
Subject: Outreach

Effective Date: October 1, 2019**Revised Date:** July 1, 2020

Policy: Region/Metro Offices must provide WIC Program information to other programs or agencies that serve a high number of potentially eligible applicants. Outreach efforts should be performed to reach potential clients within the WIC program area to maintain assigned caseload. At a minimum, the WIC Program shall conduct two public outreach activities each year designed to reach those populations most at risk (pregnant women, infants, migrants, and homeless).

Outreach activities shall involve agencies that interact with potentially eligible applicants such as health and medical organizations, hospitals, clinics, welfare and unemployment offices, social service agencies, and farm worker organizations. Outreach activities may include the use of media (e.g., radio, television, newspaper, social), personal contact, use of printed outreach materials provided to applicants and organizations, and other activities outlined in any Memorandums of Understanding between WIC and other organizations. All media, materials and MOUs must have the approval of WIC Central Office and the Tennessee Department of Health.

Reference: 7CFR§246.4, FNS Instruction 113-1**Procedure:**

1. Designate the responsibility of outreach to a specific staff person(s)
2. Identify and provide Program information to programs/agencies such as:
 - a. Agencies serving the homeless (homeless facilities/institutions)
 - b. Child birth classes
 - c. Child care centers
 - d. Community health centers
 - e. Community locations that applicants frequent
 - f. Community service organizations
 - g. Family planning programs
 - h. Food banks
 - i. Head Start
 - j. Health Maintenance Organizations (HMO's)
 - k. Migrant health centers
 - l. Obstetricians, Family Practitioners, Pediatricians
 - m. Salvation Army
 - n. Schools, universities, vocational schools

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- o. Social Service agencies (TANF/Medicaid)
- p. Women's Shelters
- q. Agencies serving military families
- 3. Plan and implement outreach activities to community organizations that provide information regarding WIC eligibility at least twice each year
- 4. All outreach materials and communications must
 - a. Include a non-discrimination statement; participation eligibility criteria; and the Region/Metro Office name, address, and phone number
 - b. Be approved for use by Central Office
 - c. Materials can be ordered via Edison or through Central Office
- 5. Review and/or develop any Memorandums of Understanding for potential avenues of outreach to potential WIC applicants
- 6. Initiate additional outreach activities as needed during the year to maintain the Region/Metro assigned caseload or to better reach targeted underserved population groups
- 7. Outreach to pregnant women:
 - a. Provide Program information to agencies serving eligible pregnant women
 - b. Target eligible women in the first trimester of pregnancy
 - c. Provide text appointment reminders through TNWIC with permission of the applicant
 - d. Contact pregnant applicants who have missed their certification appointment by telephone, text, or mail and re-schedule another appointment
- 8. Outreach to homeless:
 - a. Determine the number and location of homeless individuals in the agency area
 - i. Provide Program information to homeless facilities/institutions
 - ii. Determine barriers to Program participation
 - b. Establish procedures to provide services to homeless individuals.
 - i. Establish a referral system between homeless facilities/institutions and the WIC Program
 - ii. Provide a listing of region/metro clinics and homeless facilities/institutions in the area to homeless applicant/client
 - 1. The listing must include a contact name, telephone number and address
 - c. Coordinate services with homeless facilities/institutions to eliminate barriers (e.g., on-site WIC clinics)

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9. Outreach to migrants and persons with LEP:
 - a. Determine the number and location of migrant farm workers in the agency area.
 - i. Provide Program information in the appropriate language
 - ii. Determine barriers to Program participation
 - b. Establish procedures to provide services to migrant families
 - i. Establish a referral system between agencies serving migrants and the WIC Program
 - c. Coordinate services with migrant health centers to eliminate barriers (e.g., arrange transportation to WIC clinics, or conduct on-site WIC clinics)