



Idaho WIC Training

Referrals

Trainer



WIC is an equal opportunity provider.

What Will They Learn?

WIC benefits include providing applicants and participants with written and verbal referral information. In this course, you will learn what referrals need to be provided to participants and the steps to making those referrals.

Instruction Level

Prerequisite: Overview and WIC Computer System 101

Items Needed for This Course

Access to the Idaho WIC website [for the following resources](#):

- Policy Manual - Definitions and acronyms
- Access to the WIC computer system
- No video for this guidebook
- Additional Resources: link to immunizations resources in WIC Works such as Vaccines 101 – information for WIC staff and more.

Recommended Time

- Approximate time it takes to complete Referrals course: 1-2 hours
- Approximate time to complete the progress check and discussion: 30 -45 minutes

Module 1: Referrals to Health and Social Services

In addition to the main activities, the trainee will be asked the following discussion questions within this module (look for the discussion symbol in the Activities Workbook):

 Immunization training, resources and referrals in your clinic.



Activity 1

The trainee will review the sample talking points discussed within the module for providing referrals and then be asked to develop their own talking points. In this activity, they will practice what they would say to a newly pregnant participant by referring them to the following programs: Substance Abuse (practice your answers for both participants answering “yes” and “no” for alcohol, tobacco, or street drug use), TANF/TAFI and Medicaid. Review and discuss the talking points the trainee has developed.

Module 2: Steps to Making a Referral

In addition to the main activities, the trainee will be asked the following discussion questions within this module (look for the discussion symbol in the Activities Workbook):

- About referral services such as emergency, basic needs, and other types of referral service needs offered in your area.
- Procedures for making referrals to programs both inside and outside your agency.
 - When is it appropriate for staff to make written referrals?
 - Should a copy be retained in the participant’s record?
 - Under what circumstances does a supervisor need to be consulted before staff refer participants (e.g., before staff refer a family to Child Protective Services or agency nursing staff)?
 - Where in WIC files should staff record referrals made?
 - What is your agency’s policy regarding referral of participants to area physicians?
- How staff should handle your program being contacted by individuals in the interest of their participants.
- If your agency requires any more documentation such as a referral log.
- The protocol used to report child abuse in your agency.





Activity 2

1. List the four steps you would follow to make a referral.
 - Identify
 - Prioritize
 - Document
 - Follow-up

2. How do you document that you made a referral?
 - All referrals are documented on the Certification screen in the WIC computer system when a referral is given at a certification appointment.
 - If a referral is made at another appointment, be sure to document this on the tab on the participant summary in the WIC computer system.

1. List the required referrals.
 - Medicaid/CHIP
 - SNAP
 - TANF
 - Immunization (< 24 months old)
 - Substance abuse