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**Subject: Coordination of Services and Referral**

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Effective Date: July 1, 2015

Revised from: October 1, 2010

**Policy:** Local agencies shall coordinate services with other health department programs and services provided within their community.

Referring clients to other community services is an important aspect of the WIC Program. Referrals may be made to the local health department, Kansas Department of Children and Families, or other state/community helping organizations. Confidentiality of WIC participants must be maintained when making referrals and/or releasing information to other programs. (Refer to [PPM-PRI 04.00.00 Confidentiality of WIC Program Information](#).)

**Reference: CFR §246.7**

**Procedure:**

1. LA shall maintain a written list of food assistance and other programs/services that may benefit clients and caregivers. The list must include at a minimum: food assistance such as food banks, local Medicaid, Kansas Food Assistance Program (SNAP), and Temporary Assistance to Needy Families (TANF). The list must be offered to clients and documented in KWIC at each certification visit. (See PPM [CRT 08.02.00-Medical and Social Service Referrals](#).) Policy [08.03.00 Drug and Substance Abuse Referrals](#) requires that agencies maintain a list of local resources for drug and substance abuse counseling and treatment. It is recommended that agencies combine everything into one community resource list.
2. LA staff should identify a contact person at each community-based program for communication and referral coordination.
3. KWIC can be used to facilitate coordination with community programs, physicians, etc.
  - a. Information may be entered into KWIC using the Outreach Contacts window under the Clinic Admin drop-down menu.
    - i. Use the Add button to add information.
    - ii. Use “Find” and “Retrieve” to use, update, or inactivate contacts.
    - iii. Although the free-form field is labeled “Program Description”, staff members are encouraged to also use this field to add notes such as when WIC staff contact a program with outreach information.
  - b. If data is entered into the Outreach Contacts window, mailing labels can be printed using the Outreach Contact Mailing Labels report under the Reports drop-down menu. Format is standard label stock of 30 per 8 1/2 x 11” page. If preferred, the report can be saved as an Excel file for more manipulation.
4. If the information is not entered in KWIC, information on services and the LA’s referral partners needs to be maintained within the WIC office.

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5. To facilitate coordination between programs, the data found in the KWIC report, "Referrals to and from" may be shared with community programs.