

**2010 CA WIC Program  
Best Practices Awards  
Nomination Form**

**Excellence in Health Linkages  
(Agency Award)**

**Directions:**

**The best practices awards are for activities during the federal fiscal year 2009 (October 1, 2008-September 30, 2009).** Complete all sections of the form. "Agency" awards recognize the best practices of the organization, and "individual" awards recognize the unique contributions of an individual staff member. The information provided in the nomination form may be included in the Best Practices Awards program. Remember to include your name and contact information as we may contact you for additional information. This form is designed for you to enter information within expandable fields after every question.

**Nomination:**

**Excellence in Health Linkages Nominee:** **American Red Cross WIC** (Agency Name)

**In the past 12 months**, has the agency collaborated with community health partners,(e.g., dental, mental, social services) in your community? Yes No

With whom did the agency partner? **Our agency partnered with over 100 health care providers and several community-based organizations in order to better inform and educate the community about the new food package (including the First 30 Days policy). We hired a health care provider outreach worker to establish relationships with key physicians, clinics, and community partners in our service area. This employee was able to provide in-depth presentations and in-services about the new food package to these health care providers and community partners, in addition to meeting with them about specific details related to our WIC services. Because of the overwhelmingly positive responses we received from these presentations, we were invited back on a consistent basis to continue educating them about how the new food package allows us to better work together to support breastfeeding, encourage healthy eating, and target obesity.**

Here are some specific examples of key partnerships with health care providers and community partners:

Health care providers -

California Border Healthy Start, Family Health Centers of San Diego, Naval Medical Center San Diego/Camp Pendleton Naval Hospital, Children's Hospital, Neighborhood Healthcare, La Maestra, UCSD Medical Center, Children's Primary Care Medical Group, Sharp ob/gyn and pediatrics, Mid-city Pediatrics, and several other private practice and community clinics.

Other health-related community partners -

Other local WIC agencies, the San Diego County Breastfeeding Coalition, the San Diego County Health and Human Service Agency, California Border Healthy Start, Black Infant Health, Comprehensive Perinatal Services Project, Binational Health Week, Latino Coalition for a Healthy California, Mexican Consulate "Ventanilla de Salud," San Diego County Childhood Obesity Initiative, First Five San Diego, Head Start, SAY San Diego, Alliance for African Assistance, and Jewish Family Service of San Diego.

Why did the agency chose to partner with these health services providers? **We know that our participants**

---

Please submit completed form by **December 11, 2009** to  
Theresa Searles, Local Agency Support Branch  
Theresa.Searles@cdph.ca.gov  
Phone: (916) 928-8766 Fax: (916) 263-3314

## 2010 CA WIC Program - Best Practices Awards

### Directions:

greatly value the input and advice of their physicians, so we thought that by educating physicians about the new food package, this would in turn reinforce the education we were providing in our clinics. We also recognized a tremendous need for breastfeeding education among health care providers, and new food package education proved to be an excellent segue into beginning these conversations about supporting patients with breastfeeding.

We also spent a great deal of time educating health-related community partners about the new food package. Again, we felt that the better we educated our community about the new food package, the more our nutrition education messages would be reinforced, not only to our participants, but to the entire community.

When did the collaboration begin? The collaboration to educate health and community partners regarding the new food package began in Oct. 2008.

### Outcomes:

What were the outcomes of partnering with these other health and community services?

-Our participants and the community were well-educated about the wonderful benefits of the new food package.

-Because our communication focused heavily on positive nutrition and breastfeeding messages, we've made great progress in changing the community's perception of what WIC is. For example, people no longer view us as the program that just provides checks/formula. Instead, the community views us as an organization that plays a vital role in building healthy communities.

-Health care providers and community partners truly embraced the new food package, and the education we have provided has allowed them to promote healthy eating, active living, and breastfeeding, not just to WIC participants, but to our entire community.

How many WIC participants benefited from this partnership? Because our reach in the community was so extensive, we feel that we touched a large percentage of San Diego county's WIC population (approximately 100,000 participants).

Describe how this partnership has benefitted the participants: The way in which we reached out to the community was essentially a grassroots marketing campaign, and with any marketing campaign, repetition is key to success. Our participants were given the opportunity to hear positive nutrition and breastfeeding messages from a variety of sources and in a variety of ways, over an extended period of time. Our participants were extremely excited for the new food package to arrive so they could have greater access to healthier foods. We know that as a result of our efforts, our participants were extremely well-educated about the benefits of the new food package.

### Referrals:

How are participants referred to other health and community services? At certification appointments, each of our participants receives an agency developed "Can We Help" (attached) referral. This referral includes information about many resources available to them locally. Our employees are also trained to ask each participant what other services and/or referrals he/she might need. In addition to our general "Can We Help" referral, our agency also developed referral documents specific to our military population. Many military families are not aware of the number of services available to them, so we are happy to share this information with all of our military families.

What is the follow-up protocol? Any referrals offered to participants are documented in ISIS and reviewed at subsequent WIC appointments.

How does the agency ensure participants' needs are met by the referred health and community services? At the follow up, our employees ask participants if their needs were met by the referral. If they weren't, we

**2010 CA WIC Program - Best Practices Awards**

**Directions:**

[can provide additional referrals.](#)

**Contact Person:**

Contact Name: Ann Leisenring  
Phone Number: 858-309-1219  
Fax Number: 858-309-1286  
Email Address: [Ann.Leisenring@sdarc.org](mailto:Ann.Leisenring@sdarc.org)



San Diego/Imperial Counties



# American Red Cross Women, Infants & Children (WIC) Program



# What Is WIC?

WIC is a nutrition program to help pregnant women, infants, and children (up to age five) eat well, stay healthy, and be active.

WIC is administered at the federal level by the United States Department of Agriculture (USDA), and at the state level by the California Department of Public Health (CDPH).



San Diego/Imperial Counties



# What Does WIC Provide?

- **Nutrition education and counseling**
- **Breastfeeding support and information**  
*(electric breast pumps may be available to moms returning to work, school, or active duty.)*
- **Vouchers for nutritious foods** *(can be used at any WIC-authorized vendor.)*
- **Referrals to community resources**



San Diego/Imperial Counties



# Who Is Eligible?

- Pregnant women
- Breastfeeding women up to one year postpartum
- Non-breastfeeding women up to six months postpartum
- Infants and children up to age 5, including foster children
- Single fathers with children up to age 5



San Diego/Imperial Counties



# WIC Eligibility Requirements (con't)

## Income *(see brochure for detailed information)*

- ❖ Set by the USDA *(requirements increase annually)*
- ❖ 185% of the federal poverty level
- ❖ Must provide proof of income

## Residence

- ❖ Must provide proof of state residency
- ❖ U.S. citizenship is not required to participate in WIC.

## Nutritional Need

- ❖ Everyone has one!



San Diego/Imperial Counties



# Types of Appointments

State of California—Health and Human Services Agency California Department of Public Health  
California WIC Program

**WIC REFERRAL FOR PREGNANT WOMAN**

**Types of appointments**

Health Care Provider: Please provide the information on this form to your patient. The information on this form is for the patient's health status and to provide nutritional counseling. A completed referral may delay program benefits to your patient. A completed referral does not guarantee WIC Program benefits since program eligibility requirements must be met.

Patient's name (last, first)		Address (street, city, ZIP)	Telephone number	Zipcode
Height _____ in. _____ / _____	Hemoglobin _____ gm/dL	Blood test date _____ / _____ / _____	Est. date confinement _____ / _____ / _____	Date last preg. ended _____ / _____ / _____
Weight _____ lbs. _____ / _____			Gravida _____ Para _____	Prepregn weight _____ lbs.

PLEASE INDICATE ANY MEDICAL CONDITIONS AFFECTING THIS WOMAN:

Diabetes

Hypertension

Previous preeclampsia

Other \_\_\_\_\_

PLEASE LIST ANY CURRENT MEDICATIONS / SUPPLEMENTS PRESCRIBED:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

IMPRESSIONS / COMMENTS:

\_\_\_\_\_

\_\_\_\_\_

LOCAL WIC AGENCY: \_\_\_\_\_

Name of local WIC health care provider (last, first, middle initial): \_\_\_\_\_

Telephone Number: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The United States Department of Agriculture (USDA) prohibits discrimination in its programs on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, or marital or family status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audio tape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination, write to USDA, Director, Office of Civil Rights, Room 320-W, Whitten Building, 14th and Independence Avenue, SW, Washington, DC, 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

PH 247 (9/97)



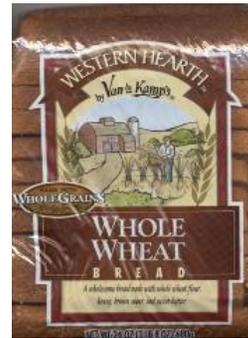
San Diego/Imperial Counties



# WIC Has Changed!

## A brand new food package!

For the first time since WIC began in 1974, the food package has been updated.



San Diego/Imperial Counties



# Why Revise the WIC Food Packages?

Changes have occurred in the major health and nutrition risks faced by WIC's target population, including:

- Diets lacking in whole grains, fruits, vegetables
- Short duration of breastfeeding
- Overweight and obesity



# Why Revise the WIC Food Packages (con't)

A substantial shift in the ethnic composition of the WIC population.

- Hispanics made up 39 percent of the WIC caseload in 2004, up from 21 percent in 1988.
- Asians and Pacific Islanders have become a substantial part of the WIC population in several states over the same period.



# Summary of Major Changes

- Revise infant food packages
- Adds fruits and vegetables
- Adds soy-based beverage and tofu as milk alternatives
- Adds whole grains (cereals, bread, and other whole grains, e.g., tortillas, brown rice)
- Reduces some food allowances, including milk, eggs, and juice



# Reinforce Nutrition Education Messages

“Eat more fruits and vegetables”

“Lower saturated fat”

“Increase whole grains and fiber”

“Drink less sweetened beverages and juice”

“Babies are meant to be breastfed”



San Diego/Imperial Counties

# Increased Breastfeeding Support

The new WIC food package will also help moms get breastfeeding off to a good start by providing additional information, incentives, and support services to encourage breastfeeding.

To help new mothers establish their milk supply, WIC encourages mothers to fully breastfeed in the first month of their baby's life.



San Diego/Imperial Counties



# WIC Is Changing!

WIC is sometimes known as:

*“The place that gives out formula.”*

We want moms to think of us as:

*“The place that helps with breastfeeding.”*



San Diego/Imperial Counties

# WIC Is Changing

## What is changing?

1. The messages we give to pregnant and postpartum women about breastfeeding.
2. The food packages we give to postpartum women and infants.



# What are the main changes affecting breastfeeding moms?

- Breastfeeding infants will not *routinely* receive formula in the first month.
- Combo feeding moms will have an incentive to “mostly breastfeed.”
- Moms will receive more counseling on normal baby behavior.



# WIC Is Changing!

How will our participants find out about these changes?

- “Healthy Habits Begin at Birth” campaign
- Prenatal breastfeeding classes
- Postpartum infant feeding classes
- Individual breastfeeding counseling
- Posters and handouts



# Healthy Habits Begin at Birth

## Fully Breastfeeding Women

- Receive the most food for themselves
- Receive the most variety of foods
- Can receive these foods for up to 1 year



# Healthy Habits Begin at Birth

## Women who are 'Mostly Breastfeeding'

- Receive more food for themselves
- Can receive this food for up to 1 year as long as they are "mostly breastfeeding" \*

\*Receiving less than ½ the amount of formula that a fully formula-fed baby would receive



San Diego/Imperial Counties

# Healthy Habits Begin at Birth

## Non-Breastfeeding Women\*

- Receive less food for themselves
- Receive food for themselves for 6 months

\*Women who are minimally breastfeeding will also receive this food package.



San Diego/Imperial Counties

# When will these changes happen?

Messages to pregnant women are starting now.

Food packages changed on  
October 1, 2009.



San Diego/Imperial Counties

# What if a newborn breastfed baby needs a supplement?

WIC will be able to issue supplementary formula to breastfed babies in the first month for medical/nutritional reasons. \*

\* The details of this policy are not yet finalized.



San Diego/Imperial Counties

# How can we collaborate?

We can give similar messages about:

- *What to expect in the early weeks – frequent feeding, growth spurts, etc.*
- *The importance of fully breastfeeding, skin contact, keeping a diaper log, etc.*
- *It gets easier!*



# How can we collaborate?

When supplementation is necessary, we can all help the mom to understand:

- *How much supplement is recommended*
- *How long she should continue to give it*
- *How to return to fully breastfeeding*



San Diego/Imperial Counties

# How can we collaborate?

When postpartum breastfeeding support is needed, we can:

- *Be aware of the services that others provide*
- *Provide, or refer WIC moms to, services that are accessible and affordable*



# What postpartum breastfeeding services does WIC provide?

## Help with normal breastfeeding issues:

- *Breastfeeding Help Line (business hours)*
- *Individual counseling with CLEs who speak a variety of languages*
- *Breastfeeding moms' groups*
- *Electric pump loans, manual pumps, etc*
- *Screening and referrals for issues needing medical attention.*



San Diego/Imperial Counties

# WIC Is Changing!

Questions or comments?

Other ideas for how we can collaborate  
to help more moms and babies  
breastfeed successfully?



San Diego/Imperial Counties

# How to Contact Us

Call **1-800-500-6411** to enroll or ask general questions.

Logon to: [www.sandiegowic.org](http://www.sandiegowic.org)



## *Where can I get breastfeeding help?*

**NMCSO Lactation Consultant (warm line)**  
(619) 532-5261

**NMCSO OB Nurse Triage**  
(619) 532-7000

**NMCSO Pediatric Appointment Line**  
(request a lactation appointment)  
(619) 532-8225

**La Leche League (San Diego)**  
(858) 646-9779

**WIC Breastfeeding Help Line**  
(800) 500-6411

## *What if I don't have transportation?*

**New Parent Home Visit Program**  
(858) 966-5411

**Public Health Nurses (home visit)**  
(619) 401-3710 or (619) 401-3697

## *What if I have postpartum depression?*

**Military Mental Health Services**  
(619) 532-5761

**Postpartum Support Groups**  
(619) 685-7458

**Online Postpartum Depression Support**  
[ppdsupportpage.com](http://ppdsupportpage.com)

## On-line Resources

**American Red Cross WIC Breastfeeding Services**

[www.sandiegowic.org](http://www.sandiegowic.org)

**San Diego County Breastfeeding Coalition**

(Referrals to lactation consultants and hospital  
breastfeeding support groups)

[www.breastfeeding.org](http://www.breastfeeding.org)

**Breastfeeding stories from WIC moms**

[www.breastfeedforall.org](http://www.breastfeedforall.org)

*I really want to breastfeed.*



# How can I prepare while I am pregnant?

 **American Red Cross**  
San Diego/Imperial Counties

**CALIFORNIA WIC**  
WOMEN, INFANTS & CHILDREN

May 2009

*This institution is an equal opportunity provider.*

## Plan ahead for the first month with your baby...

Give your home a good cleaning now and then don't worry about it after the baby is born.

Decide how to streamline housework, other chores and errands.

Stock up on groceries, frozen meals and household supplies ahead of time.

Try to find someone who can help take care of you as you rest and recover from the birth.

Ask your visitors to help out by bringing meals or groceries.

Consider saving up to hire a postpartum doula if no one else is available to help you.

*(A doula is a woman who provides practical help and emotional support to new moms. Some women ask for this as a baby shower gift.)*

### Resources

Postpartum Doula Referrals  
[www.dona.org](http://www.dona.org)

## *I really want to breastfeed.*

### How can I prepare while I am pregnant?

### Learn as much as you can about breastfeeding...

Take the prenatal breastfeeding classes at NMCS D and WIC.

Read the *Why Should I Nurse My Baby?* book (available from your WIC office).

Watch the *Breastfeeding: You Can Do It!* DVD (available when you attend a prenatal breastfeeding class at WIC) with family or friends who will be supporting you with breastfeeding.

If you have a friend or relative with good breastfeeding experience, ask her about breastfeeding.

Check out [www.breastfeedforall.org](http://www.breastfeedforall.org).

### Resources

NMCS D Prenatal Breastfeeding Class  
(619) 532-7745

## Find people who will support you...

Talk with your family about why you want to breastfeed, and ask for their support.

Let your doctor know that you want to breastfeed.

Choose a pediatrician who will support you.

Take a hospital tour and ask how the nurses will help you get started with breastfeeding.

Let your employer know that breastfeeding will help your baby get sick less often, and discuss how you can maintain your milk supply after you return to work.

Let your childcare provider know that breastfeeding is important for you and your baby, and discuss your plans for providing expressed milk for your baby.

La Leche League is an organization that supports women who want to breastfeed.

### Resources

La Leche League (San Diego)  
(858) 646-9779



# CAN WE HELP?

1-800-500-6411 [www.sandiegowic.org](http://www.sandiegowic.org)

This institution is an equal opportunity provider.

## BREASTFEEDING SUPPORT

### American Red Cross WIC Program

Breastfeeding help line staffed by Lactation Educators; breastfeeding classes; support groups; free pump loan program.  
1-800-500-6411

### Grossmont Hospital

Certified Lactation Consultants answer breastfeeding questions and run free support groups.  
(619) 740-4983 [www.sharp.com/grossmont](http://www.sharp.com/grossmont)

### La Leche League

Mother-to-mother breastfeeding support, monthly meetings and free phone assistance.  
(858) 646-9779 [www.illusa.org](http://www.illusa.org)

## CHILDCARE/PRE-SCHOOL

### Head Start

Federally funded pre-schools.  
(858) 715-2642 [www.sandiegoheadstart.org](http://www.sandiegoheadstart.org)  
North County residents call (760) 741-4210

### YMCA Childcare Resource Service

Referrals to licensed childcare and subsidized childcare providers for children with special needs.  
1-800-481-2151 [www.ymca.net](http://www.ymca.net)  
North County residents call (760) 726-9100

## DENTAL CLINICS

### La Maestra Dental Clinic

Comprehensive dental care, including free screenings, for all ages.  
(619) 328-1335 [www.lamaestra.org](http://www.lamaestra.org)

## FAMILY VIOLENCE

### Child Abuse Hotline

1-800-344-6000

### Center for Community Solutions

Domestic violence support/Women's shelter  
1-888-272-1767 [www.ccssd.org](http://www.ccssd.org)

## IMMUNIZATION INFORMATION

### Baby Shots Line

Offers free shots for babies under age two. Call your doctor or Baby Shots Line if your child needs shots.  
1-888-692-2575 [www.immunization-sd.org](http://www.immunization-sd.org)

## LEGAL ASSISTANCE

### Child Support

If you are not receiving CalWorks (TANF) and think you should be getting Child Support from your child's father or mother, call the District Attorney's Office.  
(619) 236-7600 [www.sdcdca.org](http://www.sdcdca.org)

### Legal Aid Society

Helps you and your family resolve legal problems free of charge.  
1-877-534-2524 [www.lasds.org](http://www.lasds.org)

### Consumer Center for Health Education and Advocacy

Helps answer questions regarding denials or appeals from MediCal or Healthy Families, and provides information on other health services.  
1-877-734-3258 [www.healthconsumer.org](http://www.healthconsumer.org)

## MENTAL HEALTH SERVICES

### 24-hour Crisis Service

1-800-479-3339

### San Diego Postpartum Health Alliance

Support and treatment referrals for women experiencing postpartum depression.  
(619) 685-7458 [www.postpartumalliance.org](http://www.postpartumalliance.org)

## PUBLIC ASSISTANCE

### Access for Infants and Mothers (AIM)

Low-cost health insurance for pregnant women and infants not eligible for MediCal or health insurance.  
1-800-433-2611 [www.aim.ca.gov](http://www.aim.ca.gov)

### CalWorks, Food Stamps, Healthy Families, MediCal

*CalWorks*—cash assistance to legal residents (with children) who are unable to support themselves.

*Food Stamps*—helps low-income legal residents purchase foods.

*Healthy Families*—low-cost insurance for children and teens up to age 19 who meet program rules and don't qualify for MediCal.

*MediCal*—pays for medical care for people with low incomes.

To apply for these four programs, call the **Health and Human Services Agency (HHS):**  
1-800-541-5555 [www.chhs.ca.gov](http://www.chhs.ca.gov)  
1-800-880-5305 (for Healthy Families)

Or, visit one of the HHS offices below.

### El Cajon

220 S. First St.  
El Cajon, CA 92019  
(619) 579-4355

### Kearny Mesa

5055 Ruffin Rd.  
San Diego, CA 92123  
1-866-262-9881

### Northeast San Diego

5001 73rd St.  
San Diego, CA 92115  
(619) 464-5701

### Escondido

463 N. Midway Dr.  
Escondido, CA 92025  
(760) 741-4391

### Lemon Grove

7065 Broadway Ave.  
Lemon Grove, CA 91945  
(619) 464-5114

### Oceanside

1315 Union Plaza Ct.  
Oceanside, CA 92054  
(760) 754-5757

### Mission Valley

7947 Mission Ctr. Ct.  
San Diego, CA 92108  
(619) 767-5206

### Southeast San Diego

4588 Market Street.  
San Diego, CA 92102  
(619) 236-7501

**Child Health and Disability Prevention Program (CHDP), Perinatal Care Network, San Diego Kids Health Assurance Network (SDKHAN)**  
(619) 692-8428  
North County residents call 1-800-675-2229

*CHDP*—free health and dental check-ups for children.

*Perinatal Care Network*—Pregnant women eligible for WIC may be eligible for MediCal, who will pay for prenatal care, delivery and postpartum check-up.

*SD KHAN*—free referral service for children's health coverage. No-cost and low cost coverage available.

## SUBSTANCE ABUSE

**County Drug & Alcohol Services**  
(619) 584-5007

**Smoker's Helpline**  
1-800-662-8887 [www.californiasmokershelpline.com](http://www.californiasmokershelpline.com)

## OTHER RESOURCES

### American Red Cross

CPR/1st Aid Classes  
(858) 309-1200 [www.sdarc.org](http://www.sdarc.org)

### Birthline of San Diego

Pregnancy support service.  
(858) 270-2491 [www.birthlinesandiego.org](http://www.birthlinesandiego.org)

### Childhood Lead Poisoning Prevention

(619) 515-6694

### CTIS Pregnancy Risk Information Line

Information about drug, alcohol, and other exposures for pregnant and breastfeeding women, and the general public.  
1-800-532-3749 [www.ctispregnancy.org](http://www.ctispregnancy.org)

### Interfaith Community Services

Services include emergency assistance with diapers, formula and food.  
(760) 489-6380 [www.interfaithservices.org](http://www.interfaithservices.org)

### IRC (International Rescue Committee)

Programs for refugee families to ensure they are successfully resettled.  
(619) 641-7510 [www.theirc.org](http://www.theirc.org)

### Mexican Consulate (San Diego)

Assistance to Mexican citizens residing in the United States.  
(619) 231-6634

### ParentLink

Parent Education Classes  
(858) 300-1211 [www.parentlinkccsd.net](http://www.parentlinkccsd.net)

### Planned Parenthood

High-quality sexual and reproductive health care, including family planning.  
1-888-743-7526 [www.plannedparenthood.org](http://www.plannedparenthood.org)

### Poison Control System

Poison and treatment information for emergency cases.  
1-800-222-1222 [www.calpoison.org](http://www.calpoison.org)

### San Diego Food Bank

Distributes nutritious, high-quality food through various programs.  
1-866-350-FOOD (3663) [www.sandiegofoodbank.org](http://www.sandiegofoodbank.org)

## GENERAL INFORMATION

### San Diego County Info. Line (211)

Free and confidential referrals to community resources.  
Phone: 211 [www.211sandiego.org](http://www.211sandiego.org)



# ¿LE PODEMOS AYUDAR?

1-800-500-6411 [www.sandiegowic.org](http://www.sandiegowic.org)

Esta institución provee igualdad a todos.

## AYUDA PARA AMAMANTAR

### Cruz Roja Americana WIC

Línea de apoyo para amamantar con especialistas en lactancia. Clases de amamantar y programa de préstamo de extractores de leche.

Tel: 1-800-500-6411

### Grossmont Hospital

Especialistas en lactancia. Respuestas a sus preguntas acerca de la lactancia materna.

Tel: (619) 740-4983

### La Leche League

Grupos de apoyo gratuitos de madre a madre sobre la lactancia y ayuda gratuita por teléfono.

Tel: (858) 792-5009 [www.llusa.org](http://www.llusa.org)

## GUARDERÍA/PRE-ESCOLAR

### Head Start

Programa Federal Pre-Escolar

Tel: (858) 715-2642

### YMCA Servicio de Referencias a Guarderías

Guarderías autorizadas para niños con necesidades especiales y financiadas por parte de fondos públicos.

Tel: 1-800-481-2151 [www.ymca.net](http://www.ymca.net)

Condado del Norte llame al: (760) 726-9100

## CLINICAS DENTALES

### La Maestra-Clinicas Dentales

Provee cuidado dental completo, incluyendo evaluación gratuita, para todas edades.

Tel: (619) 328-1335 [www.lamaestra.org](http://www.lamaestra.org)

## VIOLENCIA FAMILIAR

### Línea de Emergencia de Abuso Infantil

Tel: 1-800-344-6000

## Violencia Doméstica/Albergue para Mujeres

Center for Community Solutions

Tel: 1-888-272-1767

## INFORMACIÓN DE VACUNAS

Llame a su doctor o **Baby Shots Line** si su hijo necesita vacunas. Pregunte sobre vacunas gratis para bebés menores de 2 años.

Tel: 1-888-692-2575

## AYUDA LEGAL

### Ayuda Monetaria para sus Hijos (Child Support)

Si usted no está recibiendo CalWorks (Ayuda Monetaria para Familias Necesitadas-TANF) y cree que debería de estar recibiendo ayuda del papá o mamá de sus hijos llame a la oficina del Abogado del Distrito (District Attorney's Office)

Tel: (619) 236-7600 [www.sdcda.org](http://www.sdcda.org)

### Legal Aid Society

Ayuda, sin costo alguno, a usted y a su familia a resolver problemas legales.

Tel: 1-877-534-2524 [www.lassd.org](http://www.lassd.org)

### Consumer Center for Health, Education and Advocacy

Ayuda a responder preguntas relacionadas a rechazos o apelaciones de MediCal o Healthy Families, e igual proporciona información de otros servicios médicos disponibles.

Tel: 1-877-734-3258 [www.healthconsumer.org](http://www.healthconsumer.org)

## SERVICIOS DE SALUD MENTAL

### Línea de Crisis a las 24-Horas

Tel: 1-800-479-3339

### San Diego Postpartum Health Alliance

Información y ayuda sobre tratamiento de la depresión después del parto.

Tel: (619) 685-7458

## ASISTENCIA PÚBLICA

### Access for Infants and Mothers (AIM)

Seguro médico a bajo costo para mujeres embarazadas y bebés que no califican para MediCal ni seguro médico.

Tel: 1-800-433-2611

### CalWorks, Food Stamps, MediCal, Healthy Families

**CalWorks**—proporciona ayuda monetaria a residentes legales (con niños) que no tienen recursos económicos.

**Food Stamps**—proporciona ayuda a residentes legales con bajos ingresos para comprar comida.

**Healthy Families**—es seguro médico a bajo costo para niños y jóvenes hasta los 19 años que no cumplen con los requisitos del MediCal.

**MediCal**—paga consultas médicas para personas de bajos recursos económicos.

Para aplicar a estos cuatro programas llame a la agencia **Health and Human Services** al:

1-800-541-5555 [www.chhs.ca.gov](http://www.chhs.ca.gov)

1-800-880-5305 (**Healthy Families**)

o visite estas oficinas:

### El Cajon

220 S. First St.  
El Cajon, CA 92019  
(619) 579-4355

### Lemon Grove

7065 Broadway Ave.  
Lemon Grove, CA 91945  
(619) 464-5114

### Kearny Mesa

5055 Ruffin Rd.  
San Diego, CA 92123  
1-866-262-9881

### Oceanside

1315 Union Plaza Ct.  
Oceanside, CA 92054  
(760) 754-5757

### Northeast San Diego

5001 73rd St.  
San Diego, CA 92115  
(619) 464-5701

### Mission Valley

7947 Mission Ctr. Ct.  
San Diego, CA 92108  
(619) 767-5206

### Escondido

463 N. Midway Dr.  
Escondido, CA 92025  
(760) 741-4391

### Southeast San Diego

4588 Market Street.  
San Diego, CA 92102  
(619) 236-7501

### Child Health and Disability Prevention Program (CHDP), Perinatal Care Network, San Diego Kids Health Assurance Network

Tel: (619) 692-8428

Condado Norte llame al: 1-800-675-2229

**CHDP**—Proporciona exámenes médicos y dentales gratis para niños.

**Perinatal Care Network**—mujeres embarazadas en WIC pueden calificar para MediCal, cual cubre cuidado prenatal, parto y exámenes después del parto.

**SD KHAN**—servicio gratuito para encontrar seguro médico para niños a ningún costo o bajo costo, hay diferentes planes disponibles.

## ABUSO DE DROGAS/ALCOHOL

### Apoyo con Drogas/Alcohol (del condado)

Tel: (619) 584-5007

## Línea para Dejar de Fumar

Tel: 1-800-662-8887

## OTROS RECURSOS

### Cruz Roja Americana

RCP/1eros Auxilios

Tel: (858) 309-1200 [www.sdarc.org](http://www.sdarc.org)

Donación de Sangre: 1-800- 448-3543

### Birthline of San Diego

Línea de apoyo durante el embarazo.

Tel: (858) 270-2491

### Childhood Lead Poisoning Prevention

Información para prevenir contaminación del plomo en la infancia.

Tel: (619) 515-6694

### CTIS Pregnancy Risk Information Line

Información en general sobre la exposición a drogas, alcohol, y otros elementos incluyendo los efectos prenatales y durante la lactancia materna.

Tel: 1-800-532-3749

### Interfaith Community Services

Servicios de la comunidad

Tel: (760) 721-2117

### IRC (International Rescue Committee)

Comité de Rescate Internacional

Tel: (619) 641-7510 [www.theirc.org](http://www.theirc.org)

### Consulado de México (San Diego)

Asistencia para asegurar que los derechos humanos de los Mexicanos sean respetados.

Tel: (619) 231-6634

### ParentingLink (Clases para padres)

Tel: (858) 300-1211

### Planned Parenthood

Planificación familiar y cuidado reproductivo.

Tel: 1-888-743-7526 [www.plannedparenthood.org](http://www.plannedparenthood.org)

### Control de Envenenamientos

Línea de emergencia en caso de envenenamiento.

Tel: 1-800222-1222 [www.calpoison.org](http://www.calpoison.org)

### Banco de Comida San Diego y Programa Suplementario (Food Bank)

Tel: 1-866-350-3663 [www.sandiegofoodbank.org](http://www.sandiegofoodbank.org)

## INFORMACIÓN GENERAL

### Línea de Información (211)

Confidencial y gratis para recursos comunitarios en San Diego.

Tel: 211 [www.211sandiego.org](http://www.211sandiego.org)

# Clinicas de Salud del Pueblo, Inc. WIC Program

## Best Practices Awards 2009 Category: Excellence in Health Linkages

Clinicas de Salud del Pueblo, Inc. WIC Program has been consistently collaborating in providing services to the Imperial County community in an effort to support the goals and objectives of the public health agencies in informing and educating the public as well as health care providers.

Outreach Activities	Agencies and Health Care Providers	Date
	<p>A. WIC DVD presentation of the new food package to medical providers and Board of Directors of Clinicas de Salud del Pueblo, Inc.</p> <p>B. WIC Power Point Presentation of the new food package at the PAHE (Physical Activity Healthy Eating) meeting, presented to the representatives of different community services in the Imperial County with the collaboration of the Imperial County Public Health Department.</p> <p>C. Poster Presentation at WIC table regarding the old versus new food package coming soon; was displayed at the "3<sup>rd</sup> Annual Walk for Your Health With WIC" at the Imperial Valley Mall.</p> <p>D. Power point presentation regarding the "New WIC Pediatric Referral Form and Tutorial was presented to all pediatricians in Imperial County for a total 168 Medical Providers and their assistants; emphasizing on the importance of new federal medical documentation requirements for medically fragile WIC Participants.</p> <p>E. Immunization Project – Action Plan for Imperial County Immunization Project Collaborative Clinicas de Salud del Pueblo, Inc. WIC Program and the Imperial County Public Health Department has been collaboration effort in assessing and educating WIC participants on the importance of vaccination and its timely scheduling children 0-24 months.</p>	<p>January</p> <p>June</p> <p>September</p> <p>September October</p>

	<ul style="list-style-type: none"> <li>• All WIC staff has been trained on inputting immunization information into the Imperial County Immunization Registry and new staff trained as hire.</li> <li>• Extranet report were created in an effort to determine which children fell into the 0-24 month category; starting with children born in 2006 and will continue an ongoing process with further years (2007-2011).</li> <li>• Created and established the Clinicas de Salud del Pueblo, Inc WIC Immunization Policy (See Annex), steps were created to implement the monthly voucher pick up strategy. (See Annex Flow Chart)</li> <li>• All WIC staff was oriented on the Immunization Project Flow Chart</li> <li>• An initial assessment was conducted and followed by quarterly reports for each main WIC site</li> <li>• On the initial assessment the WIC Program has targeted 1,241 infants and children born in 2006 and the ultimate goal is to up date vaccine series of at least 90 percent of these children by June 2010.</li> <li>• Ongoing process will follow in July 2010 with the same strategy with children born after 2006.</li> </ul> <p>F. COPA: Clinicas de Salud del Pueblo, Inc. WIC Program, the Imperial County Childhood Obesity Prevention Alliance and Breastfeeding Coalition will be collaborating in the workshop address to health care professional with the purpose of discussing and highlight current prevention, screening, and counseling techniques related to childhood obesity in Imperial County.</p> <p>G. March of Dimes, Imperial County Public Health Department, Breastfeeding Coalition and Clinicas de Salud del Pueblo, Inc. provided a workshop "Promoting, Protecting and Supporting Breastfeeding" intended to the providers of the Child Care Centers and family Child Care homes.</p> <ul style="list-style-type: none"> <li>• Clinicas de Salud del Pueblo, Inc WIC Program conducted 1 ½ hour of Secrets of Baby Behavior</li> </ul>	<p>2006-</p> <p>Decen August</p> <p>June 2</p> <p>Novem</p> <p>Novem</p> <p>Quart October</p> <p>March</p> <p>Decem</p>
--	--	---

	<p>workshop in English</p> <ul style="list-style-type: none"><li>• Complete workshop of Breastfeeding presentation, SIDS and Secrets of Baby Behavior was conducted to the Spanish speaking Child Care providers by Clinicas de Salud del Pueblo, Inc. WIC Program.</li></ul>	Dece
--	---	------

<p style="text-align: center;"><b>Clinicas de Salud Del Pueblo, Inc.</b></p> 	<b>Category:</b> CLINICAL	<b>Title of Initiator/Reviewer:</b> <b>WIC Program Director</b>	
	<b>Dept.:</b> CLINICAL	<b>Last Review</b>	
		<b>Created/ Revised</b>	June 23, 2009
		<b>Next Review</b>	June 2010
<b>Policy/Procedure:</b> Immunization: Monthly Voucher Pick Up Policy			

1. Purpose

- 1.1 To establish on site mechanism to help parents making appointments for required immunizations IZ, by age of the infant/child as verification of the Immunization card and when deemed necessary.
- 1.2 WIC staff will support awareness of importance of following the immunization schedule and assist with phone calls to clinics for scheduling appointments when necessary.

2. Policy

- 2.1. All participants in the category of infant/child up to 24 months will have their immunization status monitored by the WIC staff and updated as necessary to maintain a preventative health status.

3. Procedure

- 2.2. Participants in the category of infant/child up to 24 months will have their immunization status monitored by the WIC staff and updated as necessary by means of:
  - 2.2.1. verification of the Immunization card
  - 2.2.2. Participant shall be informed and obtain signed consent from the parent or guardian to share on Integrated Statewide Information System (ISIS)-IZ system data that must be obtained at least annually
  - 2.2.3. The consent form shall be filed with the participant information on the daily files
  - 2.2.4. making a copy of the Immunization card for subsequent transcription into the Immunization Registry
  - 2.2.5. Appropriate materials regarding immunization will be provided and for the newborn at enrollments will be provided an awareness compromise.
- 2.3. The first time an immunization verification identifies a child who is due on that particular date or overdue the subsequent procedure shall be followed:

- 2.3.1. Refer the parent/guardian to the child's regular medical provider for needed immunization. If the child does not have a regular doctor, offer resources that will help the parent to choose, such as the closer Clinicas de Salud del Pueblo, Inc. clinic.
  - 2.3.2. Make sure that the participant make all necessary efforts to have an appointment with the medical provider and/or WIC staff will make a call to Clinicas de Salud del Pueblo, Inc. if participants chooses, to make sure he/she gets the appointment.
  - 2.3.3. Followed with a hold and include information or actions provided on comments (F9) on ISIS. At this moment you can single, double or triple issue food instruments depending on the WIC contacts to follow.
  - 2.3.4. Explain the importance of immunizations to the infant/child health, and that you will follow up at the next WIC appointment to ensure that the child is update on immunizations schedule and answer any questions the parent may have.
- 2.4. If at the follow up visit the infant /child have not received the required immunization, explore reasons why, schedule monthly WIC appointments for follow up and support. (It is a good moment to have the parent/guardian to have reflective thoughts about the importance of following the IZ schedule and the opportunity of having 2-3 month vouchers if they follow the IZ schedule accordingly).
- 2.4.1. Schedule a monthly voucher pick up for follow up support/praise and evaluation of successful completion of IZ until overdue immunizations are received and include a hold with comments on ISIS (F9). *However, if the child has an immunization appointment scheduled already that is more than 4 weeks but less than eight weeks in the future, the participant's follow up appointment should be scheduled in two months rather than 1 month.*

**2.5 Child is not up-to date on IZ's or parent does not bring the IZ card**

2.5.1 Document in ISIS Individual comments: **Needs IZ or NO IZ record**

2.5.2 Third subsequent not up to date visit:

- Explain the importance of immunizations to the child's health, and answer questions participants may have.
- Refer parent to the child's regular medical provider for needed immunizations
- Schedule return follow up WIC appointment for individual counseling
- Document on ISIS Individual comments: **Needs IZ or No IZ record**

**2.6 IZ Reminder – WIC Information Folder (WIF)**

2.6.1 Besides the revision of the immunization card the WIC staff will be requested to include a code in the next appointment space in the WIF that will read as: "IZ RECORD" whenever the participants is required to bring the immunization card for the next WIC appointment.

2.7 Designated WIC staff will be transcribing information into the Immunization Registry on a weekly basis.

2.7.1 Assigned WIC staff will be attending IZ work groups and meeting as necessary and keep updates within the WIC sites.

2.8 WIC Program Director will be supporting the Imperial County Public Health Department Immunization Program as:

2.8.1 Creating and implementing the Monthly Voucher pick up policy

2.8.2 Creating reports on Extranet related to the infant/child 0-24 months

2.8.3 Providing training to staff regarding implementation of the policy and supporting trainings from the Imperial County Public Health Department Immunization Program.

3. Distribution List:

3.1. Brawley WIC -Clinicas de Salud Del Pueblo, Inc.

3.2. Calexico WIC -Clinicas de Salud Del Pueblo, Inc.

3.3. El Centro WIC -Clinicas de Salud Del Pueblo, Inc.

**Summary of Policy/Procedure:** This policy provides information on Clinicas de Salud del Pueblo Inc. WIC Program and the procedure of the Monthly Voucher Pick Up strategy to follow up on the due and over due infant/child and encouraging to update on the immunizations.

# Immunization Project

## For all WIC Infants and Children NOT born in 2006

Ask for IZ card at SM or SR  
Remember:  
1.- Have ppt sign consent form  
2.- Make copies of IZ card and place in designated folder.

**If IZ Card Up-to-date**

Comment in family comments ISIS: **IZ up-to-date**. Issue as many months of F/I as possible (depending on the WIC contact schedule and if nothing else pending).

**If IZ Card NOT Up-to-date**

If ppt did not bring IZ card or IZ NOT up-to-date place a hold in ISIS that reads: **Pending IZ x1** and single, double or triple issue F/I depending on the WIC contact schedule.

If IZ not up-to-date in addition to placing the hold, please provide IZ education.

If at the follow up visit the infant/child is still not up-to-date. Use MI to obtain more information and Educate as Needed.

**\*From this point forward:**

Single issue F/I's until IZ up-to-date. Always commenting on ISIS-Holds: **Pending IZ X 2, 3, 4+.....**

Once IZ up-to-date remove ISIS holds and comment: **IZ up-to-date**. Issue as many months of F/I as possible if nothing else pending.

NOTE: If not up to date due to sickness, place a hold in ISIS and a follow up appointment according to new immunization schedule.

**2010 CA WIC Program  
Best Practices Awards  
Nomination Form**

**Excellence in Health Linkages  
(Agency Award)**

**Directions:**

**The best practices awards are for activities during the federal fiscal year 2009 (October 1, 2008-September 30, 2009).** Complete all sections of the form. "Agency" awards recognize the best practices of the organization, and "individual" awards recognize the unique contributions of an individual staff member. The information provided in the nomination form may be included in the Best Practices Awards program. Remember to include your name and contact information as we may contact you for additional information. This form is designed for you to enter information within expandable fields after every question.

**Nomination:**

**Excellence in Health Linkages Nominee:** [Planned Parenthood of Orange and San Bernardino Counties](#)  
(Agency Name)

**In the past 12 months**, has the agency collaborated with community health partners,(e.g., dental, mental, social services) in your community? Yes No

With whom did the agency partner? [Multiplepartners- MOMS, Healthy Smiles\(Onesis\), Vietnamese Service Forum, Vietnamese Breastfeeding Coalition](#)

Why did the agency chose to partner with these health services providers?

[MOMS- We collaborate with Maternal Outreach Management System Programs \(MOMS\) to assist our prenatal WIC clients with prenatal classes including lamaze, nutrition education and parenting. Infant and Moms attend a Mommy and Me class offered at our WIC site by MOMS.In the class infant and moms develop cognitive and motor skills. We have partnered with MOMS to further provide WIC prenatal clients a holistic approach in parenting.](#)

[Healthy Smiles- Healthy Smiles has partnered with WIC and developed a program to provide early dental access at WIC sites. The program offers oral health education, dental screenings and fluoride varnish, along with referrals to a dental home which targets the one year old population \(those children 9 months-23 months of age\). Many of our clients cannot afford dental screening for their children. Partnering with Healthy Smiles enables WIC to provide a free service at an early intervention to prevent tooth decay.](#)

[Vietnamese Service Forum-The Vietnamese Service Forum \(VSF\) is a collaborative partnership developed to build organizational and program capacity in outreach and comprehensive services for Vietnamese families within and beyond the Bridges for Newborns network. The forum group regularly shares the best practice strategies to outreach and engage Vietnamese families in community based services such as health services, counseling, parenting classes, home visitation services for pregnant women and children ages 0-5. The Vietnamese Resource Guide was created as a county-wide resource guide for Vietnamese families which may need employment, housing, financial assistance or health insurance. We became an instrumental pioneer of this collaborative due to the increasing Vietnamese community served by our WIC agency.](#)

---

Please submit completed form by **December 11, 2009** to  
Theresa Searles, Local Agency Support Branch  
[Theresa.Searles@cdph.ca.gov](mailto:Theresa.Searles@cdph.ca.gov)  
Phone: (916) 928-8766 Fax: (916) 263-3314

**2010 CA WIC Program - Best Practices Awards**

**Directions:**

Vietnamese Breastfeeding Coalition- Is a coalition that was established by Planned Parenthood WIC and our collaborative partners, Nhan Hoa Medical Center, VIETmoms and OCHCA Public Health Community Nurses to increase breastfeeding awareness in the Vietnamese community. The partnership's main goal is to increase breastfeeding rates in Orange County. The coalition offers, nutrition, breastfeeding and prenatal education for expecting Vietnamese families. Once the 4 week workshops are completed the family receives a free car seat. Data is collected to assess the breastfeeding rates and the impact of the services provided through the collaborative.

When did the collaboration begin? MOMS- 2007, Healthy Smiles 2009, Vietnamese Service Forum 2008  
Vietnamese Breastfeeding Coalition 2008

**Outcomes:**

What were the outcomes of partnering with these other health and community services? By partnering up with the 4 different community services we are able to offer our WIC clients a diverse selection of resources and linkages to their community.

How many WIC participants benefited from this partnership? Vietnamese BF Coalition 205 participants, Vietnamese Forum 800+, Healthy Smiles 220 program started in August, MOMS (Lamaze and Mommy & Me 120 families

Describe how this partnership has benefitted the participants: Participants at WIC have been able to get the knowledge to better prepare themselves for birth, as well furthering their bonding experience in the Mommy and Me Classes. The Vietnamese community has benefitted by being able to get resources in their native language. They are more familiar with their community and who can assist them.

**Referrals:**

How are participants referred to other health and community services? We provide flyers and brochures with the information.

What is the follow-up protocol? during their counseling session we ask if the services provided were useful.

How does the agency ensure participants' needs are met by the referred health and community services? By maintain our caseload and following up during their appointments.

**Contact Person:**

Contact Name: Irene Salazar  
Phone Number: 714 922-4108  
Fax Number: 714 532-2522  
Email Address: isalazar@pposbc.org

**2010 CA WIC Program  
Best Practices Awards  
Nomination Form**

**Excellence in Health Linkages  
(Agency Award)**

**Directions:**

**The best practices awards are for activities during the federal fiscal year 2009 (October 1, 2008-September 30, 2009).** Complete all sections of the form. "Agency" awards recognize the best practices of the organization, and "individual" awards recognize the unique contributions of an individual staff member. The information provided in the nomination form may be included in the Best Practices Awards program. Remember to include your name and contact information as we may contact you for additional information. This form is designed for you to enter information within expandable fields after every question.

**Nomination:**

**Excellence in Health Linkages Nominee: Sutter County Human Services Health -WIC**  
(Agency Name)

**In the past 12 months**, has the agency collaborated with community health partners,(e.g., dental, mental, social services) in your community? Yes No

With whom did the agency partner? 1. First 5 Commision-Smiles Dental Van 2. Living Strong, Nutrition and Physical Activity Program in Substance Abuse Treatment Programs.

Why did the agency chose to partner with these health services providers? 1. Dental services for children under age 6 are difficult for WIC participants to obtain. The Smiles Van provides comprehensive dental services at our main site and satalite sites decreasing transportation and access barriers.

2. Living Strong, funded by the Sierra Health Foundation utilizes peer educators to provide nutrition education, physical activities, and gardens at three substance abuse treatment facilities in Sutter County. Nutrition education and access to healthy foods is vital in recovery. Partnering with WIC has served to reinforce our Healthy Habits for Life messages. Peer educators working in this program attended many WIC staff inservices and incorported WIC lesson plans and visual aides into their program. WIC provided recipes for many of the vegatables grown in the gardens.

When did the collaboration begin? 1. Smiles Dental Van 5 years ago 2. Funding for Living Strong began in January 2009 are collaboration began at that time.

**Outcomes:**

What were the outcomes of partnering with these other health and community services? 1. The Smiles Dental Van was able to provide over 300 participants with dental screening, and/or dental work at no or low cost. 2. Living Strong peer educators provided 4 hours of education to 259 clients attending substance abuse programs many of whom are WIC participants. Additionally three large container gardens were constructed at each drug treatment site. The gardens had a very productive summer season and are now full of winter vegetables. WIC Healthy Habits for Life posters are prominently displayed at these facilities. The success of this collaboration has resulted in a new relationship with a Pernatal Drug Treatment Program. In January 2010 all women attending this program will participate in bi-monthly WIC classes. Participants will walk with their children to our main site to attend nutritioin education classes their by increasing access to the WIC services.

---

Please submit completed form by **December 11, 2009** to  
Theresa Searles, Local Agency Support Branch  
Theresa.Searles@cdph.ca.gov  
Phone: (916) 928-8766 Fax: (916) 263-3314

## 2010 CA WIC Program - Best Practices Awards

### Directions:

How many WIC participants benefited from this partnership? 1. 300 2. 259  
Describe how this partnership has benefitted the participants: 1. Many WIC participants were able to obtain the required dental services needed for kindergarden enrollment at the same time/location of WIC appointment. Several WIC participants received sealants that have proven public health dental benefits. There are limited pediatric dental providers in our community also many dental providers do not take MediCal or the un-insured. The Smiles Dental Van has reduced these barriers for some of our WIC participants. 2. WIC participants who attended the substance abuse treatment programs served by Living Strong actively participated in the container gardens from growing vegetables to preparing and enjoying nutritious and delicious meals. In January 2010 Sutter County WIC will provide "one stop" education for participants attending substance abuse treatment programs.

### Referrals:

How are participants referred to other health and community services? Program flyers and posters located throughout the community, Low Cost No Cost People Services News Paper, phone and written referrals.  
What is the follow-up protocol? 1. Smiles Dental Van calls participants after appointments to make sure they received the services they needed. They also phone participants to set up follow-up appointments if they need additional dental services. If the Smiles Dental Van is unable to get a hold of a participant they inform the WIC program and we put a hold in ISIS indicating needed follow up.  
How does the agency ensure participants' needs are met by the referred health and community services? 1. See less participants needing major dental services. 2. Living Strong program evaluation was conducted on 10% of clients served.

### Contact Person:

Contact Name: Marcia Barnes  
Phone Number: 530 822-7224  
Fax Number: 530 822-7323  
Email Address: mbarnes@co.sutter.ca.us