neglect, spouse abuse and elder abuse and neglect.

➤ **Counseling and Parenting Classes**

These programs provide prevention and treatment of child abuse, neglect and battering of spouses. Services include parenting classes, support groups and socialization experiences. Counseling helps people break the cycle of abuse.

➤ **Shelters**

Shelters provide emergency housing for women and their children who are victims of family violence. Most shelters also provide services such as counseling and legal advocacy.

❖ **Child Care**

➤ **Child Care Resource and Referral**

This program provides information about licensed childcare centers and family day care homes. Parents who need childcare are given referrals. Help is also available to anyone interested in becoming a licensed childcare provider. Phone 1-800-308-9000 for more information.

➤ **DES**

These programs help eligible families with the cost of childcare to help parents find work or training and education related to work. Eligibility is based on income. Contact the local DES office.

➤ **Head Start**

Head Start is a federally funded child and family development program for low

income families and families whose children have disabilities or other special needs. Services include education, health, nutrition, social services and parental involvement. Families must meet income requirements.

❖ **Family Planning**

➤ **Indian Health Service/Community Clinics**

Family planning information and services can be obtained from most health care providers including IHS and community clinics.

➤ **Planned Parenthood**

Planned Parenthood provides reproductive health care and education including gynecological exams, Pap smears, pregnancy testing and counseling, prenatal care, birth control methods, HIV testing, testing and treatment for sexually transmitted infections and pregnancy termination.

❖ **Missing Children and Runaways**

➤ **Missing Child Programs**

These organizations help find missing children and assist their families with information and referrals to counseling services.

➤ **Runaway hotlines**

Telephone services are offered to provide a line between runaways and their families. Counseling, information and referral, emergency shelter, food, transportation and health services may also be provided. Some also relay messages between the runaways and their families.

❖ **Senior Services**

➤ **Meals for Seniors/Congregate Meal or Home Delivered Meals Programs**

These programs provide hot meals to seniors on weekdays in a group or congregate setting. Home delivered meals may also be available for homebound seniors.

➤ **Area Agency on Aging**

This department provides guidance to local senior programs and oversees congregate meals. They can be contacted for local phone numbers.

➤ **Foundation for Senior Living**

The Foundation for Senior Living serves the elderly, adults with disabilities and their families. They provide many flexible, individualized and personal car

programs designed to protect senior adults and those with disabilities from costly, inappropriate institutional placement.

❖ **Veteran's Administration**

The Veteran's Administration offers counseling and medical care.

❖ **Volunteer Bureau**

Community organizations that assist people who want to volunteer and provide community service. Often these organizations provide training and promote voluntarism. They also assist community organizations in developing a volunteer program.

❖ **Youth and Teen Services**

Many communities have youth programs such as Big Brothers/Big Sisters, YMCA, 4-H or other local programs that provide recreational opportunities for youth after school on weekends and during school holidays.

4. Health Care

❖ **AIDS/HIV**

These programs offer counseling, testing and information about HIV/AIDS.

❖ **Disability Services**

➤ **Division of Developmental Disabilities**

This agency provides or contracts with individuals or agencies to provide rehabilitation, attendant care, respite, transportation, therapies and other services to eligible individuals. Individuals with chronic disabilities due to mental retardation, cerebral palsy, epilepsy or autism that were manifested before the age of 18 may be eligible.



➤ **Arizona Long Term Care System**

This program provides long term care for low-income individuals that need nursing home services or home and community-based services such as attendant care.

➤ **Children's Rehabilitative Services**

This program provides medical services such as diagnosis, surgery, hospitalization, rehabilitation and medication to children with medical conditions such as heart conditions, cerebral palsy, cystic fibrosis, metabolic disorders and other conditions. Contact the Arizona Department of Health Services for more information.

❖ **Health Care**

➤ **Tribal and Community Health Centers**

These centers provide a variety of medical services similar to those that a family doctor would provide. Most centers accept AHCCCS, SOBRA and KidsCare clients and have payments based on what a patient can afford.

➤ **SOBRA, AHCCCS and KidsCare**

These programs provide health care to low and moderate-income children and pregnant women. Families that receive Cash Assistance or Supplemental Security Income (SSI) are automatically eligible for AHCCCS. You can apply for these programs at DES.



➤ **Medicare**

This program is the country's health insurance program for people older than 65 and certain other people with disabilities who are under 65 years old. It provides basic protection, but doesn't cover all medical expenses or long term care costs. Apply for this program at the Social Security Administration.

➤ **Indian Health Service**

The Indian Health Service provides health care, mental health care and dental services to eligible American Indians including those on AHCCCS, Medicare and KidsCare.

➤ **County Health Department**

County health departments offer low cost medical services to most people. A person's income may be used to figure out how much they will pay for the services. Call your local health department for more information.

➤ **Diabetes Prevention Program**

Most tribes have a Diabetes Prevention Program that may provide a variety of services ranging from diabetes prevention in children and adults to foot and eye exams to those with diabetes. Contact the tribal health department for more information on the services that are provided through this program.

❖ **Maternal and Child Health**

➤ **Public Health Nurses**

Public health nurses may be employed by the county, tribe or Indian Health Services. The nurses provide a variety of services including immunizations and follow-up care. Contact your local program for specific services provided.



➤ **Community Health Representatives**

Community Health Representatives provide different health related services depending on the tribe or IHS facility. Services may include transportation, home visits, breastfeeding assistance and postpartum care. Contact your local program for specific services provided.

➤ **La Leche League**

La Leche League is a national organization made up of small local groups of women who assist each other in successfully breastfeeding their babies. This program is not widely available in reservation areas. Contact La Leche League at 800-525-3243. The ITCA Breastfeeding Coordinator can also be contacted for additional resources.

➤ **Arizona Early Intervention Program**

This program assists children from birth to 36 months who have developmental disabilities or delays reach their full potential. The program provides many services including health, nursing and nutrition services, occupational and physical therapy, transportation and many other services. Contact the Children's Information Center for more information at 1-800-232-1676.

➤ **Children's Information Center Hotline**

This hotline provides information about programs that assist children. Call 1-800-232-1676.

5. Public Safety and Legal Services



❖ Emergency Services

➤ 911

This number should be used for life-threatening emergencies only.

➤ Poison Control

The Poison Control Center provides information on preventing poisoning and responding to accidental poisoning.

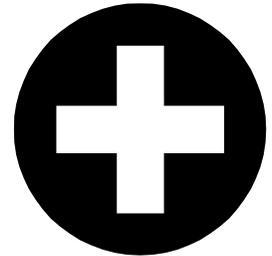
➤ Suicide Prevention

These programs provide hotline and crisis intervention services for individuals who are contemplating suicide.

❖ Disaster Services

➤ American Red Cross/Salvation Army

Some organizations provide help for disasters such as floods, fires, earthquakes, etc. and provide education about disaster preparedness.



❖ Environmental Information

➤ Tribal or City Water Quality Program

These agencies ensure that the water provided to the community is safe to drink.

➤ Health Department

The local health department usually has an environmental unit that ensures that sewage systems and waste disposal are properly maintained.

❖ Immigrant and Refugee Services

➤ Immigration and Naturalization Services

INS provides services to assist in amnesty, citizenship, suspension of deportation, asylum, and immigration/legal residency.

❖ Legal Services

➤ Child Support Enforcement

This program helps single parents locate absent parents and collect child support payments.



➤ **Public Defender's Office**

Legal defense services are offered to anyone, including juveniles charged with a crime who are unable to afford a private attorney.

➤ **Legal Aid**

This legal service represents low-income individuals and senior citizens in a range of civil matters including housing, public benefits, employment, health, and immigration.

➤ **Child Protective Services**

According to federal law, you must contact Child Protective Services if you suspect that a child is being abused. Talk with your director before doing this. CPS can also help parents find out about counseling and support services if they need help being a good parent.

❖ **Public Safety**

➤ **911**

This number should be used for life threatening emergencies only.

➤ **Law Enforcement**

The police and sheriff's departments offer crime prevention services such as community education, home and business safety inspections and neighborhood surveillance.

➤ **Rape and Sexual Assault**

Rape crisis hotlines offer intervention for sexual assault survivors and their families and public prevention and education programs. Many communities offer temporary housing to abused women.



❖ **Voter Information**

➤ **Tribal or County Recorder, Department of Motor Vehicles, or DES Offices**

These locations will register eligible citizens to vote.

6. Mental Health

❖ Alcohol and Drug Abuse

➤ Prevention Programs

These are programs designed to prevent the use of alcohol, drugs and tobacco. They usually target young people. There are a variety of programs that differ from community to community.

➤ Alcoholics Anonymous

In this program, members of groups assist each other in achieving their personal goals.

➤ Treatment Programs

Detox outpatient programs may be available in your community. These agencies provide information, counseling and individual or group support services for alcohol, drug and or tobacco-dependent people and their families.



Skill Check

Fill in the location and/or phone number in your community where clients can go to apply for the following services.

Program	Brief Description of Services Provided by Program	Location and Phone Number
Temporary Assistance for Needy Families (TANF)		
General Assistance		
Social Security		
Food Stamps		
AHCCCS/ KidsCare		
Head Start		
Safe Ride		
Parenting Classes		

Program	Brief Description of Services Provided by Program	Location and Phone Number
JTPA		
Assistance in receiving GED		
Foster Care		
Child Protective Services		
Domestic Violence		
Shelter		
Child Care Services		
Family Planning Services		
HIV/AIDS Testing		

Program	Brief Description of Services Provided by Program	Location and Phone Number
Diabetes Prevention Program		
Tribal Water Quality		
Alcohol and Drug Abuse Counseling		

7 – 4 Making and Documenting Referrals

Objectives

After completing this section, you will be able to:

- ✓ Make a referral.
- ✓ List the mandatory referrals for the WIC Program.
- ✓ Refer to the nutritionist when necessary.
- ✓ Document referrals correct in the STARS system.

Steps in Making Referrals

Referral procedures help ensure that WIC clients receive ongoing care from available community services.

❖ Making a Referral

To make a referral, you first identify the client's needs and concerns. You then select appropriate referral resources to meet those needs. Once you have the appropriate resource identified, you must give the client the following information about the resource:

- ✓ Name of the program
- ✓ Location of the program
- ✓ Phone number
- ✓ Days and hours of operation
- ✓ Brief description of program benefits

❖ Referral Documentation

There are two ways to document that you made a referral to a client.

1. Documentation in the Computer

There is a referral screen in the STARS System. This screen must be used to document all referrals. The screen lists all the referral programs with four columns next to them. The referral should be documented as:

Has: The client is currently receiving this service.

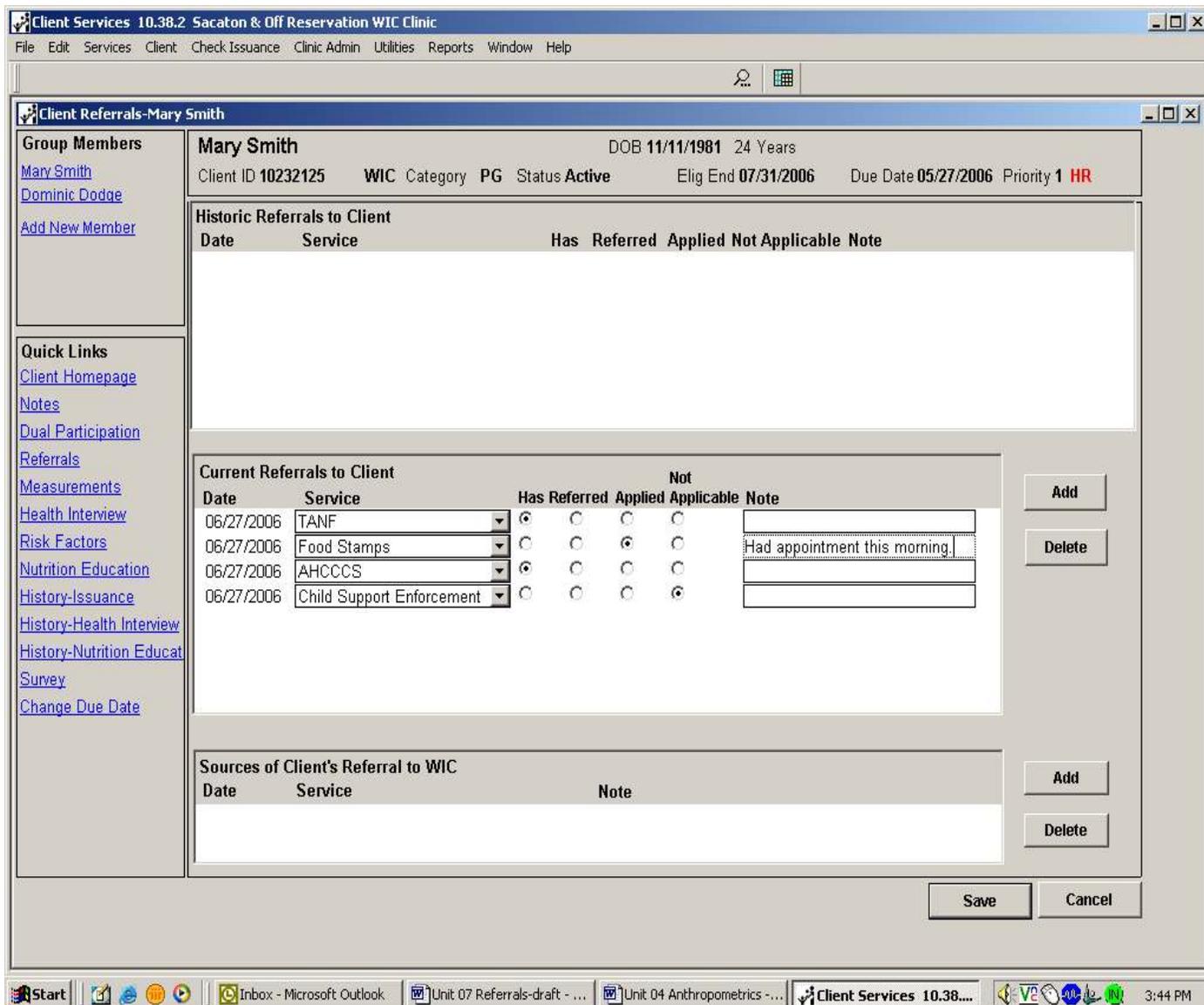
Referred: The client was referred to the program.

Applied: The client was recently applied to the program.

Not Applicable: The client does not wish to apply for this program or has applied and did not qualify for the program.

You may also enter a note next to a specific referral. The referral is documented by saving the screen.

See below:



2. Referral Form

In certain cases, such as referrals to medical providers, you may want information back from the provider. For these types of referrals, fill out the two-part Referral Form. Record the client's name, the reason for the referral, and the client's signature to authorize the release of information to the WIC program. One copy is placed in the local agency's weekly/monthly file and the other copy is sent with the client to the referral program. That program should return the form to WIC with information about what they did for the client.

❖ **Required Referrals**

You are required to provide WIC clients and applicants with information about

- ✓ TANF
- ✓ AHCCCS
- ✓ Food Stamps
- ✓ Child Support Enforcement

These referrals must be documented in the referral screen of the computer at certification for every client.

❖ **Referrals for Child Abuse**

You may come across situations that seem like one member of the family is being mistreated. Be aware that child abuse must be reported to Child Protective Services. This is the law. Ask your supervisor what to do if you think a child is being abused.

❖ **High Risk Referrals to the Nutritionist**

High risk clients are identified by a 'HR' in red on the client's homepage after identify the client's risks. (The risk is listed in pink on the risk factor screen). These clients *must* be referred to the local agency nutritionist at certification. Ask your supervisor or nutritionist what your local agency's procedures are for scheduling/referring high risk clients with the nutritionist.

❖ **Breastfeeding Referrals**

You may come across a situation where a client has questions about breastfeeding that you are not yet trained to answer. You may refer them to your local agency breastfeeding coordinator. See you local agency director on breastfeeding referrals.

❖ **Follow up of referrals:**

If the client was made a referral at a certification and tells you at the next visit that she now has the service, you will record it in STARS by clicking 'Add' in the referral screen and select 'HAS' for that service.

You should also look at the referrals from the previous certification period by addressing the 'Historic Referrals to Client' located at the top of the referral screen.



Skills Check

1. Observe another staff member filling out the Referral Form and entering referrals into the referral screen of the STARS system.

Answer Key to Self-Evaluations

7-2 Self-Evaluations

1. Questionnaires, referral forms, interview, observation
2. **See Page 11**
3. Emergencies, Basic Needs, Legal Concerns

7-3 Self-Evaluations

1. Basic needs, Employment, and Education, Family Issues, Health Care, Public Safety and Legal Services, and Mental Health
2. Discuss with your director.

7-4 Self-Evaluations

1. Food Stamps, AHCCCS, TANF, Child Support Enforcement
2. Discuss with your supervisor.

Name: _____

Date: _____

Score: ____/100 points

Percent correct: _____

Unit 7: Referrals

Unit Assessment

DIRECTIONS: Circle the correct answer.

(4 points each)

1. What is the first step in making a referral?
 - a. Finding the phone number of the agency.
 - b. Filling out the referral form.
 - c. Documenting the referral in the computer.
 - d. Identifying the needs of the client.

2. Which of the following are used to identify the needs of a client?
 - a. Observations
 - b. Referral information
 - c. Dietary assessment forms
 - d. All of the above

3. How do you decide which of the client's needs are most important?
 - a. Work with the client to decide what she thinks is most important.
 - b. Life threatening situations and basic needs are important.
 - c. Both a and b.
 - d. None of the above.

4. What is considered an emergency need?
 - a. Child abuse
 - b. Food
 - c. Housing
 - d. All of the above

5. Which of the following are considered basic needs?
 - a. Food
 - b. Money
 - c. Housing
 - d. All of the above.

6. A homeless woman is on WIC. She is living out of her car with her newborn baby. She doesn't have a job. What need should you help her with first?
 - a. Getting information about Child Support Enforcement.
 - b. Finding a job.
 - c. Finding a place to live.

- d. All of the above.
7. Where would you refer a client who indicates that they don't have enough food to eat?
 - a. Food Stamps
 - b. Nowhere, they are already on WIC.
 - c. Community cooking classes
 - d. Jobs program
 8. What would you do if you thought a child was being abused?
 - a. Make a referral to the child's doctor.
 - b. Talk to the parents about it and refer them to parenting classes.
 - c. Talk to your supervisor and report it to Child Protective Services.
 - d. Don't say anything about it.
 9. Which of the following are mandatory referrals for all WIC clients?
 - a. Food Stamps, Head Start, AHCCCS and Child Protective Services
 - b. Food Stamps, AHCCCS, TANF and Child Support Enforcement
 - c. Food Stamps, TANF, IHS and Substance Abuse
 - d. All of the above
 10. Which agency would be the most appropriate refer to for an infant who does not seem to be developing properly?
 - a. Child Care Resource and Referral Hotline
 - b. Arizona Early Intervention Program
 - c. Diabetes Prevention Program
 - d. March of Dimes
 11. Which statement best describes the TANF program?
 - a. Provides health care services to women and children through a system of providers including the IHS.
 - b. Temporarily provides money for needy families with children.
 - c. Provides cash assistance for families in which one member must have a disability and cannot work.
 12. Which statement best describes the AHCCCS program?
 - a. Provides health care services to women and children through a system of providers including the IHS.
 - b. Temporarily provides money for needy families with children.
 - c. Provides cash assistance for families in which one member must have a disability and cannot work.
 13. Which statement best describes the Social Security program?
 - a. Provides cash assistance to low-income families with children.
 - b. A program in which people pay taxes into the program during their working years and then receive monthly benefits when they retire or become disabled.
 - c. Provides cash assistance to low income retired people.
 14. Which statement best describes the Food Stamp program?

- a. Provides a monthly supplemental food package such as canned meats, fruits, vegetables, juices, rice and dried beans.
 - b. Provides low cost meals to children through the school system.
 - c. Provides an electronic card that can be used like money to buy food.
15. Where would you refer a client who is not up to date on immunizations because of lack of health care.
- a. AHCCCS
 - b. IHS
 - c. County Health Department
 - d. Any of the above
16. Which of the following must be provided when making a referral?
- a. Name of the program
 - b. Description of the program benefits
 - c. Hours of operation
 - d. All of the above
17. If the client applied for a program, but did not qualify, how would you record it in the referral screen?
- a. Record it as Referred to the program.
 - b. Record it as Receiving the program.
 - c. Record it as Not Applicable for the program.
 - d. None of the above.
18. Where would you refer a woman whose husband has abandoned her and their three children?
- a. Child Support Enforcement
 - b. Child Protective Services
 - c. AHCCCS
 - d. Child Care Referral Network
19. Where would you refer a family who is having difficulty caring for an elderly disabled parent?
- a. Arizona Long Term Care System
 - b. Children's Rehabilitative Services
 - c. Diabetes Prevention Program
 - d. Medicare

DIRECTIONS: Write in the correct answer. 'F' for False or 'T' for True.

(2 points each)

- _____ 20. It is important to ask clients about their personal lives and problems in order to make the appropriate referrals.
- _____ 21. You should always address all of the client's needs in one visit so she can get her needs met more quickly.
- _____ 22. You should discuss your clients and their needs with your co-workers to make sure you made the correct referrals.
- _____ 23. The TANF program provides cash assistance to families with children under the age of 18.
- _____ 24. Referrals must be documented in the referral screen of the STARS System.
- _____ 25. Referral Form must be filled out for every referral made.
- _____ 26. High risk clients can be identified by looking at the client's homepage in STARS and seeing a 'HR' in the upper right corner.
- _____ 27. A person interested in applying for AHCCCS would go to the Social Security Administration.
- _____ 28. A person can apply for both Food Stamps and AHCCCS at the local DES office.
- _____ 29. The Food Distribution Program on Indian Reservations provides monthly food boxes and is available on all Arizona reservations.
- _____ 30. Women in need of family planning services can be referred to IHS.