

## Referral Checklist

### Health Care

In addition to the links listed, look in the phone book under Health Care, Clinics, Medical Care, Medical Clinics, and Physicians for other local referral agencies. Make a call to the local hospital and ask to speak to the social worker there; they can be a great source of information. It is also a good idea to keep a list of physicians that accept Medicaid or are willing to provide services on a sliding fee scale. Local free clinics will often provide specific names. For WIC clinics not located within the health department, contact the health department office and get a list of the services provided there. For WIC clinics located within the health department, it is a good idea to keep a list of all of the services offered within the department.

- **Children's Health Insurance Program (CHIP)** - <http://www.insurekidsnow.gov>. This web site lists contact information for all states that administer a CHIP program. CHIP provides health insurance to low-income children who do not qualify for Medicaid and have no health insurance. (Administered by DHHS.)
- **Medicaid Information** - <http://www.cms.hhs.gov/medicaid/>. This web site includes an overview of the Medicaid program, eligibility requirements, and how to apply.
- **Planned Parenthood (includes link to find local centers)** - <http://www.plannedparenthood.org/pp2/portal>. Planned Parenthood provides services such as family planning, emergency contraception, and education on many issues related to reproductive health.
- **State and Local Health Departments** - [http://www.apha.org/public\\_health/state.htm](http://www.apha.org/public_health/state.htm). State and Local Health Departments. Many WIC offices are located within local health departments. For those that are not, your local health department can be a valuable resource for WIC participants. Services offered vary by state and locality.
- **State Title V Directors, Maternal and Child Health (MCH) and Children with Special Health Care Needs (CSHCN)** - <http://www.mchb.hrsa.gov/programs/>. This site has local contact information for children with special health care needs such as genetic disorders, developmental delays, etc.

### HIV/AIDS

- **CDC's National AIDS Hotline** - <http://www.ashastd.org/nah/index.html>. English: 800-342-2437/ Spanish: 800-344-7432. Handles calls from people with questions about the prevention, risk, testing, and treatment of HIV/AIDS. Free publications are available.
- **HIV/AIDS Dietetic Practice Group, American Dietetic Association** - <http://www.hivaidsgpg.org>. Mission statement: The HIV/AIDS DPG is the advocate of the dietetics profession serving the public through the promotion of optimal nutrition, health and well being. The HIV/AIDS DPG enables members of the American Dietetic Association (ADA) to network and share information, and collaborate.

### Immunizations

- **CDC's National Immunization Program (NIP)** - <http://www.cdc.gov/nip/>. English hotline: 800-232-2522/Spanish hotline: 800-232-0233. NIP provides information on scheduled vaccinations.

### Dental Care

- **American Dental Association** - <http://www.ada.org>  
ADA's web site has a search engine to find a local dentist, including Public Health Dentists.
- **CDC's Oral Health Resources** - <http://www.cdc.gov/nccdphp/oh/>  
CDC's web site includes information and educational materials on children's and adult oral health.

## Food Assistance

WIC participants frequently ask WIC staff for more food. While most participants are already getting the maximum amount available, they can utilize other resources. In addition to Food Stamps and the Child Nutrition Programs listed below, there are usually local soup kitchens where they can go for a hot meal for their entire family. Soup kitchens generally do not limit the amount of times one can visit for a meal. Local churches are a good resource for soup kitchens and food pantries.

- **America's Second Harvest** - <http://www.seconдарvest.org/foodbanks/foodbanks.html>. This web site has a link to find food banks in each state.
- **Information for Food Stamp Program** - [http://www.fns.usda.gov/fsp/applicant\\_recipients/default.htm](http://www.fns.usda.gov/fsp/applicant_recipients/default.htm). The Food Stamp program provides vouchers or debit cards (depending on location) for low-income families to purchase foods.
- **Child Nutrition home page (USDA, Food and Nutrition Service)** - <http://www.fns.usda.gov/cnd/> Includes information on the National School Lunch Program, School Breakfast Program, Special Milk Program, Summer Food Service Program, Child and Adult Care Food Program, and the State Children's Health Insurance Program.
- **Commodity Supplemental Food Program** - <http://www.fns.usda.gov/fdd/programs/csfp/>. The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income pregnant and breastfeeding women, other new mothers up to one year postpartum, infants, children up to age six, and elderly people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods.
- **Link for state Expanded Food and Nutrition Program (EFNEP) offices** - <http://www.reeusda.gov/nea/food/efnep/efnep.html>. From the EFNEP web site: "(EFNEP) is designed to assist limited resource audiences in acquiring the knowledge, skills, attitudes, and changed behavior necessary for nutritionally sound diets, and to contribute to their personal development and the improvement of the total family diet and nutritional well-being."

## Alcohol and Drug Abuse

Alcoholism and drug addiction are not conditions that most people are prepared to discuss at a WIC appointment. Keep local contact information on hand, but also have brochures or telephone numbers posted so that participants can get the information without having to ask for it directly. Participants are more likely to ask for information regarding Al-Anon, but this information should also be posted publicly as well. The local business office for these groups may be able to provide outreach materials such as posters or brochures for WIC waiting rooms. Many State Health Departments have Alcohol and Drug Abuse programs; contact them for a list of the available programs. Local churches may also offer free counseling services or withdrawal programs.

- **Alcoholics Anonymous** - <http://www.alcoholics-anonymous.org/>. Support group for alcoholics and alcohol abusers.
- **Narcotics Anonymous** - <http://www.na.org/>. Support group for drug addicted persons and drug abusers.
- **Al-Anon/Alateen** - <http://www.al-anon.org/>. Support group for friends and family members of alcoholics.

## Financial Assistance

WIC participants frequently ask WIC staff for more food. While most participants are already getting the maximum amount available, they can utilize other resources. In addition to Food Stamps and the Child Nutrition Programs listed below, there are usually local soup kitchens where they can go for a hot meal for their entire family.

Soup kitchens generally do not limit the amount of times one can visit for a meal. Local churches are a good resource for soup kitchens and food pantries.

- **Information for Temporary Assistance for Needy Families (TANF) Program** - <http://www.acf.hhs.gov/programs/ofa/>. TANF was developed after Welfare Reform. It replaces the Assistance for Families with Dependent Children (AFDC) and Job Opportunities and Basic Skills Training (JOBS) programs. Funds are distributed to states as block grants, so benefits vary from state to state.
- **Office of Child Support Enforcement** - <http://www.acf.dhhs.gov/programs/cse/>. Assists separated parents who are not receiving child support from the child's other parent. Includes a list of links to individual states.

## Vocational and Educational Assistance

There are many programs available for adult learning. The programs administered at the national level are listed below and are offered, primarily through the Department of Education. For additional programs administered locally, check with your state or county Department of Education and with local libraries.

- **U.S. Department of Labor** - <http://www.dol.gov/dol/location.htm>. The Department of Labor provides services for persons looking for employment, including job fairs, information for people with disabilities, training opportunities, etc. Provides links to local offices.
- **Literacy programs by area** - [http://www.literacyonline.org/ask/lit\\_programs.html](http://www.literacyonline.org/ask/lit_programs.html). This organization offers resources to teach adults to read. Services vary from state to state, but there are links for services available in each state. Some non-English services are available as well.
- **U.S. Department of Education** - <http://www.ed.gov>. The Department of Education has many programs to assist those seeking to improve their education. This includes grants, vocational training and English as a Second Language (ESL) programs.

## Housing Assistance (temporary and permanent)

In addition to the links below, local churches, hospitals, or the health department may be able to provide contact information for local homeless shelters.

- **U.S. Department of Housing and Urban Development (HUD)** - <http://www.hud.gov/index.html>. **List of local offices** - <http://www.hud.gov/locyc.cfm>. HUD provides housing assistance for low-income persons seeking to purchase or rent a home. They also enforce fair housing laws, which may be good for WIC participants if they are living in low-income housing that is not being maintained properly.
- **Covenant House locations** - <http://www.covenanthouse.org/programs.html>. Covenant House provides, among other services, shelter for teenagers who have either run away or been evicted by their parents/care givers. They also offer medical services, substance abuse program, mother-child programs, and transitional living programs.
- **Young Men's Christian Association (YMCA)** - <http://www.ymca.net/>. Services provided by YMCA vary by location. Some YMCAs provide temporary shelter. Search engine available to find your local YMCA and determine what services are offered.

## Domestic Violence and Child Abuse

The information below is for both WIC participants and WIC staff. If a WIC staff member suspects that a participant is abusing her child, Child Protective Services (CPS) should be contacted. If you do not have the local phone number for CPS, the National Child Abuse Hotline can provide contact information for you.

- **National Domestic Violence Hotline** - <http://www.ndvh.org/> or 800-799-SAFE (7233).  
From the web site: "The Hotline provides crisis intervention, information about domestic violence and referrals to local service providers to victims of domestic violence and those calling on their behalf."
- **List of Domestic Violence Coalitions of States and Territories** - <http://www.ojp.usdoj.gov/vawo/state.htm>. Provides a list of local contacts for domestic violence.
- **National Child Abuse Hotline** - <http://www.childhelpusa.org/child/hotline.html> or 800-4-A-CHILD (1-800-422-4453). A 24-hour hotline with services available in 140 different languages. Provides services to children in abusive situations, troubled parents, individuals concerned that abuse is occurring, and others requesting child abuse information.

## Child Care and Child Development

Childcare is an issue with many WIC participants. Quite often, it is financially more feasible to stay at home with the children and collect public assistance than work for low wages that barely pay for childcare. The programs below can assist low-income families with childcare while the parents work or pursue further education.

- **Child Care Bureau** - <http://www.acf.dhhs.gov/programs/ccbf/>.  
Mission Statement: "The Child Care Bureau is dedicated to enhancing the quality, affordability, and availability of child care for all families. The Child Care Bureau administers quality child care for children when the parents work or participate in education or training."
- **Head Start Program** - <http://www2.acf.dhhs.gov/programs/hsb/>.  
From their web site: "The Head Start program has a long tradition of delivering comprehensive and high quality services designed to foster healthy development in low-income children. Head Start grantee and delegate agencies provide a range of individualized services in the areas of education and early childhood development; medical, dental, and mental health; nutrition; and parent involvement. In addition, the entire range of Head Start services are responsive and appropriate to each child's and family's developmental, ethnic, cultural, and linguistic heritage and experience."

## Breastfeeding

- **La Leche League** - <http://www.la lecheleague.org/>.  
La Leche League provides information and support for breastfeeding women. They have support groups as well as provide one-on-one services. Site also provides a link to local chapters.
- **Nursing Mothers Council (NMC)** - <http://www.nursingmothers.org/>.  
NMC provides breastfeeding education and support. They offer assistance over the phone or, in difficult situations, make home visits. They do not charge a fee. At present, they are only available in California and Colorado.
- **Nationwide Directory of Lactation Consultants** - <http://www.breastfeeding.com/directory/lcdirectory.html>. The entire Breastfeeding.com web site is a good resource for pregnant and breastfeeding women as well as health professionals working with them. This link will provide contact information for a lactation consultant in your area.

## Lead Poisoning and Prevention

- **Centers for Disease Control and Prevention** - <http://www.cdc.gov/nceh/lead/lead.htm>.  
A very informative site on preventing lead poisoning, it also has links to state programs and other resources.
- **Consumer Product Safety Commission** - <http://www.cpsc.gov>.
- **National Lead Information Center (NLIC)** - <http://www.epa.gov/lead/nlic.htm>.
- **United States Department of Housing and Urban Development, Office of Healthy Homes and Lead Hazard Control** - <http://www.hud.gov/offices/lead/>.
- **United States Environmental Protection Agency** - <http://www.epa.gov/lead/contact.html>.  
Safe drinking water hotline: 1-800-426-4791.

## Legal Assistance

- **American Bar Association - Consumer's Guide to Legal Help** - <http://www.abanet.org/legalservices/public.html>. This web site contains information on finding a lawyer at a discounted or free rate.

## Miscellaneous

- **Administration for Children and Families (DHHS), List of Contacts** - <http://www.acf.dhhs.gov/contacts.html>. This is a good web site to keep bookmarked on your computer. Some of the resources on this web site are already listed individually within this module. There are links for information regarding adoption, child abuse, childcare, child support, community services, developmental disabilities, Head Start, home energy assistance, refugee assistance, social services, and welfare/TANF.
- **American Association of Poison Control Centers** - <http://www.aapcc.org/findyour.htm>. By contacting your local poison control center, you can get telephone stickers to give to your participants at the initial certification visits. They also have an emergency action cards that can be downloaded from their web site. Also provides links to local poison control centers.
- **Catholic Charities** - [http://www.catholiccharitiesusa.org/index\\_flash.cfm](http://www.catholiccharitiesusa.org/index_flash.cfm). Services from Catholic Charities are offered regardless of religion affiliation. Services include adoption, childcare, counseling, emergency financial assistance, emergency shelter, housing assistance, services for persons with HIV/AIDS, soup kitchens and food pantries, alcohol and drug abuse treatment, and youth services.
- **CDC's Tobacco Information and Prevention Source (TIPS)** - <http://www.cdc.gov/tobacco/>. The TIPS program offers many resources for tobacco use cessation, including publications, educational materials, links to state programs, etc.