

POLICY MANUAL

6. OUTREACH/REFERRAL

6.02 Participant Referral System

A. POLICY OVERVIEW:

Local Agencies will ensure all program applicants, and active participants, receive the State Agency developed “*Community Services*” brochure or a state approved Local Agency referral brochure that lists health-related and public assistance programs and, when appropriate, are referred to needed services.

B. POLICY:

Participant Referral System

Local Agencies Shall:

1. Assess the individual’s use of and need for health and human services programs during initial certification.
2. Refer the participant to appropriate services based upon the participant's assessed needs. At subsequent visits to the WIC clinic verify whether the participant is receiving referred services and if additional services are needed.
 - a. The Local Agency shall submit to the State Agency a copy of any Local Agency developed referral brochure to be used in place of or supplemental to the “*Community Services*” brochure for review and approval prior to use.
 - b. The Local Agency shall refer applicants and participants or their authorized representatives to the Pennsylvania Children’s Health Insurance Program (CHIP) or the Medicaid Program for Medical Assistance (MA), if the family does not have medical insurance and appears to meet the income guidelines for either program.
 - c. The Local Agency shall refer all children 24 months of age and younger to their health care provider or to a health care facility where immunizations are provided when the child’s immunizations are not up to date or when immunization information is unknown . (Policy 3.00)
 - d. The Local Agency shall refer all children who have not had a blood lead screening to a local lead screening program, their health care provider, or the 1-800 numbers listed in the *Community Services* brochure or state approved Local Agency referral brochure.
 - e. The Local Agency shall make health and human services available to all participants by direct provision if possible or through referral and shall accept referrals of potential participants from health care providers and community

POLICY MANUAL

6. OUTREACH/REFERRAL

6.02 Participant Referral System

- human services programs.
- f. The Local Agency shall provide information about other potential sources of local food assistance to applicants who are not WIC eligible.
 - g. The Local Agency shall refer any applicants or participants who disclose substance abuse to, their health care provider, or the resources listed in the Community Services brochure or State Agency approved Local Agency referral brochure.
- 3. Maintain documentation of referrals to WIC and by WIC, and enrollment status in the Management Information System (MIS).
 - 4. Give each applicant, participant or authorized representative a copy of the “*Community Services*” brochure, or a copy of the state approved Local Agency referral brochure at initial certification.
 - 5. As part of the participant referral system:
 - a. Exchange outreach materials between WIC and other programs;
 - b. Provide WIC program and services, and other programs, in-service training, in-person or virtual, to Local Agency WIC staff; and
 - c. Inform WIC applicants and endorsers about other health and human services programs and benefits, and provide the websites, telephone numbers, and addresses of these programs.
 - 6. Refer applicants who appear to meet income guidelines for MA, to the County Assistance Office; if pregnant, to Presumptive Eligibility qualified medical provider; or if an infant or child, to the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services.

Reference(s):

- 1. WIC Regulations: 7 CFR part 246.7(a), (b)(1)(2)(3).
- 2. USDA Memo 97-04

Policy Status:

- 1. This Policy supersedes P&P number 6.02, dated April 10, 2017.
- 2. This P&P supersedes P&P Number 6.02, dated January 29, 2016.