



# Washington WIC – Certifier Competency Training Worksheet

## 10. Community Resources and Referrals

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



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		<p><b>Other Web Resources</b></p> <ul style="list-style-type: none"> <li>• <a href="#">WA-State Department of Health - WIC Outreach</a></li> <li>• <a href="#">ParentHelp123 – Avoid Drugs and Tobacco</a></li> <li>• <a href="#">WIC Works – Substance Use Prevention Brochure</a> <ul style="list-style-type: none"> <li>○ Available in English and Spanish</li> </ul> </li> <li>• <a href="#">ParentHelp123 – Childhood Immunizations</a></li> </ul>
<p><b>Additional Training Resources</b></p>		
<p><a href="#">Washington WIC ID and Card Folder</a>  ParentHelp 123 - <a href="#">Website for state-benefit programs and local resources</a>  Washington State Health Care Authority - <a href="#">Website for Apple Health (Medicaid) coverage</a>  Watch Me Grow Washington - <a href="#">Immunization Materials</a></p>		

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

For persons with disabilities, this document is available on request in other formats.  
To submit a request, please call 1-800-841-1410 (TDD/TYY 711).  
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