Module 22:

Community Referrals

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Overview

Introduction

This module will help you become familiar with the concept of community referrals. It also lists the Arizona Department of Health Services Hotlines and the website for the Arizona Community Action Association.

Learning Objectives

After completing this module the CNW will be able to:

- describe the referrals that are required by the State WIC Branch,
- describe the services provided by and general application guidelines for Food Stamps, Temporary Assistance to Needy Families (TANF), AHCCCS, and
- identify where to find local resources which may available to WIC participants.

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Words that you may not know are **underlined. Definitions for these words can be found in the **Glossary** at the end of the module. (Note: Words are only underlined the first few times they appear in the text.)*

Mandatory Referrals

Definition	Mandatory referrals are referrals that are **required** by the Arizona WIC Branch.
Requirements	A local agency shall provide each participant/applicant **written** information on the following programs: • Temporary Assistance to Needy Families (TANF), • Food Stamps and other food assistance programs, • AHCCCS, • child support enforcement programs, • substance abuse programs, including smoking cessation programs. When appropriate, the local agency shall refer applicants/participants to these programs.
Chart of Mandatory Referrals	The chart on the following pages gives details of the WIC Program's referral requirements for each of the programs.
Program Descriptions	Descriptions of the TANF, Food Stamps and AHCCCS programs are provided following the chart of *Referral Requirements.*

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Mandatory Referrals (continued)

Referral Requirements

Program	**Requirement-** *The Local Agency shall:*
TANF	• Provide written information to each adult applying for her/himself and/or for others at initial certification.
Food Stamps	• Provide written information to each adult applying for her/himself and/or for others at initial certification.
AHCCCS	• Refer all applicants/participants **except** those who already receive AHCCCS or whose family income is above applicable maximum. • Provide written information to each adult applying and reapplying for her/himself and/or for others.
Child Support Enforcement	• Provide written information to each adult applying for her/himself and/or for others at initial certification.
Other Food Assistance Programs	• Provide information to each adult applying for her/himself and/or for others when s/he cannot be served by WIC agency due to caseload or priority.
Substance Abuse	• Refer participants to appropriate counseling and treatment for the abuse of alcohol, nicotine, street drugs, prescription medications, and/or over-the-counter drugs and medications. • Provide a list of local resources for substance abuse counseling and treatment at initial certification.

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TANF

Program Description	The Temporary Assistance to Needy Families (TANF) Program is the federal program that provides money to eligible families until they are able to support themselves. (The program used to be called the “Aid to Families with Dependent Children [AFDC] Program” and “Welfare.)

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Food Stamps

Program Description

The Food Stamp Program is a federal program that provides low-income households monthly food coupons.

People can use Food Stamps at any food store and also at authorized farmers' markets. Food stamps can be used to buy:

- food and
- plants and seeds (so people can grow their own food).

People **cannot** use Food Stamps to buy:

- alcohol or tobacco products,
- lunch counter items or foods to be eaten in the store,
- vitamins or medicines,
- pet foods,
- paper supplies, or
- soap.

The amount of Food Stamps a household receives is based on the number of people in the household and on the household's monthly income.

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Eligibility

If a person receives TANF s/he may be eligible for Food Stamps.

People may also qualify if they:

- work for low wages
- are unemployed or work part-time,
- receive other assistance, or
- are elderly or disabled and live on low income.

A WIC participant may get Food Stamps. Eligible people can get both WIC and Food Stamps.

Food Stamps (continued)

Application Guidelines

People may apply for Food Stamps at any assistance office. The applicant will be asked to show: (from the previous 30 days)

- pay stubs,
- rent or mortgage payments,
- utility bills,
- child-care or elder-care bills, and
- child-support orders.

If eligible, the person will receive a paper coupon or a plastic card (similar to a bankcard) with a monthly allotment. The monthly allotment is dependent on the size of the household.

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AHCCCS

Program Description

AHCCCS is Arizona's Medicaid program. AHCCCS provides health care coverage for low-income families. It is also available to people with private health insurance.

Eligibility

To be eligible for AHCCCS a person must be physically present and living in Arizona with the intention of remaining permanently or for an indefinite time in Arizona.

People are **automatically eligible** for AHCCCS if they are on:

- Social Security Income (SSI) OR
- Temporary Aid to Needy Families (TANF)

The following people are also potentially eligible:

- Eligible refugees during the first 8 months after their arrival in the United States,
- "medically needy" people who are 65 years or older, blind, disabled, or families meeting the deprivation requirements who cannot pay for health care and are not receiving financial assistance,
- "medically indigent" people who are not eligible as "medically needy" and are:
    - under 21 years old,
    - 21-64 years old and reside in a skilled nursing facility, OR
    - pregnant

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AHCCCS (continued)

Eligibility (continued)

Special AHCCCS programs may cover certain individuals for full or restricted benefits if they meet other eligibility requirements.

AHCCCS Coverage

AHCCCS provides 2 levels of coverage. These are:

- full benefits or
- restricted benefits.

AHCCCS recipients who receive full-scope ACHHS coverage are eligible for the full range of necessary medical care including doctors, hospitals, drugs, dental services and eyeglasses.
OR
AHCCCS recipients who receive "emergency services only" or restricted benefits are eligible to receive only the specific services indicated on their card. (Many WIC participants receive "emergency services only.")

Application Guidelines

A person may apply for AHCCCS by:

- going to a county assistance office,
- meeting with an eligibility worker "out stationed" at a clinic or community-based organization, or
- mailing in an application.

The following describes the basic application process:

1. The applicant meets with a county eligibility worker or mails in the application.
2. The applicant completes an application and provides documentation such as proof of household address and income.
3. The eligibility worker determines if the applicant is eligible for AHCCCS.
4. The county AHCCCS office notifies the applicant of her/his status ("enrolled" or "declined") within 30 business days.

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ARIZONA DEPARTMENT OF HEALTH SERVICES HOT LINES

Listed below are the hotlines for the Arizona Department of Health Services.

Pregnancy and Breastfeeding Hotline

1-800-833-4642

Information about Pregnancy and Breast Feeding

Baby Arizona Prescreening
(AHCCCS for low income pregnant Arizonans)

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Children's Information Center

1-800-232-1676

Traumatic Brain Injury
Immunization
Dental Care
Kids Care
Rehabilitative Services
Early Intervention Program

Women Infant and Children (WIC)

1-800-252-5942

Locate the nearest WIC Office
Vendor Complaints

WEBSITE for Arizona Resources

Listed below is the website of the Community Action Association of Arizona.

Arizona Self Help.Org- This website is a project by the Arizona Community Action Association. Arizona Self Help is a fast and easy was to prescreen for possible eligibility for programs. This web site cannot guarantee that the client will qualify for the programs, but it may be helpful in telling participants where to go for help and what to bring with them.

www.ArizonaSelfHelp.org

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Arizona Self Help can tell clients if they might qualify for these programs:

- Food Stamps
- Women, Infants and Children Nutrition Program(WIC)
- School Lunch
- Emergency Food
- Temporary Assistance for Needy Families (TANF)
- Child Care Assistance
- Head Start
- Medical Assistance, including AHCCCS, S.O.B.R.A. and Kids Care
- Earned Income Tax Credit
- Energy Assistance Programs, including LIHEAP
- Federal Housing Assistance

Reporting Child Abuse

Reporting Is Mandatory

While assessing a participant's needs, you may get information that makes you suspect that a child has been abused or neglected. If so, you must report the information to **Child Protective Service**.

Unlike other information that a participant might share with you, child abuse information must be reported.

Check with your supervisor or mentor to get a copy of your agency's procedures on child abuse.

Local Resources

Definition

Local resources are the agencies or services that people in a community use to get help. Please ask your supervisor for your agency's list of local resources.

Finding Resources

You may also find local resources:

- in the "Community Services" section of your local phone book,
- in a local community resource/referral book,
- in your local agency referral book, or
- by using the Internet (a global information system connecting millions of computers).

Check with your local agency to see what resource(s) your agency uses for finding referrals.

If your agency uses the Internet to find referrals be aware that some web site information may NOT be up to-date.

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Local Resources (Continued)

Referral Chart

The chart on the following pages lists common needs/problems of WIC participants and referral resources that may help address these needs/problems.

The 6 needs/problems are:

1) Basic Needs,
2) Education/Employment,
3) Family Issues,
4) Health Care,
5) Legal/public Safety, and
6) Mental Health.

These 6 needs/problems are broken down into categories that may be found in the “Community Services” section of your local phone book.

The “Referral Resources” part of the chart lists the names of agencies or general kinds of programs that would help participants with each category of need.

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Learning Activity 1

To learn more about how your local agency makes referrals you may want to try **Learning Activity 1** found at the end of this module.

Learning Activity 2

To learn more about how to identify participants’ needs and make referrals you may want to try **Learning Activity 2** found at the end of this module.

Referral Chart

1. Basic Needs	
Needs/Problems	**Possible Referral Resources**
• **Financial Assistance**	
Poor budgeting Not enough income for basic living Costs	➢ General Assistance ➢ Social Security ➢ Supplemental Security Income (SSI) ➢ Temporary Assistance to Needy Families (TANF)
• **Food**	
Not enough income to buy food Poor food selection and/or food preparation skills Inadequate knowledge of good nutrition	➢ Commodity Supplemental Food Programs (CSFP)--**People who receive WIC benefits cannot receive CSFP** ➢ Expanded Food Nutrition Education Program (EFNEP)/ Agricultural Extension ➢ Farmers Markets ➢ Food Stamps ➢ Head Start ➢ Meals for Seniors ➢ School Breakfast and Lunch Program ➢ WIC
• **Housing**	
Crowded living situation Living in shelters Homeless Rehabilitation Needs low-cost housing or emergency place to stay	➢ Community Housing Groups ➢ County And City Housing Authority ➢ County Health Department: Environmental Health ➢ Department Of Fair Employment And Housing ➢ Disaster Service Agencies ➢ Emergency Housing/Shelters ➢ Fire Departments
• **Transportation**	
Does not own car or cannot drive a car; must rely on others for transportation Unreliable car Lives a great distance from services and stores Harsh weather restricts mobility Lack of public transportation Disabled	➢ Carpools, Vanpools ➢ Dial-a-Ride ➢ Public Transportation ➢ Rehabilitation Services ➢ Volunteer Organizations
• **Utilities**	
Inadequately heated/cooled home No electricity or plumbing at home Excessive utility bills	➢ Low-Income Home Energy Assistance Program ➢ Utility Assistance ➢ Weatherization Programs

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Referral Chart (continued)

2. Education/Employment	
Needs/Problems	**Referral Resources**
• **Education**	
Low literacy level Inability to speak and/or read English Unaware of available educational resources Unable to complete high school due to Pregnancy Special needs children Pre-school education	➢ Adult Schools ➢ Community Colleges ➢ Continuation High Schools ➢ County Department of EDUCATION ➢ English as a Second Language (ESL) Classes ➢ Head Start ➢ Literacy Programs ➢ Parenting Classes ➢ Parks and Recreation ➢ Teen Mother Programs ➢ Vocational Education Programs
• **Employment**	
Unemployment family wage earner(s) Lack of job/career training Job layoffs Poor job-hunting skills	➢ Employment Information Organizations ➢ Job Lines ➢ Job Training ➢ Unemployment Insurance ➢ Welfare to Work
• **Libraries**	
Needs information Interested in learning	➢ Public County, City and College Libraries

3. Family Issues	
Needs/Problems	**Referral Resources**
• **Adoption/Foster Care**	
Adoption counseling Wanting to get child back who was placed in foster care	➢ Adoption Agencies ➢ Child Protective Services (CPS) ➢ Foster Care Programs

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Referral Chart (continued)

3. Family Issues (Continued)	
• **Child Abuse and Family Violence**	
Spouse abuse Child abuse or neglect Elder abuse or neglect	➢ Counseling Programs ➢ County Department of Social Services ➢ Domestic Violence and Rape Crisis Hotlines ➢ Emergency Shelters ➢ Parenting Classes
• **Child Care**	
Refusal to use or unaware of affordable day care facilities Single parent	➢ Child Care Resource and Referral Programs ➢ Head Start ➢ Latchkey Programs
• **Family Planning**	
Not using available family planning resources Teen parent	➢ Community Clinics ➢ Planned Parenthood
• **Missing Children and Runaways**	
Missing Children	➢ Missing Child Programs ➢ Runaway Hotlines and Youth Shelters
• **Senior Services**	
Elderly Parents	➢ Area Agency on Aging ➢ Meals for Seniors ➢ Ombudsman Programs ➢ Senior Information and Referral
• **Veteran Services**	
Military discharge Medical care and counseling for veterans Home loans for veterans	➢ Arizona Veteran's Programs ➢ Family Service Centers ➢ Veterans Administration
• **Volunteer Services**	
Desire to learn new skill for future job Sentenced to community service instead of jail	➢ Retired Senior Volunteer Program (RSVP) ➢ Volunteer Bureau
• **Youth and Teen Services**	
Juvenile delinquency Teen pregnancy After school recreation	➢ Mentoring Programs – Big Brother/Big Sister ➢ Recreational Programs – YMCA/YWCA ➢ Teen Mother Programs

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Referral Chart (continued)

4. Health Care	
Needs/Problems	**Referral Resources**
• **AIDS/HIV**	
Mother or Child with AIDS/HIV High risk sexual or drug behavior	➢ AIDS Counseling Programs ➢ AIDS Hotlines ➢ HIV Antibody Testing Sites
• **Death and Dying**	
Death in the family	➢ Bereavement Groups ➢ Hospices ➢ Memorial Societies
• **Disability Services**	
Handicapped transportation Translation services Developmentally delayed Learning disabilities Handicapped or disabled wage earner(s) Handicapping conditions	➢ Children's Disabilities Programs ➢ Development Disability Programs ➢ Independent Living Programs ➢ Rehabilitation Programs ➢ Translation Services – Arizona Relay Service
• **Hospitals**	
Health care emergencies Accidents	➢ County Hospitals ➢ Poison Control Hotlines
• **Medical Care**	
No medical care Refusal to use or unaware of AHCCCS Limited money to pay medical bills when ineligible for AHCCCS Poor community or medical care No established family physician Reliance on emergency rooms for care Illness/injury/health problems Childhood and adult obesity Lack of health care providers Excessive medical bills	➢ Community Health Centers ➢ Health Maintenance Organizations (HMOs) ➢ Immunization Programs ➢ Indian Health Services ➢ AHCCCS ➢ Medicare ➢ Minor Consent Services ➢ Private Physicians and Dentists

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Referral Chart (continued)

4. Health Care (Continued)	
• **Mother and Child Health**	
Poor adjustment to parenthood Poor parenting skills Lack of prenatal and infant health care Childhood immunizations not up to date Runs out of infant formula Breastfeeding support	➢ Adolescent Family Life Program (AFLP) ➢ AHCCCS ➢ Breastfeeding Support Programs ➢ Child Health and Disability Prevention (CHDP) Program ➢ Genetically Handicapped Persons Program ➢ Healthy Families Program ➢ High-Risk Infant Follow-up Programs ➢ Immunization Programs ➢ Prenatal Care Guidance Programs (PCG) ➢ Public Health Nurses

5. Legal/Public Safety	
Needs/Problems	**Referral Resources**
• **In an Emergency**	
Life-threatening emergencies	➢ 9-1-1 ➢ Poison Control ➢ Suicide Prevention
• **Consumer Information**	
Problems with a store or product	➢ Better Business Bureau ➢ Department of Consumer Affairs
• **Disaster Services**	
Catastrophes such as fire, flood, or earthquake	➢ Disaster Service Organizations ➢ 9-1-1
• **Environmental Information**	
Water supply contaminated Lead exposure Pest such as insects or rodents Toxic spills	➢ Air and Water Quality Control Districts ➢ Arizona Department of Health Services Toxics Hotline ➢ Health Department: Environmental Health Units and Lead Poisoning Prevention Programs ➢ Pest Control Programs ➢ Recycling Programs

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Referral Chart (continued)

5. Legal/Public Safety (Continued)	
Needs/Problems	**Referral Resources**
• **Immigrant and Refugee Services**	
Immigration	➢ Immigration and Naturalization Services (INS) ➢ Refugee Resettlement Program
• **Legal Services**	
Irregular or nonexistent child support Custody and support issues Family member in jail Divorce/separation Legal problems such as eviction, utility cutoffs, collection agencies	➢ Child Protective Services (CPS) ➢ Child Support Enforcement Programs ➢ Defense Representation Services ➢ District Attorney ➢ Legal Aid Services ➢ Other Legal Advice Organizations
• **Public Safety**	
Unsafe neighborhood Emergencies	➢ Fire Prevention ➢ Law Enforcement ➢ Neighborhood Watch ➢ 9-11
• **Rape and Sexual Assault**	
Rape or sexual assault Sexual harassment	➢ Rape Crisis Hotline ➢ Shelters
• **Voter Information**	
Voter Information	➢ County Registrar ➢ Public Assistance Sites

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Referral Chart (continued)

6. Mental Health	
Needs/Problems	**Referral Resources**
• **Alcohol and Drug Abuse**	
Drug/alcohol abuse	➢ Prevention Programs ➢ Self-Help Programs ➢ Treatment Programs and Recovery Houses
• **Counseling**	
Difficulty coping	➢ Family Service Agencies ➢ Other Counseling Organizations
• **Crisis Intervention**	
Mental illness	➢ County Health Department Crisis Intervention Programs ➢ Mental Health Association ➢ Psychiatric programs
• **General Information and Referral**	
General Information	➢ Information and Referral Lines
• **Self-Help Resources**	
Single parent Self help and support Weight maintenance and eating disorders	➢ Self-Help Groups ➢ Self-Help Network ➢ Smoking Cessation Programs ➢ Weight Management Programs
• **Suicide Prevention**	
Feeling Suicidal	➢ Suicide Hotlines

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Description of Community Resources

Chart of Community Resources

The chart on the next pages lists and describes the resources that may be available in your community. Resources are categorized into one of the 6 needs/problems and are listed in **alphabetical order**.

Chart of Community Resources

1. Basic Needs

Financial Assistance:
Social Security is a federal insurance program that provides benefits for eligible workers and their families. Covered workers pay for Social Security by being taxed on the money they earn, and employers must match this amount. When the person retired, s/he receives up to a maximum amount of money each month, which is based on the amount s/he earned when s/he worked.
Supplemental Security Income (SSI) is a cash benefit program for low-income persons 65 and over, and for blind and disabled persons of any age who cannot work. To be eligible, a person must have little or no income or savings. The money comes from the federal government through the Social Security Administration. In California the state supplements the federal grant. SSI may be a person's entire income, or it may be added to the income already received from Social Security or other pension programs.
Temporary Assistance to Needy Families (TANF) provides money for eligible families until they are able to support themselves. The TANF check is sometimes referred to as the "welfare" check.

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Food Assistance:
CSFP Commodity Supplemental Food Program (CSFP) provides supplemental food and nutrition education to low income, pregnant, postpartum, and breastfeeding women, infants, children (up to 6 years old), and elderly people. CSFP gives monthly food packages that may include formula and rice cereal for infants. Participants usually pick up food packages at a distribution site. **People who receive WIC benefits cannot receive CSFP. If a child or senior relative in the family is not eligible for WIC, s/he may receive CSFP while other family members participate in WIC.**

Chart of Community Resources (continued)

1. Basic Needs (continued)

Food Assistance (Cont):

Emergency Food Sources include organizations that provide groceries and meals, or vouchers for food in emergencies. They include:

- soup kitchens
- emergency food banks, pantries, food closets
- Food Stamps
- churches
- community action agencies, and
- the Salvation Army

Expanded Food and Nutrition Education Program (EFNEP) teaches low-income families about nutrition and gives training on budgeting for, buying, storing and preparing low-cost nutritious food. It also addresses poor nutrition and hunger through its Food Access projects.
EFNEP is part of the Cooperative Extension Services of the University of Arizona. Paraprofessional nutrition education assistants, home economists, and administrative and clerical staff offer EFNEP services in many of the counties in Arizona. The Cooperative Extension also offers gardening and canning advice.

The **Food Stamp Program** provides monthly coupons to help people in low-income households buy the food they need for good health. **WIC participants may receive Food Stamps as well as WIC food instruments.**

Food Stamps are accepted at almost every food store and also at authorized farmers' markets. They may be used to buy food, or plants and seeds so people can grow their own food. They cannot be used for non –food items such as alcohol, tobacco products, paper supplies, or soap.

People who do not have legal status to be in the United States may not receive Food Stamps. However, children who are U.S. citizens are eligible to receive food stamps even if their parents are not eligible.

If a person receives TANF s/he is eligible for Food Stamps.

Head Start is a free, educational program for preschoolers and their families. Children and their families participate in classroom and home-based programs. The children receive nutritious meals while at the Head Start Center. (Also see "School Breakfast and Lunch Programs".)

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Chart of Community Resources (continued)

1. Basic Needs (continued)

Food Assistance (Cont):

Meals for Seniors: Group (Congregate) Meals and Meals-on-Wheels are available to help the elderly eat nutritious foods. These programs:

- provide good meals for people on limited budgets;
- encourage people to gather for socializing, information, entertainment and counseling; and
- help people retain their independence and avoid the need for more extensive services.

Hot meals are usually provided on weekdays (at midday) and on occasional weekends and holidays to persons who gather in a group setting. Regular home-delivered meals (often called "Meals-on-Wheels") may also be available for homebound seniors or people 60 or older with disabilities. Some group meals and meals-on-wheels programs are authorized to accept Food Stamps. Anyone 60 years old or older can participate in these programs, regardless of income. Spouses of senior meal participants can also get meals, no matter what their age.

School Breakfast and Lunch Programs provide free and reduced-price meals and snacks for those who qualify through schools, childcare providers, Head Start programs, and summer parks and recreation programs. During the summer, children under age 19 years can receive lunches at parks and/or schools near their homes.

Parents or caretakers sign up for the program by filling out an application at the beginning of the school year. They can also request an application from the school office any time during the school year. Those who receive TANF or Food Stamps are automatically eligible. Others who are low-income will need to fill out an application. They will need to supply information about their household size and income. Although social security numbers of adults in the households are requested on the application form, a social security number is not necessary to receive school meals.

The **Women, Infants and Children (WIC)** Program provides supplemental food, nutrition education and referral to health care for low-income pregnant, breastfeed and postpartum women as well as for children up to five years of age. Sometimes a family member of a WIC participant is not on WIC and may be eligible. Always ask about other members of the household.

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Chart of Community Resources (continued)

1. Basic Needs (continued)

Housing Assistance:
Community Housing Groups buy, renovate, and sell or rent to low-income families. Other groups like **Habitat for Humanity** build affordable housing with the cooperation of volunteers and homeowners.
County and City Housing Authorities assist in locating housing for homeless and low-income people. There is usually a waiting list. Housing Authorities also run housing renovation programs for owner-occupied and rental housing units.
The County Health Department may have a program that can help with unsafe housing problems. If hazards are dumped in the neighborhood, **the Hazards Materials Division of the Health Department** can help look into the problem. If there is lead contamination, the **Environmental Health Division of the Health Department** can help.
Department of Fair Employment and Housing provides assistance for individuals and families who think they are experiencing discrimination while getting housing. This department investigates all such discrimination accusations and takes legal action if needed.
Disaster Services Agencies such as the **American Red Cross** help out in emergencies and natural disasters such as during floods, fires, and earthquakes. During such an emergency you can also call **9-1-1** if the phone lines are working.
Emergency Housing/Shelters give people a place to stay for a short period of time. The **Salvation Army** may run a shelter or provide a voucher for a hotel or motel. The **City Housing Department** may have other local shelters for temporary stays. **County welfare offices** may offer some assistance through vouchers for food and lodging. Migrant farmworkers may be able to find temporary housing in a labor camp or farmworker housing project. These can be located by contacting the **County Housing Authority** or the **State Department of Housing and Community Development.** There may also be a shelter for teens. People who plan to stay in one area should call the **County Housing Authority** to be put on waiting lists for apartments or public housing.
Fire Departments may make free home safety inspections.

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Chart of Community Resources (continued)

1. Basic Needs (continued)

Transportation:
Carpool and Vanpool Programs in many cities and counties connect individuals with others to share driving**.**
Dial-A-Ride Programs pick people up at their door and deliver them to the location they wish to go. In some locations these services are specifically for people with disabilities and/or seniors. Cost of this service may vary.
Public Transportation differs throughout California. It may include:\ • bus, • subway, • train, • light rail, or • ferry •
Rehabilitation Services often provide transportation services to disabled people. (Look under ”disability services” in the phone book.)
Volunteer Organizations, such as the **American Red Cross**, offer rides to people in need, especially if the person is disabled. Religious organizations such as **Catholic Social Services** and **Lutheran Social Services** will also help with transportation. (These agencies are usually listed in the “volunteer services” part of the *Community Services* part of the phone book.)

Utilities:
Utility Assistance Programs help low-income families pay utility bills. This may include establishing a monthly repayment program. Other groups like the **Salvation Army** may also help.
Weatherization Programs through some utility companies, help with home weatherization.

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Chart of Community Resources (continued)

1. Basic Needs (continued)

Education:
Adult Schools may offer high school equivalency or GED preparation, English as a Second Language (ESL), citizenship, vocational training, and/or creative arts classes.
Continuation High Schools are offered by many school districts as an alternative to the traditional high school program for teens such as teen mothers.
The **County Department of Education** often provides special education, such as speech therapy to special needs children.
English as a Second Language (ESL) Classes usually focus on oral communication skills with some instruction in reading and writing skills. These are offered in **adult schools** and at **community colleges.**
Head Start is a free educational program for preschoolers and their families. Children and their families participate in classroom and home-based programs. The children receive nutritious meals while participating in the activities.
Literacy Programs teach educational and social survival skills of reading, writing and speaking English. Most have volunteer tutors that work with students one-on-one or in small groups. Sometimes literacy programs are offered by **public libraries.**
Local School Districts provide information about educational opportunities that include elementary, secondary and higher education in the community. **County Departments of Education** and **community colleges** also have some of this information.
Parenting Classes help parents develop skills necessary to raise children. Classes usually focus on learning appropriate behaviors, discipline and communication skills. Some classes help parents who have had children removed from their homes so they can resume their parental responsibilities.
Parks and Recreation Departments offer classes and activities on a wide range of topics. (Look under *Parks and Recreation Facilities* in the phone book).

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Chart of Community Resources (continued)

1. Basic Needs (continued)

Education (Cont):
Teen Mother Programs are special classes for expectant mothers. The regular school curriculum is taught in addition to mothering-parenting skills. These programs help pregnant teens earn high school diplomas.
Vocational Education Programs provide on-the-job training and opportunities for learning new skills. Vocational programs may be run by community agencies. Some vocational education programs target women, developmentally delayed adults, or disabled people.

2. Education/Employment

Employment:
Job Lines can give callers information about available jobs. State, county, and city government agencies and community colleges operate job-lines.
Job Training Partnership Act (JTPQA) Programs provide job training services for economically disadvantaged adults and youth, dislocated workers, and others who face employment barriers. The program is especially helpful to: • people who want to get back into the job market or who have never been employed; • young people who have dropped out of school or need help finding work; or • "displaced" workers, such as those who were laid off or lost their jobs when a company closed or moved.
Unemployment Insurance Benefits may help people who lose their jobs or are employed part-time at a very low wage. People who quit their job without a good reason or were fired for intentional misconduct are generally not eligible for benefits. To receive unemployment benefits, a person must continue to look for work. To apply a person should call the state **Employment Development Department** to find the nearest office. Job Service, part of the Employment Development Department office, can also help and refer people to job openings and training programs.
Welfare to Work Programs may provide such support as adult education, job training, work-study, job search, job readiness assistance, child care, and transportation.

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Chart of Community Resources (continued)

2. Education/Employment (Cont)

Libraries:
Public Libraries, such as county, city and some university and college libraries priovide a wealth of information. Libraries have books, videos, films, English as a second Language and literacy classes, and children's programs. Sometimes libraries may also offer referral services.

Adoption and Foster Care:
Adoption Programs provide assistance to parents who want information about placing their children for adoption and to adults who want information about adopting children. These services are provided by the County Department of Social Services and by community based non-profit organizations.
Child Protective Services (CPS) is run by **the County Department of Social Services** and places children infester homes when needed.
Foster Care Programs assist with the recruitment, training and licensing of person s who want to care for children in their homes. Foster care is offered by County Department of Social Services and by community based non-profit organizations.

Child Abuse and Family Violence:
Counseling Programs focus on the prevention and treatment of chld abuse, neglect, and battering of spouses. Services include parenting classes, support groups and socialization experiences. Counseling helps people break the cycel of abuse.

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Chart of Community Resources (continued)

2. Education/Employment (Cont)

Child Abuse and Family Violence (Continued):
County Department of Social Services provides information, counseling, referrals and/or services related to prevention and treatment of child abuse and neglect, spouse abuse (including battered women and people who batter) and elder abuse and neglect. The Department provides these services through: • **Children's Protective Services (CPS)** • **Child Abuse Hotline** • **Adult Protective Services (APS)** (for depend adults and seniors) • Local domestic violence counseling centers and shelters.
Emergency Shelters provide emergency housing for women and children who are victims of family violence. Most shelters also provide services such as counseling and legal advocacy.
Parenting Classes help parents develop skills necessary to raise children. Classes usually focus on learning appropriate behaviors, discipline and communication skills. Some classes assist parents who have had children removed from their homes so they can resume their parental responsbilities.

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3. Family Issues

Child Care:
Childcare Resource and Referral Programs provide information about licensed childcare centers and family day care homes to parents who needchild care and help in choosing quality care. Help is also available to people interested in becoming licensed childcare provders.
Head Start is a free educational program for preschoolers and their families. Children and their families participate in classroom and home-based programs. The children receive nutritious meals while participating in the activities.
Latchkey Programs provide childcare before and after school for children with working parents.

Chart of Community Resources (continued)

3. Family Issues (continued)

Family Planning:
Family Planning Programs provide information and referrals to assist individuals in planning the size of their families and spacing pregnancy. Information about pregnancy, birth control, and pregnancy alternatives is available to families. Examples of available programs are: • **Office of Family Planning, Department of Health Services** • **Planned Parenthood** • **Community Clinics** • **Adolescent Family Life Program (AFLP)**

Missing Children and Runaways:
Missing Child Programs help find missing children and assist their families with information and referrals to counseling services.
Runaway Hotlines and Youth Shelters provide a link between runaways and their families. Counseling, information and referrals, emergency shelter, food, transportation and health services are available at shelters.

Senior Services:
Area Agency on Aging gives guidance to local senior programs and oversees congregate meals. Contact this agency for local program numbers.
Meals for Seniors provides hot meals to seniors on weekdays in a group or congregate setting. Hbome delivered meals may also be available for homebound seniors. (see "Meals for Seniors" listed under Basic Needs for more information.)

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Chart of Community Resources (continued)

3. Family Issues (continued)

Senior Services (Continued):
Ombudsman Program investigates complaints about long-term care facilities that may affect a patient's health, safety, welfare, or rights. If families have problems with a nursing or convalescent home, they acan call the Ombudsman Program.
Senior Information and Referral provides information and referral for seniors, 60 years old and older. Information is provided on such topics as education, employment, financial assistance, health, housing, in-home care, long term care, legal services, recreation, and transporation.

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Veterans Services:
The **Veteran's Administration** offers many services. These include: **Family Service Centers:** These programs offer counseling for veterans. These services are offered at local veteran centers and at Veteran's Administration Centers.

Volunteer Services:
Retired Senior Volunteer Program (RSVP) provides persons 60 years and older with volunteer opportunities. The program also provides community improvement by placing experienced senior volunteers in community organizations and governmental agencies.
Volunteer Bureau assists people who want to volunteer and provide community service. Training and help in developing volunteer programs is often also provided.

Chart of Community Resources (continued)

3. Family Issues (continued)

Youth and Teen Services:
Mentoring Programs are designed to prevent high-risk youth from becoming juvenile delinquents. Staff work to "turn their lives around". Programs often match adults with youth to serve as role models. Mentoring organizations include Big Brothers/Big Sisters and the PAL (Police Athletic League). Churches may also offer youth programs.
Recreational Programs provide recreational opportunities for youth after school, on weekends and during school holidays. Recreational opportunities include such activities as arts and crafts and sports. Some organizations that provide these services include Boys and Girls Clubs, Boy/Girl Scouts, Camp Fire Girls, YWCA, YMCA, Junior Achievement and 4-H Clubs.
Teen Mother Programs are special classes for expectant mothers. The regular school curriculum is taught in addition to mothering-parenting skills. These programs help pregnant teens earn high school diplomas.

AIDS/HIV Services:
AIDS Counseling Programs offer counseling for individuals with HIV and to their families and friends.
AIDS Hotlines answer questions about AIDS or HIV infection.
HIV Antibody Testing Programs provide free and anonymous HIV antibody testing. Organizations that provide this service include the County Departments of Health and local AIDS consortia.

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3. Family Issues (continued)

Death and Dying:
Bereavement Groups provide counseling and support for family and friends of individuals who have died. There may be special groups to assist children with the loss of a loved one. Local and state agencies operate hotlines that refer people to these services.
Hospices provide skilled nursing care for terminally ill patients and to their families in a home-like setting. Staff may also provide support to patients in their own homes and offer bereavement counseling.
Memorial Societies are non-profit associations that provide low-cost cremation and burial plans. They also provide information about organ donations, and arrangements in case a person is unable to make decisions about legal, medical and financial affairs.

Disability Services:
Children's Disabilities Programs provide services for infants and children who have disabilities. The **March of Dimes** and **Easter Seals** also offer similar services.
Developmental Disability Programs help developmentally disabled people find jobs and get training to live independently. Programs include the **Associations for Retarded Citizens** and **Goodwill Industries.**
Independent Living Programs provide independent living training to individuals who have disabilities. Training is provided in housing, social, home management, transportation, and money management. The goal of the program is to train the individual to become an independent and contributing member of society.
Rehabilitation Programs help people with limited physical and mental abilities to achieve the most productive life possible. Program services include independent living skills, employment assistance, and physical therapy.
Translation Services help persons with disabilities in communicating. Services include sign language translation and telephone relay services. The **Arizona Relay Service** operates a telephone relay servcice for deaf people.

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4. Health Care

Hospitals:
County Hospitals provide a broad range of inpatient, outpatient and emergency care for low-income people without regular medical care.
Poison Control Center provides information on preventing poisoning and responding to accidental poisoning on an emergency basis.

Medical Care:
Ability to Pay (ATP) programs provide free or low cost health services to persons who are not able to receive ACHHS or who have medical expenses that ACHHS, Medicare, or private insurance will not fully cover. In some locations, county health facilities provide this service. In other counties, the county contracts with the state to provide ATP services. Each county will have its own application procedures, as well as eligibility and benefit rules.
Community Health Centers are available in some counties to serve low-income people. At these clinics, care is available even if a person: • Cannot receive full ACHHS benefits; • Is waiting for an ACHHS application to be processed; • Has little or no money to pay for care.
Health Maintenance Organizations (HMOs) offer health care plans. HMOs, such as **Kaiser**, generally offer preventive care through a system of physician networks. Patients are referred for services within the network.

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Chart of Community Resources (continued)

4. Health Care

Medical Care (Continued):
Healthy Families Program provides private health insurance coverage to low-income children. The program provides: • medically necessary hospitalization; • physician, medical and surgical services; • inpatient and outpatient services; • prescription drugs; • well-baby and well-child care services; • mental health services and substance abuse treatment; • occupational, physical and speech therapies; • laboratory and x-ray services; • dental services; and • Vision services including annual exams and eyeglasses.
Immunization Programs offer immunizations to protect individuals against preventable communicable diseases. County Departments of Health often provide this service for free or at very low cost.
Indian Health Services Programs provide complete physical examinations, some medications, and therapy to eligible Native Americans at free or reduced cost. Routine prenatal and postpartum examinations, family planning, well-child care, mental health, and alcohol treatment services are available. Direct services are provided through local tribal health clinics.

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4. Health Care (continued)

Medical Care (continued):
ACHHS is Arizona's Medicaid program. ACHHS provides health care coverage for low-income families.
Medicare pays medical costs for some people 65 and older, and some people with disabilities. Sometimes Medicare benefits are automatic, and other times it is necessary to apply.
Minor Consent Services provide services to people 12 to 21 years of age. These services cover treatment related to: • drug or alcohol use, • sexually transmitted diseases, • pregnancy or family planning, or • mental health. •
Private Physicians and Dentists are usually listed in the yellow pages of the telephone book under "Physicians" or "Dentists".

Mother and Child Health:
Breastfeeding Support Organizations such as **La Leche League** provide breastfeeding support groups and problem-solving help.
High-Risk Infant Follow-up Program (HRIF) provides in-home support services and medical follow-up for high-risk infants. HRI*F programs help families learn to care for high-risk infants. The program also refers infants to special services as needed. Infants must have certain medical conditions such as drug addiction, prematurity, or birth defects, or be born to a teenage mother, or a mother with poor parenting skills to be eligible for the program.

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4. Health Care (continued)

Mother and Child Health:
Immunization Programs provide free immunizations in the community. These may be run by county or community clinics, or neighborhood groups. WIC programs may coordinate appointments with an immunization clinic.
Public Health Nurses help families with health care. They also take referrals from WIC staff for situations such as when children are suspected of having communicable diseases or teenage mothers who need help.

Consumer Information:
Consumer Fraud Programs investigate allegations of consumer fraud and try to achieve a resolution. Organizations that provide this service are the **District Attorney's Offices** and the **Better Business Bureau.**

Disaster Services:
Disaster Services Organizations provide help during or after such disasters as earthquakes, hurricanes, tidal waves, floods and fires. These programs also provide education about disaster preparedness. Programs that offer these services include **Emergency Housing, American Red Cross (ARC),** and the **Salvation Army.** You can also call **9-1-1.**

Emergency:
9-1-1 is for life-threatening emergencies only.
Poison Control Center provides information on preventing poisoning and responding to accidental poisoning on an emergency basis.
Suicide Prevention programs provide hotline and crisis intervention services for persons who are contemplating suicide.

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Chart of Community Resources (continued)

4. Health Care (continued)

Environmental Information:
Air and Water Quality Control Programs regulate sourcfes of pollution to improve a8ir and water quality. They also give information to the public about how to solve neighborhood concerns.
Arizona Department of Health Services Toxics Hotline gives information on safe disposal of hazardous h ousehold products. There is also a **Waste Alert** hotline that investigates reports of illegal and toxic waste handling.
Local Health Department – Environmental Health Units ensure that individual owner's sewage disposal systems (septic tanks) do not cause pollution or health hazards, regularly inspect public water systems and test water samples from private water supplies suspected of being contaminated, and inspect food service facilities to ensure that the food is cleaned ansd safely prepared. Sanitarians investigatge complaints of solid waste disposal (including garbage and trash) and hazardous waste disposal. Local health departments also operate a program to control flies, mosquitoes, ticks and rodents. **Lead Poisoning Prevention Programs** provide education on how to prevent lead poisoning and may also assess the home for possible lead sources.
Pest Control Programs provide centers to collect recyclable materials. There is also a hotline that refers people to local recycling centers.

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Chart of Community Resources (continued)

5. Legal/Public Safety

Immigrant and Refugee Services:
Immigration and Naturalization Services (INS) provides services to assist in amnesty, citizenship, suspension of deportation, asylum, and immigration/legal residency.
Refugee Resettlement Program assists refugees with resettling in a new and different culture. Services include assistance such as information and referral, housing, food, and education.

Legal Services:
Child Protective Services (CPS) investigates child abuse reports. (You must contact CPS if you suspect that a child is being abused. This is a situation where you can give out the participant's name, address and phone number without letting her/him know. Talk with your supervisor before making this referral.) CPS can also help parents find out about counseling and support services if they need help being a good parent.
Child Support Enforcement Programs assist with child support issues. (Both parents have a financial responsibility for child support, no matter where the child lives or which parent the child lives with.) **The District Attorney's Office** can help locate a parent and collect child support payments.
Defense Representation Services are provided by the **Public Defender's Office.** Legal defense services are offered to anybody, including juveniles charged with a crime who are unable to afford a private attorney.
Legal Aid Services represent low-income individuals and senior citizens for civil matters such as housing, public benefits, employment, health, and immigration. Some of the organizations that provide this service include the **American Civil Liberties Union** and local legal aid services.

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Chart of Community Resources (continued)

5. Legal/Public Safety (Continued)

Legal Services (Continued):
Other Legal Advice Organizations provide advice, make referrals, or help with legal counseling in areas such as TANF, Food Stamps, Social Security, SSI, unemployment, repossessions, evictions, debt collection, immigration rights, rights of the handicapped and mentally disabled. These organizations include: • **Arizona Bar Association** • **American Civil Liberties Union (ACLU)** • **Gay and Lesbian Legal Services** • **Mexican-American Legal Defense (MALDEF)** • **American-Indian Legal Services** • **National Association for the Advancement of Colored People (NAACP) Legal Defense** • **Victim Witness Assistance Program** • **Department of Fair Housing and Employment**

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Public Safety:
9-1-1 is for life-threatening emergencies only.
Fire Prevention Programs respond to fire and related emergencies. They also offer fire prevention, educational programs, and fire inspections.
Law Enforcement – Police and Sheriff's Departments offer crime prevention services such as community education, home and business safety inspections, and neighborhood surveillance programs.
Neighborhood Watch Programs help with community safety and are usually run by neighborhood groups who patrol the community and keep a watchful eye out for their neighbors.

Chart of Community Resources (continued)

5. Legal/Public Safety (Continued)

Rape and Sexual Assault:
Rape Crisis Hotlines are 24-hour crisis intervention hotlines for sexual assault survivors, their families and anyone concerned about sexual assault. Support, public prevention and education are also offered.
Shelters offer temporary housing to abused women.

Voter Information:
County Registrar – Voter Registration provides voter registration services. During elections, voters often can register at local grocery stores and libraries.
Public Assistance Sites, including WIC sites, welfare and motor vehicle registration offices, also provide voter registration services. These sites are required to: • provide registration forms, • provide assistance in registering, and • mail completed forms to the county registrar.

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Chart of Community Resources (continued)

5. Legal/Public Safety (continued)

Alcohol and Drug Abuse:
Prevention Programs are designed to prevent the use of chemical substances and tobacco by individuals. Organizations that provide such programs include the **American Cancer Society (ACS)**, the **American Lung Association**, and the **National Institute of Drug Abuse.**
Self-Help Programs help people to stop using drugs and alcohol. Programs include the `12-step programs of **Alcoholics Anonymous (AA), Alanon, Alateen, Narcotics Anonymous (NA), Cocaine Anonymous (CA)**, and **Adult Children of Alcoholics (ACA).** Some groups support families and friends who are affected by another person's use of drugs and/or alcohol.
Treatment Programs often available through **County Health Departments** provide detox outpatient services. Information, counseling and individual or group support services for alcohol, drug, and/or tobacco-dependent people and their families are provided. Many programs also offer crisis intervention services. Local hotlines also provide support.

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Counseling:
Family Service Agencies provide counseling regarding premarital, marital, divorce adjustments, parent-child relationships, and other family issues. Licensed professionals offer counseling.
Other Counseling Organizations that offer counseling, information, or referrals for families and individuals having problems with mental health include: • **Grief and Bereavement groups,** • **Parental Stress Lines,** • **California Self-help Centers,** • **County Mental Health Associations, and** • **County Departments of Mental Health.**

Chart of Community Resources (continued)

5. Legal/Public Safety (continued)

Crisis Intervention:
County Health Department Crisis Intervention Programs provide mental health evaluation and treatment for individuals needing urgent care. After the initial assessment and treatment, individuals are usually referred to other programs for long-term treatment.
Mental Health Association programs provide information and referrals to mental health resources.
Psychiatric Programs provide psychiatric care in secure supportive environments. Treatment includes extensive therapy, individual/group/family counseling, and after-care support groups. Placement in long term out-of-home care facilities is arranged for patients that are unable to return to their homes. State and county hospitals provide these services for low-income individuals.
Other Services such as hotlines and support services are available for a variety of mental health needs. Some are designated for special needs such as homelessness or gambling addiction.

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6. Mental Health

General Information and Referral:
Information and Referral Lines refer callers to services for individuals and families in need. Operators on these lines are trained to help callers to figure out what they need if they are not sure. Depending on the community and the agency, phone lines may be open only during usual working hours or as much as 24 hours a day, 7 days a week.

6. Mental Health (continued)

Self Help Resources:
Self-Help Groups are groups where people with similar concerns/problems assist each other in achieving their goals. Self-help groups are fun by **La Leche League**, **Alcoholics Anonymous**, **Narcotics Anonymous**, **Parents Without Partners**, and caregiver support groups.
Self-Help Network is a hotline that provides referrals to variety of support groups statewide.
Smoking Cessation Programs offer free or low-cost help to people who want to stop smoking. Programs are offered by organizations such as the **American Lung Association**, American Cancer Society**, and** County Health Departments.
Weight Management Programs such as **Overeaters Anonymous** (a no-cost self-help group) and **Weight Watchers** and **TOPS** (low-cost programs) help people lose weight in a healthy way.

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Suicide Prevention:
Suicide Hotlines provide crisis intervention services for individuals who arfe contemplating suicide. **800 SUICIDE PREVENTION (voice): 1-800-448-3000** **800 SUICIDE PREVENTION (TDD): 1-800-448-1833**

Summary

Mandatory Referrals	Mandatory referrals are referrals that are required by the Arizona WIC Branch.
Referral Requirements	A local agency shall provide each participant/applicant **written** information on the following programs: • Temporary Assistance to Needy Families (TANF) • Food Stamps and other food assistance programs • AHCCCS • child support enforcement programs • substance abuse programs, including smoking cessation programs • Child Health and Disability Prevention (CHDP) program
Local Resources	Local resources are the agencies or services that people in a community use to get help.
Finding Resources	You may find local resources: • in the “Community Services” section of your local phone book • in a local community resource/referral book • in your local agency referral book • by using the Internet (a global information system connecting millions of computers)

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Glossary

case study – A case study is a description of a person or situation that is studied to decide the best plan of action.

Food Stamps – The Food Stamp Program is a federal program for low-income families that provides monthly coupons for buying food.

Internet – The Internet is a global information system connecting millions of computers through which people can send letters, “chat” electronically, and/or look up information.

local resources –Local resources are the agencies or services that people in a community use to get help.

making a referral - Making a referral is identifying the participant’s needs that cannot be addressed by the local WIC agency and helping the participant find the community services that may help her/him meet those needs.

mandatory referrals – Mandatory referrals are referrals that are required by the Arizona WIC Branch.

Medicaid – Medicaid is the federal program that provides health care coverage for low-income families and certain individuals that have no health insurance.

AHCCCS – AHCCCS is Arizona’s Medicaid program. It provides health care coverage for low-income families and certain individuals who have no health insurance

Temporary Assistance to Needy Families (TANF) – The Temporary Assistance to Needy Families (TANF) Program is the federal program that provides money to eligible families until they are able to support themselves.

web site – A web site is a page or group of pages on the Internet that present information about a company, organization or subject.

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Progress Check

1. Put a check mark (√) before the referrals that are required by the WIC Program.

_____ Child, Health and Disability Prevention (CHDP) Program

_____ Food Stamps

_____ Career counseling services

_____ ACHHS

_____ Temporary Assistance to Needy Families (TANF)

_____ Substance abuse programs

_____ Child support enforcement programs

_____ Family planning services

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2. Put a check mark (√) before any of the resources that could be used to find a referral agency.

_____ Local telephone book

_____ AIM Training Manual

_____ WIC Program Manual

_____ Local community resource/referral book

_____ Local agency referral book

_____ Computer

3. For each of the problems listed match it to the general area of need.

	Problem/Need		**Area of Need**
____	Unable to read	A.	Basic Need
____	Homeless	B.	Education/Employment
____	Person is HIV-infected	C.	Family Issues
____	Person is feeling suicidal	D.	Health Care
____	Person is a refugee wanting citizenship information	E.	Legal/Public Safety
____	Person's child was placed in foster care	F.	Mental Health

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Learning Activities

The following activities are included and are recommended for interactive learning:

- Learning Activity 1: Local Agency Referrals
- Learning Activity 2: Case Studies

Activity 1: Local Agency Referrals

Learning Objectives

After completing this activity the CNW will be able to:

- Identify how referrals are made at her/his local agency.

Instructions

1. Ask your supervisor to explain how your local agency makes referrals.
2. Use the form on the next page to record your notes.
3. Also ask your supervisor or mentor to arrange to have you observe several staff as they make referrals.
4. When you are finished, discuss the referral process with your supervisor.

Continued on next page

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Activity 1: Local Agency Referrals (continued)

1. What resource does your local agency use to make referrals?

   Phone Book
   Local Agency Referral Book
   County Referral Book
   Rolodex cards
   Other, specify_____

2. How does your local agency make mandatory referrals?

3. What materials are given to participants when a referral is made?

4. What is the local agency's referral procedure? Does the agency have a written procedure?

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Activity 2: Case Studies

Learning Objectives

After completing this activity the CNW will be able to:

- Identify and locate a referral(s) for each of the case studies presented.

Background

The *Referral Chart* found in this module lists and describes referral agencies. The chart is categorized according to need with referral resources listed alphabetically.

Instructions

1. Read each of the 5 case studies on the following pages.

2. For each case study:
   - identify the need(s) of the participant,
   - write down these need(s),
   - identify the referral(s) you might give to help the participant with these needs, and
   - write down the referral(s)

   Use the *Referral Chart* and your local agency's referral directory/book to guide you.

3. When you are finished, discuss each of the case Studies with your supervisor.

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Activity 2: Case Studies

Case Study 1:

Participant: Brenda Johnson

Brenda is a single parent of a 2-year old. She works part-time and wants to go back to school. She does not have childcare for her 2-year old. Her ex-husband has not been providing child support payments.

Participant's Need	**Possible Referral:**

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Activity 2: Case Studies

Case Study 2:

Participant: Thuy Nguyen

Thuy does not speak English. She is interested in improving her English. She is new to the area sand is having a hard time adjusting to life in the United States. She has an 18-month old child that needs to be immunized.

Participant's Need	**Possible Referral:**

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Activity 2: Case Studies

Case Study 3.

Participant: Alicia Martinez

Alicia is pregnant. She has just been evicted from her apartment because she could not pay rent. She smokes a pack of cigarettes a day. She also tells you she is having problems with her teeth.

Participant's Need	**Possible Referral:**

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Activity 2: Case Studies

Case Study 4:

Participant: Susan Whitecloud

Susan has 3 children. She has a 6-month old that she is breastfeeding. She tells you she is having a lot of breast pain. She does not have enough food to feed her 2 teenage children. She has bruises on her arms that she got from her boyfriend. She says he "gets rough when he drinks."

Participant's Need	**Possible Referral:**

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Activity 2: Case Studies

Case Study 5:

Participant: Jennifer Bailey

Jennifer is a 21-year old single parent of a 20-month old child, David. David is not yet walking or talking. Jennifer is worried about him. She tells you she "can hardly get u p in the morning to deal with life." She arrives dressed in thin clothes even though it is cold outside. She lives in a rural area and does not have a car.

Participant's Need	**Possible Referral:**

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Progress Check Answers

1. Put a check mark (√) before the referrals that are required by the WIC Program.

___√___ Child, Health and Disability Prevention (CHDP) Program

___√___ Food Stamps

_____ career counseling services

___√___ AHCCCS

___√___ Temporary Assistance to Needy Families (TANF)

___√___ substance abuse programs

___√___ child support enforcement programs

_____ Family planning services

DRAFT

2. Put a check mark (√) before any of the resources that could be used to find a referral agency.

___√___ Local telephone book

_____ AIM Training Manual

_____ WIC Program Manual

___√___ local community resource/referral book

___√___ local agency referral book

___√___ computer

3. For each of the problems listed match it to the general area of need.

Problem/Need		Area of Need
B	Unable to read	A. Basic Need
A	Homeless	B. Education/Employment
D	Person is HIV-infected	C. Family Issues
F	Person is feeling suicidal	D. Health Care
E	Person is a refugee wanting citizenship information	E. Legal/Public Safety
C	Person's child was placed in foster care	F. Mental Health

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