

Health Care Referrals

- I. Referrals are an integral component of the WIC Program. Helping participants find and use other resources in the community will help provide better total health care for them.
- II. Referrals can be provided by informing the participant (verbally or written) of local agencies or services available for assistance. Agencies or services can be directly contacted for referral only with participant's prior approval. Document this in participant's chart.
- III. Each WIC clinic must have a current listing of local referral agencies and services. Agencies and services on the listing may include Supplemental Nutrition Assistance Program (SNAP), Family Employment Program, Medicaid (including income limits), Child Support Enforcement, substance abuse treatment, domestic violence, breastfeeding support, well child, immunizations, dental health, family planning, housing, Human Services, migrant services, transportation, and food banks.
- IV. The listing below of state level referral resources does not replace the mandatory clinic listing of local referral agencies and services. It is simply designed to provide information about some of the referral resources that may be available. Referral of participants needs to be based on appropriate community agencies or organizations.

**Baby Watch Early
Intervention Services**

Baby Watch is Utah's network of service for children ages birth to three with developmental delays or disabilities.

The program provides early identification and developmental services for families of infants and toddlers, aged birth to three. Some of the services offered include:

- A full assessment of a child's current health and development status.
- Service coordination among provider, programs, and agencies.
- Strategies to build on family concerns, priorities, and resources.
- Developmental services: occupational therapy, physical therapy, speech language therapy, etc.

These services are provided through the coordinated effort of parents, community agencies, and a variety of professionals. Places where services are provided include Baby Watch Centers, home, and community settings such as child care.

Children birth to three years of age who meet or exceed the definition of developmental delays in one or more of the following areas qualify for services.

- Physical development
- Vision and hearing
- Feeding and dressing skills
- Social and emotional development
- Communication and language
- Learning, problem solving, and play skills

For local phone numbers or more information visit <http://www.utahbabywatch.org/> .

Baby Your Baby	<p>This is a cooperative effort between the Utah Department of Health, Intermountain Health Care and KUTV 2News Fresh Air. The program was designed to provide helpful information for parents and their children. From financial help to preparing for pregnancy, Baby Your Baby has the answers. Through Medicaid and the Baby Your Baby program, financial help is available on a temporary basis to Utah women who are pregnant and do not have the money to pay for prenatal care. Call us at 1-800-826-9662.</p> <p>The Baby Your Baby toll-free hotline is open weekdays from 8:00 a.m. to 5:00 p.m. Operators can provide information, referrals and assistance in finding financial aid and access to community services.</p>

<p>Boys & Girls Club</p>	<p>In every community, boys and girls are left to find their own recreation and companionship in the streets. An increasing number of children are at home with no adult care or supervision. Young people need to know that someone cares about them.</p> <p>Boys & Girls Clubs offer that and more. Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.</p> <p>Boys & Girls Clubs are a safe place to learn and grow – all while having fun. They are truly The Positive Place For Kids.</p> <p>We offer after-school programs addressing educational achievement, career exploration, drug and alcohol avoidance, health and fitness, gang and violence prevention, cultural exploration, leadership development and community service. Call 1-800-854-CLUB to find the closest Boys & Girls Club.</p>
<p>Catholic Community Services</p>	<p>Our mission is to serve those most in need. Our goal is to alleviate human suffering by providing direct service programs for the poor, the disadvantaged and the elderly. Respect for the gift of life and the dignity of the individual are core values that underline the broad array of services that Catholic Community Services of Utah provides for people regardless of race, religion or other personal factors. Included in these services are the provision of:</p> <ul style="list-style-type: none"> • food, clothing, day shelter and other assistance to the homeless; • resettlement and support of refugees and migrants; • nurturing and education for children; • services for the elderly and disabled; • residential assistance and counseling for people with substance abuse issues; • help for victims of domestic violence. <p>For more information visit http://www.ccsutah.org or call (801) 977-9119.</p>

<p>Child and Family Services</p>	<p>Our primary goal is to prevent child abuse and neglect. We also investigate abuse and neglect. We offer foster care, youth services, and assistance with domestic violence (dcfsintake@utah.gov)</p> <p>Please help us STOP child abuse and neglect. If you suspect abuse or neglect is occurring, call the Child Abuse/Neglect Hotline at 1-855-323-3237.</p> <p>Call local law enforcement immediately if there is an emergency.</p>
<p>Children's Health Insurance Program (CHIP)</p>	<p>This is a state health insurance plan for children. Many working Utah families who don't have other health insurance qualify for CHIP. CHIP covers:</p> <ul style="list-style-type: none"> • Well-child exams • Immunizations • Health care provider visits • Health care provider services • Prescriptions • Hearing and eye exams • Mental health services • Dental services for prevention and treatment of tooth decay • Children qualify for CHIP based on income and family size. In addition, children must be: <ul style="list-style-type: none"> • under age 19 • U.S. citizens or legal residents • not covered by other health insurance <p>Apply for CHIP during open enrollment. To find out when open enrollment will be held, watch and listen for TV, radio, and other announcements. You may also call 1-877-KIDS-NOW (1-877-543-7669) or visit http://www.utah.gov/chip .</p>

<p>Children’s Service Society (CSS)</p>	<p>Our mission is to provide services which meet the developmental needs of children, promote quality child care and encourage positive relationships in biological and adoptive families.</p> <p>CSS professional social work services are offered to clients nationwide and include free, confidential, individual pregnancy counseling for women who are experiencing an unplanned pregnancy; prenatal classes for single women; parenting education classes; Grandfamilies: a support, information, and advocacy service for grandparents and other relatives who are raising their kin's children; infant and special needs adoption services for both birth parents and adoptive parents; and post-adoptive services including Connections: a confidential intermediary search and reunion service for biological family members; support groups for adopted children and teens; and individual therapeutic counseling for all members of the adoption triad.</p> <p>For more information call (800) 839-7444 or (877) 355-7444 or visit http://www.cssutah.org/who-we-are/contact-cssutah .</p>
<p>Department of Workforce Services</p>	<p>We offer a wide variety of services such as:</p> <ul style="list-style-type: none"> • Child Care Services • Community Resources • DWS Eligibility Policy • Economic Information • Financial Services • Food Stamps • Guide to Federal Government Benefit Programs • Medical Assistance Programs • Training Services • Unemployment Insurance • Veteran Services • Women and Infant Children (WIC) <p>www.jobs.utah.gov</p>
<p>Disability Law Center</p>	<p>This is a private non-profit organization designated by the Governor to protect the rights of people with disabilities in Utah (www.disabilitylawcenter.org).</p> <p>The work of the Disability Law Center focuses on four long-range goals:</p> <ol style="list-style-type: none"> 1. People with disabilities will be free from abuse and neglect. 2. People with disabilities will receive appropriate services. 3. People with disabilities will be free from discrimination. 4. People with disabilities will have equal employment opportunities.

	<p>Services are statewide and free of charge to all eligible individuals in Utah. Contact us at 1-800-550-4182 (TTY).</p>
Domestic Violence Information Line	<p>We provide a statewide toll-free information service to all communities within the state of Utah. We are committed to educating individuals about the dynamics of domestic violence and moving towards a violence free community.</p> <p>The Domestic Violence Information Line is committed to linking individuals with domestic violence issues to information and/or resources within their community. It is our goal to update and track services available to the community on a statewide basis. We are dedicated to linking individuals with counseling, shelters, safe houses, support groups, police, mental health services, human service agencies, legal services, victims assistance groups and more.</p> <p>The Information and Referral Center, a program of Community Services Council, a private nonprofit organization, implemented Utah's first and only statewide, toll-free Domestic Violence Information Line in October of 1993. The Domestic Violence Information Line operates 8:30a.m. - 9:00p.m., daily. If you live in the state of Utah and you need information regarding domestic violence please call us at 1-800-897-LINK (5465).</p>

<p>Expanded Food and Nutrition Education Program (EFNEP) & Family Nutrition Program (FNP)</p>	<p>EFNEP & FNP are services of Utah State University Extension. They are unique national programs designed to reach limited resource audiences. The goal is to improve the nutrition, health, and well-being of families. They do all of the following:</p> <ul style="list-style-type: none"> • Provide education in cooperation with food assistance programs (SNAP, WIC, etc.) • Provide individual one-on-one education at home or in small group settings • Have nutrition assistants from similar background teach participants on their own level • Promote wise nutrition choices • Teach practical cooking skills • Teach menu planning, shopping skills, and budgeting skills
<p>Head Start</p>	<p>Head Start and Early Head Start are comprehensive child development programs that serve children from birth to age 5, pregnant women, and their families. They are child-focused programs and have the overall goal of increasing the school readiness of young children in low-income families.</p>
<p>Home Energy Assistance Target (HEAT) Program</p>	<p>The HEAT program is Utah's version of the federal LIHEAP program (Low Income Home Energy Assistance Program). This program provides winter utility assistance to low-income households targeting those who are truly vulnerable - the lowest-income households with the highest heating costs, the disabled, elderly, and families with preschool-age children.</p> <p>HEAT is not a welfare program. A family does not need to be receiving welfare in order to qualify for this program. It is a Federal Funded Energy Assistance Program that is operating through this office. Some facts about Utah's HEAT Program:</p> <ul style="list-style-type: none"> • Federally funded - Based on 125% of the Federal Poverty Rate • No length of residence requirement, but must be a permanent resident of the U.S. and Utah • Additional amounts are available for members of target groups such as the elderly (over 60), disabled, and families with a child under the age of six. • The Program runs from November 1st (or the nearest weekday) to March 31st (or the nearest weekday) • Serves approximately 33,000 Utah households each year • Services to clients are provided through local Community Action Programs, Association of Government Agencies, or

	<p>other nonprofit agencies.</p> <ul style="list-style-type: none"> • The Program is administered by the State of Utah through the Department of Community and Economic Development, Division of Community Development. <p>For more phone numbers or more information visit http://housing.utah.gov/seal/heat.html .</p>
<p>Immunization Program</p>	<p>The mission of the Utah Department of Health Immunization Program is to improve the health of Utah's citizens through vaccinations to reduce illness, disability, and death from vaccine-preventable infections.</p> <p>The Utah Vaccines for Children (VFC) program provides vaccines to participating providers, for children who are: not insured, on Medicaid, Native American or Alaskan Native, or whose insurance doesn't cover immunizations. Find out if your doctor participates in the VFC program.</p> <p>In 1993, the "Every Child by Two" Immunization Taskforce in conjunction with the Utah Immunization Program and other sponsors, developed a mobile immunization clinic known as Care-A-Van. This mobile clinic was designed to help increase access to immunization services and primarily targets areas identified with low immunization levels or limited immunization services.</p> <p>The Care-A-Van travels throughout the state every February through October. Immunizations are free for children ages 0-35 months of age and are only \$5.00 per shot for all other children needing immunizations who meet VFC* eligibility guidelines. For more information, please contact the Utah Immunization Program at (801)538-9450.</p> <p>http://www.immunize-utah.org/public/evchild_caravan.htm .</p> <p>The purpose of the Utah WIC Program immunization referral service is to identify children under age two who may be at risk for under-immunization. It is not meant to fully assess a child's immunization status, but allows WIC to effectively fulfill its role as an adjunct to health care by ensuring that children who are at risk for under-immunization are referred for appropriate care.</p>

<p>Job Corps</p>	<p>Job Corps is a no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 get a better job, make more money and take control of their lives.</p> <p>At Job Corps, students enroll to learn a trade, earn a high school diploma or GED and get help finding a good job. When you join the program, you will be paid a monthly allowance; the longer you stay with the program, the more your allowance will be. Job Corps supports its students for up to 12 months after they graduate from the program.</p> <p>To enroll in Job Corps, students must meet the following requirements:</p> <ul style="list-style-type: none"> • Be 16 through 24; • Be a U.S. citizen or legal resident; • Meet income requirements; • Be ready, willing and able to participate fully in an educational environment. <p>Funded by the United States Congress, Job Corps has been training young adults for meaningful careers since 1964. Job Corps is committed to offering all students a safe, drug-free environment where they can take advantage of the resources provided.</p> <p>If you're interested in joining the Job Corps program or finding out more about it, call 1-800-733-JOBS (1-800-733-5627). An operator will provide you with general information about the program, refer you to the admissions counselor closest to where you live and mail you an information packet.</p>
<p>La Leche League</p>	<p>We believe breastfeeding gives the best possible start for good mothering and helps to develop and deepen the close relationship between a mother and her child. Leaders in your area have been accredited by La Leche League International and are qualified to answer a mother's questions about preparation and technique, as well as offer support on an informal mother-to-mother basis.</p>

	<p>"Our wish is that every woman anywhere in the world who wants to breastfeed her baby will have the information and support she needs to do so. Yes, breastfeeding is simple and natural and an exquisitely beautiful way to nurture a new life." -THE WOMANLY ART OF BREASTFEEDING</p> <p>For support, encouragement, or answers to your breastfeeding questions, call a La Leche League Leader anytime. In addition to individual phone help, La Leche League offers a monthly series of four meetings. Mothers to be, mothers (with infants and toddlers), and other women interested in learning more about the womanly art of breastfeeding are welcome to attend. You may begin attending at any meeting. Those who are pregnant will find it helpful to start attending La Leche League meetings before the baby arrives.</p> <p>These informal discussions with other breastfeeding mothers are led by an accredited La Leche League Leader, and include the following topics.</p> <ul style="list-style-type: none"> • The Importance of Breastfeeding • The Baby Arrives: The Family and the Breastfeeding Baby • Meeting Breastfeeding Challenges • Nutrition and Weaning
	<p>Available at the meetings is an excellent library containing books about breastfeeding, childbirth, nutrition, child care, and parenting. For more information call (801) 264-LOVE or visit http://www.llusa.org/UT/Utah.html .</p>
<p>LDS Family Services</p>	<p>No one is immune from the challenges in this life. When social or emotional challenges arise, help is available.</p> <p>We provide:</p> <p>Birth Parent Services:</p> <ul style="list-style-type: none"> • Free counseling to birth parents and birth grandparents

	<p>regardless of race or religion.</p> <ul style="list-style-type: none"> • Birth parent support groups (where available). • Temporary housing for birth mothers who wish to live away from home during the pregnancy. • Medical and legal arrangements based on individual needs. • Continued schooling arrangements. • Adoption placement services tailored to the birth parent's needs, which may include the selection of adoptive parents, meetings, and exchanges of information. • Birth parents may call 1-800-537-2229 for a referral to the office nearest them. <p>Adoption Services:</p> <ul style="list-style-type: none"> • An in-depth qualification process prior to couples adopting. • Adoption education classes and support group. • A wide range of adoption plans.
Medicaid	<p>We pay medical bills for people</p> <ul style="list-style-type: none"> • who qualify for a category of Medicaid • who have low income or cannot afford health care; • who have resources (assets) under the federal limit for the category of Medicaid. <p>An individual must qualify each month for continued coverage. The monthly income standard varies between approximately 55% and 133% of the Federal Poverty Level, depending on category. A person whose income exceeds the monthly income limit may be considered for the Medically Needy program. This program, also referred to as the "spenddown" program, allows a person who is otherwise eligible either to pay "excess" monthly income to the State of Utah or to accept responsibility for a portion of their monthly medical bills.</p>

<p>National Runaway Switchboard</p>	<p>Every day, between 1.3 and 2.8 million runaway and homeless youth live on the streets of America. One out of every seven children will run away before the age of 18.</p> <p>For Teens:</p> <p>Are you having problems at home? Are you thinking about running away? Have you already run away and need to find a place to stay, food, clothing, legal or medical assistance? Being a teenager isn't easy. We're here 24 hours a day. We're confidential and free. Whether you are in a crisis, have a friend who is in trouble, need statistics for a school report, or want ideas for spreading the word about our services, we can help. Talk to us. Call 1-800-RUNAWAY.</p> <p>For Parents:</p> <p>Being the parent of a teenager isn't easy. We're available 24 hours a day. We're confidential, and we're free. We can help. Talk to us. Call 1-800-RUNAWAY.</p>
<p>Planned Parenthood</p>	<p>Our mission is to promote responsible sexual behavior and to reduce the physical, emotional and social costs of unplanned and unwanted pregnancy, Planned Parenthood Association of Utah is committed to:</p> <p>Providing accurate information and education to individuals of all ages concerning the emotional and physical aspects of human sexual behavior and reproduction;</p> <ul style="list-style-type: none"> • Providing affordable, high-quality reproductive health care services; • Protecting and advocating for the rights of individuals to understand and manage their reproductive lives. <p>We also respect each individual's right to privacy, so our counseling and services are always confidential. Some of the services we provide include:</p> <ul style="list-style-type: none"> • Providing various contraceptives • Breast exam • Pap test

	<ul style="list-style-type: none"> • Annual exam • HIV/AIDS testing and counseling • Pregnancy testing and counseling • Sexually transmitted infection testing and treatment • Urinary tract infection diagnosis and treatment
<p>The Pregnancy Resource Center</p>	<p>This is a non-profit, charitable organization dedicated to helping those who find themselves in an unexpected pregnancy. Free and confidential services include:</p> <ul style="list-style-type: none"> • Free pregnancy tests and peer-counseling • Support groups • Help for single moms • Temporary shelter • Adoption assistance • Medical and legal referrals • Abstinence programs • Material resources • Much more... <p>For more information call (801) 363-5433 or visit http://pregnancyresource.net/ .</p>
<p>Pregnancy RiskLine</p>	<p>This is a telephone service designed to provide accurate and current information about the effects of environmental exposures on pregnancy outcome and breastfed infant. The goal of the Pregnancy Riskline is to provide health care providers and consumers with accurate, up-to-date information regarding risks to a fetus or breast-fed infant to prevent unjustified anxiety leading to unnecessary abortions, costly prenatal screening, diagnostics and testing of an exposed fetus or infant.</p> <p>Supervisors for the Pregnancy Riskline include the Chief of Medical Genetics Services and the Chief of Maternal-Fetal Medicine at the University of Utah Health Sciences Center and the Director of Community and Family Health Services at the Utah Department of Health. The Infectious Diseases as well as The Rocky Mountain Center for Occupational and Environmental Health and the Utah State Health Department Division of Epidemiology provide additional consultation to the Pregnancy Riskline.</p> <p>Call 1-800-822-2229. The service is available Monday through Friday from 8:30 A.M. to 4:30 P.M. While the service is not</p>

	<p>emergency-oriented, if a line is busy, answering machines take messages allowing staff to re-contact callers. Staff will return messages after 6:00 P.M. on weekends.</p>
<p>Primary Care Network (PCN)</p>	<p>The Primary Care Network (PCN) is health coverage for adults who qualify. Applications are only accepted during enrollment sessions, which are held when resources are available to cover more people.</p> <p>To enroll, watch and listen for announcements about the next PCN enrollment session in the news or visit http://health.utah.gov/pcn/.</p>
<p>Tobacco Quit Line</p>	<p>This is a statewide telephone tobacco cessation service. It is designed to help Utahns quit using tobacco. The Quit Line was modeled after Group Health Cooperative's Free & Clear program. In a study Free & Clear and self-help materials improved quit rates by over one-half compared to people not using the program. The U.S. Public Health Service has also supported the effectiveness of telephone-based interventions. There are several levels of help, which are as follows:</p> <p>Level 1: Information and Referral</p> <p>This level is for those who might not be interested in stopping tobacco use right now but who want basic information. If interested, callers may be referred to local cessation programs. They also are sent a Quit Kit.</p> <p>Level 2: Brief Counseling</p> <p>This level is for adults who aren't ready to quit but want to talk with someone about it. They will speak to a trained Specialist for up to 15 minutes. The Specialist will help identify reasons for quitting and steps callers can take to be successful when they try to quit.</p> <p>Level 3: Single In-Depth Counseling</p> <p>Qualified adults who want to quit will talk to a trained Specialist for up to 45 minutes. The Specialist will discuss why, when, and how</p>

a person is using tobacco. They will help the person identify individual barriers to quitting. They will also help them develop strengths that will increase successful quitting. Callers may be referred to a local resource for more help. If interested, callers may enroll in the Level 4 option.

Level 4: In-Depth Counseling with Follow-up

The Quit Line's Intensive telephone program is for qualified adults who want follow-up. Participants receive four scheduled calls with a Specialist during your quit process. The Specialist spends time working with callers on improving the desire to quit. They will also cover the ways a person can stay quit.

Hours of operation: 6am-10pm Monday-Sunday

Telephone Number: **1-888-567-TRUTH (or 1-888-567-8788)**

Spanish Telephone Number: **1-877-629-1585**

TTY: **1-877-777-6534**

The Utah WIC Program must provide drug and other harmful substance abuse information to all pregnant, postpartum and breastfeeding women and to parents or caretakers of infants and children participating in the WIC program. At least during the initial certification, each participant shall be advised of the types of health services available, where they are located, how they may be obtained and why they may be useful. It is important to identify women who are currently smoking as well as others that smoke in the home who express interest in receiving information and assistance to quit.

<p>Utah Food Bank</p>	<p>We gather and distribute emergency food to individuals and families experiencing the pain of hunger in Utah. Food is gathered and sorted in the Utah Food Bank warehouse and then distributed throughout the state to more than 260 food pantries, churches, senior centers, after school programs and group homes. Utah Food Bank Programs include:</p> <p>DROPS (Delivery Redistribution of Produce and Surplus): distributes fresh produce, dairy products, and day old bread to 24 sites in low-income neighborhoods throughout the state of Utah</p> <p>Brown Bag/Food Box Program: partners with Life Care Bank to deliver bags or boxes of highly nutritious produce, meat, and dairy products to elderly individuals with low incomes to supplement their food purchases</p> <p>Kids Café: provides three dinners each week for hundreds of at-risk children at seven low-income areas throughout Utah</p> <p>For more information visit http://www.foodbank.org .</p>
<p>Utah Legal Services (ULS)</p>	<p>ULS is a nonprofit law office which provides legal help in non-criminal cases, free of charge, to those who qualify. ULS serves the entire state through a variety of locations and in 1990, Utah had more than 300,000 persons eligible for legal help from ULS.</p> <p>Utah Legal Services seeks to protect the rights of the disadvantaged and persons of limited means by legal representation, advocacy, and education throughout Utah.</p> <p>We take telephone calls Monday through Friday from 9:00 a.m. until 2:00 p.m. If you can call downtown Salt Lake City as a local call, dial 801- 328-8891. Outside the Salt Lake valley, please call 1-800-662-4245 toll free.</p>

	<p>When you have a legal problem that ULS can help you with, the most important thing is to contact us as soon as possible. The earlier you contact us, the easier it will be for both you and us because it will give us more time to help you.</p>
Utahns Against Hunger (UAH)	<p>While the challenge of ending hunger looms large and seems impossible, UAH (www.uah.org) believes that hunger can end. UAH works to eliminate hunger in a number of ways:</p> <ul style="list-style-type: none">• Working with emergency food pantries, providing them with information to assist their clients• Expansion of child nutrition programs• Work to improve the implementation of public policy in federal nutrition programs, as well as monitoring program effectiveness and ease of access• Statewide distribution of resource information tailored for each region• Direct service, providing a comprehensive list of emergency food pantries to the community as well as assisting people with SNAP problem resolution <p>To obtain lists of emergency food banks throughout the state call 1-800-453-FOOD (3663).</p>

<p>Utah Poison Control</p>	<p>This is a 24-hour resource for poison information, clinical toxicology consultation and poison prevention education. Contacting the Utah Poison Control Center is free and confidential. Nationally Recognized as a Certified Regional Poison Control Center by the American Association of Poison Control Centers (AAPCC), UPCC is one of 50 centers with such distinction. Call 1-800-222-1222.</p> <p>There is no such thing as a dumb question. Specialists answer calls about the following types of substances and much more!</p> <ul style="list-style-type: none"> • Medications • Herbal supplements • Cleaning substances • Cosmetics and personal care products • Plants and mushrooms • Snake bites and bee stings • Chemicals in the home, workplace or environment • Automotive products • Pesticides • Drug overdoses
<p>Utah Transit Authority (UTA)</p>	<p>Call and tell us where you want to go; and we'll tell you what bus and TRAX trains to take. 1-888-743-3882. (Yes, we speak Spanish!)</p>