

Finding and Documenting Referrals in TWIST (6/1/12)

Referring participants into health and social services is one of WIC's primary services and helps improve health outcomes. Referral organizations are grouped in TWIST by category to make it easy to find a referral organization and document it. Required referrals are noted in the right column. See Policies 481, 880, 885 for required referral guidance.

Find it!

Referral category	Examples of organizations you might refer to:	Required Referral
Breastfeeding Services	All breastfeeding related referrals, such as La Leche League, stores for Nursing bras and supplies, IBCLC's, BF support groups	
Services for Children with Special Health Care Needs	Early Intervention, Feeding Clinics, CaCoon, MCH Nurses, Shriners Hospital	
Drug and Alcohol Counseling or Treatment	Free or low cost drug or alcohol counseling or treatment programs	Yes – Policy 880
Dental Services	Free or reduced cost dental care, dentists that accept low income patients, sealant programs	
Domestic (Interpersonal) Violence	Hotlines, shelters, counselors	
Food Resources	Food banks, hot meal programs, summer feeding programs, reduced/free school meals, Child Care feeding programs	
Medical or Mental Health Providers	Prenatal services, pregnancy testing, Planned Parenthood, perinatal mental health counseling, clinics or providers that accept OHP or provide free or sliding scale services, parenting	
Head Start Programs	Includes migrant, early or tribal Head Start programs	
Health Department Programs	Programs within your agency that you consistently refer to such as family planning or home visitors	
Housing	Low income housing support, shelters	
Immunizations	Sources for free or low cost immunization, generic PMD or HCP organization for documenting referrals back to the participant's provider	Yes – Policy 481
Miscellaneous	For organizations that don't fit in any other category	

Referral category	Examples of organizations you might refer to:	Required Referral
Non-WIC Nutrition Education Providers	Organizations that have signed an agreement to provide NE for WIC Participants (Used to schedule and document Non-WIC NE on the Next Appt tab)	
Oregon Health Plan/Medicaid	Your local OHP office, SafeNet or 211	Yes – Policy 885
Physical Activity or Recreation Resources	Parks and Recreation programs, school based programs, community programs, scholarship programs for participation in camps	
Smoking Cessation Programs	QuitLine, local cessation programs	
SNAP or FDIPIR	Your local SNAP office, Food Distribution Program on Indian Reservations, or SafeNet / 211	
Social Services	Services to immigrants, faith-based social services, non-profit social services, energy assistance, legal aid, transportation resources, adoption services, victim assistance, car seat programs, parenting	
Temporary Assistance to Needy Families	Your local TANF office, SafeNet or 211	

Document it

- Anyone can make and document referrals.
- Referrals can be documented on either the Enrollment screen, using the Referrals button, or on the Certification screen on the NE/ Referrals tab.
- Referrals will automatically show in both places, regardless of where they are documented.

