



# Staff Tool: Referrals



## Referrals

This tool lists high level policy requirements for making and documenting referrals and information about how to document in Cascades. Please review [Volume 1, Chapter 12 – Referrals](#) for more information and details.

1. Offer referrals at each certification (Initial, Subsequent, and Complete Assessment for PE participants), Mid-Certification Health Assessment, and when a participant or applicant is ineligible for WIC.
  - Staff are encouraged to make and document referrals at any time during the eligibility period.
2. Assess for the following **mandated referrals** and refer as appropriate.
  - **Social and Health Services – refer all participants** to public assistance and health related programs using the following options:
    - **Help Me Grow WA Network: 1-800-322-2588:** The Help Me Grow WA Network meets the federal regulation to assure all participants have information about social services, public assistance and health related programs.
    - **Local Referral List:** List of current local health-related and public assistance programs in the area.
  - **Medicaid** – refer participants and families who aren’t currently on Medicaid and appear eligible.
  - **Immunizations** – refer infants and children to age 24 months who aren’t up-to-date. Select “**Immunization Status**” on the Health Information screen and enter the infant’s or child’s immunization status as follows.
    - **Unknown:** the caregiver didn’t bring the immunization record or staff can’t determine if the child is up-to-date.
    - **Up-to-date:** the child is up-to-date with immunizations.
    - **Not up-to-date:** the child isn’t up-to-date with immunizations. This includes when the family chooses not to immunize.
  - **Lead testing** - refer all children who haven’t received a blood lead test to the health care provider for testing.
  - **Alcohol and drug abuse counseling and treatment** – refer when appropriate.

At a minimum a participant would have a referral to the Help Me Grow WA Network, if no other referrals apply or are needed.

For example, if staff assess for the mandated referrals and the participant is on Medicaid (or wouldn’t be eligible), is current with immunizations (to 24 months of age), has been tested for lead, and doesn’t need drug/alcohol treatment information, the only referral staff must document is the Help Me Grow WA Network referral line or a local referral list.

3. Make additional referrals as appropriate by sharing a local referral line phone number, provide verbal or written referrals to programs or services, or provide a community resource handout (local referral list).



## Staff Tool: Referrals



4. Document all participant referrals in Cascades on the **Referral Program** in the **Care Plan** Quick Link.
  - Document [mandated referrals](#) and any additional general referrals made. See full list of Cascades referrals below.
  - See the following pages for more information about documenting in Cascades.

General referrals available in Cascades	
• Alcohol and Drug Counseling	• Immunizations
• Breastfeeding Peer Counselor	• Lead testing
• Dentist	• Local referral list
• Domestic Violence	• Medicaid
• FDPIR	• Medical Provider
• Food bank	• MSS
• Head Start	• Other*
• Help Me Grow WA Network	• SNAP
• Homeless shelter	• TANF

- \* Select “Other” when referring to a program or service not entered in Cascades. Staff have the option to edit the referral to document the specific referral made.

5. It’s best practice and recommended to follow-up on referrals to assess outcomes and document in Cascades. See [page 4](#) for an example.

This institution is an equal opportunity provider.  
Washington WIC doesn’t discriminate.

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](mailto:WIC@doh.wa.gov).



DOH 961-1171 February 2025



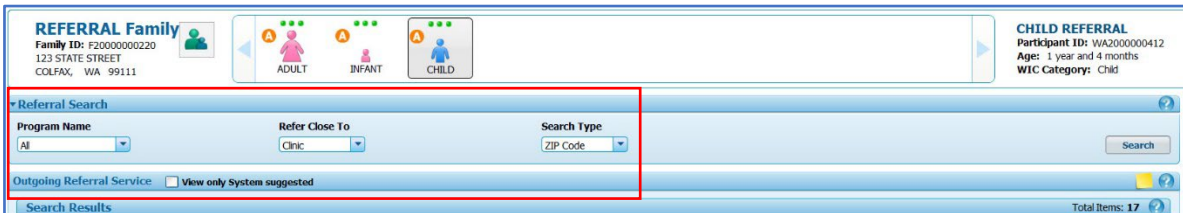

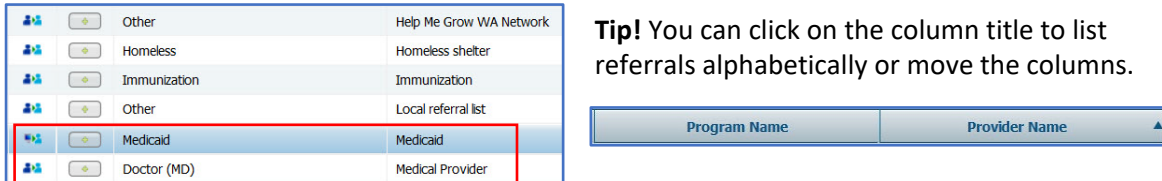
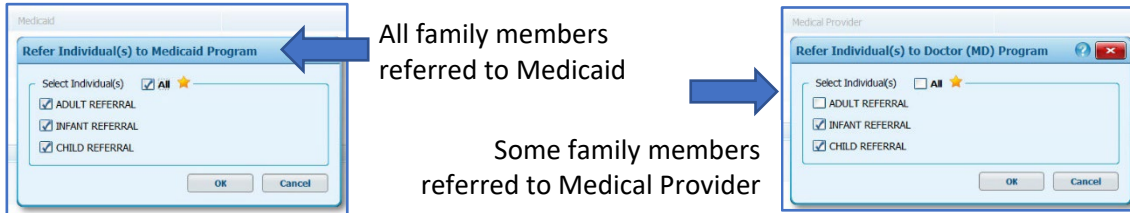
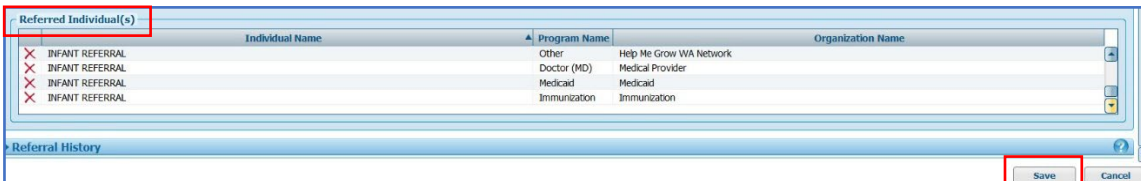





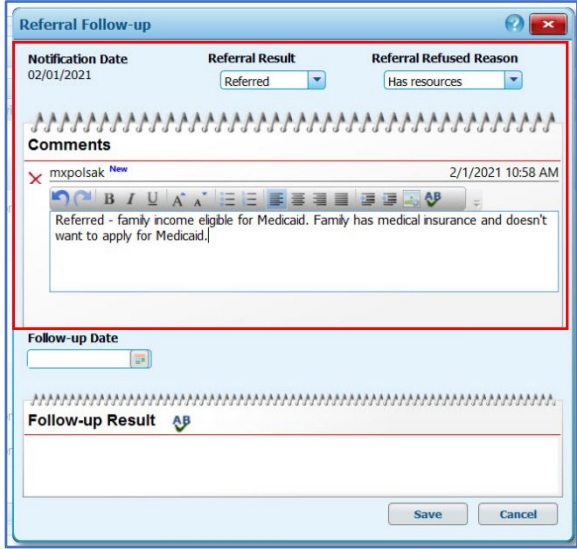
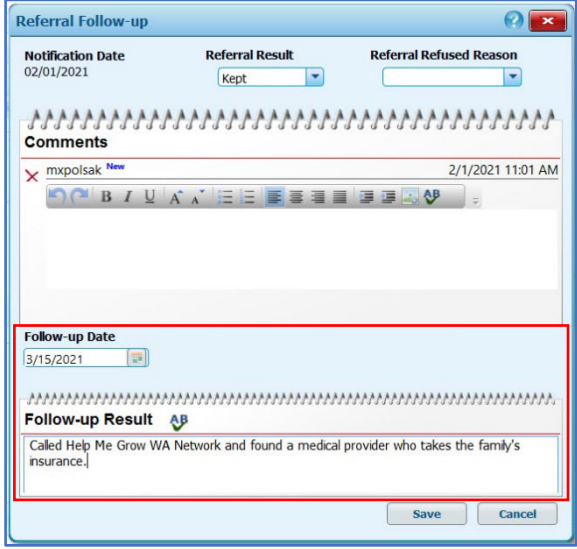
## Staff Tool: Referrals



### Cascades referrals

- Document all participant referrals on the **Referral Program** screen in the **Care Plan** Quick Link.
  - Cascades has [mandated referrals](#) and general referrals. Referrals are to types of health care providers (medical provider, dentist), programs (Medicaid, MSS, Head Start), and organizations or services (food bank, homeless shelter, etc.).
  - We use a generic address of 100 Main Street for each WIC clinic's ZIP code.
- The **Referral Program** screen is for documenting only. Referrals don't forward electronically to the referral organization.
  - Staff can print the **Referral Notification Form** and add information for the participant to take to the organization if needed.

Steps	Cascades Screen
<b>Access all Cascades referrals</b> <ul style="list-style-type: none"><li>Program Name = All</li><li>Refer Close to = Clinic</li><li>Search Type = ZIP Code</li><li>View only System suggested = Uncheck</li></ul> <b>Use other search criteria as appropriate.</b>	
<b>Select the referral</b> <ul style="list-style-type: none"><li>Press the  next to the referral</li></ul>	
<b>Select family members being referred</b> <ul style="list-style-type: none"><li>Select <b>All</b> to refer all family members</li><li>Select <b>Individual(s)</b> when the referral only applies to some family members</li><li>Press <b>OK</b></li></ul>	
<b>Save the referral(s)</b> <ul style="list-style-type: none"><li>Selected referrals go into the <b>Referred Individual(s)</b> container</li><li>Press <b>Save</b></li></ul>	

Steps	Cascades Screen
<p><b>Referral History</b></p> <ul style="list-style-type: none"> <li>All saved referrals appear in the <b>Referral History</b> container</li> <li><b>Optional Referral Notification form:</b> Print the form and fill out additional information for the participant to take to the provider or service as needed</li> <li><b>Edit or delete referrals:</b> <ul style="list-style-type: none"> <li>Use the  to delete</li> <li>Use the pencil icon to edit</li> </ul> </li> </ul>	
<p><b>Edit referrals</b></p> <ul style="list-style-type: none"> <li>Use the  icon to edit the referral</li> <li><b>Optional/Recommended</b> - Edit the referral to document: <ul style="list-style-type: none"> <li>Information about required referrals, for example if the family already has resources or isn't interested. For example: <ul style="list-style-type: none"> <li><b>Has Resources:</b> Family is eligible for Medicaid but has medical insurance</li> <li><b>Not Interested:</b> Infant or child not up-to-date on immunizations, but the family doesn't immunize</li> </ul> </li> <li>"Other" – list the specific referral</li> <li>Follow-up to referrals at future appointments</li> </ul> </li> </ul>	<p style="text-align: center;"><b>Examples of recommended Referral Follow-up</b></p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="800 802 1373 1403"> <p style="text-align: center;"><b>Required Referral – Has resources</b></p>  </div> <div data-bbox="1409 802 1982 1403"> <p style="text-align: center;"><b>General Referral - Follow-up at future appt</b></p>  </div> </div>