



Washington WIC – Certifier Competency Training Worksheet

10. Community Resources and Referrals

| Competency | Certifier is able to: | Training Requirements |
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| <p>Offer referrals to health services and other community resources based on participant’s needs and interests.</p> | <ul style="list-style-type: none"> • Use information gathered during the assessment to identify health and social services needed. Offer participants: <ul style="list-style-type: none"> ○ Family Health Hotline number or ○ Local referral line or ○ Direct referral to health services or community resources • Offer Medicaid referral when participant doesn’t have health insurance. • Offer alcohol or substance use treatment resources when participant identifies alcohol or substance misuse or concerns. • Offer detailed information about resources that makes it easy for participants to get services. • Identify missing dTaP immunizations for children birth through 24 months and refer when immunizations are needed. • Refer to healthcare provider for lead test if child hasn’t had a lead screening • Offer resources to a participant who doesn’t qualify for WIC. | <p>Review all information below:</p> <p>WIC Manual - Volume 1</p> <ul style="list-style-type: none"> • Chapter 12-Referrals and Coordination of Services • Staff Tool: Referrals <p>Complete the following in the Learning Center (LC):</p> <ul style="list-style-type: none"> • DOH STATE WIC Competency 10: Community Resources and Referrals Post-Test • Complete the post-test with 80% or higher score <p>Web Resources</p> <ul style="list-style-type: none"> • DOH Lead Publications |

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| | | <ul style="list-style-type: none"> • Help Me Grow WA – Childhood Immunizations • WA-State Department of Health - WIC Outreach • Washington Recovery Help Line: 1-866-789-1511 (24-hour support for substance abuse, problem gambling and mental health) <ul style="list-style-type: none"> ○ warecoveryhelpline.org/ • WIC Works – Substance Use Prevention Brochure <ul style="list-style-type: none"> ○ Available in English and Spanish |
| Additional Training Resources | | |
| <p>Washington WIC ID and Card Folder Help Me Grow WA- Website for state-benefit programs and local resources Washington State Health Care Authority - Website for Apple Health (Medicaid) coverage Watch Me Grow Washington Washington State Coalition Against Domestic Violence (WSCADV)</p> | | |

Be sure to discuss any outstanding questions or issues with certifier. Document completion of this competency on Certifier Competency Training Documentation Form.

To request this document in another format, call 1-800-841-1410.
Deaf or hard of hearing customers, please call 711 (Washington Relay)
or email wic@doh.wa.gov.
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