



**SECTION:** Nutrition Services 885  
**SUBJECT:** **OTHER REFERRALS: Required and Recommended**  
**DATE:** January 11, 2016 (*Revised*)

**POLICY:** Referrals to other agencies will be made when there is an identified need or upon participant request. Local WIC programs shall provide written information for the Oregon Health Plan (OHP), a Medicaid program, to WIC participants applying for WIC who do not currently participate in OHP.

**PURPOSE:** To promote the health and well-being of WIC participants by ensuring awareness of and referral to available resources for assistance and information.

**RELEVANT REGULATIONS:** 7 CFR §246.4 ¶(a)(8)—State Plan  
USDA All States memorandum 94-28—Documentation of referrals (December 3, 1993)  
7 CFR §246.7 ¶(b)(1), (2) & (3)—Program Referral and Access

**TWIST TRAINING MANUAL REFERENCES:** Chapter 3, Lesson 404—Referrals  
Chapter 8, Lesson 102—Referral organizations

**OREGON WIC PPM REFERENCES:** ♦481—Immunization Screening and Referral Protocol  
♦880—Referrals: Alcohol, Tobacco, and Other Drug Use

**DEFINITIONS:**

<i>Temporary Assistance for Needy Families (TANF)</i>	A program administered by the Oregon Department of Human Services (DHS) that provides cash assistance to low-income families with children while they strive to become self-sufficient.
<i>Oregon Child Support Program</i>	A division of the Oregon Department of Justice that provides assistance with establishing paternity, obtaining child support orders, and procuring child support payments from non-custodial parents.
<i>MAP</i>	Medical Assistance Programs. Administers the Oregon Health Plan (Medicaid).
<i>Healthy Kids</i>	Free or low-cost health care coverage for Oregon children who do not have health insurance.
<i>Medicaid</i>	A federal and State funded portion of the Medical Assistance Program that pays for health care to low income households, and is administered by Medical Assistance Programs (MAP) through the Oregon Health Authority (OHA).

**Other Referrals: Required and Recommended, cont.**

<b>(DEFINITIONS:)</b>	<i>Oregon Health Plan (OHP)</i>	The Oregon Health Plan (OHP) is a state program of health assistance and care for low-income Oregonians. The Medicaid component of the OHP is managed by MAP, the state Medicaid office, and is part of OHA.
	<i>211info</i>	A statewide toll-free maternal and child health hotline that provides health information and referrals to families throughout Oregon.
	<i>SNAP</i>	The Supplemental Nutrition Assistance Program (formerly known as Food Stamps) A program administered by the Oregon Department of Human Services (DHS) that provides funds to help low income households buy food. Families are issued an electronic benefits card.

**PROCEDURE:**

***Required referral to Medicaid***

- 1.0 At each certification, WIC staff must provide written Oregon Health Plan (OHP) information and referral to adults applying or reapplying to WIC for themselves and/or their children who are not currently participating in OHP and appear to have a family income within OHP guidelines. ***A referral to the Oregon Health Plan is a referral to Medicaid.***
  - 1.1 Local programs may meet requirements in a variety of ways:
    - Refer to either a community or on-site OHP application assistor. Pregnant women can be referred to Oregon Mothers Care to get their OHP application expedited.
    - Locally develop OHP information sheets, including OHP income guidelines and the telephone number of OHP office in the WIC program area.
    - Refer participants to informational materials that explicitly list OHP, including the 211 referral card.
  - 1.2 It is **not** the responsibility of WIC staff to be experts on OHP eligibility or to provide extensive screening procedures for OHP.

***Other required referrals***

- 2.0 WIC staff must screen and refer for immunizations and alcohol and drug abuse. See guidance in ♦481—Immunization Screening and Referral Protocol and in ♦880—Referrals: Alcohol, Tobacco and Other Drug Use for required screening, referrals and documentation in TWIST.

***Recommended referrals***

- 3.0 It is recommended that local WIC programs provide appropriate referral information for TANF, Child Support Enforcement, and SNAP (Food Stamps) to applicants and participants at certification appointments.

**Other Referrals: Required and Recommended, cont.**

***Determining referral needs*** 4.0 Refer participants to the appropriate health or social services upon request or when a need has been identified during the assessment of income, food, health, social or medical resources.

4.1 WIC staff will refer potential participants to alternative sources of food assistance when WIC program is at full caseload.

***Facilitating the referral process*** 5.0 Facilitate the referral process by encouraging participants to access needed services. Ideas for using referrals to promote follow-through include, but are not limited to, the following:

5.1 Give participants appropriate handouts, brochures, or applications to help them access services more readily. Circle or underline pertinent information on referral materials for easy reference.

5.2 Coordinate WIC appointments with appointments for other services within the same agency for the participant's convenience whenever possible.

5.3 Exchange participant health data with other programs when the participant consents to release of information to reduce duplication of service.

5.4 Coordinate participant referrals with case managers when they are available within the program.

5.5 Another option for participants needing multiple services is to refer to the statewide toll-free 211info information and referral service.

***Evaluation*** 5.0 Evaluate referral outcomes when possible by conducting follow-up with participants at subsequent visits.

5.1 Ask participants if services were obtained.

5.2 Reinforce follow-through if services were accessed.

5.3 Identify barriers and options for overcoming barriers if services were not obtained.

***Resources*** 6.0 Local agency staff shall keep informed about available health and social services in the community whenever possible.

6.1 Invite staff from other programs to give presentations at staff meetings. Share information about new community resources at staff meetings.

6.2 Update community resource materials regularly. Keep pamphlets and brochures in locations available for participants.

6.3 Develop or obtain a comprehensive listing of available resources, services provided, program locations, telephone numbers, websites and eligibility criteria.

6.4 Enter any new organizations or resources in TWIST. For more information, see TWIST Training Manual.

**Other Referrals: Required and Recommended, *cont.***

***Documentation*** 7.0 Documenting referrals in the participant's TWIST record is required. See TWIST lessons referenced above for more information on adding local referral information and use of the referral screens in TWIST. Documentation can assist with participant follow-up and ensure that any referral information offered is consistent. ★

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